

# Report on Multiculturalism

2020/2021



BRITISH  
COLUMBIA



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# Letter to the Lieutenant Governor of British Columbia

## TO HER HONOUR THE LIEUTENANT GOVERNOR OF BRITISH COLUMBIA

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 27th annual report on the operation of the Act. This report covers the activities for the 2020/21 fiscal year.

Respectfully submitted,



Honourable David Eby, Q.C.

*Attorney General and Minister  
Responsible for Housing*

# Letter to the Minister

## HONOURABLE DAVID EBY, MINISTRY OF ATTORNEY GENERAL

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2020/21. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2020/21.

Sincerely,



Richard J.M. Fyfe, QC

*Deputy Attorney General and  
Deputy Minister Responsible for Housing*

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ANTI-RACISM REMINDER #3



When friends, family or coworkers make an inappropriate comment, even in private, don't let it slide. Listen. Probe. And let them know their words matter.

Learn more at [antiracist.gov.bc.ca](https://antiracist.gov.bc.ca)



A new anti-racism information campaign featuring reminders by nine diverse artists and illustrators launched in March 2021 to support the Province's long-term commitment to tackling racism by encouraging more open discussion about discrimination.

Above: Reminder # 3 by Kristen Campbell. Learn more about the campaign: <https://antiracist.gov.bc.ca/>



JOINT  
MESSAGE FROM  
DAVID EBY  
ATTORNEY GENERAL  
AND MINISTER  
RESPONSIBLE  
FOR HOUSING



AND  
RACHNA SINGH  
PARLIAMENTARY  
SECRETARY FOR  
ANTI-RACISM  
INITIATIVES

We are pleased to present the annual *Report on Multiculturalism for 2020/21*. This report offers a detailed account of work across ministries and Crown corporations from April 2020 to March 2021 that aligns with the priorities, objectives and goals set out in B.C.'s *Multiculturalism Act*.

With the one-year anniversary of the majority mandate, the B.C. government continues to work on commitments to build a stronger B.C. for everyone. The COVID-19 pandemic has exposed deeply troubling and long-standing inequities in British Columbia and around the world. Through the pandemic, we've seen a rise in anti-Asian and anti-Indigenous racism, discrimination and violence against faith-based communities, and a worldwide focus on anti-Black racism through the Black Lives Matter movement. Everyone has a right to live without fear and discrimination. We are committed to a future where everyone is treated with dignity and respect.

We've already made progress towards this goal by re-establishing the Human Rights Commission, investing \$2.9 million to support various anti-racism initiatives, including the Resilience BC Anti-Racism Network. Work is also underway to introduce B.C.'s first *Anti-Racism Act* and to introduce legislation on race based data collection to modernize sectors like policing, health care and education. We are also making progress in providing lasting recognition of the traumatic internment of more than 22,000 Japanese Canadians during World War II.

In 2020/21, we made enormous strides across government, agencies, and Crown corporations to embed the values of respect and equity. In addition to acting on legislation, other actions were taken across government to advance programs and services that are culturally sensitive, accessible, and advance equity in our province include commencing a review of the *Police Act*, taking action to address systemic racism in the health care system, engaging partners and stakeholders on a K-12 anti-racism action plan in the education sector, building supports for Indigenous, Black and People of Colour in the tech sector; and increasing the representation of Indigenous, Black and People of Color within the public service. These are important steps in addressing systemic racism and we look forward to sharing further updates in next year's report.

After becoming the first province to enshrine the United Nations Declaration on the Rights of Indigenous People in law in 2019, B.C. is continuing to work in partnership with Indigenous communities to advance reconciliation. These efforts are reflected in the daily work of our government, and demonstrated throughout this report, by some of the following examples:

- Actively supporting First Nations to develop and implement their own strategies to facilitate truth telling, healing and justice for survivors, intergenerational survivors and communities as caretaker communities lead investigations at former Indian Residential Schools and Indian Hospitals in B.C.;
- Extending support for cultural preservation and revitalization by funding key projects designed to preserve and respect Indigenous cultures, including the retention and revitalization of First Nations languages; and
- Supporting the demolition of a former residential school and construction of a new community centre in Lower Post through partnerships with the Daylu Dena Council, Liard First Nation, Taku River Tlingit First Nation, the Tahltan people, the Kaska people, and the federal government

The Government is making changes to address the challenges faced by Indigenous and racialized communities that impede their full and equitable

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

Sincerely,



David Eby



Rachna Singh





**MULTICULTURAL  
ADVISORY COUNCIL  
CO-CHAIRS TRACY  
WIDEMAN AND  
MELANIE MATINING**

It is our pleasure to submit this report on behalf of the Multicultural Advisory Council for the 2020/21 Annual Report on Multiculturalism.

2020-2021 was a difficult period for British Columbians, particularly for Indigenous and racialized communities who were hit hard by the COVID-19 pandemic.

On top of an alarming rise in hate crime, long-standing concerns about systemic racism in sectors like health care, education and policing were brought to the forefront.

Throughout the year, we continued to advocate for greater representation of Indigenous and racialized voices in government decision-making and meaningful systems change. We were encouraged to see government begin to take action on some

of our key strategic priorities, including committing to introducing a new **Anti-Racism Act** and race-based data collection. These initiatives will be critical in enabling us to better assess disparities and systemic racism in government policies and programs and holding government accountable for its anti-racism goals.

We were also encouraged to see work underway to review the **Police Act**. It is critical that policing models are designed with a foundation to justice, equity, and dignity for all and that Indigenous, Black and people of colour who are most directly affected by policing issues are adequately supported to provide their feedback in this review process in a meaningful way.

The Report on Multiculturalism is a snapshot in time of the issues and key actions which chart the beginning of a roadmap to address systemic racism and inequity in government programs and services. We are encouraged to see tangible action taking place across ministries and Crown corporations to improve services and programs for all British Columbians, but there is more work to be done. We call on ministries and Crown corporations to do more to address environmental racism



At the 2021 BC Multiculturalism & Anti-Racism Awards ceremony, Premier John Horgan, Rachna Singh, Parliamentary Secretary for Anti-racism Initiatives, and Multicultural Advisory Council member Hana Woldeyes (middle row, left square) honoured several outstanding British Columbians whose work strengthens and promotes multiculturalism and anti-racism efforts in B.C. communities.

and land resource extraction, foreign credential recognition and the treatment of undocumented people, migrants, temporary workers and refugees. It is critical that approaches are coordinated and integrated across government.

We would like to thank Multicultural Advisory Council member Shelley Rivken who retired from the council this year. We are grateful for her contributions over the last four years, especially her advocacy on the importance of addressing faith-based hate.

In the coming year, the Multicultural Advisory Council will welcome several new members and new co-chairs will be appointed. We have been proud to serve as co-chairs and advocate for race-based data legislation and a new **Anti-Racism Act**. The Multicultural Advisory Council will continue to do its best to leverage the voices of communities that have been systemically marginalized and support the government’s progress in making public services safe and accessible for all British Columbians.

Co-Chairs Tracy Wideman and Melanie Matining



<b>Multicultural Advisory Council Members 2020/21:</b>	
Christine Marie Anonuevo	Shelley Rivkin
Amir Bajehkian	Samir Ismaël Traoré
Patricia Barkaskas	Tracy Wideman
Michael Chang	Hana Woldeyes
Melanie Matining	David H.T. Wong
Hira Rashid	

## Introduction

British Columbia was one of the first provinces to enact human rights legislation, and it established early precedents around prohibitions to discrimination based on religion and race in employment insurance.

The B.C. Human Rights Code, enacted in 1973, recognized the need to prevent all forms of discrimination and harassment related to race, colour, sex, gender identity or expression, sexual orientation, disability, creed, age and other factors.

Multiculturalism policy was first introduced in British Columbia as part of the enshrinement of the *Civil Rights Protection Act*. Enacted in 1981, the Act primarily focused on reducing barriers and ensuring equality of opportunity in British Columbia. It also encouraged government ministries to expand multicultural policy and programs in areas such as education, cultural heritage, English as a second language and immigration services.

Provincial multicultural policy was implemented across all of government in 1993 with the creation of British Columbia's *Multiculturalism Act*. This act reached beyond the traditional scope of multiculturalism to address social justice issues such as racism and discrimination. The Act provided

two administrative structures to manage its implementation: an omnibus report that requires each ministry and Crown corporation to report on their efforts to promote multiculturalism, and a Multicultural Advisory Council to advise the minister responsible for multiculturalism on issues related to multiculturalism and anti-racism.

The Act also enabled the minister responsible for the mandate to deliver programs and initiatives to support its implementation. Between 2017 and 2020, multiculturalism and anti-racism initiatives were led by the Ministry of Tourism, Arts, Culture and Sport. In early 2021, in order to meet new and emerging priorities, including an increased focus on addressing systemic racism, the lead responsibility for multiculturalism and anti-racism initiatives was transferred to the Ministry of Attorney General and Minister Responsible for Housing.

## KEY ANTI-RACISM INITIATIVES

While some of the current multicultural priorities of the B.C. government are focused on opposing hate incidents and crime, this focus is not new. In the 1990s, the government launched various initiatives to address hate crimes and aid in combatting purveyors of hate. In the mid-1990s, for example, B.C. created a provincial hate crime team mandated



Presentation of the report *In Plain Sight: Addressing Indigenous-Specific Racism and Discrimination in B.C. Health Care*.

to identify, investigate, and prosecute hate crimes in British Columbia.

More recently, the Province amended the B.C. Human Rights Code to allow public inquiries on human rights and introduced new legislation such as the ***Protection of Public Participation Act*** that can protect anti-hate groups from strategic lawsuits against public participation (SLAPP). Anti-SLAPP legislation helps shield anti-hate groups and allows them to freely confront people who espouse hateful rhetoric or produce and display hate-related propaganda.

The current anti-racism initiatives of the B.C. government are a continuation of these perspectives, focused by the urgency of calls to action for, and increasing awareness of, historic and present-day barriers and systemic racism that limit the progress and success of certain groups, particularly Indigenous and racialized communities.

In 2020/21, widespread action to address racism and discrimination was taken across government to help make a difference in the lives of British Columbians. In June 2020, the Ministry of Health launched an investigation into allegations of racism in B.C.'s health-care system, leading to *In Plain Sight* – a report that detailed widespread systemic racism against Indigenous Peoples. A special committee of the legislature is currently undertaking a review of the 45-year-old ***Police Act***, with a specific focus on addressing systemic racism, creating specific hate-crime units within local police forces and ensuring that a modernized ***Police Act*** will be consistent with the ***Declaration on the Rights of Indigenous Peoples Act*** and the ***Mental Health Act***. In addition, the Ministry of Education is developing a comprehensive, multi-year anti-racism action plan for B.C.'s K-12 education system, based on the five key elements of provincial leadership, system leadership, system support, workforce development and raising awareness.

## ANTI-RACISM ACT AND DATA LEGISLATION

The B.C. government recognizes that much work remains in eliminating racism and discrimination. In November 2020, Rachna Singh was appointed B.C.'s first Parliamentary Secretary for Anti-Racism

Initiatives. Her mandate is to introduce legislation to reduce systemic discrimination and pave the way for race-based data collection, as well as a broader anti-racism act to better serve all British Columbians.

The Province recognizes that it must take a leading role in addressing systemic racism and discrimination and must work with ministries and Crown corporations to identify systemic barriers and gaps and to modernize government policies and services such as policing, health care and education. As well, this new legislation will spur on new initiatives and consider the impact of existing policies, services and programs on racialized communities and Indigenous Peoples, who are recognized as having their own distinct experiences.



Rachna Singh, Parliamentary Secretary for Anti-Racism Initiatives, encourages British Columbians to help shape B.C.'s anti-racism data legislation.

A key component of this new legislation is the effort to address gaps in data and evidence. A recent report by British Columbia's Office of Human Rights – ***Disaggregated Demographic Data Collection in British Columbia: The Grandmother Perspective*** – cited the lack of detailed data as well as shortcomings in consistent collection, measurement, reporting and analysis as underlying factors contributing to racism and religious discrimination. As part of the effort to improve data collection and analysis, the B.C. government will legislate the collection, use and disclosure of data for social change. This data legislation, which is expected to be

introduced in 2022, would further support the B.C. Human Rights Code and existing poverty-reduction and Indigenous rights legislation.

## ENGAGING COMMUNITIES

Engagement across communities is an important step in developing a new anti-racism act and data legislation. In early 2021, the Province held initial meetings with Indigenous leadership organizations, representatives from the Multicultural Advisory Council and other key organizations to receive guidance on ways to undertake broader engagement with Indigenous and racialized communities on the legislation in 2021/22. At the time of writing, comprehensive on-line and in-person engagement was underway and will be reported on in more detail in next year's report.

It is crucial that the voices of Indigenous, Black and people of colour who have lived experience with racism and discrimination are at the forefront of these legislative initiatives. Continued engagement with Indigenous and racialized individuals who may have experienced discrimination for additional reasons – such as gender, sexual orientation, faith or ability – will help increase understanding

of how government policies, programs and services can be put to better use to help fight racism and discrimination.

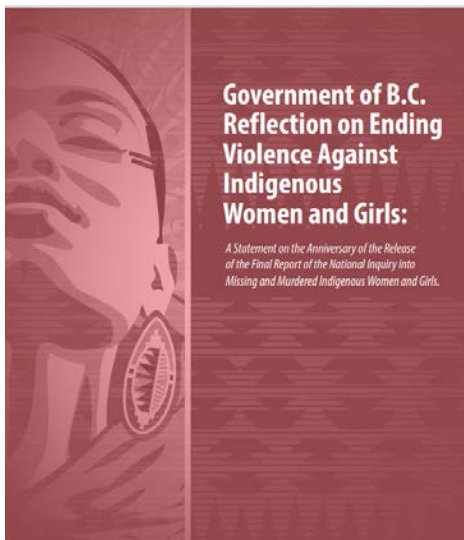
## INDIGENOUS-FOCUSED APPROACH

British Columbia is Canada's first province to bring the internationally recognized standards of the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) into provincial law. British Columbia is also working collaboratively with Indigenous organizations, communities, and stakeholder groups to ensure that all parties undertake comprehensive and meaningful action on the Truth and Reconciliation Commission of Canada Calls to Action. To help direct the work of implementing these calls to action, the Government of B.C. introduced the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.

The report of the National Inquiry into Missing and Murdered Indigenous Women and Girls issued 231 calls for justice. Following the release of the final report, the Province committed to developing a Path Forward to end violence against Indigenous women, girls, and 2SLGBTQIA+ people (two-spirit, lesbian,



Together, Canada, British Columbia and Daylu Dena Council are working in partnership to demolish the last building of the former residential school in Lower Post and build a new multi-purpose cultural centre for community members. (Lower Post, Oct. 2019)



**Government of B.C. Reflection on Ending Violence Against Indigenous Women and Girls: A Statement on the Anniversary of the Release of the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls**

gay, bisexual, transgender, queer, questioning, intersex and asexual) and, in 2019 and 2021, supported Indigenous-led community dialogue sessions to inform this work. Statistics show that Indigenous women and girls are twelve times more likely to be murdered or to go missing than other women in Canada.<sup>1</sup> Dismantling the underlying and systemic issues that result in Indigenous women experiencing violence at a much higher rate than non-Indigenous women is fundamental to our government’s work toward true and lasting reconciliation and to advancing gender equality.

BC has now released *A Path Forward: Priorities and Early Strategies for B.C.* and is making an initial investment of up to \$5.5M in 2021/22, with additional investments under consideration. With these resources, BC will invest directly in a community fund – accessible to First Nations communities, urban/off reserve communities, Métis citizens and 2SLGBTQQIA+ communities – to support capacity to develop safety plans. Other areas to be prioritized include the development of 2SLGBTQQIA+ training and education resources for the public service, as well as for commemoration and honouring of Indigenous women, girls and 2SLGBTQQIA+ peoples who have gone missing or been murdered, survivors and their family members.

## ONGOING INITIATIVES THAT CONTRIBUTE TO ADDRESSING RACISM AND DISCRIMINATION

The B.C. government has an ongoing commitment to diversity and inclusion, with an end goal of eliminating racism. The following are some examples of B.C. initiatives aimed at addressing racism and discrimination, with a focus on Indigenous people, newcomer populations and racialized communities:

[Declaration on the Rights of Indigenous Peoples Act](#)

[Where We All Belong](#), Diversity and Inclusion Strategy for the B.C. Public Service

[Together BC](#), British Columbia’s first-ever poverty reduction strategy

[Resilience BC Anti-Racism Network](#)

[Gender Equity Office](#)

[A Path Forward: Priorities and Early Strategies for B.C.](#), Progress report related to ending violence against Indigenous women and girls and 2SLGBTQQIA+ people

[Community to Community Forum Program](#)

[Indigenous Housing Fund](#)

[First Nations Justice Strategy](#)

[Indigenous Justice Centres](#)

[Childcare BC](#)

[Homeless Outreach Program](#)

[B.C. Provincial Nominee Program](#)

[Workforce Development Agreements](#)

[ERASE strategy](#) (Expect Respect and a Safe Education)

[Immigration Legal Clinic](#)



The 10-year Childcare BC plan gives families access to inclusive childcare and facilitates Indigenous-led childcare.

## BUILDING AWARENESS AND CHANGING ATTITUDES

An array of research and statistical information shows that Canadians are increasingly concerned about the rise of racism and discrimination.<sup>2</sup> In the context of the pandemic, fear and misinformation about the virus has also disproportionately impacted the sense of personal and community safety.<sup>3</sup> According to Statistics Canada, Canadian police reported 2,669 hate-motivated criminal incidents in 2020. These most-often included incidents related to graffiti, harassment, assault, and suspicious circumstances.<sup>4</sup>

Race was the most common motivation for police-reported hate crimes, followed by religion and sexual orientation.<sup>5</sup> Evidence shows that Indigenous people and Black, Asian, Muslim, and Jewish communities experience hate crimes disproportionately.

**ACCORDING TO THE VANCOUVER POLICE DEPARTMENT, ANTI-ASIAN HATE CRIMES ROSE 717% FROM 2019 TO 2020**



The COVID-19 pandemic has affected all Canadians and exposed and exacerbated gendered, social and racial inequalities. The Vancouver Police Department's 2020 year-end report shows that

the number of anti-Asian hate crimes rose from a dozen incidents in 2019 to 98 incidents in 2020 – a 717% increase.<sup>6</sup>

To help build awareness and change attitudes, a June 12, 2020 virtual town hall on anti-racism in B.C. was held by Minister Anne Kang, Parliamentary Secretary Ravi Kahlon, Multicultural Advisory Council members Patricia Barkaskas and Dr. Ismaël Traoré and American sign language interpreter Nigel Howard. The live event consisted of a question-and-answer session that addressed barriers to employment, justice, education, health and social participation and involved 6,000 participants. The [video](#) of the event has been watched more than 9,000 times to date.

Changes made to B.C.'s Human Rights Code in 2020 established the Office of the Human Rights Commissioner to publicly inquire into matters that promote and protect human rights. The Commissioner has prioritized the tracking of hate incidents that are not only racially motivated, but also related to religion, gender identity, disability, indigeneity, sexual orientation, poverty or homelessness. The Office's first public inquiry – the Inquiry into Hate in the Pandemic – will be launched in late 2021 to examine white supremacy and the significant rise in reported hate incidents in B.C. since 2020. The findings from the investigation will be published in a report to help communities respond to hate during economic and social crises.

## ADDRESSING HATE CRIMES AND COMBATting ONLINE HATE

The concerning increases in hate-motivated crimes and incidents notwithstanding, research shows that people who experience harm tend not to report incidents to the police. Results from the 2019 General Social Survey on Victimization found that just under one-third (29%) of violent and non-violent incidents were reported to the police.<sup>7</sup> As such, data on hate crimes is understood to be a conservative estimate of actual incidents.

In an effort to address this, a growing number of services and protocols are being developed to encourage reporting and assist communities in the wake of hate-motivated crimes and incidents.

In response to the rise in anti-Asian racism, the Resilience BC website was updated in 2020 to provide information in more than a dozen languages for victims and bystanders. The Province also intends to develop a new multilingual hotline that will provide a culturally safe venue for racialized British Columbians to report incidents and obtain support services. The service will not be delivered by police and is not intended to replace emergency response services in situations where a person's safety is in danger. Data collected from the hotline will be used to support future anti-racism initiatives, including legislation that will pave the way for race-based data collection and inform future government actions to combat racism.

*“During this pandemic, we have seen people of Asian descent targeted and scapegoated, leading to increased attacks against them. But today is not just about speaking out against racist incidents. Today is about taking concrete action to disrupt systemic racism. It’s about asking ourselves, “What are we going to do about it?” Everyone has a role to play in building a more inclusive province. It starts with us. It is not enough to be not racist; we must be anti-racist.”*

Parliamentary Secretary Rachna Singh’s statement on Day of Action Against Anti-Asian Racism, May 10, 2021

Since the adoption of the B.C. *Multiculturalism Act* in 1993, British Columbia has undergone significant shifts, with an increased use of digital technology and reliance on social media for information. Such changes have had an impact on the province and the way its citizens think about society. Online platforms have increasingly become a tool to incite, publish and promote right-wing extremism, violence and hatred, which are hurtful not only to individuals but to society in general.<sup>8</sup> A 2020 study conducted by the Institute for Strategic Dialogue concluded that Canadians were involved in more than 6,600 online channels, pages, groups and accounts across several social media platforms that spread white supremacist or other extremist views.<sup>9</sup>

In response, the Ministry of Public Safety and Solicitor General launched Shift BC through the Community Resilience Fund in 2017. Shift BC is a five-year risk-reduction and individual resiliency project created to provide support to those at risk of radicalization. This civilian-led project aims to establish and support a network of services in British Columbia to connect those who may be at risk of adopting violent ideologies with local counselling, social services and other disengagement tools. Shift BC has evolved and expanded to co-ordinate with programs across Canada, building capacity in communities through dialogue and training while building trust with community stakeholders, municipal governments and law enforcement.



British Columbians expect to be safe and free from hate speech and hate crimes, both online and offline. Grade 8 students at Central Middle school learn about online safety.



The Province has heard complaints of hate groups registering societies in B.C. including recommendations by the National Council of Canadian Muslims to prohibit hate groups from forming societies. The Province is currently analyzing these recommendations. In addition, the BC Prosecution Service has a policy on hate crimes that provides guidance to prosecutors dealing with offences motivated by the offender's bias, prejudice or hate towards others.

## THE ANNUAL REPORT ON MULTICULTURALISM

The 2020/21 Annual Report on Multiculturalism presents an overview of the Government of British Columbia's accomplishments in promoting multiculturalism and combatting racism between April 1, 2020 and March 31, 2021. It highlights the breadth of initiatives the Province undertook to increase the cultural safety, accessibility and relevance of public services, programs, policies and initiatives.

Achievements and challenges have been highlighted in the following areas:

- Equal opportunities for employment and advancement
- Diversity, inclusion, anti-bias and cultural competency training
- Promoting multiculturalism
- Partnerships to support diversity and inclusion
- Multiculturalism policies, programs and services
- Collection of diversity data
- Accessibility through language translation
- Access to interpreters
- Intercultural understanding and respect in the workplace

The report is divided into two parts:

**Part One** of the report is a summary of anti-racism and multiculturalism achievements advanced through the Ministry of Attorney General and Minister Responsible for Housing, which had lead



In summer 2020, Premiere John Horgan toured Vancouver's historic Chinatown as part of B.C. government's investment in establishing a museum in this neighbourhood that honours Chinese Canadian history and living heritage.

responsibility for Anti-Racism and Multiculturalism in 2020/21. Part One also includes this ministry's contributions to the implementation of the *Multiculturalism Act*.

**Part Two** of the report summarizes how ministries and Crowns met their obligations to the *Multiculturalism Act* between April 1, 2020 and March 31, 2021. This section provides a summary of indicators demonstrating how ministries and Crowns are applying requirements of the Act, and identifies leading practices across government.

# Part One: Highlights of the Anti-Racism and Multiculturalism Division's Achievements

The Ministry of Attorney General and Minister Responsible for Housing had lead responsibility for Anti-Racism and Multiculturalism in 2020/21.

The ministry's Anti-Racism and Multiculturalism Division delivers its mandate through key activities including grants and funding, support to other ministries, celebration and commemoration, and legacy projects. As part of StrongerBC's economic recovery from COVID-19, the Anti-Racism and Multicultural Division has also initiated a pilot program, to be delivered in 2022, to train senior public servants on issues of systemic and institutional racism.

The Anti-Racism and Multiculturalism Division's key programs in 2020/21 included:

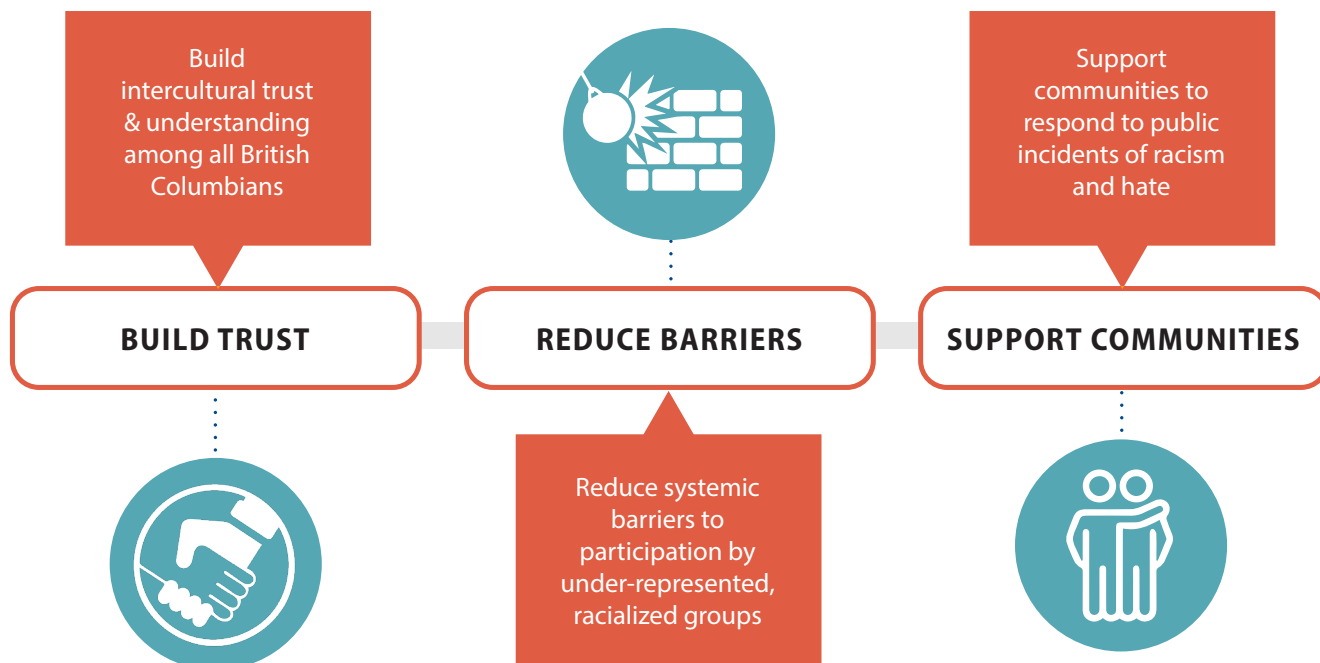
## RESILIENCE BC ANTI-RACISM NETWORK

Resilience BC Anti-Racism Network supports community groups working on anti-racism in British Columbia by promoting inclusive communities and offering a province-wide approach to identifying and challenging racism.

In 2020/21, Resilience BC launched a dedicated website that features hate-crime reporting tools, educational resources, updates and multilingual videos on taking action when experiencing or witnessing an incident of racism or hate. The launch of the website coincided with the Province's new anti-racism media campaign, which featured illustrations that serve as anti-racism reminders. Schools, libraries and members of the Resilience BC Anti-Racism Network received anti-racism campaign posters to encourage discussion and learning.

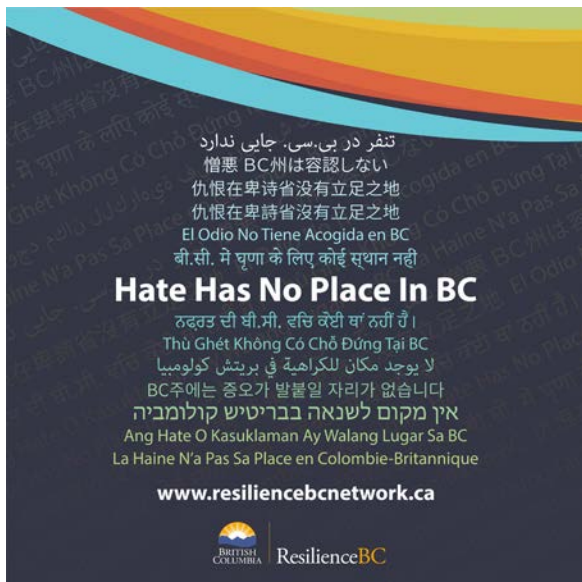
Resilience BC Anti-Racism Network is managed by the Victoria Immigrant and Refugee Centre, which acts as a provincial hub to help urban and rural communities respond to racism and to its specific impacts on Indigenous Peoples and racialized and religious communities.

Figure 1: 2020/21 Anti-Racism and Multiculturalism goals



In March 2021, as part of the province's economic recovery from COVID-19, StrongerBC allocated additional one-time funding of \$372,500 for Resilience BC to expand its capacity to combat racism within communities. Thirty-six organizations in more than 50 communities throughout British Columbia received funding to address the increase in anti-Asian and anti-Indigenous hate activity during the pandemic.

Other Resilience BC-funded community projects include the development of training for front-line service workers to improve their capacity to help victims of racism, and support for the Community Conveners Pilot Project to advance dialogue and initiatives that address critical issues highlighted in 2020, especially anti-Indigenous, anti-Asian and anti-Black racism, and hate focused on faith communities.



Hate Has No Place.

## CROSS-MINISTRY ANTI-RACISM AND ANTI-HATE WORKING GROUP

Led by the Ministry of Attorney General and Minister Responsible for Housing, the cross-ministry anti-racism and anti-hate working group collaborates to respond to systemic racism across government, and to address more effectively the needs and interests of individuals and communities that experience or are more vulnerable to racism and hate crime in British Columbia. The working group aims to identify

opportunities for ministries to co-ordinate responses to incidents of racism, to share information, and to work in partnership to address racism and hate-motivated issues in the province.

## B.C. MULTICULTURALISM GRANTS PROGRAM

Public education and awareness are essential to effectively working towards the elimination of racism and increasing intercultural understanding. For 2020/21, Multiculturalism Grant Program funding was increased to more than \$1.2 million to allow for the delivery of anti-racism initiatives in 50 communities to a wide variety of stakeholders including settlement organizations, newcomers to British Columbia, health services, educational institutions and community groups. This year, the program focused on funding projects that address anti-Indigenous, anti-Black and anti-Asian racism. Applications were accepted from September to December 2020; funding was awarded to 192 projects. Recipients included:

- The Carrier Chilcotin Tribal Council received \$9,942 for a Cultural Safety in Health Services project that will allow urban primary-care providers to work with the reserve community of Ulkatcho to learn about Indigenous perspectives on health care. Recommendations for culturally safe practices will be developed collaboratively and service providers will be supported to implement recommendations.
- The Delta School District received \$10,000 towards Student Agency and Voice, an initiative to fight racism against Black, Indigenous and other people of colour. Based out of North Delta's Sands Secondary, the program will allow high school students across Delta to speak up and act against racism in their schools through projects including the production of an educational video to be shared in the district's 24 elementary schools and throughout the community. The documentary will feature the stories and voices of diverse high school students from across the district to help increase community understanding related to systemic racism.

- The North Shore Multicultural Society received \$10,000 for community dialogues on anti-Asian racism that will allow community members to explore the commonalities and impacts of their experience and offer those of Asian descent to make recommendations on how the local community can prevent anti-Asian racism and support victims of hate. Funding will also support a community forum in which a panel of experts will talk about the historical oppression and racism toward Asian communities in B.C.

## COMMEMORATIVE DATES IN 2020/21

The **Multiculturalism Act** states that violence, hatred and discrimination have no place in our society. In the spirit of the Act and in keeping with the diverse cultural heritage of British Columbia, the Multiculturalism Division supported 24 proclamations recognizing the valuable contributions of many communities to the province's social, economic and political fabric. 2020/21 proclamations included Greek Heritage Month, Jewish Heritage Month, Powell Street Virtual Festival Day, Komagata Maru Remembrance Day and Srebrenica Remembrance Day. Each presents an excellent opportunity for British Columbians to learn about the rich cultures, historical contributions and perseverance of B.C.'s diverse communities.

## B.C. MULTICULTURALISM AND ANTI-RACISM AWARDS

The B.C. Multiculturalism and Anti-Racism Awards honour the many achievements and contributions of British Columbians who have helped to make B.C. the culturally rich province that it is today. Established in 2008, the awards are hosted annually with advice and guidance from the B.C. Multicultural Advisory Council. Over the years, almost 40 individuals and organizations have been recognized. This year, a virtual ceremony was held on March 21, 2021, honouring five recipients in three categories: Stephanie Allen (Vancouver) and the International Brotherhood of Electrical Workers Local 933 (Kamloops) received the **Breaking Barriers Award** for outstanding work in building intercultural trust

and understanding and reducing racism and hate between communities.

Klasom Satlt'xw Losah Rose Henry (Victoria) and Harman Singh Pandher (Burnaby) won the **Intercultural Trust Award** for outstanding work in tackling systemic or institutional racism and reducing barriers for marginalized communities.

Mengdie Wang (Burnaby) won the **Emerging Leader Award** for outstanding work in building intercultural trust, tackling racism or reducing barriers for marginalized communities.

Watch the B.C. Multiculturalism and Anti-Racism Awards on-line at:  
[www.youtube.com/watch?v=12upWhBpaol](https://www.youtube.com/watch?v=12upWhBpaol)

## RIGHTING HISTORICAL WRONGS

While demonstrating its commitment to diversity and inclusion with a focus on anti-racism, the Government of British Columbia also acknowledges its role in the historical wrongs.

In 2020/21, the Anti-Racism and Multiculturalism Division supported the B.C. government in beginning to deliver on its commitment to recognize and apologize for the Japanese-Canadian internment in World War II. In recognition of this wrongdoing, the Province provided an initial \$2 million grant to the Nikkei Seniors Health Care and Housing Society to fund health and social care programs for Japanese-Canadian survivors. The



B.C. takes steps to acknowledge historical wrongs against Japanese Canadians.



The B.C. government is providing \$1.14 million to the Abbotsford Community Foundation to create and deliver *Haq and History: A Punjabi Canadian Legacy Project* in collaboration with the South Asian Studies Institute of the University of the Fraser Valley and other community partners.

Province is further committed to working with the Japanese-Canadian community to identify recognition opportunities for 2022 and beyond.

*“In 2014, I joined hundreds of community members in downtown Vancouver to witness the 100th anniversary of the Komagata Maru’s arrival. Rather than welcoming newcomers to our province, Canadian immigration officials denied entry and eventually, sent them back to British India, where 19 people were killed and many others were imprisoned. Hatred has no place in British Columbia, but racism has a long history in our province. We must all keep righting the wrongs of the past in order to build a present and future that is more just and welcoming for everyone.”*

Premier John Horgan on the 107th Komagata Maru anniversary

Other groups have also suffered from racism in British Columbia’s history. South Asian British Columbians were viewed with the same racial bias, hostility and resentment as was directed at other Asian communities and were subject to similar discriminatory laws that controlled their economic mobility and removed their right to vote. Like others, they were adversely impacted by historic immigration laws that preferred newcomers from Northern and Western European countries. In 1914,

a shipload of 400 immigrants aboard the Komagata Maru were denied entry at Vancouver. They were held aboard the ship for nearly three months before being forced to return to India. In 2020/21, the Province made a \$1.14 million commitment to the Abbotsford Community Foundation and the University of the Fraser Valley South Asian Studies Institute to deliver *Haq and History: A Punjabi Canadian Legacy Project*. This exhibit reflects on the history of Punjabi Canadians in order to correct and enhance educational and historical records while creating community legacies for future generations. The Government of British Columbia is also committed to delivering the first-of-its-kind South Asian-Canadian Museum to collect and preserve the stories, documents, visual culture and histories of the community.

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

Part Two of this report offers a snapshot of the activities undertaken by ministries and Crown corporations in support of the *Multiculturalism Act* from April 1, 2020 to March 31, 2021.

The *Multiculturalism Act* recognizes the crucial role that ministries and Crown corporations play in promoting multiculturalism and fostering a society in which there are no impediments to the full and free participation of all British Columbians. The Act therefore directs ministries and Crown corporations to “carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia” in order to work towards building a society free from racism and discrimination.

To gather information for this report, the Ministry of Attorney General and Minister Responsible for Housing distributed a reporting template to B.C. ministries and Crown corporations. This process provides an overview of government actions, while also ensuring accountability and allowing for the sharing of leading practices.

Forty-nine ministries and Crown corporations provided input into this report. Through this, they provided a clear picture on the progress of government on integrating anti-racism, diversity and inclusion into policies, programs and service delivery.

Detailed information on individual ministry’s and Crown corporation’s achievements for 2020/21 can be found in the Appendix.

Key multiculturalism-related activities undertaken by B.C. government ministries and Crown corporations in 2020/21 included:

## EQUAL OPPORTUNITIES FOR EMPLOYMENT AND ADVANCEMENT

The B.C. government is committed to ensuring that any assessment of the workplace environment’s health is based on evidence, such as that collected through the Work Environment Survey (WES). In 2020, 24,675 employees responded to the Work Environment Survey (82% of the total number of employees). Results from the survey provide a wide amount of information on the experiences of employees. For example, 84% of respondents indicated they are treated respectfully at work, and 74% agreed that a healthy atmosphere exists in their workplace.

The 2020 survey results allow ministries and Crown corporations to identify their areas of strength and concern, benchmark and track progress over time, and develop and refine action plans. As part of its internal We Care program, for example, the Liquor Distribution Board reviews diversity and inclusion scores from a subset of questions on the Workplace Environment Survey, then uses this data to inform its operational policies and programs. Leaders are equipped with a toolkit to debrief results with their team and foster dialogue and engagement around how work environments can be improved.

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

## DIVERSITY, INCLUSION, ANTI-BIAS AND CULTURAL COMPETENCY TRAINING

Ministries and Crown corporations must continue to strengthen their understanding of systemic racism and discrimination, and of how to anticipate and remove unconscious bias from future policies, programs and decisions. Diversity, inclusion, anti-

bias and cultural competency training are key to gaining this understanding.



Ninety-six percent reported providing training

In providing input to this report, ministries and Crown corporations were asked to include information on staff participation in anti-racism and anti-discrimination training. They reported that they provided training to employees in the following areas: unconscious bias; gender-based analysis; respectful workplaces; anti-harassment; cultural awareness; anti-discrimination; code of conduct; cultural safety; and Where We All Belong, a three-year diversity and inclusion strategy. Most training included a component that identified historical barriers that negatively affect racialized groups, faith groups and Indigenous communities.

## PROMOTING MULTICULTURALISM

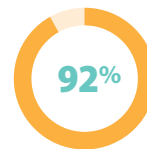
Public education and awareness-building events are essential to promoting multiculturalism and working towards the elimination of racism and discrimination. To this end, ministries and Crown corporations were asked to provide information about their active promotion of events related to racial, ethnic and religious diversity and public education initiatives around racism and discrimination.

This year, ministries and Crown corporations reported an increase in their promotion of multiculturalism, working towards the goal of increasing awareness of the historical roots of racism and its impacts on Indigenous Peoples, racialized and faith-based communities. Of the 49 respondents, 96% of ministries and Crown corporations said they promoted and celebrated events. These included Orange Shirt Day, the Moose Hide Campaign, Black History Month, the Lunar New Year and Vaisakhi.

Some ministries and Crown corporations seem to be performing particularly well in identifying innovative ways to promote multiculturalism. For example, to mark the 150th anniversary of British Columbia joining Confederation, the Knowledge Network commissioned a series of short films under the banner 150 Stories That Shape British Columbia. One of the films, Have You Forgotten Me? shares the stories of British Columbia's original Sikh pioneers and the struggles they experienced as newcomers in search of a sense of place and home. Another film, Ode to a Seafaring People, gives voice to the lives of the Filipino community, who shifted from being traditional oceanic seafarers to working in transnational shipping. A film on one of Canada's oldest surviving synagogues, Temple Emanu-El, explores early Jewish settlement and reflects on British Columbia's ongoing challenges with accommodation and religious pluralism. The series launched in January 2021.

