

# 2016/17 Report on Multiculturalism



BRITISH  
COLUMBIA

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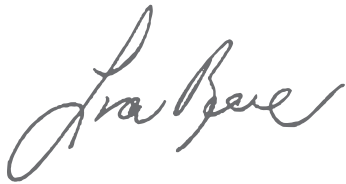
# Letter to the Lieutenant Governor of British Columbia

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 23<sup>rd</sup> annual report on the operation of the Act. This report covers the activities for the 2016/17 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 2016/17. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2016/17.

Sincerely,



Sandra Carroll  
*Deputy Minister*

Ministry of Tourism, Arts and Culture

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# Minister's Message



I am honoured to present the annual Report on Multiculturalism: Government of British Columbia (2016-2017).

British Columbia's first Multicultural Act was passed in 1993

and was built on the aspirations of creating a multicultural society free from racism, where individuals are treated with respect and dignity and all British Columbians have equal opportunity to participate in the community. The act recognized that for this to happen, government itself needed to adjust and commit to building a "bureaucracy that is reflective of the society it serves."

Ministries and Crown corporations promote and support multiculturalism throughout their organizations. This report is a compilation of those efforts found in programs, policies, hiring practices, and day-to-day interactions. It showcases the commitment of the provincial civil service to reflect the population served while harnessing the strength of British Columbia's cultural and linguistic diversity to continue to build a strong social, economic and inclusive future.

This report spans the 150<sup>th</sup> anniversary of Canada and a time when many of us are reflecting on who we are as a nation and the importance of how immigrants from every corner of the globe have shaped our country and province. On average 42,000 immigrants settle in our beautiful province every year. Looking back in our history, it is powerfully apparent that our multicultural diversity has been and continues to be a tremendous asset to our society and our economy.

Across the provincial public sector there is increasing recognition that we cannot survive and thrive without deep commitment to supporting diversity. The examples within the report offer an inspiration and valuable resource for other organizations wanting to push towards an inclusive and tolerant society.

A handwritten signature in black ink, reading "Lisa Beare".

Honourable Lisa Beare  
*Minister*

Ministry of Tourism, Arts and Culture

# Multicultural Advisory Council

Established in 1988, the provincial Multicultural Advisory Council (MAC) has a mandate to advise the Minister Responsible for Multiculturalism on issues related to multiculturalism and to perform any other duties or functions outlined by the Minister as set out in the Provincial *Multiculturalism Act*.

The MAC members, who have expertise in multiculturalism, community work and business, are appointed by the Lieutenant Governor in Council from communities across B.C.

Since December 2013, the council has focused on the values of prosperity, diversity and inclusiveness. MAC members help promote economic opportunity, prosperity and inclusiveness in communities across the province, while simultaneously positioning the province for long term growth and creating jobs for British Columbians.

## COMMUNITY ENGAGEMENT

The MAC supports the Ministry of International Trade and Responsible for the Asia Pacific Strategy and Multiculturalism by working with provincial multicultural organizations to partner and participate in the activities of the British Columbia government.

This year, the MAC hosted five community engagement meetings to ensure communities and multicultural organizations are connected to and participating in the activities of the provincial government.

The MAC worked with community leaders and organizations to help facilitate the meetings. Two of the meetings, the Filipino Canadian community meeting and the Persian Canadian community meeting, marked the first time the MAC reached out to these communities.

All of the meetings served as an opportunity to dialogue together, to build community awareness and participation in provincial government programs and to promote the role of the MAC, as well as community leaders to self-identify as potential candidates to join the MAC.

The five meetings included:

- » Japanese Canadian Historic Places Recognition Program Information Session to inform stakeholders about the Province's Japanese Canadian Historic Places Recognition Program.
- » Canadian Black History Month community engagement meeting to discuss the recognition of Black History Month in February 2017.
- » Filipino Canadian community engagement meeting to discuss opportunities for boosting cultural and trade ties with the Philippines.
- » Ethnic Diversity and Inclusion in the Boardroom engagement meeting held in partnership with Deloitte Canada to encourage ethnic diversity and inclusion in the boardroom.
- » Persian Canadian community engagement meeting as an introductory meeting with the Persian Canadian community, culture and to embrace differences.

The five meetings attracted over 100 community stakeholders, who shared their personal experiences, stories and perspectives on multiculturalism in British Columbia.

These meetings resulted in community organizations wanting more information about government grant programs to help promote diverse cultures, identify the need to educate British Columbians on the province's multicultural history, and gather support for grassroots endeavours to support newcomers. The meetings also connected stakeholders with government programs and services, demonstrating the significance of continued proactive community engagement by the Multicultural Advisory Council.







## THE BRITISH COLUMBIA MULTICULTURAL AWARDS

The Multicultural Advisory Council is proud of the multicultural accomplishments of British Columbians who provide inspiration to others in support of a provincial multiculturalism vision of diverse, prosperous and inclusive communities. The MAC provided valuable experience and expertise in supporting the seventh British Columbia Multicultural Awards.

Attended by 400 people at the Fairmont Hotel Vancouver ballroom in November 2016, the awards honoured individuals and organizations that promoted diversity and inclusion in British Columbia with awards offered in five categories: Individual, Business, Organization, Youth, and Multicultural Excellence in Government.

The MAC was delighted to see award recipients recognized for their hard work before friends, family and peers. Multiculturalism activities included reaching out to people over the airwaves, in the classroom, at community centres, through work and on the web, providing training where it was needed and attracting people of all cultural affiliations to cross-cultural events and outreach activities.

All recipients received a trophy. Recipients in the first four categories also received a \$5,000 cheque to donate to a recognized organization of their choice that advances multiculturalism in B.C. It is a privilege to see people from communities across the province striving to make B.C. more prosperous and inclusive.

Respectfully submitted,



Tenzin Khangsar  
*Chair of the Multicultural Advisory Council for B.C.*



### **CURRENT MEMBERSHIP OF THE MULTICULTURAL ADVISORY COUNCIL (MAY 2017) :**

*Tenzin Khangsar (Chair)*

*Dennis Chan*

*Angela Y. Hollinger*

*David Chuenyan Lai*

*Anar Popatia*

*Tanveer M. Siddiqui*



# Ministry of Aboriginal Relations and Reconciliation

## MANDATE

The Ministry of Aboriginal Relations and Reconciliation's vision is that "the Province has positive, lasting relationships with Aboriginal peoples, whose communities are healthy, prosperous, sustainable and self-determining." The ministry leads the Province of British Columbia in reconciliation efforts with Aboriginal peoples.

The ministry continues the work of reconciliation through a variety of mechanisms. A primary course to achieving reconciliation is to establish and implement agreements with First Nations.

Treaties, agreements, economic and social project partnerships, and other reconciliation initiatives are important tools for First Nations to develop sustainable, healthy, and resilient communities. The ministry's work includes understanding and championing the opportunities and identified needs of Aboriginal peoples and communities. By working across government, and with industry and other partners, the ministry continues its commitment to finding solutions that strengthen the fabric and culture of Aboriginal peoples.

The ministry is also responsible for the First Peoples' Cultural Council, a provincial Crown Corporation formed by the Government of B.C. in 1990. B.C. is the only province in Canada that has established a Crown corporation to lead First Nations heritage, language, culture, and arts initiatives.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. is home to 203 First Nations and it is estimated that 60% of the First Nations languages in Canada are spoken in the province. More than 30 First Nations languages and close to 60 dialects are spoken in the province.

Of the more than 232,000 Aboriginal people in B.C. 67% are First Nations, 30% are Métis and just under 1% are Inuit. Approximately 78% of self-identified Aboriginal peoples live in urban areas, with approximately 23% living in Vancouver. Aboriginal youth are the fastest-growing demographic in B.C., with almost 50% of the Aboriginal population under age 25.

Although First Nations, Métis, and Inuit share many similarities, they each have their own distinct heritages, languages, cultural practices, and spiritual beliefs. 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 Aboriginal peoples in B.C.

## HIGHLIGHTS OF INITIATIVES

To build this understanding, ministry executive members support diversity in the workplace through a number of initiatives such as:

- » Strategic Renewal project;
- » Building Respectful Workplace training;
- » Building Capacity in Aboriginal Reconciliation in the Public Service initiative;
- » Celebrating our Diversity events (Public Service Week);
- » National Aboriginal Day; and
- » Aboriginal Youth Internship Program.

Throughout the year, the ministry hosts a MARR 101 Learning Series and provides regular content to the Aboriginal Relations Resource Centre website accessible to all public service staff.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Province's reconciliation efforts are broad and comprehensive, firmly rooted in principles of justice and fairness, and go beyond issues of rights and title. For example, the ministry recognizes and values Aboriginal people's traditional knowledge which enhances relationships with Aboriginal peoples in British Columbia.

The ministry is guided by several documents that influence the ways work is done, 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 Proposed Commitment Document.

## HIGHLIGHTS OF INITIATIVES

### TRUTH AND RECONCILIATION COMMISSION FINAL REPORT

Working towards reconciliation with Aboriginal peoples in B.C. is a process that takes place over time and is based on respectful relationships. This work is guided by a common goal of closing the gaps between Aboriginal and non-Aboriginal peoples on health, education, social well-being and employment indicators, addressing land rights, and strengthening cultures and traditions.

The ministry remains committed to making progress on reconciliation with Aboriginal peoples and is working in collaboration with partner ministries and Aboriginal organizations to address the Calls to Action within the Truth and Reconciliation Commission Final Report that are directed at provinces and territories.

To learn more about some of the ways in which the provincial government is addressing the recommendations, please visit: <http://bit.ly/2ytgGsu>

To read the Final Report, please visit: <http://bit.ly/2cG1paX>

### MÉTIS NATION RELATIONSHIP ACCORD II

On April 14, 2016, the Supreme Court of Canada, within its decision *Daniels v Canada* (Indian Affairs and Northern Development), declared that non-Status Indians and Métis are “Indians” under s. 91(24) of the *Constitution Act* of 1867. Shortly after this the Honourable John Rustad, Minister of Aboriginal Relations and Reconciliation, and Parliamentary Secretary Marc Dalton along with the Métis Nation BC President Clara Morin Dal-Col, refreshed the existing Métis Nation Relationship Accord.

The Métis Nation Relationship Accord II builds on the positive relationship between Métis Nation BC and the Province and continues to improve the work in the areas of health, housing, education, and economic opportunities. To read the Métis Nation Relationship Accord II, please visit: <http://bit.ly/2xJVUG1>

### COMMITMENT DOCUMENT

In 2016, the B.C. government and the First Nations Leadership Council (FNLC) representing three key Aboriginal organizations (Union of BC Indian Chiefs, First Nations Summit, and the BC Assembly of First Nations) signed the Commitment Document, a joint pledge to build a government-to-government relationship based on respect, recognition and accommodation of Aboriginal title and rights and to the reconciliation of Aboriginal and Crown titles and jurisdictions. The provincial government and the FNLC have been working together over the past year to formulate and deliver concrete actions under a three-year work plan to deliver on the Commitment Document vision.

To read the Proposed Commitment Document, please visit: <http://bit.ly/2yPd9pE>

To read the Proposed Commitment Document Work Plan, please visit: <http://bit.ly/2xK RIL>

### MOOSE HIDE CAMPAIGN

Started in 2011, the Moose Hide Campaign is a grassroots movement of Aboriginal and non-Aboriginal men who are standing up against violence towards women and children. It includes a moose hide pin for distribution that is a visual representation to strengthen among men coming from diverse backgrounds, the reclaiming of traditional values such as respect, honour, and safety for women and their children.

In 2017, the provincial government proclaimed February 16 as Moose Hide Campaign Day in B.C. to underline the importance of the campaign and the need to end violence toward women and children. A key feature of the Moose Hide Campaign Day is a symbolic sunrise to sunset fast through which men deepen their commitment to honour and protect the women and children in their lives.





As part of the 2017 Moose Hide Campaign, men in the B.C. public service and B.C. legislature were challenged to participate either by full or partial fast, or by wearing Moose Hide pins to show their support for the campaign. A total of 595 men in the B.C. public service registered to participate in the fast.

In both 2016 and 2017, the Province provided \$250,000 to support the Moose Hide Campaign's expansion. The aim is to increase outreach across B.C. and Canada. The Moose Hide Campaign has a vision of one million men fasting on Moose Hide Campaign Day in 2020.

#### **ABORIGINAL SKILLS AND TRAINING**

Essential for Aboriginal participation in the economy is access to education and skills training. The Province continues to invest in new Aboriginal skills training projects and partnerships, providing \$30 million through the Aboriginal Skills Training Fund for training programs delivered in First Nations communities. This fund is one of the key investments aimed at closing the socio-economic gaps between Aboriginal and non-Aboriginal peoples in B.C. Projects may draw on the local geographic attributes of the region and are modified to meet the multiple diverse needs of the communities. Since the fund was launched in 2015, more than 2,500 Aboriginal people have participated in training.

#### **B.C. MEMORIAL QUILT**

The B.C. Memorial Quilt was designed to commemorate the Provincial Gathering for Families of Missing and Murdered Indigenous Women and Girls that was held January 31 to February 2, 2016 in Prince George on Lheidli T'enneh traditional territory. The gathering brought together 350 family members of murdered and missing Indigenous women and girls for an unprecedented three-day event. Co-designed by the Province, Aboriginal leadership, Aboriginal organizations, and family members, the gathering of healing and memoriam provided families with a safe environment to share their experiences, and an opportunity to participate in discussions about trauma and recovery.

The quilt was developed by family members, who created patches during the gathering to honour their lost loved ones. The quilt was unveiled at an event held May 10, 2016 in Victoria, and was on display in the B.C. legislature throughout the summer of 2016. The quilt has contributed to a meaningful and important step toward healing and reconciliation, and has provided a powerful talking point on this important issue.

#### **FIRST NATIONS SUSTAINABLE ECONOMIC DEVELOPMENT AND FISCAL RELATIONS STRATEGY**

The ministry and the Ministry of Jobs, Tourism and Skills Training have partnered with the BC Assembly of First Nations (BCAFN) to deliver their vision to increase First Nations' involvement in the provincial economy, strengthen communities, and support Aboriginal business and entrepreneurs. Objectives under the Strategy include: developing a sustainable economic development growth plan for First Nations; public education to increase visibility and awareness of First Nations issues related to the economy, environment and quality of life; and increasing institutional capacity and fostering relationship building across the province.

The BCAFN has delivered two sets of regional workshops for First Nations, and has been forming new mentoring relationships with key business partners such as the Business Council of BC. In fiscal year 2016/17, the Province committed to provide \$2.5 million over three years for the development and implementation of Strategy deliverables.

#### **OFF-RESERVE ABORIGINAL ACTION PLAN**

In B.C., 78% of all Aboriginal people live off-reserve. Commencing in 2011, the ministry led the development and coordination of the Off-Reserve Aboriginal Action Plan to improve socio-economic outcomes for off-reserve Aboriginal peoples in B.C. To achieve this, the ministry convened a Provincial Coordination Team responsible for overseeing the development and implementation of the Off-Reserve Aboriginal Action Plan.



The Provincial Coordination Team includes representatives from the BC Association of Aboriginal Friendship Centres, Métis Nation BC, Union of BC Municipalities, Indigenous and Northern Affairs Canada, and the Ministry of Aboriginal Relations and Reconciliation.

The Off-Reserve Aboriginal Action Plan Terms of Reference, finalized in 2015, guides all the work of the Off-Reserve Aboriginal Action Plan and focuses on socio-economic development, Aboriginal community capacity building, Aboriginal participation in the economy and reconciliation. The Provincial Coordination Team member organizations ensure the support of provincial Aboriginal organizations and grassroots projects that align with the Off-Reserve Aboriginal Action Plan mandate.

#### **OMINECA REGIONAL OFFICE – KASKA'S CULTURAL CAMP**

Staff members from the Omineca Regional Office organized a field trip for interagency staff across the north to the Kaska's Hot Lakes Cultural Camp north of Good Hope Lake for a series of campfire-side meetings on Kaska's use of their traditional territory and natural resource development in the area.

The office hosted all of the ministry's North Region staff for a branch meeting at the University of Northern BC, including a visit to the campus's traditional Dakelh-style pit house.

The office hosted a LeanBC session where First Nations were invited as full partners—a first in the B.C. Government.

To celebrate National Aboriginal Day, the Omineca Cross Agency Aboriginal Relations Team attended the city celebration at Lheidli T'enneh Memorial Park and toured the new permanent First Nations exhibit at the Exploration Place Museum in Prince George.

#### **KOOTENAY BOUNDARY REGION – KTUNAXA CULTURAL WORKSHOP**

In support of the Truth and Reconciliation Commission Final Report's Call to Action #57 ("We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal–Crown relations. This will require skills based training in intercultural competency, conflict resolution, human rights, and anti-racism"), provincial agencies participated in a Cultural Workshop offered by the Ktunaxa Nation in October 2016. The workshop was a huge success, so Kootenay Boundary Region, who coordinated provincial participation, is again working with the Ktunaxa Nation toward a second event in September 2017.

The region is hoping to continue to explore together with the Ktunaxa people: a truer understanding of Canadian history, implications for Aboriginal peoples in our community today, developing a personal view to reconciliation, and integrating this in staff members' personal lives.

The Kootenay Boundary Region extends its sincere gratitude to the Ktunaxa Nation for offering this opportunity. A sample of participant evaluations from October includes:

*"Appreciated hearing from Kathryn, Sophie and Margaret. Having only read about St. Eugene Mission, the impact of sitting in front of them and hearing their stories had a major influence on me!"*

*"High level of Ktunaxa participation made [the Cultural Workshop] very meaningful."*

*"Thoroughly enjoyed the day! Felt honoured to be invited and I look forward to expanding my knowledge!"*



*"The realism and optimism from those who have been through so much, who have lost so much, but are putting the future generation first by being strong leaders."*

*"I commit to helping my kids learn the truth - it will be my biggest contribution towards reconciliation!"*

*"I was personally moved by the session. As a direct result of the session, this past weekend, I searched out info on Gord Downie's work, re: Secret Path, and 12-year-old Chaney Wenjack's attempt to walk home from Residential School in 1966. If you haven't had the chance to view CBC's piece on it, I encourage you to check it out... For me, meeting the challenge of finding reconciliation starts with being open to researching and understanding the truth about what really happened in our country."*

## APPENDIX: DEFINITIONS

**ABORIGINAL:** The term "Aboriginal peoples of Canada" is defined in the *Constitution Act* of 1982, Part II, Section 35(2), as including "the Indian, Inuit and Métis peoples of Canada". Canada's Aboriginal population is distinct and diverse. "First Nation" is the term generally preferred by Indian peoples of Canada. The term "Indian" is still used when referring to legislation or government statistics.

**ABORIGINAL IDENTITY:** Aboriginal identity refers to a person who reports he or she identifies with, or is a member of, an organic political or cultural entity that stems historically from the original persons of North America. The term includes the First Nation, Inuit and Métis peoples of Canada.

**FIRST NATIONS:** Officially called Indians in the *Indian Act*, this term refers to the indigenous peoples of North America located in what is now Canada. For the purposes of Aboriginal identification within B.C., the term "First Nation(s)" is the generally preferred term in place of "Indian". For statistical and analytical purposes, these terms are considered interchangeable and representative of the same population.

**STATUS INDIAN:** A person who is registered as an Indian under the *Indian Act*. The *Act* sets out the requirements for determining who is an Indian for the purposes of the *Indian Act*.

**NON-STATUS:** First Nations (Indian) people who do not meet the criteria for registration, or have chosen not to be registered, under the *Indian Act*.

**MÉTIS:** Métis means a person who self-identifies as Métis, is of historic Métis ancestry, is distinct from other Aboriginal peoples and is accepted by Métis people. Métis also includes people of mixed First Nation and European Ancestry who identify themselves as Métis, as distinct from First Nations people, Inuit or non-Aboriginal people. Métis have a unique culture that draws on their diverse ancestral origins such as Scottish, French, Ojibway and Cree.

# Ministry of Advanced Education

## MANDATE

It is the role of the Ministry of Advanced Education to ensure that B.C.'s post-secondary system delivers value while providing affordable educational and training opportunities for young people entering the workforce and individuals who need to upgrade their skills. The ministry champions inclusive communities and an integrated post-secondary education system to maximize benefits to all British Columbians.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry executive welcome and value diversity in the workplace and are committed to ensuring a respectful environment, free from discrimination and harassment. Executive works to ensure a diverse perspective is embedded into the workplace culture and approach to programs, policies, and services. All employees are supported as active participants in this work.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry acknowledges the strength gained in the workplace and in the province through embracing diversity and understands the role the ministry has to play in that regard. A diversity plan guides the approach to multiculturalism. This plan outlines steps being taken to develop a workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of students. The commitment to supporting multiculturalism through post-secondary partnerships is demonstrated in the approach to international and Aboriginal post-secondary education and English as a Second Language (ESL) training. Complementary to this work, we have undertaken several workplace activities to support and embrace diversity as an employer.

## HIGHLIGHTS OF INITIATIVES

### INTERNATIONAL EDUCATION

- » The International Education Strategy ensures the province and its residents receive the social, cultural and economic opportunities that flow from international education activities.
- » To support the strategy, the ministry strengthened global education relationships through government-to-government engagement with other countries highlighting opportunities for education cooperation, two-way student exchanges and joint research initiatives.
- » In 2016/17 the ministry supported and participated in outgoing missions, roundtable meetings and events with officials from China, Japan, Korea, the Philippines, Vietnam, and Brazil. Additionally, the ministry welcomed incoming delegations from China and Japan and (with Ministry of Education) signed a refreshed Memorandum of Understanding on two-way educational exchange and cooperation with the Department of Education of Guangdong Province, China.
- » The ministry partnered with other ministries (Education, International Trade and Jobs, Tourism and Skills Training), the British Columbia Council for International Education and post-secondary institutions to advance the international education sector and promote the province as a high-quality education destination, including support for growth in international students in B.C. to enrich classrooms, campuses and communities throughout the province.

### ABORIGINAL EDUCATION

- » The Aboriginal Community-Based Training Partnerships Program enables an increased access to employment-related training and education in Aboriginal communities and provides post-secondary education and training opportunities to a broad range of Aboriginal participants, in order to position Aboriginal people and communities to take advantage of economic opportunities.

- » An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation BC, the First Nations Public Service, BC Colleges, BC Association of Universities and Institutes, the Research Universities' Council of British Columbia and government representatives. Its goals, objectives, actions and targets will enable the implementation of a 2020 Vision for Aboriginal learners to succeed in an integrated, relevant, and effective post-secondary education system that enhances their participation in the social, cultural and economic life of their communities, the province, and global society.
- » Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners to strengthen partnerships and collaboration in Aboriginal post-secondary education and increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.
- » In October 2016, the ministry co-hosted a two-day Truth and Reconciliation Summit with the Nicola Valley Institute of Technology at the Wosk Centre for Dialogue in Vancouver. Leaders from public post-secondary institutions and Aboriginal institutes of higher learning met to discuss how to implement the Truth and Reconciliation Commission Report Calls to Action within the public post-secondary education system in British Columbia.
- » In 2016/17, the ministry provided funding to a consortium of post-secondary institutions, including Nicola Valley Institute of Technology, Wilp Wilxo'oskwhl Nisga'a, En'owkin Centre, the University of British Columbia and the University of Northern British Columbia to develop an Indigenous language fluency degree. This work will support the revitalization of First Nations languages.

#### **ENGLISH AS A SECOND LANGUAGE (ESL)**

- » The ministry supports 17 public post-secondary institutions to provide ESL to newcomers to British Columbia.
- » These programs are accessed by permanent residents, Canadian citizens and refugees who want to gain the English language skills they need to find fulfilling work related to their previous education and experience.
- » The post-secondary colleges and universities recognize and value the history and culture each ESL student brings to an institution, as well as the benefits to other students and the local community at large.
- » Several institutions also provide Language Instruction for Newcomers to Canada, a federally-funded ESL program that addresses the settlement language needs of newcomers, which has recently been particularly focused on refugees from Syria and other Middle Eastern and African countries.
- » Under the Adult Upgrading Grant, in 2016/17, the ministry provided approximately \$2.7 million to support individual ESL learners in their studies. The grant covers education costs such as tuition, books and child care for students in financial need.
- » Ministry-funded Community Adult Literacy Programs bring together immigrants and long-time residents in communities across the province – to improve their literacy skills with the help of community volunteers.
- » The Westcoast Reader, a well-respected, longstanding resource for ESL students and teachers, receives ongoing annual funding from the ministry.

## **DEVELOPING MINISTRY CULTURE**

- » The ministry continues to promote and provide access for staff to participate in cultural awareness and diversity activities and training like the TELTIN TE WILNEW (Understanding Indigenous People) that taught staff the reasons for, and practices of acknowledging Indigenous territory. Learners took away new knowledge and practical skills to support improved relationships with Aboriginal people.
- » A partnership with the BC Public Service Agency Hiring Centre to create and provide informal training for hiring managers is helping to promote diversity and remove barriers throughout the recruitment and selection process.
- » Support and employment opportunities are offered through the Aboriginal Youth Internship Program.

# Ministry of Agriculture

## **MANDATE**

The Ministry of Agriculture works to promote an innovative, adaptive and globally competitive agrifoods sector that is valued by all British Columbians. The ministry supports B.C.'s priorities for a strong economy and secure tomorrow by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health.

## **HIGHLIGHTS OF INITIATIVES**

International market development staff participated in incoming and outgoing trade missions and undertook other initiatives including:

## **EXPANDING DOMESTIC, INTERPROVINCIAL AND INTERNATIONAL MARKETS**

- » Worked with industry and government partners to create and implement an international marketing strategy that guides market development and trade access priorities and continues to build on the province's export successes.
- » Helped producers and processors capitalize on new domestic and international market opportunities by supporting marketing skills training for over 250 individuals and publishing 14 marketing how-to guides.
- » Supported a coordinated industry presence in 22 tradeshow and market development activities, in collaboration with the Ministry of International Trade, to expand export sales of B.C.'s agrifood and seafood products to international markets, including the U.S. and China.
- » Provided \$1.1 million to support industry participation in 279 international market development events through the BC Agrifood and Seafood Export Program, resulting in \$22.9 million in sales deals signed between B.C. exporters and foreign buyers.

- » Implemented the ministry's interprovincial trade strategy in an effort to break down barriers for B.C. agrifood and seafood products in other provincial markets (e.g. pursue agreement from all Canadian provinces on direct-to-consumer shipments of wine).

#### **INTERNATIONAL TRADESHOWS**

- » Four tradeshow events led and funded by the Ministry of Agriculture, with support provided by MIT (Seafood Expo Global, Belgium; Asia Fruit Logistica, Hong Kong; SIAL, Paris; China Fish and Seafood Exposition, China).
- » 18 tradeshow/events led by the Ministry of International Trade, with funding and support provided by the Ministry of Agriculture (Food & Hotel Asia 2016, Singapore; Seoul International Wines and Spirits Expo, South Korea; Salon de Gourmet, Spain; Taste of Canada, London; Taste of BC, Netherlands; Seoul Food Show, South Korea; BC Food Pro West B.C. Buyers Day, Vancouver; Comox Valley Seafood Buyers Mission, Comox; Taste of Canada, Minnesota; HKTDC Food Expo, Hong Kong; Busan International Seafood and Fisheries Expo, South Korea; China Seafood Promotion, China; Food and Hotel China, China; Canada Food Expo, Japan and South Korea; Fruit Logistica Berlin, Germany; International Wine Buyers and Media Delegation, Vancouver/Kelowna; Seafood Expo North America, Massachusetts; and Natural Products Expo West, California).

#### **AGRICULTURE, AQUACULTURE AND CAPTURE FISHERIES IN FIRST NATIONS COMMUNITIES**

The Ministry of Agriculture provides ongoing support for economic and social development of agriculture, aquaculture and capture fisheries in First Nations communities through strong relationships based on trust, understanding and respect. This initiative supports the development of enhanced and targeted information resources, tools and education extension services to build the agriculture, aquaculture, and capture fisheries and food business management capacity of First Nations communities in British Columbia.

#### **ACTIVITIES AND ACHIEVEMENTS**

Ongoing support for agriculture business development in First Nations communities; response to information inquiries and facilitation for enhancing business networks.

- » Resources, workshops and skills training developed and delivered to First Nations clients to promote and support start-up and growth of agrifood businesses and projects.
- » Support for First Nations producers through the Farm Business Advisory Service, Strategic Outreach Initiative and Environmental Farm Plan program.
- » Continued support for local food initiatives and participation with the First Nations Food Systems Steering Committee.
- » Organized and supported First Nations Food Systems session at the Canadian Institute of Food Science and Technology's annual conference in Vancouver. This session highlighted aboriginal approaches to food, agriculture and aquaculture business development.
- » Supported the salmon aquaculture sector where First Nations are active participants with 78% of production coming from traditional territories.
- » Continued support for First Nations aquaculture development, working with the Aboriginal Aquaculture Association and responding to requests for information from band offices.
- » Provided a range of education and program outreach and tools in the languages of prominent ethnic groups 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 Chinese, and French.



- Translating the farm worker informational video and booklets on personal hygiene and sanitation.
  - Food Safety staff are periodically asked to interpret for non-English speaking producers and the general public who make inquiries at the ministry's Abbotsford office.
  - Educational workshops conducted by staff utilize translators to meet the language needs of the participants.
  - Translated signage with key food safety messaging has been reprinted to maintain their availability.
  - Meat Inspection staff have drawn on many of these languages to more effectively communicate with the operators and staff in our provincially licensed abattoirs.
  - In cooperation with industry partners, translation services (Punjabi) have been offered at industry extension meetings on plant health issues.
  - In addition, Punjabi translation is available for clients submitting to the Plant Health Lab in Abbotsford.
  - Business Risk Management (BRM) program information has been offered in Punjabi as well as in videos on the BRM website.
  - BRM Branch staff also offer translation services or services in Punjabi in Kelowna, Oliver and Abbotsford offices.
  - Also in cooperation with industry partners, outreach materials on critical plant pests, such as the spotted wing drosophila, have been prepared in both English and Punjabi to reach the majority of growers of these commodities.
- » Ongoing support for the B.C. 4-H program, which works with over 2,200 youth ages 6 to 25, in a variety of leadership and agriculture youth development programs across the province and involves youth from many cultural backgrounds.

## Ministry of Children and Family Development

### MANDATE

The vision of the Ministry of Children and Family Development (MCFD) is that Aboriginal and non-Aboriginal children and youth in British Columbia live in safe, healthy and nurturing families and are strongly connected to their communities and culture. The ministry focuses on strategies to:

- » Reduce the number of children and youth in care - particularly the over-representation of Aboriginal children and youth;
- » Support children and youth to reach their full potential; and
- » Improve outcomes for youth in care or formerly in care.

MCFD works with Delegated Aboriginal Agencies, Aboriginal service partners, approximately 5,400 contracted community social service agencies and foster homes, as well as cross-government and social-sector partners to deliver inclusive, culturally respectful, responsive and accessible services that support the well-being of 175,000 children, youth and families in British Columbia.

The ministry provides a wide range of services to children and their families, with much of the current focus on the group of most vulnerable children and youth who are highest risk and in the care of the ministry due to a protection concern. Through a client-centred approach that emphasizes early intervention, permanent living arrangements and preservation of families, MCFD provides and supports a continuum of programs and services to support children, youth and families in communities throughout the province.

These include: family development and support services, early years programs, services for children and youth with special needs and their families, child care, child protection, residential, foster and alternative care options, adoption for children and youth permanently in care, community child and youth mental health services, programs for at-risk or sexually exploited youth, and community youth justice services.

In addition, the ministry is responsible for a number of provincial services, such as youth custody, youth forensic psychiatric services, services for deaf and hard of hearing children and youth, and the Maples Adolescent Treatment Centre. The centre offers services to address the needs of young people (12 to 17 years old) who have mental health concerns or troubling behaviour.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry embraces cultural diversity in the workplace through a commitment to providing programs and services that recognize and value cultural diversity and establishing a culturally safe, sensitive, and competent approach to practice. A critical focus for the ministry is working in partnership with Aboriginal communities to improve services and outcomes for Aboriginal children, youth and families. Cultural training provided to staff focuses specifically on building indigenous cultural training that encompasses cultural awareness, sensitivity, agility and safety training for all staff.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » Collectively, ministry staff throughout B.C. speak over 40 different languages — representing over 45 different cultures — and embrace this diversity as part of their corporate culture.
- » The Aboriginal Youth Internship Program provides unique employment experiences for youth. In 2016-17, the ministry employed eight interns in various positions in B.C.

- » Service Delivery Areas (SDAs) throughout the province regularly access translator services to ensure interpreters are available to support clients from different cultures in fully communicating their needs. Child Care Subsidy and Autism Funding branches also contract with Provincial Language Services for translation services of more than 150 languages.
- » Strategic Human Resources continues to embed and infuse ministry curricula with cultural agility content and information about the Aboriginal Practice and Policy Framework, helping practitioners develop a culturally safe practice.

## HIGHLIGHTS OF INITIATIVES

### MINISTRY INITIATIVES THAT SUPPORT MULTICULTURALISM

- » The Aboriginal Family Healing Court Conference pilot program in New Westminster includes band Elders in child protection proceedings as a source of support and guidance. By changing the way families interact with the child protection system, the program aims to:
  - » Reduce the over-representation of Aboriginal children in government care.
  - » Reduce the number of cases that go to trial.
  - » Improve outcomes for Aboriginal children and families by giving them the opportunity to speak for themselves in a culturally supportive environment, and receive guidance and support of trusted Elders.
- » Prince George Youth Custody Service (PGYCS) provides a variety of activities to support Aboriginal and Non-Aboriginal youth in custody, such as the quarterly Elders Tea program, Aboriginal month celebrations in June, a bi-weekly seniors' crib tournament and cooking programs.
- » The PGYSC created a "Discovery Room" which gives the youth in custody a space for cultural and spiritual activities including meditation, yoga, reading and ceremony.

- » MCFD is improving access to information for B.C. families with children with autism spectrum disorder and has translated the Parent's Autism Handbook into Arabic, Chinese, French, Japanese, Korean, Persian (Farsi), Punjabi and Spanish. The guide provides parents with step-by-step instructions on how to set up an Autism Intervention Program with various agencies for their child. By translating this vital resource into the most common languages used by Autism Community Training clients, more families can access the information they need as soon as they need it.
- » The Aboriginal Early Years Centre Initiative provided funds to communities to integrate services on and off reserve. This initiative by the Early Years Office included 10 new Aboriginal Early Year Centres being launched.
- » The Provincial Office for the Early Years (EYO) provided \$1M to the New Relationship Trust Foundation to administer an Aboriginal post-secondary education bursary program to support Aboriginal students in their post-secondary education.
- » The New Westminster SDA works closely with various places of worship and cultural centres to which their clients are connected. As part of the Smartsaver initiative, they provide materials to families in different languages. They work with partners to ensure various communities in New Westminster receive the information they need in their language.
- » Strategic Human Resources has had involvement in the Change-Maker Forum' in the Comox Valley to design a cultural diversity (multi-cultural) and inclusion community model. This forum will inform the work of the Ministry Aboriginal Recruitment & Retention culturally safe worksite.
- » The Youth Justice Branch in the Lower Mainland has created two programs for Aboriginal men and women to promote strong relationships with local bands and aboriginal serving agencies to develop and maintain strong cultural connections for youth in the program.
- » The collaborative model that is used at the Tri-Cities Early Childhood Development Committee has been very successful for planning and support. For instance the Parent Ambassador program has not only allowed for newcomer families to be successfully bridged into mainstream services, it has also empowered the Parent Ambassadors themselves and in many cases led to employment opportunities for them in mainstream agencies. This model is being adapted as part of two new projects: Avenues of Change (funded through United Way of the Lower Mainland) and the Tri-Cities Early Years Centre.
- » The Am'ut program, based in Chilliwack, is specifically for Aboriginal female youth and has a strong connection to St:olo community as well as other aboriginal serving agencies.
- » Camp Trapping program, out of Prince George, was restructured to be specifically for Aboriginal male youth.
- » In order to fully support and meet the needs of the diverse background of youth in the program, the chaplain at the Maples Complex Care Unit (CCU) enlisted the support of a variety of religious stakeholders from the community including Muslim, Buddhist and Christian.
- » The Maples CCU worked in partnership with Simon Fraser University and an Advisory Group (including the ministry, Elders, community members, Aboriginal non-profits, and Delegated Aboriginal Agencies) to adapt the Connect Parent Program to a cultural parent program, called Reclaiming Connections. This has led to many new relationships in Aboriginal communities, both on reserve and off.
- » The Surrey Aboriginal Circle 5 team is developing an inventory of where the children in care (CIC) are from to be able to expand their Aboriginal teachings in order to provide teachings from all nations the CICs are from.