## PARTNERSHIPS TO SUPPORT DIVERSITY AND INCLUSION

The B.C. government recognizes that to be successful, it cannot act alone. Ministries and Crown corporations develop partnerships with all levels of government and engage with Indigenous Peoples, communities and organizations to identify and develop areas of action to address the effects of racism and discrimination. Most provincial ministries and Crowns (92%) reported having established partnerships to promote diversity and inclusion and to support training and activities.



Ninety-two percent reported having partnerships that support diversity and inclusion.

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

<p><b>Ministry of Social Development and Poverty Reduction</b></p>	<p>The Province provided more than \$1 million to the Inclusion Powell River Society to deliver a 72-week work experience opportunity. This inclusive employment pilot project, launched in September 2020, will provide eligible Powell River residents with on-the-job experience and skills as part of a social enterprise model where people with differing abilities work alongside one another. The research collected during this project will help inform new labour policy, support the development of inclusive workplace strategies and encourage other manufacturers to adopt inclusive employment practices.</p> <p>The ministry has also invested more than \$200,000 in a new community and employer partnerships project. The Multicultural Worker Training Program will deliver skills and certification courses to prepare newcomers for jobs as multicultural workers, outreach workers and family support workers in communities and schools. Participants will receive 12 weeks of occupational, employability and life-skills.</p>
<p><b>Ministry of Tourism, Arts, Culture and Sport</b></p>	<p>In partnership with the Jewish Community Centre of Greater Vancouver, the Province has supported a community-led project with a \$25 million commitment to revitalize the existing community centre. The improved facility will house a theatre, art gallery, performing arts school and the Vancouver Holocaust Education Centre. It will also create up to 200 new child care spaces and offer senior care.</p>
<p><b>Ministry of Public Safety and Solicitor General</b></p>	<p>In May 2020, the Province announced a multi-year \$10 million grant program to support the delivery of co-ordinated, culturally appropriate, emergency sexual assault response services in regions throughout B.C. The Ministry of Public Safety and Solicitor General partnered with the Ministry of Finance's Gender Equity Office and the Minister's Advisory Council on Indigenous Women (MACIW) to contract the Ending Violence Association of BC (EVA BC) to evaluate all funded programs. The services will support sexual assault survivors around the province, and meet the unique needs of Indigenous communities and survivors.</p>

## MULTICULTURALISM POLICIES, PROGRAMS AND SERVICES

Diversity helps the B.C. government better understand the needs of the people and communities and build more inclusive programs and services that support all British Columbians. The primary focus of a diversity and inclusion lens is to consider and adapt to the cultural, racial and ethnic diversity of the people we serve in the development and delivery of programs, practices, policies and services. By applying this lens, we can identify and remove unnecessary obstacles to specific communities to ensure that all British Columbians are served.

Ninety-two per cent of ministries and Crown corporations reported applying a diversity and inclusion lens to their work, citing examples such as the creation of targeted outreach campaigns, research initiatives and employee training on how best to deliver services to under-represented communities. Many institutions also reported that they reviewed their existing policies and programs

to identify potential and real challenges posed to diverse communities.

The practice of applying a diversity and inclusion lens, however, was not implemented to the same degree across government, nor was it applied to the development of all programs, policies and services in any one organization. Provincial institutions that do not directly serve the public, for instance, may focus on promoting an understanding and respect of multiculturalism within their organization by ensuring that it is reflected in their internal policies. Respondents cited anti-harassment, code of conduct and ethics training as examples. Other provincial institutions reported applying gendered intersectional analysis using the Gender-Based Analysis Plus (GBA+) tool to assess potential impacts on certain groups for specific projects. More work needs to be done, however, to remove systemic barriers to ensure that programs, policies, services and practices are developed with consideration to how their design can potentially impact racialized and faith-based communities.



Table 2: Highlights – Ministries and Crown corporations that reported applying a diversity and inclusion lens in developing policies, programs and services

<p><b>Ministry of Jobs, Economic Recovery and Innovation</b></p>	<p>The ministry is investing \$15 million into the Innovate BC Innovator Skills Initiative to help B.C. technology create a more diverse sector by hiring women, people with disabilities and gender-diverse, Indigenous and racialized people. The government is also investing \$12 million into the new Launch Online grant program to help businesses launch or upgrade an online store to provide a platform to increase sales revenues, become more competitive and grow. Up to 30% of grant funding is reserved for Black-, and people of colour-owned businesses, and for rural businesses.</p>
<p><b>Ministry of Citizens' Services</b></p>	<p>As part of StrongerBC, people in rural and Indigenous communities throughout the province are benefiting from record investments to improve high-speed internet and expand cellular access along provincial highways. In September 2020, the Province made its largest contribution to date – \$90 million in new funding – to the Connecting British Columbia program. Notably, this program's mandate includes gaining a better understanding of the online agency of diverse people and advancing community safety. Additionally, in April 2021, following a recommendation from the National Inquiry into Missing and Murdered Indigenous Women and Girls, the Province announced that cellular service would be expanded to cover the entire route of Highway 16, known as the Highway of Tears.</p>
<p><b>Ministry of Children and Family Development</b></p>	<p>The ministry is working to improve supports for children, youth and families of all sexual orientations, gender identities and expressions. In the summer of 2020, ministry executive developed a ministry-wide corporate commitment to support 2SLGBTQ+ children, youth and families. This commitment applies to all ministry employees and is grounded in the B.C. Human Rights Code.</p>

## COLLECTION OF DIVERSITY DATA

For this year's report, ministries and Crown corporations were asked to report on whether they collect diversity data. Approximately 69% of ministries and Crown corporations reported using diversity data to improve their policies, programs and services in 2020/21.

## ACCESSIBILITY THROUGH LANGUAGE TRANSLATION

Two-thirds of ministries and Crown corporations provided language translation as part of their services, programs and initiatives in 2020/21. Materials and websites presented in multiple languages were created to attract a larger audience and to be more accessible and inclusive. Some organizations offered translated materials as a matter of procedure, in order to clarify services or for legal context. Others were successful in creating an array of informational materials for diverse populations.

## ACCESS TO INTERPRETERS

Approximately 49% of ministries and Crown corporations provide services to the public in languages other than English. While some organizations leverage the linguistic capabilities of their employees, others contract external suppliers to provide services, programming and policy in multiple languages.

## INTERCULTURAL UNDERSTANDING AND RESPECT IN THE WORKPLACE

In 2020/21, 63% of B.C. ministries and Crown corporations demonstrated their commitment to diversity and inclusion by creating employee networks and diversity committees, appointing champions, and forming advisory committees on specific issues. These ranged from GBA+ and diversity and inclusion champions groups to immigrant employee collectives to Black, Indigenous and people of colour employee groups. Out of these came inclusive language sessions, lunch-and-learns, small group discussions, and communications and education on racial, ethnic and religious diversity in the workplace.

Table 3: Highlights – Ministries and Crown corporations that reported collecting diversity data

Ministry of Education	B.C.'s Expect Respect and a Safe Education (ERASE) strategy includes resources and information for students and parents. ERASE's anonymous online reporting tool to collect data has been used to report more than 1,200 incidents since 2012.
Ministry of Advanced Education and Skills Training	The Ministry of Advanced Education and Skills Training has been a leader in the B.C. Public Service's GBA+ efforts. This year, two new GBA+ champion subgroups have been created to support the collection and use of data in the implementation of GBA+ initiatives, and to liaise with partners (institutions, Crowns, service providers) in order to support the implementation of GBA+ efforts across the post-secondary sector.
Real Estate Council of British Columbia (RECBC)	In June 2020, RECBC became Great Place to Work (GPTW)-certified based on an employee survey with 96% response rate. Results from the survey showed that 99% of RECBC employees feel they are treated fairly regardless of their gender, race or ethnicity.
BC Hydro	In 2020, BC Hydro conducted a refresh of its diversity database. BC Hydro's census data is now compiled in quarterly workforce reports that detail the representation of under-represented groups. Current data indicates that BC Hydro has met its goals in the representation of women, visible minorities and Indigenous people.

Table 4: Highlights – Ministries and Crown corporations that reported on providing websites and materials translated into various languages

Ministry of Forests, Lands, Natural Resource Operations and Rural Development	The ministry is working with First Nations and regional partners to restore ancient place names that reflect the language, culture and heritage of local Indigenous Peoples. In 2020/21, place names along the Sunshine Coast were restored to their traditional shashishalhem names. For example, the community and creek formerly known as Wilson Creek are, as of March 26, 2021, once again called ts'ukw'um. Recognizing Indigenous place names is part of B.C.'s work to advance reconciliation and implement the <i>United Nations Declaration on the Rights of Indigenous Peoples</i> through the <i>Declaration on the Rights of Indigenous Peoples Act</i> .
Ministry of Public Safety and Solicitor General	In March 2020, the Ministry of Public Safety and Solicitor General through the Civil Forfeiture Crime Prevention and Remediation Grant Program contributed \$30,000 to Métis Nation British Columbia's <i>In the Words of Our Elders</i> Michif Language Revitalization project. This initiative brings together Métis youth, Michif-speaking elders and knowledge-keepers in a 12-week language and culture program. Each session is recorded and made available online to thousands of other Métis youth and community members via the Métis Nation British Columbia website.

Table 5: Highlights – Ministries and Crown corporations that reported providing interpreters

Ministry of Attorney General and Minister Responsible for Housing	In early 2020, the ministry provided a \$250,000 grant to the Immigrant Services Society of B.C. to increase newcomers' access to legal and interpreting services. By reducing linguistic barriers to legal aid, these services act as a safety net for non-English speakers as they navigate the immigration system.
Ministry of Agriculture, Food and Fisheries	Ministry of Agriculture staff use their own language skills and hire interpretive services to provide outreach to newcomers to British Columbia. For example, in 2020/21 the ministry, in co-operation with industry partners, delivered educational workshops in Punjabi and offered interpretation services to producers at industry extension meetings on plant health issues. These types of efforts reduce barriers and help meet the language needs of newcomers to B.C.

Table 6: Highlights – Ministries and Crown corporations that promote intercultural understanding and respect for diversity in the workplace

<p><b>BC Infrastructure Benefits Inc. (BCIB)</b></p>	<p>BCIB is building a Champion's Table committee made up of Indigenous and multicultural community representatives and organizational partners to give input on training materials related to the Respectful Onsite Initiative program (focused on Indigenous cultural competency training, equity and respectful worksite training) and other BCIB training.</p>
<p><b>BC Housing</b></p>	<p>Created in 2020, BC Housing's Office of Equity, Diversity, Inclusion and Belonging acts as a collaborative space to support change and advance work that takes a deep equity analysis to business operations, programs, policies, strategies and measures. As a change agent, the intention of this office is to guide and take action towards the goals of reconciliation, equity, diversity, inclusion and belonging.</p>

## Conclusion

Part One of this report summarized the accomplishments of the Anti-Racism and Multiculturalism Division within the Ministry of Attorney General. Part Two gave an overview of how ministries and Crown corporations met their obligations under the *Multiculturalism Act* and highlighted promising practices that demonstrate British Columbia's multicultural reality.

Overall, ministries and Crown corporations are improving policies and programs in a manner that is responsive to the multicultural reality of British Columbia, while finding solutions to address racism and discrimination. In 2020/21, many ministries and Crown corporations made strides in their collection of diversity data. They increased their efforts to collaborate with communities to prevent and address racism.

They are also providing more training on anti-racism and discrimination. This is especially important given that training, specifically on systemic racism, is essential to ensuring that barriers are effectively addressed. Additionally, ministries and Crown corporations continued their efforts to promote multiculturalism through education and awareness in a more meaningful manner, celebrating the key role that diversity plays in British Columbia.

The *Multiculturalism Act* requires ministries and Crown corporations to "recognize and promote the understanding that multiculturalism reflects the racial and cultural diversity of British Columbians" and to "reaffirm that violence, hatred, and discrimination on the basis of race, cultural heritage,

religion, ethnicity, ancestry or place of origin have no place in the society of British Columbia." By contributing to the production of this report, B.C.'s government ministries and Crown corporations demonstrate their ongoing commitment to developing policies and programs that reflect the diversity of the province and the spirit of the *Multiculturalism Act*.



Language translation including the Indigenous renaming of parks allows government to take an important step forward in our ongoing reconciliation efforts with Indigenous Peoples. Here, students from ŁÁU, WELNEW Tribal School celebrate their efforts to have John Dean Provincial Park renamed to the original name, ŁÁU, WELNEW.

## ENDNOTES

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# Appendix: Provincial Ministries' and Crown Corporations' Submissions for the 2020/21 Report on Multiculturalism

## MINISTRIES

### MINISTRY OF ADVANCED EDUCATION, SKILLS AND TRAINING

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#### MANDATE

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

#### EXECUTIVE COMMITMENT

We acknowledge the strength gained in our workplace and in our province by embracing diversity, and we understand the role our organization must play in that regard. Our executive work to ensure diverse perspectives are embedded in our workplace culture and our programs, policies and services. Our employees are supported as active participants in this work. Our approach to multiculturalism is guided by the corporate Diversity and Inclusion Action Plan. Our commitment to multiculturalism through post-secondary education and skills training is demonstrated in our approach to supporting English language learners and international education, and ensuring increased participation of equity-seeking groups in the skilled workforce. Government is delivering on the Truth and Reconciliation Commission Calls to Action and

adopting the United Nations Declaration on the Rights of Indigenous Peoples. Underpinning the work of the ministry is a commitment to advancing true, lasting reconciliation with Indigenous Peoples in British Columbia..

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

The Ministry of Advanced Education and Skills Training has been a leading ministry in the B.C. Public Service's GBA+ efforts. AEST's GBA+ champions group has been active for 2 ½ years and continues in its commitment to building gender-based analysis plus (GBA+) competencies and capacity through the development and implementation of several initiatives, all led by a cross-ministry GBA+ champions group.

GBA+ work has included completion initiatives for an online training course and collaboration with the Gender Equity Office to co-host three in-person/online training sessions for ministry staff. As of April 30, 2021, 78% of staff have completed GBA+ training.

Ongoing initiatives to promote learning and build awareness of GBA+ include frequent lunch-and-learn sessions to highlight GBA+ work already underway within the ministry, drop-in hours where champions are available to answer questions and provide support, GBA+ COVID-19 infographics highlighting the intersectional impacts of the pandemic on different populations, and other continuous learning opportunities.

In 2020, a subgroup of GBA+ champions took the lead on and completed a ministry-wide inventory of policies, programs and initiatives, and developed recommendations for prioritizing the implementation of GBA+ across the ministry. The group is now planning to develop targeted resources to support GBA+ implementation in various areas of work.

In addition, two new GBA+ champions subgroups were created last year to support the collection and use of data in the implementation of GBA+ and to liaise with various partners (institutions, Crowns, service providers) to support the implementation of GBA+ across the post-secondary sector.

The ministry has taken formal and informal approaches towards diversity and inclusion,

including formal information sessions and training on relevant topics and informal “culture chats.” In early 2020, the ministry formed a culture champions group intended to support the development of a shared vision for building a healthy, happy and productive ministry culture.

Additionally, AEST developed a ministry-specific plan for the implementation of the Draft Principles that Guide the Province of British Columbia’s Relationship with Indigenous Peoples. The plan has been drafted into a one-page infographic that summarizes the 10 principles and the ministry’s key actions to implement them. Initiatives that are complete or underway include: an Indigenous resource library; a film series that highlights the pre-contact era of the Americas; events and learning opportunities for National Indigenous Peoples Day and Orange Shirt Day; and AEST Academy – a week of experiential learning around Indigenous culture and ways of working.

The ministry supported staff through Diversity Dialogues with the Deputy, a series of small group discussions on diversity in the workplace and what diversity means to each person. AEST also provided inclusive-language workshops for staff and introduced the talking circle format to many staff gatherings, including the orientation event that welcomes new employees to the ministry.

Other examples of AEST’s diversity and inclusion initiatives include experiential workshops on the experiences of Indigenous Peoples and the effects of colonization; presentations on the public service’s inclusive language guidelines; guest lectures on implicit bias and blind hiring practices, diversity and human rights, emotional intelligence and cultural diversity; anti-racism resources; and a lending library for staff on a variety of topics.

The ministry works directly with First Nations groups, as well with Indigenous people through the First Nations Education Steering Committee, Métis Nation BC, and the Indigenous Adult and Higher Learning Association. The ministry is currently collaborating with Indigenous post-secondary education and training partners on a comprehensive post-secondary strategy that responds to the Truth and Reconciliation Commission’s Calls to Action and the UN’s Declaration on the Rights of Indigenous Peoples.

Funding for the implementation of Aboriginal service plans was provided to 11 public post-secondary institutions for initiatives for Indigenous learners, strengthening partnerships and collaboration in Indigenous post-secondary education, and increasing the receptivity and relevance of post-secondary institutions and programs for Indigenous learners, including providing support for initiatives that address systemic barriers. For the past four years, funding has been provided to the remaining 14 public post-secondary institutions to enhance the educational experiences and outcomes for Indigenous learners and respond to the Truth and Reconciliation Commission’s Calls to Action and the UN’s Declaration on the Rights of Indigenous Peoples.

In 2020, the First Nations Children and Youth in Care Protocol was signed, demonstrating the Province’s commitment to working in partnership with First Nations leadership to address systemic barriers facing First Nations students who are also children and youth in care. Through this partnership, B.C.’s legislation and policies will be reviewed and improved to better support the educational outcomes and well-being of First Nations youth in care as they transition from the school system to post-secondary education or into the workforce.

The ministry also provided \$1.5 million to supplement the Indigenous Emergency Assistance Fund at each of B.C.’s 25 public post-secondary institutions to support the retention of Indigenous students. Indigenous students can access this funding if they experience financial emergencies, such as unforeseen housing and living, medical, childcare or transportation expenses.

Recent initiatives through the Indigenous Skills Training Development Fund include the ministry’s \$1.9 million commitment to launch an initiative to build capacity and enhance access to participation in skills training and education programming. The ministry reached out directly to engage approximately 80 First Nations. Staff provided one-on-one support and guidance to help groups complete forms and submissions. This initiative reached 43 communities that would not have otherwise had access to programming.

Indigenous communities also had access to \$24 million in funding for the delivery of skills training and education programming, and were supported in accessing professional development, training and education programming aligned with their needs and priorities.

Additionally, through the Canada-BC Labour Market Development Agreement, the Sector Labour Market Partnership program assists employers in addressing sector workforce challenges – including systemic barriers facing under-represented groups – through diversity and inclusion initiatives and labour market research designed to increase the participation of Indigenous people in the tech sector. Through the agreement, the ministry delivers skills training programs to support vulnerable and under-represented groups to find and maintain employment, including:

- Skills Training for Employment (STE) programs that provide skills training and specialized employment services and supports to assist vulnerable and under-represented populations to overcome barriers to employment such as lack of social networks and connections, lack of work experience, mental health challenges, housing instability, and lack of occupational, literacy or soft skills.
- The BladeRunners program provides life-skills and job readiness training, job placement and monitoring to help at-risk youth aged 15 to 30 obtain and sustain full-time employment in a range of industries.
- The Industry Training Authority delivers pre-apprenticeship trades training for members of under-represented groups (including women and Indigenous people) facing barriers to entering trades occupations.

Further, the Community Workforce Response Grant program (CWRG) provides flexible and timely responses to emerging and urgent labour and skills needs in communities throughout the province. The CWRG includes an Indigenous communities stream, which provides funding to Indigenous communities so members can develop the skills needed for employment or self-employment. The workforce shortages stream helps sectors train unemployed or underemployed people for jobs; it prioritizes

projects that train individuals from vulnerable or under-represented groups.

## HIGHLIGHTS ON INITIATIVES IN 2020/21

The ministry provided \$15 million to programming to support Indigenous communities' and individuals' economic recovery from COVID-19. The programming reached over 1,700 Indigenous participants in over 100 Indigenous communities and urban centres across the province.

The ministry also received \$212 million in additional funding under the Canada-BC Workforce Development Agreement to address the impacts of COVID-19 over 2020/21 and 2021/22. The ministry collaborated with the Ministry of Social Development and Poverty Reduction on how best to spend these funds. They will be used to provide skills training and employment services and supports to vulnerable and under-represented groups, people with disabilities, employers in the hardest-hit sectors and Indigenous people.

The ministry recently invested \$9 million to expand co-op and work-integrated learning opportunities for post-secondary students through one-time funding from the Labour Market Development Agreement. Funding was allocated to more than 70 pilot projects throughout the province, with a strong focus on increasing the participation of traditionally under-represented student groups in co-op and work-integrated learning. More than 20 of these pilot projects, totalling approximately \$3.2 million in funding, focus on improving the participation of Indigenous students, students with disabilities and newcomers, and on supporting equity, diversity and inclusion more broadly.

## SUCCESS STORY

The expansion of co-op and work-integrated learning opportunities for post-secondary students has included a strong focus on increasing the participation of traditionally under-represented student groups. Two initiatives that highlight this focus are Project #117 – “Hiring and Supporting Students from International Pathways,” and #318 – “Resources for Employers, Organizations and Programs to Support Students from International Pathways.”

These two projects were led by Simon Fraser University for the Association for Co-op Education and Work-Integrated Learning (ACE-WIL), but included contributions by staff from many other institutions (including BCIT, LANG, RRU, UBC, UVic) serving on the ACE-WIL research committee.

Students from international pathways (SFIP) face extra challenges in finding suitable work-integrated learning (WIL) opportunities. Along with linguistic and cultural barriers, SFIP do not have the opportunity to develop networks of personal and professional contacts that could help them find work more easily. In addition, employers may believe that hiring and on-boarding an international student is onerous.

Projects #117 and #318 developed a toolkit for employers and organizations to aid them in hiring and supporting SFIP. The toolkit draws on evidence-based strategies used by institutions, employers and organizations to offer resources about current practices and the value that diversity brings to a workplace, on-boarding and hiring supports, and techniques to coach students on Canadian workplace norms. The online toolkit will be available on the ACE-WIL resource hub for the use of all B.C. public post-secondary institutions.



## MINISTRY OF AGRICULTURE, FOOD AND FISHERIES

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### MANDATE

The Ministry of Agriculture, Food and Fisheries (AFF) is responsible for producing, marketing, processing and merchandising agriculture and seafood products; instituting and carrying out advisory, research, promotional, sustainability and adaptation, food safety, and plant and animal health programs, projects and undertakings relating to agriculture and seafood; developing strategies for the recovery of wild salmon; and collecting information and preparing and disseminating statistics relating to agriculture and seafood.

### EXECUTIVE COMMITMENT

AFF is constantly working toward improving its culture of diversity. AFF executive values diversity in the workplace and is committed to ensuring a respectful work environment.

The ministry has created an employee advisory committee that will focus on diversity and inclusion, including equity, anti-racism, reconciliation and Indigenous relationship building. AFF has also formed an internal *Declaration on the Rights of Indigenous Peoples Act* (DRIPA) working group to support implementation of the Act and a learning for reconciliation plan.

Additionally, AFF has formed the B.C. Indigenous Advisory Council on Agriculture and Food to provide strategic advice and inform priorities on how to better support the interests and objectives of Indigenous communities and businesses engaging in land-based agriculture and related economic development activities. The objective of the council is to advance a new relationship between Indigenous Peoples and AFF.

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

AFF also hosts one to two Indigenous youth intern programs each fiscal year and promotes the broader use of this program – along with the WorkAble program – to its branches as part of the hiring process.

In addition, the ministry has created two Indigenous agrologist roles to focus specifically on the agricultural interests of Indigenous Peoples.

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

AFF hosted two GBA+ focused training sessions, the first tailored to managers and supervisors and the second for all ministry staff. The ministry is currently working on the formation of a GBA+ community of practice for staff.

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

AFF has also incorporated GBA+ policies and practices into programs available to the sector. For example, the Small Farm Business Acceleration Pilot Program removed requirements for eligibility that may have posed barriers to under-represented populations.

The ministry also has an internal working group of staff across branches to support the implementation of the *Declaration Act* and build staff capacity. The Learning for Reconciliation Plan includes self-reflection tools and resources as well as broader group learning on reconciliation topics led by Indigenous people.

AFF is working with a group of First Nations and Métis leaders to form the B.C. Indigenous Advisory Council on Agriculture and Food to support the implementation of DRIPA in the agriculture and food sector. Further, AFF consulted with First Nations and the First Nations Health Authority on proposed changes to the Meat Inspection Regulation in relation to rural slaughter modernization. The ministry also oversees programs that provide support to Indigenous-owned agriculture and food businesses. This includes working with consultants who have demonstrated experience in working with Indigenous people and communities.

The ministry created the New Entrant Needs Assessment, which collected demographic information to help understand the diversity and

unique barriers to new farmers across B.C. AFF used this information to create the Small Farm Acceleration Pilot Program.

The ministry collects GBA+ data to understand access and barriers to AFF business development programs. The Small Farm Acceleration Pilot Program, for example, collected GBA+ information that would help us understand the diversity of applicants and any barriers that may have existed that led to unsuccessful applications.

Additionally, AFF provides a range of education and program outreach and tools in the languages of prominent communities represented in the B.C. agricultural sector. This includes:

- Translating the on-farm Food Safety GAP Manual (a manual to help producers 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
- Providing interpretation for non-English-speaking producers and the public who make inquiries at the ministry's Abbotsford office
- Conducting educational workshops by staff that utilize translators to meet the language needs of the participants
- Reprinting translated signage with key food-safety messaging
- Offering service in many languages by meat inspection staff in our provincially licensed abattoirs
- Offering translation services (Punjabi) at industry extension meetings on plant health issues, in co-operation with industry partners
- Ensuring that Punjabi translation is available for clients submitting to the plant health lab in Abbotsford, and for business risk management services in Kelowna, Oliver and Abbotsford
- Offering business risk management program information and online videos in Punjabi on the ministry's website
- Developing outreach materials on critical plant pests in both English and Punjabi to reach the majority of growers whose commodities are affected

In 2020/21, Feed BC sponsored five webinars across B.C.'s public sector to share the results of the joint 2019/20 study by the Ministry of Health and Ministry of Agriculture, Food and Fisheries entitled Traditional Foods and Indigenous Recipes in Public Institutions. The webinars were led by the external study team's food system experts, including three Indigenous chefs with extensive experience in food safety, food service delivery and traditional foods. The webinars reviewed current barriers, facilitators and opportunities for purchasing and serving more traditional foods in public sector foodservices, including hospitals, long-term care facilities, post-secondary institutions and corrections facilities. Observations from the study can support greater government foodservice procurement of and client access to traditional foods. The study is now available on the Feed BC website: [https://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/feedbc/traditional\\_foods\\_and\\_indigenous\\_recipes\\_in\\_bcs\\_public\\_institutions.pdf](https://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/feedbc/traditional_foods_and_indigenous_recipes_in_bcs_public_institutions.pdf)

Further traditional foods work is underway via partnerships between Feed BC, AEST and the public post-secondary sector. It will form part of Feed BC's contribution to supporting the Ministry of Education's K-12 school meals mandate and programming.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

The launch of the B.C. Salmon Restoration and Innovation Fund (BCSRIF) saw numerous projects led by Indigenous groups approved in 2019 and 2020. A key example is the funding to the National Indigenous Fisheries Institute and the First Nations Fisheries Council to develop a list of project concepts for future BCSRIF funding, based on the priorities of Indigenous communities throughout B.C.

In 2019, AFF, in partnership with the Ministry of Forests, Lands and Natural Resource Operations and Rural Development and the Ministry of Indigenous Relations and Reconciliation, signed a memorandum of understanding with the First Nations Fisheries Council to solidify a partnership to work through issues of mutual interest regarding fisheries, seafood and oceans. We continue to collaborate under this MOU.

## Domestic Market Development

AFF's 2020/21 Buy BC marketing campaign featured B.C. farmers and producers from diverse cultural backgrounds. The campaign included digital, transit and TV advertising across B.C.

## Business Development

Under the Canadian Agriculture Partnership Agreement, AFF business development programs support inclusiveness and increased representation of under-represented groups such as new entrants, youth, women, people with disabilities and Indigenous people through program evaluations, research and needs assessments, and targeted programming and communications activities.

- B.C. Indigenous Agriculture Development Program supports communities and organizations to identify and develop agriculture and agri-food opportunities
- Knowledge Transfer Events program facilitates knowledge and technical transfer for producers and processors, including providing peer learning, educational networking and relationship-building opportunities for under-represented and target groups
- Small Farm Acceleration Pilot Program saw a large number of applications from female-owned businesses. Of the 64 applications approved, 47 had been in business less than five years, 23 were under the age of 35, three identified as having disabilities, 47 identified as female, one identified as being a new Canadian and seven identified as Indigenous
- Indigenous Agriculture Inventory (IAI) Research Project studies Indigenous agriculture and agri-food activities and perspectives on the opportunities and challenges of the sector. The research will address key knowledge gaps surrounding Indigenous agriculture and provide information necessary to continue to improve the alignment of sector supports with the needs and interests of Indigenous agricultural enterprises in B.C.
- Informal Mentorship Framework developed for the agriculture sector that focuses on the inclusion of diverse communities

## **LEADING PRACTICES**

AFF has offered:

- Ongoing support for agriculture business development for Indigenous communities, response to information inquiries, and facilitation for enhancing business networks
- Resources, workshops and skills training to Indigenous clients to promote and support the start-up and growth of agri-food businesses and projects. Specifically, AFF developed the Introduction to Community Greenhouses Toolkit for communities assessing options and planning greenhouse development
- Support for Indigenous producers through Canadian Agriculture Partnership programs such as the B.C. Indigenous Agriculture Development Program and Environmental Farm Plan program
- Continued support for local food initiatives and participation with the Indigenous food systems steering committee
- Continued support for Indigenous aquaculture development, working with the Aboriginal Aquaculture Association and responding to requests for information from band offices
- Ongoing support for the B.C. 4-H program that works with over 2,200 youth ages 6 to 25 from many cultural backgrounds in a variety of leadership and agriculture youth-development programs across the province

## MINISTRY OF ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR HOUSING

### MANDATE

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

### EXECUTIVE COMMITMENT

In November 2020, Rachna Singh was appointed B.C.'s first Parliamentary Secretary for Anti-Racism Initiatives. The role is intended to address discrimination by working with B.C.'s new Human Rights Commissioner and other stakeholders to introduce legislation to reduce systemic discrimination and pave the way for race-based data collection, as well as to conduct a review of anti-racism laws in other jurisdictions and launch stakeholder consultations to inform the introduction of a new *Anti-Racism Act*.

The Province continues to invest annually in the Resilience BC Anti-Racism Network to support anti-racism initiatives in 57 communities around B.C., ensuring a multifaceted, province-wide approach that will provide greater focus and leadership in identifying and challenging racism and hate.

The justice and public safety sectors continue to apply the gender-based analysis plus (GBA+) lens to ensure that equity is reflected in sector budgets, policies and programs.

Throughout 2020/21, the Ministry of Attorney General and Minister Responsible for Housing continued to strengthen partnerships with Indigenous leadership and communities to further our commitment to reducing the over-representation of Indigenous people in the justice and public safety sector and supporting culturally responsive and relevant policies,

programs and services that address the specific needs of Indigenous people.

For 2020/21, the B.C. multiculturalism grants program prioritized grants for community-based projects aimed at reducing anti-Indigenous, anti-Black and anti-Asian racism, as well as supporting resilience and recovery initiatives for Indigenous, Black and other racialized communities that were disproportionately impacted by the pandemic. In all, more than 190 new projects received funds.

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

Hiring processes in the justice and public safety sector are regularly reviewed to ensure that Indigenous relations behavioural competencies are included in role profiles across the sector. Competition processes include gender-neutral pronouns and non-biased, culturally sensitive language aimed at demonstrating a strong commitment to a diverse and inclusive workforce. In addition, training and experiential education is available to all staff members. Often provided jointly with community and organizational partners, the training supports multicultural awareness, discrimination prevention and Indigenous cultural safety and humility. The Diversity and Inclusion Action Plan acts as a guide to strengthen diversity and inclusion across the sector.

The sector's strategic human resources department assisted in the development of Where We All Belong, a three-year diversity and inclusion strategy for the B.C. Public Service. The strategy ensures that the B.C. Public Service is reflective of our province and inclusive of Indigenous people, minority communities, immigrants, people with disabilities and the LGBTQ2S+ community. The sector's strategic human resources department is also participating in the cross-government Workforce Plan initiative with a focus on recruitment and retention.

A formal mentoring program for staff in the justice and public safety sector was implemented to encourage and promote personal growth; the sector's leadership development program was launched with the goal of building internal leadership capacity and improving service delivery to citizens.

The Court Services Branch developed and implemented an internal Indigenous cultural-awareness training program for branch staff. The BC Prosecution Service continues to provide professional development training on cultural safety and awareness to both Crown Counsel and administrative staff. In addition, the Legal Services Branch (LSB) collaboratively developed a territorial acknowledgement guide and new Indigenous litigation guidelines through consultation with Indigenous partners. LSB also supported staff in the creation of an Indigenous employee video, developed for the purpose of cultural agility training for branch management.

With representatives from all branches of the Ministry of Attorney General and Minister Responsible for Housing and the Ministry of Public Safety and Solicitor General, the Reconciliation Champions Table for the justice and public safety sector met regularly throughout 2020/21 to support implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, and the B.C. **Declaration on the Rights of Indigenous Peoples Act**. Cultural safety and humility remain an important area of focus for this work, as do the Indigenous information and resource hub on the sector's intranet site and the promotion of broad staff awareness through regular cross-sector Deputy Minister messages and blog posts.

A GBA+ network for the sector was established in late 2018 and remained active throughout 2020/21. The purpose of the network is to:

- Champion and promote GBA+ across the sector
- Support the implementation of the GBA+ tool in budget, policy, legislation and program development
- Help ensure that sector staff have a comprehensive understanding of how to apply the tool in their day-to-day work and of the value and importance of applying a GBA+ lens

In addition, there are four GBA+ advisors in the sector that participate in the cross-government GBA+ forum chaired by the Gender Equity Office in the Ministry of Finance. These GBA+ advisors serve as liaisons between the cross-sector GBA+ working group and the Gender Equity Office.

In 2020/21, the Ministry of Attorney General and Minister Responsible for Housing promoted multiculturalism in the workplace through several events and initiatives:

- On September 30, 2020, sector employees participated virtually in Orange Shirt Day to remember the Indigenous children placed in residential schools across Canada and the inter-generational harm that it caused.
- On February 11, 2021, sector employees took part in the Moose Hide Campaign in a variety of ways, including watching a live stream of the plenary session, participating in a virtual workshop, wearing a Moose Hide pin, fasting, and taking an online pledge to end violence against women and children.

The Ministry of Attorney General and Minister Responsible for Housing incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

- Service design methodologies and approaches, as outlined in the B.C. Service Design Playbook, are employed in the justice and public safety sector to ensure inclusive design of government services, products and programs as well as accessibility of digital services, applications, websites and web content. Applying accessibility practices and standards throughout the service design process ensures that government services are inclusive and accessible to everyone. This includes applying GBA+ to gather diverse perspectives and insights in the discovery phase, identifying future state opportunities based on research evidence, developing and analyzing prototypes that have been co-designed by and tested with diverse user groups, and implementing results that matter most to those who use government services.
- All cabinet and treasury board submissions require the use of GBA+ to inform the entire submission development and policy process, and to ultimately result in a clear outline to decision-makers of the gender and diversity implications of the recommended option. This required section also demonstrates links between

the recommended option and government's broader commitment to gender equity. All branches have dedicated GBA+ ministry leads who have completed the GBA+ orientation and have access to resource materials that help with the development of cabinet and treasury board submissions. Similarly, Order in Council packages are also developed using GBA+.

The Ministry of Attorney General and Minister Responsible for Housing utilizes partnerships to gather input from Indigenous groups and broader communities:

- In partnership with the Ministry of Public Safety and Solicitor General, the federal government and Indigenous communities, the ministry continues to work with the BC First Nations Justice Council to advance the B.C. First Nations Justice Strategy, which was jointly released by the Province and the Council on March 6, 2020. The ministry is also supporting the finalization and implementation of the Métis Justice Strategy, in partnership with the Ministry of Public Safety and Solicitor General and the Métis Nation BC Justice Council.
- The ministry collaborates on bilateral community outreach and engagement activities by the B.C. Sheriff Service with Indigenous governments, organizations and communities in the Kamloops region.

The Ministry of Attorney General and Minister Responsible for Housing supported the following culturally appropriate and responsive programs and services:

- The B.C. Multiculturalism and Anti-Racism Awards were created in 2008 to recognize outstanding British Columbians committed to multiculturalism and cross-cultural understanding. In 2020-21, a renewed focus was placed on honouring those community champions who promote intercultural dialogue and are active in the fight against racism and hate.
- In 2019, B.C. became the first province to establish a new cross-ministry anti-racism and anti-hate working group. This group continues to identify opportunities to co-ordinate responses to incidents of racism in communities, and to

address broader, more complex issues of systemic and institutional racism.

- The Indigenous Housing program will provide \$550 million over 10 years to build and operate 1,750 units of social housing for projects, both on and off Nation, in First Nations communities. As of December 31, 2020, 1,093 units are in progress. Of these, 378 units are under construction, and the remainder are underway.
- The BC Housing Tenant Handbook for people moving into a BC Housing directly managed property provides accessible, helpful information on dozens of topics including how to handle conflicts and complaints, pets and recycling. It is available in English, French, Chinese, Farsi, Korean, Punjabi and Tagalog.
- The BC Prosecution Service continues to ensure the organization's publications, especially recruitment and retention materials, reflect inclusive language and are translated into languages other than English and French whenever possible.
- In April 2019 and January 2021, the BC Prosecution Service introduced a series of new and revised policies directed at the unacceptable overrepresentation of Indigenous people in the criminal justice system. Implementation of these policies will aim to change the way cases involving Indigenous people – as victims, as witnesses and as accused – are approached.
- The Family Justice Services Division operates family justice centres and justice access centres that provide free support, early legal information, assessment and dispute resolution for families experiencing separation and divorce. Justice access centres have self-help resource rooms for civil non-family and Supreme Court issues. Services are also available at a distance through teleconference and video-conferencing technology. Interpreters are available for those with additional language needs. Centres also have relationships with local multicultural organizations.
- The Province funds seven legal clinics that are administered by the Law Foundation. These clinics provide free legal information, advice

and representation to low-income individuals in locations identified as having a need for poverty law and specialized (disability, housing, and immigration and refugee law) legal services.

- Indigenous Justice Centres (IJC) opened in Merritt, Prince George and Prince Rupert. The IJCs will provide important legal services for all Indigenous people. Each centre offers unique supports tailored to the local Indigenous community. The Province is currently working with BC First Nations Justice Council to determine locations for 12 additional centres throughout B.C. These centres are part of the First Nations Justice Strategy.
- The Civil Resolution Tribunal (CRT) includes information about its jurisdiction and processes in seven languages on its website. With changes to legislation and other factors, all translated documents were reviewed and updated in February 2021.
- The Labour Relations Board supports witnesses who appear before it and who are not fluent in English by providing a translator at no cost to them or to any party. In addition, when the Board is mandated by the Labour Relations Code to conduct votes, it will, at its own cost, provide notices of poll ballots in languages other than English.
- The Court Services Branch supports and administers the court interpreter's program to provide spoken-language interpreters in court proceedings for people who do not speak English.

The Legal Services Branch (LSB) is committed to staying involved in broader reconciliation efforts. It has allocated 25% of legal time as "core funded" to a LSB lawyer to ensure participation in:

The Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples (the "Draft Principles") Cross Ministry "Champions" working group

- The justice and public safety sector's Draft Principles working group
- The Law Society of British Columbia's Truth and Reconciliation Advisory Committee

The Legal Services Branch (LSB) also supported the creation of an Indigenous employees collective, open to all self-identified Indigenous staff with the purpose of creating space for supportive discussions and involvement in LSB's initiatives. LSB continues to offer an Indigenous articling student stream specifically targeting Indigenous students.

The Justice Services Branch leads the reporting process for government with respect to our compliance with international human rights treaties, including the United Nations Convention on the Elimination of Racial Discrimination.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

The Ministry of Attorney General and Minister responsible for Housing received \$2.9 million through StrongerBC to address racism as part of the province's economic recovery from COVID-19. Funding was used to expand the Resilience BC Anti-Racism Network, as a one-time boost to the multiculturalism grant funding, to launch an anti-racism public education campaign and to initiate an institutional change project (to be delivered in 2022) aimed at training senior public servants on issues of systemic and institutional racism.

The BC Prosecution Service has created witness preparation videos that are available to the public online. The videos offer information on what to expect when attending court as a prosecution witness. They are currently available in 6 languages: English, French, Spanish, Cantonese, Mandarin and Punjabi.

Court Services Branch has developed a policy on the use of the eagle feather and other culturally significant items for oath and affirmation purposes.

The Ministry of Attorney General and Minister Responsible for Housing continued working with the Provincial Court on the expansion of Indigenous courts, including the Williams Lake Indigenous Court, which opened in Fall 2020.

The Human Rights Tribunal took steps to implement the report of Ardith Walkem QC, *Expanding Our Vision: Cultural Equality & Indigenous Peoples' Human Rights*. These steps included auditing hiring processes and improving recruitment processes, training in trauma-informed practice including

Indigenous protocols and dispute-resolution approaches, co-ordinating with the Canadian Human Rights Commission on reducing barriers due to jurisdictional confusion, and amending complaint forms to use plain language.

On March 29, 2021, the Civil Resolution Tribunal (CRT) released its Reconcile(action) Plan 2021-2024. This plan sets out the CRT's commitment to implement specific, measurable and timely actions toward reconciliation with Indigenous Peoples. CRT is committed to providing a friendly and culturally safe space that will support, encourage and maintain relationships with Indigenous people. As part of this commitment, a new position was created in 2020. A staff member known as the CRT Navigator is available to assist Indigenous participants through the dispute resolution process.

On April 30, 2020, the British Columbia Utilities Commission (BCUC) issued a final report on its Indigenous Utilities Regulation inquiry, which contained 35 recommendations to the B.C. government as well as several recommendations to the BCUC. The recommendations to the BCUC applied to how it conducts proceedings and to the building of First Nation and BCUC internal regulatory capacity. Following the release of its final inquiry report, the BCUC formed an internal strategy committee to implement the recommendations to the BCUC. The committee aims to improve the BCUC's organizational processes in order to broaden Indigenous participation in the public utility regulation in B.C. In addition, the BCUC engaged an external consultant to analyze the organization's readiness to implement the inquiry's recommendations and to work with the organization to create an action plan.

The Legal Services Branch (LSB) supports the development of the following additional employee collectives:

- LSB LGBTQ+ employee collective, with an overarching goal to actively advance substantive inclusion and involvement of LGBTQ+ employees at LSB
- LSB Indigenous, Black and people of colour employee collective, with the goal of actively

advancing substantive inclusion and involvement of IBPOC employees at LSB

- LSB immigrant employee collective, with the goal of actively advancing substantive inclusion and involvement of immigrant employees at LSB
- LSB diverse ability employee collective, with the goal of actively advancing substantive inclusion and involvement of diverse-ability employees at LSB

## **SUCCESS STORY**

In 2020/21, a Guide to Territorial Acknowledgements was created to lead staff of the Ministry of Attorney General and Minister Responsible for Housing and of the Ministry of Public Safety and Solicitor General in how to use territorial acknowledgements. Acknowledging an Indigenous territory or language group is one way to honour Indigenous Peoples and their histories. The guide now forms part of a series of resources for justice and public sector staff available through the Indigenous resources hub on the sector intranet.

Parents Legal Centres (PLC), operated by Legal Aid BC, provide early and collaborative services to parents (and people standing in for parents) when a child is at risk of removal or has already been removed from their home. Staffed with a lawyer, an advocate and a legal assistant at each location, the centres' focus is on assisting Indigenous communities with child protection matters. Anyone eligible, however, can apply for services. PLCs serve approximately 190 of the 198 First Nations communities in B.C.



## MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

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### MANDATE

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

The ministry supports children, youth and their families, emphasizing the principles of early intervention, prevention and cultural and community connections to keep families together when possible and to connect children and youth with permanent living arrangements when needed. Services include those related to early childhood development and child care, children and youth with support needs, child and youth mental health, adoption, child protection, youth justice and supporting youth transitioning to adulthood.

### EXECUTIVE COMMITMENT

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

We are committed to working collaboratively with First Nations, Inuit and Métis people in order to improve outcomes for Indigenous children, youth and families. We are also committed to walking together with communities towards meaningful reconciliation through child welfare jurisdiction and information-sharing arrangements. We acknowledge the traditional territories where we gather for work. Our restorative policies reflect Indigenous perspectives and we continue to reduce the number of Indigenous children and youth in care by working to connect them to their families and cultures.

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

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

MCFD's Strategic Human Resources Branch has a team of Indigenous employees dedicated to Indigenous recruitment and cultural safety. This team is responsible for supporting a culturally inclusive, safe and agile workforce. The team provides cultural agility training for employees, supports for supervisors, and strategies to increase the ministry's Indigenous workforce (including using the BC Public Service Agency's Indigenous relations behavioural competencies).

MCFD continues to support its Aboriginal Policy and Practice Framework (APPF) across all program areas through the inclusion of preference statements for Indigenous employees in our hiring process, and by involving Indigenous colleagues and partners in the interview process.

Employees are encouraged to take experiential Indigenous cultural competency training. Through this training, participants discover Indigenous world views, explore the impacts of colonization and discover ways in which they can contribute to reconciliation in their work. Employees are also encouraged to participate in the Public Service Agency's Indigenous House of Learning.

The ministry has a cross-divisional working group for Gender-Based Analysis Plus (GBA+) that has championed the integration of GBA+ analysis into policy and financial submissions, primarily through the provision of training and educational opportunities. The ministry is also currently collecting data on employees' experiences implementing GBA+ into their work in order to identify areas where the ministry can further support employees in their use of GBA+ through the development of targeted training and resources.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The ministry continues to integrate the Aboriginal Policy and Practice Framework, including the five APPF core values (respect, inclusion, truth-telling, wisdom and belonging), into all levels of work, including the development of policy and practice and front-line service. The APPF is a pathway to improving outcomes for Indigenous children, youth and families.
- The ministry's service delivery areas (SDAs) continue to implement reconciliation plans, which involve collaborative work with Indigenous communities and partners to improve services, build employee capacity and cultural agility, and change practices to better serve Indigenous people. Below are some examples:

South Fraser:

- Through the Strengthening Through Aboriginal Resourceful (STAR) elders program, elders provide regular cultural teachings, support and guidance for staff and input on culturally relevant services.
- Training sessions and resources have been provided as part of the implementation of reconciliation plans. This has been helpful in drawing awareness to the need for developing employees' cultural agility.
- Staff who are new to South Fraser (Circle 5) participate in a Welcome to the Circle program that is led by STAR elders. This involves cultural teachings and an overview of Indigenous-centered practice.

East Fraser:

- An Indigenous youth intern is leading, along with an elder team, learnings about Indigenous practice and how this can impact the role of staff when providing services.
- All Fraser Cascade staff have taken culture sensitivity awareness training and the APPF orientation.
- Diversity and inclusion is regularly acknowledged in the Fraser Cascade LSA. Examples include email messages to all staff to recognize various

cultural heritages in the workplace (for example, April is Sikh Heritage Month).

In LSAs, employees support numerous cultural celebrations and activities, including Indigenous ceremonies, for ministry clients and caregivers. For example:

South Fraser: Staff participate in events with Indigenous communities, such as the HOYJA (Honouring Our Youth's Journey to Adulthood) ceremony for Indigenous youth in care who are reaching the age of majority.

East Fraser: The ministry has partnered with a number of Fraser Cascade LSA First Nations to have Xyólhemóthet Lexw Awtexw (Four Season) gatherings. This initiative has so far been exclusive to Fraser Cascade LSAs, with potential for re-establishment and expansion post-pandemic. Burnaby Youth Custody Services (BYCS) provides events managed through their Indigenous contractors, such as change of seasons, smudges, sweats, Indigenous art, and time spent in the Indigenous learning park/garden. BYCS also contracts a full-time multicultural worker who liaises with multicultural organizations in the community to provide orientation and transition services to youth and their families, translation services, and new immigrant information. This position provides cultural information to youth in group and individual lessons, and provides an opportunity for youth to participate in a newsletter on diversity information and learning.

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

- Cabinet and treasury board submissions require considerations for GBA+ and impacts to Indigenous communities. The Policy Development & Implementation Toolkit provides policy writers with a style guide that includes resources to ensure operational policy development incorporates the lenses of equity, inclusion and diversity.
- The ministry adheres to British Columbia's ***Declaration on the Rights of Indigenous Peoples Act*** and engages with Indigenous people when

developing policies, practices and programs. In turn, this deepens our awareness and supports cultural safety, agility and a positive identity for the Indigenous children, youth and families we serve.

- The ministry continues to use the APPF to guide its work, and engages with groups such as the First Nations leadership council, the tripartite First Nations children and families working group, Métis Nation BC, MCFD/delegated aboriginal agency (DAA) partnership table and Indigenous governments as appropriate.
- The ministry continues work on the implementation of universal early care and learning, focusing on creating a system that is more inclusive of children with support needs and the Indigenous population. Additionally, increasing supports for early childhood educators increases gender equity, as most of the child care workers are women.

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

- MCFD is collaborating with delegated aboriginal agencies (DAAs) to improve child welfare and respond to the Missing and Murdered Indigenous Women and Girls (MMIWG) Calls for Justice, and has presented to the DAAs on work to improve policy and practice for 2SLGBTQ+ individuals.
- The ministry participates in the DAA partnership table to discuss and collaborate on issues related to the delivery of child and family services to Indigenous communities served by delegated agencies.
- The ministry works as a member of the tripartite First Nations children and families working group on systemic changes to child and family services in British Columbia. In addition to the main table of the working group, the ministry is an active participant in the tripartite technical and practice working groups.
- The ministry works as a member of the Métis child and family working table, which is comprised of Métis Nation British Columbia,

the Métis Commission for Children and Families of BC, and MCFD. The intent of this working table is to ensure that service delivery for Métis children and families is built upon the values of Métis people, their culture and their strengths, with the goal of improving outcomes for Métis children and families.

- The ministry regularly consults with DAAs, First Nations leadership council, Métis Nation BC, Métis Commission for Children and Families of BC, Indigenous governing bodies and youth advisory councils.
- The Early Years Indigenous Advisory Council, comprised of the leadership of key Indigenous organizations, advises the ministry on matters related to early years programs and services.
- The ministry has a youth advisory council (YAC) comprised of Indigenous and non-Indigenous youth who have lived experience in child welfare. The ministry regularly consults with the YAC on the development of policies, practices and services.

The ministry supported the following culturally appropriate and responsive programs and services:

The ministry is continuously expanding services in the languages of the communities served to ensure that families from diverse cultural backgrounds can communicate their needs when accessing ministry services.

Burnaby Youth Custody Services (BCYS):

- Offers parental orientation information in several languages. If there is a need for other languages, their multicultural contractor provides translations for families.
- Multi-faith information is regularly shared via email to all staff by their full-time pastor. The same information is given to youth in group and individual formats.

South Fraser:

- Teams access interpreter services through a contract with a community partner and have been able to conduct intakes for families seeking mental health services where English presents a barrier to service.

- The South Fraser Multicultural Family Preservation Program provides child protection services in several languages.

Autism Information Services (AIS) BC: Autism support and resource specialists on staff provide information in Mandarin, Cantonese, Punjabi, Tagalog and Vietnamese. AIS also hosts monthly information sessions in Mandarin for families with children recently diagnosed with autism.

Vancouver/Richmond SDA: Contracted partners who deliver family preservation and reunification services within the SDA have clinicians able to speak other languages to meet the diverse needs of the population in that SDA. These languages include (but are not limited to) Vietnamese, Cantonese, Mandarin, Hindi, Punjabi, Tagalog, Spanish and German.

The ministry recognizes and is working to address the over-representation of Indigenous children, youth and families in the child welfare system, and to improve outcomes for them. The ministry tracks and uses several measures related to over-representation to inform policy, practice and programs. Examples these measures include children and youth in care, children and youth out of care and family preservation. The ministry collects and uses information from licensed child care providers about the languages they provide services in, as well as information related to serving Indigenous children and families.

The ministry is working to ensure that the conventions for creating accessible digital content are followed. This includes plain-language content, closed captioning of videos, alternative text-only versions of multimedia and alternative image tags for screen readers.

The ministry supports Provincial Deaf and Hard of Hearing Services (PDHHS). This program is dedicated to supporting the diverse and multicultural goals of deaf, hard of hearing and deaf-blind individuals and their families within an American Sign Language and English environment. Supports include consultative services, family and community services, as well as the Victory Hill Dorm, which operates a home-like environment for children and youth who must live

away from home to attend the British Columbia School for the Deaf in Burnaby.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

The Vancouver/Richmond SDA and Provincial Centralized Screening host an Indigenous practice circle committee that consists of representatives from both SDAs. The circle meets bi-monthly to share learnings and successes related to their practices in supporting Indigenous families. The circle committee also hosts multiple smaller action circles which focus on opportunities to support cultural teachings and learnings for staff and the children and youth they serve. These include a medicine walk action circle, an Indigenous events action circle and an elders support action circle.

The North Shore Community Action Team (formerly Local Action Team) has been discussing with community partner members (the multicultural society, school districts, Foundry, Vancouver Coastal Health, MCFD, police, community agencies) the need for anti-racist work in policing, and the experience of multicultural communities in Child and Youth Mental Health (CYMH) services. As a result, a posting has been made for a CYMH clinician with a preference for a Farsi-, Mandarin- or Korean-speaking candidate.

On-line training went live to all MCFD staff and DAAs regarding an act respecting First Nations, Inuit and Métis children, youth and families. This training was developed in collaboration with the “family” from the Walking Together Gathering (elders, DAAs, Indigenous Services Canada, Secretariat), Métis Nation BC and the First Nation Leadership Council also had the opportunity to provide feedback prior to launch.

MCFD hosts a bi-weekly Advancing our Practice circle. This circle was developed to ensure that MCFD and DAA practice leads (consultants, analysts, directors of operations, managers) have the opportunity to ask questions, discuss and share best practices regarding an act respecting First Nations, Inuit and Métis children, youth and families. Hereditary chiefs, elders, and DAA teams have been guests and provided valuable cultural teachings.

## **SUCCESS STORY**

New child-care spaces coming to Xa'xtsa First Nation

Families from the Xa'xtsa (Douglas) First Nation will soon have access to more than 40 new licensed child-care spaces as part of the Province's ongoing commitment to increase child care through the COVID-19 pandemic and beyond.

"The child care that will be offered at Tipella Child Care Centre will be beneficial for families and help children from the Douglas First Nation remain connected to their culture, community and traditions as they grow," said Katrine Conroy, Minister of Children and Family Development. "The new, accessible facility will also ensure that children of all abilities will be able to safely access the building and participate in the centre's activities."

Childcare BC's New Spaces Fund is supporting the Tipella Child Care Centre to create 46 spaces for children up to the age of 12 years, including 30 spaces for school-age children. The spaces were expected to be available in February 2021

## MINISTRY OF CITIZEN SERVICES

### MANDATE

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

CITZ delivers accessible, multi-channel services through a single-point-of-contact service approach to people in urban and rural communities through Service BC, and delivers the digital face of government at [www.gov.bc.ca](http://www.gov.bc.ca). CITZ provides support for the expansion of high-speed internet connectivity throughout the province, leadership across government to modernize information management and technology resources, trusted data services to government agencies, prompt and relevant responses to freedom of information requests, and statistical and economic research, information and analysis to businesses and the public sector. CITZ also manages the Province's real estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding jobs that contribute to local economies and benefit individuals, families and communities.

### EXECUTIVE COMMITMENT

As outlined in our minister's mandate letter, CITZ is focused on government commitments and foundational principles, including equity and anti-racism, and lasting and meaningful reconciliation with Indigenous Peoples. To consider how diverse groups of British Columbians may experience our policies, programs and initiatives, CITZ is working to implement the *Declaration on the Rights of Indigenous Peoples Act* in all aspects of CITZ business, and working to address systemic discrimination and inform policy and budget decisions by reviewing them through a Gender-Based Analysis Plus (GBA+) lens.

To help people connect to government supports and services, including virtual health care and online learning, CITZ provides leadership, management, facilitation and support for the expansion of high-speed internet connectivity throughout this vast and

diverse province. Internet connectivity supports job growth, a strong and diversified economy, health care and stronger communities. CITZ is working to ensure every First Nations community has access to high-speed internet services for their social, cultural and economic well-being and that they can fully participate in the digital economy.

Under B.C.'s first-ever procurement strategy, CITZ is removing barriers for small- and medium-sized businesses and making it easier for companies of all sizes to work with government. A key action of the strategy is developing a co-ordinated approach to increasing Indigenous participation in government procurement.

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

The ministry's key practices, policies and programs in support of multiculturalism include:

- A webinar open only to CITZ employees on how to apply Gender-Based Analysis Plus (GBA+) practices in employees' daily work
- Four GBA+ advisors/coaches in the ministry
- Two Words Matter workshops made available to all staff
- Promoting inclusion at Learn at Work Week with events and team resources, including a panel discussion to promote the conversation-in-a-box team facilitative tool called Connection, Belonging and Community. The tool was added to the ministry intranet and all teams were encouraged to use it.
- Promotion of events to build cultural awareness and understanding, such as Pink Shirt Day, Orange Shirt Day, National Indigenous Peoples Day and Moose Hide Campaign. For the Moose Hide Campaign, a panel discussion with guests internal and external to the ministry was organized and open to all staff on the topic of Walking from Awareness to Action.
- An employee-organized Diversity, Inclusion and Accessibility committee is in the early stages of forming

- Promoting participation in the Indigenous Youth Internship Program
- Promoting inclusion of Indigenous behavioural competencies in job profiles
- The recent graduation of 24 leaders from across the ministry from the inaugural RISE (Reflect Inspire Serve Elevate) leadership development program. The program offers Indigenous cultural safety and cultural agility workshops including Learning for Truth and Reconciliation, Learning Circle and Indigenous Relations and Building Capacity in Indigenous Relations. This program is ongoing.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- Under the B.C. procurement strategy, the ministry is removing barriers for small- and medium-sized businesses and making it easier for companies of all sizes to work with government. A key action of the strategy is developing a co-ordinated approach to increasing Indigenous participation in government procurement. A “What We Heard” report, which was finalized in January 2020, summarized the feedback government received through its engagement, along with immediate next steps for this initiative. This was shared more publicly in March 2020, with the release of the Procurement Strategy Update 2020, which outlines actions to improve Indigenous procurement. In partnership with the ministries of Indigenous Relations and Reconciliation, and Jobs, Economic Recovery and Innovation, our progress to date includes:
  - Preparing to deliver cultural competency training for B.C. government employees who deliver procurement
  - Designing and planning underway to improve and expand our existing Indigenous business directories
  - Posting a Request for Qualifications (RFQ) on BC Bid to create a pre-qualified list of Indigenous facilitators to facilitate culturally safe meetings, engagements and sessions with Indigenous people. All ministries will be able to use the list.

- CITZ has partnered with the Rick Hansen Foundation to assess the accessibility of many provincially owned and leased facilities through the Rick Hansen Foundation Accessibility Certification (RHFAC) Program. RHFAC assessment results have been received for 73 facilities. Of these, the Wood Innovation and Design Centre in Prince George was certified gold – the highest level of certification – and another 55 buildings received certification. The Barrier Free program will prioritize the results of the RHFAC assessments, including upgrades and assessments for the remaining buildings and a plan forward to make all provincial buildings more accessible.

- CITZ is working to advance reconciliation by making government spaces more inviting for Indigenous people and creating a feeling of mutual respect between First Nations and public service employees. This is being done through building design, collaboration, naming opportunities and cultural inclusion.
- CITZ is using Indigenous knowledge to guide building design, artwork choices and signage translations. Examples include:
  - The Capital Park 1 building in Victoria at 525 Superior Street
  - The Healing Spirit House in Coquitlam
- CITZ is gathering input from local Indigenous communities to create building and interior design elements that reflect themes rooted in traditional stories, landmarks and teachings. An example of this is a government office in Surrey (15117-101 Ave.) that showcases the “Seven Sacred Teachings” theme.
- CITZ is also gathering input from local Indigenous communities to develop appropriate territorial acknowledgements in new office spaces.
- CITZ is working with First Nations to explore Indigenous naming opportunities for provincial buildings.
- CITZ is creating partnerships with First Nations in areas where provincial government facilities are located, such as the province’s lease agreement

with the Osoyoos Indian Band for the Okanagan Correctional Centre.

With an aim to addressing racism and discrimination, CITZ is advancing the collection and use of disaggregated demographic data. In 2020/21 work completed on this initiative included outreach to Indigenous and other racialized communities to inform broad public consultation, and outreach across government to assess needs and opportunities.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Various divisions within CITZ worked together to create B.C.'s [www.gov.bc.ca/getvaccinated](http://www.gov.bc.ca/getvaccinated) landing page, which provides people with information and links to the provincial registration and booking system to get the COVID-19 vaccine.

- One hundred and nine new web content pages have been created in 12 languages on the topic of COVID-19, the vaccine roll out and COVID-19-related benefits and restrictions
- Technology was added to allow for right-to-left languages like Hindi to display on [www.gov.bc.ca](http://www.gov.bc.ca)

CITZ is providing Service BC contact centre, in-person (65 locations) and specialized call-back services to assist people as they navigate the vaccination process. The wide variety of support offered includes: translation services (140+ languages, including several Indigenous languages), assistance with Personal Health Number (PHN) issues, in-person support with registration and booking, and provision of a call-back service to help with special circumstances. They are also at the ready to help TELUS contact centre operations address possible large call volume situations for vaccination registration and bookings. In addition, Service BC implemented two new temporary language support lines, in conjunction with a radiothon, to allow B.C. residents to register for the COVID-19 vaccine in Punjabi and Hindi without having to use general translation services.

Funds from the Connecting British Columbia program are helping to upgrade internet services in rural and Indigenous communities and expand cellular services along B.C. highways. These

investments are setting up people, communities and businesses to succeed in a post-pandemic economy.

- Thanks to federal and provincial investments, Highway 16 from Prince Rupert to Prince George will soon have cellular coverage along the entire route, fulfilling a critical recommendation to make the highway safer.
- Solving the problem of cellular gaps between communities along Highway 16 was among the Highway of Tears Symposium Report's 33 recommendations aimed at enhancing safety for Indigenous women and girls. This recommendation was echoed in the report from the National Inquiry into Missing and Murdered Indigenous Women and Girls. This investment is key to ensure women, especially Indigenous women, can call for help and receive the services they need to ensure their safety and security.

In July 2020, CITZ Exchange Lab offered an open discussion with people who wanted to share their experience of being impacted by racism. The webinar, "Face-to-Face with Racism," was an opportunity for our community to feel safe discussing this topic. Following the session, two podcasts were produced in which BC Public Service employees continued to share their experiences with racism.

Throughout 2020, BC Stats partnered with the Gender Equity Office and two ministries to deliver a GBA+ awareness and usage survey. Additional ministries are scheduled for 2021.



## MINISTRY OF EDUCATION

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### **MANDATE**

The ministry remains committed to promoting equity and addressing systemic racism in the education system through the development and implementation of an anti-racism action plan with IBPOC (Indigenous, Black and people of colour) partners.

### **EXECUTIVE COMMITMENT**

The ministry is addressing racism through the development of a new K-12 anti-racism action plan. The action plan is a comprehensive multi-year strategy intended to address racism, discrimination and hateful behaviours. The plan includes 5 elements: Provincial leadership, system leadership, system support, workforce development and raising awareness. The action plan has not been disclosed publicly and may be subject to further review by ministry partners prior to circulation.

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

The ministry is working in partnership through the British Columbia Tripartite Agreement (BCTEA) with the First Nations Education Steering Committee (FNESC), the First Nations Schools Association (FNSA) and the Government of Canada to further systemic changes that will improve outcomes for First Nation students. BCTEA commitments include a First Nations student data committee to enhance information-sharing processes with First Nations and enhancing the annual How Are We Doing Report on Indigenous student achievement in B.C. public schools.

The ministry established a ninth professional standard for B.C. educators that captures the expectation that all B.C. educators strive toward truth, reconciliation and healing, and acknowledge the history and contributions of First Nations, Inuit and Métis students.

The ministry amended the School Calendar Regulation to designate the purpose of one annual non-instructional day, from 2019/20 through to 2022/23, for enhancing Indigenous

student achievement and integrating Indigenous world views and perspectives into the learning environments.

The ministry provides supplemental funding to boards of education to enable school districts to provide necessary supports and services to school-age students who need language development assistance.

The ministry provides learning resources to school districts to assist educators in meeting the needs of English Language Learners (ELL). Its policy guidelines document was updated in 2018/19.

The ministry provides grant funding to school districts to support mental health activities for educators, students and families. Districts are required to work with Indigenous community partners in determining activities that meet the needs of their community.

The Equity in Action Project supports school districts in identifying promising practices as well as barriers and challenges impacting Indigenous student achievement and success. A framework and equity scan toolkit has been developed. Forty-six districts are engaged in the project in 2020/21, representing 88% of the Indigenous student population in B.C. schools..

The ministry utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- The ministry remains committed to hiring employees that reflect the diversity of our classrooms and province. In 2020/21, four out of five of the ministry's co-op students were under age 30. The ministry also hired two interns through the Work-Able Program, one intern through the Indigenous Youth Internship Program and currently has one auxiliary part-time employee hired through Community Living. This helped the ministry to leverage the benefits of an age-diverse workforce. Additionally, employees from diverse cultural backgrounds and with disabilities added to an already diverse and inclusive workplace. In many of the programs, the interns have had formal mentors and other supports in place to ensure positive experiences through the employment terms.

- The ministry provides learning sessions and experiential opportunities to support awareness and growing knowledge related to these important topics. For example, one of the ministry's leadership development programs offered a learning circle with the House of Indigenous Learning. This was an opportunity to explore the Indigenous relations behavioural competencies and consider what actions could be taken as leaders to further incorporate Truth and Reconciliation into their leadership style.
- The ministry currently has a secondee who is working with the Indigenous Student Outcome Improvement Team. A portion of the secondee's work is dedicated to employee education to help fulfil our mandated responsibilities to implement the Draft 10 Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, answering call #57 of the Truth and Reconciliation Commission of Canada's 94 calls to action, and the B.C. **Declaration on the Rights of Indigenous Peoples Act**. The secondee has worked with the executive team, leadership teams and full divisions to create opportunities for individual and group learning to support Indigenous cultural safety, self-awareness and anti-racism.
- The ministry's Everyday Leaders Program for aspiring leaders included a session on the topic of allyship in leadership. This was a two-hour session offered to two cohorts of leaders who participated in the Everyday Leaders program. It was an opportunity for self-awareness, gaining an understanding of the Indigenous relations behavioural competencies and finding other ways to meet our mandated responsibility of creating lasting reconciliation with Indigenous Peoples.
- Learn @ Work Week 2020's theme was Inclusion. This involved sessions throughout the week to deepen our learning around frame of reference and psychological safety, with a keynote presentation on the topic of diversity, equity and inclusion in the workplace.
- Several learning sessions were offered to employees during the year. These included How

to Incorporate Truth and Reconciliation and GBA+ into personal performance plans and Exploring the Pillars of Self-Awareness, which covered unconscious bias and accountability for how we interact with others.

- Leadership teams, expanded leadership teams and divisions incorporated diversity and inclusion articles in newsletters, discussions and learning sessions.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The ministry annually supports the Moose Hide Campaign, held virtually this year on February 11, 2021. The campaign is an opportunity for people to show their commitment to ending violence against women and children by wearing a Moose Hide pin, fasting for the day and attending various provincial events. This year, our executive lead hosted two ministry all-staff virtual meetings and invited ministry staff to reflect on the National Inquiry into Missing and Murdered Indigenous Women's and Girls Report, and to consider what acts of reconciliation they can commit to going forward.
- A series of 10 sessions open to all employees to address building a respectful workplace was held from September 2020 to February 2021.
- The ministry's workforce plan includes strategies related to promoting diversity and inclusion and building Indigenous awareness. One action item involves using Lumina Spark as a tool to help strengthen awareness of personality and work-style differences and to promote inclusion across teams. This year, workshops using the tool focused on supporting employees through times of uncertainty and stress.
- Bullying Awareness Day, also known as Pink Shirt Day, is celebrated provincially and within the ministry each year.
- The Every Child Matters campaign remembers the experiences of former students of residential schools and is a commitment to ongoing reconciliation in Canada. Orange Shirt Day is recognized annually at the ministry. All

employees were encouraged to wear orange on September 30 and online events were promoted on the ministry intranet. They included a live Q&A with the creator of Orange Shirt Day, Phyllis Webstad.

- For Black Shirt Day, Minister Whiteside issued a joint statement with PS Singh to acknowledge the racial inequity experienced by Black Canadians and to re-commit to anti-racism efforts.
- Raising Awareness is an element of the ministry's action plan. It includes expanding the erase website to include a dedicated page and resources specific to racism.
- On June 22, in celebration of Indigenous Peoples Day, the ADM sponsor and DM promoted online events and the ministry organized a virtual event open to all staff. This included speeches from two Indigenous elders, and Indigenous song and drumming led by the Indigenous director of education.
- An Indigenous Reads book club met monthly to discuss nine books by Indigenous authors, and how this learning can apply to the work we do and to our everyday lives.
- Black History Month was acknowledged throughout February with articles and communications from DM and ADM sponsor on diversity and inclusion and with online events.

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

- In partnership with the First Nations Education Steering Committee (FNESC), the ministry is developing a K-12 provincial Indigenous languages education policy and curriculum framework.
- In response to the Office of the Auditor General report, An Audit of the Education of Aboriginal Students in the B.C. Public School System (2015), the United Nations Declaration on the Rights of Indigenous Peoples, and the Truth and Reconciliation Calls to Action, the Ministry of Education has developed an equity

scan to support school districts in identifying promising practices as well as barriers that are impacting Indigenous student achievement and success. In school year 2020/21, the Equity in Action project expanded to include 46 school districts, comprising 88% of the Indigenous student population.

- The ministry is supporting the exercise of First Nations jurisdiction over education through ongoing collaboration with FNESC as the representative for negotiating First Nations. Efforts are focused on co-construction of legislative changes which will result in key policy shifts. This process reinforces government-to-government relationships with First Nations, acknowledges the right to self-government for all First Nations, and supports those First Nations that are pursuing sectoral self-government.
- The K-12 Anti-Racism Action Plan has been developed with input from community groups across the province. It incorporates culturalism policy including goals to increase equity, inclusion and diversity in schools. The action plan reflects the diversity of British Columbia and ensures that the voices and perspectives of a wide range of community groups are heard.
- GBA+ analysis is required for all policy development. Policy and program development is also focused on improving student success, equity and inclusivity of outcomes for all students in B.C., with a particular focus on Indigenous students, children and youth in care and students with disabilities or diverse abilities.
- Through the Human Rights Tribunal Special Activities Approval, the Teacher Certification Branch collects voluntary ethnic identity of certificate holders. This information contributes to the ongoing efforts of education partners to ensure that B.C.'s complement of certified teachers is reflective of our student population and broader society.
- The province's K-12 curriculum includes equity and inclusiveness as underlying principles. These principles are also embedded in provincial assessment policies.

- Elements of the curriculum relevant to multiculturalism comprise 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. These include positive personal and cultural identity, social awareness and responsibility, and personal awareness and responsibility.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The ministry meets regularly with inclusive education advocacy and partner groups (Inclusion BC, BC EdAccess Society, Family Support Institute, BC CAISE) to collaborate on current topics and issues across the province, to provide updates on ministry direction and to engage in collaborative problem solving.
- The ministry is working in partnership through the British Columbia Tripartite Agreement (BCTEA) with the First Nations Educational Steering Committee (FNESC), the First Nations Schools Association (FNSA) and the Government of Canada to further systemic changes that will improve outcomes for First Nation students. BCTEA aligns with B.C.'s commitment to the United Nations Declaration on the Rights of Indigenous Peoples and its legislation, the Truth and Reconciliation Commission's Calls to Action, and the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. Three main objectives of BCTEA are: (1) improved equity in transportation for First Nation students living on reserve and attending public schools; (2) local education agreements to improve commitments to academic success and funding between school districts and First Nations located in the school district with students attending public schools, and (3) First Nation education outcome improvement teams dispatched to school districts with historic equity gaps in First Nation outcomes.
- In addition to working collaboratively with FNESC and FNSA, the ministry is engaged with Métis Nation BC (MNBC) and First Nations Health Authority, and continuously networks with School District Indigenous education leads.

- Consistent with the Calls to Action of the Truth and Reconciliation Commission of Canada, the Ministry of Education continues to demonstrate its commitment to establishing a new and respectful relationship between Indigenous and non-Indigenous people. Respectful relationships are a core principle in the ministry's responses to the BC Office of the Auditor General's audit of 2015 and follow-up report of 2019.
- The ministry is working in partnership with the First Nations Educational Steering Committee (FNESC) and the First Nations Schools Association (FNSA) to create a unique approach to the certification and regulation of teachers in First Nations schools in B.C. that aligns with the British Columbia Tripartite Education Agreement (BCTEA) and reflects our commitment to the Truth and Reconciliation Commission's calls to action and the United Nations Declaration on the Rights of Indigenous Peoples.
- The ministry is working with FNESC and MNBC to identify priorities for Indigenous education to be included in the **Declaration Act's** action plan.
- The ministry collaborates with FNESC and MNBC on online learning policy and program development, as well as the development of educational resources.
- Previous Education Minister Rob Fleming hosted a community roundtable with Indigenous and community leaders in July 2020 to support the development of an anti-racism action plan.
- The ministry has met with representatives from B.C.'s Black community over the course of 2020/21 to discuss multiple components of the government's Anti-Racism Action Plan. These meetings have included discussion of enhancing B.C.'s K-12 curriculum with an inventory of teacher and classroom resources about anti-racism, human rights and diverse cultural experiences in B.C. and further development of this resource base if gaps are identified. The ministry has provided funding (\$350,000) to Focused Education Resources to co-ordinate this work with B.C. teachers and community partners, and a committee is being formed to initiate and oversee this project.

- The ministry is committed to collaborating with Indigenous rights holders and Indigenous Peoples, education partners and communities to continuously improve student learning in relation to intellectual, human, social and career development.
- The Framework for Enhancing Student Learning Advisory Committee includes the First Nations Education Steering Committee. The committee continually provides recommendations on the implementation of the Framework for Enhancing Student Learning Policy.

Throughout the pandemic, the Ministry of Education's Independent Schools team has held weekly and then bi-weekly meetings with Indigenous rights holder representatives to ensure that policy, practices and communications to First Nations Independent Schools are aligned and reflective of rights holder feedback. The Independent Schools team also connects directly with racialized and under-represented schools and their communities to support school success. This includes, for example, engaging with faith-based and culturally-specific schools to address barriers to teacher recruitment and certification.

In the fall of 2021, a new teacher survey will be conducted on behalf of the B.C. Teachers' Council and sent to over 10,000 teachers trained in B.C. between 2015 and 2020. Voluntary ethnic identity and demographics of survey participants will be collected in an effort to better understand the ethnic composition of the B.C. teaching population.

The ministry supported the following culturally appropriate and responsive programs and services:

The ministry funds 38 provincial resource programs (PRPs) to support students with disabilities and diverse learning needs. PRPs are grouped into 29 provincial inter-ministerial programs (PIP) and 9 provincial outreach programs (POP).

- PIPs support students unable to attend school while taking part in a mental health, custody, hospital or substance-use program.
- Of the 29 PIPs, two substance use programs and two custody programs are specifically for the Indigenous youth population to

provide an education program while building cultural connections.

The ministry also provides support to students that are deaf and hard of hearing and those with visual impairments through the Provincial School for the Deaf. Outreach services are provided through Outreach for Deafblindness, Outreach for Deaf & Hard of Hearing, Outreach for Autism and related Disorders, Outreach for Fetal Alcohol Spectrum Disorder, the Provincial Resource Centre for Visually Impaired and Special Education Technology BC., providing students with equitable access to an education program.

The K-12 Anti-Racism Action Plan reflects feedback collected from Tourism, Arts and Culture-hosted community dialogues in summer 2019, which explored how government can build a safer, more inclusive province. The action plan presents opportunities to work with education partners and community organizations to dismantle racism in all forms, including building a more diverse workforce.

The Ministry of Education's independent schools team works directly with Indigenous rights-holder groups to ensure that the delivery of health policy and services in independent schools during the pandemic is culturally appropriate.

In relation to Indigenous perspectives, the ministry will continue to collaborate and support school districts to include reconciliation and restorative practices in their strategic planning.

The ministry collects enrolment data pertaining to the Indigenous status of students (i.e. Indigenous or non-Indigenous) and uses this data to analyze the student journey (such as provincial assessments and learning environment) and student outcomes (including graduation rates and transitions to post-secondary). The ministry uses the data internally for policy and program design and also works directly with school districts and rights holders to address disparities for Indigenous students.

Independent schools, enabled under the *Independent School Act*, support diversity and multiculturalism by empowering diverse communities to develop their own schools and educational programs. Often these situate learning within a cultural context and promote

culturally specific teaching. Examples of such schools include First Nations, Muslim, Jewish, Christian and Sikh schools.

B.C.'s curriculum was revised, and will continue to be revised, with collaboration from Indigenous people to provide further opportunities to incorporate Indigenous connections across grades and subjects, ensuring the curriculum more accurately reflects the rich history of Indigenous people in Canada.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

The ministry is building a strong foundation for lasting and meaningful reconciliation through ongoing staff capacity-building sessions unpacking the history and legacy of residential schools, UNDRIP, Treaties and Indigenous rights, Indigenous law, Indigenous-Crown relations, intercultural competency, conflict resolution, human rights and anti-racism.

Ministry staff are conducting an iterative scan of internal processes and policies to remove barriers to equity for Indigenous ministry staff, rights holders, Indigenous learners and Indigenous educators.

In addition to the Moose Hide Campaign, the ministry provided multiple capacity-building opportunities designed around the Murdered and Missing Indigenous Women and Girls report.

An anti-racism series was announced by the ADM Sponsor for Diversity, Inclusion and Implementation of the Draft 10 Principles that Guide the Province of B.C.'s Relationship with Indigenous Peoples. This ran weekly on the ministry's intranet for 8 weeks. All employees were invited to participate with blogs, stories, comments or resources suggestions. This series covered topics including the importance of self-reflection, intent vs. impact and House of Indigenous Learning resources.

### **SUCCESS STORY**

1. While resolving a funding issue between a self-governing Nation and a school district, the Funding and Financial Accountability Branch explored the differences between the varied environments that First Nations operate in and the unique circumstances around some Nations. The issue is being resolved with the assistance

of the Ministry of Indigenous Relations and Reconciliation (MIRR). The story about the self-discovery and learning that occurred during this process was shared with other leaders in the ministry and led to new colleagues from MIRR sharing the background and considerations around DRIPA with a broader group of ministry leadership.

2. Cowichan Secondary School is at risk of significant damage in the event of a major earthquake. As such, the Ministry of Education has provided funding (\$82.1 million, which includes a \$2.2 million contribution from the school district) for a new school with an expanded core to accommodate future enrolment growth. The project is being delivered by the Cowichan Valley School Board in partnership with the Ministry of Education and Infrastructure BC, with significant input by the Cowichan Tribes into the school design (including the associated Indigenous learning centre), with a view to ensuring the new school is reflective of the needs of Indigenous youth in the community.
3. As part of the curriculum redesign, concepts related to multiculturalism were embedded throughout the curriculum. Social Studies and Physical and Health Education, in particular, have a strong focus on multiculturalism and diversity.
4. The ministry continues to work with the First Nations Schools Association to fulfil commitments in the B.C. Tripartite Education Agreement (BCTEA) to graduate adult learners in First Nations schools with the Adult Dogwood.
5. The Board Authority Authorized Course policy has been updated as of July 1, 2021, to include the recognition of First Nations authorized courses for graduation.

## MINISTRY OF ENERGY, MINES AND LOW CARBON INNOVATION

### MANDATE

The Ministry of Energy, Mines and Low Carbon Innovation (EMLI) is responsible for British Columbia's electricity, alternative energy, oil, natural gas and related infrastructure, and the province's mining and mineral exploration sectors. These sectors are made up of diverse interests that explore for and produce oil, natural gas, coal and other valuable minerals and that develop energy and electricity generation, transmission and distribution infrastructure.

To support Government's climate objectives, the ministry focuses on advancing energy efficiency and clean or renewable energy sources and technologies, making sure that the energy we use, develop and export is the cleanest possible.

The ministry supports the minister in their governance responsibilities for two Crown corporations: British Columbia Hydro and Power Authority (BC Hydro) and the Oil and Gas Commission (OGC).

### EXECUTIVE COMMITMENT

In 2020/21, the ministry executive remained committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions.

In 2020/21, the ministry worked on a draft internal reconciliation plan to support staff in meeting the Province's commitment to advance reconciliation through the framework of the UN Declaration, and to introduce concepts, tools, examples and learning opportunities to guide and support staff in their reconciliation journey.