## **EXTERNAL PARTNERSHIPS THAT SUPPORT MULTICULTURALISM**

- » Following the Children and Family Gathering in Vancouver in May 2016, the B.C. government committed to improving the child welfare system to keep Indigenous children and youth out of government care and connected to their families, culture, traditions and communities.
- » The Province and the Wet'suwet'en First Nations signed a landmark agreement that commits the parties to working together to create a distinctly Wet'suwet'en suite of programs and services that will be exercised in accordance with Wet'suwet'en child welfare jurisdiction. This agreement paves the way for the Wet'suwet'en to reclaim our rights and responsibilities to raise our children and youth in a culturally grounded way such that they become fully thriving adult members of their Nation.
- » The Province, B.C.'s First Nations Leadership Council (First Nations Summit, the Union of BC Indian Chiefs and the B.C. Assembly of First Nations) and the Government of Canada signed a Tripartite Reconciliation Charter to demonstrate a shared commitment to improve outcomes for First Nations children and families in B.C. The Charter is a long-term commitment, which will be revisited on a yearly basis, with focus on bringing about systemic change to child welfare in B.C.
- » The EYO has a new partnership with the New Relationship Trust Foundation (representing First Nations, Métis, and Inuit) for the purpose of recruiting more Indigenous learners into post-secondary programs aligned with workforce needs in the early years sector.
- » The EYO and the First Nations Health Authority conducted joint service mapping to reflect early years programs and services on and off reserves in B.C.
- » Service delivery areas (SDAs) in the Lower Mainland, including Abbotsford, East Fraser, New Westminster and the Tri-Cities, are very diverse communities and close work with some of the following community multicultural agencies ensures that ministry clients receive information in their own language:
  - Immigrant Service Society of BC – helps immigrants and refugees to build new lives in Metro Vancouver;
  - MOSAIC – serves immigrant, new comer and refugee communities in Greater Vancouver;
  - South Asian Community Resource Office (SACRO) – provides outreach, mentorship and programming to South Asian families and youth at risk;
  - SUCCESS – assists local communities in Greater Vancouver and Fort St. John with settlement, employment, health, and housing services; and
  - Vancouver & Lower Mainland Multicultural Family Services – provides free and confidential services to immigrant visible minority and refugee women and their families who experience family violence.
- » The ministry partners with post-secondary institutions who work to address multiculturalism in their human and social development programs at the diploma and degree levels. The Joint Post-Secondary and Practicum Table meeting had focused discussions pertaining to support for Indigenous practicum students seeking a placement at the ministry.
- » Surrey Aboriginal Circle 5 and the Urban Aboriginal Leadership Committee have a partnership with the City of Surrey and community partners that service Aboriginal Children and Families. This partnership meets along with Ministry of Health and the RCMP to discuss issues impacting Aboriginal people in Surrey and develop partnerships and plans to address issues in the community.

## **HIRING**

- » A Knowledge Keeper was hired at the Maples Complex Care Unit (CCU) during the summer months in order to provide training to staff on the historical impact of Residential School.
- » At Maples CCU, they are utilizing the Aboriginal Relations Behavioural Competencies on a consistent basis during their hiring process. Half of the Provincial Outreach Clinician positions on the team of Children and Youth with Complex Care Needs are Aboriginal Outreach Clinician positions. In the Maples Social Work department, there are two dedicated Aboriginal Psychiatric Social Worker positions.

## **MINISTRY TRAINING CURRICULA AND LEADERSHIP PROGRAMS**

- » The newly revised Children and Youth with Special Needs (CYSN) training curriculum incorporates numerous lenses of practice in relation to different cultures. This includes cultural safety, with a view to recognizing that each child, youth and family is unique and therefore requires an individually tailored approach to service delivery.
- » Ministry staff have participated in various cultural competency training offerings like:
- » San'yas Indigenous Cultural Safety training. This was delivered by the Provincial Health Service Authority and is now offered in three streams: Child Welfare, Core Mental Health, and Youth Justice.
- » In total, ministry staff have completed 4620 hours of training in these streams:
  - Indigenous Child Safety (PHSA) = 276
  - Core Mental Health (PHSA) = 88
  - Youth Justice (PHSA) = 21
- » Last year, 299 participants completed this training, including staff from 20 Delegated Aboriginal Agencies, for a total of 2552 hours of training.

- » Delivery of Building Bridges through Understanding the Village. This course offers an opportunity for participants to explore the effects of colonization on Aboriginal children, youth, families and communities, understand traditional Aboriginal ways and values, and become part of the healing that is happening.
- » At the school at Burnaby Youth Custody Services (BYCS), the teachers participated in a curriculum implementation day this past September in preparation for the new curriculum for grades K-9. All course content is now delivered with Aboriginal content as per Burnaby School board direction.

## **CELEBRATIONS**

- » Along with the Native Liaison worker, the school at Burnaby Youth Custody Services (BYCS) helped organize a National Aboriginal Day celebration. Singers and drummers were in attendance along with an employee's family member who spoke about the tradition of canoe building and racing. There was a feast with fried bread (bannock), salmon, and berries.
- » The BYCS has ongoing celebrations for the changing of the seasons, maintaining the Aboriginal Learning Park on site, and participating in sweats, smudgings, and brushing with our Aboriginal Elders.
- » The BYCS hosts an annual Multicultural Day to highlight cultural celebrations through traditional food, music and entertainment. Each year, ministry staff and youth participate in this celebratory event which is an inclusive celebration promoting acceptance and equality. Youth take on leadership roles by planning and coordinating special performances such as cultural dances and songs. Their active involvement in the celebrations helps motivate, encourage and inspire other youth to take on leadership roles. Through their involvement, the annual event offers a unique opportunity for youth to feel they are giving back to their community with their participation.



- » The BYCS Evelyn Florendo Annual Christmas Dinner is an opportunity for youth to celebrate Christmas and diversity through a Christmas meal prepared by multicultural volunteers from the community. The youth also participate by performing Christmas song and skits. There is a strong intergenerational connection with the community, multicultural volunteers and youth, and it helps increase the overall social connectedness for youth.
- » The Vancouver Lower Mainland Multicultural Support Services Society (VLMSSS) offers language and cultural support to youth in custody and their families. Once youth are released from custody, they are referred to multicultural counselors who continue the support in the community. The BYCS relationship with VLMSSS has been ongoing for over 10 years where they help assist in ensuring that appropriate support and cultural needs are being provided to both youth and their family.
- » At the Maples Complex Care Unit, Solstice Feasts are facilitated four times a year by their Aboriginal Awareness Worker and an Elder.
- » Surrey Aboriginal Circle 5 hosted the annual event "Honouring Our Youth's Journey to Adulthood" where they host a cultural ceremony of one of the youth who is aging out of care. This year's ceremony was a Cree Pipe Ceremony conducted by an elder from the youth's home community in Saskatchewan.

# Ministry of Community, Sport and Cultural Development

## MANDATE

The Ministry of Community, Sport and Cultural Development and Minister Responsible for TransLink (CSCD) brings together key government services and supports which help to make B.C. communities great places to live, work, visit and invest. The ministry provides support to local governments, not-for-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient, socially and environmentally responsible and full of opportunities for participation in sport and the arts.

The ministry's work provides opportunities for local governments to reflect cultural diversity in their communities, services and programming. Ministry programs and community gaming grants are used to fund arts, culture and sport initiatives in all regions of the province. The ministry's role in growing the creative economy and creative workforce, positions our province to capitalize on one of the most rapidly growing sectors in the world.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. Diversity, increased participation and engagement by all cultures are vitally important to create 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 promote collaborative relations between local governments, First Nations, community groups and citizens.

CSCD 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. Last year, the executive supported an inclusive and respectful workplace through initiatives such as a newly introduced personality assessment tool that focuses on valuing diversity.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

Multiculturalism is embraced in the workplace and the ministry is a welcoming organization that values diversity and treats individuals respectfully and without discrimination. The ministry continues to support National Aboriginal Day with internal communications and materials available for employees, as well as sponsoring Multiculturalism Week activities. This provides an important opportunity to celebrate the province's rich diversity and distinct cultural perspectives.

In 2016/17, CSCD continued to support the Aboriginal 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 Aboriginal youth to build professional skills and networks, develop leadership skills and share their culture with others.

### **HIGHLIGHTS OF INITIATIVES**

Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in local governance, cultural activities, arts and sport. Key initiatives in 2016/17 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 events series and festivals. The concerts involved 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.
- » The Premier's Awards for Aboriginal Youth Excellence recognized athletes who have achieved excellence in performance sport, are regarded for their leadership qualities, committed to pursuing a higher education and are recognized as community role models both on and off the field of play. These awards recognized 47 youth from the Indigenous Sport Physical Activity and Recreation Council's six regions (Northeast, Northwest, Interior, Fraser, Vancouver Coastal and Vancouver Island) including 12 (six females, six males) provincial finalists. These awards build on Premier Christy Clark's commitment to honour and celebrate the achievements of Aboriginal youth in sport.
- » Continued partnership between the BC Arts Council and the First People's Cultural Council (FPCC), with FPCC delivering the Aboriginal Arts Development Awards. BC Arts Council programs also supported a variety of cultural artistic practices, in all disciplines.
- » Continued use of community engagement as one of the assessment criteria and areas of focus for BC Arts Council Programs. As defined in program guidelines, community engagement includes ongoing engagement with a range of artists, arts organizations and communities, especially with Aboriginal, culturally diverse and geographically isolated communities.

- » Continued annual support for the After School Sport and Arts Initiative. The initiative supports programs that offer opportunities in sport and creativity to multicultural populations in areas such as Haida Gwaii, Prince Rupert, New Hazelton, Fort St. James, Prince George Surrey, Alert Bay and Vancouver.
- » Six arts organizations received a combined \$304,000 through international presence project grants in 2016-17. These grants will provide the opportunity for more than 70 B.C. artists and arts organizations to connect with more than 60 international presenters and curators from over 20 countries. Grants are designed to increase the global understanding and appreciation of British Columbia's arts, culture, creativity and innovation, as well as to build new relationships with cultural institutions and artists from around the world. These grants represent opportunities for cultural exchange and knowledge sharing.
- » Funding support provided to the Conseil Jeunesse Francophone de la Colombie-Britannique to support the delivery of Parlement Jeunesse Francophone de la Colombie-Britannique (BC Francophone Youth Parliament).
- » Through the B.C. Sport Participation Program, grants were provided to provincial and community organizations in support of sport programs geared towards First Nations and new immigrant populations (e.g. Rugby BC's Aboriginal Rugby program, Espoir Soccer Society's program for refugee families).
- » Through Hosting BC, the ministry funded sport events that support or bring together different cultures: for example, the 2017 World Indigenous Basketball Challenge in Haida Gwaii, the 7<sup>th</sup> Karatedo Gojukai World Championships in Richmond and the 2017 National Aboriginal Hockey Championships in the Cowichan Valley.
- » Funding of \$1.4 million (from the ministry) was provided to the Indigenous Sport, Physical Activity and Recreation Council to support implementation of the Aboriginal Sport, Recreation and Physical Activity Strategy as well as the Premier's Awards for Aboriginal Youth Excellence in Sport. This contributed to improving the health outcomes of Aboriginal people across British Columbia by supporting and encouraging physically active communities and by expanding access to sport, recreation and physical activity opportunities.
- » The ministry partnered with viaSport in developing the #EraseBullying in sport initiative which seeks to build a positive, inclusive sport environment for British Columbians of all cultures, backgrounds and abilities.
- » Community gaming grants supported a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils. In support of multiculturalism and Aboriginal culture, the Community Gaming Grants program provided:
  - Almost \$3 million to non-profit First Nations organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies, and support for elders in the community.
  - \$898,000 to 25 agricultural fairs across the province to celebrate rural heritage and reflect the economic vitality and cultural legacy of B.C. communities.
  - Over \$1 million to not-for-profit organizations dedicated to the promotion and support of multicultural communities. These grants included \$70,000 to the Inclusion BC Society and \$54,000 to the North Shore Multicultural Society.

- Approximately \$2.5 million to community organizations that provide cultural celebrations, support networks, and community education information and programming focussed on a specific ethnicity, nationality, language and/or religion. Organizations supported last year included the African Stages Association, the Akali Singh Sikh Society and Le Centre culturel francophone de Vancouver.
- » Support was also provided to the Community to Community Forum program which enables local governments and First Nations to connect. In jointly hosted forums, participants gathered to discuss issues, challenges and opportunities to work together. Since 1999, over 550 regional and five provincial forums have been held, many resulting in service agreements, memorandums of understanding, protocol agreements and stronger relationships between neighbouring communities.

## Ministry of Education

### MANDATE

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society, with a prosperous and sustainable economy. The ministry works together with school districts, communities, 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 among people is one of the most prominent features of our society and 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 works to enhance respect for all cultures throughout the school system. Ministry staff are united in their commitment to expand success within the school system, for students of all cultures, and to promote, through our curriculum and related resources, student global and cultural understanding.

The ministry continues to work closely with Aboriginal organizations, such as the First Nations Education Steering Committee (FNESC), to ensure that Aboriginal perspectives are an integral part of everything it does, for the benefit of all students.

The school system strives to create and maintain learning conditions which foster success for every student, and that promote fair and equitable treatment for everyone. These conditions include:



- » Equitable access and participation in quality education;
- » School cultures that value diversity and respond to the varied social and cultural needs of the communities they serve;
- » School cultures that promote understanding of others and respect for all;
- » Learning and working environments that are safe and welcoming, and free from discrimination, harassment and violence;
- » Decision-making processes that give a voice to all members of the school community; and
- » Policies and practices that promote fair and equitable treatment.

### KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism recognizes and values the ethno-cultural diversity of our society. It acknowledges and values diverse ethnic heritages, as well as, appreciates and incorporates diverse approaches to learning and working environments.

It is important to note that Aboriginal Peoples (First Nations, Metis and Inuit), as the original inhabitants of Canada, distinguish their cultural status from the broader definition of Canada's cultural mosaic acknowledged in the concept of multiculturalism.

### ENGLISH/FRENCH LANGUAGE LEARNERS, NEWCOMERS TO BRITISH COLUMBIA, CHILDREN AND YOUTH FROM REFUGEE BACKGROUNDS

The province is committed to supporting all students in achieving the expected learning outcomes of the provincial curriculum. This includes students who require additional language development support either in English (in all school districts), or in French (in the Conseil Scolaire Francophone).

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.

In school year 2015/16, the Ministry of Education provided supplemental funding to 61,720 students who required additional language development support. The Ministry of Education also provides learning resources to school districts to assist educators in meeting the needs of students who require additional language development support. These resources are updated regularly. This year the ministry worked with educational stakeholders to renew and update the ELL Standard document. The following documents for English Language Learning (ELL) are available on the Ministry of Education Website:

- » ELL Students: A Guide for Classroom Teachers: This guide supports K – Grade 12 classroom teachers who have had limited experience working with ELL students.
- » ELL Students: A Guide for ELL Specialists: This guide is aimed at ELL specialists, including district consultants, school-based teachers and itinerant teachers who work with students at several different schools.
- » ELL Standards: This resource provides descriptors of language proficiency in reading, writing, and oral language and supports educators to plan and deliver relevant instruction and assessment of ELL students.
- » ELL Policy and Guidelines: This document provides policy and guidelines to school districts in the delivery of ELL services to students.
- » ELL Planning Tool: This tool is used to facilitate planning processes and to determine the instructional support needs of ELL students with diverse learning abilities.

English Language Learning supports and services are designed to further the intellectual, social, and career development of students; to help them experience and affirm a sense of self-worth, rooted in pride in their heritage; and to develop an understanding of the similarities and differences between students' home culture and the values and culture of their local school and community.

*Diversity in BC Schools: A Framework* outlines the overarching goals of B.C.'s school system with respect to multiculturalism. Goals or purposes both for Multiculturalism and for Aboriginal Peoples include:

- » Developing cross-cultural understanding to create sensitivity to and respect for difference;
- » Eliminating racism – addressing the effects of historic, organizational, systemic and attitudinal racism by:
  - working to create an awareness of racism;
  - educating people about what they can do about racism; and
  - developing policies and strategies that take action against racism.
- » Eliminating systemic barriers — policies and practices that intentionally or unintentionally exclude, limit and discriminate against individuals and groups — and attitudinal barriers that create an environment where people may act out their prejudices, assumptions and biases, which prevent full and equitable participation in community services, employment and education;
- » Developing culturally responsive services to meet the changing needs of the communities they are intended to serve, rather than expecting clients and consumers to adapt to prescribed services as they exist.

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect, both within the organization and across the school system. The diversity of our province is reflected in our education system. The system also models and promotes flexibility to respond to diverse cultural needs and the courage to speak out against discrimination.

## HIGHLIGHTS OF INITIATIVES

### ON-GOING EXTERNAL INITIATIVES

#### *ERASE Bullying*

The ministry continues to focus on the ERASE Bullying Strategy, a comprehensive prevention and intervention strategy designed to promote positive mental health, foster school connectedness and address bullying and other harmful behaviours in schools.

All 60 school districts are required to have in place school Codes of Conduct – the content and conduct expectations in all codes must meet the provincial standards set out in the *Provincial Standards for Codes of Conduct Order*. Everyone in the school system is expected to live up to the conduct standards set out in their school codes, including respecting the rights of all individuals as expressed in the Canadian *Charter of Rights and Freedoms*, the *BC Human Rights Code* and the *School Act*.

The ERASE Bullying strategy includes a comprehensive five-year training program for educators and community partners. To date, more than 16,000 have been trained, and over 250 training sessions have been held across the province. A key goal is to ensure every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation. The ERASE website, launched in November 2012, continues to provide resources, tools and tips for parents ([www.erasebullying.ca](http://www.erasebullying.ca)). A corresponding Twitter feed (@ERASEbullyingBC) was created and, as of May 2017, the feed has over 3,600 followers. As part of the ERASE Bullying Strategy, Government launched a reporting tool for students to report concerns anonymously ([www.reportbullyingbc.ca](http://www.reportbullyingbc.ca)). The tool provides a safe place to report bullying or other safety issues using technology that students are using every day, and more than 900 incidents have been reported to date. The reporting tool is currently available in English and French to students in both public and independent schools.

#### *Diverse Learning Options*

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 Aboriginal and non-Aboriginal 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 ministry supports partnerships between school districts and First Nation communities to develop language curriculum documents for First Nations language study within the public school system. To date, 17 First Nations language curriculum documents have been approved for addition to the K-12 curriculum, and additional documents are currently in development.

To complement these efforts, the ministry also works with Indigenous and Northern Affairs Canada and the First Nations Education Steering Committee to help build capacity in both the First Nations school system and the provincial public education system. By implementing the Tripartite Education Framework Agreement, the ministry has extended provincial exam program access to First Nation schools, and continues to work with First Nations regarding the intent to award the Province's Dogwood graduation certificate to students graduating from non-independent First Nations schools.

One of the ways the Ministry of Education promotes the richness and importance of multiculturalism is by making it mandatory for all students to learn a second language from Grade 5 to Grade 8. As well, the ministry works closely with the Government of Canada to support education in French and French language learning in the province. The ministry supports the establishment of French education programs in school districts and administers a number of cross-Canada student exchange programs which promote language and cultural learning.

- » Destination Clic (Grades 8 and 9): Francophone students are immersed in French language and culture on university campuses in Ontario, Quebec or New-Brunswick for three weeks during the summer.
- » Explore (ages 16 and up): Students are immersed in French language and culture for five weeks on university campuses across Canada. Participating students may receive credit towards post-secondary graduation.

- » British Columbia – Quebec Exchange Program (Grades 10 and 11): Each fall, French Immersion or Francophone program students and their families welcome Quebec students, with whom they were matched, into their homes. For three months, the British Columbian and Quebec students attend school and participate in local activities together. In late January, these students travel to Quebec. They spend three months there living with the Quebec students they hosted, their families, attend school, and experience Quebecois culture. Participating students receive credit towards graduation.
- » Odyssey (Requires one year of post-secondary): Participants work full time as language assistants in classrooms across Canada, teaching English to Francophone students, or French to English-speaking students. Participants gain teaching experience, while being immersed in the local language and culture. Host teachers and learners benefit from having a native speaker of whichever official language is being taught in the classroom.

In 2016-17, Open School BC promoted the Bamboo Shoots site and supporting resources at a number of teacher conferences, including the Social Studies PSA Conference, the ERAC IT4K12 Conference, and the Can e-Learn Distributed Learning Conference. OSBC printed and distributed an additional 300 sets of the popular timeline-building card game.

Through the Libraries Branch, the ministry continues to work with library partners, including the BC Library Association First Nations Interest Group and Public Library InterLINK, to support multicultural awareness opportunities, and support for library staff and the communities they serve. This includes support for professional learning for library staff, a focus on equitable access to library services across British Columbia, developing programs and materials for underserved communities, and assisting libraries in building strong multicultural, multi-lingual and culturally sensitive collections and resources.

The Government of British Columbia's focus on international education — the global, two-way flow of students, faculty, staff and ideas — also enhances multiculturalism:

- » Across the province, everyone benefits from the cultural diversity that the approximately 20,400 K-12 international students bring to our schools, communities and families.
- » International education underscores the value for young people to become fluent in different languages, experience other cultures and, to develops skills in a variety of international competencies that contribute to B.C.'s respect for and celebration of cultural diversity.
- » British Columbia Certified Offshore Schools are active in eight countries across four continents. These 46 schools, that provide a B.C. certified high school education to approximately 12,500 international students, regularly partner with our elementary and secondary schools to promote exchanges, short-term study opportunities and other learning collaborations.
- » The ministry encourages the efforts of school districts and independent schools that annually send groups of students to study and participate in academic, sporting, cultural events and programs in other countries.
- » The ministry's International Education Branch launched three scholarship programs in 2015/16 that support multiculturalism, by promoting foreign language study among students, facilitating study and teach abroad opportunities for students and teachers, and encouraging international students to study here at the K-12 and post-secondary levels.

#### **NEW EXTERNAL INITIATIVES**

##### ***Curriculum Redesign – The Continuing Work***

The province's redesigned curriculum includes equity and inclusiveness as an underlying principle. These principles are also embedded in provincial assessment policies.

Central to the redesigned curriculum are the core competencies of communication, thinking, and personal and social. Most relevant to multiculturalism are the personal and social competencies that 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, including:

- » Positive personal and cultural identity involves the awareness, understanding, and appreciation of all facets that contribute to a healthy sense of oneself. It includes awareness and understanding of one's family background, heritage(s), language(s), beliefs, perspective, and sense of place.
- » Social awareness and responsibility involves the ability and disposition to cooperate and collaborate with others, consider the interdependence of people with the natural world, resolve conflicts peacefully, value diversity, empathize with and appreciate the other's perspectives, and create and maintain healthy relationships within one's family, community, society, and the natural environment.
- » Personal awareness and responsibility involves developing all aspects of personal well-being; making ethical decisions and taking responsibility for one's actions and how they impact themselves and others.

As part of the curriculum redesign, concepts related to multiculturalism are being embedded throughout the curriculum. Social Studies and Physical and Health Education in particular have strong focuses on multiculturalism and diversity.

The Ministry of Education continues to collect feedback on and revise the provincial curriculum for Grades 10-12, to provide more content related to multiculturalism. Multicultural related themes and topics appears in Social Studies courses in Grades 11 and 12. The Social Studies courses currently drafted, or in-progress, are designed to have students learn about content related to multiculturalism and diversity, as well as having them consider worldviews and perspectives different from their own.



The ministry is working with FNEC, the Metis Nation of BC, and other partners to establish an Aboriginal Analytics Committee. The purpose of the committee is to collaborate on data and analytics that support improved Aboriginal student outcomes. As part of the committee's work, joint initiatives will be undertaken, such as enhanced reporting on Aboriginal student outcomes.

One key part of the implementation of the new curriculum will be to evaluate how it is integrated into classrooms, and its effect on students, through a new Student Learning Survey. This survey will be a regular and widespread source of information, as it relates to the school environment, curriculum, learning processes, achievement, satisfaction and health and wellness. The ministry is currently developing a parent component of the updated Student Learning Survey that has now been translated in 17 different languages. This survey is intended to engage parents from a variety of backgrounds in the education of their children.

#### ***Asia Pacific Foundation***

The Ministry of Education awarded the Asia Pacific Foundation a sum of \$250,000 for the development of Asia-themed teaching resources and professional development activities aimed at increasing competency of B.C. high school students in the countries and peoples of Asia. The Foundation proposes to develop the resources over a three-year period.

#### ***Collaboration with the Royal BC Museum***

Open School BC worked in collaboration with the Royal BC Museum (RBCM) to develop a primary and secondary module to support the RBCM's upcoming Family: Bonds and Belonging exhibition. These modules included stories of families who emigrated to British Columbia from countries such as the Ukraine, Japan, India, and China. As well, these stories highlight prominent B.C. First Nations families. Teachers can access these resources from the RBCM's Learning Portal at the following links, and by clicking on the "Teach" icon:

- Primary Module: <http://bit.ly/2kWpXnR>
- Secondary Module: <http://bit.ly/2pAF2cH>

#### ***Syrian Refugees***

In the spring of 2016, an anticipated influx of Syrian refugees began to arrive in British Columbia. The majority of those school-aged children enrolled in schools at that time, with the remainder anticipated to register later in 2016 and 2017. Since these children arrived after the ministry's scheduled enrolment count in February, the ministry committed to providing a discretionary grant to school districts via a one-time Syrian refugee student enrolment count on May 27, 2016. As a result, 604 students were counted, 573 of which were designated English language learners. School districts were provided with just under \$1.3 million to provide appropriate supports for these children. Current trends predict the arrival of approximately 1,200 school-age Syrian refugees overall in school year 2017/18.

During 2015/16, the Ministry of Education also worked with school districts to ensure they had the support to adequately prepare for these students as they entered the school system. In addition, a revised version of the *Students from Refugee Backgrounds – A Guide for Teachers and Schools* was published, and fact sheets explaining how the K-12 education system works were translated into Arabic and Kurdish and distributed to Syrian refugee families.

#### ***ONGOING INTERNAL INITIATIVES***

As part of its ongoing commitment to raise cross-cultural awareness and respect within the organization, the ministry is striving to:

- » Attract, develop and retain a workforce that reflects British Columbia's diversity;
- » Embed the principles of diversity in the practices, policies and services of the ministry; and
- » Remove barriers in interactions with citizens, and within the public service.

The ministry continues our commitment to becoming a truly inclusive employer that reflects the diversity of the communities served.

Anti-Bullying Day, also known as Pink Shirt Day, is celebrated provincially each year as well as within the ministry. On February 26, 2016, employees were encouraged to wear pink to promote the prevention of bullying.

The Orange Shirt Campaign – *Every Child Matters* remembers the experiences of former students of Indian Residential Schools and is a commitment to ongoing reconciliation in Canada. Orange Shirt Day is recognized annually at the ministry, and all employees are encouraged to wear Orange on September 30. This day is a chance for employees to come together in spirit of reconciliation and hope, for generations of children to come.

#### **NEW INTERNAL INITIATIVES 2016/17**

The ministry continues to strive to create a workforce that is diverse with respect to employees' life experience, education, background and culture – to better reflect the diversity of students throughout the school system, their different views and experience, and to better respond to their needs.

The ministry remains committed to hiring employees that reflect the diversity in classrooms and the province. In 2016/17, the ministry hired 18 co-op students, under the age of 30, to fill short-term, project-based roles. This helped the ministry to leverage the benefits of an age-diverse workforce, and in addition, some of the students came from diverse cultural backgrounds, which added to an already diverse workplace.

The 2016 edition of the Corporate HR Plan, *Where Ideas Work*, retains the above mentioned goals to create a diverse workforce, and introduces an important third goal of enhancing services to citizens through innovation to meet their changing.

Our People and Workplace Initiatives (PWI) team reports quarterly to ensure that all employees complete the mandatory Discrimination Prevention Workshop (half day session). The purpose of this training is to ensure that all ministry employees know the policies, procedures and definitions related to a respectful workplace. Necessary completion of this course is noted in our onboarding procedures for new employees.

The Moose Hide Campaign, which is a grassroots movement of Aboriginal and non-Aboriginal Men, standing up against violence towards women and children, was sponsored by an executive member in 2016. This initiative was promoted throughout the ministry. Men within the ministry took this opportunity to show their support for the cause by wearing a moose hide pin, and completing a fast to raise funds for donation.

The ministry is also taking steps to support the inclusion of LGBTQ2S (lesbian, gay, bisexual, transgender, queer, two-spirited) employees. A new guide was developed by the BC Public Service Agency in early 2017 to support transgender and gender diverse employees in the workplace. This guide was promoted to all supervisors and managers, via email communications, as well as at leadership team meetings. It was also shared with all staff on the ministry intranet site.

In celebration of Mental Health Awareness Week and Child and Youth Mental Health Day in May 2016, the ministry held a LGBT2QS+ Workshop and FRIENDS Orientation Seminar. Ministry employees attended the LGBT2QS+ workshop to learn about sexual orientation, gender identity, and the importance of pronouns. The FRIENDS Orientation Seminar is a classroom-based, anxiety prevention and resiliency program delivered by teachers. An additional Sexual Orientation and Gender Identity workshop and other awareness activities were also provided in May, 2017.

Some of our results and outcomes this past year include:

- » 18 co-op students under the age of 30 recruited in 2016/17.
- » One Aboriginal Youth Intern was employed, as a part of the Aboriginal Education branch in the Learning Division.
- » LGBT2QS+ Workshop and Anxiety Awareness and Prevention Workshop provided to staff during the Mental Health Awareness Week May, 2016 and May, 2017.

# Ministry of Energy and Mines

## MANDATE

The Ministry of Energy and Mines (MEM) is responsible for British Columbia's electricity, alternative energy, mining and mineral exploration sectors. These sectors are made up of diverse interests that explore for and produce coal and other valuable minerals and that develop electricity, clean or renewable energy sources, including biomass, biogas, geothermal, hydro, solar, ocean, wind and low carbon transportation fuels.

Through teamwork and positive working relationships with its clients and stakeholders, the ministry facilitates thriving, safe, environmentally responsible and competitive energy and mining sectors in order to create jobs and economic growth in communities across the province. In fulfilling its mandate, the ministry consults with other ministries and levels of government, energy developers and marketers, mineral exploration and mining companies, First Nations, communities, environmental and industry organizations, and the public.

The ministry supports the minister in his governance responsibilities for the following Crown Corporations: British Columbia Hydro and Power Authority (BC Hydro), Columbia Power Corporation and Columbia Basin Trust.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The MEM executive remains committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. The executive ensures that policies, programs and decisions across government support the establishment of a thriving, competitive mining industry that is environmentally and socially responsible. The current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MEM is comprised of staff who speak a wide variety of languages. Some of the languages spoken in MEM include: Afrikaans, Cantonese, Czech, Dutch, English, French, German, Hindi, Italian, Mandarin, Polish, Punjabi, Russian, Spanish, Taiwanese, and Toishenese.

Employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich the corporate culture, informs work, and better meets the expectations of citizens. Different cultures represented in the ministry include: American, British, Chinese, Cree, Czech, Dutch, French, German, Greek, Hindi, Irish, Italian, Mexican, Polish, Russian, Secwepemc, Spanish, Swahili, Taiwanese and Toishenese.

Some ministry-wide examples of internal diversity activities that took place in 2016 included:

- » The Aboriginal Youth Internship Program;
- » Student Co-op Program;
- » Aboriginal Awareness lunch and learn;
- » Lunch potlucks that provided an opportunity for employees to come together;
- » Recognition program with a focus on competencies related to inclusiveness and diversity;
- » A cultural change approach to project implementation, inclusiveness;
- » A coaching approach to performance management; and
- » Work-Able Program.

## HIGHLIGHTS OF INITIATIVES

- » From 2011 to 2016 MEM and BC Hydro administered the First Nations Energy Efficiency Building Policy Project which concluded in 2016. The project provided funding to communities to create work plan to develop energy efficiency housing policy for new and existing housing on-reserve. This pilot resulted in ongoing mentorship webinars for First Nation communities supported by the Fraser Basin Council in addition to an Energy Efficiency curriculum at a local university for First Nation Housing managers to participate in.
- » MEM's Community Energy Leadership Program in 2016 the second year of the program provided funding to support local government and First Nations investments in energy efficiency and clean energy projects. The main goals of the program are to:
  - Reduce greenhouse gas emissions
  - Increase energy efficiency
  - Stimulate economic activity in the clean energy sector, and
  - Support vibrant and resilient communities.
- » Although the MEM manages the program, the program is designed and applications are evaluated in collaboration with the Ministries of Environment, Community, Sport and Cultural Development, and Aboriginal Relations and Reconciliation.
- » In 2016, the ministry welcomed and supported the visit of an international delegation from Mongolia to share information about the regulatory framework for mining in British Columbia.

# Ministry of Environment and the Environmental Assessment Office

## MANDATE

The Ministry of Environment is responsible for the protection, management and conservation of British Columbia's water, land, air and living resources. To support this, the ministry has four goals: effective, long-term action on climate change; clean and safe water, land and air; healthy and diverse native species and ecosystems; and sustainable use of B.C.'s natural capital.

In order to achieve these goals, the ministry is maintaining its global leadership on climate change and enhancing its protection and stewardship of water resources, land and air. It manages and promotes the stewardship of natural values on B.C.'s land base, and works to conserve and enhance native species and ecosystems. The ministry also optimizes outdoor recreation and tourism opportunities within parks and protected areas.

The Environmental Assessment Office neutrally administers the process of assessing proposed major projects for potentially significant adverse environmental, social, economic, health and heritage effects. It seeks to meaningfully engage the public and Aboriginal groups in the environmental assessment process and is responsible for overseeing compliance and enforcement throughout the life of a reviewable project.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry executive's leadership on multiculturalism is demonstrated in ministry planning and reporting. Ministry planning documents detail executive commitments to cultural values and First Nations engagement.



Specifically, the 2017/18-19/20 Ministry of Environment and the Environmental Assessment Office Service Plan outlines numerous commitments to multiculturalism, including working with First Nations, preserving and caring for cultural assets, providing new and diverse heritage and cultural visitor experiences in parks, and considering heritage effects in the environmental assessment process. Ministry executive are accountable for these multicultural activities. This commitment extends to how the ministry embraces the diversity of its stakeholders, both in consultations and in developing partnerships, as different perspectives provide unique solutions to complex issues.