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

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

- Stay interviews
- Recruitment and retention incentive program
- Ministry leadership cohort program
- Mentorship programs
- Supervisor development certificate program
- 360 assessments
- Use of Indigenous competencies and diverse interview panels in hiring competitions
- Staff training for GBA+ and IGBA+
- Support for diversity and inclusion in the workplace.

The ministry required staff and leadership to attend GBA+, standards of conduct, and diversity and inclusiveness training to ensure a respectful workforce.

The ministry has a GBA+ working group that meets regularly to ensure that staff have the tools and training necessary to use GBA+ in their roles.

The ministry has an appointed ethics advisor who is available to answer staff questions.

The LNG Canada Implementation Secretariat participated in government discussions about COVID-19 and gender-based violence. Using this information, they worked with LNG Canada and Coastal GasLink to identify and address how COVID-19 could disproportionately impact vulnerable populations. The companies made a number of community investments in food security, family programs and education, including a pre- and post-natal good food box program for Haisla, a donation of laptops to the local school district, and subsidies to a summer camp for families.

The ministry encouraged staff and leadership to participate in the Moose Hide Campaign.

In 2020/21, staff from the Mines Health, Safety and Enforcement Division (MHSED) led Compliance 101 training sessions around the ministry's compliance, oversight and opportunities for working with Indigenous Nations, including discussion of how Nations carry out their land guardian programs.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- Divisions within the ministry organized training to improve Indigenous cultural awareness
- The ministry worked on a draft learning and training component as part of the internal reconciliation plan to support staff in their journey of learning about Indigenous culture and reconciliation

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- EMLI continues to support the Moose Hide Campaign by appointing a ministry champion and co-ordinator and helping participating staff to build competencies around cultural awareness. The campaign's goal is to protect women and children by bringing an end to gender-based and domestic violence in Canada, especially in vulnerable communities. The ministry also promotes involvement as a way for public servants to advance reconciliation in B.C. by learning aspects of the Indigenous cultures and impacts associated with colonization.
- The ministry participated in the Indigenous Youth Internship Program (IYIP), student co-op program, and Work-Able Program.

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

- The ministry frequently engages with Indigenous Nations on key policy and operational matters. For example, the ministry engaged with Nations across the province on CleanBC and on the review of BC Hydro.
- EMLI works with the First Nations Energy and Mining Council on strategic policy matters. The ministry consults with First Nations before undertaking an action which may potentially impact Aboriginal and treaty rights. Finally, EMLI actively participates in government-to-government agreements with First Nations.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The Columbia River Treaty team works closely with affected Indigenous Nations as part of the negotiation advisory team in co-developing strategies and positions for negotiations with the United States that include Indigenous ecosystem and cultural values.
- The LNG Canada Implementation Secretariat has worked with the First Nation LNG Alliance on engagement sessions, with the First Nation Major Project Coalition and First Nation Finance Authority on equity opportunities, and with Big River Analytics (with AEST) on Indigenous workforce and contracting gaps and opportunities and a consultant (Four Directions Management Services) to design engagement on the potential socio-economic impacts related to the LNG Canada and Coastal GasLink pipeline projects.
- MHSED maintains a relationship with the First Nations Energy and Mining Council to gather input regarding Indigenous interests in various initiatives, such as legislative changes and implementation of new work units. This relationship is in the process of being formalized through memoranda of understanding for both the Mine Audits Unit and the Standing Code Review Committee.
- Indigenous representatives continue to be part of the Standing Code Review Committee to ensure ongoing input into the Health, Safety and Reclamation Code for Mines in B.C.

The ministry supported the following culturally appropriate and responsive programs and services:

- The ministry leads the delivery of the Environmental Stewardship Initiative (ESI), a \$30 million commitment between B.C. and 32 northern First Nations to develop a collaborative approach to establishing environmental legacies and to generate high-quality, accessible and trusted environmental information. The ESI integrates western and Indigenous traditional knowledge into all of its projects and has improved the capacity of provincial staff to



understand and sensitively reflect traditional knowledge in environmental assessments.

- The ministry has been supportive and responsive to developing new and innovative solutions with Indigenous partners in a manner that supports their self-determination and enhances community and regional economic opportunities and employment.
- Ministry leadership implemented a coaching approach to performance management.
- CleanBC, along with FortisBC and BC Hydro, are program partners in Empower Me, which provides an energy conservation and education program designed for and delivered by members of diverse, multilingual and hard-to-reach communities to educate residents about home energy efficiency options.
- CleanBC is introducing a stand-alone income-qualified home retrofit program in 2021/22 which will improve access to rebates for some disadvantaged cultural groups.
- Budget 2019 included funds to support renewable energy generation projects. The ministry used these funds to launch the \$16.5 million Renewable Energy for Remote Communities program, which has now awarded \$15.6 million to support seven projects, moving the province 5% toward the 80% diesel-reduction target. The program focuses on about 40 communities, most governed by Indigenous Nations.
- The BC Indigenous Clean Energy Initiative (BCICEI) provides early-stage clean energy project development and capacity-building funding for Indigenous communities. CleanBC provided \$5 million in total to BCICEI, alongside a \$4.5 million contribution from Western Economic Diversification Canada, to fund the program through 2021. The most recent BCICEI intake closed in February 1, 2021, receiving a total of 36 applications and \$7.8 million in funding requests.

Ministry staff come from a diverse range of cultures, languages, experiences and backgrounds. Co-ordinated lunch potlucks provide the opportunity for employees to come together and build

relationships with one other. When available, ministry leadership also attend.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Fostered the ability for Indigenous communities to participate in the economic benefits derived from \$120 million in federal funding for oil and gas well-site clean up by providing opportunities for Indigenous community-owned businesses and other types of Indigenous partnerships to participate in two new programs: the Dormant Sites Reclamation Program and the Legacy Sites Reclamation Program.

## **SUCCESS STORY**

A study of past and present Indigenous mine training programs was completed to compile best-practice pathways to accelerate participation of Indigenous people in the mining sector by providing new opportunities and reducing barriers for this under-represented group.

BCICEI provided early-stage clean energy project development and capacity-building funding for Indigenous communities.

The CleanBC Indigenous Community Energy Coach supported Indigenous communities to take advantage of the Better Homes program and related utility energy-efficiency offers.

EMLI initiated the CleanBC Remote Community Energy Strategy (RCES) to reduce diesel consumption for electricity generation in remote communities, promote economic development and further the Province's reconciliation commitments with Indigenous Peoples.

The Columbia River Treaty team incorporates Indigenous cultural protocols, stories, learnings and language in all engagements with Indigenous Nations.

## MINISTRY OF ENVIRONMENT AND CLIMATE CHANGE STRATEGY

### MANDATE

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

### EXECUTIVE COMMITMENT

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

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

April 2021, ADM James Mack, ministry lead for diversity and inclusion, sent out an open invitation for staff to assist with a cross-ministry consultation group. This group will develop natural resource sector initiatives set out by the Where We All Belong: Diversity and Inclusion Strategy. Participants were asked to have a passion for advancing diversity and inclusion as well as self-identify as part of a marginalized community or to bring a wealth of lived experience in working amongst different

communities or across diverse cultures. The consultation group plans to work over the next year to develop these initiatives.

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

The ministry uses targeted attraction, mentoring and retention initiatives set out by the BC Public Service Agency (PSA).

The Strategic Partnerships and Engagement Branch supports business areas within the ministry to include Indigenous relations behavioural competencies in hiring processes. Additionally, the division supports an informal working group focused on diversity and GBA+. Representatives include staff from each branch, who share challenges and opportunities in terms of hiring practices. The group worked with the PSA to identify the top challenges within the hiring process to attract diverse employees to the ministry.

All divisions within the ministry promote and support diversity and inclusion, GBA+ and Indigenous learning training for all levels of staff. Divisions that work closely with Indigenous Peoples and communities (for example, BC Parks and EAO) have more extensive and mandatory training that includes engagement approaches, Indigenous cultural safety, cultural agility, unconscious bias, inclusive language, and tools and resources for mitigating bias.

The Strategic Partnership and Engagement Branch delivers ministry-wide training sessions: Aboriginal Law Fundamentals, Indigenous Stewardship Forum, and Indigenous Relations Behavioural Competency: Self-Discovery & Awareness Free Flow Writing.

There are multiple community of practice groups that share resources and learnings within the greater ministry: Climate Action Secretariat Indigenous media discussion group, EAO learning and development program, Climate Action Secretariat GBA+ lunch-and-learn, Strategic Partnership and Engagement 10 Draft Principles.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- Conservation Officer Service (COS) new employees undergo cross-cultural awareness and related training at the Western Conservation Law Enforcement Academy. The COS has a dedicated Restorative Justice and First Nations program with two FTE positions focused on the delivery of education and training, and uses the Youth Employment Program to provide hiring opportunities with a focus on multiculturalism.
- The Climate Action Secretariat produces two monthly newsletters by staff, for staff focused on Indigenous and GBA+ initiatives. The newsletters curate relevant events that support learning and promote participation as well as important celebrations of diversity, inclusion and equity.

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

- Clean Coast Clean Waters - Shoreline Cleanup and Derelict Vessel Removal Funding Initiative helps to create jobs and support coastal Indigenous communities as they recover from the COVID-19 economic downturn and loss of tourism. The fund also supports B.C.'s work on addressing marine debris and derelict vessels.
- BC Parks recently launched an Equity, Diversity and Inclusion Advisory Council of staff with diverse lived experiences to help guide the work to uphold commitments to a diverse, inclusive and safe work environment. BC Parks has also been building awareness of inclusive hiring practices. The new BC Parks Reconciliation Action Plan contains multiple actions to guide and inform the development of internal policies, practices and programs to better align with reconciliation commitments across government.
- The Climate Action Secretariat worked with Simon Fraser University and Shift Collaborative to better understand how climate change impacts diverse populations, including those who are marginalized. The Climate Change, Intersectionality and GBA+ in British Columbia: Summary Report brings together research to better understand how considerations of sex, gender, race, ethnicity, age, and mental or

physical ability (among other identity factors) intersect to influence how different populations in B.C. are affected by climate change. This work was guided by the wisdom and contributions of the Indigenous Advisory Circle.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The ministry is partnering with several Indigenous Nations across the province to develop water quality objectives that consider Indigenous cultural values and practices in addition to western science. For example, the ministry and the Tsleil-Waututh Nation have been co-leading a multi-stakeholder initiative to update water quality objectives for Burrard Inlet over the past five years.
- BC Parks' Capital Investment Team hosts an ongoing Accessibility Advisory Committee comprised of disability advocates and organizations to guide our work to make parks more accessible.
- COS has an active role with the Aboriginal Liaison Program, a partnership that works with Indigenous communities and natural resource agencies. The program helps sponsor guardian-type positions that work, in part, between their Nation communities and the enforcement and compliance agencies involved.
- The Climate Action Secretariat hosted a series of virtual engagements and one-on-one meetings for Indigenous Nations, organizations and communities in 2020 to ensure that a diverse range of Indigenous experiences and voices are meaningfully contributing to the development and implementation of the Climate Preparedness and Adaptation Strategy.

The ministry supported the following culturally appropriate and responsive programs and services:

- Numerous First Nations across B.C. are developing guardian programs to aid in the protection of natural resources in their territories. The Conservation Officer Service has developed and delivers an introductory guardian training program to various Nations to assist these efforts. Despite the challenges of COVID-19, the COS

delivered four training sessions, which resulted in 34 new Indigenous guardians. Eighteen additional training inquiries across B.C. are on hold until pandemic restrictions related to travel are relaxed and training can safely resume.

- The ministry continues to seek partnership opportunities with First Nations to expand and maintain B.C.'s aquatic biomonitoring program, which uses the Nationally standardized Canadian Aquatic Biomonitoring Network approach to assess the health of fresh water ecosystems. Funding was secured in 2020 to partner with Fort Nelson First Nation and Kaska Dena First Nation to sample sites near their communities. This funding has been requested for 2021 and has been expanded to include the Tahltan Nation.
- The Environmental Assessment Office participates in the Aboriginal Liaison Program, a program administered through MFLNRORD that engages selected Indigenous groups to participate in the field activities of various government regulatory agencies. The program is a joint leadership model that strives to ensure that Indigenous cultural events are identified and that staff can participate when possible.

As part of their interim and final reporting, projects that receive COVID-stimulus funding under the Healthy Watersheds Initiative will be asked to report on the number of people they hire that identify as women, youth and/or Indigenous. Ministry staff will report internally on these statistics to understand the impacts and outcomes of the COVID-stimulus funding on the demographics hardest hit by COVID.

Through outreach surveys, the Environmental Assessment Office collects demographic data that notes if the respondent identifies as an Indigenous person, as gender-diverse, or if they experience accessibility challenges that may make it difficult for them to participate in engagement activities associated with an environmental assessment.

As a result of a government-to-government agreement with Halfway River First Nation, Tsaa Nuna Conservancy was established in northeastern B.C. in 2020. The 5,300 hectare conservancy has cultural significance to the Halfway River First Nation and protects diverse wildlife habitat.

BC Parks added an Indigenous acknowledgement statement to every provincial park webpage to acknowledge that our webpages may not adequately represent the full history and relationship of Indigenous peoples to these lands. BC Parks is committed to working in partnership to update information found on our websites to better reflect the history, cultures and connection of Indigenous Peoples to the land, and to working together to protect these special places.

The ministry continues to work collaboratively with First Nations to implement two signed bilateral water management agreements. These are world-leading examples of provincial, territorial and Indigenous governments working together to manage shared aquatic ecosystems under the broader Mackenzie River Basin Transboundary Waters Master Agreement. Representative B.C. First Nations directly engaged in this work include Fort Nelson First Nation, Tahltan First Nation and Kaska Nations.

The ministry continued to partner with the Saulteau and West Moberly First Nations and the federal government to protect southern mountain caribou in northeastern B.C. Klin-Se-Za Park was further expanded to a total of 31,724 hectares and a subsequent expansion is in progress, as committed to in the Caribou Partnership Agreement.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

The Environmental Protection Division, Regional Operations Branch recently developed an Indigenous relations learning plan. Leadership recognizes the need for staff who engage directly with Indigenous people to enhance their competencies in anti-racism, intercultural competency, conflict resolution and human rights, and courses have been identified to meet these needs. In addition to one-off courses, the team has developed "deep dive packages" for those who wish to explore topics in more depth and undertake more fulsome learning. Examples include regular participation in a community of practice, topic-specific videos, books and formal course material.

Numerous new policies were set in place between April 2020 and March 2021 to support the implementation of the *Environmental Assessment Act*. These policies support the important roles of

Indigenous Nations in environmental assessment. The Environmental Assessment Office published the Human and Community Well-Being Guidelines, Effects Assessment Policy, Indigenous Nation Guide to EAO Compliance and Enforcement and Guide to Indigenous Knowledge in Environmental Assessments. These documents are among the key policies that support the recognition of Indigenous Nations, cultures and decision-making in environmental assessment.

## **SUCCESS STORY**

On April 23, 2020, a massive flood badly damaged the sewage treatment infrastructure in the City of Williams Lake. Damage occurred over an 8-kilometre area that included 13 bridges, roads and sewage lagoons. Multiple breaks in the sewage pipe resulted in partially treated and raw sewage spilling into the Williams Lake River for two months until the pipeline could be fully accessed and repaired. The flood and pollution impacted the traditional territory of the Williams Lake First Nation and cut off land access to the Tillion Reserve. The Environmental Emergency Program entered into an agreement with the city and Williams Lake First Nation to manage environmental works in a collaborative, transparent, government-to-government approach centered on shared decision making. Together, the group managed environmental sampling and monitoring to address pollution impacts, food safety and human health risks. This novel approach to shared governance will serve as a model for similar incidents moving forward.

In 2021, the ministry contracted PricewaterhouseCoopers to administer \$10 million of funding for shoreline cleanup and derelict vessel removal projects on behalf of government. After a lengthy application submission and review process, five projects were selected, which involve 19 First Nations. These Nations are involved in event planning and individuals from these communities will be employed to perform cleanup operations.

## MINISTRY OF FINANCE

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### MANDATE

Vision —Innovative, Collaborative, Transparent

Mission - Trusted partners delivering responsible, consistent and valued financial and fiscal services, leadership and advice

### EXECUTIVE COMMITMENT

The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.

The ministry executive is committed to a work environment that values diversity, inclusiveness and respect.

Staff have received Where We All Belong, a renewed diversity and inclusion strategy for the B.C. Public Service, including Deputy Minister of Finance messaging internally to staff to highlight and promote the strategy.

Our 2020 workforce profile reports from BC Stats indicates:

- 30% of our workforce is a visible minority (same as the B.C. population)
- 3% identify as Indigenous (3% lower than the B.C. population)

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

Our ministry reviews all job profiles prior to posting to ensure they include any appropriate Indigenous relation behavioural competencies. We also review job profiles using the Words Matter guidelines to ensure inclusive language.

We are recruiting new talent through work-integrated learning opportunities (co-ops, internships, work experience), such as WorkAble and Indigenous Youth Interns.

Our ministry is accountable for the implementation of the Community Benefits Agreement Policy, which ensures priority hiring on select public

infrastructure projects is given to equally qualified local residents, Indigenous people and other under-represented groups.

Ministry staff take the corporate diversity and inclusion training annually.

Our ministry has made the following training mandatory for all employees:

- Gender-Based Analysis Plus (GBA+)
- Building Capacity in Indigenous Relations

Our ministry collaborated with the BC Public Service Agency's diversity and inclusion team to provide guidance on territorial acknowledgement practices for all branch leaders.

The Gender Equity Office (GEO) facilitates Gender-Based Analysis Plus (GBA+) training at the learning centre and within ministries by request. GBA+ includes a range of identity factors as part of an intersectional analysis (including gender, age, race, ability and Indigeneity).

In addition to training, GEO actively promotes GBA+ as an analytical process across government (for example, on @Work, at an ADM GBA+ leads table, and at the Gender Equity Advisors table). GEO also provides GBA+ advice, by request, to staff across government seeking help with their GBA+ analysis.

One area of the ministry focused on the Work Environment Survey driver of "respectful environment" and required reporting from each work unit quarterly on their efforts to support and nurture a respectful environment.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The Lieutenant Governor has formally adopted three key themes that she will champion during her mandate. The first, "Equality, Diversity & Inclusion," and the second, "Furthering Reconciliation and Understanding," are clearly outlined on the Lieutenant Governor's website, and have been woven into the communications plans, the engagement acceptance process, and the engagement hosting and priority programs executed by the office.

- The Lieutenant Governor has been a career-long champion of equity, particularly in matters of gender and economics, and participates in significant events that champion the advancement of equity, including We for She, The National Women’s Retreat and Women Deliver.
- The Office of the Lieutenant Governor recognizes that the responsibilities and commitments to equity, diversity and inclusion go beyond embracing the opportunities of multiculturalism to rising to the challenge of acting for anti-racism. These efforts are present in the actions, engagements and programs of the Lieutenant Governor and in the operations of the office.
- We actively communicated and promoted ministry activities related to the Moose Hide Campaign, Orange Shirt Day, National Indigenous People’s Day and National Women’s Day.
- As part of the ministry’s response to COVID-19, the Deputy Minister sent daily emails to all employees. While a key focus of these messages was employee engagement, operational status and COVID-19 updates, this was also an opportunity to talk about issues of the day, including Black Lives Matter, Black history, Asian heritage, Indigenous Peoples, residential schools and disability rights. These emails created a two-way dialogue between executive leadership and employees.
- We have made presentations to international exchange students at UVic’s Gustavson School of Business over the past year and a half. The presentations provided students with information on different business areas and included tables where staff could answer any questions in a one-on-one format.

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

- Treasury Board staff requires all ministries to address GBA+ analysis in routine and budget submissions to Treasury Board.

- Our ministry provides citizens with information on our websites in various languages (such as on the speculation-vacancy tax).
- GEO applies GBA+ to every pillar of the Gender Equity Framework (advancing economic and political empowerment, eliminating systemic barriers to gender equality and ending gender-based violence) when developing policies.
- We have branches that consider the implications of proposals on vertical and horizontal equity, including the impacts on diverse population groups. In addition, the Tax Policy and Intergovernmental Fiscal Relations Branch developed a GBA+ template that must be completed for all proposals and is provided to the Minister of Finance.

The Ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- In addition to the ADM GBA+ leads and the Gender Equity Advisors tables, an internal-to-government Gender Equity Policy Advisory Committee (GEPAC) provides input into the GEO’s policy work. The goal of this table is to ensure that the policy and advice developed by the GEO is reflective and inclusive of a diversity of perspectives and expertise from across the public service.
- GEO also frequently seeks input on policy from the Minister’s Advisory Council on Indigenous Women (MACIW) and participates in MACIW’s meetings.
- The ministry continued to work with First Nation engagement consultants to develop and implement a multi-phased engagement plan as part of a project to modernize the tobacco and fuel tax exemption programs. The engagement assisted the ministry with fully understanding impacts to First Nations before proceeding with changes to the tax exemption programs and strengthened relationships with First Nations.

The ministry supported the following culturally appropriate and responsive programs and services:

- 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.

- COVID-19 had a significant financial impact on many British Columbians. To help those citizens who have been financially affected, the B.C. government developed the BC Emergency Benefit for Workers (BCEBW) program and the BC Recovery Benefit (BCRB) program.
- To administer BCEBW, the ministry developed and administered a provincial call centre with staff from the Revenue Division supporting citizens' informational and transactional needs. Staff directly provided translation services in 27 languages including Amharic, Bulgarian, Cantonese, Farsi, Filipino, French, German, Gujarati, Hakka, Hindi, Hungarian, Korean, Latvian, Mandarin, Polish, Punjabi, Romanian, Russian, Sinhala, Somali, Spanish, Tagalog, Taiwanese, Tamil, Toisan, Urdu and Vietnamese.
- The BCRB is a one-time direct deposit payment of up to \$1,000 for eligible families, single parents or individuals based on net income. Applications opened in December 2020 and will close on June 30, 2021.
- The ministry partnered with Service BC within the Ministry of Citizens' Services to administer a provincial call center that provided informational and transactional services to citizens. Citizens could choose to listen to pre-recorded information and statements on the BCRB phone line in up to eight languages before speaking with a call centre agent. The ministry also supported an external translation service where call centre agents had access to translators to assist callers' needs in up to 100 languages. For inquiries or application support to which ministry staff directly responded, citizens could choose from 19 languages.

GEO promotes the use of disaggregated data across government to effectively apply GBA+ and a broadening of consultation partners where possible so that policies, programs and services are informed by diverse perspectives.

## HIGHLIGHTS ON INITIATIVES IN 2020/21

Throughout the COVID-19 pandemic, GEO has developed and circulated an information note that includes a preliminary GBA+ analysis of how the pandemic impacts diverse British Columbians in different ways. GEO has also produced a weekly update – a round-up of publicly available news items and academic articles about emerging gender and diversity issues arising from the pandemic. These have both been circulated to a cross-ministry distribution list.

GEO has also been carrying out ongoing GBA+ analysis of the provincial and federal government supports during the pandemic and is starting a GBA+ analysis on economic recovery.



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

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### MANDATE

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

### EXECUTIVE COMMITMENT

The Executive is committed to building an organization that recognizes and celebrates diversity. This includes fostering a culture of inclusion that goes beyond simply following government policies (such as merit-based hiring and intolerance for discrimination and harassment), is built on trust and respect, and is free of barriers to full participation in the workplace.

The executive team works to ensure diverse perspectives are welcomed and incorporated into our workplace culture and approaches to our programs, policies and services. The ministry encourages inclusion by providing access to discrimination-prevention courses and diversity training opportunities for all levels of the organization.

ADMs Paul Rasmussen and Melissa Sanderson are the ministry’s executive co-leads for diversity and inclusion. Both an advisory committee and a working group have recently been established to determine actions and next steps to ensuring that FLNR is both a diverse and inclusive workplace.

FLNR has embraced GBA+ as a natural extension of our service culture. Dedicated staff are focusing on both change management and providing subject matter expertise to program areas. GBA+ working group efforts over the past year

have focussed on increasing awareness training, developing FLNR-specific practical examples and supporting application to policy reviews and program development.

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

All ministry staff are encouraged to complete training in GBA+ and Building Capacity in Indigenous Relations and to read the Truth and Reconciliation Committee calls to action, *Declaration on the Rights of Indigenous Peoples Act*, and the 10 Draft Principles.

Several divisions have delivered facilitated sessions focused on GBA+ and how we are using that in our day-to-day work. We have also engaged in learning sessions related to equity vs. equality and unconscious bias.

New training focuses include Words Matter, unconscious bias, equity vs. equality and more.

FrontCounter BC provides information in various languages (English, German, Cantonese, Tagalog/Filipino, Hindi, Punjabi, Afrikaans, Spanish, French, Arabic) to support the diverse cultures in our communities.

GBA+ was embedded in all economic recovery programs delivered this past year, considering the needs and benefits of the provincial economic recovery stimulus funding.

Changes have been made to internal communications and web standards to support inclusive use.

BC Wildfire Service staff have developed peer-to-peer support networks that allow for consultation and information sharing and input from Indigenous, racialized and other under-represented groups within the branch.

The Heritage Branch continues to work with the operators of heritage properties such as Barkerville and Fort Steele to encourage broadening the interpretation of these sites to better reflect the stories of ethnic minorities and Indigenous Peoples.

The First Nations Forestry Technician Program, now in its eighth year, has been successful in building

enduring relationships between the ministry and First Nations communities and is helping to fill a growing need for trained forest sector workers. This program delivers an opportunity for Indigenous students to access funding to enter a forestry technician or degree program at an accredited institution and includes critical mentored summer work experience with BC Timber Sales, often close to the students' home communities.

The Heritage Branch and the First Peoples Cultural Council (FPCC) have a memorandum of understanding to share expertise and knowledge and initiate collaborative projects and programming. Projects undertaken in 2019/20 and 2020/21 have allowed the branch to gather invaluable insights into how to shift its policies and programs to further reconciliation, and have supported FPCC in the development of its comprehensive Indigenous Cultural Heritage Plan.

Heritage-recognition events include Heritage Week (Feb 2021), an annual event observed since 2002. This year, the theme adopted in B.C. and across Canada was "It's Yours to Discover." The theme is broad and inclusive of both intangible and tangible values, promoting the sharing of cultural perspectives of Indigenous Peoples and ethnic minorities. The ministry also celebrated Geographical Names Day in November, which has increasingly focused on Indigenous naming and languages.

Delivery of the Community Economic Recovery Infrastructure Program (CERIP) included a specific partnership with FPCC for delivery of Indigenous cultural heritage programs – an Indigenous-led organization making decisions on Indigenous cultural heritage programs. The intake – open to Indigenous and non-Indigenous applicants – was adapted to allow Indigenous communities to apply for a longer period than the standard portal.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Creation of a GBA+ working group, a diversity and inclusion advisory committee and a diversity and inclusion working group, all focused on improving inclusive practices to support our diverse employees and citizens.

Administrative changes to the Geographical Names Policy and program following a policy review in the light of UNDRIP.

### **SUCCESS STORY**

The FrontCounter BC contact centre completed a GBA+ audit to assess readiness, capacity and willingness to implement GBA+, with the aim of providing better service to all British Columbians. The contact centre is debriefing the audit results and preparing an action plan to address the audit recommendations.

The Indigenous Forest Bioeconomy Program empowers First Nations communities to pursue innovative forest bioeconomy opportunities that reflect their interests and support self-determination. The resulting Indigenous Forest Bioeconomy Framework places collaborative partnerships at the centre of program delivery and project development.

Program staff work with communities to identify their needs and then offer guidance, networking connections and technical resources to advance projects. Since 2019, we have directly supported 34 Indigenous-led projects at various stages of development. These projects have ranged from developing a marketing plan for essential oils derived from conifers in the Great Bear Rainforest to using local cedar, planked into boards, at a small-scale sawmill to build homes for Heiltsuk Nation community members.

Compliance and Enforcement Branch is participating in a pilot project with three Nations with Nanwakolas to demonstrate management and stewardship capability of the participating Nanwakolas member First Nations and the Nanwakolas Council Society. The project aims to increase the local level of archaeological, heritage and cultural resource protection, and to improve public knowledge and education.

## MINISTRY OF HEALTH

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### MANDATE

The Ministry of Health has overall responsibility for ensuring that quality, appropriate, cost-effective and timely health services are available for all British Columbians. Working in conjunction with the Ministry of Mental Health and Addictions, health authorities (including the First Nations Health Authority), health care providers, agencies and others, the ministry provides strategic leadership and direction for the province's health services to ensure that British Columbians are supported in their efforts to maintain and improve their health. The goals in the 2021/22-2023/24 Service Plan support the delivery of optimal health and wellness for all in British Columbia by delivering high-quality health services, and an innovative and sustainable public health system.

### EXECUTIVE COMMITMENT

The ministry is deeply invested in the principles of reconciliation, cultural safety and humility, and reciprocal accountability. The ministry ensures that health authorities work collaboratively, as appropriate, with the First Nations Health Authority and First Nations communities through regional partnership accords, and with Métis Nation BC, to support the health needs of First Nations and Métis populations within their regions.

The ministry ensures that health authorities provide services that are centred on the person being served, that patients and clients are treated with respect, compassion, cultural safety and humility, that they have a voice in the quality of care they are receiving, and that they are full partners in their own health care. This includes the application of gender-based analysis plus (GBA+) in the planning and delivery of health services.

The ministry will continue its collaborative commitment with healthy system partners to embed cultural safety through cultural humility, using the In Plain Sight Report as a blueprint for action, and working to honour Indigenous self-determination and reciprocal accountability. These approaches contribute toward the ministry's mandate of advancing the shared journey of

reconciliation, applying equity and anti-racism as a lens, and addressing systemic racism in the health system.

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

Through education and awareness, ministry staff are updating job profiles with language including diversity-preference statements and Indigenous relations behavioural competencies and other appropriate strategies in the recruitment process.

Ministry workforce planning activities include diversity, inclusion and reconciliation as a key area of focus to support evidence-based human resource and business decisions.

The ministry is partnering with the PSA's Indigenous Youth Internship Program to host and support young Indigenous leaders in the ministry.

The ministry supports the strategies of diversity and inclusion to ensure employment equity and representation of diverse perspectives, skills and beliefs of British Columbians as reflected by priorities and tactics within the ministry's Talent Management Strategy, including specific tactics on workforce attraction, mentoring and retention.

In November 2020, the Ministry of Health was mandated to "draw from the work of the independent investigation into systemic Indigenous-specific racism in health care in B.C. to address systemic racism in the health care system, including by leading work with health employers and unions to prioritize the hiring of a health care workforce that better represents the diverse communities it serves." The Ministry of Health has made progress in demonstrating this commitment, by appointing B.C.'s first Indigenous Associate Deputy Minister in January 2021, as per recommendation #13 of the report, *In Plain Sight: Addressing Indigenous-Specific Racism and Discrimination in B.C. Health Care*.

The San'Yas Indigenous Cultural Safety Training Program, developed by Indigenous health leaders to respond to the Transformative Change Accord: First Nations Health Plan and administered by the Provincial Health Services Authority, is mandatory learning for all Ministry of Health employees. San'yas

Indigenous Cultural Safety Training is designed to enhance self-awareness and strengthen the skills of those who work both directly and indirectly with Indigenous Peoples. Ministry employees are strongly encouraged to continue their journeys toward cultural humility, anti-racism and equity through public service, health system and other learning mechanisms including GBA+ training and the PSA Accessibility and Inclusion Toolkit.

The ministry applies a GBA+ lens and considers the diversity and varied health needs of citizens when reviewing and developing strategies, policies, programs, budgets, new health facilities and IT systems to serve multicultural populations. Tools to support the application of GBA+ include The ABC's of Health GBA+. Through drop-in sessions, ministry staff can receive support with policy analysis or applying a GBA+ lens to specific projects, or support developing or updating specific programs or services from GBA+ subject matter experts. Regular presentations on GBA+ also support ministry staff's continual education and engagement on GBA+ as a tool to support policy, service and program development that reflects the diverse population of B.C.

Diversity and inclusion learning is supported through the curating and marketing of corporate resources and learning opportunities and through dedicated ministry learning sessions such as:

- Leading Change through Awareness and Action: Health Care and Indigenous Peoples (supervisor training)
- Inclusive language and conversations
- Accessibility: How to make Microsoft Documents Accessible

HealthLinkBC, B.C.'s provincial health information and advice service, provides services in multiple languages. HealthLinkBC staff also receive focused training on multicultural and priority population groups.

In 2020/21, the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The ministry supports workplace cultural safety and humility opportunities that promote

intercultural understanding, respect for diversity and multiculturalism through: active internal communications; ministry events and learning opportunities that align with multicultural celebrations; staff-led groups such as the Journey Towards Indigenous Reconciliation Group, which brings people together to focus on reconciliation between Indigenous and non-Indigenous people; and delivery of provincial campaigns such as the Moose Hide Campaign.

- The Ministry of Health's Health Sector Workforce and Beneficiary Services Division plays a key role in developing policy solutions to support the hiring of health care providers into primary care networks (PCNs) across B.C. using the principles of equity and diversity. The division delivered a PCN recruitment video that showcases what health care providers could expect if they were to join a PCN. Of note in this video is the explicit application of a GBA+ mindset, highlighting a diversity of gender, race and accessibility.
- The ministry's seasonal blog series and learning and engagement opportunities celebrate and inform employees about diverse cultural traditions and celebrations and encourage employees to participate by sharing their personal traditions.
- The ministry acknowledges and promotes, through various internal communication channels (email, intranet, weekly all-staff electronic digests, on-site posters), a wide variety of culturally diverse and inclusive days of significance throughout the calendar year. These include Red Dress Day, MMIWG2S Lunar New Year, National Indigenous Peoples Day and Orange Shirt Day.

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

- The ministry is a signatory to the Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples in B.C. (July 2015), along with the First Nations Health Authority, regional health authorities, health regulatory bodies,

Ministry of Mental Health & Addictions, and other health system partners. Per this Declaration, the ministry has a commitment to ensure inclusion of Indigenous partner perspectives in policies, strategies and programs, with the goal of creating a culturally safe system of care for First Nations, Métis and Inuit peoples, and all British Columbians.

- Budget 2021 also responds to the recommendations of the In Plain Sight report by providing \$45 million over three years in new funding for First Nations cultural safety and humility training and Indigenous liaisons within each regional health authority. These investments will help to address systemic racism in the health care system through training and education and by prioritizing the hiring of a health care workforce that better represents the diverse communities it serves.
- The Nursing Policy Secretariat (NPA) and the ministry are working closely with health system partners to reduce barriers to practice and to enable efficiencies in the integration of Internationally Educated Nurses (IENs) into B.C.'s health workforce as Registered Nurses (RNs), Registered Psychiatric Nurses (RPNs), Licensed Practical Nurses (LPNs) and Health Care Assistants (HCAs). The intention is that by reducing barriers to practise, IENs can make a significant contribution to the health workforce and address the growing labour demand, thereby also fostering their ability to fully contribute to B.C. society.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The Ministry of Health honours key agreements with Indigenous partners as a foundation for its approach to Indigenous health and wellness, including the B.C. Tripartite Framework Agreement on First Nation Health Governance, Métis Nation Relationship Accord II, and Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal People in B.C., in addition to other public-service-wide commitments such as the *Declaration on the Rights of Indigenous*

*Peoples Act*. Strong engagement and governance pathways underpin these partnerships, including the First Nations health governance structure, collaboration with the Métis Nation BC and BC Association of Aboriginal Friendship Centres, and new mechanisms (assembled in 2021/22) to respond to In Plain Sight recommendations.

- The First Nations Health Authority is represented on the Provincial Mental Health and Substance Use Working Group and on the Injectable Opioid Treatment Implementation Committee. The latter group recently initiated a working group led by the First Nations Health Authority to address access equity for rural and remote Indigenous populations..
- The Crown Agencies and Board Resourcing Office (CABRO) supports the minister and cabinet in the public appointments process, including the advancement of diversity and inclusion among health sector boards. During the 2020-21 reporting period:
  - Each of the 6 health authorities (FHA, IHA, NHA, PHSA, VCHA and VIHA) had, and continue to have, two Indigenous board members, or the equivalent of approximately 20% of a board's total membership.
  - Indigenous directors served on the following public sector health boards:
    - Patient Care Quality Review Boards (1 board member)
    - College of Nurses and Midwives (2 board members)
    - College of Dietitians (1 public board member)
    - College of Optometrists (1 public board member)
    - College of Pharmacists (1 public board member)
- In addition to the appointment of Indigenous directors, and in support of the purposes of the *Multiculturalism Act*, CABRO has worked closely with the Ministry of Health to increase overall diverse representation on public sector health boards.

- The ministry is a key partner in the First Nations health governance structure and works closely with the First Nations Health Authority to embed the First Nations perspective on health and wellness into all policies, strategies and programs. The ministry also has strong partnerships with Métis Nation BC and the BC Association of Aboriginal Friendship Centres to advance urban Indigenous and Métis health priorities.
- Through the Patients as Partners program, the ministry supported UBC iCON's collaboration with the Vancouver Coastal Health Authority Aboriginal Health team to deliver education to support integration of traditional Indigenous practices into healthcare settings and continuity of care between community and hospital care settings.
- The Province has developed a new collaborative framework that will help ensure people living in rural, remote and Indigenous communities in B.C. have access to critical health care to meet their unique needs during the COVID-19 pandemic and into the future. The framework was developed through a partnership between the First Nations Health Authority, Northern Health and Provincial Health Services Authority. The work is guided by the principles of cultural safety and humility and adds to efforts underway by the Rural Coordination Centre of BC. In 2020, Northern Health Authority established the Northern Health Virtual Clinic for virtual primary and community care services to patients across the north, including many from rural and remote areas. The programs are delivered by First Nations Health Authority in collaboration with Northern Health Authority and the Rural Coordination Centre of BC. They provide Indigenous patients and their families with direct access to physicians, psychiatrists and other professionals specialized in culturally safe virtual care.

The ministry supported the following culturally appropriate and responsive programs and services:

- The Ministry of Health is managing the provincial COVID-19 immunization plan, which aims to vaccinate over 4 million people across B.C. The ministry is taking several

approaches in collaboration with Government Communications & Public Engagement (GCPE) and the Health Authorities, including the First Nations Health Authority, to ensure the program is culturally appropriate and responsive. Some examples include:

- Publishing vaccination guidelines in multiple languages for British Columbians who speak languages other than English.
- Working closely with Indigenous partners to help support a culturally safe experience for Indigenous people in all clinics, and delivering vaccination clinics specifically for Indigenous people.
- The ministry – through the First Nations Health Council, the BC Association of Aboriginal Friendship Centres, and the Métis Nation BC – has funded the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) to deliver Indigenous Healthy Living Activities since 2011. These activities build the capacity of community leaders and individuals to promote healthy living in four key areas: physical activity, healthy eating, respecting tobacco and healthy pregnancies. ISPARC also acts as a community resource for information, education and guidance with the goal of working towards reducing barriers and creating welcoming environments for Indigenous people to be healthy and active.
- The ministry has collaborated with the First Nations Health Authority to transition beneficiaries from the federal Non-Insured Health Benefits drug program to the B.C. PharmaCare program (Plan W). Plan W covers eligible prescription costs and certain medical supplies, certain over-the-counter drugs, some natural health products, and pharmacy services.
- The ministry actively supports the hiring of health-care providers into a team-based primary care environment, where individual team members can expect support and education to work in a culturally safe and humble way. A webinar was organized to address this approach – Addressing Racism in Team Based Care – hosted by the BC Patient Safety and Quality Council.

- 8-1-1 offers free tele-health services through which British Columbians can speaking to a navigator, nurse, dietitian, exercise professional or pharmacist in over 130 languages. HealthLinkBC.ca offers content in Chinese, Farsi, French, Korean, Punjabi, Spanish and Vietnamese, with additional languages added for initiative-specific activities. During the COVID-19 response, for example, content was translated into Hindi.
- In 2020 and into 2021, in partnership with First Nations Health Authority, the ministry has been prioritizing the Traditional Wellness Practitioner role as part of comprehensive team-based care for Indigenous, First Nation and Métis people. The inclusion of complementary positions such as healers, elders and other traditional providers is integral in providing culturally safe and transformative primary care. This is in support of continued focus on planning and implementation of FNPCCs, of which up to 15, First Nation-led and designed, are expected to be in place in the province in the coming years.
- The ministry continues to improve access to comprehensive, culturally appropriate primary care services based on patient and community population needs, including care for patients with chronic illnesses, complex medical needs and frailty, as well as for Indigenous Peoples and communities.