Natural resource ministries jointly developed a diversity and inclusiveness toolkit, a collection of practical aids to build employee understanding and awareness of diversity issues. The toolkit provides managers, groups and individuals with team building exercises, a diversity assessment tool, and links to additional resources.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

The ministry encourages outreach and understanding with non-English speaking British Columbians in a variety of ways. With offices in ethnically diverse locations such as Surrey, communicating with local clients can prove challenging. There is now a list of emergency contact translators so that British Columbians can be served in a variety of languages at the Surrey office including: Afrikaans, Cantonese, Danish, French, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu and Vietnamese.

The ministry also strives 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.

## **HIGHLIGHTS OF INITIATIVES**

### **FIRST NATIONS**

First Nations are important partners on environmental sustainability initiatives throughout the province. For example, implementation of the Northeast Water Strategy includes ongoing cooperation and coordination with First Nations to protect water sources and manage water demands.

Similarly, First Nations will be invited to participate on the bilateral management committees that will be tasked with the implementation of bilateral water management agreements under the Mackenzie River Basin Transboundary Master Agreement. By understanding the unique cultures and governance models of those First Nations, the ministry can be more effective in ensuring the sustainability of the water they use for generations to come.

In addition, the Ministry of Environment is an active participant in the Liquefied Natural Gas Environmental Sustainability Initiative (LNG ESI) — a \$30-million initiative announced in 2015 as part of the province's First Nations' LNG Benefits Framework with First Nations from across the north.

Goals of the LNG ESI are to undertake new, collaborative approaches to establishing environmental legacies related to LNG development and to generate high quality, accessible and trusted environmental information to inform natural resource decision-making.

The ministry is also dedicated to developing and strengthening relationships with First Nations and improving communication and cultural awareness. For example, the Conservation Officer Service continues to support, implement and provide training on using a restorative justice approach to engage First Nations in addressing environmental violations committed within their communities. Restorative justice is a form of justice traditionally used by North American Indigenous cultures based on healing circles.



This dedication extends to the province's parks and protected areas system where the ministry works to partner with First Nations to integrate traditional place names, interpretive signage, art and information to enhance the visitor experience while highlighting the cultural significance and history of the parks. For example, in June 2016, BC Parks in collaboration with the Nisga'a Lisims Government installed new interpretive exhibits inside and outside the Nisga'a Memorial Lava Bed Provincial Park visitor centre. Many of the signs are bilingual with both English and Nisga'aḿ (Nisga'a language) and introduce visitors to the rich cultural heritage of the Nisga'a, as well as to the geographic features of the unique park.

Additionally, through the Park Enhancement Fund, the ministry has provided financial support to various First Nations cultural events around the province.

The ministry also participates in the Aboriginal Youth Internship Program, hiring skilled Aboriginal youth in various business areas. The program is designed to support Aboriginal youth to develop their leadership skills while providing them with opportunities to improve and contribute to relationship building between First Nation communities and the provincial government through hands-on work experience.

During 2016/17, the ministry employed one First Nation intern from this program who worked on increasing awareness of Indigenous issues in the office, research projects, and policy development on environmental protection initiatives such as food waste prevention.

The ministry continues to be committed to involving First Nations in economic development projects. A key priority in the environmental assessment process is to address and, where appropriate, accommodate any potential effects of major development on established or asserted Aboriginal rights and title. Project proponents are encouraged to meet with First Nations at their earliest opportunity to learn about their communities, issues and concerns.

The Environmental Assessment Office seeks to increasingly integrate Aboriginal communities more meaningfully into the assessment process through deliberate discussions around co-administering aspects of the process, better incorporating Aboriginal world views into decision materials and advancing decisions that better reflect a government-to-government relationship.

The ministry also works with First Nations on economic development agreements for activities appropriate within protected areas when reconciliation agreements or collective management agreements are in place. It works in collaboration with First Nations on park management plans, identifying and recommending strategies for protecting Aboriginal interests. Through the Climate Action Secretariat, the ministry also supports large forestry offset projects with coastal First Nations, as well as the development of carbon benefit sharing agreements and forestry modelling on behalf of and with First Nations partners.

#### **INTERNATIONAL RELATIONS:**

International partnerships are also formed which support multiculturalism. The ministry values its participation in international forums for the diversity of perspectives and potential solutions to complex issues.

The ministry meets at least twice a year with the Indian Forest Service on B.C. stakeholder relations and sustainable development to help them understand how we approach intergovernmental relations in the province. Forests in India are a critical national resource with a significant influence on both rural livelihoods, as well as the national economy. This University of British Columbia program was created with the objective of equipping Indian Forest Services to function effectively in a changing global scenario. The sharing of experiences through this program creates opportunities to improve national, regional, and international policies.

BC Parks continues to collaborate with the Vancouver Korean Hiking Club and has completed successful volunteer projects including trail work, most recently on the Elsay Lake Trail in Mount Seymour Provincial Park. Projects like these help to forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

## Ministry of Finance

#### **MANDATE**

The Ministry of Finance plays a central role in managing government's fiscal, financial, information management and taxation policies. Key responsibilities of the ministry include:

- » Policy development, regulation and enforcement for specific sectors including gaming, financial services, real estate and information management.
- » Development of provincial economy forecasts, development and monitoring of government's capital plan and three-year fiscal plan, and management of significant risks and opportunities relating to the plan.
- » Oversight for financial, procurement and administrative governance as well as banking, accounting, and risk and debt management services for the broader public service.
- » Identification and collection of amounts owed to the government in relation to statutes the ministry directly administers, as well as statutes administered by other ministries.
- » Leadership of the cross-government implementation of the Taxpayer Accountability Principles to strengthen accountability, promote cost control and ensure that public sector entities operate in the best interest of taxpayers.
- » Performance and financial management audits of ministry, agency and Crown corporation programs and functions to help improve efficiency and ensure governance, management and control systems are operating effectively.
- » Operation of the Government House and supervision of the BC Securities Commission, BC Lottery Corporation, Partnerships BC, and Real Estate Council of BC.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism. It continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society. Executive are committed to a work environment that values diversity and inclusiveness and supports a respectful work environment. That includes providing services and publications to the public in as many languages as possible in addition to English and fostering rich cultural diversity in the make-up of the ministry workforce.

The Ministry of Finance Workforce Profile Report, released April 2016, indicates representation of visible minorities at 22.5%, Aboriginal peoples 2.1% and persons with disabilities 3.8% (self-reported). The report also indicates visible minorities are well represented in primary locations – Victoria 16.6 % and Vancouver 41.4%.

## KEY PROCESSES, POLICIES, AND STRUCTURES 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 Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry stays informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- » The ministry's Gaming Policy and Enforcement Branch offers clinical counselling services in multiple languages including Cantonese, Mandarin, Punjabi, Vietnamese, and some First Nations languages. Interpreters are offered to clients receiving clinical services when there is no provider who speaks the client's first language.
- » The ministry's Responsible Gambling Prevention Program is available in Tagalog, Visaya, Chavacano and Spanish in addition to the above noted languages. Responsible Gambling services are modified to complement each of the cultural groups identified by these languages.
- » The Responsible and Problem Gambling program provides Indigenous services provincially which is delivered by providers with First Nations heritage.
- » The Problem Gambling Helpline offers services in 13 different languages.
- » The Responsible and Problem Gambling program organized an international Indigenous Conference last fall in partnership with an organization out of Washington State, USA.
- » The ministry continued recruitment outreach opportunities to diverse organizations in the community.
- » Ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.
- » Wellness and social events reflect the varied interests of the ministry's workforce, and are targeted to people of all ages and cultural backgrounds. (e.g. Public Service week activities and picnic)
- » Flexible work options are supported which respects employees' needs while meeting business requirements.
- » The ministry continued to include a diversity lens on its leadership and supervisory development programs and incorporates information and concepts in its sessions with all levels of employees.
- » The ministry supports the corporate Aboriginal Youth Internship Program each year including one intern in 2014/15, three in 2015/16, one in 2016/17 and recently submitted one proposal for 2017/18 awaiting approval.



- » The ministry developed a comprehensive communications plan that includes a focus on diversity concepts.
- » The ministry participates in the Work-Able Graduate Internship Program with an opportunity in the Crown Agency Resource Office in 2015/16, and one intern in 2016/17 in the Corporate Services Division.

## HIGHLIGHTS OF INITIATIVES

- » French, Chinese and Punjabi translations of the 2017 budget consultation paper, and French, Simplified Chinese, Traditional Chinese, Punjabi and Korean translations of the 2017 budget highlights brochure.
- » The ministry provides services, programs, consultations in several languages to meet the needs of its diverse client base and citizens of British Columbia.
- » The ministry continued its support of the Aboriginal Youth Internship Program in 2016/17, providing an interesting and challenging assignment in Revenue Division. It also supported the Work-Able Program with an internship in the Corporate Services Division.
- » The ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- » The ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- » The ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

# Ministry of Forests, Lands and Natural Resource Operations

## MANDATE

As the natural resource sector's largest agency, the Ministry of Forests, Lands and Natural Resource Operations is responsible for providing British Columbians with integrated access to a wide range of natural resource management services.

Anchored by the vision of economic prosperity and environmental sustainability, the ministry aims to balance conservation of the province's vast natural resources with appropriate public and industrial uses. By combining administration of policy and operations, we are able to ensure sustainable, long-term stewardship of forests, lands, water, and wildlife while delivering streamlined, cost-effective services.

## 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 course and diversity training opportunities for all levels of the organization.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and free of barriers. The ministry recognizes the many benefits of eliminating discrimination from the workplace and continues to support programs on building diversity and respectful workplaces in the public service. It upholds the standards of conduct and develops 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*.

## HIGHLIGHTS OF INITIATIVES

### NATURAL RESOURCE

#### SECTOR TRANSFORMATION PLAN:

Embracing diversity as part of our corporate culture is integral to the ministry's ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in 2012. The purpose is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.

Having established a baseline understanding of awareness of what diversity and inclusiveness is and using employee contributions to inform how to move forward, a toolkit with practical aids to build employee understanding and awareness has been developed. Diversity and inclusiveness is showcased on the employee learning and development site and an inclusion tool helps evaluate policies, programs and services to ensure the diverse needs of the citizens served are met.

The ministry remains focused on building awareness, accountability and embedding diversity and inclusiveness into its culture by expanding dialogue to promote respect in the workplace. Respectful behaviour displays personal integrity and professionalism, practices fairness and understanding, demonstrates respect for individual rights and differences, and encourages accountability for one's actions.

## PROVINCIAL HISTORIC RECOGNITION PROGRAM:

The Provincial Historic 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 British Columbia.

Recognition of historic places in all geographic regions acknowledges the provinces' diverse heritage value and strengthens British Columbia's identity as a multicultural province, and is a key tool for ensuring that historic places continue to contribute to community identity, economic health, and environmental stewardship.

In 2016/2017, recognition focused on Japanese Canadian Historic Places, and South Asian Canadian Historic Places. Overall 71 historic places were provincially recognized. For 2017/2018, the Provincial Historic Recognition Program theme will focus on recognition of Francophone historic places, reflecting Canada's sesquicentennial as well as the fundamental role of the Francophone community in British Columbia's history.

### FIRST NATIONS FORESTRY TRAINING PROGRAM:

British Columbia's First Nations Forestry Training Program is an innovative and progressive model of capacity building and employment training for First Nations to successfully enter B.C.'s forest economy. It was developed to provide Aboriginal students with career opportunities and BC Timber Sales with a path for succession planning and relationship building.

The partnering of the Ministry of Forests, Lands and Natural Resource Operations with the First Nations Forestry Council, and the Aboriginal Skills and Employment Training Strategy resulted in funding for forestry students' tuition and living expenses and mentoring and employment opportunities across the province. Current funding levels allow for 10 students per year to participate in the program.

Mentoring by knowledgeable and enthusiastic staff and the provision of funding for expenses relieves pressure from students and provides a welcome introduction to government and the forest sector in which career aspirations can be realized.

#### **HIGHLIGHTS OF OTHER INITIATIVES:**

- » Ministry offices can provide services to the public in more than one language.
- » The South Coast Regional Operations office in Surrey can currently provide services in 15 languages.
- » FrontCounter BC, which operates 29 offices across the province, has made pamphlets in Punjabi and can produce materials in additional languages upon request.
- » Staff participation in the Building Capacity in Aboriginal Relations: We are all here to stay course
- » Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- » Training on government policies prohibiting discrimination in the workplace.
- » Continued employment of dedicated Aboriginal fire unit crews.
- » Ongoing participation in the Aboriginal Youth Internship Program.
- » Training to First Nations in Crown land policies and procedures.

## Ministry of Health

### **MANDATE**

The Ministry of Health guides and enhances the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health. Protect and enhance the health care system while ensuring the best possible value for taxpayers in the context of significant demand pressure.

### **EXECUTIVE COMMITMENT TO MULTICULTURALISM**

The Ministry of Health (MoH) has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to ensure care is provided to address the unique needs of patients and specific patient groups. Health system values that guide policies, programs and services include:

- » Citizen and patient focus, which respects the needs and diversity of all British Columbians;
- » Equitable access to services delivered by government for all British Columbians;
- » Access for all to quality health services; and
- » Appropriateness – providing the right service at the right time in the right setting.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

On an ongoing basis, the ministry invests in building cultural safety and humility to increase awareness and understanding among employees about the diverse cultural backgrounds of British Columbians, their unique health needs and service requirements. Following are some related ministry actions:

- » The ministry takes the diversity among British Columbians and their health needs into account when developing strategies, policies and programs to address the needs of multicultural and Aboriginal populations.

- » Regional Health Authorities are required to look at the health of populations, including the ethnocultural population in their detailed planning by geographic areas.
- » 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 Aboriginal peoples in B.C.
- » On March 1, 2017, 23 health regulatory bodies declared their commitment to making the health system more culturally safe for First Nations and Aboriginal People. In signing the *Declaration of Commitment to Cultural Safety and Humility in Health Services for First Nations and Aboriginal People in British Columbia*, B.C. health professionals were first in Canada to make the pledge. The declaration was endorsed by the First Nations Health Authority (FNHA) and the ministry.
- » The ministry reviews documents to ensure they include a culturally appropriate First Nations and Aboriginal perspective and that urban Aboriginal and Métis population health issues are considered when developing policies, strategies and programs.
- » The ministry supports the First Nations Client File through the development of baseline measures in First Nations programming and outcomes.

## EMBRACING MULTICULTURALISM IN OUR WORKPLACE

- » Ministry staff has diverse cultural backgrounds and speak a variety of languages, including Afrikaans, Bosnian, Cantonese, Croatian, Dutch, English, Farsi, French, German, Hindi, Hokkien, Italian, Mandarin, Malay, Malayalam, Portuguese, Punjabi, Romanian, Russian, Serbian, Shanghaiese, Spanish, Tagalog and Tamil. Sharing of cultural backgrounds and experiences is part of the ministry's inclusive culture and contributes to employees participating in culturally responsive services and regulations.

- » The ministry promotes the BC Public Service Agency's online course *Building Capacity in Aboriginal Relations* and implemented its Aboriginal relations behavioural competencies.
- » In 2016–17 the ministry hosted three interns as part of the Aboriginal Youth Internship Program and has applied to do so again with the 2017–18 cohort.
- » The ministry, through the Public Health Service Agency (PHSA) *San'Yas – Indigenous Cultural Competency*, has supported nearly 900 staff to complete the training. Across the regional health authorities and PHSA, there are now over 18,750 additional health care workers with this training.
- » The Health and Human Services (HHS) Library book and video acquisitions includes topics related to multicultural and multiracial communities of British Columbia and Canada. Examples from 2016–17 are: *Principles of multicultural counseling and therapy; Assessing and treating culturally diverse clients: a practical guide; Unsettling the settler within: Indian residential schools, truth telling, and reconciliation in Canada; Addressing cultural complexities in practice: assessment, diagnosis, and therapy; and Medicine unbundled: a journey through the minefields of indigenous health care.*
- » The HHS Library provides learning sessions and short films/videos for employees, such as: *Patient diversity: beyond the vital signs; Patrick's story: documentary; Unbreakable: one girl changing the world – The story of Malala; and Indigenous healing and psychotherapeutic intervention: complicating the prospects for integration* and more is available at Diversity @ Work ministry web page.

The ministry partners with multicultural and Aboriginal organizations to promote health and well-being and serve the health needs of diverse communities. Examples include:



- » The ministry works with PHSA to provide ShapedownBC (a weight management program for obese children) including a program designed for ethnic Chinese families in Richmond.
- » Through the joint MoH-FNHA Project Board, 27 primary care projects are approved to directly address regionally identified gaps in primary care access for First Nations communities.
- » With ministry and Canada Health Infoway's support, the Cowichan Tribes' personal health record pilot — the Mustimuhw Citizen Health Portal — launched July 2016 to physicians and First Nations patients across the Cowichan valley. With the aim of improving health outcomes for both members of the Cowichan Tribes and others in the community, this portal provides patients with access to their health information (e.g., physician consultation notes, immunization records) and the ability to communicate securely with their health care providers online (e.g., electronic consultation).

## HIGHLIGHTS OF INITIATIVES

Examples of ongoing and new programs:

- » Patients as Partners supports multicultural populations and organizations across British Columbia through funding such programs as UVic Chronic Disease Self-Management Program, Diabetes Self-Management Program, Family Caregivers of BC, Pain BC, Centre for Collaboration, Motivation and Innovation and UBC Intercultural Online Health Network. This funding facilitates education about chronic disease self-management in Punjabi, Chinese and Aboriginal populations (including in-person workshops and forums); the translation of resources into other languages; and the creation of training materials (e.g., videos and webcasts) related to health literacy and diversity.
- » The Newcomer Immigrant Women's Project seeks to better align health and settlement services to meet newcomer immigrant women's health and settlement needs.
- » The Newcomer Women's Health Clinic at BC Women's Hospital and Health Centre provides services to women who are new arrivals to Canada.
- » Vancouver Coastal Health offers a Cross-Cultural mental health clinic, bringing a mental health team of psychiatrists who provide culturally sensitive and language-specific psychiatric assessment and treatment. This clinic supports Cantonese, Farsi, French, Hindi, Hungarian, Japanese, Mandarin, Punjabi, Spanish, Russian, Urdu, and Vietnamese and a Hospital Interpreter Service is used for other languages.
- » Support is provided to Mental Health and Substance Use Crisis Line network to use the Multilingual Community Interpreter Services. This service helps callers in a variety of languages and in 2016-17, a total of 46 calls and 1,103 minutes of support were provided in Spanish, Punjabi, Farsi, Mandarin, French, Korean, Cantonese, and Arabic.
- » Through the Joint Standing Committee on Rural Issues, the ministry, in partnership with Doctors of BC, provides funding and governance support to the Practice Ready Assessment program. This program streamlines a pathway to assess internationally-educated family physicians for licensure in British Columbia. From this program, 55 physicians are now practicing in 33 communities across B.C. and bring a unique multicultural experience to communities.
- » Provision of support for the BC Emergency Health Services initiative to increase emergency medical service professionals in First Nations communities by delivering licensing examination sessions in rural and remote areas across B.C.

- » A provincial parental print publications review showed they are highly valued by health care providers and families and highlighted both their need within specific groups and opportunities to create translated and culturally competent versions.
  - » The Mental Health Review Board panel members are trained and funded to accommodate patients language needs at hearings, as requested or suggested by the patient's advocate, the hospital representative or ministry staff.
  - » Funding support of language translation services for patients and their families provided through Provincial Language Services of the PHSA.
  - » The ministry's Patient and Client Relations Unit and the Patient Care Quality Review Boards contract with the Provincial Language Service to ensure that British Columbians can raise concerns about their care in over 150 languages.
  - » Registration services for Fair PharmaCare offered in Mandarin, Cantonese, French, Punjabi and English through Health Insurance BC's Contact Centre.
  - » Provision of funding support for BC School Fruit and Vegetable Nutritional Program and Farm to School BC (includes First Nations schools), Food Skills for Families program that teaches cooking and healthy eating skills respecting multicultural, new immigrant and Aboriginal families diversity.
  - » Provision of funding for *The Farmers' Market Nutrition Coupon Program* provides coupons for B.C. produced healthy foods for low income pregnant women, families and seniors from diverse backgrounds.
  - » With the BC Association of Aboriginal Friendship Centres, the ministry is leading a working group on First Nations, Métis, Inuit and Aboriginal women's and girls' health to refine priorities and actions to advance health of women and girls across B.C.
  - » Every three years, the ministry releases a provincial report detailing visual dental survey results of kindergarten children in all B.C. schools (including First Nations schools). Developed collaboratively with tripartite partners and First Nations communities, the Healthy Smiles for Life, BC's First Nations and Aboriginal Oral Health Strategy.
  - » Working with FNHA to implement the maternal and child health actions in the Transformative Change Accord: Tripartite First Nations Health Plan, as well as other key health actions intended to advance the health of pregnant women, children and their families. A key initiative is the Doulas for Aboriginal Families Grant Program delivered by the BC Association of Aboriginal Friendship Centres, with 121 approved doulas participating and doula services to over 500 aboriginal families in B.C.
  - » Exploring options to expand the General Health Information Sharing Agreement to cover the FNHA and its relationship with the health authorities.
- A number of ministry resources (from phone to Internet) were translated into multiple languages, including:
- » Workbooks to help food processors develop their food safety and food sanitation plans, as required under the Food Premises Regulation, were translated into Korean, Chinese and Punjabi.
  - » Resources for seniors were translated into various languages including the BC Seniors Guide and the Healthy Eating for Seniors Handbook are available in Punjabi, French and Chinese and the Seniors' Falls Can Be Prevented brochure is in both Chinese and Punjabi.
  - » HealthLink BC provides non-emergency health information for residents in more than 130 languages through healthlinkbc.ca and 8-1-1 phone services. It also has the BC HealthGuide Handbook translated and other culturally adapted materials (including Aboriginal people).

- » Inclusion of multicultural visuals and stories on [healthyfamiliesbc.ca](http://healthyfamiliesbc.ca) and related social media channels and translated breastfeeding web articles in Chinese and Punjabi.
- » QuitNow service that is designed to help people quit smoking offers phone coaching translation services in 350 languages, including Aboriginal languages. Other materials like a QuitNow rack card is available in English, Chinese, Punjabi, Korean and French and the Help Fathers Quit, is in French and Chinese.
- » The Vital Statistics Agency has translated FAQs for Online Birth Registration in German, Chinese, Punjabi, and Tagalog.
- » Information pamphlets and tear-off pads about the BC Services Card available in Punjabi, French and Chinese. Both Health Insurance BC and ICBC provide related multilingual customer service.
- » The *Journey to Perinatal Wellbeing: e Tools and Resources to Identify and Support Women with Perinatal Depression and Anxiety* resource was developed with BC Reproductive Mental Health Program, PHSA and BC Council for Families, Pacific Post-Partum Support Society and health authorities. The resource helps health care providers deliver culturally safe and responsive care, including perinatal depression screening in multiple languages.

## Ministry of International Trade and Minister Responsible for Asia Pacific Strategy and Multiculturalism

### MANDATE

The Ministry of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism pursues strategic opportunities to promote British Columbia internationally as a preferred place to invest and do business. This is achieved by delivering services that accelerate British Columbia's exports, attract strategic investments including international offices, develop international partnerships, and increase awareness of B.C.'s competitive advantages, as well as negotiating and managing trade agreements and delivery of venture capital programs.

The ministry also promotes the benefits of B.C.'s diverse cultures and connects communities with services to eliminate racism and foster the full and free participation of all British Columbians in the economic, social, cultural and political life of British Columbia. These efforts promote economic prosperity in communities across the province while simultaneously positioning the province for long-term growth and creating jobs for British Columbians.

Specifically, the ministry works to:

- » Open and expand priority markets for B.C. goods and services, particularly in Asia, Europe and the United States, and to engage B.C. exporters in new opportunities;

- » Attract strategic investments to B.C.'s priority sectors that create jobs and grow competitiveness;
- » Leverage investment capital programs (venture capital and infrastructure) to support a competitive business environment; and
- » Promote the value of diversity and inclusiveness in B.C. communities.

The ministry has an oversight role for the following Crown agencies: the BC Immigrant Investment Fund and its subsidiary the BC Renaissance Capital Fund, Forestry Innovation Investment, and British Columbia Trade and Invest Ltd.

### **EXECUTIVE COMMITMENT TO MULTICULTURALISM**

The ministry's executive is dedicated to demonstrating leadership and accountability on multicultural issues in a number of ways. The ministry recognizes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. Diversity, 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 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 ministry encourages inclusion by providing access to discrimination prevention courses and diversity training opportunities for all levels of the organization. The ministry also supports participation in the Economy Sector's Professional Development Program and group mentoring, which is designed to contribute to an inclusive workplace by offering workshops on topics identified by ministry staff.

The program includes sessions focused on fair and transparent hiring practices, effective communication and valuing diversity. Sessions are offered in multiple cities and through web-based technology to ensure access to all ministry staff.

The ability to embrace diversity within the organization is foundational to engaging communities and organizations in promoting multiculturalism across British Columbia. It also is an important quality for building effective relationships with international partners and potential investors.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to participate in a respectful work environment that is free of discrimination.

The ministry team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, within the ministry, over 50% of staff can communicate fluently in one or more languages other than English. The following 34 languages are spoken by ministry staff: Bahasa, Bengali, Cantonese, Chichewa (African Dialect), Dari, Dutch, Farsi (Persian), Finnish, French, Fukien (Chinese Dialect), German, Gujarati (Indian Dialect), Hakka (Chinese Dialect), Hindi, Hungarian, Italian, Japanese, Korean, Mandarin, Marathi (Indian Dialect), Nepali, Polish, Punjabi, Romanian, Russian, Serbian, Shanghai (Chinese Dialect), Spanish, Swedish, Tagalog, Tamil (Indian Dialect), Thai, Urdu and Vietnamese.

The ministry has staff dedicated to managing and attracting foreign companies to invest in First Nation businesses; providing support to investors; developing key exporter and industry stakeholder relationships, as well as delivering export programs that assist First Nation businesses to expand their international business activities.



The ministry also supports National Aboriginal Day with internal communications and materials available for employees, as well as sponsoring Multiculturalism Week activities across the province. This provides an important opportunity to celebrate the province's rich diversity and distinct cultural perspectives.

## HIGHLIGHTS OF INITIATIVES

### TRADE AND INVESTMENT

The ministry provides resources and tools to foreign investors, international buyers and other governments to drive international trade and investment.

- » The ministry's provincial and international offices, websites, telephone lines, and customer support services operate as portals to a diverse range of stakeholders, using numerous multilingual formats to deliver services.
- » The ministry and the Korea Importers Association signed a memorandum of understanding that recognizes the significant trade opportunities created by the Canada-Korea Free Trade Agreement. This expands B.C.'s trade relationship with Korea to attract investment, and diversify and increase economic activity and job creation throughout the province. Additionally, it opens new markets for B.C. businesses in Korea.
- » Ten B.C. mobile gaming companies promoted their products and services on the international stage at the Pocket Gamer Connects conference in London, England. This international conference provided an opportunity to showcase B.C.'s talented and diverse technology sector.
- » B.C. agrifoods companies presented their goods at the Hong Kong Trade Development Council Food Expo; Asia's largest consumer food industry event. Participating B.C. companies had the opportunity to showcase their culturally diverse and specialized products, and to establish new customers from more than 20,000 global food product buyers from Hong Kong, Mainland China, Japan, South Korea, Taiwan, Europe and other international markets.

- » Growing the international demand for B.C. wood products was supported by the largest shipment of mass timber from B.C. to India. This was an opportunity to leverage the advantages of B.C.'s lumber industry to a key international lumber market in support of expanded trade and investment in the province.

### MULTICULTURALISM AND ANTI-RACISM

The ministry is committed to build a society in B.C. free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin.

- » The Multicultural Advisory Council (MAC) is a legislated body created to provide advice to the Minister for Multiculturalism on issues related to multiculturalism and anti-racism. The MAC contributes to the ministry supporting a range of initiatives that promote multiculturalism and challenge racism.
- » The ministry's service portal Multiculturalism and Antiracism: Our Diversity is Our Identity provides current information and resources.
- » The ministry's Multiculturalism Grants Program supports cultural expression and anti-racism programs and projects that raise awareness about or enhance B.C.'s multicultural identity. Over 100 community organizations across B.C. received a total of \$300,000 in multiculturalism grants. Funding was used to help celebrate B.C.'s rich multicultural heritage, as well as promote diversity and inclusiveness. A program aiding seniors from different cultural groups to connect with one another through activities such as dancing and cooking is an example of how the multiculturalism grants were used.
- » The ministry supports the B.C. Multicultural Awards, which is an annual event to recognize and honour the multicultural accomplishments of individuals, organizations and businesses in the province. The awards celebrate and applaud B.C.'s diversity and multicultural communities.

- » In support of challenging racism and celebrating diversity, the ministry awarded more than \$200,000 in funding for anti-racism networks. Funds were distributed to 33 organizations located in communities throughout the province.
- » For the first time, the Province of British Columbia proclaimed October 30 to November 5, 2016 as “Punjabi Literature Week”. During this week the prestigious Dhahan Prize for Punjabi Literature was awarded, which celebrates the rich culture and transnational heritage of Punjabi language and literature. This is a significant component of B.C.’s large and diverse multicultural community.

### LEGACY PROJECTS

Legacy projects exemplify government’s pledge to honour the apology for historical wrongs committed against B.C.’s Chinese-Canadian community by prior provincial government legislation and policy. The legacy projects are the result and inspiration of the Chinese Historical Wrongs Consultation Process. The projects are diverse, broad in scope and provide a meaningful legacy for all British Columbians.

- » The Chinese Legacy website (<http://bit.ly/2zi5WdF>) offers resources that document the history of the discrimination, chronicle the consultation process and formal Apology in the Legislature, and provide updates on the many legacy initiatives that highlight the substantial contributions Chinese Canadians have made to the culture, history and economic prosperity of our province. Most of all, the website tells the stories of hundreds of Chinese Canadians who, despite being subjected to discrimination, persevered with grace and dignity to help make B.C. the diverse and innovative place that it is today.
- » The ministry supports the Legacy Initiatives Advisory Council with a mandate to support and advise government on the implementation and recommendations made in the Chinese Historical Wrongs Consultation Final Report.

- » To achieve government’s commitment to address historical wrongs against Chinese Canadians, the Minister introduced the new Discriminatory Provisions (Historical Wrongs) Repeal Act, which was passed by the legislature and officially placed into law.
- » B.C.’s first-ever computerized inventory of Chinese historical records and artifacts is now complete, giving easy access to anyone interested in learning more about the rich cultural history of Chinese Canadians in B.C.
- » Both the Minister and Premier honoured Chinese-Canadian ancestors as part of the Qingming Festival (also known as Tomb-sweeping Day). The festival provides an opportunity to visit the burial sites of ancestors and celebrate their memory.
- » A commemorative monument was unveiled in the historic Cumberland Chinese Cemetery Commorative, and plaques were unveiled in Barkerville, Ashcroft and Kamloops, to officially recognize the contributions of Chinese Canadians to B.C.’s rich cultural, historical and economic mosaic.



# Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

## MANDATE

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. Its programs promote a supportive and attractive business and investment environment; maximize investment potential in communities across B.C.; develop a skilled labour force that is ready to meet the challenges of expanding industries; foster thriving business, tourism and creative sectors; and support workplaces that are safe, healthy and fair.

The ministry works closely with the Ministries of Education and Advanced Education, Aboriginal Relations and Reconciliation and Social Development and Social Innovation to implement B.C.'s Skills for Jobs Blueprint—government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. Additionally, the ministry collaborates with government, industry and communities to help advance government's liquefied natural gas (LNG) agenda.

The ministry also plays a key role in implementing the #BCTECH Strategy, with an ongoing focus on deepening B.C.'s technology talent pool. The technology sector is a key driver of growth for the B.C. economy, with more than 100,000 jobs that pay wages 75% more than the B.C. average. B.C.'s world-class high tech clusters in areas such as information and communications technology, clean-tech, engineering, life sciences, and digital media are driving the need for a workforce that is more creative and skilled than ever before.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive is committed to promoting cultural diversity and to providing a respectful environment, free from discrimination and harassment. Cultural diversity, 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 to 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 also 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.

## KEY PROCESSES, POLICIES, AND STRUCTURES 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, ministry employees are reflective of B.C.'s diversity and are able to provide services in over 20 different languages.

The ministry also continues its support for the Aboriginal Youth Internship Program, which provides opportunities to help Aboriginal youth build professional skills and networks, develop their leadership skills and share their culture and practices with others.

### HIGHLIGHTS OF INITIATIVES

The Cross-Sector Initiatives Branch of the Economic Development Division supported two interns from the Aboriginal Youth Internship Program.

With support from the federal and provincial governments, up to 32 Aboriginal residents from the Metro Vancouver area received training for welding and metal fabrication jobs. Fully-funded training at the British Columbia Institute of Technology (BCIT) was provided by the Province's Employment Services and Supports (ESS) program under the Canada-B.C. Job Fund. ESS funds a wide range of training, from job readiness and essential skills to entrepreneurial and trades training for unemployed or employed low-skilled, non-EI eligible individuals, including Aboriginal people and immigrants.

The ministry provided high-priority response to the severe humanitarian crisis in Syria including the initiation of a cross-government working group on refugee employment. The working group focused on leveraging various programs — ranging from WorkBC Centres, the Canada Job Grant, and the Adult Education Grant — to support refugee job readiness. Through the ministry's Refugee Readiness Fund, and in partnership with the settlement sector that provides services related to immigration, resettlement and migration, new resources and services were established. Resources in Arabic and English were developed, outreach services to stakeholders across B.C. were established, and an application process that includes both in-person group support and phone based services with translation. The Arabic resources available on the WelcomeBC.ca website have been enhanced and there is increased capacity at WorkBC Centres to serve Arabic speaking clients.

WorkBC Centres provided services to more than 200 Syrian refugees and about 75% of those who completed the program have found employment.

### CULTURAL TOURISM AND ECONOMIC DEVELOPMENT

The ministry works to foster and promote B.C.'s cultural assets by supporting multicultural businesses and economic development opportunities. Resources are also provided to grow cultural tourism, which helps to preserve culture and benefit communities.

- » The bilingual B.C. Économusée network of nine unique "artisans at work" tourism businesses highlights the artisanal production of agricultural, craft and art products to potential visitors, in both English and French.
- » Since the summer of 2016 the Toquaht First Nation has been part of South Central Vancouver Island destination development planning led by Destination BC and Tourism Association of Vancouver Island. Huu-ay-aht members also met with regional tourism staff to learn about the program. Destination development is strategically planning and developing defined areas to enhance the delivery of product experiences and increase of the long-term competitiveness of destinations.
- » Small business program resources and services continued to be made available in multiple languages through websites, telephone lines, program guides, videos and customer support services.

### ABORIGINAL ECONOMIC DEVELOPMENT

- » The BC Jobs Plan 5-Year Update includes a Spotlight on Aboriginal Peoples and First Nations that highlights the key role that Indigenous peoples play in the provincial economy, supporting a province-wide approach to sustainable, forward-looking economic development.
- » Continued to foster partnerships between Aboriginal peoples, local government, sector organizations (e.g. mountain biking groups), and industry, including collaboration at the provincial level through the work of the Aboriginal Business and Investment Council (ABIC). ABIC's mandate is to help improve Aboriginal participation in the economy and promote economic certainty by encouraging economic growth in Aboriginal communities.



- » ABIC's website was refreshed to better support Aboriginal entrepreneurs, First Nations communities, and industry looking to work with First Nations. The site is optimized for mobile use and includes resource links, Aboriginal business listings, success stories, and video profiles.
- » Created six new ABIC videos to support First Nations business development and promote partnerships with industry. Three new "working with" videos highlight positive working relationships between businesses and First Nations, and three "success story" videos showcase successful First Nations owned businesses.
- » Transitioned the First Nations Economic Development Database (FNEDD) into the new Aboriginal Business Listings (ABL). ABL contains over 1200 Aboriginal businesses from across the province.
- » Hosted an economic development forum at the 2016 B.C. Cabinet and First Nations Leaders' Gathering, ABIC, in partnership with the Business Council of BC (BCBC). The forum brought together First Nations Chiefs, Councillors, and business leaders to discuss important economic development issues, such as First Nations to industry relations.
- » The Industry Training Authority provided programs and funding to support Aboriginal skills and trades training, such as the Aboriginals in Trades Training Program, hands-on support for apprentices and employers through 15 apprentice advisors, and release of the updated Aboriginal Initiatives Skills Training Plan.
- » Funding of over \$762 000 was committed for eight Project Based Training Program projects specifically focused on skills training for Aboriginal people, with a target commitment of more than 115 Aboriginal participants in a variety of programs in high-demand occupations.
- » In partnership with regional First Nations organizations, the ministry delivered seven Aboriginal Community Economic Development Foundations workshops to help Aboriginal communities expand their economic development knowledge and capacity.

- » Three Labour Market Partnership Projects with an Aboriginal focus were initiated, including projects focusing on research of community-based solutions, employment opportunities in proposed natural gas pipelines; and development of an Enhanced Construction Craft Worker Foundation Program.
- » The Province, through Destination BC, is providing the Aboriginal Tourism Association of BC with \$3 million over three years to maintain its role as a one-stop resource for Aboriginal entrepreneurs and communities operating or starting a tourism business.

#### **LABOUR MARKET INFORMATION AND WORKFORCE DEVELOPMENT AND IMMIGRATION**

The ministry provides support and assistance to attract immigrants, including skilled workers, entrepreneurs, and students, and to facilitate their successful integration.

- » Enhancements were made to economic immigration through the BC Provincial Nominee Program (PNP), including steps to address a large inventory of applications resulting from federal changes to immigration. These include additional staff, improved processing and a new online application system.
- » BC Settlement and Integration Services provided support and services to newcomer clients who are not eligible for federal settlement services, including temporary foreign workers, provincial nominees awaiting permanent residence approval, refugee claimants, international students and naturalized citizens.
- » \$1.12M was invested in projects to enhance credential recognition for internationally trained workers arriving in B.C., including funding for regulators to improve assessment processes and for industry associations to create new employer tools.
- » The WelcomeBC website was updated and refreshed to enhance usability, and can now be viewed on mobile devices, is supported by social media on Facebook, and has enhanced content for prospective immigrants in up to 14 languages.



- » Information and support was provided through WelcomeBC events, with 11,200 attendees, to facilitate labour market attachment of newcomers. Information was also provided on foreign qualifications recognition and job profiles for immigrants.
- » Multilingual publications and videos continued to be offered, such as the BC Newcomer's Guide videos, in 14 different languages.

#### **SAFE AND HEALTHY WORKPLACES**

Another key goal of the ministry is to ensure that B.C. has safe, healthy and fair workplaces, where employers and workers contribute to economic growth and prosperity.

- » The Employment Standards Branch (ESB) worked with the Mexican Consulate to present information on employment standards in B.C. to Seasonal Agricultural Worker Program employers and workers.
- » Information sessions were held by the ESB for new immigrant workers, temporary foreign workers and their employers, multicultural groups and business owners.
- » The Employers' Advisers Office (EAO) undertook new initiatives to increase employers' access to services. In the Lower Mainland, the EAO offered Punjabi services to callers on the EAO duty line, conducted an information session for Punjabi accountants, and worked with WorkSafeBC to direct-refer employers with occupational health and safety (OHS) issues to its Punjabi-speaking staff.
- » In the Interior and Northern regions, the EAO provided a series of four on-site OHS training sessions to the Moberly Lake Band/Salteau First Nation. The EAO also presented at the Aboriginal Human Resources Symposium in Kamloops and delivered a training session at the National Aboriginal Opportunities Conference in Prince Rupert.

- » The Workers' Advisers Office (WAO) continued to provide factsheets in three languages and has plans to update and add additional translated materials. The WAO also administers Start a New Inquiry, which helps clients request advice and assistance via an online application form. Discussions have begun to provide this service in three other languages.
- » Both the WAO and the EAO utilized WorkSafeBC's Language Line, which allows both organizations to provide services in over 40 languages to injured workers and employers in B.C.

#### **ÉCONOMUSÉE® ARTISANS AT WORK**

Travel experiences are enhanced when a visitor connects with the people and products that are unique to a community. ÉCONOMUSÉE® Artisans At Work are local entrepreneurs who use their businesses to educate visitors about their authentic products by sharing their traditional skills and knowledge and highlighting innovative contributions to their craft. Literally a 'living museum', it is a rich cultural learning experience for visitors interacting with artisans at work and experiencing their wares.

The Province of British Columbia, Island Coast Economic Trust and others are providing ongoing funding to create a network of artisans and craftspeople who use a high standard of interpretation materials to turn their operations into a tourist-friendly mix of production, retail sales and displays in both of Canada's official languages.

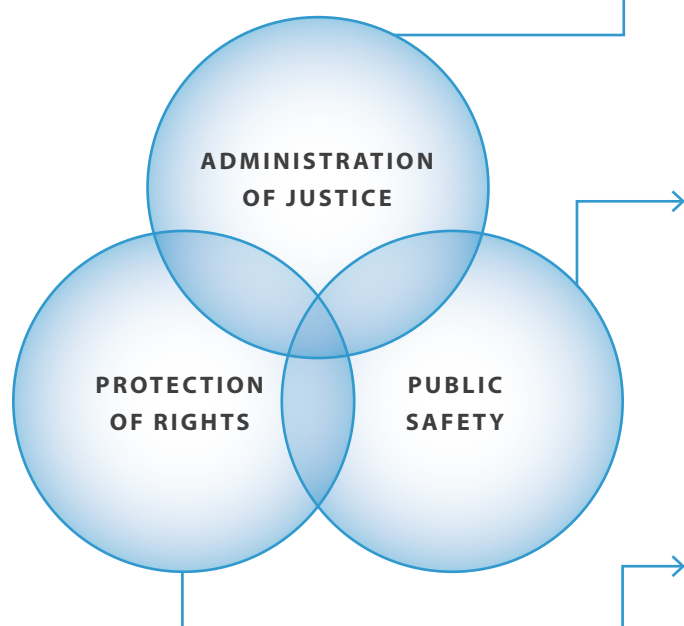
Artisans that are already part of ÉCONOMUSÉE® Artisans At Work produce local, authentic products such as beer, spirits, mead, cider, herbs and essential oils. To learn more about this innovative sector visit [www.bc.economusee.com](http://www.bc.economusee.com).



# Ministry of Justice and the Ministry of Public Safety and Solicitor General

## MANDATE

The Ministry of Justice and the Ministry of Public Safety and Solicitor General work together to administer justice, deliver public safety services and programs, and provide legal services to government. They accomplish this through dedicated and professional staff, innovation and service excellence in fulfilling the following responsibilities:



Grey Text: Ministry of Public Safety and Solicitor General

Blue Text: Ministry of Justice

- » Civil Forfeiture
- » Correctional services
- » Court services
- » Law enforcement
- » Law reform
- » Prosecution services
- » Restorative justice
- » Victim services

- » Coroners service
- » Crime prevention
- » Criminal record checks
- » Policing
- » Regulation of private security industry
- » Road safety

- » Administrative, civil and family justice services
- » Consumer protection
- » Family maintenance enforcement
- » Legal advice and services to government
- » Legal aid
- » Protection and promotion of human rights

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Justice and the Ministry of Public Safety and Solicitor General work continuously to update and improve programs and services to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism, and to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

The executive teams lead the ministries in the commitment to multiculturalism, and a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website. Beyond a commitment to multiculturalism, the ministries understand the additional need to address the impact of historical and contemporary policies that have had a devastating impact on Indigenous peoples in B.C.



The ministries are actively updating and improving policies, practice, and programs to address over-representation of Indigenous peoples in the criminal justice system, and we have embarked on the development and implementation of Indigenous Cultural Safety Training.

The ministries have demonstrated a commitment to building a representative public service and regularly review hiring practices to ensure the recruitment process is fair and transparent. The ministries also maintain an inclusive approach to hiring by ensuring that hiring materials attract talented people with a mix of backgrounds, experience and perspectives. A diverse workforce enables a better understanding in order to meet the needs of all British Columbians.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

The Ministry of Justice and the Ministry of Public Safety and Solicitor General acknowledge the unique needs of Indigenous peoples and the importance of supporting culturally relevant policies, programs and services to address these needs. Also recognized is the importance of building strong relationships with Indigenous leaders and communities to improve health and well-being outcomes for Indigenous peoples in B.C.

The Ministry of Justice and the Ministry of Public Safety and Solicitor General value diversity in the workplace where individuals are treated with respect and can work without discrimination. The ministries ensure cultural competencies are built into hiring processes.

The ministries are made up of talented and diverse teams that provide services to the people of British Columbia. The ministries also work with stakeholders to ensure that policy and program development reflects the diversity of the province. Over the past fiscal year, over 500 employees in the Justice and Public Safety Sector completed training related to respect and diversity.

The following section of the report highlights the many examples of the ministries' diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

### **HIGHLIGHTS OF INITIATIVES: MINISTRY OF JUSTICE COURT SERVICES BRANCH**

- » The Court Services Branch maintains multilingual forms and brochures.
- » Court administrative and sheriff services are provided to First Nations Courts in New Westminster, North Vancouver, Kamloops and Duncan.
- » The branch maintains a pool of over 200 court interpreters who provide interpretation services at criminal, youth, traffic, and family court hearings, in over 50 spoken languages as well as visual language interpreters for the deaf and hard of hearing.
- » Criminal and youth court proceedings are conducted upon request in French or in bilingual French/English at any location. Supreme Court proceedings where a French speaking jury is required are conducted in New Westminster where a bilingual jury panellist pool is available.
- » The Violation Ticket Centre's automated telephone system includes client information in multiple languages.
- » The branch successfully worked with the Tsawwassen First Nation to finalize the *Tsawwassen First Nation Final Agreement*, which came into effect on April 3, 2009. The branch continues to work with the First Nation in implementing their treaty by facilitating civil and criminal matters arising under Tsawwassen Law to be heard in B.C. courts. This implementation represents an historic moment in the evolution of the justice system in British Columbia, particularly with respect to the province's court system, laws and legal processes of a self-governing First Nation.



- » Court Services maintains a database of French-speaking potential jurors in B.C. The branch continues to explore opportunities to promote and expand the database.
- » The branch supports the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia justices when assigned to the Specific Claims Tribunal. The Specific Claims Tribunal is an initiative of the federal government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.
- » A key course in the court administration training program is "Self Wellness and Client Service", which includes appreciating diversity in the workplace.
- » The branch has developed and implemented policy that permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

#### **CRIMINAL JUSTICE BRANCH**

- » The Criminal Justice Branch diversity strategy promotes awareness of diversity and inclusiveness in the branch, develops best practices, and ensures consistency with the broader initiative to promote the importance of diversity and inclusiveness within the Ministry of Justice and the B.C. Public Service. The ultimate goal of the strategy is to better understand, respond to, and reflect the communities served. Work under this initiative includes: ensuring branch publications, especially recruitment and retention materials, appropriately reflect inclusive language; professional development training on cultural awareness; and translation of branch publications whenever possible.
- » With the introduction of the federal *Canadian Victims Bill of Rights*, the branch collaborated with justice partners to update the Victim Impact Statement, the Statement on Restitution, and their related Guides, which were translated into nine languages and are now publicly available on the branch's website.

- » The branch developed specialized training for both administrative staff and Crown counsel to support French-language prosecutions.
- » In addition, as in previous years, the branch:
  - Maintains information sheets regarding the role of B.C.'s prosecution service and the role of Crown counsel that are translated into nine languages and are publicly available on the branch's website;
  - Uses language that promotes multiculturalism, diversity and inclusiveness in all branch internal and external communications;
  - Actively participates in First Nations Courts (in New Westminster, Duncan, North Vancouver and Kamloops), which are a community-based, less formal court process for accused who identify as First Nations. The sentencing process generally involves the development of a holistic "healing plan" for the offender that aims to address the underlying causes of crime;
  - Provides specialist legal advice to police and Crown counsel across the province working on cases of criminal activity motivated by bigotry, intolerance, bias, prejudice, or hate;
  - Maintains a liaison with the Vancouver Police Department Diversity Policing Section;
  - Staffs a French-language prosecutions team;
  - Supports alternative measures programs that recognize the traditional values and customs of Indigenous communities and have been authorized under section 717 of the Criminal Code;
  - Contributes to a cross-ministry, multi-lingual website explaining the criminal justice system in B.C.;
  - Publishes the Crown Counsel Policy on Spousal Violence (SPO 1) in multiple languages; and

- Maintains Crown counsel policies to specifically address concerns regarding hate crimes (HAT 1) and vulnerable victims and witnesses (VUL 1).

#### **JUSTICE SERVICES BRANCH**

- » The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish and Vietnamese languages. In addition, interpretation services and cultural supports are used in child protection mediation, where necessary, to support participation and accessibility for the diverse needs of ethnic groups in B.C.
- » More than a quarter of the mediators on the child protection roster self-identify as Indigenous, the result of concerted effort to increase capacity to better serve Indigenous communities.
- » The Parenting After Separation Program (a free seminar to inform parents about the effect of divorce and separation on children) is offered online in English, Mandarin and Punjabi. A handbook for parents is also available in English, French, Chinese and Punjabi.
- » Family Justice Services Division local offices and maintenance enforcement outreach staff make concerted efforts to liaise and coordinate with immigrant-serving agencies within their communities.
- » Multilingual family justice mediation services are offered through the assistance of interpretive services. In addition, family justice centres carry materials that are available in a number of languages.
- » Multilingual staff provide information and services in a variety of languages to parents who are provided support enforcement services.
- » The Civil Resolution Tribunal (CRT), Canada's first online tribunal, has been in operation since July 2016. It provides service in 200 languages as an integral part of the service model.

- » The branch provides funding to Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Foundation, in support of LSS's multiculturalism-related initiatives. LSS delivers public legal education and information, and a significant number of LSS materials have been translated into a variety of languages, including Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through interpreters and translation services in many languages; ethno-cultural media outlets such as radio and newspapers; and many public legal education and information programs have been tailored for First Nations audiences.
- » LSS helps Indigenous people resolve their legal problems in ways that recognize their unique needs and cultures. Although Indigenous people make up less than six per cent of B.C.'s population, they constitute about 30% of legal aid clients who are referred for representation by a lawyer. In child protection matters, more than 40% of clients receiving representation services are Indigenous.
- » This year, LSS completed a three-year pilot of the Parents Legal Centre (PLC), which assists eligible parents with achieving early and collaborative resolutions of their child protection issues. The PLC's first year of operation was evaluated in July 2016 and the results indicated the PLC is viewed as providing culturally-appropriate service, primarily because it has Indigenous staff members. This helps in establishing a trust relationship with clients, over half of whom are Indigenous. The PLC was approved for expansion into Surrey in 2017/18, with additional government funding and in alignment with recommendations from the November 2016 report recommendations of Grand Chief Ed John.
- » Other specialized ways in which LSS serves its Indigenous clients include:
  - Legal aid applications and outreach in various Indigenous communities;
  - Indigenous staff in its intake department and an Indigenous services manager;
  - Indigenous community legal workers in Duncan and Nanaimo who can assist with legal information and advice, support for meetings with MCFD staff, assistance with legal forms, etc.;
  - Indigenous law publications and a website for LSS's Indigenous services;
  - Duty counsel and support from Elders in First Nations Courts;
  - Approximately 80 Gladue reports completed each year; and
  - Medical-legal partnerships at two Vancouver clinics that serve Indigenous women.
- » At the national level, Justice Services Branch facilitates and coordinates British Columbia's participation in federal/provincial/territorial (FPT) criminal justice reform and justice and public safety policy discussions. As part of this work, the branch led the development of an FPT justice framework to address the issue of violence against Indigenous women and girls, which was publicly released in January 2016. B.C. has also participated in, and contributed to, the National Roundtables on Missing and Murdered Indigenous Women and Girls as well as the work to plan and implement the national inquiry.
- » The branch developed multiple fact sheets to help British Columbians understand their rights under the *Human Rights Code*. The fact sheets have been translated into a number of languages, including Arabic, Chinese (simplified and traditional), French, Persian, Punjabi, Spanish, Swahili, Tagalog, and Vietnamese.
- » At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in FPT discussions considering whether Canada will ratify or become a signatory to other instruments.



- » Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide services to complainants and respondents who require assistance with the prevention and resolution of human rights issues. These services, which include intake, triage, information provision, education, resolution and legal services to eligible persons, are delivered online, by telephone, through in-person workshops, and by direct legal representation. A weekly drop-in triage clinic provides an initial evaluation, information on options, referrals and recommendation on services. B.C.'s *Human Rights Code* protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of grounds such as: race; colour; ancestry; place of origin; religion; age; marital status; family status; physical or mental disability; gender; and sexual orientation.

#### **LEGAL SERVICES BRANCH**

- » The Legal Services Branch has a specific position for Indigenous articulated students. This program allocates one articling position annually for a law student having Indigenous ancestry.
- » The 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*.

#### **HIGHLIGHTS OF INITIATIVES: MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL**

##### **BC CORONERS SERVICE**

- » Brochures dealing with the BC Coroners Service roles and responsibilities are available in a variety of languages.
- » Coroners strive to ensure a culturally safe environment for families and communities of the deceased and to ensure that cultural and spiritual needs are respected.

- » Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.
- » On May 2, 2014, the BC Coroners Service signed a Memorandum of Understanding (MOU) with the First Nations Health Authority of BC (FNHA), the first MOU the FNHA has signed outside the health care system. As stated in the Preamble to the MOU, the BC Coroners Service and FNHA "agree that it is our mutual desire to work together to improve the health, safety and well-being of First Nations in British Columbia." The FNHA was formed as the result of a tripartite agreement involving First Nations and the B.C. and federal governments to transfer control of First Nations health services to First Nations. More information about the FNHA can be found on their website: [www.fnha.ca](http://www.fnha.ca).
- » The BC Coroners Service has launched an initiative to engage members of First Nations as coroners in their communities. This will ensure that family and community needs are clearly understood and that culturally appropriate services are delivered in a timely manner and are consistent with spiritual beliefs.
- » 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.

#### **COMMUNITY SAFETY AND CRIME PREVENTION BRANCH**

- » The Community Safety and Crime Prevention Branch offers specialized multicultural and Indigenous victim services, outreach and counselling support for women impacted by violence.
- » VictimLink BC, a toll-free service that provides information and referral services to victims of crime, including women who have experienced violence, is funded by the branch. VictimLink BC services are available in more than 110 languages, including 17 Indigenous languages.



- » Civil forfeiture and criminal forfeiture grant funding has been provided to support projects aimed at addressing violence against women, including those involving immigrant, refugee, newcomer and racial/cultural minority women. Grant funding has been provided to Indigenous communities for crime prevention and remediation projects, with a focus on projects to address violence against Indigenous women and girls.
- » The branch implemented a pilot project, supported through federal funding, to explore the feasibility of delivering victim services in ways other than face-to-face, such as by telephone, text message and/or live meeting/Skype, to victims who do not live near a victim service program. Emphasis was placed on the importance of providing culturally relevant service delivery, particularly for Indigenous communities.
- » Through the Office to Combat Trafficking in Persons (OCTIP), the branch maintains dialogue and partnerships with immigrant, refugee, multicultural and Indigenous organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:
  - Ongoing distribution of pocket cards in 14 languages with information on human trafficking and a toll-free number to call for assistance;
  - A toll-free number (handled by VictimLink BC) that directs callers who are unable to communicate in English to an over-the-phone interpretation service;
  - Ongoing delivery of the first human trafficking training curriculum in Canada, Human Trafficking: Canada is Not Immune, developed in consultation with representatives from Indigenous, settlement and interpretation organizations, multicultural victim services, and immigrant and refugee service networks, and now also available in French;

- The Human Trafficking in Canada poster by the People's Law School on domestic servitude as a form of human trafficking was translated and printed into several languages — including Spanish, Chinese, Punjabi and Tagalog — and distributed around B.C.; and
- The People's Law School booklet on human trafficking was updated, translated into five languages (French, Spanish, Tagalog, Chinese and Punjabi) and distributed by OCTIP. This publication received provincial funding to update the law and resources section.

#### **CORRECTIONS BRANCH**

- » The Corrections Branch recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention, and Indigenous Cultural Safety Training.
- » The branch offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals.
- » The Aboriginal Programs and Relationships section was created in January 2008 to address the over-representation of Indigenous offenders in the justice system. Its purpose is to engage communities and organizations in the management of Indigenous offenders. A strategic plan has been developed to continue action on strengthening relationships between corrections staff and Indigenous communities, delivering cultural training, recruitment and enhancement of training for Corrections staff and Indigenous justice service providers.
- » The branch, in partnership with the Sts'ailes First Nation, has developed a Memorandum of Understanding for Supported Reintegration into the Sts'ailes Community. This MOU allows for the sharing of information within the parameters of applicable legislation, and with the consent of the client, in order to develop a community case management plan that will enhance community safety, and support the healing and successful reintegration of Sts'ailes members back to their community.

- » The branch has been working with the First Nations Health Council (FNHC) and supporting community engagement that focuses on the social determinants of health for Indigenous peoples and a government-wide approach to supporting mental health and wellness. This relationship helps to increase our understanding of how to improve health outcomes for Indigenous people, improve access to services, and support community-based prevention and restorative justice initiatives.
- » The branch also partners with the federal government and Indigenous communities to implement various culture-based programs, including:
  - The Aboriginal Justice Strategy (AJS), which operates in 34 communities and provides community-based services that range from court diversion to the reintegration of offenders returning from custody centres. Partnerships with the federal Department of Justice and the provincial ministries of Justice and Children and Family Development provide approximately \$4.4 million in cost-shared funding for AJS programs.
  - The Native Courtworker and Counselling Association of BC (NCCABC), offering services in 28 communities and in 50% of the province's courthouses. NCCABC seeks to ensure that Indigenous persons in conflict with the law receive fair, equitable and culturally sensitive treatment by the criminal justice system. Joint provincial and federal Department of Justice funding of approximately \$3.2 million supports NCCABC to ensure continued involvement throughout provincial courts, including the Vancouver Downtown Community Court initiative.
  - Indigenous service providers, for the provision of a variety of services for Indigenous offenders incarcerated in the province's nine custody centres. Service providers are responsible for developing and managing the programs for each centre, coordinating Indigenous cultural education and counselling programs, and providing release planning services.

- » The branch has partnered with the Justice Institute of British Columbia (JIBC) to provide training to Indigenous justice workers in relationship violence prevention, substance abuse management, facilitation skills and alternative measures. Approximately 176 Indigenous justice workers have been trained to co-facilitate these programs with probation officers with a specific focus on culturally appropriate practices.
- » The branch and the JIBC also work with Indigenous justice partners to revise, develop, and deliver training to ensure that staff are trained in a manner that ensures that they understand the impacts of colonization and the unique needs and socioeconomic challenges and barriers facing Indigenous peoples to better inform programs and services.
- » To address violence by men within intimate male-female relationships in certain cultural communities, the branch developed the Relationship Violence Prevention Program – Cultural Edition. The program is adapted from the ten-session Respectful Relationship Program and the seventeen-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.

#### **POLICING AND SECURITY BRANCH**

- » The Police Academy of the Justice Institute of British Columbia has received a \$205,000 grant through the Civil Forfeiture Office to facilitate the integration of cultural competency and bias-free policing core values throughout training curricula. This will include training police officers with respect to developing and maintaining community relationships, particularly with vulnerable members of the community.

- » Police Services Division cost shares with Public Safety Canada (48/52) the provision of a dedicated policing service to many First Nations communities in the province. The goal of the First Nation Community Policing Service is to ensure that First Nations communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend 100 % of their time policing the First Nations communities. Where possible, the 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 Nations communities throughout B.C. through 55 Community Tripartite Agreements. Ten First Nations 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 to participating communities in the Stl'atl'imx territory. In addition, the treaty Tsawwassen First Nation has an agreement with the Corporation of Delta for the dedicated services of one Delta police officer to provide an enhanced service to their citizens. In addition to the First Nation Community Policing Service, the province supports an Integrated First Nations Policing Unit to provide enhanced policing services to the Squamish First Nation and Tsleil-Waututh First Nation with members from the RCMP and West Vancouver Police Department.
- » British Columbia's *Police Act* was recently amended to allow the government to set binding provincial policing standards to promote bias-free policing. Work on the standards is underway, with anticipated completion later in 2017.

- » B.C. recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. Policing and Security Branch leads the Provincial Committee on Cultural Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-cultural minorities in B.C. The committee is composed of senior police officers, other law enforcement partners and representatives from B.C.'s ethnic communities. In January 2016, the committee hosted a one-day forum to: support continued communication and engagement between law enforcement and community; build awareness and understanding; enhance relationships; and provide the committee, government and police leaders with diverse perspectives on emerging policing and diversity issues.
- » The branch is implementing training for police to promote an understanding of the science of implicit bias, how bias may impact decision-making, and to provide tools to recognize and reduce its influence. Training for police is also being considered on the history and current status of Indigenous peoples in the province.
- » 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 broadcast on multi-ethnic radio stations broadcasting in Cantonese, Mandarin and Punjabi, as well as on the northern B.C. First Nations radio station, to help combat impaired, distracted and high-risk driving.

#### **ROADSAFETYBC**

- » RoadSafetyBC has created a comprehensive training program for new and existing staff. New employees are provided an onboarding and orientation package that includes program specific information and diversity training, which must be completed within the first 60 days of work. The branch also requires all supervisors to complete the Supervisor Development Certificate Program, which includes courses on discrimination prevention and appreciating diversity in the public service.

- » 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 several different languages including Punjabi, Hindi, Cantonese, Mandarin, Korean, Vietnamese and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

## Ministry of Natural Gas Development and Minister Responsible for Housing

### MANDATE

The purpose of the Ministry of Natural Gas Development (MNGD) and Minister Responsible for Housing is to guide responsible development and ensure maximum economic benefits to British Columbians from the province's natural gas resources, new export markets related to inter-provincial pipelines, oil projects and value-added natural gas products, and the province's next new major industrial sector — that of liquefied natural gas (LNG); and to provide British Columbians with access to safe, affordable and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants.

The Ministry is responsible for two Crown Corporations, the BC Housing Management Commission and the Oil and Gas Commission.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The MNGD 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 a thriving, competitive LNG industry that is 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 on multiculturalism.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MNGD comprises of staff who speak a wide variety of languages, including: Afrikaans, Cantonese, Dutch, English, Farsi, Filipino, French, German, Gujarati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Norwegian, Polish, Portuguese, Punjabi, Russian, Spanish, Swedish, Taiwanese, Tagalog, Ukrainian, and Yoruba.

Employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich our corporate culture, inform our work, and better meet the expectations of citizens. Different cultures represented in the Ministry include: Austrian, British, Chinese, Dutch, East Indian, Fijian, Filipino, French-Canadian, Hindu, Irish, Italian, Japanese, Korean, Kwa-Kwa-la, Norwegian, Persian, Polish, Portuguese, Punjabi, Russian, Scottish, Sikh, South African, South Asian, Spanish, Sri Lankan, Tsawataineuk First Nation, and Ukrainian.

Some ministry-wide examples of internal diversity activities that took place in 2015 included:

- » The Aboriginal Youth Internship Program (AYIP);
- » Student Co-op Program;
- » Work-Able Program;
- » Aboriginal awareness lunch and learn;
- » Lunch potlucks that provided an opportunity for employees to come together;
- » Recognition program with a focus on competencies related to inclusiveness and diversity;
- » A cultural change approach to project implementation, inclusiveness; and
- » A coaching approach to performance management.

## HIGHLIGHTS OF INITIATIVES

- » MNGD continues to collaborate with the Ministry of Aboriginal Relations and Reconciliation (MARR) and First Nations to support the development of Government to Government agreements and to ensure that First Nations are engaged in oil and gas developments in the Province.
- » The Strategic Partnerships Division (SPD) participated in the AYIP in 2016, and hired one FTE to help support the development of the Environmental Stewardship Initiative and other First Nations engagement.
- » In April 2016 at LNG 18 in Perth Australia, B.C. hosted an exhibition booth that attracted over 1,000 international delegates. MNGD staff interacted with representatives from all over the world including China, India, Japan, Africa, South America, Korea and the Middle East.
- » In April 2017, MNGD representatives, in partnership with the First Nations LNG Alliance and B.C. industry representatives, attended Gastech 2017 in Tokyo, Japan. B.C. hosted a booth as part of the Canada Pavilion as well as a "Spotlight on Canada" event at the Canadian Embassy. Working with the Ministry of International Trade, the Ministry ensured that culturally appropriate documents and translators were provided on-site for all international attendees.
- » 29 B.C. First Nations are in the LNG ESI. The LNG ESI promotes First Nations' opportunities to bring a cultural perspective to the development of environmental information that the province uses in its decision making processes on the land base. The LNG ESI also directly supports the development of traditional knowledge for the use of governments, First Nations, and proponents in their respective lines of business and creates a bridge for these parties to share space and talk about environmental stewardship in the province.



- » Karen Ogen-Toews, former Chief of the Wet'suwet'en First Nation, and the Chief Executive Officer of the First Nations LNG Alliance joined a delegation of four B.C. First Nation representatives in a welcoming ceremony during the "Spotlight on Canada" event at the conference in Tokyo, ensuring that conference delegates were aware of the critical role that First Nations play in British Columbia's LNG sector.
- » SPD leads the development of the Liquefied Natural Gas Environmental Stewardship Initiative (LNG ESI) working in partnership with MARR and Forests, Lands, and Natural Resource Operations (FLNRO). This includes:
  - Leading the overall program design and development;
  - Provincial negotiation strategy coordination;
  - Corporate coordination of team support, finances, contracts and administration; governance and financial policy development; and
  - Oversight of the development of regional demonstration projects.
- » In 2016/17, the Residential Tenancy Branch (RTB) held the following public education sessions on landlord-tenant responsibilities:
  - September 2016 – University of Victoria, International Students
  - October 2016 – BC Settlement & Integration Services (BCSIS)
  - November 2016 – Kelowna Community Resources – Newcomers to BC
  - November and December 2016; January, March and April 2017 – Radio shows – Punjabi RED FM
  - February and March 2017 – Webinars for Settlement Workers Funded by Immigration Policy & Integration Branch
- » The RTB offers the Guide for Landlords and Tenants in Chinese simplified, Punjabi, and French. All are available online.
- » The RTB continues to offer the general Residential Tenancy Branch brochure in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.
- » The RTB undertook extensive consultations, including with Aboriginal and multicultural organizations, to develop the legislation and associated regulations allowing for the early termination of a fixed-term tenancy agreement (lease) by a tenant who is fleeing family violence or who has been accepted or admitted into long-term care. The amendments, brought into force in December 2016, allow a tenant to end their lease early by giving their landlord one month's written notice, accompanied by written third-party verification confirming the tenant's eligibility to end their tenancy under the *Residential Tenancy Act*. The Residential Tenancy Regulation identifies eligible third-party verifiers which include settlement workers, Aboriginal organizations and First Nation and Metis Nation BC service providers.
- » RTB Operations hosted Chinese New Year celebrations for staff with Chinese food for lunch.
- » The Office of Housing and Construction Standards headquarters in Victoria hosted several events that featured multiculturalism including: Chinese New Year, Black History Month and acceptance of different faith and beliefs at holiday times (Easter, Christmas, Hanukah).
- » These events help the staff to better understand and appreciate different cultures and celebrations, through food, games, costumes, and promotion of events advertised happening around town.

# Ministry of Small Business and Red Tape Reduction and Minister Responsible for the Liquor Distribution Branch

## MANDATE

The Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch was established in July 2015 to align key government portfolios to better support B.C.'s small businesses and citizens. The ministry is focused on increasing small business growth, the development of a modern regulatory environment for citizens and businesses, as well as a balanced approach to protecting public health and safety, providing more convenience for consumers, and streamlining regulations for the liquor industry.

The ministry also supports government's strategic economic strategy, by providing access to tools and resources that help to grow small businesses, and by leading cross-government efforts to reduce red tape that hinders economic development and makes it difficult for citizens and businesses to interact with government. The ministry collaborates with government, industry and communities to ensure simplified processes for businesses, easy access to services for citizens, and a more competitive climate for B.C.



## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. The ministry's executive committee demonstrates leadership and accountability on multicultural issues in many ways. For example, executive promotes inclusive hiring practices and demonstrates leadership in this area, which promotes increased public sector sensitivity to the diverse needs of British Columbians across the province. In addition, the ministry considers the diverse needs of British Columbians as part of its service delivery. Whether translating critical resources into different languages or partnering with stakeholders who share its commitment, the ministry works to accommodate the needs of diverse communities.

Executive commitment to multiculturalism is also reflected in how consultation is done with British Columbia's diverse communities as part of service planning and evaluation. From implementing the feedback of British Columbians through the Liquor Policy Review to securing input on ideas to reduce red tape, the ministry always strives to reach out to diverse communities and incorporate their perspectives.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry embraces multiculturalism in the workplace by promoting inclusive hiring practices; valuing diversity, whether in the form of cultures or ways of doing things; by promoting engagement with diverse groups, including First Nations; and by encouraging staff to consider opportunities to adapt programs to meet the needs of different cultures.

## HIGHLIGHTS OF INITIATIVES

The ministry continued efforts to make small business program resources and services available for diverse audiences. New measures were also undertaken to enhance Aboriginal small business and economic development, including:

## **SMALL BUSINESS**

The Small Business Branch continued to explore opportunities to support First Nations businesses. Notable achievements included:

- » The Tsawwassen First Nation became the first Aboriginal community in Canada to partner in the BizPal program, which provides entrepreneurs with the permit and licencing information they need to successfully start and grow their business.
- » The BC Small Business Roundtable has benefited from the experience and advice of First Nations representative Chief Judy Wilson from the Neskonlith Indian Band (Kamloops) and former Chief Councillor Ellis Ross from the Haisla Nation (who has since stepped down). These members championed Aboriginal entrepreneurship through the Open for Business Awards, which recently recognized and celebrated the Tsawwassen First Nation and the Nisga'a Lisims Government.
- » The BC Small Business Roundtable fostered a partnership between Junior Achievement BC and Community Futures Development Corporation of the Central Interior First Nations to jointly deliver the Youth Aboriginal Business Circles Pilot to promote youth entrepreneurship within First Nation communities. With funding provided by the roundtable, this pilot is being delivered in eight selected communities: Prince George, Kamloops, Kelowna, Neskonlith, Fort St. John, Moberly Lake, Cranbrook, Tsilhqot'in – Williams Lake. The Aboriginal Business Services Network and Community Futures also contributed funding towards the project to help support local Aboriginal facilitators who seek to inspire and prepare Aboriginal youth to start a business of their own by giving students access to the relevant skills, knowledge and confidence necessary to create a business plan.
- » The Small Business Branch provides two key small business guides in four languages (Chinese Simplified, Chinese Traditional, Korean and Punjabi). The Import/Export Guide includes information and resources to help navigate the world of international trade and the Starting a Small Business Guide provides information and resources to people interested in starting a small business in B.C.