Per the Tripartite Data Quality & Sharing Agreement and collaborative approach to the First Nations Health Information Governance, the Ministry of Health works with the First Nations Health Authority and the Government of Canada to administer the First Nations Client File, which enables data on health outcomes for Status First Nations people who reside in B.C. The ministry also works in partnership with Métis Nation BC and the Office of the Provincial Health Officer to advance the Métis Public Health Surveillance Program, which will ultimately enable data on health outcomes for Métis people who reside in B.C.

When people register for the COVID-19 vaccine, the ministry asks if they self-identify as Indigenous. This information is used to prioritize Indigenous people

for the vaccine, since they face higher risks for infection and serious illness.

The ministry uses Indigenous-specific data breakdowns on illicit drug toxicity and overdose working with the Ministry of Mental Health and Addictions, First Nations Health Authority, and regional Health Authorities to develop and deliver overdose prevention and response programs that are more responsive to the needs of Indigenous peoples in B.C. who may be using illicit drugs..

The Patient Care Quality Program is co-leading a project with the First Nations Health Authority and collaborating with all health authorities to integrate the principles of cultural safety and humility into the care quality complaints process to:

- increase the participation of First Nations, Métis and Inuit peoples;
- identify and track cultural safety concerns; and
- inform quality improvement using disaggregated data.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In Plain Sight: Addressing Indigenous-Specific Racism and Discrimination in B.C. Health Care was the result of an independent review commissioned by the Minister of Health in 2020 into allegations of Indigenous-specific racism in the B.C. emergency department setting, as well as in the broader health system. A rigorous, mixed-methods approach was taken to data collection, including channelling the experiences of approximately 9,000 contributors (patients, family members, health care workers and system leaders), linking to health administrative datasets, and other methods. The review found that Indigenous people in B.C. are exposed to widespread racism, including negative experiences at the point of care, inequitable medical treatment, physical harm and even death. The review concluded with 11 findings and 24 recommendations for the Government of B.C. and its partners. In January 2021, in response to recommendation 13, the ministry appointed Dawn Thomas as Associate Deputy Minister, Indigenous Health to mobilize action and collaborate on implementation of In Plain Sight recommendations.

In 2019/20 the ministry initiated the development and implementation of a school-based program to enhance student physical literacy and physical activity and improve mental well-being. The School Physical Activity and Physical Literacy initiative, delivered in partnership with the Sport for Life Society, focuses on professional development opportunities and resources for elementary educators. The unique needs of Indigenous students are addressed through a range of culturally distinct approaches, activities and resources within the program.

2020/21 seed grants provided to Royal Roads University (\$18,000 each) to fund research projects related to ministry priorities:

- Promoting anti-racism and cultural safety for Indigenous people in health care
- Assessing the impact of COVID-19 on community-based agencies serving homeless people with concurrent disorders in B.C.
- End workplace abuse: the downward spiralling effect of workplace incivility on IBPOC's mental health

Ministry support and funding was committed to the Strategy for Patient Oriented Research SUPPORT Unit Phase II proposal. Indigenous health, diversity and inclusion and SGBA are key themes for Phase II.

The ministry committed to working with health authorities to hire 32 net new Indigenous cultural safety positions across their regions – five in each regional health authority, plus two at Providence Health Care. All positions are currently either in development, posted or hired. Health authorities are working collaboratively with their First Nations partners to ensure that the positions are in alignment with the cultural needs of their local communities and that they can successfully operationalize these roles.

In June 2020, the ministry, in collaboration with Collingwood Neighbourhood House Society opened RISE (Resilience, Integration, Social Justice and Equity) Community Health Centre in a new expanded location in East Vancouver. RISE's target population includes Indigenous people,

newcomers and people who have complex medical and social needs.

Vancouver Northeast Urgent and Primary Care Centre (UPCC), funded by the ministry and operated by Vancouver Coast Health Authority, launched an Elder in Residence program, which has provided on-site education to staff about how to work with an elder, how to support patients to connect with elders and how to deliver culturally safe communication and care.

In December 2020, in partnership with the ministry and Fraser Health Authority, Umbrella Multicultural Health Co-op, announced its expansion into a fully articulated community health centre (CHC). The CHC services the specialized population of immigrants, refugees and asylum seekers, providing culturally and linguistically appropriate primary health care services to New Westminster and the surrounding areas. The 2020 expansion of Umbrella Multicultural Health Co-op into a primary care CHC resulted in the hiring of multilingual community health workers to bridge barriers to health systems, such as cultural, language and system navigation.

## **SUCCESS STORY**

2020/21 saw enormous challenges, with the unprecedented COVID-19 pandemic and the overlay of the ongoing overdose public health emergency. The Ministry of Health, First Nations Health Authority (FNHA), Indigenous Services Canada and Emergency Management BC acted as the lead agencies to support Indigenous people and communities for COVID-19 mitigation, preparedness, response and recovery.

B.C.'s COVID-19 Immunization Plan was released in January 2021. It included immediate prioritization of Indigenous Peoples in remote and isolated communities, and an age differential of 15 years to other British Columbians. In the next phases of the plan, begun in March 2021, all Indigenous peoples aged 18+ were eligible to receive a COVID-19 vaccine. The Ministry of Health worked in partnership with FNHA, Métis Nation BC, and the BC Association of Aboriginal Friendship Centres to support vaccination opportunities that were safe, appropriate, effective and meaningful for Indigenous people and communities. As of May 20th, 2021,



more than 90,000 Indigenous people across B.C. had received a first dose of vaccine, and over 17,700 had received a second dose.

The expansion of the Lu'ma Medical Centre, a partnership between the ministry and the First Nations Health Authority, provides culturally safe and appropriate health and outreach services to urban-based First Nations, Métis and Inuit people, as well as other B.C. residents who may be seeking person-centred and trauma-informed care. Patients are supported by a wraparound team of new and existing health care providers including doctors, nurse practitioners, nurses and social workers, as well as traditional healers, elders and social navigators.

In 2020, the First Nations Health Authority and the ministry collaborated to create the First Nations-led Primary Health Care Initiative (FNPCI) Supplemental Guide. The tool, for internal ministry use, provides valuable cultural context to guide ministry teams to be more aware of historical context related to First Nations communities and of unique attributes related to the FNPCI. This enables ministry partners to be better allies to First Nations communities during the planning and implementation of this initiative.

In late 2020 and early 2021, preliminary evaluations of the Real Time Virtual Support services, including First Nations Virtual Doctor of the Day (FNvDOD) and First Nations Virtual Substance Use & Psychiatry Service (FNvSUPS) were completed. To date, the ministry has received 30-day and 6-month reports. These services continue to be supported in fiscal 2021/22. Since April 2020, FNvDOD has supported over 6,000 client encounters, while FNvSUPS has supported over 1,100 client encounters.

## MINISTRY OF INDIGENOUS RELATIONS AND RECONCILIATION

### MANDATE

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

### EXECUTIVE COMMITMENT

British Columbia is home to 204 First Nations, with the greatest diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages and over 90 dialects, representing 60% of all Indigenous languages in the country. Of the more than 270,585 Indigenous people in B.C., 64% are First Nations, 33% are Métis and just under 1% are Inuit. Approximately 78% of self-identified Indigenous people live off reserve. Of that 78%, 60% of Indigenous people live in urban areas as opposed to rural or remote areas. Indigenous youth are the fastest-growing demographic in B.C., with almost 50% of the Indigenous population under age 25.

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

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

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

Since 2011, the Minister's Advisory Council on Indigenous Women (MACIW) has provided advice across government on ways to improve the quality of life for Indigenous women and girls in B.C. In

2020/21, MACIW engaged on B.C.'s response to the National Inquiry into Missing and Murdered Indigenous Women and Girls and implementation of the *Declaration on the Rights of Indigenous Peoples Act*. Government also sought MACIW's advice on B.C.'s COVID-19 response, Indigenous education, changes to employment standards and anti-racism public education.

#### Giving Voice

Giving Voice is an initiative led by MACIW that gives voice to issues of violence within Indigenous women's lives through community-driven healing projects that inspire change. Giving Voice is based on the underlying approach that Indigenous communities know how to heal themselves.

In 2020/21, more than 50 Giving Voice projects were supported in B.C. Giving Voice is unique in that it provides a culturally responsive approach to Indigenous women. The community-led projects are able to work through highly sensitive and complex needs, building understanding on the impacts of colonial oppression with Indigenous-centred healing work.

#### GBA +

In April 2019, MIRR created a Gender-Based Analysis Plus (GBA+) working group composed of MIRR staff from all divisions. This working group continued throughout 2020/21. The purpose of the group is to act as a platform to support further development and application of GBA+, explore challenges with implementing GBA+ across the ministry and explore additional training opportunities. It also has sub-working groups that focus on providing GBA+ support and guidance to ministry Treasury Board submissions, internal communications, training and Indigenous Gender-Based Analysis Plus (IGBA+). The IGBA+ working group is also tasked with exploring how to best implement the principles of IGBA+ into the work that we do, both within the ministry and across government. To that end, beginning in late 2020, IGBA+ presentations were delivered across government to create greater awareness.

### Indigenous Gender-Based Analysis Plus

In December 2019, the ministry co-sponsored an Indigenous Gender-Based Analysis Plus (IGBA+) workshop with the MACIW. The workshop drew wide representation of interested parties from across the province to discuss ways to mitigate the impacts of industrial work camps in rural, remote areas – impacts which are disproportionately felt by Indigenous women and children. The workshop was successful in creating momentum, identifying a new group of potential champions for this work, and building a shared understanding of IGBA+, which was captured through the work of a graphic facilitator.

In 2021, the ministry contracted with Chastity Davis Consulting to develop an Indigenous Gender-Based Analysis Plus (IGBA+) toolkit on behalf of the council that will leverage the results of the workshop and additional research. The aim of the toolkit is to provide practical guidance to government, industry and Indigenous communities on ways to mitigate the impact of natural resource sector development on the health and safety of Indigenous women and girls. The toolkit is currently under development.

### Louis Riel Day

Each year on November 16, the Province proclaims Louis Riel Day and recognizes the historic and current contributions of the Métis people to B.C. Due to COVID-19 health restrictions, an in-person gathering was not held this year, but the Premier made a statement with these words: "Celebrating the 90,000 Métis people who call British Columbia home – who are embracing their Métis heritage and reclaiming their history, culture and identity. That is Louis Riel's legacy. This government is building on it with our reconciliation work with Métis people, through the Métis Nation Relationship Accord II and the *Declaration on the Rights of Indigenous Peoples Act*."

### Moose Hide Campaign

The Moose Hide Campaign is a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women and children. Wearing a Moose Hide pin signifies one's commitment

to honour, respect and protect the women and children in their life and to work together to end violence against women and children. As part of the Province's ongoing commitment to ending violence, the BC Public Service also co-sponsors and participates in the Moose Hide Campaign Annual Provincial Gathering and Day of Fasting. Due to the COVID pandemic restrictions on gatherings, the 10th annual Moose Hide Campaign was held as a virtual event on February 11, 2021. The ceremony focused on the effects of COVID-19 on domestic violence and mental health. B.C. public servants were encouraged to participate in the virtual event and take part in a one-day fast to demonstrate commitment to ending violence.

### National Indigenous Peoples Day

This annual event is organized by the Indigenous staff at MIRR to celebrate and honour Indigenous people and Indigenous staff across government. Due to COVID restrictions, in 2020/21 MIRR celebrations in collaboration with Royal Roads University were held through an online platform.

### Orange Shirt Day Proclamation

On September 30, 2020, the B.C. government proclaimed Orange Shirt Day in the Province of British Columbia. This is a day to acknowledge the survivors of residential schools and to stand with them and their families.

### B.C. Procurement Strategy Update 2020 – Indigenous Procurement Initiative

The B.C. Procurement Strategy, released in June 2018, includes an initiative to develop a co-ordinated government approach to procurement with Indigenous businesses and communities through the Indigenous Procurement Initiative (IPI). More specifically, IPI aims to create culturally appropriate procurement practices and an Indigenous-specific procurement strategy, and to provide capacity-development opportunities for Indigenous businesses and communities and government employees.

- The B.C. Procurement Strategy Update 2020 includes the following new IPI initiatives:
- Creating a dedicated project office within CITZ

- Establishing an external advisory committee on the development and implementation of specific short-, medium- and long-term actions
- Delivering cultural competency training to B.C. government employees who deliver procurement
- Establishing or building upon existing Indigenous business directories

### Unified Aboriginal Youth Collective (UAYC)

The Unified Aboriginal Youth Collective (UAYC) is a consortium of Indigenous youth representative bodies and organizations in B.C. Their purpose is to unify the diverse groups of Indigenous youth in B.C. in order to establish one common voice. Throughout 2020/21, MIRR continued to support the work of the UAYC.

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

In 2020/21, MIRR and the B.C. Assembly of First Nations (BCAFN) partnered for the fifth year on the BCAFN Economic Development and Fiscal Relations Strategy. The strategy facilitates moving forward on interests related to economic reconciliation and governance, promoting engagement and collaboration between the Province and industry, creating tools and data that support First Nation business leaders, and developing a First Nations economic development centre of excellence.

### First Peoples' Cultural Council (FPCC)

In 2020/21, the ministry continues to support the work of the FPCC, a Crown corporation mandated to support Indigenous language revitalization, cultural heritage and arts in B.C. In 2018, B.C. provided \$50 million to support language revitalization initiatives. For more information on 2020/21 accomplishments resulting from this investment, refer to FPCC's website at <http://www.fpcc.ca/language/>.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

### COVID-19 Relief Funding for Friendship Centres

In 2020/21, MIRR provided one-time COVID-19 relief funding of \$7.8 million to help friendship centres

continue to assist individuals, young families, single parents, youth and elders through a mix of in-person and online services. The grant helped to provide supports including meals and hampers, care packages for seniors and education kits for children. It is also helping to keep staff and clients safe with new handwashing stations, sanitization and personal protective equipment.

## **SUCCESS STORY**

### Declaration on the Rights of Indigenous Peoples Act

The *Declaration on the Rights of Indigenous Peoples Act* passed unanimously and received Royal Assent on Nov. 28, 2019. B.C. was the first province in Canada to pass legislation to implement the UN Declaration.

The B.C. government worked with the First Nations Leadership Council (FNLC) – BC Assembly of First Nations, First Nations Summit and Union of BC Indian Chiefs – to develop the legislation. Such collaboration on legislation is unprecedented in Canada. A commitment to the legislation was outlined in the joint Commitments Document.

This legislation:

- Mandates government to, in consultation and co-operation with Indigenous Peoples, ensure provincial laws are consistent with the UN Declaration (alignment of laws)
- Requires development of an action plan to achieve the objectives of the UN Declaration – providing transparency and accountability – all done in consultation and co-operation with Indigenous Peoples
- Requires regular reporting to the legislature to monitor progress, including the tabling of an annual report by June 30 each year, which must be developed in consultation and co-operation with Indigenous Peoples
- Allows for flexibility for the Province to enter into agreements with a broader range of Indigenous governments, including agreements with Indigenous governments outside of *Indian Act* Bands and incorporated organizations, such as

multiple Nations working together as a collective or hereditary governments

- Provides a framework for joint and consent-based decision-making with Indigenous governments

The Province engaged with First Nations and Indigenous partners throughout 2020/21 to develop a draft action plan. Provincial ministries held more than 80 meetings with over 75 First Nations and Indigenous partners to identify potential actions for inclusion. They also drew from priorities identified through a variety of agreements with Indigenous governments and organizations and from the advocacy and leadership of Indigenous Peoples over many years. This draft plan outlines significant actions that the Province and Indigenous Peoples have identified together and propose to work on over the next five years. It was released for province-wide consultation in June 2021.

## MINISTRY OF JOBS, ECONOMIC RECOVERY AND INNOVATION

### MANDATE

The Ministry of Jobs, Economic Recovery and Innovation (JERI) works to make life more affordable for British Columbians by building a strong, sustainable, innovative economy that improves the standard of living. The ministry delivers programs and services that encourage business start-up and growth, facilitates investment, and promotes innovation and adoption of new technologies throughout the province. The ministry supports Indigenous Peoples, small businesses and communities with economic development activities, the revitalization of traditional industries, economic diversification, job creation, workforce development and access to open markets and export opportunities while protecting the interests of British Columbia in trade negotiations and disputes.

### EXECUTIVE COMMITMENT

#### From the Strategic Direction section:

By adopting the Gender-Based Analysis Plus (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development, ministries will ensure that equity is reflected in budgets, policies and programs.

Key initiatives:

- A Framework for Improving British Columbians' Standard of Living will provide the foundation for quality economic growth in our province and a pathway to a more inclusive and prosperous society
- The *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, demonstrating support for true and lasting reconciliation

The ministry made progress on the government's priorities by publishing the report Reconciliation in Action: The Power of First Nation-Industry Partnerships in British Columbia, in partnership with the Business Council of British Columbia and the Indigenous Business and Investment Council (IBIC). The report highlights success stories and builds on

the growing list of mutually beneficial arrangements agreed to between First Nations and industry.

The ministry also made progress by expanding the Export Navigator Program to include Indigenous people, women and youth, as well as by holding 40 Free Trade Agreement outreach sessions in fiscal year 2019/20 with more than 1,300 participants in 26 communities. Of these, five dedicated sessions were delivered to women-led and Indigenous businesses.

#### From the Performance Planning section:

Key Strategies:

- Continue to increase and enhance awareness of the availability of small business tools, programs and resources among business owners, local governments and Indigenous communities
- Use B.C.'s Provincial Nominee Program (BC PNP) to attract international talent to communities throughout the province, helping B.C. businesses fill regional labour needs and enhance innovation, helping meet immigration and labour needs, attracting international entrepreneurs, and employing targeted initiatives to enhance attraction and retention of newcomers
- Defend B.C.'s interests in trade disputes to maximize B.C. businesses' competitiveness and utilize negotiations to further open markets to support diversification
- Support B.C. communities and Indigenous Peoples to increase participation in established and emerging economic sectors
- Provide services to newcomers to help them settle and integrate both socially and economically, including the Career Paths for Skilled Immigrants Program and BC Settlement and Integration Services Program

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

JERI supports staff in taking the federal GBA+ training, but also goes beyond this. Our GBA+ working group, with input and support from the Gender Equity Office (Finance), developed JERI-specific GBA + training, which was delivered on May 11 and 13, 2021. This training builds on

the federal GBA+ training and provides support for staff to incorporate GBA+ analysis principles into their daily work.

The Branch for Regional and Inclusive Economic Recovery hosts the Indigenous Speakers series. On a bi-monthly basis, Indigenous leaders speak to the public service on Indigenous economic development initiatives and activities.

Branches in the Small Business and Economic Development division include Indigenous competencies as part of hiring competitions.

In 2020/21, the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The Ministry actively supports the Moose Hide Campaign, a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women.
- The Ministry also organizes division-level meetings through ADM offices to promote multiculturalism, including Trade and Industry Development division-wide staff meetings and branch team meetings that include overseas offices.

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

- The ministry is responsible for developing and implementing a number of strategies, including the Industrial and Manufacturing Strategy, Shipbuilding Strategy and Trade Diversification Strategy. The Trade Diversification Strategy, for example, will explore policy options (services and programs) to increase participation of businesses owned by under-represented groups in exporting and/or growing their exports. The ministry is also ensuring that there is a diverse representation on strategy groups to reflect B.C.'s multicultural population and that diverse stakeholders are engaged.
- The ministry is developing the Mass Timber Action Plan (MTAP), which will describe how

B.C. will accelerate mass timber construction's transition from niche to mainstream. The Office of Mass Timber Implementation is applying a multiculturalism lens to the development of the MTAP's policy roadmaps, including developing economic opportunities in mass timber for Indigenous businesses and communities, and supporting mass timber manufacturing workplaces that are inclusive and diverse.

The Indigenous Business and Investment Council (IBIC) is an advisory council composed of Indigenous business and industry leaders. The purpose of IBIC is to serve as an advisory council to the minister on actions, strategies, issues and opportunities pertaining to the enhancement of economic development in Indigenous communities in British Columbia.

The ministry grant programs conducted outreach into a wide variety of industry associations, Indigenous, racialized and under-represented groups to learn how best to communicate the value and offerings of the grant programs.

Trade and Industry Development Division staff engage with a diverse range of stakeholders including representatives from around the world through the consular corps, bilateral trade associations and other key business and community partners to deliver trade and investment programming and activities. The Trade and Industry Development Division also provided Secretariat services for the Premier's Chinese Canadian Advisory Council last fiscal year.

The Mass Timber Advisory Council, established through the Office of Mass Timber Implementation, is composed of Indigenous representatives and other thought-leaders from urban planning and development, the forest products industry, environmental non-profits, academia and local governments. It provides advice and guidance towards establishing B.C. as a leader in the production and use of mass timber.

Publications produced by the ministry include the Starting a Small Business, Import / Export, and Starting a Franchise in B.C. guides, which

are available in Chinese (traditional), Chinese (simplified), Korean and Punjabi. The Small Business Resource Handout is available in Chinese (simplified), Korean and Punjabi.

The ministry encourages Indigenous communities to partner in the BizPaL and Mobile Business Licence (MBL) programs. Tsawwassen First Nation was the first Indigenous partner to join BizPaL in Canada. In February 2016, the Sunshine Coast MBL agreement was launched with the shísháhl Nation as a partner. Tk'emlúps te Secwépemc joined the MBL program in the Thompson-Nicola area in February 2020.

Funded in part by the ministry as B.C.'s premier business services provider, Small Business BC (SBBC) provides a wide range of services to the public. It provides its core services in both Canadian official languages as part of its association with the federal Canada Business Network. Through a referral partnership with La Société de Développement économique de la Colombie-Britannique (SDECB), Small Business BC has added to its capacity to offer an expanded range of business services in French. As of January 2021, Small Business BC staff were able to respond to clients in six languages representing the largest newcomer populations in British Columbia – Cantonese, Mandarin, Spanish, French, Punjabi and Vietnamese.

The 2021 SBBC Awards also highlighted a Best Immigrant Entrepreneur award, and saw a record number of Indigenous business finalists and winners, with three of the six winning businesses being Indigenous-owned.

The Small Business Branch undertook the following projects with an Indigenous focus relevant to multiculturalism:

- Supported the ministry's development of a framework and implementation plan for the Draft Principles that Guide the B.C. Public Service on Relationships with Indigenous Peoples;
  - The BC Indigenous Small Business Resources handout provides information on start-up and growth support services tailored to Indigenous entrepreneurs.
  - SBBC has a dedicated page called Find Business Resources and Support for

Indigenous Peoples. In 2020, SBBC partnered with Indigenous Business Development Services to provide an ongoing selection of educational webinars and resources.

- The Minister of JERI chairs the BC Small Business Roundtable, which has a mandate to represent the diversity of small business owners across the province. Members include key Indigenous, immigrant and female entrepreneurs who are leaders in their fields and in multicultural organizations. Indigenous leaders James Delorme (Abbotsford) and Nicole Halbauer (Terrace) have served on the BC Small Business Roundtable since 2018 and 2020, respectively.
- The Minister of JERI chairs the B.C. COVID-19 Industry Engagement Table, which has a mandate to help reduce the transmission of COVID-19 in workplaces and within the workforce. Members include key Indigenous, Black and female leaders who represent diverse organizations and business sectors.

The Business Intelligence team in the Trade and Industry Development Division, with support from Small Business and Economic Development Division and MIRR, led the Indigenous Business Insights project, which analyzed 1,462 Indigenous-owned businesses in B.C. The insights from this project are anticipated to be used by program staff across JERI to inform programs and policy and to support engagements with stakeholders and partners. This work was done by a cross-ministry project team (with staff from JERI and MIRR) and was led by JERI. It creates the opportunity to leverage these insights to put into action commitments made in mandate letters with respect to GBA+ analysis, supporting a more inclusive economy in B.C.

## **SUCCESS STORY**

The Small and Medium Sized Business Grant Recovery program and the Circuit Breaker Relief Grant program both offered translation services and translated content into eight languages to support multilingual applicants.



## MINISTRY OF LABOUR

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### MANDATE

The Ministry of Labour's goal is to promote fair, healthy and safe labour and employment relationships in support of a strong, sustainable and inclusive economy.

### EXECUTIVE COMMITMENT

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

The ministry continued to implement the framework strategy established in 2019/2020 to operationalize diversity and inclusiveness principles into the ministry's culture and to support PSA-led programs like the Indigenous Youth Internship and the Work-Able Internship. Throughout the province, employees are encouraged to recognize and value the multicultural environment in which they work and live.

In an effort to support true and lasting Indigenous reconciliation, the ministry continues to implement provisions within the B.C. *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action. The ministry has incorporated Indigenous competencies into its hiring practices.

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

The Employers' Advisers Office (EAO) and Workers' Advisers Office (WAO) have incorporated Indigenous competencies in posted positions and will continue to do so in all future postings.

Employment Standards Branch (ESB) continues to work to increase its diversity and expand the accessibility of its services in languages other than English, with targeted recruitment strategies for new hires and the provision of live, simultaneous translation services in over 140 languages through a toll-free information line.

ESB updated its job profiles across the branch with Indigenous relations behavioural competencies, and has been hiring into its newly updated roles.

The forestry workers' Bridging to Retirement program engaged Indigenous employers and workers, helping some Indigenous workers retire in their communities while helping employers preserve jobs for more junior skilled workers in their communities.

The forestry workers' job placement program has actively engaged impacted Indigenous forestry workers to assist with finding work and retraining opportunities in rural communities across B.C.

Indigenous cultural education safety training for employees has been encouraged to increase awareness and effectiveness throughout the forestry worker programs.

All ministry staff are encouraged to complete the online Introduction to Gender-Based Analysis Plus (GBA+) course. As of May 27, 2021, 42.1% of ministry staff and executive had completed one of the following introductory GBA+ training programs: Introduction to GBA+, Introduction to GBA+ for Executive, or GBA+ Orientation. These training programs teach staff to recognize how various identity factors can influence the experience of government initiatives, and how GBA+ can enhance the responsiveness, effectiveness and outcomes of initiatives.

In addition, all ministry staff are required to complete the annual Diversity and Inclusion Essentials online training course. As of May 27, 2021, 86.6% of ministry staff had completed this mandatory course. During this period, 37.5% of ministry staff had also completed the introductory course entitled Building Capacity in Indigenous Relations: We are All Here to Stay – a course considered an important first step on the path towards the "truth" in truth and reconciliation.

All ministry staff are also encouraged to complete the online course Words Matter, which focuses on what inclusive language means, guiding principles to support using inclusive language, and how to promote inclusive language.

Training for cultural agility, Indigenous cultural safety, and diversity and inclusion training has

been promoted and completed within the forestry workers support programs.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- In 2021, the ministry reinvigorated the GBA+ working group which was formally launched in July 2019. The working group facilitates and supports the implementation and use of GBA+ analysis tools and approaches in the ministry.
- The ministry, through the GBA+ working group, is developing a GBA+ capacity-building framework to provide strategic direction and foster a coherent and comprehensive approach to capacity building in order to advance GBA+ within the ministry.
- The ministry is also undertaking intersectional analysis of ministry measures to control the spread of COVID-19 on the delivery of programs and services, with a particular focus on client access to programs and services and impacts on policy and programs, with the intention of developing options for addressing and remedying the intersectional issues identified.
- The ministry continues to implement the B.C. ***Declaration on the Rights of Indigenous Peoples Act***. The ministry's actions include fostering a safe cultural space for ministry staff who identify as Indigenous, reviewing our public-facing service delivery model for opportunities to better serve Indigenous clients and expanding ministry staff's self-awareness and Indigenous cultural competencies. As well, the ministry consults with Indigenous partners on legislation and regulations to ensure that B.C.'s labour laws are consistent with the UN Declaration on the Rights of Indigenous Peoples and takes Indigenous interests and perspectives into account.
- The ministry continues to support staff in building a culture of respect, understanding and reconciliation with Indigenous Peoples and to implement Call to Action Number 57 from the Truth and Reconciliation Commission.
- Indigenous Youth Internship Program – ESB and the Labour Policy and Legislation Branch

participated in the program, giving staff the opportunity to become more familiar with Indigenous culture, issues and history.

- Work-Able Internship program – ESB, WAO and EAO participated in the program. Staff reported it to be of great value. ESB's participant was successful in securing a permanent position with the organization.
- Ministry staff participated virtually in the following annual events: Pink Shirt Day, Orange Shirt Day, Moose Hide Campaign, Bell Let's Talk Day, Mental Health Week and National Indigenous Peoples Day.

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

- The ministry continues to implement the GBA+ tool in the development of legislation and policy as well as in the delivery of front-line services to ensure that equity is reflected in budgets, policies and programs.
- The ministry utilizes gender-based analysis tools and resources to inform legislation development and policy analysis. In addition, the adoption of GBA+ in the ministry has promoted an evidence-based, inclusive and people-centred approach to programming and decision-making. Recent ministry accomplishments that benefitted from gender-based analysis, diversity and inclusiveness considerations include:
  - Government's ongoing commitment to increase the general minimum wage to at least \$15.20/hour in June 2021, and the phasing out of the lower minimum wage for liquor servers, effective June 1, 2021. This move will bring an end to the alternate discriminatory wage for liquor servers in B.C., 80% of whom are women.
  - Amendments to the ***Employment Standards Act*** to: update language to reflect Government's commitment to gender equity and recognition of non-binary people; provide a new employer-paid leave of up to five days for employees

experiencing, or who have specified family members experiencing, domestic or sexual violence; unpaid, job-protected COVID-19-related leave; three days' unpaid, job-protected leave for personal illness or injury each year; up to three hours of paid leave per dose, to employees in British Columbia who are receiving their COVID-19 vaccination; three days of paid COVID-19-related leave (ending December 31, 2021); and permanent paid personal illness and injury leave (starting January 1, 2022), with the number of days to be prescribed by regulation.

- The ministry is bringing into force a new mandatory requirement for employers seeking to employ foreign workers to hold a certificate of registration under the *Temporary Foreign Worker Protection Act* and establishing a public-facing, searchable registry of licensed recruiters and registered employers to improve the protection of foreign workers in B.C.
- The WAO is developing an intake process that provides an opportunity for an Indigenous person to self-identify if they so choose. The data collected is expected to support programming.
- WAO partnered with the Workers' Compensation Appeal Tribunal to provide targeted support to workers who self-identify as Indigenous.
- The ministry initiated a project to modernize the Employment Standards System for all clients to make services more accessible and to increase proactive enforcement and educational outreach. As a part of this work, the ESB will be implementing care-based triage – a concept that considers client vulnerabilities in an effort to deliver prioritized processing.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The ministry is developing a consultative mechanism that will seek out IBPOC and GBA+ perspectives within the worker and employer communities.
- The ministry has a representative at the Gender Equity Office's Gender Equity Advisors table.

- ESB continues to collaborate with the Committee for Domestic Workers & Caregivers Rights (CDWCR) and the Migrant Workers Centre (MWC) to provide education and outreach to vulnerable foreign workers on their rights under the *Employment Standards Act*.
- The ministry (ESB and Policy and Legislation) continues to participate on the government of Canada's Migrant Worker Support Network B.C. Pilot, led by Employment and Social Development Canada. This includes cross-government plenaries that bring together ministries and agencies from different levels of government who collaborate and co-ordinate their respective services and program areas for the benefit of both migrant workers and their employers. ESB also partners with community agencies and stakeholders, such as the Multilingual Orientation Service Association for Immigrant Communities (MOSAIC) and the Affiliation of Multicultural Societies and Service Agencies of B.C., to provide education and outreach to migrant workers and their employers.
- ESB's compliance team continues to collaborate with the Mexican, Philippines and Guatemalan consulates to address general and specific issues of concern to foreign nationals.
- ESB conducts presentations and engagement sessions with the First Nations Public Service Secretariat. ESB also participates on panel discussions and presentations at various conferences with First Nations leaders, community organizations and service providers, and other government representatives. WAO, EAO and ESB are collaborating with Indigenous organizations in the province, including the Indigenous Resource Network and Indigenous Justice Centres, in order to identify barriers and enhance access to the ministry's services and programs.
- The Forestry Worker Support Program utilizes outreach consultants to ensure that Indigenous groups and partnerships are engaged and consulted.

The ministry supported the following culturally appropriate and responsive programs and services:

- Both WAO and EAO continue to utilize WorkSafeBC’s language line, which allows both organizations to provide services in over 40 languages to assist injured workers and employers in B.C.
- ESB launched a pilot project in January 2019 to incorporate multilingual service delivery and has, since October 2019, permanently adopted multilingual service delivery (through a partnership with Service BC) into its free information line. Callers can access branch staff with the support of simultaneous translation in over 140 languages. This service reflects the branch’s commitment to supporting all clients in B.C.’s diverse workplaces.
- ESB established a Digital Experience Team which focuses on improving access to the branch’s website for those clients who use screen readers or other software supports, in order to promote an inclusive service delivery model. ESB also incorporated accessibility standards into its recent office renovations.
- EAO continues to provide educational sessions to Indigenous employers to increase their understanding of their rights and responsibilities under the *Workers Compensation Act*. The EAO’s Truth and Reconciliation Commission (TRC) working group will be looking at a strategy to implement a more targeted outreach in order to include under-represented and more rural communities.
- EAO is continuing to review outreach material on its website and e-learning platform, where feasible, to provide these resources in a variety of languages. EAO is also considering accessibility issues like closed-captioning for e-learning courses.
- The Forestry Program webforms have been reviewed for cultural appropriateness and published content is in plain language for access by people with different linguistic abilities.
- The WAO provides translated factsheets in multiple languages.
- The WAO administers “Start a New Inquiry,” which helps clients request advice and assistance with

respect to workers’ compensation issues via an online application form.

- The WAO is actively exploring opportunities to ensure Indigenous workers have equal access to its services and to create linkages with Indigenous communities.
- EAO and the ESB have incorporated Indigenous territorial acknowledgements into all staff meetings.
- Forestry Worker Job Placement office co-ordinators ensure any administrative and technological accommodations are met and support Indigenous workers where it may be required, thereby ensuring that there are no barriers to apply and participate in the programs.

The ministry is working closely with the Gender Equity Office to support the development of government-wide performance metrics related to gender equality.

The ministry utilizes diversity data to inform legislation development and policy analysis. Recent ministry accomplishments that benefitted from diversity data considerations include: the amendment to the *Employment Standards Act* to provide a new employer-paid leave of up to five days for employees experiencing, or who have specified family members experiencing, domestic or sexual violence; unpaid, job-protected COVID-19-related leave; three days’ unpaid, job-protected leave for personal illness or injury each year; up to three hours of paid leave, per dose, to employees in British Columbia who are receiving their COVID-19 vaccination; three days of paid COVID-19-related leave; and permanent paid personal illness and injury leave (starting January 1, 2022), with the number of days to be prescribed by regulation.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In 2020/21, in response to the COVID-19 public health emergency, the ministry implemented gender-based considerations and modified its operations to meet the diverse needs of the clients and the community it serves.

In 2020, the ministry received a mandate to “create new consultative mechanisms to engage employer and worker representatives in consideration of

any changes proposed to workplace legislation to ensure the widest possible support.”The ministry is working on a consultative model that will seek out Indigenous, Black and people of colour (IBPOC) and Gender-Based Analysis Plus (GBA+) perspectives within the worker and employer communities.

The ministry is committed to supporting the Parliamentary Secretary for Gender Equity’s work to close the gender pay gap by addressing systemic discrimination in the workplace and through new pay transparency legislation as directed in the 2020 mandate letter to the Honourable Harry Bains, Minister of Labour.

Ministry executive continues to support ministry legislative and policy initiatives in utilizing a Gender-Based Analysis Plus (GBA+) lens to ensure that a broad range of gender, cultural and economic perspectives are considered throughout the ministry’s work. The ministry continues to support initiatives that create a culturally diverse workforce through the provision of discrimination-prevention training, on-boarding, orientation to the Standards of Conduct, and diversity and inclusion training for new employees.

The ministry is implementing a GBA+ implementation plan. The plan’s focus is to strengthen the capacity of the ministry to advance GBA+ budget, legislation, policies, programs, services and communications in a way that is evidence-based, promotes gender equity and meets the needs of B.C.’s diverse population.

EAO’s internal TRC working group continues to assist the branch in implementing initiatives that support reconciliation efforts with Indigenous communities. The working group remains focused on increasing staff’s cultural fluency through training courses, providing training to staff on clarifying jurisdictional issues that arise in providing assistance to Indigenous employers on WorkSafeBC matters, and drafting a roadmap to assist the branch with targeted outreach to Indigenous employers.

The Forestry Support programs, administered by the ministry, have seen expert industry contractors engage with Interior Indigenous groups and determine how best to support displaced Indigenous forestry workers.

With the support of the local Indigenous people, ESB introduced a permanent territorial acknowledgement into the Langley office’s reception area as part of a recent renovation.

## MINISTRY OF MENTAL HEALTH AND ADDICTIONS

### MANDATE

The Ministry of Mental Health and Addictions (MMHA) sets the provincial strategic direction to transform B.C.'s mental health and addictions systems of care. To realize its mandate, the ministry undertakes a whole-government, multi-systems approach in partnership with other ministries, Indigenous Peoples, service delivery partners, researchers, local and federal levels of government, families, youth, advocates and people with lived experience. As outlined in the 2021-22 Service Plan, the ministry works with partner ministries and external stakeholders to meet government's priorities of implementing the mental health and addictions strategy (A Pathway to Hope) and responding to the overdose emergency and COVID-19 pandemic.

### EXECUTIVE COMMITMENT

The executive team works to ensure that diverse perspectives are embedded into the workplace culture and the approach to strategy design, policies and initiatives. The ministry encourages inclusion through its leadership and by providing equal access to training and development in areas including diversity and inclusion, Gender-Based Analysis Plus (GBA+) and Indigenous Gender-Based Analysis Plus (IGBA+), respectful workplace and cultural safety and humility. These commitments are embedded in the MMHA strategic plan, ministry business plans and divisional plans. The three-year MMHA People Plan has a pillar devoted to human rights, equity and inclusion, with a range of specific activities and actions including the development of an Indigenous cultural safety and humility strategy.

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

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

Continuing to include Indigenous youth interns as an integral part of the ministry's staffing complement

Promoting the B.C. Public Service Indigenous Applicant Advisor and other government-wide supports for Indigenous applicants and existing MMHA Indigenous employees

Continuing an ongoing focus on being an inclusive, culturally safe and anti-racist organization

Circulating postings in the Provincial Support Office to the local First Nations, Métis Nation and Urban Indigenous Services in the communities where the positions will be based

Ensuring that interviews in the ministry include Indigenous behavioural competencies and that all job profiles include at least one Indigenous competency

Stating in all ministry job profiles that preference may be given to applicants with the following:

- Experience working with First Nations, Métis or Inuit organizations and communities
- Lived or living experience of, or experience working with populations with, complex health and social challenges
- Self-identify as having First Nations, Métis or Inuit heritage

The ministry also requires all employees to complete San'yas Indigenous Cultural Safety Training, Introduction to GBA+, an annual review of the Standards of Conduct which highlights respect in the workplace, as well as Diversity and Inclusion Essentials and Ethics for Everyone.

The ministry participates in training offered through the House of Indigenous Learning including:

- Indigenous and Canadian Histories 101
- Allyship 101
- Doctrine of Discovery, Stolen Lands, Strong Hearts
- Strengthening Indigenous Relations Through Awareness and Action

Executives participated in training including Diversity and Inclusion: Foundations for Executive that established diversity and inclusion literacy, confronts unconscious bias, helps build intercultural skills for managing multicultural teams, and establishes what it means to be a diversity and inclusion ally.

Senior leaders participated in various courses offered as part of the Leading Acts of Reconciliation Series including:

- Leading with Awareness: Social Location, Culture and Cultural Safety
- Credible Champions Leadership Session
- Allyship is Leadership
- Leading with Courage and Competency

Other foundational training includes Being a Mindful Employee: Orientation to Psychological Safety in the Workplace, Building Capacity in Indigenous Relations, and Building a Respectful Workplace. In addition, some employees have taken the University of Alberta's 12-week course, Indigenous Canada.

Training is being developed for the Integrated Child and Youth teams on Indigenous approaches to healing through a contract with an Indigenous organization. Indigenous communities throughout the province are being engaged on this work.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The ministry completed a jurisdictional scan and research and consulted employees, senior leaders, Indigenous employees, executives and experts within and outside of the ministry to inform and develop an Indigenous Cultural Safety and Humility strategy, which will launch in 2021/22.
- Led by elders and knowledge keepers from the Tsow-Tun Le Lum Society, the ministry held two Indigenous ceremonial experiences for the overdose emergency response team as an opportunity to share Indigenous wisdom, learning gifts and ceremony to offer emotional, heart and spiritual help to support employees with the emotional weight of the work. These experiences will carry into 2021/22 for the whole

ministry, as will more opportunities to include Indigenous world views in ministry activities.