- » In January 2017, the roundtable met with five First Nation leaders through an Aboriginal Entrepreneurs' Panel Discussion, including the aforementioned Open for Business Award winners, during the Premiers' Natural Resource Forum to learn how their communities support small business growth and success. Their feedback was used to develop the agenda for the Roundtable's 5<sup>th</sup> Aboriginal Small Business Meeting during the Premiers' Natural Resource Forum in February 2017.

## **ABORIGINAL RESOURCE SHEET**

The Province developed the Aboriginal Resource Sheet, a one-stop reference hand-out tailored specifically to Aboriginal entrepreneurs. This new business resource includes information on how to access the range of services and supports available to Aboriginal small-business owners and entrepreneurs. The handout was created with input from the B.C. Ministry of Aboriginal Relations and Reconciliation and Indigenous and Northern Affairs Canada, and draws on the expertise of Aboriginal leaders and communities throughout B.C.

## **FRANCHISE ACT TRANSLATED EDUCATIONAL MATERIALS**

On February 1, 2017, the *Franchise Act* and regulation came into force with the aim of levelling the playing field for small business owners and providing certainty for investors; franchisees are often at a disadvantage when relying on information provided by the franchisor. In October 2016, plain language educational materials were developed by the Ministry of Small Business and Red Tape Reduction, in collaboration with the Ministry of Justice. This resource material was translated into four languages (Chinese Simplified, Chinese Traditional, Korean and Punjabi) and are published online to clearly communicate franchisee rights and franchisor obligations under the new legislation.

## **RED TAPE REDUCTION**

The ministry leads the red tape reduction priority across government by working with partner ministries to cut red tape and improve services for all British Columbians. In 2016/17, several projects with a multiculturalism focus were completed, including:

- » The Ministry of Children and Family Development's *A Parent's Handbook: Your Guide to Autism Programs* is now available in nine languages. This guide provides important information to families about the range of autism services and supports offered in B.C.
- » <https://bcforhighschool.gov.bc.ca>, a new one-stop shop for international students coming to British Columbia for their high school education. It includes topics ranging from teachers and classes, to extracurricular activities and homestay families.
- » The British Columbia's First Peoples' Cultural Council is using innovative technology to make over 100 First Nations languages available on mobile devices. This initiative is possible through financial support from the Province.
- » The new *Private Training Act* came into force on September 1, 2016. This *Act* reduces costs and streamlines administrative processes for all private training institutions including language schools. Government will assume the role previously performed by the Private Career Training Institutions Agency. The new processes will reduce the regulatory burden on institutions by 40%.
- » A drafting oversight that occurred when the *Motor Vehicle Act* was revised in 2012 to provide a helmet exemption for people of the Sikh religion with unshorn hair who wear full turbans was corrected. All regulations are now aligned with this revision to ensure that citizens are not subject to a fine.

- » The B.C. Aboriginal Business and Investment Council launched a new, updated website in partnership with the Province. This new site makes it easier to do business with First Nations companies and promote economic development among Aboriginal communities.
- » LeanBC partnered with the Ministry of Aboriginal Relations and Reconciliation and the Kaska First Nations in February 2017 to identify ways to streamline the engagement process under the Kaska Strategic Engagement Agreement, a process that supports Kaska's participation in reviewing and commenting on natural resource applications within their traditional territory. The project marked the first time a provincial Lean project has been undertaken with First Nations working as full partners, and it will inform future work to engage First Nations in improving and streamlining government processes.

#### LIQUOR CONTROL AND LICENSING

- » The Liquor Control and Licensing Branch works with the Provincial Language Service to obtain interpreter services for use by liquor inspectors and licensing staff when required.
- » The Liquor Control and Licensing Branch has an agreement with ServiceBC to support members of the public applying online for a special event permit where there is no access to the internet, or when English is not their first language.



## 가맹점 사업자 점검 목록

BC 주에서 가맹 사업체를 살 생각인데 어디서 시작할지 아니면 무엇을 알아야 하는지 잘 모르시나요? 이 가맹점 사업자 점검 목록에 제공된 고려해야 할 사항과 유용한 정보, 해야 할 질문, 도움이 되는 자료 링크가 길잡이가 될 것입니다.

**사전에 잘 알아보십시오** - 가맹 사업 진출 여부를 고려할 때는 무엇을 얻게 되는지를 정확히 이해하여야 합니다. 가맹 사업 성공의 첫 단계는 알아보는 일입니다.

#### 용어 정의

■	특정 프랜차이즈로 가맹점 사업자가 되는 데 관심을 표시한다.	<p><b>가맹점 사업자(franchisee)</b> - 프랜차이즈에 투자하는 자.</p> <p><b>프랜차이즈(franchise)</b> - 가맹 본부가 가맹점 사업자에게 가맹금을 받는 대가로 판매하는 상표(브랜드) 사용 권리. 가맹점 사업자에게는 가맹 본부 사업 시스템의 일부로 브랜드 일관성을 유지하기 위하여 따라야 하는 가맹 본부의 기준, 방법, 절차, 기법, 규격 등이 제공된다.</p> <p><b>가맹 본부(franchisor)</b> - 프랜차이즈 개념(또는 사업 시스템)을 판매하는 자로서 운영 시스템과 브랜드명을 통제하고 가맹점 사업자를 지원하는 자.</p>
■	가맹 본부와 대화하고 그 프랜차이즈 이해에 도움이 되는 질문을 한다.	



# Ministry of Social Development and Social Innovation

## MANDATE

Guided by three key pieces of legislation – the *Employment and Assistance Act*, *Employment and Assistance for Persons with Disabilities Act*, and *Community Living Authority Act* – the Ministry of Social Development and Social Innovation provides a system of support to British Columbians in need to help them achieve social and economic independence. The ministry receives additional direction on priority initiatives from the premier through the minister's mandate Letter.

In pursuit of its mandate, the ministry continues to review its policies and processes and to enhance its services. Recent improvements include enhancements to My Self-Serve, the online portal for client services and information; improvements to the application process and assistance rates for people with disabilities; and relaxation of eligibility requirements such as exempting Employment Insurance maternity and parental benefits in determining whether income assistance applicants meet the income criteria.

The ministry also continues to lead the implementation of Accessibility 2024, the Government's 10-year action plan to make British Columbia the most progressive province in Canada for people with disabilities.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry leadership understands and acts on the need to provide fair and impartial services that are sensitive to its culturally diverse clientele.

The ministry employs a diverse workforce which reflects the rich cultural and ethnic diversity of the province. Employees engage in helping to shape the workplace through various mechanisms that include the Employee Advisory Committee, employment engagement surveys, work group huddles, and online chat lines and newsletters. Among the functions of the Employee Advisory Council is to act as liaison between employees and the ministry executive committee to make recommendations on policies and issues related to accessibility and diversity. All employees are supported and encouraged to access training on diversity and inclusiveness. The ministry has participated in nine of 10 years in the Aboriginal Youth Internship Program, a 12-month internship for young Aboriginal British Columbians.

Based on 2015 Work Environment Survey administered by BC Public Service Agency, the ministry has a high percentage of workers who self-identify as either as Aboriginal or a member of a visible minority group. About 18.4% of its workforce is made up of visible minorities compared to 13.9% for the entire BC Public Service. Aboriginal peoples comprised 3.4% compared to 3.1% in the BC Public Service.

Through partnerships with other institutions the ministry facilitates access to government services by supporting clients to address language and employment barriers. These partnerships cover such areas as interpreter services and training to help clients of different cultural backgrounds integrate into the labour market and the community.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry has updated and strengthened its structures and processes for access to language interpreter services for non-English speaking clients. Workers working remotely with non-English speaking clients can set up interpreter services by calling toll-free numbers which are provided for various locations across the province. For workers working with walk-in clients who have no phones, they can tap interpreter services at scheduled appointments with the clients.



With a diverse workforce of over 1900 employees, the ministry offices across the province also have access workers who speak the languages of clients who need interpreters. There are over 150 different languages spoken by the ministry workforce.

Employment Program of BC (EPBC) service providers, who connect ministry clients to the labour market, provide a full range of employment services to eligible unemployed British Columbians, including immigrants and refugees, Aboriginal peoples, and Francophones. Employment Service Centres around the province provide employment-related workshops and case management in languages other than English. EPBC print materials are also available in several languages such as English, Arabic, Chinese, Farsi, Tagalog, French, Hindi, Korean, Punjabi and Spanish. EPBC services also include sub-contracted specialized immigrant service providers. In fiscal year 2016/17, EPBC provided services and supports to 13,407 case-managed immigrant clients.

In 2015, the Canadian government announced that it would be resettling 25,000 Syrian refugees into the country by February 2016. As of March 2017, almost 44,000 have been welcomed into Canada, with 3,725 settling in B.C. Since the Ministry of Social Development and Social Innovation (SDSI) began monitoring EPBC services provided to Syrian refugees, volumes for this client group have increased tenfold to 441 case-managed Syrian refugee clients as of March 31, 2017.

To support Syrian refugees in finding employment, some WorkBC sites offer Arabic-speaking staff to provide on-the-spot interpreting services, with an estimated 30 Arabic-speaking staff members available at Employment Service Centres and sub-contractor sites, including Immigrant Settlement Organizations.

## HIGHLIGHTS OF INITIATIVES

Multiculturalism-related activities undertaken by the ministry in 2016/17 included:

### ORGANIZATIONAL CHANGE

- » Established an Employee Advisory Committee with membership that reflects the diversity in the ministry.

### PARTNERSHIP AND COLLABORATION

- » Continued to work with business and non-profit partner organizations to ensure a full-range of services which included overcoming language and employment barriers to its diverse clients.
- » Continued to collaborate with partners in outreach work such as with the Multilingual Orientation Service Association for Immigrant Communities and with other ministries to improve employment for immigrants.

### DEVELOPING EMPLOYEES'

#### MULTICULTURALISM COMPETENCE

- » Continued to include diversity in public service and discrimination prevention among the recommended and mandatory trainings for workers such as Client Service Workers and Employment Assistance Workers.
- » Encouragement of multiculturalism activities in the ministry offices across the province such as multicultural potlucks, lunch and learn, teambuilding, online articles and blogs in the Loop, the ministry's online newsletter, among others.
- » Included Diversity and Accommodation in the BC Public Service in the menu of development activities for the ministry's 360 Leadership Program.

### MULTICULTURALISM IN THE WORKPLACE

*by Ayesha Crasto*

One of the biggest gifts from living in Canada is the exposure to diverse cultures. It is something one cannot escape with the variety of cuisines, festivals, clothes, and customs. The workplace is no different and what better way to bond and celebrate each other than with food!

Our office potlucks are planned long in advance; there is usually a sign-up sheet and people start salivating in advance in anticipation of the treats.

On the day of the potluck it is a feast, tasting food prepared by people from different backgrounds. Different spices, different textures, and different ingredients. First timers are sometimes apprehensive and have to be cajoled to sample something before they decide if they like it but foodies and veterans always just dig in! The food, though a starting point, often leads to other discussions on the cooking process, the reasons why some spices or flavourings are used, an anecdote behind the origin of a dish, stories about family, friends, travel or happy times associated with the food, recommendations on where one can shop for similar food or ingredients, recipes, methods of eating certain food; for example, the use of chopsticks, or eating roti with the right hand only and the reason behind it.

At one potluck a co-worker mentioned that their potluck contribution was her grandma's best recipe. This led to the story on where grandma lived, her roots or heritage down to several generations, the story of how her parents moved to Canada then her first job, issues in integrating, and how she landed in the government. All these make not only for interesting stories but also helps us learn about cultures and peoples' hardships and challenges when they first came to Canada.

In addition to being a celebration of food, potlucks serve to bring together teams. They help us learn more about each other's backgrounds, and serve as an educational forums where one can acquire knowledge on new topics that can be shared with one's family or other social settings. They effectively and informally promote positive team morale and learning about other cultures in a relaxed environment thus, leading to better relationships in the workplace. This aligns us back to one of our Public Service Values: Teamwork

# Ministry of Technology, Innovation and Citizens' Services

## MANDATE

The Ministry of Technology, Innovation and Citizen Services (MTICS) works to grow British Columbia's technology sector, champion innovation, and enable the delivery of cost-effective, accessible and responsive services to citizens and the public sector.

It acts as a service delivery agent, providing services directly to citizens; an enabling agent, providing services and infrastructure to our client ministries and the broader public sector; and a change agent, leading the development and implementation of corporate strategies.

In addition it works to create conditions for B.C. businesses to be successful; make it easier for citizens and business to interact with government; and to deliver efficient and effective services to the public sector.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry aims to provide citizens and clients better access to the services they need; more options for how they access those services; the highest quality service experience possible; and the ability to participate in and have an impact on the design or delivery of those services. Its corporate operating principles of collaboration reflect how clients, citizens and employees are engaged in the design and delivery of services and programs that accommodate the needs of clients and citizens. The ministry recognizes that clients will have different preferences as to how they access our services so the ministry infrastructure enables in-person, phone and online options.

MTICS celebrates and values multicultural diversity within the workplace. The executive leadership team supports an environment committed to an inclusive and respectful workplace culture.

This past year MTICS accommodation management worked collaboratively with the Ministry of Aboriginal Relations and Reconciliation (MARR) to begin creating more reflective, welcoming and inclusive public spaces for Aboriginal public servants, and guests. The creation of these spaces is part of the ministry's commitment to respectfully engage with the Aboriginal community in building capacity in Aboriginal reconciliation in the public service.

MTICS has a diverse multicultural employee base. Teams embrace the strength that is found in their diversity. The Real Property Division (RPD), Client Services and Real Estate Services host potluck events that bring people together who reflect a rich cultural representation from almost every continent on the globe: Brazil, Philippines, India, Taiwan, Russia, Australia, China, Ghana and England. These events bring together employees across the division to join each month and get to know each other better, developing stronger, friendlier and more inclusive working relationships.

The ministry has an ongoing commitment to promoting multiculturalism and diversity within the organization and in every interaction with our clients across the province.

The Real Property Strategic Real Estate Services staff leads, and participates in, professional development seminars related to negotiating and doing business with British Columbia First Nations communities. In September of this year, the RPD Asset Management team further enhanced their commitment to understanding the diversity of our citizens through their attendance in courses on building aboriginal relationships in British Columbia with a target learning audience of industry, government, and B.C. First Nations.

Over this year, additional commitments to training and development have also been made through course and conference attendance focused on investment from Asia.

The ministry will continue to support building employee capacity and knowledge of the unique and diverse communities and citizens of the province.



## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Employees in the ministry speak Mandarin, Dutch, French, Russian, German, Tagalog, Malay, Hindi, Punjabi, Spanish, Portuguese, Bosnian, Croatian, Serbian, Albanian, Swahili, Farsi, Swedish, Danish, Romanian, Hungarian, Italian, Urdu, Guyanese and Cantonese, Akan, various First Nations dialects, and Jiangxi from China's Jiangxi province (one of approximately 56 spoken dialects in China).

## HIGHLIGHTS OF INITIATIVES

Service BC offices across the province are considered the first stop for any new residents accessing government services such as B.C. medical care or obtaining B.C. identification. In 2016/2017, Service BC further expanded its service portfolio through an increased partnership with Social Development and Social Innovation (SDSI). Although there were already 36 Service BC offices across the province providing some level of SDSI services, in 2016/2017 this partnership modernized to a new point of contact model, increasing its level of service delivery in 12 Service BC locations.

In these 12 locations, Service BC staff are now trained on the SDSI Integrated Case Management system as well as other services they had not previously offered, resulting in increased SDSI services and consistent citizen experiences. The increased level of SDSI service in these communities has not only provided additional support to B.C. residents facing adversity, but the partnership has also helped many new immigrants requiring assistance in their transition to Canadian citizenship. This further consolidation of services to a one-stop-shop model is a stepping-stone towards future partnerships for Service BC and other ministries looking to find efficiencies and improve access to government services for all citizens.

BC Stats produced Aboriginal profiles based on the 2011 National Household Survey for the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour. The profiles

reported on the socio-economic characteristics of three distinct groups: Aboriginal peoples living on- and off-reserve, and the non-Aboriginal population. The profiles provide easy access to key indicators highlighting the social and economic gaps between the different population groups. The profiles can be found on the DataBC Catalogue.

Service BC employees come from many different cultures. In the Service Delivery Branch, staff provides language translation assistance to citizens who may not speak English. They currently have staff members who can assist with over 10 different languages.

In 2016/2017, the Service Delivery Branch continued its work with a variety of local community organizations and government agencies to bring awareness to the numerous programs available and to help reduce the challenges many citizens face when trying to access our services. Below are a few of the highlights of multiculturalism work at the community level:

- » In Grand Forks, Service BC has a partnership with Service Canada to assist migrant workers temporarily relocating to the area for work at local nurseries. Spring months bring dozens of new and returning workers from Mexico. Google Translate is used as a communication tool and provide the *Newcomer's Guide to B.C.* in several languages. In addition, the Service BC government agent is working with the Columbia Basin Alliance for Literacy Settlement Worker to improve outcomes for new citizens.
- » In Kelowna, the Service BC government agent held a session for new immigrants at the Kelowna Community Resource Centre, explaining the various provincial programs and services available. The Kelowna office also annually celebrates Chinese New Year, recognizing Chinese contributions to the local community. The celebration consists of decorating the office, bringing traditional Chinese food, and sharing information regarding Chinese traditions.



- » In the community of Vernon, the annual Bollywood Bang fundraising event was held in April. Service BC staff members from the Vernon office volunteer their own time to help organize this event, and their team was in full attendance this year, along with some Kelowna staff. This is a major recurring event in Vernon that has built strong ties between Vernon and the local Sikh community. Not only does Bollywood Bang support the strong Sikh value of giving back to their community, but it has raised \$220,000 for multiple charities such as Vernon Jubilee hospital, Canadian Mental Health Association, Upper Room Mission, and most recently, North Okanagan Neurological Association. The most recent event was attended by 950 people, the majority of whom dressed in traditional Sikh dress. Like Kelowna, the Vernon Service BC office also celebrates Chinese New Year.
- » In Smithers, the Service BC government agent and staff continued their work with Syrian refugee families this past year by making appointments and arranging for translators to assist with explaining and applying for a variety of provincial programs and services. They also created links with the Dze I'Kant Friendship Centre to assist with their driving training programs and to provide training related to best identification practices for youths. Their partnership with the Bulkley Valley museum also continued this year, with the Service BC office becoming part of the museum's Culture Crawl, a walking tour through Smithers highlighting places of historical and cultural importance. This also resulted in the creation of a semi-permanent display in our waiting area. The government agent continues to be involved with Bulkley Valley Planning Society's Community Vitality Forum, where community leaders come together to discuss ways to measure and identify areas of strength within Smithers, including multiculturalism and social inclusion.

- » In Squamish, the Service BC government agent attended the Squamish Common Ground Welcome Centre to provide information about our services to new immigrants and supporting organizations.
- » In Duncan, staff assisted the Cowichan Intercultural Society to help resolve some challenges they were having with ICBC's driver licensing process.

Service BC, BC Registries and Online Services champion multiculturalism by:

- » Presenting workshops and briefings on projects to a diverse audience, including communities for the deaf;
- » Celebrating events like Chinese New Year with traditional food, gifts, and decorations; and
- » Engaging staff through team-building clubs such as the French Club.

This past year MTICS Accommodation Management has worked with the Ministry of Aboriginal Relations and Reconciliation (MARR) to begin creating more reflective and inclusive public spaces for Aboriginal public servants, and guests – in alignment with Building Capacity in Aboriginal Reconciliation in the Public Service (BCARPS).

Capital Park Building One was identified as an opportunity for MTICS with MARR conducting a comprehensive survey of Aboriginal participants across the province. The response rate and the thoughtfulness of the feedback resulted in recommendations that will be considered for Capital Park. There is an additional identified opportunity to introduce recommended items at the Ministry of Children and Family Development service delivery consolidation at Ellis Street in Kelowna

In addition to Capital Park One and Kelowna, and in alignment with mutual roles and responsibilities, the following work will be undertaken between MTICS and MARR (in collaboration with partner ministries).

- » MTICS will continue to be a facilities conduit between ministries and MARR on a project-by-project basis when ministries are considering facilities moves and renovations, and will also continue to lead project management. MARR will provide protocol advice and support engagement and relationship management for projects as needed.
- » MARR, with MTICS support, will develop a two-page guide to be used when initiating a renovation or move. This will be communicated to appropriate contacts, and will serve to:
  - Inform supervisors and facilities teams of the importance of culturally safe space;
  - Provide key considerations and questions for use in employee engagement to inform potential design elements; and
  - Provide potential examples, based on the survey noted above, that facilities can consider.

In addition,

- » MTICS will offer a connection to MARR for ministries needing to transport objects of cultural significance (i.e. totem pole in CFD HQ);
- » MTICS will offer a connection to MARR for ministries who want to host a ceremony for the opening of new or renovated spaces;
- » MARR will support MTICS at meetings when possible/needed to provide advice/speak to supports available; and
- » Once Capital Park One is complete, a full presentation and review of this work will be developed for DMCPST to report out and encourage further uptake.

### **BRIDGING THE DIGITAL DIVIDE**

Bridging the digital divide for First Nations through Internet connectivity improves access to online educational opportunities, health care information and services, government services online, as well as the preservation of cultures and languages. The province relies on partnerships with service providers and other levels of government to ensure all British Columbians, including First Nations, can access the Internet.

As of March 31, 2016, 193 of 203 First Nations communities now have Internet access (i.e. transport infrastructure) through the Pathways to Technology project and the program is enhancing connectivity to communities that either have little or no Internet access. Pathways to Technology is delivered externally by First Nations organizations and managed by the All Nations Trust Company.

# 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 and regulations as well as federal-provincial funding programs, including the Building Canada Fund. The ministry opens up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely, and fuel our provincial economy. Improvement of vital infrastructure is a key goal, along with enhancing the competitiveness of B.C.'s transportation industries, reducing transportation related greenhouse gas emissions and providing B.C. with a safe and reliable highway system. Emergency Management BC (EMBC) is part of the Ministry of Transportation and Infrastructure. EMBC is the Province's lead coordinating agency for all emergency management activities and provides leadership and management of emergencies and disasters at the provincial level including emergency management support.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for the ministry as it works to maximize the strengths of the employees and reach out to further engage with citizens. The ministry recognizes and embraces the opportunities presented by the ongoing demographic shifts and pressures transforming the public service. The focus on diversity aligns with the corporate diversity strategy, Reflecting our Communities, is highlighted within the corporate plan, Where Ideas Work, and is emphasized within the ministry workforce activities and Succession Planning strategy.

The ministry continues to work with local governments and First Nations on multiple fronts and Building Partnerships with First Nations is a key strategic priority in B.C. on the Move: a 10-Year Transportation Plan.

The ministry recognizes the importance of embedding the principles of diversity in its policies, services and other business practices and conducts numerous public outreach activities in order to acquire diverse perspectives throughout our multicultural province.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Recognizing the value of a diverse workforce, the ministry is fortunate in attracting employees from many cultures, and strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians.

Developing talent that is reflective of our communities is critical to the success of the ministry delivering its mandate. Participating in initiatives such as the Aboriginal Youth Internship Program (AYIP) provides a mechanism to build on the diversity of our workforce. The ministry continues to engage in the Aboriginal Youth Internship Program and this year's intern successfully completed her term within the Strategic Human Resources branch, in which she was responsible for developing and delivering an Aboriginal Cultural Awareness learning series, which had over 800 participants throughout the six modules. She also wrote two articles in the ministry newsletter about the Awareness learning series and the Aboriginal Youth Internship Program. Working with Aboriginal youth interns has been invaluable for all employees and partner groups. The ministry is continuing to pursue this partnership opportunity, with commitments to employ an Aboriginal youth intern annually.

The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately three dozen employees. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. The EAF's mission is to improve the work environment. Diversity lenses are applied to EAF projects as they are developed and implemented.

The 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 within the ministry in engineering and technical disciplines. The 2016 EIT/GIT annual general meeting included a presentation on the topic of “First Nations Relations,” and another regarding the Pritchard to Hoffman’s Bluff Phase 2 project and the inclusion of culturally significant features. A new TELP role, Assistant Aboriginal Relations Analyst, was brought on to work with ministry employees to support consultation, administration and emerging issues.

The ministry also has a representing member on the Corporate Accessibility Council, to ensure that corporate direction, goals and objectives are properly communicated and supported within the ministry.

## HIGHLIGHTS OF INITIATIVES

The ministry supports and promotes multiculturalism initiatives for employees through learning and development opportunities, communications and engagement initiatives:

- » The Employee Advisory Forum produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of ministry’s workforce.
- » 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, 13 TranBC Twitter, Facebook and Blog posts, six executive emails promoting multiculturalism, and an enhancement to the resources, tools and supports on the Aboriginal Relations intranet page.
- » The ministry offers all employees training on fostering an inclusive and respectful workplace and actively supports and promotes diversity related learning opportunities provided by the Learning Centre, with 138 employees taking diversity-related training in 2016/17.

- » A learning series on Intentional Conversation focusing on disability awareness was also hosted, as well as internal promotions of Canadian Multiculturalism Day, Orange Shirt Day and the Aboriginal Youth Internship Program.

The ministry continues successful practices to partner with First Nations to support economic development, including the following activities:

- » The ministry has an Aboriginal Relations Team that works collaboratively with First Nations and Aboriginal people to develop a safe and efficient transportation network that supports economic prosperity and community well-being. The Aboriginal Relations Team continues to support the Treaty Process by engaging with First Nations and the Ministry of Aboriginal Relations and Reconciliation, as well work toward resolving outstanding tenure issues on reserve.
- » The ministry’s major projects also facilitate training and employment opportunities for First Nations and the ministry has dedicated employees to consult with First Nations on highway corridor work including major capital and rehabilitation and locally initiated projects.
- » The ministry is partnering with the Williams Lake Band to assist in the development of an operational group from the Band capable of delivering construction services administered from within the Band on local frontage roads.
- » The ministry has committed to focus on collaboration with First Nations for earlier involvement in the scope development and planning process for ministry projects. In addition, the ministry continues to implement measures within our construction contracts to ensure there are opportunities for First Nations participation.

To strengthen relations and pursue future opportunities, there is significant First Nations involvement in many construction and highway projects undertaken by the ministry:



- » The ministry has been successful in actively engaging First Nations on work related to several ministry projects. This includes opportunities in the area of environmental and archaeological services, clearing, grubbing and ditching work, invasive plant management services, traffic and control management, as well as assisting with the delivery of ministry projects.

The ministry continues to communicate and provide information access to citizens through public engagement, language access, social media, consultation and other activities that embrace the multicultural and diverse nature of our province, examples include:

#### **SOCIAL MEDIA**

Through social media, the ministry highlights its work that aligns with diverse communities. Six blogs on the TranBC social media website focus on First Nations involvement in transportation infrastructure, and these blogs and other information about ministry work with diverse communities are promoted on the ministry's province-wide Twitter account, and 13 regional Twitter accounts. This content is also shared on the ministry's Facebook page and Instagram account, as visuals, news and updates. In all platforms (TranBC website, TranBC blogs, Twitter, Facebook and Instagram) the ministry interacts with a diverse public that asks questions, to which the ministry responds, makes comments, and shares our content with their communities and contacts.

#### **MULTIPLE LANGUAGES**

- » The Office of the BC Container Trucking Commissioner publishes all bulletins, notices, orders, and other communications materials for trucking companies and drivers in both English and Punjabi. The complaint hotline also offers both English and Punjabi language resources to respond to complaints.
- » *Gateway to Prosperity*, produced by the Pacific Gateway branch, is available on the Pacific Gateway website and the ministry's YouTube Channel in English, French, Cantonese, Mandarin, Korean and Japanese.

- » Many Commercial Vehicle Safety and Enforcement team members are multicultural and fluently communicate with commercial truck drivers in their shared languages.
- » The Passenger Transportation Branch has been commended for their top customer service rating. This branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.
- » The Evergreen Line Project makes information available on its web site in Cantonese, Korean and Farsi.
- » The ministry continues to provide signage, artwork and publications in multiple languages and representing multiple cultures, and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with First Nations to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province.
- » All federally/provincially funded capital projects have French/English signage.

#### **STOP OF INTEREST SIGNS**

- » The Stop of Interest 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.
- » In September 2016, the Province offered British Columbians the opportunity to suggest new Stop of Interest signs. The public engagement resulted in more than 500 suggestions for landmarks and stories with historic or cultural meaning to communities throughout B.C.
- » Approximately 20% of the nominations had a First Nations related story. Other nominated topics included Japanese Internment, Doukhobor History, South Asian immigrants and Chinese residents.

- » The first of 75 new Stop of Interest signs was announced near Chase on March 27, 2017 and recognized the Secwepwmc Nation. Ministry staff collaborated with the Secwepemc to finalize the sign wording and determine a sign location.
- » Approximately 60% of the recommended new signs have either been nominated by a First Nation or include a First Nations story.

Emergency Management BC (EMBC) continues to provide leadership, management and support to all British Columbians in a manner that is respectful to the various cultures that make up our province. EMBC works with local governments, First Nations, federal departments, industry, non-government organizations and volunteers with diverse backgrounds to support the emergency management phases of mitigation/prevention, preparedness, response and recovery as follows:

- » EMBC supports local authorities' in the development of culturally appropriate emergency preparedness, response and recovery plans.
- » EMBC is co-chair of the Integrated Disaster Council of B.C. which is comprised of government agencies, ministries, NGOs and volunteer organizations experienced in working with multicultural groups, in order to coordinate essential support to those individuals impacted by an emergency or disaster.
- » In March 2017 EMBC signed an agreement with Indigenous and Northern Affairs Canada to provide enhanced emergency management services to First Nations communities.
- » To support the service delivery shift of the INAC agreement, EMBC has:
  - Adapted their recruitment process to incorporate Aboriginal Relations Behavioural Competencies into all job profiles and inviting people of Aboriginal heritage to participate as part of the hiring panel;
  - Hosted multiple meetings and workshops at the Songhees Wellness Centre;

- Provided all EMBC employees with a full-day learning session to increase their awareness, understanding and knowledge of the history of provincial-First Nations reconciliation and interaction; and
- Submitted two proposals for Aboriginal youth interns for 2017/18.

- » In March and April 2017 EMBC held several engagement sessions with First Nations communities from across the province to learn about their emergency management strengths, challenges, needs and resources.
- » Some EMBC public safety materials are available in multiple languages, with more opportunities identified to be developed in the future.
- » At the request of the RCMP, coroners or First Nations Communities, the Office of the Fire Commissioner has supported fire investigations for serious injury and fatality fire incidents.
- » EMBC supports local fire departments through public education and fire safety awareness initiatives.

The Highway 16 Transportation Action Plan resulted from the Ministry of Transportation and Infrastructure and the First Nations Health Authority co-hosting a Northern Transportation Symposium in Smithers to engage with First Nations leadership, community members and local government representatives to help identify safe, practical and sustainable transportation options for communities along the Highway 16 corridor:

- » For many years, families of Aboriginal women who have gone missing along the Highway 16 corridor in northern B.C. have been advocating for more safe and accessible transportation options along the Highway 16 corridor. The 2006 Highway of Tears Symposium and the 2012 Missing Women Commission of Inquiry recommended a public transportation service be established along Highway 16.

- » In 2014, senior staff from the ministry traveled the corridor from Prince George to Prince Rupert to consult and meet with First Nations and municipal leaders (and other organizations including Northern Health Authority and the First Nations Health Authority) to get a better understanding of the transportation challenges and needs along the Highway 16 corridor. The meetings resulted in a number of concerns being raised regarding the lack of public transportation and about existing services.
- » In November 2015, to further the direct dialogue with communities, a transportation symposium was held in Smithers, hosted by the Ministry of Transportation and Infrastructure and the First Nations Health Authority. Ninety-two community participants took part in the symposium. Based on input coming from the symposium and the community consultation process, the ministry developed a five-point action plan. A \$3-million Highway 16 Transportation Action Plan was publicly announced on Dec 14, 2015.
- » On June 15, 2016, government announced a further commitment of \$2 million in new provincial and federal funding for the \$5-million Highway 16 Transportation Action Plan.
- » BC Transit buses started operating on the Smithers to Moricetown route (6-day-a-week service) at the end of January 2017 as part of the Highway 16 Transportation Action Plan. The Province also committed to extend cost-shared funding from three to five years for transit operations.

On March 22, 2017, the province announced 12 recipients of the community vehicle grants program and a funding boost for the community vehicle program (more than doubling the funding). Along with extra transit funding, the five-point plan increased from \$5 million to \$6.4-million.

## **A GOLDEN SIGN FOR SIKHS**

Golden's Sikhs came together in 2016 to take up a golden opportunity to recognize the rich contributions of their community to multicultural B.C.

On September 26, 2016, the Province invited the public to suggest new Stop of Interest signs, to mark B.C.'s history, geography, people and accomplishments. The Sikh community in Golden wanted to replace a small local area history sign, with a new larger sign that was part of the ministry's Stop of Interest program.

On November 19, 2016, a new Stop of Interest sign was unveiled in Golden to recognize the early Sikh settlers in Golden and throughout the Interior of B.C.

"The story of our community's Sikh pioneers is one of hard work and determination," said Mayor Ron Oszust. "This Stop of Interest means a lot to our present-day Sikh residents, and highlights an important chapter in the rich history of our region, of which we're all proud."

The sign helps illustrate how B.C. has been shaped by different ethnicities and cultures. Suggestions for new Stop of Interest signs were also received from First Nations, and other cultural communities. More signs are expected to be unveiled in 2017/18.



# BC Assessment

## MANDATE

BC Assessment is a provincial Crown corporation, created in 1974 under the Assessment Authority Act, and governed by a board of directors. Its vision is “We are the trusted, go-to provider of property assessment information in B.C.” and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Act*. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 2 million properties. The annual assessment roll provides the basis for local taxing authorities to raise over \$7 billion in property taxes that fund a variety of essential community services.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment’s executive management committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the Office of the President and Chief Executive Officer. The Communications and Government Relations Department is responsible for internal communications as well as the distribution of public information including publications, ethnic media relations, advertising and the public website. BC Assessment’s Service Plan outlines the goals, strategies and performance measures for the organization.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment has a diverse workforce of over 680 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province. BC Assessment was recognized for the 4<sup>th</sup> time as one of B.C.’s Top Employers, and supports the delivery of over 2 million assessment notices to property owners in January of each year with information about the assessment process.

BC Assessment’s commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment’s People Division (HR) hiring practices support diversity in the workplace with regards to age, culture, gender, experience and more.

## HIGHLIGHTS OF INITIATIVES

- » In 2016-2017, BC Assessment provided assessment rolls and services on a contract basis to 81 First Nations in British Columbia that have the authority to establish independent real property taxation systems (and an additional 14 other First Nation jurisdictions). A formal bi-annual customer satisfaction survey of this client group will occur in 2017.
- » BC Assessment has a volunteer internal Language Skill Bank, representing 23 different languages including Mandarin, Cantonese, French, Russian, Punjabi and Arabic. The Language Bank is used as a staff resource, connecting employees who have language skills other than English to support customers with oral or written questions.
- » BC Assessment staff are available to make presentations to and respond to inquiries from ethnic media, local government and community organizations about the property assessment process and the annual assessment roll. B.C.’s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople have language skills outside of English, and conduct interviews and presentations.
- » Assessment includes translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland as part of its annual Property Assessment Communications Campaign. These advertisements raise awareness for the property assessment process and release of the annual Assessment Roll and key dates for customers.
- » BC Assessment meets delegations from other countries and assessment jurisdictions to share information with a variety of multicultural relationships.



# 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. The society builds on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers, and communities.

The society's success is based on the strength of its human, written, and technological resources. The Transfer of Knowledge program provides community volunteers with extensive written and on-line resources for planning and delivering the BC Games. Staff resources are focussed on providing guidance and expertise to the key volunteers of the host societies, overseeing the hosting bid processes, securing additional revenue, and managing the travel logistics for BC Winter and BC Summer Games athletes, coaches, and technical officials.

The society also has oversight of the Team BC program. Team BC is a select group of athletes, coaches, and team leaders who represent the province at Canada's premiere multi-sport events – the Canada Winter Games and Canada Summer Games.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BC Games Society continues to help others lead, using its Vision and Values as a guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust, and respect are the core of the game plan.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » Society staff have communications skills in French, Slovak, Czech, Polish, Russian, German, Estonian, and Italian.
- » Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community.

- » Staff cultural backgrounds include Estonian, Slovak, Trinidadian, Austrian and Italian, providing for some sharing of backgrounds, foods at staff functions, and holiday traditions that then allows for a greater understanding of each other.
- » 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 First Nations through a Memorandum of Understanding with the Indigenous Sport, Physical Activity & Recreation Council (ISPARC)<sup>1</sup>.

## HIGHLIGHTS OF INITIATIVES

- » The cultural diversity of the greater Abbotsford community was showcased at every ceremonial event including their One Year to Go launch, Torchlighting Ceremony and Opening and Closing Ceremonies.
- » Statistically, 96 athletes, coaches and officials attending the Abbotsford 2016 BC Summer Games self-declared through their registration as being of Aboriginal descent. This figure represents 3 per cent of the Games participants; an increase from the Nanaimo 2014 BC Summer Games where 88 athletes, coaches, and officials declared their aboriginal heritage.
- » Through the society's annual mandate letter, the society continues to collaborate with sport system partners to promote the growth of ethnic and Aboriginal sport.
- » First Nations artist Jaman Zuroski has designed a unique print to be worn by athletes and coaches attending the Winnipeg 2017 Canada Summer Games and the Toronto 2017 North American Indigenous Games. The design, Team BC Unite, represents two teams, two worlds, embracing diversity, respect, connection, perseverance, excellence, and celebration.

<sup>1</sup> formerly Aboriginal Sport, Recreation and Physical Activity Partners Council.

- » In partnership with ISPARC, the society has established a mentoring program for the Chef de Mission of Team BC to the 2017 North American Indigenous Games.
- » Through a cooperative venture with ISPARC, work continues to increase aboriginal youth participation at the 2018 BC Winter and BC Summer Games with plans focused toward archery, canoe / kayak, and softball.



# BC Housing Management Commission

## MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need and oversees the residential builder licensing and home warranty insurance system in the province. With research and education initiatives, BC Housing also supports consumer protection for new home buyers. BC Housing's mission is making a positive difference in people's lives and communities through safe, affordable and quality housing.

The commission's mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the *Housing Act* establishing the British Columbia Housing Management Commission (BC Housing) in 1967. Now in the 50<sup>th</sup> year, the mandate includes responsibilities for the administration of the *Homeowner Protection Act*, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing has had a multiculturalism policy in place since 1994, with many updates and renewals throughout the years, that formalizes a commitment to an environment that supports and advances multiculturalism in the workplace and in initiatives and programs. All staff members are expected to respect multiculturalism in the workplace and in working with tenants, clients, partners and the public.

In 2013/14, BC Housing expanded on this commitment by adopting a Diversity & Inclusion Framework and Implementation Plan as part of our CEO-led People Strategy. As a key element of this commitment, our executive endorses the following D&I statement for the organization:

## EXECUTIVE DIVERSITY & INCLUSION STATEMENT

BC Housing recognizes that a work environment that is truly diverse and inclusive draws upon and respects the unique characteristics, skills and experiences of all employees.

We believe that by further increasing the wide array of perspectives resulting from diversity, our organization becomes more creative, flexible and productive.

We recognize that a diverse workforce, within an atmosphere of respect and inclusion, increases our service capacity and enables us to be more responsive, sensitive and helpful to the diverse stakeholders, individuals and communities with whom we work.

This commitment to multiculturalism is reflected not only in policies, but also in the training and events provided to employees, the scope of client services offered in the community, and the partnerships built throughout British Columbia.

Fostering a respectful, supportive and inclusive culture, both internally and externally in the communities served, is integral to the organization.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

### EMPLOYEE DIVERSITY & INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan emerged from a consultative process and outline goals that positively impact the workplace experience of existing employees, improves the ability to attract and retain diverse talent, and enhances the capabilities of employees in all interactions.

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



- » Attracting & Onboarding: Champions forward-looking recruitment, onboarding, retention and advancement processes. Includes training and support for hiring managers and the development of an Aboriginal recruitment, retention and advancement strategy.
- » Engaging & Developing: Focuses on skill development and capacity building, including training for employees such as respectful workplace and prevention of harassment; workshops on diversity and inclusion competencies.
- » Building the Culture: Provides opportunities for dialogue and celebration and includes an annual employee forum on diversity and inclusion and a long-standing annual Multicultural Celebration.

#### **RESPECTFUL WORKPLACE TRAINING**

The commission has refreshed and expanded the mandatory respectful workplace and anti-harassment training by creating Fostering Respectful and Inclusive Workplaces. In this full-day, in-person, experiential training, participants learn behaviours that create a cooperative and supportive work atmosphere. This includes understanding the Multiculturalism Policy, Respectful Workplace Policy and Diversity & Inclusion Policy. It also focuses on principles of diversity, inclusion and multiculturalism; everyone knowing roles in creating respectful workplaces free from discrimination, harassment, and bullying; and exploring skills for working together respectfully.

#### **MULTICULTURAL CELEBRATION**

The commission celebrated Canadian Multiculturalism Day with the 13<sup>th</sup> annual Multicultural Celebration. This year was the biggest celebration to date, with 300 employees attending. Events were held at the provincial and at every regional office throughout the province. Celebrations included:

- » World music and dance performed by guests and by BC Housing employees – this year included a lively 13-member Venezuelan folk music ensemble; they brought down the house with their incredible energy and had attendees up on their feet and dancing.

- » Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.
- » Our Stories: New Canadians and first generation Canadians shared their personal and family stories.
- » Culture stations where employees shared displays, information, cultural artifacts, great stories and even snacks from their ancestral lands at trade-show style tables.
- » Map station where employees use stickers to mark their ancestral homes on a large map of the world. This is an annual tradition and results in an impressive map that is prominently displayed in the home office throughout the year and shows the diversity of the group, originating from over 60 countries around the world.

#### **SUPPORT FOR IMMIGRANTS AND REFUGEES**

The core services include housing and support for immigrants and refugees through the housing registry and rent subsidy programs. BC Housing has also been an important partner working with Immigrant Services Society of BC (ISSBC) on the build of the recently opened Welcome Centre. A regional transitional housing and support services hub for newcomers, Welcome Centre is the first purpose-built facility of its kind in the world and sets a new international standard in service delivery for immigrants and refugees.

The LEED Gold facility includes up to 138 beds in 18 housing units, a primary health care clinic, a multilingual trauma support and treatment centre, childminding services, playground, youth drop-in centre, classrooms for English language learners, and multilingual settlement support including housing and employment services.

BC Housing employees also contributed personally to supporting refugees coming to Canada through our Community Connections community investment program.





## **FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES**

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

Training is provided to Aboriginal youth through Skills Plus, a program that helps individuals build carpentry, electrical and plumbing skills.

An extensive review process with the Canadian Council of Aboriginal Business to renew our Progressive Aboriginal Relations (PAR) certification has been undertaken. This includes programming, partnerships, corporate functions such as policies and procurement, and employee engagement. In addition to the certification being renewed, the Gold Level PAR Certification for a three-year tenure was awarded.

## **ABORIGINAL CAPACITY BUILDING**

Partnerships with Aboriginal organizations over the past several years have been diverse and include work with the Aboriginal Housing Management Association (AHMA). AHMA is responsible for the administration of subsidies and operating agreements of Aboriginal housing projects on behalf of the Province. BC Housing has also completed an ownership and management transfer of Rural Native Housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

## **WOMEN'S TRANSITION HOUSING AND SUPPORTS**

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities. BC Housing has implemented initiatives to address the housing and support needs of women and children fleeing violence, including Aboriginal women and children. BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

## **NEW HOUSING**

In a multi-year project through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across BC for Aboriginal people living off reserve. This housing creates safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction. The units are funded with \$50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. BC Housing is working in consultation with the Aboriginal Housing Management Association to administer this trust.

## **ABORIGINAL HOMELESS OUTREACH**

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner. At the core of the program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well-being and housing stability.

## **HIGHLIGHTS OF INITIATIVES**

BC Housing's Diversity & Inclusion (D&I) programming has had an amazing year, adding new offerings, building a strong and committed Employee Resource Group and seeing D&I principles embraced throughout the organization.

## **ONGOING MULTICULTURAL INITIATIVES**

- » CEO-led, executive-sponsored, D&I strategy supporting every part of our business.
- » Active, diverse, employee-led Diversity & Inclusion Committee.
- » Director of Aboriginal Relations who works in the executive office, advises and supports staff and also works with external partners in the Aboriginal housing sector.



- » Mandatory Respectful Workplace training for all staff.
- » Honoured with Gold Certification in Progressive Aboriginal Relations (PAR) by the Canadian Council of Aboriginal Business.
- » Honoured with the 2017 Government Award in the British Columbia Multicultural Awards.
- » Safe Harbour Program in storefront, providing staff with training to support people in crisis.
- » Employee-led lunch and learns on topics such as Black History Month and Unconscious Bias.
- » Multicultural celebrations complete with international food, music and dancing in every region of the province.
- » Hosted Pink Shirt Day anti-bullying initiative.
- » Hosted cultural celebrations including Persian New Year, Lunar New Year, Filipino Day, Christmas, Hanukah, Diwali and many more.
- » Rolled out new offerings of Working Effectively with Aboriginal Peoples and reached milestone of having 50% of the organization to date participate voluntarily.
- » Rolled out new offerings of QMUNITY's Understanding LGBTQ Communities training.
- » Grew D&I Employee Resource Group and hosted Inclusion Café.

#### **NEW PARTNERSHIPS WITH OTHER ORGANIZATIONS**

BC Housing continues to build strong community partnerships with organizations including: MOSAIC, ISS BC, Vancouver Aboriginal Friendship Centre, Indigenous Corporate Consulting, Qmunity, Muslim Friendship Centre of BC, and Inclusion Works.

#### **INCLUSION CAFÉ: A MOVING DIALOGUE ON THE REFUGEE & IMMIGRANT EXPERIENCE**

BC Housing's Diversity & Inclusion Committee held its 3<sup>rd</sup> annual Inclusion Café on April 19. Employees from throughout the organization came together to focus on this year's topic, the Immigrant and Refugee Experience. Many shared their own experiences as newcomers to Canada and everyone learned more about today's landscape for immigrants and refugees.

The event began with opening prayers from Elder SeisLom of the Lil'wat Nation. Elder SeisLom spoke about the ancient history of healing in indigenous culture and of the power everyone has to heal relationships, to be resilient, and to enrich Canadian culture. He shared stories, prayer and song in his traditional language.

Participants took part in an Intercultural Competency Training Workshop. Led by Taslim Damji, manager of the MOSAIC Works Project, this workshop provided staff with strategies to manage intercultural challenges and offer more effective support to immigrants and refugees.

BC Housing employees presented on the many ways our organization, along with our non-profit partners, support newcomers to Canada. Presentations included the work of the Applicant Services team who assist immigrants and refugees with accessing housing programs, the Development and Asset Strategies team who worked alongside Immigrant Services Society of British Columbia (ISS) on the Welcome Centre project, a purpose-built facility providing temporary housing as well as health and social services for refugees upon arriving in Canada – the first of its kind in the world. ISS representatives in the Welcome Centre provided a deeper understanding of the centre and its programs and services.

ISS guests also facilitated a moving interview with Adham Ibrahim Alremer, a client who had just arrived in Canada from Syria with his wife and two daughters in the previous two weeks. With the help of an ISS translator, Mr. Alremer graciously and candidly shared his story, including the devastation his family experienced in their homeland where they lost two sons and Mr. Alremer suffered debilitating injuries, their journey to a refugee camp in Jordan, and their coming to Canada. He said that while his family carries deep wounds from the trauma and loss they have suffered, Canada has made them feel welcome and he believes healing is possible.

“What inspired me most was seeing Adham’s tremendous smile,” says Licensing Officer Derek Lem. “It makes me proud to be Canadian that we welcome those fleeing tragedy towards a new life in Canada. It was sad to hear his story, but it helps us to stop and think about how much we take for granted living in a safe country like Canada.”

Records and Information Clerk Laila Sekandari had similar insights. “I learned valuable life lessons from Adham’s story. His hope for a better life and his courage inspired me.”

This was HR Applications Specialist Rachel Aoki’s first Inclusion Café. “Listening to Adham’s story of heartbreak and survival in Syria...and the joy that he has now calling Canada ‘home’ was very moving,” says Rachel. “I won’t forget it.”

## BC Hydro

### MANDATE

BC Hydro is one of the largest electric utilities in Canada, generating and providing electricity to 95% of British Columbia’s population and serving over four million people.

The mission of the provincial Crown Corporation is to provide reliable, affordable, clean electricity throughout B.C., safely.

BC Hydro’s approach to multiculturalism is integrated within a broader diversity strategy. Diversity at BC Hydro is: understanding, recognizing and valuing the differences that make each person unique.

In 2007, the BC Hydro board and executive team approved a long-term goal to increase BC Hydro’s representation of women, visible minorities, Aboriginal People and People with Disabilities to the level of the British Columbia workforce by 2017.

In 2016, leadership reviewed the 10-year Diversity program outcomes. Representation outcomes were:

- » Recruitment of women is outperforming the available labour market <sup>2</sup>.
- » Recruitment of visible minorities is close to or at par with available labour market.
- » Recruitment of Aboriginal People is improved in the skilled and technical trades, but still underperforming the labour market in other occupations.
- » Recruitment of Persons with Disabilities is underperforming the labour market.

<sup>2</sup> Available labour market refers to the occupational distribution of BC Hydro.



Program successes included:

- » Being recognized as one of Canada's Best Diversity Employers (since 2011).
- » Improving sourcing and developing stronger pipelines for Aboriginal youth.
- » Dedicating more resources to support for Aboriginal candidates and Aboriginal business development.
- » Increasing the representation of women in senior management and the trades.

In 2016, leadership confirmed its commitment to diversity by inviting employees with an interest in this topic to participate in a focus group to help inform and shape changes to BC Hydro's diversity policy.

The diversity program redesign marks a shift from focusing primarily on representation to a program with a clearer emphasis on inclusion and diversity of thought. Diversity is central to the creativity and collaboration required to achieve BC Hydro's vision to become the most innovative utility in North America.

Diversity, and respect for the individual is embedded in BC Hydro's values. The sense of inclusion, belonging and trust on teams contributes to both physical and psychological safety at BC Hydro. Respecting differences is a core principle in the respectful workplace policy that guides interactions. Workforce diversity is often seen when employees come together to solve a problem and their different ideas, experience and disciplines contribute to better outcomes. A diverse workforce benefits BC Hydro by creating a culture that values curiosity and patience, and that supports and learns from different perspectives and experiences.

BC Hydro is intentional about building a diverse workforce by seeking talent in the labour market that shares its values. A workforce, made up of differing expertise, experience and ways of thinking is the innovation engine to create new and better ways of doing things. It will help BC Hydro deliver capital projects on time and on budget, understand and serve customers better, and will help explore goals for energy conservation.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

In 2016, BC Hydro joined other leading organizations in signing the Minerva Face of Leadership® pledge to support diversity. The pledge asserts seven principles related to the practices and supports in place to support the progress of women in leadership.

In 2017, it joined The President's Group which is a Network of 23 B.C. business leaders who are engaging with employers across the province to increase employment opportunities for people with disabilities and create a more accessible consumer marketplace. The Presidents Group is part of the Accessibility 2024 leadership team that works with government and the disability community to implement Accessibility 2024, B.C.'s 10-year action plan to become the most progressive province in Canada for people with disabilities.

Diversity reporting, including visible minorities, is tracked and reported quarterly including a report to the governance and human resources committee of the BC Hydro board of directors. Diversity trends are tracked over a rolling five-year period, and compared to labour market data.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

### POLICY & PROCESSES

The Respectful Workplace Policy governs workplace behaviour. BC Hydro is committed to providing a work place that maximizes each employee's contribution to the success of the organization. This means providing a safe and healthy work place that values diversity is free of discrimination and harassment and treats each individual with dignity and respect. In-person respectful workplace training is mandatory for all employees. An online refresher course is required every two years to ensure awareness and adherence.

Management and administration have supported diversity & multiculturalism by following respectful and healthy work place principles as follows:

- » All individuals have equal access to employment and advancement opportunities, and are treated fairly and equitably. BC Hydro managers are held accountable for ensuring a harassment-free workplace.
- » BC Hydro recognizes that accommodation may be required to comply with human rights legislation, and that the provision of accommodation is a shared responsibility between managers, unions and employees.
- » Flexible work arrangements are considered in order to help employees balance commitments to work, family, community and lifestyle, and may be negotiated where all stakeholders (including customers, managers and employees) are positively affected by the changes.
- » The diversity program redesign will necessitate the integration of diversity considerations across all of the core HR processes from recruitment and selection, training and development through promotion and succession. Additional supports for diversity include employee awareness of and access to mental health and wellness resources.

#### **RECRUITMENT**

BC Hydro will continue to:

- » Review selection criteria to ensure unintentional bias is removed and to make sure they are easy to understand and the language is neutral.
- » Encourage hiring managers to offer interviews for candidates who are qualified and might not fit the traditional package of qualifications/attributes/characteristics.
- » Encourage hiring managers to hire qualified immigrants with a specific career path plan (hire at a more junior level with timelines for performance and development to increasing levels).

- » Provide recognition of provisional membership to technical regulatory bodies for new Canadians in the process of securing Canadian accreditation.
- » Support a dedicated team focused on raising Aboriginal representation at BC Hydro.

#### **CUSTOMER SERVICE**

BC Hydro will continue to:

- » Engage customers in their preferred language (English, Cantonese, Mandarin and Punjabi).
- » Provide real time translation services upon request in our call centre.

#### **RETURN TO WORK**

BC Hydro will continue to be proactive in supporting employees in managing their physical and mental health. Issues of identity, self-esteem and personal fulfilment are intrinsically connected to work for many people; the goal is to ensure employees are able to return to work as soon as possible with the appropriate supports.

#### **Employee Resource Groups**

Since 1994, BC Hydro has provided corporate support for the Employee Resource Groups. It currently has three employee-led networks: the Hydro Employee Multicultural Society (HEMS), the BC Hydro Women's Network (BCHWN) and the Aboriginal Employee Network (RAIN).

#### **HIGHLIGHTS OF INITIATIVES**

##### **INCLUSION**

- » In 2016/2017, employees continued to value the multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practices on site.
- » In 2016/2017, at the invitation of leadership, employees with an interest in diversity and inclusion were engaged through a working group to inform BC Hydro's diversity policy and principles.

- » In 2016/2017, the BC Hydro Youth Hire program, which is an entry level job-shadow program, provided 20 opportunities for Aboriginal youth and young women considering the trades an opportunity to work with BC Hydro crews.

#### **CELEBRATION**

A month-long multi-channel campaign in June was aimed at raising awareness across BC Hydro about the corporation's commitments and relationships with the Aboriginal people of B.C. Culminating with the celebration of National Aboriginal day the week of June 19, 2016, the cultural celebration at BC Hydro headquarters in Vancouver and Burnaby features traditional dance, storytelling and food. Employees were encouraged to attend events to celebrate the contribution Aboriginal people have made to Canada.

#### **PARTNERSHIPS**

- » In 2016/2017 BC Hydro began preparations to seek renewal of Progressive Aboriginal Relations (PAR) Gold designation from the Canadian Council for Aboriginal Business.
- » PAR is a certification program that confirms corporate performance in Aboriginal relations at the Bronze, Silver or Gold level. Certified companies promote their level with a PAR logo signaling to communities that they are good business partners; great places to work and; committed to prosperity in Aboriginal communities. Since the program's introduction in 2001, PAR remains the premier corporate social responsibility program with an emphasis on Aboriginal relations.
- » In 2016/2017 Volunteers from BC Hydro supported 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.

## BC Immigrant Investment Fund Ltd. / B.C. Renaissance Capital 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). IIP funds are invested in infrastructure loans and money market investments to spur economic development and job creation.

BCIIF, through its subsidiary, the B.C. Renaissance Capital Fund (BCRCF), has committed \$90.2 million to venture capital investments in four key technology sectors: digital media, information technology, life sciences, and clean technology. In October 2016, the BCRCF launched the \$100 million BC Tech Fund, a fund-of-funds that invests in B.C.-based venture capital funds and B.C.-based companies.

The purpose of venture investments is to generate financial returns and to encourage the development of successful venture capital managers, attract new investment capital, and develop promising, innovative technology companies in the Province of British Columbia.

#### **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.

#### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

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

BCLIF is committed to hiring based on skills and competencies, while also ensuring that its employees and board of directors reflect the diversity of the province. As evidence of this, the management team and board of directors are comprised of a group of professionals reflective of B.C.'s cultural diversity.

- » Advertising, promotional materials and public reporting documents incorporate inclusive language and images.

## British Columbia Council for International Education

#### **MANDATE**

The purpose of British Columbia Council for International Education (BCCIE) is to promote international education in and for the Province of B.C., enhance British Columbia's international reputation for education and support the B.C. International Education Strategy. In 2016/17, government provided the following mandate direction to BCCIE:

- » Consult with the Ministry of Advanced Education to develop and implement an Operational Plan for 2016/17 based on activities that:
  - Support and align with sector and Provincial priorities for international education and the International Education Strategy.
- » Focus on the following three areas:
  - Increase international participation throughout the B.C. education system;
  - Provide market support for the international education sector in B.C., including government and sector missions abroad; and,
  - Provide communication and professional development for the international education sector in B.C., including Summer Seminar 2016.
- » Work with the Ministry of Advanced Education and partner ministries to inform a refresh of the International Education Strategy.

#### **EXECUTIVE COMMITMENT TO MULTICULTURALISM**

The nature of the work at BCCIE is well aligned 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.

### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

BCCIE values diversity in the workplace and employees at BCCIE come from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and the People's Republic of China), Venezuelan, Malaysian and various European cultures. In addition to the variety of cultures represented at BCCIE, numerous languages are spoken among the staff including Mandarin, Cantonese, Taiwanese, Japanese, Korean, Spanish, Indonesian, French, English and Portuguese.

Examples of internal diversity activities at BCCIE include lunch and learn sessions on topics relevant to the theme of multiculturalism and encouragement of staff to participate in BCCIE PD events for the sector, some of which are on topics related to multiculturalism. BCCIE supports employees to use a portion of their annual professional development funds for language study. BCCIE also partners with other organizations to advance multiculturalism in B.C. including the Ministry of Education to offer Study Abroad scholarships to students and teachers in B.C. in 2016.

### **HIGHLIGHTS OF INITIATIVES**

The nature of BCCIE's work promotes internationalization with the aim of attracting students to B.C. to study and encouraging more students from B.C. to study in other countries and cultures. Since our work encourages and supports more international students to study in communities across all of B.C., many of our ongoing activities support advancing multiculturalism in B.C. The list below highlights some of BCCIE's regular activities during 2016/17 that support and advance multiculturalism:

- » Acted as liaison with Foreign Consular Corps – regular outreach to consular corps in support of outreach to the communities they represent.

- » Enhanced the British Columbia Study Abroad Consortium – a virtual consortium of post-secondary study abroad providers designed to encourage more B.C. students to study in other countries and more and smaller institutions to become engaged in this activity. In 2016/17, BCCIE grew the membership in the Consortium with additional institutions and offered 11 BCSA study abroad scholarship to B.C. students.
- » Supported the B.C. government's International Education Strategy, launched in May of 2012 – worked to increase number of international students who choose to study in B.C. as well as supported those international students to study in different communities across B.C.
- » Partnered with the Ministry of Education to administer study abroad scholarships to China, Japan, France and Italy for students and teachers in B.C. and facilitated other study abroad opportunities for B.C. students and teachers.
- » Acted as liaison with Foreign Consular Corps – regular outreach to consular corps in support of outreach to the communities they represent.
- » Organized and hosted professional development events, conferences, and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization. Specifically, in 2016/17, BCCIE hosted an additional two workshops on the topic of Intercultural Best Practices in Prince George and Victoria, supporting a greater understanding of how to communicate and interact with different cultures from around the world.
- » Supported, and participated in, the India Arts Summer Festival, Simon Fraser University Surrey Diwali Gala and Canada Japan Society Events.
- » Supported both incoming and outgoing delegations. In fiscal 2016/17, BCCIE led outgoing delegations to Japan, Southeast Asia, China and Brazil. In addition, BCCIE hosted incoming delegations from China, Japan, Korea, Vietnam, Mexico, United States and Australia.

# British Columbia Innovation Council

## MANDATE

BC Innovation Council (Council) encourages the development and application of advanced or innovative technologies to meet the needs of industry in the Province of British Columbia. The council accelerates the commercialization and the adoption of technology by working closely with industry, government and tech entrepreneurs. With its partners, the Council delivers programs and initiatives that promote company growth, resulting in jobs, increased revenue and economic development in the province. The BC Innovation Council is a Crown corporation of the Province of British Columbia.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BC Innovation Council 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. BC Innovation Council'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 BC Innovation Council-supported education and entrepreneurial training programs that benefit their company. BC Innovation Council seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Innovation Council management supports and respects multiculturalism in the workplace. Recruitment and hiring is based on the qualifications, skills and training of all candidates. Its team reflects B.C.'s multicultural and diverse population.

A wide range of cultural origins can be seen around the BC Innovation Council office. Team members have been born on every continent save Antarctica and Australia. Further, BC Innovation Council team members are proficient in 15 languages including: Bengali, Cantonese, Croatian, French, German, Hindi, Italian, Mandarin, Polish, Portuguese, Russian, Spanish, Thai, and Ukrainian.

BC Innovation Council 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. BC Innovation Council 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.

## HIGHLIGHTS OF INITIATIVES

All BC Innovation Council programs are created to benefit British Columbia-based businesses and entrepreneurs of all ethnicities and cultures. Additionally, several initiatives in 2016/2017, both one-time as well as ongoing initiatives, have fostered multiculturalism. Examples of these initiatives are below:

- » BC Innovation Council was a co-host of the #BCTECH Summit on March 14-15, 2017. The two-day event was not only the largest tech conference in the province, but also offered opportunities for multiculturalism:
  - The First Nations Technology Council and First Peoples' Cultural Council were exhibitors at the Summit.
  - Her Excellency Anne Kari H. Ovind, Ambassador for Norway, presented her perspective on natural gas.
- » A session entitled, "The Unconscious Bias: Finding, Nurturing and Keeping the Best Talent," focused on creating awareness of our biases including ethnicity.
- » A session entitled, "Come Grow With Us. Choosing to Live and Work in B.C.," spoke to how B.C. is attracting and welcoming international talent.

- » The #BCTECH Summit 2017 garnered high levels of media coverage, and BC Innovation Council ensured a multicultural media landscape. To supplement English language reporting, French and Cantonese reporters also provided media coverage. In addition, BC Innovation Council President and CEO Carl Anderson provided an opinion-editorial that ran in both the Filipino Post and Asian Pacific Post.
- » BC Innovation Council provides financial support to 14 organizations in the B.C. 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.
- » A prime example of this, is OneFeather Mobile Technologies Ltd. The Victoria-based company offers a mobile app that gives First Nation citizens a platform to communicate and interact. Capabilities include a mobile voting technology used for elections and referenda. OneFeather navigated the Venture Acceleration Program via our Nanaimo-based accelerator, Innovation Island Technology Association.
- » BC Innovation Council hosts international delegations seeking information about British Columbia's approach to accelerating technology commercialization. In 2016/2017, BC Innovation Council hosted a Korean delegation.
- » BC Innovation Council is the administrator of the Leading Edge Endowment Fund (LEEF), launched in April 2002, to encourage social and economic development in B.C. Using a cost-sharing partnership with the private sector, LEEF helped establish Leadership Research Chairs at public, post-secondary institutions across the province in the areas of medical, social, environmental and technological research. The Fund also established Regional Innovation Chairs to create opportunities in communities through B.C.'s colleges, universities and institutes.
- » When hosting or promoting an event, BC Innovation Council attempts to generate a multicultural group of attendees.
- » The program funded 29 research chairs throughout B.C. with the final being announced in 2016. BC Innovation Council continues to manage the administration of the program, including Chairs leading research in the following areas: Aboriginal Environmental Health, Cultures and Ecosystems at Risk, Canada-India Business & Economic Development and Aboriginal Early Childhood Development (two Chairs).

# British Columbia Lottery Corporation

## MANDATE

British Columbia Lottery Corporation (BCLC) conducts and manages gambling in a socially responsible manner for the benefit of British Columbians. It operates under the provincial *Gaming Control Act* (2002) and within the legislative, regulatory and policy framework established by the Province. The corporation offers exceptional gambling entertainment through national and provincial lotteries; casino gambling; online gambling; commercial bingo; and sports betting.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

Demonstrate leadership and accountability in multicultural issues in corporate strategic, business and performance plans and annual reports.

The values of social responsibility, integrity and respect are embodied in our Standards of Ethical Business Conduct, Social Responsibility (SR) Charter and corporate policies. At BCLC, the executive team stands by these values by promoting a fair, open, respectful and progressive workplace and business. In fact, 44% of the executive team are female and 41% of senior managers and directors are female – a testament to the corporation's success in creating an equal playing field for all employees.

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. This includes its recruitment process that demonstrates a commitment to respecting human rights, and upholding the *Canadian Human Rights Act*. The corporation has a policy to hire the best candidate for the role, regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or a conviction of a criminal or summary conviction offence.

Being diverse and inclusive is fundamental to the organization, its employees, customers and stakeholders. In 2016, under the support and guidance of the board and executive team, BCLC began its work on the Diversity and Inclusion (D & I) strategy. The vice presidents are responsible for driving BCLC's D & I initiative forward and ensuring the corporation is an inclusive organization. A Diversity & Inclusion Committee, made up of nine employees representing various areas of the organization with different backgrounds and experiences, provides input on the D & I mission, strategy and initiatives. BCLC is looking to create greater organizational awareness of diversity and inclusion through various internal communications channels, including lunch and learn sessions. The corporation will also be providing educational training to leaders and employees about workplace diversity.

In 2017, BCLC CEO, Jim Lightbody, was awarded the Chartered Professionals in Human Resources B.C. and Yukon Keeping People First: CEO Award. Under his leadership, BCLC adopted a Diversity and Inclusion strategy supporting an open and collaborative culture, supporting women in leadership. Four of the eight executive team members and 41% of senior managers and directors are female. BCLC is also a member of the President's Group, made up of 23 of B.C.'s top business leaders with the mandate to support and encourage meaningful employment opportunities for people with disabilities and create a more accessible consumer marketplace.

BCLC's core values of integrity, social responsibility and respect are applied to all aspects of its business, whether that is with employees, customers, stakeholders or the communities in which it operates. BCLC's Social Responsibility (SR) Charter formalizes its commitment to support the communities that it operates in, and to make BCLC a great place to work through respect, empowerment and teamwork.

BCLC operates with the fundamental understanding that its market and customers, including service providers and retailers, are multicultural and diverse.





BCLC's cultural drivers of trust, collaboration, customer focus and embracing change play an important role in fostering respect, empowerment and teamwork to make BCLC a great and inclusive place to work. Its 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.

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 to it in the workplace. BCLC has a zero tolerance policy for harassment and it is committed to ensuring all employees work in a respectful environment that is free from harassment.

In the 2017, BCLC's annual Employee Engagement survey included an optional diversity and inclusion section better understand the makeup of its workforce. The results from the survey will be used to create its Diversity and Inclusion strategy.

An employee driven committee, AIM (Acts of Kindness, Inspire and Mentor) was initiated in 2016, and has since grown to more than 170 members, including both men and women. The group encourages diversity and its purpose is to support the success of women at BCLC.

In 2016, AIM brought in a number of speakers from both the Kamloops and Vancouver communities to share their own perspectives and insights with members. One guest in particular, Chastity Davis, opened up a new conversation at BCLC about unconscious bias and how we think about the world and the people around us. She spoke of her indigenous heritage and her exploration of truth and reconciliation. This dialogue challenged the group to consider what the experience of indigenous people feels like today and she encouraged the group to learn more and decide how we want to be part of re-authoring Canada's story.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCLC employs a team of approximately 900 people who live and work in 35 communities across British Columbia and represent the diversity of the province.

At the heart of everything BCLC does is consideration of the impact on and for the people and communities of British Columbia. The corporation understands the multicultural diversity of the market, customers, service providers and retailers, and take that into consideration with every aspect of BCLC's operations.

The corporation 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, the 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 provided in English, Korean, and Chinese.

# British Columbia Securities Commission

## MANDATE

The BC Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial *Securities Act*. The mission of the Commission is to protect and promote the public interest by fostering:

- » A securities market that is fair and efficient and warrants public confidence.
- » A dynamic and competitive securities industry that provides investment opportunities and access to capital.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission translates publications and multimedia presentations into Chinese and Punjabi to provide information to community based groups on fraud and help them make more empowered investment decisions. The commission is an employment equity employer and welcomes and values diversity in the workplace. A discrimination, bullying and harassment prevention policy guides the workplace interactions and relevant training is provided to all employees on an on-going basis.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » The workforce is diverse, with a multitude of racial, religious and cultural backgrounds. Approximately 38% of all permanent full time employees are from visible minorities.
- » Employees of the commission speak 25 different languages, including Afrikaans, Austrian, Cantonese, Czechoslovakian, Dutch, Fijian, French, German, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Shanghainese, Spanish, Swahili, Tagalog, Tamal, Turkish and Ukrainian.

- » Every year, members of the BCSC Social Committee organize International Food themed events to highlight and celebrate cultural heritage, including food and music.

## HIGHLIGHTS OF INITIATIVES

Employees' contributions and achievements are celebrated at the service plan rollout event at the end of the fiscal year. This year, the Innovation Award was presented to a member of the enforcement Division for her work in writing a Resource Guide for Investigations involving Chinese parties. She had worked on several difficult fraud investigations involving Chinese-speaking subjects and victims. The resulting guide includes dialect information, translation tools, interview methods, search suggestions, bank details, helpful tips, and more. It also includes a spreadsheet of helpful Chinese words and phrases, which the enforcement team will continue to develop.

For ethnic communities, the BCSC's investor education website, InvestRight.org, provides information, resources and tools about investing and fraud awareness and prevention in languages for the South Asian and Chinese communities. BCSC staff improved the integration of the ethnic resources into a newly redesigned InvestRight website.