- A branch in the ministry started a book club that actively seeks to understand substance use from a variety of perspectives with a focus on Indigenous Peoples experiences with substance use. Examples of books include In My Own Moccasins and The New Jim Crow.
- Employees who identify as Indigenous, Black or people of colour (IBPOC) are encouraged to participate in corporate IBPOC communities and forums.
- The ministry's communications team shifted its approach to multiculturalism in an effort to make communications more inclusive. Examples include:
  - Researching and consulting with employees on culturally significant dates and celebrations that were highlighted on our ministry intranet, all-staff emails and bi-weekly newsletter
  - Ensuring all ministry communications are presented in a plain language format appropriate to the audience
  - Promoting virtual events employees could attend to learn about the different cultures and traditions of their co-workers

The ministry ensures policies, practices and programs incorporate multiculturalism policy to increase equity, inclusion and diversity. Results include:

- The ministry provided funding to the First Nations Health Authority (FNHA) to develop an awareness and education campaign aimed at addressing structural stigma and racism in the health care system, with a specific focus on mental health and substance use services.
- MMHA commissioned a survey on patient self-reported experiences with emergency departments, to be conducted by the Ministry of Health's Office of Patient-Centred Measurement, with a focus on nine priority areas in the mental health and substance use system including clinics providing access to opioid agonist therapists, supportive recovery facilities,

community substance use outreach services (youth), provincial correctional facilities, adult short-term assessment and treatment services, early psychosis intervention services, eating disorder outpatient services, inpatient mental health treatment (youth) and inpatient mental health treatment (adult). An Indigenous advisory committee proposed five dimensions and associated question lines to address the outcome measure of cultural safety for the survey. Once the survey is conducted, it is anticipated that the results may provide an evidence base that could inform targeted action on cultural safety and humility that is specific to the mental health and substance use system.

- MMHA provided funding to FNHA for five regional mental health and wellness liaison positions. It is anticipated that this additional capacity can further support system navigation for Indigenous clients and families at the local level.
- With funding from the Canada-British Columbia Mental Health and Addictions Services bilateral agreement, MMHA allocated \$36 million from 2018/19 to 2022/23 to FNHA for First Nations communities to expand land-based healing programs at local and regional levels. This funding supports First Nations communities to provide culturally safe treatment and healing services related to mental health and substance-use issues that are designed and delivered by First Nations.
- FNHA and MMHA continue to collaborate on and oversee the response to the overdose emergency, ensuring that the cross-sector response considers and meets the needs of First Nations people in B.C. To support this:
  - The province provided funding for the FNHA to implement targeted initiatives related to the overdose emergency response consistent with FNHA's Framework for Action: Responding to the Overdose Public Health Emergency for First Nations.
  - FNHA has repositioned its response to address the acute impact of the emergency on First Nations women and First Nations

people living in urban centres. For example, the FNHA has provided funding to Indigenous service providers in Campbell River, Chilliwack, Kamloops, Nanaimo, Prince George, Vancouver, Surrey and Victoria to enhance outreach and peer support services for Indigenous people.

- FNHA continues to be hardwired into the overdose response through participation in the Joint Steering Committee, the Clinical Advisory Committee and extended operational planning.

In partnership with the Canadian Mental Health Association BC (CMHA-BC), MMHA invested \$13 million to add 101 new adult publicly funded beds across the province through a granting process. Grant applicants were required to provide specific examples of how their program addresses the needs of Indigenous people and families and outline the steps their organization has taken to implement the concepts of cultural humility and safety in programming.

- MMHA is implementing integrated child and youth (ICY) teams to provide children and youth the right care where and when they need it – at school, in their homes and in the community. The ICY team model is underpinned by government's commitment to reconciliation and the implementation of the United Nations Declaration on the Rights of Indigenous Peoples. The ministry is committed to ensuring that First Nations, Métis and other Indigenous organizations are full and equal partners in the design and implementation of the teams at the provincial and local levels.
- The ministry is expanding the reach of suicide prevention programs for students and Indigenous youth to ensure that more young people can access the tools, skills and community supports they need to cope in challenging times. Funding includes:
  - \$800,000 to FNHA to deliver expanded suicide prevention and life promotion services in First Nations communities and to expand youth advisories in more regions



- \$200,000 to Métis Nation BC (MNBC) to promote youth wellness initiatives by developing Métis-specific online mental health support courses as well as an anti-stigma and life promotion awareness campaign
- To fill critical gaps in service and build a comprehensive and prevention-focused system of substance use care for children, youth and young adults in B.C., MMHA ensures investments in youth substance use services are integrated with our work to build an evidence-based and culturally safe system of mental health and substance use care for everyone in B.C., with specific focus on children, youth and young adults. This includes First Nations, Métis and Inuit youth, who are at higher risk for substance-use challenges due to intergenerational trauma and the effects of ongoing colonization and racism.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities.

The ministry has built strong partnerships with Indigenous, racialized and under-represented groups as a foundational part of how it operates. Examples include:

- MMHA signs a yearly letter of understanding (LOU) with the FNHA on joint priority actions to advance mental health and substance use system of care. FNHA is hardwired as a key partner into all provincial initiatives being led by MMHA. The renewed LOU for 2020/21 focused on joint actions and accountabilities in four priority areas:
  - Expanding and evolving the overdose emergency response
  - Anti-racism and reconciliation
  - Supporting First Nations-led wellness models
  - Integrated system of care
- As part of the First Nations health governance structure, MMHA engages with communities directly through First Nation regional caucus sessions and Gathering Wisdom.
- Since 2019/20, the BC Association of Aboriginal Friendship Centres (BCAAFC) receives \$375,000

annually from MMHA through a transfer agreement to support capacity building to partner on mental health and substance use priorities as well as BCAAFC-led priority initiatives.

- Since 2019/20, MNBC receives \$375,000 annually from MMHA through a transfer agreement to support capacity building to partner on mental health and substance use priorities as well as Métis-led priority initiatives.
- Teams actively work with many partners when developing policies. For example, we are currently developing a substance use framework and have reached out to the Minister's Advisory Council on Indigenous Women, Affiliation of Multicultural Societies and Service Agencies of BC, BCAAFC, MNBC, Trans Care BC and others in its development.
- Youth advisory committees are being established in ICY Team communities to reflect the cultural diversity of the communities and provide advice on service delivery and evaluation.
- When planning for the beds expansion granting process, stakeholder engagement included organizations such as the First Nations Health Authority and Community Action Initiative to ensure that the perspectives of organizations who serve Indigenous Peoples and under-represented groups were captured.
- The ministry chairs a cross-ministry integrated policy development and implementation committee, the Provincial Lead Committee, for improving wellness for children, youth and young adults, with representation from MNBC, BCAAFC, FNHA and the First Nations Education Steering Committee.

The ministry supported the following culturally appropriate and responsive programs and services:

- MMHA continues to engage Indigenous partners in the design, implementation and evaluation of MMHA-led initiatives in A Pathway to Hope: A Roadmap for Making Mental Health and Addictions Care Better for People in British Columbia, in order to ensure cultural safety and humility is embedded as a core practice principle of service delivery models.

- MMHA is working with FNHA to address the disproportionate rates of illicit drug toxicity events and deaths among First Nations populations, including much higher rates among First Nations women (32.4%) than other women residents (16.6%).
- Since 2017, MMHA has made important investments to support Indigenous-led approaches to overdose prevention and harm reduction.
- In August 2020, the B.C. government announced the expansion of 123 new youth substance use beds across B.C. Through spring 2021, MMHA has worked closely with the First Nations Health Authority, Métis Nation BC, and the BC Association of Aboriginal Friendship Centres to co-develop an approach to beds allocation, process for engagement of local Indigenous communities, and monitoring/evaluation. Through this collaborative approach, MMHA and provincial-level Indigenous partners have co-developed a draft process which incorporates and better reflects the needs, priorities and worldview of First Nations, Métis and urban Indigenous communities in B.C.
- The ministry increased access to low- and no-cost mental health and substance use counselling through \$14.8 million in grants to community agencies. Counselling is now more accessible across the province including in rural, remote and Indigenous communities. Priority was given to proposals that demonstrated an ability to reach under-served populations through the application of an equity lens. Community counselling grants contribute significantly to building an affordable, accessible, comprehensive system of mental health and addictions care, especially during the COVID-19 pandemic when in-person services are limited and mental health concerns are elevated. Some of the community organizations receiving funding include:
  - DIVERSEcity Community Resources Society
  - Yale First Nation
  - Métis Community Services Society of BC
  - Jewish Family Services

- Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)
- Dze L K'ant Friendship Centre Society
- New investments through Budget 2021 will enable further collaboration with Indigenous partners to offer culturally safe substance use care for harm reduction and treatment services across key initiatives including:
  - Indigenous-specific overdose prevention services
  - More nasal naloxone for First Nations communities
  - Prescribed safer supply programs through FNHA's Virtual Substance Use and Psychiatry Services
  - Indigenous women-specific housing supports
  - Indigenous peer networks in northern, rural and remote First Nations communities experiencing high rates of overdose

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In response to the COVID-19 pandemic, MMHA launched a new workplace mental health website ([www.careforcaregivers.ca](http://www.careforcaregivers.ca)), and peer network ([www.caretospeak.ca](http://www.caretospeak.ca)) to support employees and leaders in the long-term care sectors. Campaign material focused on representing the diverse makeup of the workforce and included a strategic marketing mix, using placement in targeted regions and communication channels that would reach workers.

### **SUCCESS STORY**

The newly launched Care for Caregivers (C4C) website and Care to Speak (C2S) peer network have seen promising uptake over the past year. C4C has received over 75,000 page views, and 92% of webinar participants said they learned something that could help improve their mental health. C2S is working closely with union and employer groups to promote the service as a safe and confidential resource for staff to use when they need support. To date, the call and text service has had over 140 interactions from across B.C.

## MINISTRY OF MUNICIPAL AFFAIRS

### MANDATE

The Ministry of Municipal Affairs takes leadership in supporting local governments, non-profits, public libraries and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient, and socially and environmentally responsible.

### EXECUTIVE COMMITMENT

By adopting the Gender-Based Analysis Plus (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development, the ministry ensures that equity is reflected in budgets, policies and programs.

The ministry supports the annual Union of British Columbia Municipalities (UBCM) Convention to provide a comprehensive exchange of ideas and optimize co-operation and collaboration among the province, UBCM, individual local governments and UBCM First Nations members.

Consistent with Government's Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, the ministry encourages local governments to partner with First Nations on matters of mutual interest, to build respectful relationships and to advance reconciliation.

The ministry implements support strategies as outlined in B.C.'s Strategic Plan for Public Library Service. Libraries celebrate diversity and help create a sense of belonging through programs and partnerships, and are committed to free access and to serving their communities. They are places of opportunity that reduce physical, social, financial and structural barriers.

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

The ministry requests that hiring managers consider the value of adding Indigenous competencies to their job profiles as part of the hiring request (form) review process.

The ministry offers Gender-Based Analysis Plus (GBA+) orientation workshops and ongoing online training opportunities for all staff, and has created

a ministry-wide intranet site and working group to facilitate the integration of GBA+ into all aspects of the ministry's work.

The ministry has a Ten Principles Committee with representation from each branch to respond to the Province's Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples to the BC Public Service. The Ten Principles Committee aims to:

- Support the Province's desire to "fundamentally change its relationship with Indigenous Peoples" by identifying strategic shifts the ministry can make to work towards reconciliation
- Recognize and enhance current legislation, policies, programs, initiatives and partnerships that are working effectively towards reconciliation
- Ensure collaboration and consistency with other ministries tasked with developing ministry-wide reconciliation initiatives
- Learn from and support collaboration with other ministries, local governments and external partners currently engaging with Indigenous governments and people on implementing UNDRIP and the TRC Calls to Action that apply to the ministry

The Ten Principles Committee created a draft plan to implement the 10 recommendations made in the provincial report. The purpose of the plan is to outline strategic priorities and actions that will guide the ministry's approach to implementing the 10 Principles as part of meeting its overall mandate.

In 2020/21, the ministry promoted multiculturalism in the workplace and broader community through events and initiatives:

- The ministry actively supports multicultural events and initiatives, including promoting awareness and participation in National Indigenous Peoples Day and sponsoring Multiculturalism Week activities.
- The ministry continued to support a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils (via community gaming grants).

- These activities provide an important opportunity to celebrate the province's rich diversity and distinct cultural perspectives.

The ministry is also pursuing numerous reconciliation initiatives, including:

- Committing to support inclusive regional governance by advancing Indigenous participation in regional district boards, in response to the *Declaration Act* draft action plan that provides an outline of significant actions the Province and Indigenous Peoples have co-operatively identified and propose to pursue over the next five years
- Participating in the development of a provincial plan to address the issue of missing and murdered Indigenous women and girls
- Encouraging ministry staff to support Moose Hide Campaign Day by wearing Moose Hide pins, participating in the day's workshops and events, and committing to stand up against domestic and gender-based violence

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

The ministry has fully embraced the implementation of Gender-Based Analysis Plus (GBA+), allowing us to be more responsive to the diverse needs of the people we serve. Key initiatives include:

- Offering in-person orientation workshops and ongoing online training opportunities for all staff
- Creating a ministry intranet site full of resources, tools and links to GBA + information
- Creating a ministry-wide working group to facilitate integration of the GBA+ processes, identify success measures for GBA+ implementation in all areas of the ministry, support more granular divisional working groups and case studies, and champion training and assessment methodologies

## HIGHLIGHTS ON INITIATIVES IN 2020/21

The ministry builds GBA+ and other multicultural, inclusive criteria into program design. An example of this is the Infrastructure Grants program. The

governments of Canada and British Columbia are delivering the Investing in Canada Infrastructure Program (ICIP), which will invest over \$2.85 billion in green infrastructure, public transportation, community and cultural assets, and rural and northern infrastructure. These projects will be cost-shared with the Province, local governments, Indigenous recipients and other partners. Cultural benefits will be widely and fairly distributed across the province once projects are approved and implemented. In 2020, the first intake for ICIP streams approved 123 projects. Second intakes were launched in 2020.

CivicInfo BC, the Province of British Columbia (Ministry of Municipal Affairs and Ministry of Indigenous Relations and Reconciliation), the First Nations Summit, and UBCM built a database to track examples of relationship building between Indigenous and local governments for everyone to learn from. It is a searchable online database of resources that includes initiatives, partnerships and services provided between Indigenous governments and organizations, and local governments in B.C.: <https://civicinfo.bc.ca/First-Nation-relationship-resources>.

Along with the federal government, the ministry provides annual funding for the Community to Community Forum Program that funds events to bring local governments and Indigenous organizations together. Starting this year, to support COVID-19 recovery and the implementation of the *Declaration Act*, the program has been adjusted to fully fund events – a change from the previous 50/50 formula in which applicants shared in the event costs. The program is managed by UBCM in partnership with the BC First Nations Summit: <https://www.ubcm.ca/EN/main/funding/lgps/community-to-community-forum.html>.

To promote understanding and awareness, public library staff and board trustees can now access an online, self-paced diversity and inclusion course – Safe Harbour: Respect for All – delivered through AMSSA (Affiliation of Multicultural Societies and Service Agencies of BC). Funding is available to bring the library community together to foster knowledge-sharing and learning opportunities on

topics of diversity, inclusion, reconciliation, trust, respect and relationship building.

### **SUCCESS STORY**

The ongoing Investing in Canada Infrastructure Program and Community Economic Recovery Program offer expanded opportunities for local governments, Indigenous groups and not-for-profit organizations to apply for grants for community projects that benefit a diverse range of community members.

In response to the COVID-19 pandemic, the ministry led partner ministries in the development of the Community Economic Recovery Program to support economic resilience, tourism, heritage, and urban and rural economic development projects in communities impacted by the pandemic. A total of 234 projects were announced in February 2021.

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### MANDATE

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## MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

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### MANDATE

The Ministry of Public Safety and Solicitor General works with the Ministry of Attorney General and Minister Responsible for Housing as the justice and public safety sector to advance a shared vision of a safe, secure, just and resilient British Columbia. The mission of the ministry is to deliver public safety services and programs, administer regulations for the liquor and cannabis industries, ensure that the public has confidence in British Columbia's gaming sector, and lead the development and co-ordination of an effective emergency management system for the province.

### EXECUTIVE COMMITMENT

The Ministry of Public Safety and Solicitor General is committed to reconciliation with Indigenous Peoples and continues to strengthen partnerships with Indigenous leadership and communities to:

- Reduce the over-representation of Indigenous people involved in and impacted by the justice system
- Address violence against Indigenous people (especially women and girls)
- Improve access to justice for Indigenous people
- Support culturally responsive and relevant policies, programs and services that address the specific needs of Indigenous people

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

- Hiring processes in the justice and public safety sector are regularly reviewed to ensure Indigenous relations behavioural competencies are included in role profiles across the sector. Competition processes include gender-neutral pronouns and non-biased, culturally sensitive language, aimed at demonstrating a strong commitment to a diverse and inclusive workforce. In addition, training and experiential education is available for all staff members, often provided jointly with

community and organizational partners, to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility. The Diversity and Inclusion Action Plan acts as a guide to strengthen diversity and inclusion across the sector.

- The sector's Strategic Human Resources department assisted in the development of Where We All Belong, a three-year diversity and inclusion strategy for the BC Public Service. The strategy ensures the BC Public Service is reflective of our province and inclusive of Indigenous people, minority communities, immigrants, people with disabilities and the LGBTQ2S+ community. The sector's Strategic Human Resources department is also participating in the cross-government Workforce Plan initiative with a focus on recruitment and retention.
- A formal mentoring program for staff in the justice and public safety sector was implemented to encourage and promote personal growth, and the sector's Leadership Development Program was launched with the goal of building internal leadership capacity and improving service delivery to citizens.
- The BC Coroners Service (BCCS) works with Indigenous agencies and individuals to provide cultural safety and humility training at all coroners' basic training sessions and all regional and provincial training conferences. Training for all new coroners includes a component delivered by the First Nations Health Authority (FNHA) to assist coroners' understanding of First Nations history, spiritual beliefs and practices, and death practices in different communities.
- BC Corrections promotes cultural safety through a variety of methods, including formal and informal training, learning and experiential opportunities, relationships with Indigenous partners, and resources and tools for staff.
- Community Safety and Crime Prevention (CSCP) supports the delivery of the Provincial Health Services Authority's San'yas Indigenous Cultural Safety (ICS) Training to frontline contracted victim service and violence against women service providers by funding their participation in the

program. The ICS foundations training is designed to increase understanding of Indigenous people, self-awareness and skills for those who work directly with Indigenous people, including justice personnel and police, among others.

- CSCP has developed and is delivering a trauma-informed practice curriculum for justice, public safety and anti-violence sector personnel. The goal of this curriculum is to support personnel to better recognize and understand the impacts of past and current experiences of trauma and to improve practices to reduce potential re-traumatization experienced by vulnerable victims and witnesses participating in the justice system. Included in the curriculum is the Trauma and Diversity module, which provides guidance on supporting diverse survivors using an intersectional lens. The curriculum also includes facilitated in-person and virtual courses, a sector-specific expert video series, and a webinar series on Indigenous cultural safety and supporting immigrant and refugee survivors.
- On November 26, 2020, Policing and Security Branch (PSB) staff participated in a virtual training session with Bob Joseph, a member of the Gwawa'enuk Nation and a hereditary chief of the Gayaxala clan, on "21 Things You May Not Know About the *Indian Act*: Helping Canadians Make Reconciliation with Indigenous Peoples a Reality."
- Emergency Management BC (EMBC) developed 10 courses to support EMBC and justice and public safety sector staff on their learning for reconciliation journey. EMBC also developed a Cultural Safety and Humility SharePoint site for staff as a resource to access information and training opportunities to further develop Indigenous relations behavioural competencies. Learning opportunities are delivered by both internal staff and outside organizations in four areas: self-discovery and awareness, sustained learning and development, cultural agility, and change leadership.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- With representatives from all branches of the Ministries of Public Safety and Solicitor General and Attorney General, the Reconciliation Champions Table for the justice and public safety sector met regularly throughout 2020/21 to support implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, and the B.C. *Declaration on the Rights of Indigenous Peoples Act*. Cultural safety and humility remain an important area of focus for this work, as well as the Indigenous information and resource hub on the sector's intranet site, and the promotion of broad staff awareness through regular cross-sector deputy minister messages and blog posts.
- A GBA+ network for the sector was established in late 2018 and remained active throughout 2020/21. The purpose of the network is to:
  - Champion and promote GBA+ across the sector
  - Support the implementation of the GBA+ tool in budget, policy, legislation and program development
  - Help ensure that sector staff have a comprehensive understanding of how to apply the tool in their day-to-day work and the value and importance of applying a GBA+ lens
- In addition, there are four GBA+ advisors in the sector that participate in the cross-government GBA+ forum chaired by the Gender Equity Office in the Ministry of Finance. These GBA+ advisors serve as liaisons between the cross-sector GBA+ working group and the Gender Equity Office.
- On September 30, 2020, sector employees participated virtually in Orange Shirt Day to remember the Indigenous children placed in residential schools across Canada and the inter-generational harm that it caused.
- The Moose Hide Campaign took place on February 11, 2021. Sector employees took part in a variety of ways, including watching a live stream of the plenary session, participating in a virtual workshop, wearing a Moose Hide pin, fasting

and taking an online pledge to end violence against women and children.

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

- Service design methodologies and approaches, as outlined in the B.C. Service Design Playbook, are employed in the justice and public safety sector to ensure inclusive design of government services, products and programs as well as accessibility of digital services, applications, websites and web content. Applying accessibility practices and standards throughout the service design process ensures that government services are inclusive and accessible to everyone. This includes applying GBA+ to gather diverse perspectives and insights in the discovery phase, identifying future state opportunities based on research evidence, developing and analyzing prototypes that have been co-designed by and tested with diverse user groups, and implementing results that matter most to those who use government services.
- All Cabinet and Treasury Board submissions require the use of GBA+ to inform the entire submission development and policy process, and to ultimately result in a clear outline to decision-makers of the gender and diversity implications of the recommended option. This required section also demonstrates links between the recommended option and government's broader commitment to gender equity. All branches have dedicated GBA+ ministry leads who have completed the GBA+ orientation and have access to resource materials that help with the development of Cabinet and Treasury Board submissions. Similarly, Order in Council packages are also developed using GBA+.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- In partnership with the Ministry of Attorney General and Minister Responsible for Housing, the federal government and Indigenous communities, the ministry continues to work with the B.C. First Nations Justice Council to advance the B.C. First Nations Justice Strategy,

which was jointly released by the Province and the Council on March 6, 2020. The ministry is also supporting finalization and implementation of the Métis Justice Strategy, in partnership with the Ministry of Attorney General and Minister Responsible for Housing and the Métis Nation B.C. Justice Council. The strategy was received by the Province on January 6, 2021.

- The BC Cannabis Secretariat represents the Province on the Joint Provincial-First Nations Leadership Council Working Group on Cannabis. Feedback and shared perspectives help ensure there is consistent and meaningful representation of First Nations' interests as the Province reviews cannabis policies and laws.
- In 2020/21, the Gaming Policy and Enforcement Branch (GPEB) supported the Ministry of Indigenous Relations and Reconciliation (MIRR) in finalizing the long-term agreement to share 7% of net gaming revenue with First Nations. GPEB also engaged with MIRR and the First Nations Gaming Limited Partnership to consult on proposed amendments to the **Gaming Control Act** to address recommendations from Dr. Peter German's first Dirty Money report. Consultation will continue as **Gaming Control Act** and Regulation changes are drafted.
- BCCS and the FNHA have nurtured an ongoing collaboration since the signing of a memorandum of understanding (MOU) in May 2014 and the Declaration of Cultural Safety in May 2017. This partnership ensures that the BCCS, in meeting its statutory mandate, also considers and respects First Nations laws, practices, customs and family perspectives. It also promotes the two organizations working together effectively in mortality surveillance and prevention efforts. In addition, the FNHA is a standing member of all BCCS death review panels, participating in panel activity and drafting recommendations to prevent future deaths.
- BC Corrections has been working in partnership with First Nations communities across the province to support the successful reintegration of Indigenous people being released from custody and of those under community supervision returning to their communities.

In 2020/21, BC Corrections continued to work with First Nations to develop MOUs to ensure the needs of clients and communities are understood and addressed to support successful community reintegration.

- BC Corrections continues to work in close partnership with the BC Indigenous Justice Association to support the enhancement of community-based Indigenous justice programs. They also continue to host the Indigenous Justice and Indigenous Cultural Liaison Program Communities of Practice, which are monthly partnership tables aimed at enhancing communication, understanding and collaboration between BC Corrections and Indigenous justice professionals across the province.
- A representative of BC Corrections continues to sit as a member of the Justice Institute of B.C.'s Indigenous Advisory Council, ensuring the unique needs of Indigenous people involved in the criminal justice system are understood, and guiding the development of curriculum, programs and services while supporting the enhancement of Indigenous student access, retention and success.
- PSB leads the Provincial Committee on Diversity and Policing comprised of senior police officers, other law enforcement partners and representatives from B.C.'s diverse communities. The committee was formed to actively engage in the development of strategic relationships between the police, government and the province's diverse communities for the purpose of removing barriers in order to build and strengthen effective and transparent communications and co-operation. Currently, the committee is aiming to recruit four new community advisors with a focus on greater intersectionality, Indigenous representation and geographic balance.
- In April 2017, Indigenous Services Canada (ISC) and British Columbia signed a 10-year, \$29.6 million bilateral Emergency Management Service Agreement to deliver emergency management services and support on behalf of ISC to First Nations communities in B.C.

- In August 2020, EMBC launched public engagement to inform modernization of the **Emergency Program Act** to support more effective management of emergencies in B.C. by incorporating international best practices and including the United Nations Sendai Framework for Disaster Reduction, the United Nations Declaration on the Rights of Indigenous Peoples, and the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.
- EMBC continues to partner with First Nations communities to advance disaster risk reduction and improve emergency management services and supports by working with key organizations such as ISC, the First Nations Leadership Council and the FNHA and through initiatives such as the First Nations Emergency Toolkit and Indigenous Emergency Management Regional Partnership Tables.

Following the Emergency Management Services MOU that was signed in April 2019 between the Province (as represented by EMBC), the BC Wildfire Service, the Government of Canada (as represented by ISC), and the First Nations Leadership Council (FNLC), EMBC continues to focus on enhancing partnerships and emergency management capacity that benefit First Nations people and all British Columbians.

The ministry supported the following culturally appropriate and responsive programs and services:

- The Responsible and Problem Gambling Program offers clinical counselling and prevention services in multiple languages including Cantonese, Mandarin, Punjabi, Korean and some First Nations languages. Interpreters and translators are offered to clients receiving clinical services when there is no provider who speaks the client's first language, and prevention initiatives are modified to complement each of the cultural groups identified by these languages. One unique prevention initiative incorporates theatre presentations developed for Asian-Canadian audiences. In addition, the Gambling Support line, facilitated through BC211, offers services in 200 languages and dialects.

- The Responsible and Problem Gambling Program also provides Indigenous services provincially, developed and delivered by service providers with First Nations heritage. A train-the-trainer program that provides narrative therapy instruction to allied professionals in remote and Indigenous communities has also been implemented and expanded. Additionally, all program staff and contractors complete two levels of core Indigenous cultural competency training provided by the Provincial Health Services Authority.
- CSCP provides culturally appropriate services and supports to victims, witnesses and family members impacted by crime and violence. This includes specialized multicultural and Indigenous victim services such as:
  - Multicultural outreach service programs, delivered in up to 24 languages, to ensure immigrant and visible minority women receive culturally appropriate assistance
  - Victim service and violence against women programs that serve only Indigenous clients and/or are delivered by Indigenous organizations
  - A dedicated Indigenous court support worker providing services to both the New Westminster and North Vancouver Indigenous courts
  - VictimLink BC, a toll-free, province-wide 24/7 help line that provides emergency crisis support and referrals to victims of crime in more than 110 languages.
- Since the Chief Coroner and CEO of the FNHA signed the BC Coroners Service Declaration of Commitment to Cultural Safety and Humility in May 2017, BCCS policies have been revised to reflect First Nation communities' practice of designating a spokesperson to liaise with the family when a death occurs, rather than the nearest relative. BCCS staff and service providers are also aware of, and work to achieve, culturally appropriate services given cultural differences in how death is understood, such as the timeline requirements for disposition of the deceased in First Nations laws.
- BC Corrections continues to provide evidence-based and culturally appropriate programming in correctional centres and through community corrections offices. For example, the Relationship Violence Prevention Program is a two-part program aimed at reducing violence in family relationships. In partnership with Indigenous communities and other cultural groups, BC Corrections developed customized programs that speak to offenders through their own cultures. More than 175 Indigenous justice partners were trained to deliver the first part of the program, called Respectful Relationships, in a culturally informed manner.
- Indigenous cultural liaisons and elders working in correctional centres provide services such as:
  - Developing and delivering culture-based programs
  - Providing spiritual and cultural support to inmates
  - Liaising between inmates, staff and Indigenous communities to support release planning, such as housing and social assistance
  - Providing cultural competency training for staff
  - Offering group and individual support for inmates facing a variety of issues such as coping with addictions, anger management, family violence, residential school trauma, setting boundaries and stress management
- Dedicated policing services are provided to 143 First Nation communities in the province through a cost-shared program between PSB and Public Safety Canada. The federal government is the lead agency for the First Nations Policing Program (FNPP) and the Province is a funding partner. The goal of the FNPP is to ensure that First Nation communities receive enhanced policing services that are culturally sensitive and responsive to the particular needs of the communities they serve. As part of the FNPP, 10 First Nation communities within the Stl'atl'imx Nation receive service from a designated police unit called the Stl'atl'imx Tribal Police Service, which provides culturally sensitive policing and law enforcement.

- A policing agreement between Canada, the Province, the Corporation of Delta and the Tsawwassen First Nation sees the Delta Police Department deliver enhanced policing to the Tsawwassen First Nation.
- The Integrated First Nations Unit, a partnership of West Vancouver Police, North Vancouver RCMP and the Squamish and Tsleil-Waututh First Nations, provides enhanced policing services that are culturally sensitive and responsive.
- RoadSafetyBC's Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. British Columbia contracts with Stroh Health Care to deliver the program province-wide in multiple languages, including Punjabi, Cantonese, Mandarin, Korean, Vietnamese and Farsi. Stroh Health Care also welcomes translators into counselling sessions. In addition, as part of B.C.'s Enhanced Traffic Enforcement Program, public awareness radio messages promoting the B.C. Chiefs of Police's targeted road safety campaigns are produced and broadcast on multi-ethnic radio stations in Cantonese, Mandarin and Punjabi. B.C.'s northern First Nations radio station also receives targeted advertising to help combat high-risk driving behaviours.
- The Liquor and Cannabis Regulation Branch provides factsheets with information on items liquor licensees must have available for inspection at all times. These factsheets are available in several languages including English, Simplified Chinese, Traditional Chinese, Korean, Japanese and Punjabi.
- EMBC provides First Nations emergency management practitioners with the same level of support as local authorities receive in a consistent and equitable fashion. In addition, services delivered and interactions with all British Columbians occur in a culturally appropriate way with an understanding of diversity and inclusion.
- Modernization of the Emergency Support Services program is adapting procedures, materials and training to align with cultural safety and humility principles as part of our ongoing commitment to creating equitable emergency management through an all-of-society approach.

- BCCS provides timely mortality data and analysis on illicit drug toxicity deaths in the province, including data involving First Nation communities, in order to inform community-based initiatives that reduce health and safety risks and support wellness and safe communities.
- BC Corrections collects data to capture Indigenous identity and has developed a script to guide staff when asking inmates and clients about their Indigenous identity. This helps direct clients to culturally relevant services. In addition, changes were made to case management and business intelligence systems to capture Indigenous clients' home community/ First Nation in order to facilitate connections to community supports.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In response to the COVID-19 pandemic, EMBC has engaged in a series of actions and initiatives to support the directives of the Provincial Health Officer, Dr. Bonnie Henry. Programs were developed to support temporary foreign workers, silviculture and industrial camps, homeless encampments, and assistance with First Nation checkpoints, among others. In addition, under the authority of the *Emergency Program Act* and the provincial state of emergency declared on March 18, 2020, close to 50 Ministerial Orders have been issued to address the public safety impacts of the emergency. These measures were undertaken in consultation, as appropriate, with organizations such as Independent Officers of the Legislature, including B.C.'s Human Rights Commissioner, the Ombudsperson, and the Police Complaint Commissioner, as well as other organizations such as the BC Civil Liberties Association, the FNLC, Ending Violence BC, and representatives of Black, Indigenous and people of colour (BIPOC) organizations.

On June 3, 2020 – the one-year anniversary of the release of the final report of the Missing and Murdered Indigenous Women and Girls Commission of Inquiry – the Province released Government of B.C. Reflection on Ending Violence Against Indigenous Women and Girls: A Statement on the Anniversary of the Release of the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls. This milestone

document identifies key activities undertaken that are aligned with the Calls for Justice, as well as information related to community priorities and areas for improvement. The Province will continue to be guided by a shared interest in building community capacity, supporting healing and ensuring safety.

PSB supports the director of police services' responsibilities under the *Police Act* to superintend policing and law enforcement functions in British Columbia. PSB supports the Province's goal to have police boards that reflect the diversity of the province for strong and effective citizen-centred governance and police oversight. To that end, PSB initiated a Police Board Awareness Campaign to raise the public profile of police boards in 11 B.C. communities with independent municipal police departments, increase diversity and Indigenous representation, and increase the overall calibre of suitable candidates on the boards. PSB is working with Government Communications and Public Engagement staff and Crown Agency and Board Resourcing Office staff to leverage government communication channels and stakeholder distribution lists to disseminate these advertisements.

### **SUCCESS STORY**

In response to COVID-19, EMBC created a Pandemic Preparedness Guide to help British Columbians safely prepare for the changing circumstances of the current pandemic, as well as for future ones. The guide was drafted in partnership with the Ministry of Health and B.C. Centre for Disease Control and was translated into Simplified Chinese, Traditional Chinese, Punjabi and French to ensure it reached a broader, multicultural audience.

Since 2018, the Office of Crime Reduction and Gang Outreach has been supporting and implementing situation tables across B.C. Situation tables are considered a best practice for improving community safety by proactively and collaboratively identifying and mitigating the risks associated with criminal offending, victimization and personal crisis. They support multiculturalism by bringing together diverse service providers in communities and connecting them with vulnerable individuals from

all backgrounds. Currently, there are 10 operational situation tables with 11 more being on-boarded; on average, there are 15 partners per table. Evaluation of situation tables has showed that of the 302 total discussions reported by situation tables in 2020/21, 61% resulted in the client's overall risk being lowered. The most common client age group referred to situation tables was 30 to 39 years, and approximately 13.6% of the accepted discussions had a nexus to crime, such as criminal involvement, crime victimization, gang association or gang victimization.

In June 2020, PSB committed to pilot intervention circles in two First Nations communities to explore whether they can effectively address community safety and well-being across First Nations in B.C. Intervention circles are an adaptation of situation tables, and they enable Indigenous cultures, customs, traditions and practices to be incorporated into the design and delivery of the program. Intervention circles also provide ongoing monitoring and support, including wraparound and case management, to clients and allow service providers to mobilize supports further upstream, prior to risk elevating. Experiences from intervention circles in Saskatchewan illustrate that this model could be used to advance national and provincial reconciliation efforts by bringing together community-based frontline service providers to reduce the over-representation of Indigenous people in the justice system and increase overall community safety and well-being.

In 2020/21, a Guide to Territorial Acknowledgements was created to guide staff of the Ministries of Public Safety and Solicitor General and Attorney General and Minister Responsible for Housing in how to use territorial acknowledgements. Acknowledging an Indigenous territory or language group is one way to honour Indigenous Peoples and their histories. The guide now forms part of a series of resources for justice and public safety sector staff available through the Indigenous resources hub on the sector intranet.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

### MANDATE

SDPR's vision is a British Columbia where everyone has the opportunity to participate fully in their communities and reach their full potential. Our mission is to make a difference by providing accessible, relevant and respectful supports and services to help British Columbians overcome social and economic barriers.

### EXECUTIVE COMMITMENT

Ministry leadership is committed to supporting diversity and providing inclusive services that meet the needs of culturally diverse clients. In addition to supporting the final year of the corporate Diversity and Inclusion three-year action plan, the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, and the Truth and Reconciliation Commission's Calls to Action, executive commitment can be seen in:

2020/21 Service Plan: "Consider the diverse needs of clients to improve the quality and responsiveness of income assistance services" and "Engage and support province-wide employers and employer associations to use WorkBC centres as a key resource in the recruitment and retention of diverse talent."

2020/21 Inclusion, Diversity and Cultural Safety Strategy: "Our world is constantly evolving. To succeed, we must evolve with it. This means embracing our province's diversity. In doing so, we must learn how to think, communicate and act in an inclusive way."

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

SDPR utilizes preference statements for candidates who self-identify as Indigenous, LGBTQ2S+, members of a racialized community, visible minorities, and people with a disability. We encourage and support the use of inclusive language in job profiles and postings, as well as the critical review of both location and education/years of experience requirements to ensure our candidate

pools are inclusive of those in various locations and with varied experiences.

- In March 2021, SDPR launched guiding principles for geographically open job postings. All ministry job postings are to be advertised province-wide, where operationally feasible, to support the geographical diversity of the province.
- SDPR strongly supports Work-Able internships, Indigenous youth internships and co-op placements. Further, many areas in the ministry promote postings through specific channels, such as to Indigenous organizations and by using broader social media.
- Hiring managers throughout the ministry must complete the Hiring Manager Certification, which includes information and methods for incorporating Indigenous relations behavioural competencies (IRBCs) into hiring processes, eliminating bias in the hiring process and accommodating through the hiring process. IRBC training has been included in the Supervisor Training Series and Future Leaders program. In addition, the Service Delivery Division's (SDD's) Essential Recruiting Team uses IRBCs for all employment assistance worker and community support worker competitions.
- The Strategic Policy and Legislation Branch in the Research, Innovation and Policy Division (RIPD) recommends divisional hiring managers include and test on as many or more IRBCs as B.C. Public Service competencies. The branch also encourages all divisional hiring managers and hiring panel members to take training not only in the basics of good hiring, but in the areas of bias and implicit bias. They also regularly discuss the need for everyone involved in divisional hiring to deeply explore their biases; this may include difficult discoveries and confrontations.
- WorkBC Centres aim to have a staff complement that is representative of the communities they serve.
- After a successful pilot initiative in SDD, the Indigenous Partnership Pilot Program, which had an Indigenous community integration specialist delivering services to Indigenous individuals, has resulted in the ministry working



with the BC Public Service Agency (PSA) to identify several best practices to improve Indigenous recruitment.

- The ministry's New Employee Welcome program and on-boarding materials were updated to make them more inclusive, accessible and culturally safe, and to include inclusion, diversity and cultural safety information so new employees are aware of the ministry's commitment.
- The ministry hosts group mentoring sessions each year; in 2020/21 this series included 10 monthly sessions on reconciliation in action.
- All RIPD staff are required to take Indigenous cultural safety training administered by San'yas.
- Ministry leadership is accountable for cultural agility, change leadership and other Indigenous relations behavioural competencies via our updated leadership framework and leadership reviews based on the framework; this assists our leaders in supporting increasingly diverse and multicultural teams.

The Strategic HR and Communications Branch collected voluntary, confidential diversity data in its first annual IDCS Survey, which was designed to measure progress and impacts of the IDCS strategy. The Strategic HR and Communications Branch uses demographic data sets from the January 2019 corporate Diversity & Inclusion Survey, WES 2020, and our first annual IDCS survey to analyze impacts on diverse employee groups and plan future initiatives accordingly.

In addition to the mandatory Diversity & Inclusion Essentials course available corporately, we deliver monthly courses on many inclusion, diversity and Indigenous cultural safety and reconciliation topics including:

- GBA+, which focuses heavily on service delivery
- Experiences of inclusion and exclusion
- Unconscious bias
- Meaningful territorial acknowledgments
- Words Matter: The Role of Inclusive Language

All ministry excluded managers must also take the online Introduction to GBA+ course.

Foundational inclusion and diversity and cultural safety learning strategies have been developed. A territorial acknowledgement intranet page has also been developed. This information is supplemented with 45-minute workshops delivered by the ministry's manager of cultural safety. In addition, a reconciliation practice intranet page has been developed to support ministry staff and teams incorporate a meaningful reconciliation practice into their meetings.