The BCSC InvestRight outreach program provides investor education seminars and online and printed resources in languages for those from the South Asian, Chinese and Korean communities.





# B.C. Liquor Distribution Branch

## MANDATE

Under the authority of the *Liquor Distribution Act* and in accordance with the *Importation of Intoxicating Liquors Act* (Canada), the BC Liquor Distribution Branch (LDB) has the “sole right to purchase both in and out of British Columbia, liquor for resale and reuse in British Columbia.”

The LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol across the province through:

- » 198 BC Liquor Stores (government-managed and -operated liquor stores);
- » Two Distribution Centres;
- » Two Wholesale Centres; and
- » Head Office.

## 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 40.3 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.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism is reflected in all operational areas, from Retail Services’ numerous in-store multicultural celebrations, events and promotions to Human Resources’ recruitment, hiring, outreach and training programs.

Equity, diversity and multiculturalism are reflected in employee recruitment materials (*Jump Into a Career and Step Into a Career*), which feature LDB employees who reflect B.C.’s cultural diversity. In some locations — including Richmond and West Vancouver — employees who are multilingual are recruited in order to serve customers more effectively.

The LDB’s *Respect Matters* initiative is designed to further build a respectful workplace. Launched in 2010, *Respect Matters* reiterates and reinforces discrimination, harassment and bullying are not tolerated in the workplace. Focused sessions for employees and managers/supervisors reinforce the LDB’s long-term goal to be a safe and welcoming workplace for everyone. To date, 3,936 employees have participated in the *Respect Matters* training.

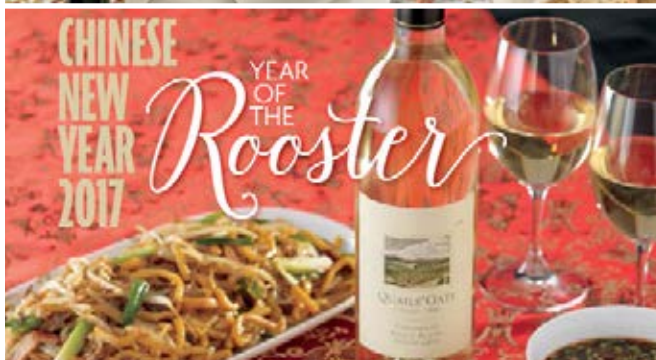
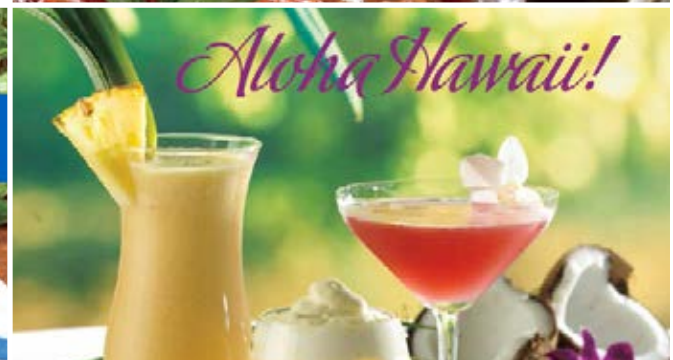
## HIGHLIGHTS OF INITIATIVES

### VALUING DIVERSITY

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

- » The rich diversity of LDB employees is even reflected through the cafeteria’s inclusion of international cuisine in its menus, which serve LDB employees daily as well as members of the public. Dietary restrictions are also considered. For special events like the annual Public Service Week Breakfast menu, the LDB has replaced pork sausage with turkey and vegetarian sausages and added gluten-free options. These actions demonstrate the LDB’s sensitivity to, and inclusiveness of, various personal, religious and cultural requirements.
- » 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 B.C. In 2016, 55 public school districts and 43 independent schools participated. In 2016, BC Liquor Store employees encouraged our customers to donate \$364,296 and since 2001, over \$6.2 million to Support Dry Grad.







- » 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.
- » The LDB is also an official Disaster Partner for the Canadian Red Cross. As a Disaster Partner, the LDB facilitates the collection of Red Cross donations from BC Liquor Store customers after major disasters. Since 2003, BC Liquor Stores customers and employees have raised more than \$2.3 million to help the Red Cross provide disaster relief for humanitarian crises at home and abroad. In 2016, LDB customers raised over \$14,000 for the Ecuador earthquake, and over \$380,000 for the Fort McMurray forest fire.



## CUSTOMER AWARENESS

- » As part of B.C.'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 65 international suppliers; featuring wine from 22 countries; spirits from 39; and beers from 31; 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 support various cultural celebrations with in-store signage, website, displays and special events including, but not limited to, Diwali, Chinese New Year, Cinco de Mayo and Hanukkah.
- » *TASTE* magazine — the LDB's complimentary in-store magazine — raises multicultural awareness by including food and beverage alcohol pairings, recipes and features to interest British Columbia's diverse multicultural population. In 2016/17, for example, *TASTE* featured articles on the beverage alcohol and cuisine of France, Italy, Thailand, Chile, South Africa, Austria, Mexico, Portugal and the UK among others. *TASTE* magazine is available in all of the LDB's 198 BC Liquor Stores throughout British Columbia and has around 400,000 readers.
- » BC Liquor Stores showcase multiple supplier product displays featuring beverage alcohol from Chile, Argentina, New Zealand, South Africa, Spain, Germany and France.



# BC Oil and Gas Commission

## MANDATE

The mandate and purposes of the BC Oil and Gas Commission is to regulate oil and gas activities in British Columbia in a manner that provides for the sound development of the oil and gas sector by fostering a healthy environment, a sound economy and social well-being; conserves petroleum and natural gas resources; ensures safe and efficient practices; and assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas.

As well, the commission provides effective and efficient processes for the review of applications for permits and ensures that applications that are approved are in the public interest having regard to environmental, economic and social effects; encourages the participation of First Nations and Aboriginal peoples in processes affecting them; participates in planning processes; and undertakes programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

## MISSION

The commission regulates oil and gas activities for the benefit of British Columbians. This is achieved by:

- » Protecting public safety,
- » Respecting those affected by oil and gas activities,
- » Conserving the environment, and
- » Supporting resource development.

Through the active engagement of our stakeholders and partners, the commission provides fair and timely decisions within its regulatory framework. The commission supports opportunities for employee growth, recognize individual and group contributions, demonstrate accountability at all levels, and instill pride and confidence in the organization.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission's executive and management are 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 "respectful", which supports respect for all staff, stakeholders and First Nations. Embracing differences allows the commission to attract and retain talent from diverse segments of the workforce and strengthen the organization. The commission's executive and management supported diversity and multiculturalism in 2016/17 through internal and external engagement as the organization went through structural changes to improve the efficiency and effectiveness of its service delivery and operations. This includes a variety of initiatives as well as developing new measures to enhance engagement with First Nations to ensure it is respecting those affected by oil and gas 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 STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission conducted a Diversity and Inclusiveness Survey in 2015 and the survey showed that while 92% of commission employees speak English most frequently at home, there is a diverse range of other languages spoken by the other eight per cent including: Punjabi, Cantonese, Korean, Tagalog, Farsi/Dari/Other Persian, Urdu, Hindi, Arabic, Burmese, Nepalese and American Sign Language.

The survey indicated that five per cent of employees identify as Aboriginal (First Nations, Metis or Inuit) and 15% of employees identify as a visible minority. The survey also found that at least 16% of the organization emigrated from one of 15 countries other than Canada.

To recognize the diverse cultures represented in our workforce, the commission held a potluck lunch in both its Victoria and Fort St. John offices to celebrate Multiculturalism Day in June 2016 and will continue this tradition in 2017. National Aboriginal Day also falls in June and last year commission employees led and participated in a First Nations cultural celebration which included a performance by drummers from the Doig River First Nations. The commission also attended a number of other First Nations Community events including: Prophet River First Nation Treaty Days, Doig River First Nation Cultural Days Festival, Pemmican Days, the Norman Yahey Memorial Rodeo, West Mo Days, Fort Nelson First Nation Treaty Days, and the Halfway River Valley Round-up Open Rodeo. The commission also provides training to its employees on how to work effectively with diverse personalities.

## HIGHLIGHTS OF INITIATIVES

### EXTERNAL INITIATIVES

Externally, the commission has continued to focus on building relationships with First Nations in B.C. and to guide these efforts, it continued its execution of the First Nations Engagement Strategy. In 2016/17, a total of 3,755 consultations were completed with First Nations for 2,647 applications. This measure is discussed in the commission's 2016/17 Annual Report. The number of First Nations engaged by the commission has increased significantly over the past few years reflecting the commission's increased focus on, and commitment to, building and maintaining its relationships with First Nations in B.C.

The commission also initiated an Aboriginal Liaison Program several years ago and is working to expand it to the entire natural resource sector. The liaison program provides a knowledgeable, trained and properly equipped resource for First Nations communities that can assist with monitoring and inspection tasks. It helps build positive working relationships between the provincial agency, staff and First Nation communities.

The commission routinely shares its regulatory expertise with national and international jurisdictions and remains apprised of global changes in the sector through ongoing connections with ministers, government and regulatory officials. In 2016/17 this included work with the Western Regulators' Forum, which includes Alberta and Saskatchewan; and the Interstate Oil and Gas Compact Commission with multiple U.S. state regulators. In addition, the commission has assisted or received delegations from Britain, Netherlands, Columbia, China, and Australia and attended international conferences where the perspectives of Saudi Arabia, India, United Arab Emirates, Iraq, Turkey, Japan, China, Mexico and U.S. were discussed.

### INTERNAL INITIATIVES

Internally, the commission continues to work on ways to increase First Nations cultural awareness, including plans for new web pages on its internal intranet as a resource for all staff to access. It will feature a number of resources, including detailed information on relationships and culture, local history, case law, First Nation communities and cultural awareness.

The commission has also supported ongoing initiatives through its recognition of staff diversity at the annual Multicultural Day potluck event. In addition, the commission continues to focus on staff engagement, maintaining a respectful workplace and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The commission also has a Student Employment Program attracting young and diverse talent to bring differing perspectives to the organization. The commission will continue to celebrate multiculturalism and diversity through these formalized programs and informal events throughout the year.



# BC Pavilion Corporation (PavCo)

## MANDATE

PavCo's 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

A workplace diversity policy was created by employees and approved by PavCo's executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

## KEY PROCESSES, POLICIES, AND STRUCTURES 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. Ongoing support is provided to enhance and integrate multicultural sensitivity within the organization.

All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority 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 backgrounds, including Chinese, East Indian, Indo-Fijian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian and Taiwanese. 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.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages, including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

## HIGHLIGHTS OF INITIATIVES

During 2016/17, PavCo maintained a diverse staffing level of approximately 640 employees at BC Place and 130 at the Vancouver Convention Centre. Corporate and supplier staff at both facilities represents the diverse Canadian society and communities that PavCo serves. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

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.

The Vancouver Convention Centre continues its focus on service excellence. All departments, including official and exclusive supplier partners, conduct daily 'line-up' meetings that focus on the Convention Centre's service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a service excellence training session. This includes a component focusing on respect, one of PavCo's core organizational values. During 2016/17, staff numbers increased to meet business demands and the majority of new staff members continue to come from diversified backgrounds. The Convention Centre continues to maintain a list of second languages spoken by members of staff, and currently there are 35 different languages spoken.

BC Place is Canada's premier stadium, and the home of international sport in Western Canada. The team at BC Place continues to focus on delivering world class guest experiences. Workplace diversity and multiculturalism practices play an important role in supporting that goal.

During 2016/17, 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 service excellence, accountability, innovation, building trust, respect and teamwork. The human resources team is well attuned to diversity and multicultural sensitivity, and is able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In addition to supporting diversity and multiculturalism, BC Place and the Vancouver Convention Centre strive to reduce barriers to access and to strengthen inclusivity at the venues. At BC Place, guest restroom facilities are designated as female, male, family or gender neutral. Furthermore, BC Place has implemented a gender-neutral policy to help in educating staff in this regard.

In 2016/17, BC Place modified its dedicated accessible entrance and enhanced its guest transport carts to ensure guests requiring assistance can now be transported directly from their vehicle to their seating location, without barriers to mobility. BC Place also added dedicated storage areas for guests to store their wheelchair or mobility devices out of sight while they enjoy the event. With BC Place's new seating configuration, guests with mobility challenges now have access to virtually any vantage point in the seating area; reserved accessible platforms are integrated into the stadium seating throughout the spectator bowl – from the halfway line, to the end zones, to the Club Lounges.

The Vancouver Convention Centre is designed to provide an accessible environment, with open spaces, ramps and elevators throughout to create easy access for guests using wheelchairs, other mobility devices and strollers. The facility offers complementary wheelchair services and TTY-payphones in both buildings. In 2016/17, the Convention Centre added 16 inclusive restrooms for guests (previously family rooms). These private spaces include an infant changing station and are wheelchair accessible. This is in addition to having accessible stalls and amenities in restrooms throughout the facility.

The Vancouver Convention Centre, through its hospitality partner Centerplate, continues to place deaf and hard of hearing students from the Vancouver Community College's Job Readiness Program in positions in the stewarding department. The Convention Centre has placed students in the program for 12-week work placements since 2010, and many students have been hired at the end of the placement.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2016/17, events included:

- » Persian New Year
- » Miss Chinese Vancouver Pageant
- » Pakistan Festival

- » Eid Prayer 2016
- » Aboriginal Day Celebration
- » Canada Day Celebration
- » St. Jean Baptiste Day
- » China (Guangdong) - Canada (British Columbia) Economic and Trade Cooperation Conference
- » Federation of Asian Canadian Lawyers BC
- » The FIFA Women's World Cup Canada 2015 – 24 nations competing
- » Canada Sevens 2016 – 16 nations competing
- » BC Place Roof and Vancouver Convention Centre LED Lighting – St. Patrick's Day
- » BC Place Roof and Vancouver Convention Centre LED Lighting – Canada Day
- » BC Place Roof Lighting – Italian Heritage Day
- » BC Place Roof Lighting – Chinese New Year
- » BC Place Roof Lighting – Colombian Day of Little Candles

## BC Transit

### MANDATE

BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation across B.C. with the exception of those areas serviced by TransLink (Metro Vancouver). More than 1.75 million British Columbians in over 130 communities across the province have access to BC Transit local and regional transit services. BC Transit operates under the British Columbia Transit Act, which provides it with a mandate to:

- » Plan, 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." People are at the core of BC Transit's strength and the commitment and accountability in multiculturalism is demonstrated by having "Strong People and Partnerships" as a key objective. As outlined within the Annual Service Plan Report, BC Transit's objectives are:

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

BC Transit's success depends on creating an adaptable, socially responsible organization that lives its values, develops its existing employees and partnerships, attracts new employees and explores opportunities.



BC Transit's values include:

- » **Safety** – We will ensure the safety of our employees, customers and transit systems.
- » **Customer Service** – We will work with our customers to meet their needs and exceed their expectations.
- » **Sustainability** – We will continuously improve and be accountable for our financial, environmental and social results.
- » **Integrity** – As stewards of public resources, we will use our assets prudently and conduct ourselves honestly and respectfully.
- » **Innovation** – We will pursue opportunities to enhance value for our customers.
- » **Collaboration** – We will cultivate strong partnerships, community connections and links to other types of travel.

With Integrity and collaboration as two of BC Transit's six core values, the organization is committed to conducting itself honestly and respectfully while cultivating strong partnerships.

To measure the level of awareness with employees, BC Transit conducts a bi-annual work environment survey. As part of this survey, specific questions are asked about diversity, discrimination and harassment. Survey results from 2011, 2013 and 2015 showed a positive increase in employees agreeing that diversity is valued and the workplace is free from discrimination and harassment.

#### KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

As a public transportation service, BC Transit supports diversity and multiculturalism with its employees, partners and customers by:

##### POLICIES

- » **Recruitment and Selection:** In September 2016, BC Transit updated its policy on Exempt Recruitment and Selection. This policy ensures attraction and retention of qualified persons of all backgrounds following the four principles — fairness, credibility, equal opportunity and merit.



- » Transgender and Gender Diverse Employees: In October 2016, BC Transit developed a new policy to confirm its commitment to creating a safe, positive and inclusive workplace, in which people of all genders identities and expressions are valued, respected and have equal access to opportunities.
- » To support this newly introduced policy on Transgender and Gender Diversity, BC Transit conducted five training sessions in which 39 leadership staff attended. The training reviewed the purpose of the policy, strategies for putting it into practice, and context for how it fits into the larger diversity and inclusion strategy at BC Transit.
- » Code of Conduct: In October 2016, BC Transit updated the diversity section of the Code of Conduct to include gender expression and identity as a protected group under the *Human Rights Code*. The diversity section states that BC Transit will not discriminate in its recruitment selection or development and promotion of employees in relation to the BC *Human Rights Code*. 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 which has been in place since 2010 to support our employees and promote a culture free from discrimination. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Conduct. AlertLine is available 24 hours a day, seven days a week, by telephone or website through a third-party provider, Navex Global. Promotion of AlertLine is done as part of the orientation program and, brochures and wallet cards about the program are also located throughout BC Transit's premises.

#### **STRUCTURES AND PROCESSES**

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. For 2016/2017, 34 employees completed this training.

In addition, a Women's Advocate Program is jointly run by the Unifor union and BC Transit. A Women's Advocate is a specifically trained workplace representative who assists employees with concerns such as workplace harassment and abuse.

#### **LANGUAGES**

To support other languages spoken at corporate office, employees that are members of the MoveUp union (Local 378) are provided a Second Language Premium.

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

#### **HIGHLIGHTS OF INITIATIVES**

##### **INTERNAL AND EXTERNAL ACTIVITIES**

On September 30, 2016, BC Transit participated in Orange Shirt Day. This day was in support of a national movement to recognize the experience of survivors of residential schools and honour them.

On November 25, 2016, BC Transit attended the Francophone Career Fair through Work BC/GT Hiring Solutions. The focus for this career fair was for the Francophone community.

On February 22, 2017, BC Transit participated in Pink Shirt Day. Pink shirts were worn in support of anti-bullying campaigns (photo included).

On February 24, 2017, BC Transit participated in the Crossing the Bridge Career Fair which was organized by Songhees, Tsawout and Esquimalt Nations and the Coastal Salish Employment and Training Society and Victoria Native Friendship Centre. This event was held at the Songhees Health and Wellness Centre with the target audience being the aboriginal community.

On March 24, 2017, BC Transit attended an Employer Education and Awareness in Hiring Refugee Forum hosted by Victoria Immigrant and Refugee Society. The event was held at the Victoria Public Library and was attended by employers seeking to employ immigrants.

On March 26, 2017, BC Transit participated in the Newcomer Welcoming Event at the Songhees Health and Wellness Centre. The event was for new residents and newcomers to Esquimalt, Westshore and Western Communities (photo included).

#### **PARTNERSHIPS**

BC Transit is an active partner with the Victoria Refugee Program which is a partnership between the Victoria Regional Transit Commission and the Inter-Cultural Association of Victoria (ICA). The program is designed to help refugees get settled in the Greater Victoria Community by providing free access to transit for a one-year period. The program has distributed 2,630 transit passes in the Victoria region for the fiscal period 2016/17.

In addition, BC Transit partnered with Work BC/GT Hiring Solutions to provide a workshop on "Writing a Successful Resume for BC Transit" at a Spring Employers Forum on April 28, 2017. The target audience was for new immigrants and over 70 participants attended.



#### **STUDENTS POSITIONS**

BC Transit employs students in co-operative education positions from a number of local post-secondary providers.

For the fiscal year 2016/2017, BC Transit had 17 co-op students employed in the 12-month period. To support the employment of students, BC Transit attended the following student events:

- » Royal Roads University (RRU) Career Development Day on February 9, 2017.
- » School District #62 Career Fair at Belmont High School on March 2, 2017.
- » Camosun College Business Co-op Speed Recruiting on March 21, 2017.

#### **COMMUNITY EVENTS**

As a public service, BC Transit believes it is important to be out in the community and during this past fiscal year, the organization participated in the following community events:

- » 118<sup>th</sup> Annual Island Farms Victoria Day Parade on May 23, 2016.
- » Santa Light Parade on November 26, 2016 in Victoria and at multiple locations throughout the province by our local operating companies.
- » WorkBC/GT Hiring Solutions Employer Forum on December 13, 2016.
- » Beacon Youth Employment Program Job Fair at SHOAL Centre on February 24, 2017.
- » WorkBC Job Fair through GT Hiring Solutions, WorkLink and Beacon Community Services at Central Baptist Church on March 16, 2017.

# Columbia Basin Trust

## MANDATE

Columbia Basin Trust manages its assets for the ongoing economic, environmental and social benefit of the region. The region (the Columbia Basin) served by the trust is defined in the *Columbia Basin Trust Act*. Its 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, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide how it works 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 to 2020. This was a result of an extensive year-long Basin-wide engagement process that gathered input from a diverse cross-section of residents. This document 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 First Nations relationships, striving for an increased understanding of First Nations culture and heritage that creates a foundation for lasting and mutually beneficial partnerships.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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 the Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.

As part of advancing on the strategic priority around First Nations relationships, cultural literacy sessions continue to be held for board of directors and staff to ensure a foundation of appreciation and understanding of how to work together effectively.

## HIGHLIGHTS OF INITIATIVES

The trust supports communities in identifying and achieving their priorities. When communities identify multicultural projects as a priority, the trust is able to consider providing support via any of the four broad support methods of financial investments, impact investments, grants or other strategic initiatives.

In 2016/2017 the trust supported community-initiated projects like the following:

- » Akisq'nuk First Nation developed an approach for affordable housing.
- » ?aq'am built a new gymnasium to serve as the hub for a variety of recreational activities.
- » Ktunaxa Nation Council Society and Shuswap Band each held components of the sixth annual Columbia Salmon Festival in Invermere to create awareness of salmon loss and celebrate the history and future of salmon.
- » Tobacco Plains Indian Band hosted National Aboriginal Day celebrations including a drum circle, traditional games and a community feast shared by the Grasmere and South Country communities.
- » Lower Kootenay Band completed a feasibility study to assess the viability of a community-owned agriculture business.
- » The Union of Spiritual Communities of Christ Cultural Interpretive Society organized a collection of vintage textiles from early Doukhobor settlers to be displayed.
- » ?aq'am created a group of Knowledge Holders and Language Speakers that hold knowledge of traditional practices and values of the Ktunaxa people and work to preserve that through supporting ?aq'am staff and giving guidance to community processes.





- » The Cranbrook Multi-Cultural Society hosted seven individual events plus an annual multicultural festival to promote recognition and appreciation of a diverse cultural heritage in Cranbrook.
- » The Circle of Indigenous Nations Society hosted Aboriginal Men's Healing Conferences that incorporated art therapy, traditional Aboriginal ceremonies, medicine wheel teachings and Elders teaching to support men who have experienced trauma.
- » The Aboriginal Friendship Society of Revelstoke developed the support networks necessary for helping the community, regardless of race, with reconciliation and educating the public about Aboriginal cultures and knowledge.
- » The Ktunaxa Kinbasket Child and Family Service Society established the Aboriginal Youth Plan It Network to support youth priorities, activities and diverse opportunities for Aboriginal youth aged 12-18 years.

- » The Langham Cultural Society celebrated the Asian heritage of Kaslo through a series of exhibits and performances.
- » Shuswap Band undertook Comprehensive Community Planning including community engagement, plan development and convening a Knowledge Keepers Council.
- » Ktunaxa Nation Council Society explored collaborative economic models and opportunities that contribute to long-term economic growth, good governance and business stability.
- » Tobacco Plains Indian Band undertook community engagement and development of a strategic plan.

Further, the trust continues its focus and dedication of resources into improving its relationships with and understanding of First Nations in our region and it has increased engagement with all Basin bands regarding their priorities and planning processes.



# Columbia Power Corporation

## MANDATE

The Columbia Power Corporation was established to develop and operate commercially viable, environmentally sound, and safe power project investments for the Province of British Columbia.

## 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 Aboriginal groups in whose traditional territories Columbia Power is developing, operating, and maintaining capital projects.

This goal is supported by the participation of Columbia Power management and staff in First Nations government and community events and sponsorship of cultural, youth, wellness, and educational activities through Columbia Power's First Nations Sponsorship Program. In 2016 this included:

- » Participation in the Ktunaxa Nation Annual General Assembly
- » Participation in the Okanagan Nation Annual General Assembly
- » Participation by Columbia Power in the Okanagan Nation Salmon Feast and Celebration
- » Sponsorship of the Columbia River Salmon Festival
- » Sponsorship of the Yaqan Nukiy Pow Wow (Lower Kootenay Band)
- » Sponsorship of the Aq'am Community Trek (St. Mary's Band)

- » Sponsorship of the Okanagan Nation Youth Unity Run
- » Sponsorship of the Okanagan Nation's hosting of the Junior All Native Provincial Basketball Tournament
- » Sponsorship of Selkirk College's Aboriginal Youth and Educators' Conference
- » Sponsorship of the Kootenay South Metis Society's National Aboriginal Day Celebration

Columbia Power is also part of the Ktunaxa Nation Council Waneta Expansion Community Benefits Agreement working group and the Okanagan Nation Alliance technical operations working group.



## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In 2016, Columbia Power continued to work towards formalizing a management structure to support its goal of building and maintaining positive relationships with First Nations governments and communities. This included engagement of First Nations on a draft corporate Aboriginal Relationship Policy — setting out guiding principles for Columbia Power staff and management — as well as a First Nations management system to support the integration of the Aboriginal Relations Policy throughout Columbia Power's activities, and a Relationship Protocol term sheet to initiate and guide negotiated framework agreements with First Nations.

### HIGHLIGHTS OF INITIATIVES

Early engagement and consultation of First Nations – Slocan Pool erosion mitigation project In 2016, Columbia Power continued to work with First Nations to determine how best to stabilize the area where archaeological remains were discovered at Columbia Power's Slocan Pool property in 2014.

In accordance with their lead role in the repatriation ceremony in 2014, Columbia Power invited Okanagan Nation Alliance (ONA) Lands and Resources Natural Resource Department staff to visit the site in November 2016 to provide input on best practices for minimal disturbance and visual impacts at the erosion location. Lisa Wilson, Natural Resource Department Manager and Dixon Terbasket, a wildlife technician, visited the Slocan Pool site on November 2.

A follow-up visit to the property with Okanagan Nation Elders and technical staff to finalize a methodology and timeline will occur in May 2017.

# Community Living British Columbia

## MANDATE

Community Living British Columbia (CLBC) is a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities. In partnership with its stakeholders, CLBC facilitates and manages a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

The *Community Living Authority Act* sets out CLBC's mandate and provides its legal basis to operate as a Crown corporation. To achieve this mandate, it:

- » Lead operations and develop associated policy
- » Ensure quality assurance standards are met
- » Manage funds and services.

It is accountable to the B.C. Legislature through the Minister of Social Development and Social Innovation. Among other things, the minister is responsible for funding, monitoring CLBC's performance and setting provincial standards and policies.

## 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 PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into its corporate planning and reporting processes.



CLBC's commitment statement to the individuals it serves reflects feedback from a diverse group of self-advocates, families and CLBC staff. It is displayed in CLBC offices across the province and available in multiple languages.

CLBC has an Indigenous Advisory Committee with representatives from across the province to provide information and advice to CLBC staff within an indigenous perspective and philosophy. In 2016, CLBC hired a consultant as a project coordinator to engage CLBC's Indigenous Advisory Committee and develop a plan that will facilitate improved CLBC service delivery to indigenous people in B.C.

## HIGHLIGHTS OF INITIATIVES

### PLANNING REVIEW PROJECT

Over the past three years, CLBC engaged with diverse stakeholders to conduct research on its current approach to planning with people including what is working well, what is not working well and what CLBC can learn from other places and sectors about planning with people. The findings from this research has led CLBC to an early draft of a new approach to planning including the need for CLBC to offer different planning options to individuals and families in the period prior to accessing funded services that include consideration of the best fit for those with culturally specific needs and preferences. The new approach will be tested and then trialed with diverse stakeholders (individuals, family members, service providing agencies, CLBC staff, and other community partners) across the province this year.

### BETTER SERVING PEOPLE WITH MULTIPLE, COMPLEX NEEDS PROJECT

Last year an extensive research project was conducted to help CLBC understand how to better support people with "multiple and complex needs" and where to start. For the purposes of the project, people with "multiple and complex needs" are defined as those who are highly self-determined, who have individual presenting factors like:

- » Risk to Self/Others
- » Insufficient/Unhelpful Natural Supports
- » Additional Complexities (ex: mental health, addictions, exploitation, housing instability, poverty, criminal justice involvement).

Key to the research was collaboration with an expert working group for the project that brought the perspectives of diverse stakeholders (including culturally diverse stakeholders) to the table to help direct inquiry and shape recommendations and next steps arising from the research.

Some of the findings were specific to the need for culturally sensitive supports and approaches and the need for staff (within CLBC, service providing agencies, and other external stakeholders) to have a diversity-sensitive lenses and the expertise to deal with behaviours that may be the result of previous traumatic events, also known as trauma-informed practice.



CLBC has begun work on the area of recommendation this year with a project to increase the capacity of CLBC staff (and other external stakeholders) to better serve people with multiple and complex needs. Its efforts here are on two fronts: training and integrated practice support. CLBC intends to collaborate in offering these opportunities with, and open up these opportunities to, interested staff of service providing agencies and government and community partners including those representing culturally diverse populations.

#### **ADVANCING NEW SUPPORT OPTIONS (ANSO) PROJECT**

The Advancing New Support Options (ANSO) project is focused on designing a new service category to include within CLBC's Catalogue of Services that has employment at the core and a variety of complementary services and supports around the employment component that together, support people to be included in their communities in typical, positive ways.

The ANSO project is being approached through a user-driven design lens, which means directly involving "users" in the design process. Those involved in the design phase of ANSO include diverse stakeholders from a variety of cultural backgrounds. In designing a new service type, one area design teams are working on is how CLBC procures for services. As the project considers this area, one point of exploration is how procurement for this service might be better accessible to culturally specific and supportive service providers.

#### **INCREASING INCLUSIVE HOUSING OPTIONS**

While CLBC does not have a mandate to provide housing, feedback from its stakeholders (individuals, families, service providers, CLBC staff, community councils, and partner entities) consistently raises the need for more inclusive housing opportunities as a key need. In 2016, CLBC hosted a forum and think tank on inclusive housing with multiple partners and diverse attendance to draft a framework of what is meant by "inclusive housing" to explore the role it can play and how it might collectively work together towards this goal given respective roles and mandates.

One of the outcomes of those efforts was the development and delivery of an inclusive housing stream in partnership with the BC Non Profit Housing Association at their Housing Central Conference in 2016. In anticipation of continued participation in the conference in 2017, CLBC is in the process of broadening the definition of "inclusive housing" to partner with stakeholders and people seeking inclusive housing beyond those who are eligible for CLBC supports and services, including members of multicultural and indigenous communities, with a plan to highlight the inclusive housing needs and examples of success for people from diverse cultural and other backgrounds.

#### **EMPLOYMENT**

**Employment Foundations CLBC staff training:** In early 2017, CLBC developed a staff training course called Employment Foundations, which will be important training for staff to understand the value of employment for job seekers eligible for CLBC services. As a video component of the training, a young Aboriginal man shares his life story and the importance of employment to him. He strives to encourage other Aboriginal young people to seek employment. This course will launch in the summer of 2017.

**Employment Measurement Framework:** CLBC is in its second year of gathering employment data to better understand employment supports for individuals eligible for CLBC services. CLBC tracks outcomes of all job seekers. Results for those who self-identify as Aboriginal can be pulled out to assess their service success relative to the larger group. This provides CLBC with an important capability to identify any gaps or service differences for those who identify as Aboriginal.

**Streamlining Access to Employment:** This project is streamlining CLBC systems and practices that impact the time it takes for transitioning youth interested in employment to access service. The project is mapping a leaner, streamlined path to employment service by revising systems pieces, providing practice guidance and developing employment referral tools that support improved connection to service. The streamlined approach will support the full diversity of those served by CLBC to connect to services that are best suited to them in their community.



### EDITORIAL BOARD

The 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. Board members support CLBC communications and community relations by helping to bring information from CLBC to their communities and vice versa.

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.

### QUALITY OF LIFE SURVEY

Approximately 1,500 individuals participated in CLBC's 'include Me!' survey in 2016/17 that measured quality of life outcomes in the areas of independence, social participation and well-being. The information collected informs decision making and helps service providers improve the quality of life of the individuals they support.

Informational materials on the survey are available in 10 languages. CLBC also offers interpreter services, including Assisted Sign Language interpretation, to individuals who participated in the survey process.

RA Malatest & Associates, the research firm involved with this initiative, hired surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participated by phone were able to complete the survey in a variety of languages. For more information about CLBC's ongoing work, visit: [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

# Destination British Columbia

### MANDATE

Under the *Destination BC Corp. Act*, the Crown Corporation, Destination British Columbia (Destination BC) is responsible for:

- » Marketing B.C. domestically, nationally and internationally as a tourist destination:
  - The tourism industry in B.C. is comprised of many stakeholders including tourism operators, product sectors, communities, associations, regional destination marketing organizations, and federal, provincial, and municipal governments, all playing a role in destination marketing and management.
  - Through Destination BC's consumer marketing, travel trade, travel media, and industry programs, millions of consumers from around the world are encouraged to visit B.C. every year.
  - Tourism operators can reach these consumers in a cost-effective way through various marketing initiatives including digital and social media, listings programs, advertising campaigns, public relations programs, and other promotional activities, offered by the Corporation.
- » Providing support for regional, sectoral, and community tourism marketing:
  - Through a variety of province-wide programs and partners, Destination BC invests over \$10 million annually in regional, sectoral, and community tourism marketing.
  - *Tourism Business Essentials* is a series of informative guides designed to help B.C.'s tourism businesses become more successful. First time tourism entrepreneurs, many of whom are new Canadians, find these guides useful in setting up and managing their business.

- » Providing industry leadership in tourism marketing:
  - Destination BC works collaboratively with tourism stakeholders across the province to coordinate tourism marketing at the international, provincial, regional, and local levels. A regionally-representative Tourism Marketing Committee provides strategic advice to Destination BC's Board and CEO.
- » Promoting training and development in relation to tourism marketing:
- » **WorldHost® Training Services** offers face-to-face and online training solutions that prepare individuals and tourism businesses to deliver world-class customer service. Training modules include: Frontline Management, Japanese Service Expectations, Service Across Cultures, and Service For Chinese Visitors. In January 2017, the WorldHost program was transferred to go2HR. As B.C.'s official tourism and hospitality human resource association, go2HR is better positioned to evolve and expand the usage of the program, to serve the rapidly changing needs of B.C.'s tourism industry.
  - Remarkable Experiences is a comprehensive learning program that supports small and medium sized businesses to enhance their visitor experience with a focus on Experience Design, Digital and Social Media Marketing. The six month program includes workshops, one-to-one coaching and assessments of participants' online presence.
- » Providing support for visitor centres:
  - Visitor Services create a positive visitor impression, and encourage longer stays and travel in all regions of the province, generating economic benefit to tourism businesses and communities. More than 100 community-based Visitor Centres throughout British Columbia comprise the Visitor Services Network. In 2016, Visitor Centres across B.C. provided service to over 2.59 million visitors and interacted with a further 320,000 visitors through new "roaming ambassadors" and "mobile street teams."

- » Conducting tourism related market research:
  - Destination BC conducts research on various aspects of the tourism industry, providing internal program areas as well as industry partners with information to enhance the effectiveness of future marketing and development activities. Research is critical in order to be at the forefront of utilizing and sharing insights and intelligence to support consumer marketing, travel trade, and industry and destination development activities.

## 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 stakeholders 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 PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a core principle at Destination BC. Embracing diversity as part of the organizational culture is key to the 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

- » Destination BC continues to fund and work with the Aboriginal Tourism Association of BC on the implementation of programs that develop and market Aboriginal tourism products in all of Destination BC's key markets. These programs support the growth of Aboriginal owned and controlled businesses and their employees.
- » Destination BC works 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 has an English and French language consumer website as well as other foreign language consumer websites for the following markets: France, Germany, Japan, Korea, Mexico and China (both simplified and traditional Chinese language).
- » Destination BC was a partner in the 2016 BC Winter Games in Penticton, and BC Summer Games in Abbotsford. WorldHost® Training Services was provided for hundreds of volunteers welcoming visitors from all communities and cultural backgrounds in B.C.

- » Destination BC works 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 and the United Kingdom.

### **WORLDHOST® TRAINING SERVICES**

WorldHost® Training Services supports the tourism industry with training solutions to raise the level of hospitality across the province. It includes the opportunity to train youth from First Nations communities who currently work in the tourism industry or who are considering it as a career option.

As an example, community ambassadors from the N'Quatqua First Nations in D'Arcy found great value in exploring the core customer service skills from the fundamentals workshop, which includes effective communication, listening and being empathetic when customers are upset. The investment of this day supported practice of these skills so they can be local super stars of service when the visitors arrive.



# First Peoples' Heritage, Language and Culture Council (First Peoples' Cultural Council)

The First Peoples' Cultural Council (FPCC) is a unique, First Nations-led Crown agency serving 203 B.C. First Nations, 34 language groups, 61 dialects, and a number of First Nations arts, cultural and educational organizations.

## MANDATE

The FPCC promotes and celebrates the diversity of languages, arts and cultures of British Columbia's First Nations. The board and staff recognize that pride in languages, arts, songs, dances, wisdom and traditional knowledge contributes to the health and optimism of First Nations individuals and communities and benefits all citizens of British Columbia.

The council has a vision where B.C. First Nations languages, arts, cultures and heritage are thriving and accessible, and the cultural knowledge expressed through Aboriginal languages, cultures and arts is recognized and embraced by all citizens of B.C. The council's mandate is to:

- » Protect, revitalize and enhance First Nations' arts, language, culture and heritage
- » Increase understanding and sharing of knowledge, within both First Nations and non-First Nations communities
- » Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The board 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 bridge to First Nations communities and brings community-based ideas and issues to the attention of FPCC.

- » Facilitate opportunities for First Nations communities in B.C. to receive funding for language and arts projects.





- » Offer advice and assistance to First Nations funding applicants.
- » Develop programs and community development resources to encourage the revitalization of First Nations languages, arts and culture.
- » Provide training in language revitalization, archiving and immersion programs.
- » Work in partnership with First Nations communities to revitalize and archive First Nations cultures and languages and restore literacy and fluency in First Nations languages.
- » Offer a network of information and opportunities to First Nations artists and language champions.
- » Advise government on programs and issues related to First Nations languages, arts and culture.
- » Educate and share information with people in B.C. about First Nations languages, arts and culture.
- » Advocate for B.C. First Nations languages, arts and culture.

## HIGHLIGHTS OF INITIATIVES

### OUR LIVING LANGUAGES

Launched in partnership with the Royal BC Museum in 2014, this innovative and interactive exhibition was scheduled to close at the end in 2016. However, due to its continued success and popularity its run has been extended indefinitely. Thousands of British Columbians and international visitors have engaged with this award-winning exhibition and heard the First Nations languages that come from this land. Thousands of exhibition visitors have left heart felt and encouraging words for FPCC and the Language Champions at the Call to Action section.

### LANGUAGE MAP

<http://maps.fpcc.ca/>

This interactive, online resource is the only evidence-based, First Nations approved map of B.C. Indigenous languages. Copies of the map have been distributed to schools in B.C. both on and off reserve. The map highlights the diversity of B.C. First Nations and uses the authentic names of the languages. The online map connects users to language resources and information on First Nations communities in B.C.

### FIRSTVOICES KEYBOARDS

<http://www.firstvoices.com/en/apps>

In May FPCC announced the latest ground breaking FirstVoices innovation – an Indigenous language keyboard app for Apple and Android mobile devices. FirstVoices Keyboards allows Indigenous speakers of more than 100 languages to use their mobile devices to write emails, send text messages and create documents in their own languages. There is a growing interest and enthusiasm for language revitalization among First Nations youth in B.C. To date there have been over 11,000 downloads of Keyboard App.

### BC FERRIES DESIGN

Contemporary Coast Salish art now adorns three BC Ferries vessels as a result of a successful partnership with BC Ferries. FPCC facilitated the design selection process, inviting Coast Salish artists to submit their portfolios for consideration. From 37 expressions of interest, a jury of artist peers and BC Ferries representatives identified a shortlist of nine artists who were invited to submit specific design concepts for the three Salish Class vessels. All British Columbians and visitors that travel on ferries will have the opportunity to see the local artistic heritage of the Coast Salish Peoples and to learn about the artists from the complementary displays inside the ferries.



## **PRAISE FOR OUR LIVING LANGUAGES**

(From the call to action cards left by visitors to OLL.) A few samples from thousands of positive comments from RBCM visitors:

"Continue to speak your language and teach your children. Culture is an important part of everyone's life. Keep up the great work! An awe-inspiring exhibit!"

"First Nations, Aboriginal, and other Indigenous languages are a staple of Canadian identity, ensuring that we are a unique and culturally distinct nation! Thank you for your efforts to preserve the languages and cultures, and best of luck!"

"Language is the identity. Language is the powerful bond. We support you from all over the world. We understand the importance of language from the history of our own country, too"  
– from Korea

"Now I understand how important and special it can be to be able to speak different languages! Thank you for helping me to understand this."

"The language addition to the museum is by far my most favourite part of the museum now. The sounds and words and phrases bring a whole new connection through the peoples of British Columbia. Thank you."

"So glad this much-needed work is going on so that culturally, in Canada and globally, we don't lose a rich, living tapestry and history of human life and growth. Thank you for your vision, tenacity and courage."

"Each language depicts the world from a different perspective. With each language that dies we lose a way of seeing, learning, and creating. Your work is not small, and is a key to new paths of interacting with the earth. Thank you."

# Forestry Innovation Investment Ltd.

## **MANDATE**

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with 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.

It works with the forest industry to develop and diversify markets for B.C. forest products. This includes ensuring forest products are viewed as an environmentally friendly, preferred material, and B.C. is viewed as a reliable global supplier of quality products from sustainably managed forests. Through these efforts, FII helps to strengthen the forest economy and create jobs in B.C.

FII's human resources mandate is to:

- » Provide equal opportunity employment regardless of gender, race, colour or religion;
- » Ensure that all staff treat others in the workplace with respect and dignity; and
- » Provide a work environment free of harassment and discrimination.

## **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.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

One key document is used in support of multiculturalism: Standards of Conduct Policy. This document contains information and guidelines in support of the mandate listed above and distributed with each employee's Policies and Procedures Binder.

FII's head office staff of 21 speak a combined seven languages including English, Japanese, Hindi, Gujarati, German, French and Tagalog. In addition, staff of FII subsidiary companies in China and India speak multiple local languages and regional dialects.

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 Company's local and foreign staff.

## HIGHLIGHTS OF INITIATIVES

Since it was established in 2003, FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in its China subsidiary has since evolved to be comprised entirely of persons of Asian ancestry, and its initiatives, are tailored to the cultural needs of the local communities in which it operates.

In 2012, FII established a second operating subsidiary based in Mumbai, India. The India operation has recently expanded to include an office in the north of India (National Capital Region) and an office the south (Bangalore). Employees of FII India are all Indian nationals recruited in India.

During the past year, FII funded extensive market development efforts in a regions around the world, including China, Japan, South Korea and Vietnam in east Asia; India in South Asia; the United Kingdom in Europe; and the US and Canada in North America.

The 2016 provincial budget provided an additional \$5 million over three years for FII to accelerate the market development program in India. As part of this effort, FII's subsidiary in India expanded its geographic presence in 2016-17 from its base in Mumbai to new operations in both the south and north of the country. Additional locally engaged staff were recruited as part of this expansion.

Undertaking market development activities in other countries not only delivers economic growth and jobs to British Columbia's forest sector, but also contributes greatly to deepening the bonds between the people and communities of British Columbia and with partners in markets around the world. Many of the programs funded by FII become catalysts for building technical, educational and community exchange with British Columbia thereby enhancing cross-cultural understanding and mutual respect.



*December, 2016 Visit to China by Minister Steve Thomson and B.C. Forest Industry Executives.*





*Staff of FII and Industry International Offices at the Wood Best Practices – Industry Forum 2016.*



*FII Staff Planning Session Site Visit to the Centre for Advanced Wood Processing at UBC.*



*Minister of Finance Michael de Jong and Ministry of International Trade Deputy Minister Clark Roberts Visit the FII India Office in Mumbai, India in October, 2016.*



# Industry Training Authority

## MANDATE

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<sup>1</sup> benefit from skill development and/or recognition, which facilitates improved employment and advancement opportunities; and
- » 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.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with groups including Aboriginal people 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 11 languages including Cambodian, Cantonese, French, Hindi, Kannada, Malayalam, Mandarin, Punjabi, Spanish, Swedish, and Tagalog.

ITA fully supports employees who want to celebrate their culture and share that culture with co-workers. Events such as 'lunch and learns' and potlucks are held with themes representing specific cultures, for example, Aboriginal Day and International Women's Day.

ITA staff is also encouraged to attend graduation ceremonies around the province including the Vancouver Lower Mainland Aboriginal Community Career Employment Services Society (ACCESS) that celebrate students graduating from their trades courses. These programs are offered to under skilled/underemployed Aboriginal people.

## HIGHLIGHTS OF INITIATIVES

In 2016-17, ITA continued to deliver programs for three target groups, using funds made available through the Canada BC Job Fund: Employment Services Stream (CJF-ESS). ITA has agreements with 13 service providers, delivering 24 programs offering a range of pre-apprenticeship programs.

- » Five Aboriginal in Trades Training Programs
- » Four Women in Trades Training Programs
- » 15 serve a range of under-represented populations (Aboriginal, Women, Immigrants, Youth) and other British Columbians facing barriers to entering trades occupations.

ITA also had three seven-month CJF-Employment Innovation Fund agreements delivering General program services. These programs connect under-represented groups to trades employment or further trades training. Since 2008/09, these programs have assisted more than 11,000 unemployed or low-skilled people to explore and pursue trades careers.

	WOMEN IN TRADES TRAINING	IMMIGRANTS IN TRADES TRAINING	ABORIGINAL INITIATIVES	GENERAL
<b>THE OPPORTUNITY</b>	Only 10% of apprentices are women, and while that's up from three per cent since 2008, the female labour force is still badly underrepresented in traditionally male-dominated skilled trades.  Only five per cent of apprentices are women in the construction sector trades.	New immigrants make up 20% of the Canadian population but only three to five per cent of apprentices; many already have valuable trades skills, but may face language barriers and other challenges in getting certified.	The Aboriginal population is younger and growing faster than the general population, and many communities are located close to major projects that need trades skills.	Programs are also available for other eligible British Columbians facing barriers to entering trades occupations.
<b>THE RESPONSE</b>	ITA partners with post-secondary institutions, industry and labour organizations, employment agencies and community groups. Programs offered are designed to enable the target groups to explore trades careers, and to develop and certify trades skills. Assistance with essential skills like numeracy and literacy, and help with covering costs such as child care and transportation are also available, as is mentorship and peer support.			
<b>2016/17 ESS FUNDING</b>	\$1.9 million	--	\$2.3 million	\$6.9 Million
<b># OF CLIENTS TARGETED FOR SERVICES</b>	263 people	--	306 people	1,115 people

### **CELEBRATING THE GRADUATING CLASS**

ITA joined the UA Piping Industry College of BC (UAPICBC) and the Lax Kw'alaams community to celebrate the graduating class of the Aboriginal People in Trades Training (AITT) program in Prince Rupert on June 23, 2016.

The Aboriginal Opportunities for Trades Upgrading program was delivered by UA Piping Industry College and the Lax Kw'alaams community as part of ITA's Canada BC Job Fund General program in an effort to provide technical training, essential skills, math and technology upgrading, and other workforce skills training. The program was funded by the Ministry of Aboriginal Relations and Reconciliation and the Canada-BC Job Fund Agreement through ITA.

At the time of the graduation, some of the graduates were already enrolled in further training in Construction or the Piping Foundation course, and well on their way to having successful careers in the skilled trades. Learn more about ITA's Aboriginal in Trades Training (AITT) programs: [www.itabc.ca/aboriginal-people-trades/overview](http://www.itabc.ca/aboriginal-people-trades/overview)

# Insurance Corporation of British Columbia

## MANDATE

Insurance Corporation of British Columbia (ICBC) provides universal Basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. ICBC provides claims services to its policyholders.

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 the employee and customer experience. As B.C. becomes increasingly diverse, ICBC continues to see the opportunity and responsibility to understand and better respond to the changing needs of its workforce and customers.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect between employees and towards customers of diverse backgrounds.

Many of the ICBC initiatives identified and services offered are possible due to ICBC's commitments to hire a diverse workforce and engage with partners who represent the diverse, multicultural customer base served.

## HIGHLIGHTS OF INITIATIVES

### EXTERNAL INITIATIVES

- » Real-time translation services are available in more than 170 languages for all customers calling ICBC about driver licensing, insurance services or claims.
- » ICBC.com has information translated into Traditional and Simplified Chinese characters, as well as into Punjabi.
- » ICBC provides two dedicated 1-800 telephone lines to better assist Punjabi and Cantonese or Mandarin speaking customers who have had a crash. 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 actively works with Autoplan brokers in ethnic communities to better address the needs of their multicultural clients. For example in 2015, for the "Are you covered?" broker promotional campaign, point-of-sale materials were translated into Punjabi and Traditional Chinese and made available to brokers in communities where those languages are commonly used.
- » In 2015 B.C.'s driver licensing reciprocity program was expanded with the addition of agreements with Ireland and Taiwan, and now includes 16 foreign jurisdictions. New B.C. residents from these jurisdictions can apply for an automobile driver's licence without having to be retested. Licensing reciprocity is also available for 14 countries to allow the motorcycle classification to be added to the B.C. driver's licence without need of retesting.
- » To assist customers from foreign jurisdictions, ICBC's Driver Licensing department maintains a list of approved translators that customers may contact to help them authenticate their out-of-country documentation. The list is available on [www.icbc.com](http://www.icbc.com).
- » Information is made available through consular offices and multicultural networks to outline the driver licence surrender policies for new B.C. driver's licences.

- » Pre- and post-arrival communications for new B.C. residents are in place to help customers better understand how to obtain and transfer driver's licences and include automobile insurance claims history from their country of origin.
- » ICBC works with B.C.'s law enforcement community to assist in translating foreign driver's licences at roadside, allowing foreign non-resident drivers (i.e. visitors, students) here temporarily to continue to be able to drive in B.C. with their foreign licence.
- » Written driver's licence knowledge testing for passenger and motorcycle licences can be taken in English, French, Arabic, Traditional and Simplified Chinese, Croatian, Farsi, Punjabi, Russian, Spanish and Vietnamese.
- » ICBC's Learn to Drive Smart guide is available in both Traditional and Simplified Chinese
- » An online practice knowledge test for a Learner's Licence is available in Punjabi.
- » ICBC routinely grants permission for third parties to use the material and images in its driving guides for the purposes of translation into other languages, including French, Arabic, Traditional and Simplified Chinese, Farsi, Punjabi and Vietnamese.
- » To ensure a broad reach to multicultural customers, ICBC purchases ongoing radio advertisements in Cantonese, Mandarin and Punjabi, and print and online advertising in Punjabi and Traditional and Simplified Chinese.
- » For each driver's licence issued, ICBC customers must respond to a series of declaration questions – these questions have been translated into 13 of the most common languages.
- » Translations of the Child Passenger Safety Law Card and information brochures about the purchase and use of child passenger restraints are provided in Traditional and Simplified Chinese, Punjabi, Spanish and Korean.
- » Proactive media outreach campaigns are designed to build relationships and increase coverage with multicultural media outlets.
- » ICBC's road safety campaigns are routinely publicized in different languages using ethnic broadcast media. Available languages include Cantonese, Mandarin, Hindi and Punjabi.
- » ICBC provides pedestrian education tip cards in Simplified Chinese and Punjabi, and Commercial Vehicle Distractions tip cards are translated into Punjabi.
- » Access to Road Safety Curriculum materials for First Nations schools provided through the First Nations Schools Association.
- » Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.
- » ICBC proactively seeks input from community stakeholder groups when considering multi-cultural initiatives and outreach.
- » All external ICBC job postings are advertised through a wide recruitment network including WorkBC, which does outreach on the margins of employment, such as with the First Nations community and those new to B.C., to generate the maximum number of diverse applicants for job openings.
- » ICBC has conducted information sessions at WorkBC locations in the Lower Mainland to introduce ICBC to WorkBC clients as a potential employer.
- » ICBC participates in career fairs with organizations that target multicultural populations, such as MOSAIC, SUCCESS and AVIA Employment.

#### **INTERNAL INITIATIVES**

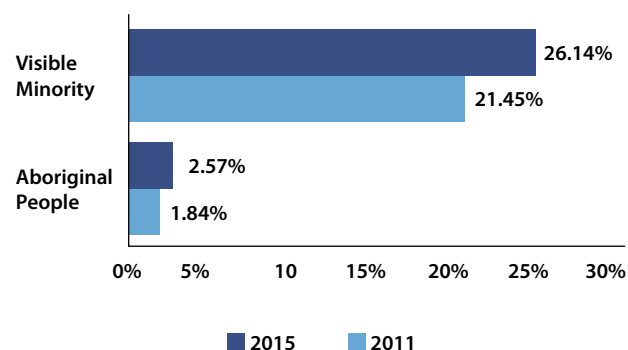
- » ICBC's employee intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.



- » In 2015, an internal Diversity & Inclusion Business Imperative Project Team — a cross functional, diverse team of Operational Leadership Team members was tasked to research diversity and inclusion at ICBC and make recommendations to the executive team to shape a long-term diversity and inclusion strategy.
- » In 2016 ICBC's Diversity & Inclusion strategy received support from the Human Resources and Compensation Committee of the Board; and includes three-year targets for increased representation of the four designated groups of under-represented employees in our workplace.
- » ICBC maintains corporate memberships with associations that support diversity and inclusion, including: Minerva (leadership development for women; with whom last fall, ICBC's President & CEO signed a pledge to create opportunities to support women's advancement and leadership at ICBC), WXN (Women's Executive Network), and Kids and Company (child and elder care services). ICBC is also a founding partner of the Canadian Institute of Diversity and Inclusion.
- » In 2016 ICBC established six Employee Resource Groups (Aboriginal, Living with Disabilities, LGBTQ2+, Ethnicity, Parents @ ICBC, and Women in Leadership) as a way to increase a sense of inclusion and community among all employees. Each is comprised of individuals 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 2017 ICBC celebrated Multiculturalism Week with leadership from the Ethnicity ERG celebrating traditional dress, dance and food items, sharing stories and other traditions with co-workers.

- » In 2016 ICBC started providing unconscious bias training and inclusive leadership training, starting with the executive and senior leadership team, and cascading down the organization.
- » As of March 2017, 45% of ICBC's leadership roles are held by women, and while the majority of employees are between the ages of 40-54, staff range in age from 19-70+.
- » According to an internal survey conducted in 2015, ICBC staff speak more than 55 different languages. The survey also showed ICBC improved the representation of aboriginal people (from 1.84% in 2011 to 2.57% in 2015) and visible minorities (up 4.69% to 26.14% in 2015) in its workforce in the past four years. Regular surveys will be conducted to measure progress.

#### **MULTICULTURAL REPRESENTATION IN ICBC'S WORKFORCE**



Source: Internal ICBC  
The survey will be repeated in 2017.

# Knowledge Network Corporation

## MANDATE

The mandate of the Knowledge Network Corporation (Knowledge Network) is to:

- » Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
- » Promote lifelong learning in British Columbia 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 its role as B.C.'s public broadcaster.

Trust is one of three corporate values to inform decision-making. The corporation serves the public interest and reflect diverse points of view within the organization and through programming television and web channels.

Reflecting the diversity of B.C. through programming is an important part of the corporation's public mandate, which is continually reinforced at seasonal broadcast schedule reviews and staff meeting with employees at all levels.

## HIGHLIGHTS OF INITIATIVES

### EAST IS EAST

A weekly anthology series dedicated to content about life in the rapidly changing Asia Pacific region. It included *India: Then and Now*, a six-month journey to explore the people, places and dynasties that are shaping modern India.

East Is East highlights include:

- » *India: A Visual Homage* – The story of India from 1900 to 1985 told through stunning archival footage.
- » *Indira Gandhi* – The confidence she gave India on the world stage has endured, even if the opinion of her personal legacy still remains divided.
- » *India's Frontier Railways* – Trains that cross the borders and reconnect families, cultures and history with passengers whose jobs, history and life stories are intertwined with the railways.
- » *Treasures of the Indus* – Explores the glorious artwork of three very different people, places and dynasties that shaped modern India.
- » *The Backward Class* – Vancouver filmmaker Madeleine Grant follows the twelfth graders of Shanti Bhavan, a small school in rural southern India devoted to "untouchable" caste students.
- » *Chinese New Year The Biggest Celebration on Earth* – An eye-opening look at the planet's biggest party, including an unprecedented behind-the-scenes look at CCTV's Chunwan Gala, a televised annual variety show watched by over 800 million viewers.
- » *Happy Everyday: Park Life in China* – Retirement has elderly citizens dancing to techno music, playing in maraca troupes, and taking over playgrounds for their exercises.

Other program highlights include:

- » ***How a People Live*** – Traces the history of the Gwa'sala-'Nakwaxda'xw Nations, forcibly relocated by the Canadian government from their traditional territories on the coast of B.C. in 1964.
- » ***Spirit of the People*** – How the rich culture of B.C.'s St'át'imc First Nation has helped them to thrive.
- » ***The Boxing Girls of Kabul*** – A group of young Afghan women dream of representing their country as boxers at the 2012 Olympics, embarking on a remarkable journey of transformation.
- » ***Waterfront Cities of the World: Taipei*** – The political, economic and cultural capital of Taiwan is growing and modernizing at an exorbitant rate, but it's the small traditional neighbourhoods that reveal more about the soul of the city.
- » ***Slow Train Through Africa*** – Travels from the coastal plains of Morocco in North Africa, through the great deserts of Egypt and Sudan in East Africa, down the savannahs of Kenya and Tanzania, across the vast forests of Zambia and, finally, to the southernmost tip of South Africa – meeting remarkable people along the way.

- » ***Wild Arabia*** – Against the background of mythic landscapes and the remarkable creatures and people who have made it their home, the region faces rapid social change – from ancient desert customs to the ultra-modern cities of the Arabian Gulf.
- » ***Lost Kingdoms of Africa*** – Africa's centres of military might, immense wealth, and exquisite art have been rediscovered, from the kingdom of Asante, whose powerful empire was built on gold and slaves, to Nubia's prolific pyramid-builders and the extraordinary ruins of Great Zimbabwe.
- » ***The Chinese Mayor*** – Controversial Mayor Geng Yanbo of Datong, China wants to transform his city after decades of rampant coal mining by recreating its ancient walls and historic relics.
- » ***Gautier Capucon and Yuja Wang in Recital*** – Two exceptionally talented young performers join forces at the St Prex Classics, an annual festival held in France. Yuja Wang is considered one of China's greatest pianists, along with her compatriot Lang Lang.
- » ***Watchers of the North*** – follows Canadian Rangers in two remote Nunavut communities who combine traditional Inuit knowledge and contemporary military training to perform surveillance, search and rescue missions, and mentor the next generation of Rangers.



# Legal Services Society

## MANDATE

The Legal Services Society (LSS) is B.C.'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. The society also provides legal education programs for community advocates and social services providers throughout B.C. LSS receives 95% of its funding from the Ministry of Justice with additional funding from the Law Foundation of BC and the Notary Foundation of BC.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS's commitment to multiculturalism reflects the society's commitment to serving its diverse clients in ways that address their unique cultural needs. LSS has policies to ensure it delivers legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of diverse cultures at LSS and to help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.

## KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

LSS ensures its services are accessible to all communities. Its 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. During Aboriginal History Month, LSS supports a series of educational programs for staff that are led by the society's Aboriginal staff. The Guiding Principles of LSS Administrative Policies and Procedures include its Standards of Conduct, the Discrimination, Bullying, and Harassment Policy, and the Employment Equity policy, as well as collective agreements.

## HIGHLIGHTS OF INITIATIVES

### LSS LEGAL REPRESENTATION SERVICES

- » LSS offers legal representation for eligible clients with a criminal, family, child protection or immigration matter. When a client qualifies for representation by a legal aid lawyer, LSS staff considers each client's language and/or culture 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 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 ABORIGINAL LEGAL AID SERVICES

- » Although Aboriginal people make up less than six per cent of British Columbia's population, they constitute about 30% of legal aid clients who are referred for representation by a lawyer. In child protection matters, more than 40% of clients receiving representation services are Aboriginal. This year, LSS completed a three-year pilot of the Parents Legal Centre (PLC), which assists eligible parents with achieving early and collaborative resolutions of their child protection issues. In July 2016, LSS finalized the evaluation of PLC's first year of operation. The evaluation found that the PLC is viewed as providing culturally-appropriate service primarily because several of the staff members are Aboriginal. That is helpful in establishing a trust relationship with clients, over half of whom are Aboriginal. The PLC was approved for expansion into Surrey in 2017/18.





- » LSS is committed to helping Aboriginal people resolve their legal problems in ways that recognize both their unique needs and their unique cultures. The specialized ways in which LSS serves its Aboriginal clients include:
  - Legal aid applications and outreach in various Aboriginal communities.
  - Aboriginal staff in our intake department and an Indigenous Services Manager.
  - Aboriginal Community Legal Worker in Duncan and Nanaimo who can assist with legal information and advice, support for meetings with MCFD staff, assistance with legal forms, etc.
  - Aboriginal law publications and a website for LSS's Aboriginal services.
  - Duty counsel and support from elders in First Nations Courts.
  - Approximately 80 Gladue reports completed each year.
  - Medical-legal partnerships at two Vancouver clinics that serve Aboriginal women.

#### **PUBLIC LEGAL INFORMATION AND EDUCATION**

- » LSS produced public legal information and education materials, in both online and paper formats, in 10 different languages.

#### **COMMUNITY OUTREACH AND DEVELOPMENT**

- » LSS partnered with 26 community organizations, which include band offices, women's shelters, and community resource centres. These community partners (CPs) are located in 34 locations in B.C., and additionally do periodic visits to over 90 locations including underserved rural, remote, and Aboriginal communities in B.C. Some of these agencies, such as Abbotsford Community Services and North Shore Community Resources have a multicultural focus; however, all CPs provide information about legal aid services to a multicultural clientele.
- » In 2016/17, LSS hosted six workshops (in Nanaimo, Nelson, Smithers, Powell River, Sechelt, and Williams Lake) and two conferences (Provincial Advocates Conference and Ending Violence Association of BC Conference), bringing together 1,168 participants from different sectors, including multicultural organizations, to provide information on developments in the law and information about legal aid.
- » Telephone Advice Services – available in multiple languages:
  - The Family LawLINE (FLL) provided advice to 2,343 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
  - The Brydges Line 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. This year the Brydges Line provided advice to 17,913 clients.

# Partnerships British Columbia Inc.

## MANDATE

Partnerships British Columbia Inc. (Partnerships BC) 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

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.

# Royal BC Museum

## MANDATE

The Royal BC 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. The Royal BC Museum was directed through its' Mandate Letter to take the following specific strategic priority actions for 2015/16:

- » Work together with stakeholders to promote the 2015 Gold Rush exhibit and the importance of the B.C. Gold Rush to the history of the province.
- » Continue to develop key relationships with partners in China to support research, collections, exhibition touring and increased tourism to British Columbia.
- » Continue implementation of the comprehensive new learning strategy.
- » Commence the implementation of the Royal BC Museum revitalization plan to provide more opportunities to expand programs and exhibits; diversity and increase revenue opportunities.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The Royal BC Museum strives to explain the human, natural and archival history of the province of B.C. and is the only institution in B.C. that assumes this role.
- » Continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front-line customer service staff, co-op students and volunteers.

- » The Royal BC Museum presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- » The Royal BC Museum site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.
- » The Royal BC Museum will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- » The Royal BC Museum First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- » The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.
- » Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.
- » The Royal BC Museum has developed a response to the Truth and Reconciliation Commission's Final Report: Honouring the Truth; Reconciling for the Future, outlining thematic areas and projects that the Royal BC Museum will undertake in response to and aligned with the TRC's report.

#### **KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM**

- » Staff at the Royal BC Museum speaks the following languages: Arabic, Cantonese, Cebuano, Dutch, German, French, Japanese, Mandarin, Polish, and Spanish. This assists in being able to communicate with international visitors.
- » First Nations were consulted in developing an award-winning exhibition on First People's Languages.

- » International internships are offered to university students in various museum studies.
- » The museum partners with First Nations to deliver a number of school programs.
- » There is no-charge admission to all First Peoples.

#### **HIGHLIGHTS OF INITIATIVES**

- » The Royal BC Museum established a Repatriation Program to begin conversations with interested Aboriginal peoples in British Columbia to co-create a plan to help identify and return ancestral remains and belongings of cultural significance. As well it created a new Department of First Nations to lead on all First Nations' issues at the Museum and appointed Lucy Bell (Haida) as Head of the Department.
- » In March 2017, the Royal BC Museum hosted an international audience at a Repatriation Symposium to discuss the subject of the repatriation of Indigenous ancestral remains, sacred objects and intangible cultural heritage. The symposium attendees included Indigenous organizations, cultural practitioners, scholars and international museum and archives professionals.
- » The spring 2016 online issue of Curious, was devoted to exploring the efforts and experiences of the people working "behind the scenes" of the Chinese Canadian Legacy Projects. The Legacy Projects flow from the formal apology made by the British Columbia legislative assembly in May 2014 to Chinese Canadians for historical wrongs imposed on them by past provincial governments. The edition of Curious honours the many Chinese Canadian pioneers who overcame adversity by highlighting the work of the individuals tasked with preserving important legacies and contributing to the apology.

- » The Royal BC Museum hosted the Aboriginal Cultural Festival June 17 through June 19. Songhees and Esquimalt Nations led the celebrations of National Aboriginal Day weekend with music, dance, food and the arts.
- » In June, the Royal BC Museum partnered with the Centre for Indo Canadian Studies and the University of the Fraser Valley and through collaboration with regional institutions, established seven community consultations throughout the province to gather feedback from the Punjabi community, a pioneer group that has made a significant impact on the province's cultural, economic and social history.
- » On November 18, 2016, 17 objects were transferred to the Huu-ay-aht First Nations by the Royal BC Museum. This transfer included one wooden ceremonial screen; two Thunderbird masks and a single collection of 27 small carvings of birds; five objects associated with whaling and whaling rituals; and eight basketry objects. All had been on public display for over a century.
- » The Chief Executive Officer returned a selection of books collected in wartime China by a globe-trotting B.C. newspaperman who lived and worked in Nanjing from 1937 until 1942. The Nanjing Library accepted the repatriation of these books, published in Manchukuo by the Japanese-owned South Manchuria Railway Company.
- » The Royal BC Museum accepted the gift of translations of the Douglas Treaties, the only treaties signed in southern B.C., produced in the years 1849 to 1864. The translations are in two local Indigenous languages: SENCOTEN (Saanich) and Lekwungen (Songhees), translated by Elder John Elliott of the Tsartlip First Nation and Elder Elmer George of the Songhees First Nation.
- » The Royal BC Museum continued into the third year of the exhibition, Our Living Languages, which resulted from a partnership with the First Peoples' Cultural Council (FPCC) about First Nations languages, arts and culture.
- » The Royal BC Museum was recognized with an award by the Province of British Columbia for Multicultural Excellence in Government. B.C.'s human history is as complex, diverse and dynamic as its ecology, with people from virtually every region of the globe settling in and contributing to the province. To tell the diverse stories of British Columbia, the Royal BC Museum strives to explore and promote historical narratives from (and about) many different cultural groups.
- » The Royal BC Museum continued with the family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' Life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.
- » The museum continues to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages. (English, French, Spanish, German, Japanese, Chinese & Korean).
- » The Royal BC Museum has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- » The staff of the Royal BC Museum speak, read and/or write English, French, German, Dutch, Spanish, Polish, Portuguese, Cantonese, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the World.



## TELLING OUR STORY

The Royal BC Museum holds over 7-million artifacts and two kilometers of archives, the single-most important repository of B.C. history. And while the woolly mammoth sometimes steals the show for children, the importance of this collection cannot be overstated. We have an exciting future with a bold plan to breathe new life into the museum and ensure it continues to fascinate and inspire many generations to come.

The 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 more digital platforms to allow others to access the collection. Learners shouldn't see geography as a barrier to access their history. It means strengthening our relationships with First Nations, hearing their voices and better understanding their stories. We have so much to learn. We have long been a partner in efforts to repatriate cultural artifacts to their rightful owners, and there is much more to accomplish.

The Royal BC Museum is inspired to do:

- » More to share and educate learners of all ages, in all regions;
- » More to honor our First Nations heritage; and
- » More to celebrate our place in the world.

We are on a journey to tell our story, the story of First Peoples and migrants, and the story of adventurers, explorers, scientists and builders. At its heart though, this is the story of people. The story of families.

# Transportation Investment Corporation

## MANDATE

Transportation Investment Corporation (TI Corp) is the public Crown Corporation that invests in infrastructure and recovers costs through tolling. TI Corp built the new Port Mann Bridge and 37 kilometres of Highway 1 improvements, and is responsible for funding the project and managing the Port Mann/Highway 1 corridor.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

TI Corp is committed to serving and celebrating the cultural diversity of both the province and of its employees. This commitment is evident in the goals the organization sets in its annual Service Plans.

One of TI Corp's primary goals, as identified in these plans, is to provide superior customer service. Through TReO, TI Corp delivers customer service with respect, integrity and accountability, offering service in six languages to reflect the diverse population within which TReO operates.

Another one of TI Corp's primary goals is to engage a workforce that drives operational success. To achieve this goal, TI Corp takes care in fostering a collaborative and supportive workplace culture.

This last year, TI Corp updated its corporate values. These values describe the ways in which TI Corp employees work together:

- » Value every voice,
- » We share every challenge,
- » We are limitless in our pursuits, and
- » Any excuse for a potluck.

Each of these values demonstrates TI Corp's commitment to respect, diversity, inclusion and excellence. While somewhat unconventional, TI Corp's value of, "any excuse for a potluck," is actively supported with a particular emphasis on multiculturalism and sharing. Employees are encouraged to share their cultural traditions, and this often involves potlucks and other gatherings. Sharing meals and conversation is a great way to build rapport among a diverse workforce from many different backgrounds.



## Notes

## Notes



FOR MORE INFORMATION VISIT US ONLINE:  
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