An anti-racism and anti-discrimination resources intranet page has been created to support employees and leaders in understanding a shared responsibility towards anti-racism and anti-discrimination, and to bring together various supports and resources for people who may be experiencing racism or discrimination.

The Create Your Message intranet page has been updated to strengthen its focus on inclusive and culturally safe communications.

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- The ministry has an employee advisory network (EAN) whose mandate includes supporting and championing diversity and inclusion initiatives throughout the ministry. A calendar of diverse events, festivals, celebrations and observances has been compiled and blog posts are written by employees to further understanding, positive dialogue and learning between staff. Topics of employee-written blog posts include Canadian Multiculturalism Day, anti-Asian racism, being Black in B.C., Black History Month, winter solstice, Ramadan, Vaisakhi, Holocaust remembrance, Orthodox Christmas, Lunar New Year and many more.
- The ministry's Indigenous Employees' Advisory Circle provides a culturally safe space for Indigenous employees and a forum where they can give voice to initiatives, programs, policies and services in the ministry.

- The corporate communications team has procedures for ensuring all communications, including both internal and external print and web publications, are inclusive and accessible.
- SDPR's deputy minister hosts a monthly all-staff video broadcast call in which he touches on topics and events relating to inclusion, diversity, anti-racism, reconciliation and more.
- Our deputy minister and executive actively promote the Moose Hide Campaign, Orange Shirt Day, National Indigenous History Month, and National Indigenous Peoples' Day, encouraging attendance at local or virtual events where possible.
- Numerous events, celebrations and observances from many cultures and religions are highlighted via blogs and articles on the ministry's intranet and included in a bi-weekly "Insights" email to raise awareness and promote multicultural events.
- We have a dedicated Inclusion, Diversity and Cultural Safety (IDCS) team, a Draft Principles working group and a Draft Principles steering committee. Multiculturalism is also promoted through the Employee Advisory Network (EAN) and numerous IDCS communications, including many blog posts by EAN members, disseminated throughout the ministry each month.
- The ministry's Spotlight Awards recognize individuals and teams who make the biggest difference in our work and in our ministry; inclusion and diversity commitments are embedded into each of the categories.
- The Aboriginal self-identifier is a voluntary form on which an applicant or recipient is asked if they self-identify as First Nations, Métis or Inuit. An individual who identifies as First Nations can also indicate if they are registered under the **Indian Act** of Canada as status or non-status.

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

- As reflected in our ministry's vision statement, we work to ensure everyone has the opportunity to

participate fully in their communities and reach their full potential. We include full consideration sections for GBA+ and for Indigenous Peoples in each Treasury Board and Cabinet submission.

- Specifically, consideration of multiculturalism can be seen throughout TogetherBC, B.C.'s first poverty reduction strategy, the goals of WorkBC, the equitable provision of assistance for British Columbians in need, and provision of supports through community living services for adults with developmental disabilities and their families.
- TogetherBC is built on four guiding principles, three of which directly support equity, inclusion and diversity within our poverty-reduction efforts: social inclusion, reconciliation and opportunity. These principles guide the strategy to ensure all marginalized and vulnerable populations are given specific consideration, and to recognize the distinct barriers faced by people living in poverty.
- The ministry's **Poverty Reduction Strategy Act** requires government to specifically apply a GBA+ lens as an intersectional analysis tool across poverty reduction efforts.
- The **Poverty Reduction Strategy Act** identifies 13 key population groups that must be considered in the development and implementation of the strategy. These include Indigenous persons, persons of colour, immigrants and refugees, recognizing the intersection between poverty, and many other vulnerable or marginalized populations.
- The 2019 Poverty Reduction Annual Report, released in December 2020, provides a comprehensive overview of key government actions related to poverty reduction, including those that particularly contribute to reconciliation and equity.
- The **Accessible B.C. Act** recognizes intersecting forms of discrimination that people with disabilities may face as a barrier. The act also recognizes the rights of Indigenous Peoples that must be considered in developing standards, including those rights as recognized and affirmed by Section 35 of the **Constitution Act**, 1982, and the United Nations Declaration on the Rights of Indigenous Peoples.

- The Information Services Division (ISD) uses the Aboriginal Policy and Practice Framework to guide their policy and work.
- The ministry includes GBA+ considerations and impacts of recommendations for Indigenous Peoples in all Cabinet and Treasury Board submissions.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- We have convened an Employee Advisory Network of ministry employees, with a focus on inviting employees who self-identify as Indigenous, LGBTQ2S+, a member of a racialized community / visible minority, and/or an employee with a disability. In addition, we have convened an Indigenous Employees' Advisory Circle as a culturally safe space for Indigenous employees to connect, discuss, and provide insights and inputs to ministry initiatives.
- Service Delivery Division's community integration specialists continue to build local and regional outreach networks to better serve Indigenous communities and individuals. See next question for more information on these networks.
- The minister's Poverty Reduction Advisory Committee, appointed in March 2019, includes representation of Indigenous people, racialized people, and people of colour. This committee provides advice to the minister on poverty-reduction efforts via quarterly meetings. It also provides independent commentary in each Poverty Reduction Annual Report; the first report covering the 2019 calendar year was released in December 2020.
- The Accessibility Legislation & COVID-19 Advisory Committee includes membership from the British Columbia Aboriginal Network on Disability Society (BCANDS) to provide advice and support to government to ensure that accessibility legislation and the response to COVID-19 for people with disabilities includes an Indigenous perspective. This committee also hears concerns from people with disabilities.
- The Employment & Labour Market Services Division (ELMSD) has ongoing discussions

with federally funded Indigenous skills and employment training (ISET) providers throughout the province – First Nations, Métis and urban/ non-affiliated people – and hosted virtual regional discussions with WorkBC contractors to collaborate and build relationships.

- The ministry, along with the Ministry of Advanced Education and Skills Training, is discussing with the First Nations Leadership Council and the Government of Canada ways to increase access to programs and services that improve the labour market outcomes of Indigenous people.
- Early in 2021, the ministry met with la Fédération des francophones de la Colombie-Britannique (FFCB) to discuss the ongoing commitment to French language service in B.C. and consult on the development of a new WorkBC app to be available in both official languages.

The ministry supported the following culturally appropriate and responsive programs and services:

- SDPR has outreach and liaison teams that have created partnerships with many Indigenous-serving agencies and a diverse range of multicultural agencies. Front-line staff also liaise with Indigenous organizations such as friendship centres to provide more culturally appropriate and culturally safe service. Some of our partnerships include:
  - Vancouver Island:
    - Victoria Native Friendship Centre, Aboriginal Coalition to End Homelessness and BCANDS (Victoria)
    - Hiiye'yu Lelum House of Friendship Society (Duncan)
    - Tillicum Lelum Friendship Centre, Nanaimo Aboriginal Centre and Aboriginal Society – Nuutssumuut Lelum and Sanala (Nanaimo)
    - Wachiay Friendship Centre (Courtenay)
    - Nuu-chaa-nulth Employment and Training, KUU-US Crisis Line Society, RCMP Indigenous Safety Team and Port Alberni Friendship Centre (Port Alberni)
    - Sasamans Society (Campbell River)

- Fraser Valley:
  - A community integration specialist provides dedicated Indigenous supports through the Indigenous Partnership Pilot Program (IPPP). The IPPP provides income assistance supports for Indigenous citizens. Services are provided in Surrey at the Fraser Regional Friendship Centre (FRAFCA) and Kekinow Native Housing Society (KNHS).
  - Aboriginal Child & Family Services, Spirit of the Children Society and Essential Skills for Aboriginal Futures (New Westminster / Tri-Cities area)
  - Stó:lō Nation
  - Mission Friendship Centre
  - Progressive Intercultural Community Services Society and South Asian Community Hub (Surrey)
- Vancouver:
  - Vancouver Aboriginal Friendship Centre and Kílala Lelum Urban Indigenous Health and Healing Cooperative
  - La Boussole Francophone Centre (an organization supporting Francophones in precarious situations)
  - Vancouver Aboriginal Child and Family Services Society, All Nations Outreach Society, Urban Native Youth Association, Vancouver Aboriginal Mother Centre Society – Circle of Eagles
  - Immigration Services Society, Mosaic and Multi-Agency Partnership for refugee claimants
  - Native Court Workers
- Interior:
  - Circle of Indigenous Nations Society (Castlegar)
  - Conayt Friendship Society (Merritt)
  - Fort St John Friendship Centre
  - Tk'emlúps te Secwépemc, Kamloops Aboriginal Friendship Society, Secwépemc Child & Family Services, Kamloops Native

housing Society, Kamloops Immigration Services, Lii Michif Otipemisiwak Métis Services and A Way Home (Kamloops)

- Vernon Native Housing Society and Vernon Friendship Center
- Ki-Low-Na Friendship Society, Urban Matters Kelowna (substance use addictions program) and West Bank First Nation (Kelowna)
- Ooknakane Friendship Centre (Penticton)
- Shuswap Immigration Society
- North:
  - Central Interior Native Health Society, Sk'ai Zeh Yah Youth Centre, Prince George Indigenous Court, Prince George Native Friendship Centre, Prince George Urban Aboriginal Justice Society, Aboriginal Housing Society of Prince George, Prince George Nechako Aboriginal Employment and Training, Immigration and Multi-Cultural Society of Prince George and Carrier Sekani Family Services (Prince George)
  - Kermode Friendship Society (Terrace)
  - McLeod Lake Indian Band

All SDD staff are completing GBA+ training, which focuses heavily on inclusive service delivery.

SDD is working with the IDCS team in partnership with local First Nations on developing culturally safe welcoming signage content for local offices' digital displays.

The minister's Social Services Sector Roundtable (SSSRT), chaired by the SDPR deputy minister, agreed to prioritize reconciliation in its workplan and has added reconciliation as a standing item on each agenda, with dedicated time to discuss issues related to services provided to Indigenous people in the sector and Indigenous service provision in the sector.

Through the Community and Employers Partnership Project, WorkBC funds many inclusion projects including the following:

- The Beyond Borders project researched and created innovative ventures and models to enhance the social and economic pathways for refugees to move from basic survival to meaningful livelihoods. The project offered unique models of self-employment training and experience to 30 research participants. It also supported the creation of eight new social ventures and service innovation models. The project included the Refugee Livelihood Lab, which helped participants by investing in scaling infrastructure and developing partnerships. This ensures the developed projects can continue beyond the duration of the research and innovation project. The project received almost \$373,300 between November 2018 and April 2020.
- The Industrial Sewing project is providing essential and occupation skills training and work experience to up to 30 unemployed participants. Upon completing the program, participants receive the Industrial Sewing Machine Operator Level 1 certification. The project is designed to help immigrants gain marketable skills and sustainable employment in the garment and apparel industry. The project includes several employer partners who are hosting work experience opportunities and providing participants with supervision and job coaching. The project will receive almost \$372,000 between January 2021 and September 2021.
- The Kyuquot Community Construction project provided essential and occupation skills training and work experience to nine unemployed participants in Carpentry Level 1 Certification training. The participants gained skills, work experience and certifications required by employers in the residential, commercial and industrial construction industry. The project included input and consultation with other coastal First Nation communities. It is designed for Indigenous learners with components that include recognition of cultural practices and traditional construction. In addition to the technical skills and training for carpentry, the project also focused on traditional Indigenous building techniques. The project received almost \$254,300 between March 2020 and May 2021.
- The Caycuse Multi-Use Recreation Site partnership offered important life and work skills to up to six unemployed participants. Participants gained training, occupation skills and hands-on work experience in areas such as construction, general contracting and handling heavy equipment. The project helped the Ditidaht First Nation with the development of the Caycuse Recreation Site on Nitinaht Lake. The development of this site has the economic benefits of increasing tourism to the Cowichan Valley Regional District and increasing economic development opportunities for the local Indigenous people. Professionals supported participants throughout their work experience by providing supervision and mentorship. The project received almost \$544,200 between March 2019 and August 2020.
- The Multicultural Worker project offers essential and occupational skills training and work experience to up to 30 unemployed participants. Participants enhance their skills, preparing them for employment in the social services sector. The focus of this project-based labour market training (PBLMT) is to prepare participants to help refugees or new immigrants to transition and integrate into Canadian society successfully. The project includes partners that serve the immigrant or refugee community and act as mentors to participants through their work experience. The project will receive almost \$233,000 between September 2020 and September 2021.
- The Indigenous Programming and Administrative Assistance project is providing important life and work skills to up to two unemployed participants. Participants gain valuable work experience and skill enhancement in community engagement, event planning and Indigenous cultures. The project includes working in collaboration with Indigenous elders and artists who share knowledge on cultural protocols. The project will receive almost \$73,000 between March 2021 and January 2022.

- The Intercultural Certified IT Technician project is providing essential and occupation skills training and work experience to up to 12 unemployed participants. The project is designed to help immigrants and youth gain marketable skills and sustainable employment as computer network technicians. In addition to the technical skills training, the project includes English language supports tailored to participants' needs. The project includes employer partners who support participants throughout their work experience by providing supervision and coaching. The project will receive almost \$237,800 between March 2021 and September 2021.

The Strategic HR and Communications Branch collected voluntary, confidential diversity data in its first annual IDCS Survey, which was designed to measure the progress and impacts of the IDCS Strategy.

The Strategic HR and Communications Branch uses demographic data sets from the January 2019 corporate diversity and inclusion survey, WES 2020, and our first annual IDCS survey to analyze impacts on diverse employee groups and plan future initiatives accordingly.

The Aboriginal self-identifier is a voluntary form on which the applicant or recipient is asked whether they self-identify as First Nations, Métis or Inuit. An individual who identifies as First Nations can also indicate if they are registered under the *Indian Act* of Canada as status or non-status.

ELMSD collects program and client diversity data and uses this information to support strategic planning and policy enhancements, and to make effective evidence-based decisions. In 2020/21:

- WorkBC supported over 7,000 clients who identify as Indigenous, compared to over 9,000 the previous year
- Indigenous clients represented about 9% of all WorkBC clients, about 2% less than the previous year
- Over 900 Indigenous clients achieved employment and over 3,000 Indigenous

clients were being supported through their first year of employment

## HIGHLIGHTS ON INITIATIVES IN 2020/21

The *Accessible B.C. Act* was passed into legislation in June 2021. The act seeks to identify, remove and prevent barriers for people with disabilities and establishes a number of mechanisms, including a standards development process. The act recognizes intersecting forms of discrimination that people with disabilities may face. It also recognizes the rights of Indigenous Peoples that must be considered in developing standards, including those rights as recognized and affirmed by Section 35 of the *Constitution Act*, 1982, and the United Nations Declaration on the Rights of Indigenous Peoples.

The Service Delivery Division's queue management system has resulted in a reception model where clients are called by name instead of by number, in an effort to create a more inclusive environment for staff and clients.

WorkBC Centres received professional development training on cultural agility to better position their staff to provide culturally appropriate service to clients.

## MINISTRY OF TOURISM, ARTS AND CULTURE

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### MANDATE

The Ministry of Tourism, Arts, Culture and Sport (TACS) integrates the tourism sector with the arts, culture and sport sectors to create a more vibrant British Columbia for residents and visitors. The mandate letter for the ministry emphasizes moving forward on the calls to action of the Truth and Reconciliation Commission, and reviewing policies, programs and legislation to determine how to bring the principles of the United Nations Declaration on the Rights of Indigenous Peoples into action in British Columbia.

### EXECUTIVE COMMITMENT

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

The ministry executive is committed to building a strong and capable organization that embraces diversity and inclusion in the workplace. TACS delivers programs and services that are designed to build intercultural trust and understanding, reduce systemic barriers to participation and treat everyone fairly, equitably and respectfully.

As the ministry responsible for multiculturalism until November 2020, we committed to promoting the principles and policies of the *Multiculturalism Act* across government. The ministry recognizes that a society that celebrates B.C.'s multicultural heritage helps to nurture acceptance, understanding and mutual respect. Diversity, increased participation and engagement by all cultures are vitally important to creating strong and vibrant communities for all British Columbians. The ministry executive is committed to building a strong and capable organization that embraces diversity

in the workplace. The executive supports staff activities that promote awareness of diversity and multiculturalism, including training, development and employee engagement activities.

Some examples of TACS commitments towards equity, inclusion, diversity and respect include:

- Adopting the Gender-Based Analysis Plus (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development in order to reflect increased equity in budgets, policies and programs
- Launched a multi-phased plan for an inclusive and accessible tourism industry in British Columbia. Initial actions were implemented to help promote an inclusive and welcoming destination for everyone
- Supported Indigenous engagement in sport, arts and tourism including increasing support for Indigenous artists and arts organizations and signing an accord with Indigenous Tourism BC to align and better co-ordinate tourism development efforts
- Working with Indigenous communities on Indigenous tourism development to meet the socioeconomic goals of the *Declaration on the Rights of Indigenous Peoples Act* and the calls to action of the Truth and Reconciliation Commission
- Continuing to work with Destination BC to roll out the multi-phase plan announced to make B.C. tourism more accessible and inclusive

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

The ministry regularly employs students through the Indigenous Youth Internship Program in an effort to both encourage Indigenous youth to consider a career in the public service and to welcome Indigenous perspectives into program design and policy development.

In response to the Truth and Reconciliation Commission of Canada's Call to Action #57, the staff-led Truth and Reconciliation in Action Committee facilitates staff learning, discussion and

implementation on Indigenous history, culture and issues. The ministry also encourages staff participation in regular staff-led Indigenous Arts and Culture Learning Circle meetings.

Our Arts and Culture staff were invited to participate in an optional training opportunity using *Decolonize First*, a guide and workbook by Ta7taliya Michelle Nahanee. Staff were invited to join learning teams to support one another and share as they worked through the content. The workbook guides readers through personal and systemic framings and actions to shift out of colonial defaults and into critical consciousness.

Ministry staff were strongly encouraged to participate in the 2021 Moose Hide Campaign. TACS boasted the highest rate of participation of all B.C. ministries – 68%.

Ministry programs and grants support effective and inclusive communities by facilitating opportunities for participation in cultural events, cultural tourism activities, arts and sports. Multicultural events funded by the Tourism Events Program include Vancouver's Lunar New Year Festival, Kamloopa Powwow in Kamloops, and the postponed 2020 Canadian Francophone Games in Victoria.

Between January 2020 and November 2020, more than 20 multiculturalism proclamations were issued supporting significant holidays, months, weeks and days that celebrate diverse communities, in an effort to increase intercultural understanding and trust between British Columbians.

In alignment with *New Foundations – Strategic Plan for the British Columbia Arts Council: 2018-2022*, the BC Arts Council endorsed an equity framework that includes process and program improvements to enhance accessibility and create more funding opportunities for equity-seeking communities.

In addition, the BC Arts Council opened up eligibility criteria to include Indigenous Friendship Centres, First Nations and Métis Chartered Communities in multiple programs, recognizing the integrated role of arts and culture in Indigenous communities.

The minister's Tourism Engagement Council includes people representing Indigenous tourism and

adaptive sports organizations as well as people of colour representing other tourism organizations.

The Tourism Task Force and Tourism Advisory Table, both established to advise government on pandemic recovery programs, included Indigenous tourism experts.

The BC Arts Council has partnered with First Peoples' Cultural Council for more than 20 years. This partnership aligns with commitments by the Province and BC Arts Council's strategic plan to support the self-determination and cultural rights of Indigenous Peoples. Through the partnership, BC Arts Council supports the Indigenous Arts Program and the Indigenous Arts Scholarship program, totalling \$1.725 million.

In 2021, the ministry provided funding to Sector Equity for Anti-Racism in the Arts to support B.C.-based BIPOC artists facing financial hardship. The ministry also provided funding through First Peoples' Cultural Council for Indigenous Arts and Culture Resilience.

The Tourism Sector Strategy Division has established a Tourism Economics and Analysis unit that will assist division staff with sourcing and using tourism data related to diversity and equity groups.

In August 2019, the BC Arts Council launched an online application system with an integrated client database. The registration process includes a voluntary self-identification form that collects a range of identity factors, including Indigeneity, ethnicity, sexuality, gender, age, and ability/disability. The BC Arts Council analyzes the information collected to identify gaps and measure the impact of funding, conduct internal research and evaluation, improve programs, conduct outreach activities and develop equity policies.

The ministry continues to provide support for the establishment of a Chinese-Canadian museum which will share stories of Chinese-Canadians and their shared history with Indigenous communities. In August 2020, the recently incorporated Chinese Canadian Museum Society of BC opened its first temporary exhibit in Vancouver's Chinatown. The museum will advance reconciliation with the Chinese-Canadian community and celebrate their living heritage.



The Ministry is working with viaSport on a Safe Sport program as part of B.C.'s commitment to implementing the Red Deer Declaration to prevent and address harassment, abuse, discrimination and any form of maltreatment in sport.

Pathways to Sport: A Strategic Framework for Sport in British Columbia 2020-2025 focuses on those who continue to be under-represented in sport, including people with disabilities, lower-income families, Indigenous people, immigrants and new Canadians, 55+ adults, girls, women and non-binary people. The framework also sets targets to increase the number of girls, women and gender-diverse people in sport and sport leadership to ensure all genders are equitably represented, recognized and served in all aspects of sport.

The Delivering on Diversity Award was launched by the Province as part of the 2020 Athlete of the Year Awards to recognize provincial disability or multi-sport organizations that have demonstrated a commitment to advancing accessibility and inclusion in sport.

The BC Sport Participation Program – funded equally by the Province and the Government of Canada – provides grants to provincial and community organizations for programs that help increase participation in sport, particularly for Indigenous, under-represented and marginalized populations, including low-income people, new Canadians, females, people with disabilities and older adults.

The ministry continues to fund Indigenous the Sport, Physical Activity & Recreation Council, an independent, not-for-profit agency that works with the sport and health sectors to improve health outcomes of Indigenous people across British Columbia by supporting and encouraging physically active communities and by expanding access to sport and recreation opportunities.

KidSport BC is a community-based program that provides grants (averaging close to \$250 per applicant) for children 18 and under to participate in a sport season of their choice. Provincial funding helps KidSport BC reduce financial barriers for kids and enable more children to participate. Since 2011, KidSport BC has seen a 42% increase in the number of children assisted annually.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Through the Reel Focus BC domestic fund, launched in February 2021, TACS is investing \$2 million to support the domestic motion picture industry. The first funding stream is specifically focused on supporting equity-seeking and emerging filmmakers in B.C.

TACS provided \$5 million to Indigenous Tourism BC to administer grants of up to \$45,000 for Indigenous businesses in response to the economic impacts of COVID-19. The funding supported 140 businesses and created or maintained 1,145 jobs.

StrongerBC infrastructure programs invested \$27.8 million in initiatives that directly support Indigenous tourism development.

In Fall 2020, the ministry launched a \$1.5 million Local Sport Relief Fund, which provides grants of up to \$7,500 to local sport organizations to help them meet the challenges of the COVID-19 pandemic and sustain their operations. The fund is intended to provide support for non-profit local sport organizations, including those that exist for the sole purpose of serving under-represented populations and have well-established sport programming. Underserved populations include Indigenous people, girls and women, LGBTQ+, low-income individuals, people with disabilities, ethnic and religious minorities, newcomers to Canada and refugees.

## **SUCCESS STORY**

In March 2021, the BC Arts Council piloted an Access Support Fund to ensure applicants who identify as deaf or living with a disability have the necessary supports and services to submit applications for funding. To date, two applicants have been supported through the fund.

The Province committed \$25 million for the redevelopment of the Jewish Community Centre of Greater Vancouver, which will include arts, culture and recreational facilities.

## MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE

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### MANDATE

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

### EXECUTIVE COMMITMENT

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

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

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

The ministry began using preference statements, including preference for those who self-identify as Indigenous, especially for Indigenous relations team postings.

In 2020/21, the ministry began promoting the inclusion of Indigenous relations behavioural competencies (IRBC) and the Indigenous Applicant Advisory Service in job profiles and postings.

EIT/GIT (Engineer-in-Training) and TELP (Technician Entry Level) programs provide participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path in engineering and technical disciplines. In 2020/21, the ministry had 21 EIT/GIT participants and 23 TELP participants. IRBCs and the Indigenous Applicant Advisory Service will be added to 2021/22 program job profiles and postings to encourage as diverse an applicant pool as possible. No program recruitment was conducted in 2020/21.

The ministry's orientation program (consisting of a virtual welcome, session recording and an employee handbook) includes material on GBA+, Journey Towards Reconciliation, Words Matter: Guidelines on using inclusive language in the workplace, and other diversity, inclusion and reconciliation information and recommended training. Over the course of 2020/21, 102 new employees (64%) attended the four virtual welcome sessions offered.

To increase staff awareness and education and to promote cultural safety, the ministry continued its Indigenous Cultural Awareness Series (ICAS) in 2020/21. The ministry developed, implemented and facilitated three new ICAS topics: Territorial Acknowledgements – Understanding Importance of Place and Connection, Unpacking the Narrative – Understanding Bias and the impacts, and 150 Years of Neglect – Canada's Residential School System. The 10 sessions had 1,102 attendees.

The ministry also supports and actively promotes corporate training opportunities. Since April 1, 2020:

- 197 employees completed Indigenous training through The Learning Centre
- Approximately 83% of ministry employees completed the Introduction to Gender-Based Analysis Plus training
- Approximately 87% of the ministry completed Diversity and Inclusion Essentials

The ministry partners with staff at the House of Indigenous Learning to promote training and education on anti-racism, cultural agility and Indigenous cultural safety as it relates to our reconciliation work.

New resources that have been developed by our Journey Towards Reconciliation and GBA+ working groups include:

- The GBA+ section on our ministry's intranet, TRANnet, which includes a number of corporate and ministry resources
- A dedicated Moose Hide Campaign page on TRANnet

In 2020/21 the ministry promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- Within the ministry's 2019 Journey Towards Reconciliation (JTR) framework (developed in response to the Draft Principles that Guide the Province's Relationship with Indigenous Peoples), two pillars focus on providing employees with training, tools and resources to support Indigenous relations and cultural awareness.
- As part of the ministry's commitment and goals as laid out in the Journey Towards Reconciliation draft plan, the ministry, with the guidance of an Indigenous staff member, installed three visible territorial acknowledgement plaques at 940 Blanshard Street in Victoria.
- A JTR Circle Committee was formed in the fall of 2020, with staff representation from across the ministry to help implement the JTR framework.
- The ministry's internal GBA+ working group has a sub-committee for Indigenous Gender-Based Analysis Plus (IGBA+), which has established resources such as FAQs for staff to begin to embed IGBA+ into their daily work.

- The working group developed and will be launching the JTR Self- and Team Reflection Guide, which will support staff on their individual and team journeys toward understanding their role in reconciliation. There are resources embedded within the guide to further support staff.
- The ministry supports and promotes awareness of campaigns and days of significance such as the Moose Hide Campaign, Orange Shirt Day and National Indigenous Peoples' Day, and we encourage staff to engage and participate. Activities to support the 2021 Moose Hide Campaign included:
  - Creating the campaign video, "I wear my pin because..." and promoting it across our ministry and on @Work
  - Creating the Moose Hide Campaign Conversation podcast featuring Moose Hide Campaign co-founder Raven Lacerte, CEO David Stevenson and TRAN campaign sponsor Kevin Richter, and promoting it across our ministry and on @Work
  - Promoting the Moose Hide Campaign Founders webinar, in which 150 ministry employees participated
  - Registering 65 employees for Moose Hide Campaign workshops, a 60% increase from 2019/20
  - Launching a Moose Hide Campaign section on our ministry's intranet, TRANnet
  - Distributing approximately 300 pins to TRAN employees, partners, stakeholders and clients
  - Having 16 employees participate in the Moose Hide Campaign Provincial Gathering and Day of Fasting
- The ministry provides information to all employees about the resources available to promote inclusivity and diversity.
- New content for our intranet, TRANnet, is created using accessibility guidelines and standards (including support for the use of screen readers and other accessibility tools), and in consideration of Words Matter.

- The ministry produced 73 diversity-focused intranet articles (a 74% increase from the prior year) and 13 executive emails promoting various events and initiatives (GBA+, Journey Towards Reconciliation, National Indigenous Peoples' Day, Orange Shirt Day), and made enhancements to the resources, tools and supports on our intranet.
- The ministry highlights its work that aligns with diverse communities through the TranBC blog and its social media channels, including Twitter, Facebook, Instagram, YouTube and Flickr. In 2020/21, the ministry published blog posts, for example, featuring its work with local First Nations on improvements to the Goldstream River and the Cowichan Valley Trail.
- On all platforms, the ministry interacts with a diverse public that asks questions and expresses concerns, to which the ministry responds by consulting with various subject matter experts in the ministry, thus strengthening understanding and trust between government and the public.
- The ministry's employee newsletter, Road Runner, featured articles on the Moose Hide Campaign, the importance of making a territorial acknowledgement, the United Nations and B.C. **Declaration Act** on the Rights of Indigenous Peoples, insight into "What's in a Gender-Neutral Name" and the ministry's educational offerings to increase Indigenous cultural awareness among employees.

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

- A high-level preliminary review of TRAN legislation and regulations has assessed alignment with the spirit and intent of UNDRIP, TRC and the Principles. The ministry will undertake a complete alignment of laws assessment once government's action plan on the alignment of laws is established, as required under the **Declaration on the Rights of Indigenous Peoples Act**.
- The application of GBA+ is incorporated into the review and development of ministry policies, legislation and regulations. For example, the

ministry developed regulatory amendments in spring 2021 to address more than 100 gendered pronouns in the **Motor Vehicle Act** Regulations, in support of equity, inclusion and diversity as part of government's overall commitment to GBA+.

- In our Southern Interior Region's 2021-23 Strategic Plan, the regional management team made the following commitments:
  - Under 'Our People' goal: To embrace diversity, inclusiveness and equity through seeking a better understanding and to continuing to foster and strengthen Indigenous relationships
  - Under 'Our Customer' goal: To respect and consider the diversity of our customers and utilize and showcase GBA+ principles in our approaches

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- The Highway 16 Community Transportation Grant Program, part of the Highway 16 Transportation Action Plan, allocated \$2.6 million to provide vehicles and operating funding to 12 (mostly Indigenous) communities along the highway corridor from Prince Rupert to Prince George. Originally planned for three years (beginning in 2017), funding has been extended to March 31, 2022.
- Northern Indigenous Arts Council was engaged, through a contract with the operator of BC Bus North, to organize a competition for Indigenous art that would be reproduced as 16-foot decals and applied to the BC Bus North motorcoaches.
- The ministry's Active Transportation Strategy was informed through extensive consultation and engagement with Indigenous, racialized and other under-represented groups.
- The ministry's Mandatory Entry Level Training initiative for commercial drivers included Indigenous engagement in its development and roll-out.
- The ministry's executive supports the Employee Advisory Forum (EAF), made up of approximately three dozen employees representing diversity in age, gender, culture and geographic

locations. The EAF's mission is to improve the work environment.

- The EAF produces an annual recognition calendar that highlights days of significance to people of all cultures, such as Diwali, Eid, Ramadan and Navroz. This creates the opportunity for co-workers to celebrate and acknowledge the diversity of the ministry's workforce.
- In 2020, the EAF introduced a new initiative, TransAction Wellness, to support employees' total health and well-being including physical, mental, spiritual and social aspects. Participants were encouraged to be mindful of their daily wellness activities like meditation, prayer, journaling and identifying emotional support systems, and to share their experiences and resources with colleagues across the ministry.
- EAF members participated in Pride at Work Canada's Queering the Future of Work webinar in an effort to learn about the changing workforce in regard to sexual orientation, gender identity and expression; to learn about the skills and approaches needed to be inclusive and cutting-edge leaders for LGBTQ2+ inclusion in the workplace; and to learn strategies to create a culture of belonging for all employees.
- The EAF conducted two employee surveys to gather feedback and perspectives from a broad range of employees on how they are impacted by different initiatives and issues in the ministry.

The ministry supported the following culturally appropriate and responsive programs and services:

- Move. Commute. Connect. – B.C.'s Active Transportation Strategy was developed using a GBA+ lens and encourages safe, active transportation that is accessible for everyone, regardless of age, ability, ethnicity or gender.
- Our West Kootenay District team incorporated GBA+ into the following projects and programs:
  - New inland ferry construction and terminal upgrades were designed and reviewed through a GBA+ lens prior to tender.
  - BNSF rail trail improvements included resurfacing to make access to the outdoors

easier and safer for all ages and for those that have physical mobility challenges.

- Sidewalk letdowns within the City of Nelson assist those with mobility challenges and contain a tactile surface for those with vision impairment.
- Resurfaced gravel bus stops to pavement increase ease of access.
- Signage improvements include added signs to help users learn how to push a button for our activated bus stop solar lights in the district's rural areas. Additionally, activated warning signs for cyclists help reflect the needs of different road users over district bridge structures.
- Over the course of 2020/21, the Journey Towards Reconciliation (JTR) Circle developed an employee survey and employee self-reflection guide for launch in 2021/22. The survey is designed to assess where employees are in their individual journey towards reconciliation and to understand what resources, training and supports would be helpful to them as they move forward. This guide has been developed to support employees' individual and collective journey of reconciliation by assessing their current level of awareness and understanding of our shared history and the steps that can be taken to move forward together.
- In March 2021, our GBA+ working group partnered with BC Stats to create and distribute a ministry-wide survey. Responses were received from 550 employees, accounting for 37.5% of ministry staff. The objectives of the survey were to establish a baseline understanding of the challenges faced by public servants when implementing and using GBA+ in their daily work and to gather information to allow the working group to create solutions to support staff. The results provide an opportunity to better understand the perceptions and experiences of all employees, to identify barriers to – and solutions for – a more inclusive environment, and to identify actionable items related to the employee experience.

## HIGHLIGHTS ON INITIATIVES IN 2020/21

In March 2021, the Northern Indigenous Arts Council posted a call for submissions for Indigenous art that would be produced as decals for the four BC Bus North motorcoaches. The artists were to be selected in 2021/22, with the chosen artwork applied to the buses in July 2021.

The Active School Travel pilot program was launched in 2020 to support students and families to walk, bike and roll to school. The ministry is partnering with BC Healthy Communities Society to develop and deliver active school travel planning and programming province-wide. Grants and capacity-building resources are provided to schools to support their ability to build healthier communities. Eleven schools are participating in the pilot year, representing urban, rural and Indigenous (Bella Bella Community school, Heiltsuk Nation) communities.

The Southern Interior Region's (SIR) Indigenous Relations Team (IRT) completed a spotlight series on Nation profiles. Once a day for a week leading up to National Peoples' Indigenous Day, information was provided on a highlighted Nation as a learning opportunity for staff. Information included Indigenous communities within the Nation, language, highlights of cultural importance and website links for additional learning.

Leading up to Red Dress Day, Moose Hide Campaign Day and Orange Shirt Day, the SIR IRT provided information to staff to highlight the importance of these events.

SIR employees took part in a Secwepemc language course to enhance learning and to further their appreciation and respect for this Indigenous language.

For National Indigenous History Month, the South Coast Region IRT highlighted information to staff on Indigenous culture, history and reconciliation. This included First Nations profiles, and information on arts and culture, respecting oral history, and reconciliation.

SCR staff enrolled in training through the Indigenous Relations Academy on sessions including Working with the UN Declaration on the Rights of Indigenous Peoples.

SCR IRT provided consultation training to district and project delivery staff and created tools and videos to support staff in carrying out consultation.

Northern Region IRT organized the Indigenous Corporate Training course entitled Working Effectively with Indigenous Peoples. The topic drew a great deal of interest: two sessions were attended by 65 employees, with another 75 people on a waiting list. Participants' feedback has been very positive.

## SUCCESS STORY

Engagement with Indigenous Peoples was an important component of the development of the Active Transportation Strategy and associated programs. These include the renewed Grants Program, which provides a sliding scale for cost-share funding, with the highest percentage (80%) going to Indigenous communities. Points in the evaluation are also awarded to Indigenous communities. Since these elements were included in 2019, the number of Indigenous projects increased from four projects over five years to 11 projects in just one year – an increase of 275%. Among the successful applicants were Burns Lake and the Lake Babine First Nation, who received funding for a sidewalk improvement project that will connect the lake community's facilities.

Through StrongerBC: B.C.'s Economic Recovery Plan, the Province has provided \$16.7 million towards more than 45 projects that focus on active transportation safety and access improvements on provincial rights-of-way. These included projects in Indigenous communities like the Sauteau First Nation's construction of walking paths from Crowfeathers Store to Fire Lake Campsite.

The @Work video, Moving Forward: Building a more accessible and sustainable transportation system using GBA+, features Assistant Deputy Minister Deborah Bowman and Ed Miska, executive director of the Engineering Services Branch. It highlights how the ministry has applied a GBA+ lens and universal design principles to the province's Active Transportation Strategy.

The ministry and Kwantlen First Nation worked collaboratively on the decommissioning of the Albion Ferry Terminal. This project,

completed in March 2021, had been discussed between the ministry, TransLink and Kwantlen FN for over a decade.

The ministry, in partnership with the Skeetchestn Indian Band, completed the Deadman Vidette Road project through the Skeetchestn community. The project significantly improved road access through the community, and allowed the ministry to meet a historical obligation.

The ministry and Simpcw First Nation executed a historical tenure acquisition for the Dunn Lake Road through the Simpcw community. The ministry is working in partnership with Simpcw on the project to improve access through the community.

## PUBLIC SERVICE AGENCY

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### MANDATE

The BC Public Service Agency (PSA) provides human resource leadership, expertise, services and programs that contribute to better business performance of ministries and government as a whole.

### EXECUTIVE COMMITMENT

Where Ideas Work, released fall 2020: The BC Public Service Agency launched a refreshed corporate plan, Where Ideas Work, which centres on diversity and inclusion: "Our ability to recruit, retain and develop a diverse, inclusive and professional public service underpins everything we do."

Where We All Belong, released spring 2021: The BC Public Service Agency launched a corporate equity, diversity and inclusion strategy, with a vision that the BC Public Service become "an inclusive organization where all employees are supported to reach their full potential."

Catalyst — Strategic Plan for the BC Public Service Agency, released spring 2021: The BC Public Service Agency launched a strategic plan which looks to build "Talented people in a trusting culture: the PSA must be a place that makes the most of the talented people who work here and fosters trust through inclusion, engagement and collaboration."

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

Indigenous Youth Internship Program (IYIP): IYIP is a 12-month paid internship for up to 25 young Indigenous British Columbians, aged 19 to 29. IYIP is currently finishing Year 14 and recruiting for Year 15. To date, 313 Indigenous youth have successfully completed the program.

Work-Able Graduate Internship Program (Work-Able): Work-Able is a 12-month paid internship with the BC Public Service for recent post-secondary graduates who self-identify as having a disability. Work-Able is currently finishing Year 6 and recruiting for Year 7. To date, 25 different host ministries have provided 84 twelve-month internships since the 2015/16 year.

Indigenous Applicant Advisory Service (IAAS): The IAAS is a new service available to Indigenous applicants – First Nations (status or non-status), Métis or Inuit – seeking work or already employed in the BC Public Service. The IAAS seeks to increase representation of Indigenous people in the BC Public Service to better reflect the diverse population government serves. It provides advice and guidance on the hiring process and informs improvements.

Preference statements: Where appropriate, the BC Public Service Agency uses preference statements to recruit diverse talent.

The BC Public Service Agency provides corporate learning on reconciliation, diversity and inclusion. Specific courses include:

- House of Indigenous Learning (HOIL): Courses include Truth and Reconciliation: A Journey of Understanding cohort, learning circles, webinars, blogs, Indigenous/Canadian Histories 101, San'yas Core Indigenous Cultural Safety Foundations online training, dedicated sessions for ministries, and Building Capacity in Indigenous Relations. Some of these courses were on hold this past year due to COVID-19 restrictions.
- Diversity- and inclusion-specific courses: Increasingly, corporate programs such as Supervising in the BC Public Service are including updated modules on diversity and inclusion. In addition, specific courses are offered, including: Diversity & Inclusion Essentials, Building Respectful and Inclusive Workplaces, Frame of Reference Workshop, and Corporate Executive Training.
- Learn@Work Week: The focus in fall 2020 was Inclusion: Connection, Belonging, Community.
- Diversity & Inclusion Resource Centre: A number of learning resources are made available through the newly launched resource centre on MyHR. These include a Meeting in a Box with information on how to host a conversation on inclusion, and how to deliver meaningful territory acknowledgements.
- Hiring Manager Certification: Diversity and inclusion education and strategies are thread throughout this program. Part of this



program has been on hold this year due to COVID-19 restrictions.

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

- Where We All Belong, released spring 2021: The BC Public Service Agency launched a corporate equity, diversity and inclusion strategy, with a vision that the BC Public Service should become “an inclusive organization where all employees are supported to reach their full potential.”
- Diversity & Inclusion Resource Centre: A new seven-page resource centre on MyHR offers information on Where We All Belong, Indigenous initiatives, accessibility, learning and resources, governance and community.
- Three-year action plan on diversity and inclusion: Fifteen commitments on diversity and inclusion were launched in 2017. The action plan was completed at the end of 2020, leading into the launch of the diversity and inclusion strategy.
- **Declaration on the Rights of Indigenous Peoples Act:** The consultation draft action plan commits the BC Public Service Agency to four initial actions to be carried out in consultation and in collaboration with Indigenous partners and other ministries: cultural safety, essentials training, Indigenous representation targets, and joint review of the Indigenous Youth Internship Program. This work is underway.
- Corporate communications: There is a deliberate, increased focus on centring reconciliation, diversity, inclusion, multiculturalism and gender equity in corporate communications. This includes executive messages, @Work articles and communications through social media channels. These communications increasingly include celebrations, learnings, remembrances and reaction to events that affect a particular community or communities. Examples include Multiculturalism Week, Disability Awareness Month, Black History Month, National Indigenous Peoples Day and Orange Shirt Day.

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

- Where We All Belong: The diversity and inclusion strategy calls on all branches of the BC Public Service Agency to increase equity, diversity and inclusion when developing policies, practices and programs. Of particular focus are education and leadership, structure and alignment, recruitment and retention, and flexibility.

The ministry utilizes partnerships to gather input from Indigenous groups and broader communities:

- ADM Committee on Equity, Diversity & Inclusion: This body provides strategic insight and support for diversity and inclusion for government. It includes a cross-representation of ministries and agencies and asks members to be champions for diversity and inclusion for the BC Public Service and within their organizations. This reference group also provides feedback and recommendations to support the strategy and associated initiatives. It aligns to overall direction and intersection of related public sector mandates for anti-racism/anti-hate, BIPOC (Indigenous, Black and people of colour), GBA+, cultural competency, reconciliation, accessibility and pay equity.
- Cross Ministry Working Group on Equity, Diversity & Inclusion: This body is made up of representatives from across the public service, and includes members connected to the following employee resource groups: BIPOC, 2SLGBTQQIA+, and Indigenous Employees Network.

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

- Diversity & Inclusion Work Environment Survey (2019): The Public Service Agency continues to use this survey to better understand the impacts, outcomes and accessibility of our policies, programs and services for Indigenous people and other racialized and marginalized groups.

- Where We All Belong – Measurement Framework: As part of the recently released corporate diversity and inclusion strategy, a robust measurement framework is under development which will use data to understand the impact of the strategy and strengthen our work moving forward.

# CROWN CORPORATIONS

## BC ASSESSMENT

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### MANDATE

BC Assessment (BCA) is a provincial Crown corporation with a mandate to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Act*. BCA produces an annual assessment roll for over two million properties across the province. The annual roll provides the basis for local taxing authorities to generate property taxes that fund a variety of essential community services. BCA's vision is to be a dynamic and reliable assessment services provider that supports strong and vibrant communities in B.C.

### EXECUTIVE COMMITMENT

BCA's executive management supports multiculturalism initiatives and employment diversity at the operational level, with the overall responsibility within the office of the president and chief executive officer.

BCA's Service Plan outlines the goals, strategies and performance measures for the organization, including assisting Indigenous communities in the exercise of their jurisdiction over real property taxation and helping build capacity in Indigenous communities to administer their taxation system to establish a stable tax base to support their local community.

New for 2020/21, the BCA executive endorsed the formation of an employee diversity and inclusion working group, created to support the development of an organizational strategy and to strengthen a culture of inclusion at BCA. Employees of various backgrounds with demonstrated commitments to the initiative were encouraged to apply to become members of the working group.

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

BCA has a diverse workforce of over 700 employees located in 15 offices across B.C., representing a

variety of cultures and more than 20 languages in written or spoken form.

BCA's People Division (Human Resources) continues to support diversity in the workplace through their hiring practices, as well as through community outreach. In the past year, BCA has adapted to the COVID-19 pandemic and found ways to participate in virtual recruitment outreach events, connecting BCA's Talent Acquisition team with prospective employees including those from a variety of backgrounds as well as newly immigrated Canadians. Participants of various backgrounds are encouraged to pursue career opportunities with BCA, and both temporary and permanent appointments have been filled leveraging this partnership.

We develop and implement people strategies that successfully support the business and the people of BCA. The Strategic People Programs team oversees learning and development, leadership development, the Performance Development Program and engagement for all BCA employees. Mentorship, coaching and leadership development are valued practices in the management of all our people.

Examples include the Women's Network, created in 2018 with a mission to "inspire and support diversity and inclusion across BCA, with a focus on women in leadership." In 2020, the Women's Network held several virtual events and programs to showcase women in leadership at BCA and commissioned a report providing recommendations to enhance diversity in the talent pipeline.

BCA is a safe and respectful workplace that values diversity among our people. All employees must adhere to our Standards of Conduct Policy and Procedures Policy. All employees are required to read, review, understand and agree to the standards, including conducting themselves with respect for diversity in the workplace. Management ensure that employees comply with the standards, including upholding respectful and safe workplace standards, and that they do not discriminate, harass or bully others. GBA+ overview training was provided in 2020 for all executives, senior leaders and managers. Additionally, executive members have participated in several training sessions on diversity and inclusion,

unconscious bias and allyship. All staff training also includes diversity and inclusion.

BCA promotes multiculturalism in the workplace or in the broader community through events and initiatives:

- The Communications and Government Relations department is responsible for internal communications as well as external distribution of public information including ethnic media relations and advertising. The department maintains a language skill bank of all languages spoken by BCA employees, allowing customers to receive translation services from our multilingual employees.
- Each January, BCA's commitment to diversity is promoted to all employees and the public as part of the annual Property Assessment Communications Campaign, which includes translated advertising and outreach through ethnic media. As a multicultural workplace, BCA trains a number of our Cantonese-, Mandarin-, Hindi-, Punjabi- and French-speaking employees to conduct ethnic language media relations on behalf of BCA, assisting with multicultural relations and engagement.
- In 2021, BCA recognized and celebrated Black History Month with a special internal employee newsletter article that recognized notable Black British Columbians from the province's history and featured a profile on Rosemary Brown, B.C.'s first Black Member of the Legislative Assembly (MLA).
- In 2020, BCA and the First Nations Tax Commission (FNTC) joined together to produce a publicly shared video that commemorated the BC Assessment – First Nations Tax Commission virtual signing ceremony to celebrate BCA and the FNTC entering into a memorandum of understanding (MOU) to commit to work together to support Indigenous property assessment and taxation in the coming years.
- Also in 2020, BCA celebrated International Women's Day with a special edition of the corporate newsletter, staff contests and messages from the local employees' union CUPE 1767, the BCA CEO and BCA board chair.

BCA is an equal-opportunity employer that values diversity. Each year, BCA prepares an internal human resources report entitled People Metrics: Year End Profile that provides data on our annual employee demographics and is used to inform our employee policies, practices and programs.

During 2020, in order to further strengthen and reflect our organizational priority of diversity and inclusion, BCA incorporated the following new general principle to guide our hiring practices:

### Diversity and Inclusion

We strive to attract and retain the best talent from all cultures, identities and abilities across generations. A diverse and inclusive workplace leads to a healthier and more productive organization with better outcomes. In hiring, we action our commitment to a diverse and inclusive workforce by applying Gender-Based Analysis Plus (GBA+) to ensure our selection processes give all qualified applicants an opportunity to demonstrate their suitability for the position. Our goal is to ensure our selection decisions are free from bias and based on defined bona fide occupational requirements. To this end, we hold open competitions and compete for promotions, and within competitions, the selection process is consistently applied to all applicants.

New for 2020/21, BCA formed its first official diversity and inclusion working group in order to support the development of an organizational strategy on inclusion and diversity and to strengthen and influence a culture of inclusion at BCA.

BCA utilizes partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups:

- BCA's director of local government and Indigenous relations and BCA's manager of Indigenous relations attend multiple conferences each year, including the First Nations Tax Administrators Association, and host presentations for local government agencies regarding collaboration and specific Indigenous assessment and taxing topics. Due

to the COVID-19 pandemic, these were done virtually in 2020/21.

- In 2020, BCA and the First Nations Tax Commission (FNTC) joined together to produce a publicly shared video that commemorated the BC Assessment – First Nations Tax Commission virtual signing ceremony to celebrate BCA and the FNTC entering into a MOU to commit to work together to support Indigenous property assessment and taxation in the coming years.
- In addition, a diversity and inclusion working group was created in 2020, with diverse employee representation to support the development and launch of an organizational strategy on diversity and inclusion.

BCA has a department that includes dedicated services and outreach for our Indigenous customers. The department is led by our director of local government and Indigenous relations and our manager of Indigenous relations. We are in continuous conversation with our Indigenous customers on how we can better serve Indigenous people, including a formal twice-yearly customer survey.

Through our extensive language skill bank of multilingual BCA employees, we strive to provide translated customer service whenever possible in order to be responsive to British Columbia's multicultural demographics.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

- A BCA diversity and inclusion working group was created in 2020 and has been active in 2021. It is made of diverse employee representation to support the development and launch of an organizational strategy on diversity and inclusion.
- BCA and the First Nations Tax Commission (FNTC) joined together to produce a publicly shared video that commemorated the BC Assessment – First Nations Tax Commission virtual signing ceremony to celebrate BCA and the FNTC entering into a MOU to commit to work together to support Indigenous property assessment and taxation in the coming years.
- In preparing the 2021 Assessment Roll, BCA provided assessment services to eight Taxing

Treaty First Nations, the Sechelt Indian Self-Government District, and – through private contracts – nearly 100 other Indigenous communities that have the authority to establish independent real property taxation systems.

- BCA implemented and reinforced a new general principle to guide our hiring practices for diversity and inclusion: “We strive to attract and retain the best talent from all cultures, identities and abilities across generations. A diverse and inclusive workplace leads to a healthier and more productive organization with better outcomes. In hiring, we action our commitment to a diverse and inclusive workforce by applying Gender-Based Analysis Plus (GBA+) to ensure our selection processes give all qualified applicants an opportunity to demonstrate their suitability for the position. Our goal is to ensure our selection decisions are free from bias and based on defined bona fide occupational requirements.”
- BCA continues to grow its internal volunteer language skill bank, currently representing 23 different languages. This bank is a resource for staff to connect employees with customers who require support in a language other than English.
- Staff with additional language skills are available to make presentations to and respond to ethnic media, local governments and community organizations to ensure timely and accurate information about the property assessment process and annual assessment roll.
- BCA's 2021 Property Assessment Communications Campaign included advertising for radio and print media in both Punjabi and Chinese.

### **SUCCESS STORY**

BCA's customers include all of British Columbia's property owners of the province's 2,116,898 properties (as of 2021). B.C. property owners include a diversity of ethnicities, many of whom do not speak English as their first language. To better connect across cultures for 2020/21, BCA utilized additional media spokespeople with Chinese and South Asian language skills. These represent the most commonly-spoken non-English languages in B.C. Also during 2020/21, BCA utilized our media

monitoring system that includes translations of ethnic language media coverage about BCA. This has enabled BCA to attain a stronger understanding of the province's ethnic communities and their connections to us.



## BRITISH COLUMBIA COUNCIL FOR INTERNATIONAL EDUCATION

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### MANDATE

The purpose of the British Columbia Council for International Education (BCCIE) is to promote international education in and for the Province of British Columbia, to enhance British Columbia's international reputation for education and to support the strategic priorities of government with respect to international education. Working collaboratively with the Ministry of Advanced Education and Skills Training and with partner ministries including the Ministries of Education and Jobs, Economic Recovery, and Innovation, BCCIE increases the knowledge, expertise and capacity with a broad spectrum of education partners by providing opportunities for schools, institutions and communities in all areas of the province to engage in international education activities.

### EXECUTIVE COMMITMENT

BCCIE's work aligns with the values of multiculturalism and encourages respect of other cultures. BCCIE incorporates this into hiring practices and supports staff to engage in professional development opportunities to build intercultural competencies. BCCIE also incorporates these values into all programs and events hosted by the organization that support internationalization and global citizenry, two of BCCIE's core values. In 2020/21, BCCIE will continue to focus on key priorities such as supporting K-12 schools and PSIs in the indigenization of the international education sector and building intercultural competencies.

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

BCCIE does not have any specific targeted employee attraction mechanisms that directly deal with multiculturalism, but does try to consider diversity when hiring. BCCIE also works with existing staff to offer mentoring and retention. All job postings mention diversity, and some are very specific in terms of language requirements, thus contributing to the diversity of the workplace.

BCCIE has undertaken significant organization-wide training for staff, including GBA+ training and the Intercultural Development Inventory (IDI) training. We also held a workshop on unconscious bias when developing our Respectful Workplace Policy.

In addition to staff training, BCCIE hosted several workshops in 2020/21 for front-line and managerial international education practitioners in B.C. These included a three-part indigenization webinar series in March 2021 entitled Dialogues on Decolonization for International Education, and two other workshops:

- Building Unity During the Pandemic: Addressing Xenophobic Attitudes and Behaviours
- Anti-Racism Response Training

BCCIE has also offered an intercultural webinar series for the international education sector; all BCCIE staff were encouraged to attend. In addition, BCCIE has implemented a Respectful Workplace Policy and follow-up staff training on discrimination that will not be tolerated in the workplace. All participants who sign up for any BCCIE event must agree to this policy and to the conduct described within it.

BCCIE promotes intercultural understanding and respect for diversity by supporting capacity building of the international education sector through events, conferences and roundtables on a variety of topics, including anti-racism, interculturalization, indigenization and multiculturalism. In 2020/21, BCCIE delivered more than 20 webinar sessions to discuss relevant topics and build greater awareness of topics including intercultural understanding, EDI and indigenization.

BCCIE incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

- BCCIE's 2020/21 mandate letter provides specific direction to actively promote diversification in the international education sector in the province.
- BCCIE's 2021 conference theme Addressing Privilege; the conference includes over 45 sessions on a variety of topics with a focus on equity, diversity and inclusion.

BCCIE utilizes partnerships to gather input from Indigenous groups and broader communities:

- In 2020/21, BCCIE engaged with a consultant as part of an indigenization project to conduct an environmental scan of current practices in relation to a perceived intersection of internationalization and indigenization. The project resulted in recommendations to BCCIE and the sector for short- and long-term desirables.
- Indigenous voices are included at BCCIE events. BCCIE also works to maintain relationships with these elders and speakers outside of the speaking engagements, requesting guidance on specific initiatives where appropriate.
- International partnerships are an essential part of a globally aware education system. In 2020/21, BCCIE facilitated nine key virtual partnership development opportunities for B.C. schools and institutions with international partners. Through these efforts, BCCIE signed two strategic agreements: one in Mongolia, and another in South East Asia that includes 11 member countries in the region.

BCCIE supported the following culturally appropriate and responsive programs and services:

In 2020/21, BCCIE hosted an intercultural webinar series including a foundations module. The series included 6 webinars hosted between September 2020 and March 2021. In addition, BCCIE supported over 2,500 international education practitioners in building capacity through hosting events on topics such as study abroad, intercultural competencies, immigration, diversity and inclusion, anti-racism, and marketing and recruitment. BCCIE hosted more than 20 virtual events throughout the year.

### **SUCCESS STORY**

In 2020/21, BCCIE hosted an Intercultural webinar series including a foundations module. The series included 6 webinars hosted between September 2020 and March 2021. Many participants have reported positive feedback from their participation.



## BRITISH COLUMBIA FAMILY MAINTENANCE AGENCY

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### MANDATE

The BC Family Maintenance Agency (BCFMA) is a recently established Crown agency mandated to provide family justice services to families by operating the Family Maintenance Enforcement Program (FMEP). The BCFMA is dedicated to ensuring B.C. children and families receive the child and spousal support they are entitled to. Our vision is for healthy and thriving children who contribute to a strong and resilient future for all British Columbians. Our mission is to ensure that British Columbians who experience separation or divorce are supported in achieving and maintaining the best financial outcomes for their family. With our commitments to the TogetherBC Poverty Reduction Strategy, the BCFMA is supporting the target of a 50% reduction in the child poverty rate by 2024.

### EXECUTIVE COMMITMENT

The BCFMA began operations as a Crown agency on November 1, 2019; 2020/21 was the first full planning and reporting year for the organization. The BCFMA board of directors and executive have confirmed in their planning documents their commitment to the *Multiculturalism Act*. The agency is committed to developing a diversified organization in support of vulnerable British Columbians.

The COVID-19 pandemic had a significant negative impact on Indigenous women, who are over-represented as receivers of family support payments. Access to family maintenance services provides both economic and social support for Indigenous people and helps to elevate Indigenous mothers and children out of poverty. The BCFMA delivers the Family Maintenance Enforcement Program in alignment with the calls to action of the Truth and Reconciliation Commission and the United Nations Declaration on the Rights of Indigenous Peoples.

The BCFMA's 2020/21 strategic planning effort identified key items to be addressed. These included improving outreach opportunities to better support the needs of Indigenous clients, and exploring strategies to market the BCFMA

program to specific segments, such as racial and culturally diverse groups.

BCFMA programs also ensure that families receive the financial support they are entitled to under provincial and federal law. In doing so, the BCFMA has the ability to reduce child poverty, to provide support to Indigenous and other cultural populations, and to improve the standard of living of vulnerable members of our diverse society.

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

The BCFMA continues to establish strategic hiring processes in order to ensure a diverse workforce reflective of the population we serve. Recruitment strategies, training and development initiatives, and retention practices are being developed and implemented in order to further improve the diversification of our team. Enhanced recruitment marketing and outreach efforts are being developed to ensure our alignment with the principles of diversity and inclusion in order to attract and retain a diverse workforce and provide services and supports to our diverse citizens.

Violence, hatred and discrimination have no place in society. The BCFMA is committed to developing specific policies and practices to apply a GBA+ lens to our operations and programs, and to promoting staff equality. Equity and diversity, including gender diversity and Indigenous inclusion, are important to the BCFMA's growth as a Crown agency as we build a cross-culturally strong organization and public board of directors.

As part of the BCFMA's developing diversity and inclusion program, and in alignment with Indigenous awareness training and the calls to action of the Truth and Reconciliation Commission, the agency is now applying GBA+ learnings when developing its policies, practices and programs. During 2020/21, the BCFMA worked with the B.C. Gender Equity Office to provide GBA+ training sessions to staff. The B.C. Gender Equity Office GBA+ facilitator provided virtual training sessions that focused on how policies, legislation, programs and services impact the diverse segments of B.C.'s

population. BCFMA staff also completed a federal online course provided by the Government of Canada that addressed the key concepts of GBA+. Additional Indigenous-awareness training and development opportunities are being explored for all levels of staff to better support our efforts to ensure that we best reflect an inclusive and diverse workplace free of discrimination and bias.

The BCFMA is developing a diversity and inclusion program to provide staff with objectives and activities that the organization can follow to identify and address systemic barriers in the workplace. In order to realize fully our mission and vision, the BCFMA is committed to actively fostering diversity, inclusion and cultural competency throughout our organization and its operational efforts.

To this end, the BCFMA provided GBA+ training sessions to staff during 2020/21, and the agency is now applying GBA+ learnings when developing its policies, practices and programs. One example of this application was an observation made by staff during strategic planning session discussions that the organization would better serve our multicultural clientele by creating a more diversified, multi-language website.

In 2020/21 the BCFMA promoted multiculturalism in the broader community through events and initiatives:

- The BCFMA's 2020/21 strategic planning effort identified the need to market the BCFMA program to specific segments, such as racial and culturally diverse groups. To do so, opportunities to promote multiculturalism in the workplace and in the broader community will be included in recruitment activities, in the development of the organization's Diversity and Inclusion Program, and as part of a three-year plan to conduct broader community marketing and outreach.
- The BCFMA actively promotes the understanding and appreciation of multiculturalism in our workplace during an annual harassment, discrimination and bullying workshop. Respect and understanding of race, culture, religion, gender, physical ability, sexual orientation and other differences are addressed.

- The organization also includes a diversity events calendar in a monthly newsletter. Future expectations, to be outlined in the Diversity and Inclusion Program, include creating a working group to communicate and plan events and initiatives around the diversity events calendar to further increase cultural awareness.

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

- As part of the BCFMA's developing Diversity and Inclusion Program, the agency is now applying GBA+ learnings when developing its policies, practices and programs. During 2020/21, the BCFMA worked with the B.C. Gender Equity Office to provide GBA+ training sessions to staff. The B.C. Gender Equity Office GBA+ facilitator provided virtual training sessions that focused on how policies, legislation, programs and services impact the diverse segments of B.C.'s population. BCFMA staff also completed a federal online course provided by the Government of Canada that addressed the key concepts of GBA+.
- The BCFMA is also committed to creating and maintaining a workplace environment that fosters internal mutual respect, integrity and professional conduct. The BCFMA has established codes of conduct to ensure employees in the workplace meet acceptable social standards and contribute to a positive work environment. Employees are also expected to treat each other with respect and dignity and to not engage in discriminatory conduct prohibited by the Human Rights Code. All employees must be treated in a fair and respectful manner. The BCFMA is making every reasonable effort to promote inclusion and to prevent and eliminate bullying and discriminating and harassing behaviour in the workplace.

## BRITISH COLUMBIA FINANCIAL SERVICES AUTHORITY

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### MANDATE

BC Financial Services Authority (BCFSA) is a new (operational since November 2019), independent Crown agency that regulates credit unions, insurance and trust companies, pensions and mortgage brokers. BCFSA safeguards confidence and stability in British Columbia's financial sector by protecting consumers from undue loss and unfair market conduct. BCFSA operates under its own governing legislation and is responsible for administering six additional statutes that regulate pensions and financial services in British Columbia.

### EXECUTIVE COMMITMENT

BCFSA ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve programs and services to ensure that they are supportive of B.C.'s multicultural society.

The executive team is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment.

BCFSA's Year-1 Strategic Plan established our culture and commitment: "Communication, Collaboration, Diversity/Inclusion/Equity."

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

BCFSA's hiring certification training program reinforced anti-racism and unconscious bias training for hiring managers. BCFSA also held employment law training that reinforced the Canadian Human Rights code and responsibilities of supervisors and managers for promoting an inclusive workplace. BCFSA's updated Standards of Conduct sets clear expectations on respectful workplace behaviours and establishes our commitment to having a respectful workplace free of bullying and discrimination. We provide training to all employees in support of this commitment.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

BCFSA launched an employee survey tool (Great Place to Work) that provided employees with the opportunity to self-declare diversity criteria such as sexual orientation, disability and Indigenous identification. The survey responses will help BCFSA better understand our current demographics, and provide us with information that will help us to identify organizational awareness and learning experiences across the organization. This information will also support BCFSA's efforts to develop and renew our policies in light of our commitment to diversity, equity and inclusion.

BCFSA updated the website career page with the statement, "To support employment equity, we welcome applications from all groups. This includes women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity in BCFSA."

## BC GAMES SOCIETY

### MANDATE

Established in 1977 by the provincial government under the *Societies Act*, the BC Games Society is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport games. We build on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers and communities.

### EXECUTIVE COMMITMENT

The society's board is gender-balanced and geographically representative, and it continues to seek nominations for members with varying skill sets and from diverse population groups (including age, disability, Indigenous and multicultural) in order to help ensure diversity and effective leadership.

The BC Games Society continues to help others lead, using our vision and values as our guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust and respect are the core of the organization's programming.

The society continues to work with the Indigenous Sport, Physical Activity and Recreation Council (I•SPARC) to build capacity to host events and support Indigenous athletes, promote event management expertise, and facilitate Indigenous participation in BC Games and on Team BC.

The Team BC program provides mentorship opportunities for Indigenous leaders, thereby helping to build capacity in Indigenous communities to host events.

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

The BC Games Society uses a broad-based outreach approach when hiring, creating the opportunity for cultural balance and diversity within the staff. The society strives to have balanced management teams working within each host community for the Games.

All BC Games Society staff were required to complete GBA+ training.

Team BC Mission staff will receive diversity, inclusion and anti-racism training to ensure a positive environment for BIPOC athletes and volunteers at the Canada Games.

Guided by the BC Games Society, host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, game-time entertainment and hospitality.

BC Games Society incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

- When the BC Games Society works with a nominations committee to select a host society's board of directors, staff encourage the nominations committee to select a board that reflects the diversity of their community. The board of directors is then encouraged to take this same lens to select committee chairs.
- The BC Games Society is committed to ensuring that everyone associated with the Games has the right to participate in an environment that is positive, respectful, inclusive, accessible and supportive. In an effort to promote these guiding principles, the Culture of the Games initiative was established; a visual icon and resource page are included on the society's website. This initiative not only guides all of the society's policies, plans and programming, but also act as a helpful resource and reminder for Games participants.
- The society continues to work with the Indigenous Sport, Physical Activity and Recreation Council (I•SPARC) to build capacity to host events and support Indigenous athletes, promote event management expertise, and facilitate Indigenous participation in BC Games and on Team BC.

BC Games Society supported the following culturally appropriate and responsive programs and services:

Through the society's partnership with the Indigenous Sport, Physical Activity and Recreation Council (I•SPARC), the organization supports culturally appropriate and responsive programs by facilitating agreements with targeted provincial sport organizations (PSOs) in an effort to increase

opportunities for Indigenous athletes in the society's programming.

- Through the Culture of the Games initiative, the BC Games Society promotes a positive, respectful, inclusive, accessible and supportive environment that fosters exceptional Games experiences. In addition to providing resources for participants, the society also ensures that everyone associated with the Games is aware of the disciplinary action that the society takes on any behaviour contrary to the policies and rules of the organization, and that acts of discrimination, harassment, abuse, bullying, hazing or similar behaviour will not be tolerated.

For reporting purposes and to improve the organization's programming, the society collects diversity data.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

To further the education and awareness of diversity and inclusion, the BC Games Society is creating an online interactive course to support our Culture of the Games platform. This course will be mandatory for all participants attending the Games.

## BC HOUSING

### MANDATE

BC Housing was established as a Crown agency in 1967 and operates on the traditional territories of Indigenous Peoples to develop, manage and administer housing options for British Columbians. We work to address critical gaps across the housing continuum, which range from emergency shelters, supportive housing and rent assistance in the private market to affordable home ownership. We also license residential builders, administer owner builder authorizations and carry out research and education that benefits the residential construction industry and consumers. BC Housing's mission is to make a positive difference in people's lives and communities through safe, affordable and quality housing. We work with about 800 non-profit housing providers and other partners to help more than 121,000 households in communities throughout British Columbia.

### EXECUTIVE COMMITMENT

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

BC Housing expanded on this commitment by adopting a Diversity & Inclusion (D&I) Framework in 2013/14 as part of our CEO-led People Strategy. In 2020, BC Housing established an Office of Equity, Diversity, Inclusion and Belonging to support incorporating these principles and a deep equity analysis to all our programming and service delivery.

Our executive formally recognizes that:

- A work environment that is truly diverse and inclusive draws upon and respects the unique characteristics, skills and experiences of all employees
- By further increasing the wide array of perspectives resulting from diversity, our

organization becomes more effective, efficient, creative and productive

- A diverse workforce, within an atmosphere of respect and inclusion, builds service capacity and makes us more understanding and responsive and improves our overall performance for the people and communities we serve

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

BC Housing utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- Indigenous Student Co-op Program: Through our Indigenous Student Co-op we provide customized placements for Indigenous students in BC Housing branches, including aligning work experience with their field of study.
- Hiring manager training: BC Housing has implemented unconscious-bias-in-hiring training for our recruiters and hiring managers.
- Diversified recruitment approach: BC Housing uses an equity-focused recruitment advertising and sourcing strategy that includes diversity media such as Indigenous Works Canada, Pride at Work Canada, Spirit Omega Staffing and BIPOC Executive Search.
- Equity principles in recruitment: BC Housing has begun including salary ranges in select job postings, and has set a goal to do so with all job postings by 2021/22. Additionally, lived experience has been included in the skills and experience section of new job descriptions, and gender-inclusive pronouns have been added to demonstrate that the organization values and seeks to attract people of all genders.
- Executive team development through an equity, diversity, inclusion and belonging (EDIB) lens: Executive committee members participated in a series of team development sessions through an EDIB framework. This work was facilitated by Monday Morning Consultants and included anti-oppression education and skills development along with optional one-on-one coaching for executives in the area of EDIB.

- Anti-oppression education for the CEO: As part of its executive team development through an EDIB framework, Monday Morning Consultants provides one-on-one consulting to the CEO to support his leadership in the area of equity, anti-racism and GBA+ analysis for the organization.
- Equity fundamentals and guiding concepts: Monday Morning Consultants provided working sessions about equity fundamentals to the board at a directors' meeting and to all staff at one of BC Housing's semi-annual meetings.
- Human Rights at Work / Respectful Workplace Training: Facilitated by Hone Consulting, this training focuses on the prevention of discrimination, harassment and bullying and the creation of a more equitable, respectful and just workplace.
- Working Effectively with Indigenous Peoples: Facilitated by Indigenous Corporate Training Inc., participants gain knowledge of Indigenous history in Canada and develop an understanding of how this history affects our professional and personal relationships today.
- Building & Strengthening Relationships with Indigenous Communities: This workshop was created by and is facilitated by Indigenous BC Housing staff for team members working on-Nation, in community and with Indigenous groups.
- 2SLGBTQIA+ inclusion: Facilitated by Qmunity, this training helps staff develop a better understanding of the diversity of 2SLGBTQIA+ communities and focuses on making our organization more inclusive for queer, trans and Two-Spirit clients and staff.
- Diversity and inclusion fundamentals: We work with the Canadian Centre for Diversity and Inclusion to deliver training on the principles of diversity and inclusion, and to build understanding of why it is crucial for both individuals and the success of the organization.
- Unconscious Bias Fundamentals: Facilitated by the Canadian Centre for Diversity and Inclusion, this training uncovers what unconscious bias means, how it is a pervasive barrier

to workplace inclusion, and ways we can confront and address it.

- Accessibility training: We work with Creating Accessible Neighbourhoods to challenge our teams to more fully address ableist notions and how they can actively work to fight against them, and to provide information for disabled people and allies to better ensure equity.
- Solidarity Includes Everyone: Transgender Rights: This awareness-raising workshop is facilitated by Adrienne Smith Law and discusses the challenges facing transgender and gender non-conforming people. Our teams also learned how they can take an active role in creating more inclusive workplaces and communities.
- UNDRIP and TRC: BC Housing developed and facilitated employee training on the United Nations Declaration on the Rights of Indigenous People and the Truth and Reconciliation Commission Calls to Action as well as the BC *Declaration on the Rights of Indigenous Peoples Act*.
- National Indigenous Peoples Day: BC Housing holds events in every office with speakers, elders, food, music and art activities. In 2020, these events occurred online, with over 300 employee participants.
- The Moose Hide Campaign: This is an event to learn about engaging men in a national movement to end violence against Indigenous and non-Indigenous women and children.

In 2020/21 BC Housing promoted intercultural understanding and multiculturalism in the broader community through events and initiatives:

- Kwikwetlem First Nation certification: This initiative is a partnership between BC Housing, Kwikwetlem First Nation and Brown & Oakes Archaeology to ensure protection of archaeological sites identified on the s̓əmiq̓w̓əʔelə/Riverview lands. Training teaches the expectations of the *Heritage Conservation Act* and protocols around dealing with found artifacts, and provides understanding of the Kwikwetlem First Nation and their cultural values.

- BC Non-Profit Housing Association Housing Central conference: Staff and executives from BC Housing hosted several sessions at the Housing Central conference that promoted equity, diversity, inclusion and belonging and shared best practices on anti-racism, disability justice, culturally informed responses to homelessness, criminal justice and housing equity, and inclusive tenant relocation processes, among other topics. Presenting partners included Lu'ma Native Housing Society, Black Lives Matter Toronto, and people with lived experience.
- International Housing Partnership meeting: The CEO and VP Strategic Business Operations and Performance presented on the work underway at BC Housing to advance reconciliation and equity practices across all service areas and in business operations of the organization.
- CEO presentation to Vancouver Board of Trade: Our CEO gave a presentation on how BC Housing is addressing racism, ableism and other forms of systemic discrimination through our new Office of Equity, Diversity, Inclusion and Belonging.
- BC Elders Gathering: BC Housing sponsored and volunteered at a gathering of Indigenous elders from throughout BC who came together to strengthen social and community links. Employees staffed an information booth to answer questions from attendees, provide information on our Indigenous Housing Fund, and help people apply to housing assistance programs.
- Community Connections Program: Employees donate to and volunteer for organizations through this community investment program. Community Connections focuses on four investment pillars: children, youth, women, families and seniors; poverty; mental health, general health and addictions; and sustainability. Last year was another incredible, record-breaking year for Community Connections; thanks to the generous donations of BC Housing staff, we raised over \$200,000.

BC Housing incorporates multiculturalism policy (including goals to increase equity, inclusion

and diversity) when developing policies, practices and programs:

- Office of Equity, Diversity, Inclusion & Belonging (OEDIB): This new office was established within the Executive Office to support the incorporation of principles of EDIB into all our programming and service delivery. The OEDIB acts as a collaborative space to support change and advance work that takes a deep equity analysis to our business operations, programs, policies, strategies and measures. As a change agent, the intention of the OEDIB is to guide and support others in taking action towards the goals of reconciliation, equity, diversity, inclusion and belonging in the work we do at BC Housing.
- Diversity & Inclusion Framework: Led by BC Housing's CEO, this framework outlines our strategy to positively impact the workplace experience of employees, improve our ability to attract and retain diverse talent, enhance the capabilities of our employees in all interactions, and ensure a culture of inclusion.
- Sustainability and Resilience Strategy Framework: Approved by Executive Committee in May 2021, this new framework incorporates themes of reconciliation, equity, diversity, inclusion and belonging. The intention is to create an integrated vision of how we can contribute to a more just and equitable society through affordable, healthy, low-carbon and resilient housing. The framework will guide the development of a full sustainability and resilience strategy.
- Response to encampments: BC Housing has significantly evolved its work responding to homeless encampments by incorporating a trauma-informed, culturally competent approach developed in consultation with Indigenous camp organizers, camp residents, people with lived experience, and non-profit partners with on-the-ground expertise supporting homeless people. Moving efforts in Vancouver were grounded each day by welcome ceremonies hosted by local First Nations representatives who offered learnings and guidance on how to approach the work through a de-colonial approach.



- Disaggregated data collection and reporting: BC Housing led the inclusion of a mandatory racial identity question on the 2020 Point-in-Time Homeless Count and subsequently worked with the Federal Homeless Secretariat and national partners to add a mandatory racial identity question on all counts funded by the federal government. The findings were reported on and will be used to improve service delivery. BC Housing also added questions about gender, race and disability to our tenant survey and will be updating internal registries to allow for the collection and reporting of disaggregated data in partnership with community groups.

BC Housing utilizes networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous groups and broader communities:

- Director of Indigenous Relations: The Director of Indigenous Relations reports directly to the CEO. The director is BC Housing's lead in Indigenous relations and brings lived experience to this leadership role. This position advises and supports all branches and collaborates with the Indigenous housing sector.
- Director, Indigenous Asset Management; Manager, Indigenous Asset Management; and Indigenous Development Managers: These positions work directly with First Nations communities and organizations to develop housing and culturally appropriate supports.
- Reconciliation Strategy Phase 1: BC Housing engaged Two Worlds Consulting, an Indigenous firm specializing in helping organizations understand and implement the Truth and Reconciliation calls to action and the UN Declaration on the Rights of Indigenous Peoples, to help develop the first phase of our reconciliation strategy. The findings are documented in a report called Reconciliation: Moving Together. The work was guided by our Office of Equity, Diversity, Inclusion, and Belonging in partnership with a cross-functional steering committee which was responsible for the co-development of the project methodology and engagement materials.

Over 190 organizations were invited into a robust engagement process that included 39 phone interviews and five written submissions. This engagement involved representatives of Indigenous housing providers and organizations, Indigenous non-profit housing organizations and Nations with whom BC Housing has a funding or other business relationship.

- Progressive Aboriginal Relations (PAR) council: This group is in place to co-ordinate PAR action planning and certification with the Canadian Council of Aboriginal Business (CCAB). BC Housing has been a member of CCAB since 2012, and is the only housing agency in Canada to receive certification under the PAR program.
- Aboriginal Housing Management Association (AHMA): AHMA was established to address the need for urban Indigenous social housing. BC Housing works with AHMA on a variety of tables and close collaborative partnerships.
- African Descent Housing Needs: BC Housing participated in a roundtable with organizations representing African and Black community groups discussing housing needs and exploring opportunities for collaborations.
- Muslim Food Bank: BC Housing has engaged with the Muslim Food Bank to address the food security needs of Arab and West Asians who are homeless or at risk of homelessness, based on their over-representation in the 2020 Point in Time count.
- All Nations Outreach Society (ANOS): Engagement with initial funding has been provided to ANOS to further their work supporting Indigenous people who are homeless or at risk of homelessness in and around the Downtown Eastside of Vancouver. Programming by ANOS includes cultural and trauma healing practices, recovery, and working with First Nations members seeking to return to their home communities.

BC Housing supported the following culturally appropriate and responsive programs and services:

- Support for immigrants and refugees: BC Housing provides support for immigrants and refugees

through core services, including housing and support via our housing registry, rent subsidy programs, and a partnership with Immigrant Services Society of BC to build a welcome centre. We also participate in a community-based working group with newcomer service organizations and government partners to address the housing needs of refugee claimants.

- Women’s transition housing and supports: To address the housing and support needs of women and children fleeing violence, this initiative provides culturally appropriate support. This includes built-in supports and advocacy and access to local cultural resources and agencies. In addition, we are mindful to practice humility, not assuming we know what is best for the client.
- Menstrual Access and Equity Project: This initiative, a partnership with a range of non-profit organizations and cultural societies, provides personal menstrual care items to people who are experiencing homelessness.
- Indigenous homeless outreach: This outreach provides urban and rural off-Nation Indigenous people who are experiencing or at risk of homelessness with direct access to housing and other community resources in a culturally appropriate manner.
- Training support for Indigenous communities: Through our SkillsPlus Program, we help individuals and Band employees build their skills and capacity in housing and building maintenance.
- Cultural in-reach supports: To ensure that people moving indoors from homeless encampments have the necessary supports to sustain their housing, BC Housing has engaged service providers with lived experience and deep cultural competency to offer these programs. Communities represented include Indigenous, African descent and Muslim groups.
- Homeless survey: Our 2020 survey included the addition of a race question to better understand the racial composition of homelessness and to inform policy moving forward.

- HIFIS System: Our Homeless Individuals and Families Information System was modified to include collection of racial information to better inform cultural community supports and to shape policy moving forward.
- We have been awarded Progressive Aboriginal Relations (PAR) Gold Certification by the Canadian Council of Aboriginal Business (CCAB).
- We were awarded the British Columbia Multicultural Awards 2017 Government Award. In addition, our VP Strategic Business Operations & Performance received the Breaking Barriers award in 2021.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

Office of Equity, Diversity, Inclusion and Belonging: BC Housing is co-ordinating our EDIB work through our new Office of Equity, Diversity, Inclusion and Belonging. Created in 2020, the OEDIB acts as a collaborative space to support change and advance work that takes a deep equity analysis to our business operations, programs, policies, strategies and measures. As a change agent, the intention of the OEDIB is to guide and support others in taking action towards the goals of reconciliation, equity, diversity, inclusion and belonging in the work we do at BC Housing.

**səmiq̓ʷəʔelə:** To honour the Kwikwetlem First Nation’s historical and cultural ties to the Riverview lands, the site was renamed **səmiq̓ʷəʔelə**. The name means “Place of the Great Blue Heron” in **hənq̓əmiñəm**, the traditional language of the Kwikwetlem people, and signifies the land’s historical use as heron roosting grounds. The renaming is reflective of the Province and BC Housing’s partnership with Kwikwetlem First Nation to determine the future of the lands together, and represents a step towards reconciliation.

Employee resource groups: Formed to support equity and inclusion and create employee support networks, our ERGs include the Black, Indigenous, Persons of Colour (BIPOC) ERG, the Pride 365 ERG, the People with Disabilities/Disabled People ERG and the Mental Health & Wellness ERG.

Expanding partnerships: BC Housing continues to build partnerships with housing organizations and

other service organizations including: MOSAIC, Immigrant Services Society of BC, Vancouver Aboriginal Friendship Centre, Indigenous Corporate Consulting, QMUNITY, Muslim Food Bank, Kwikwetlem First Nation, Musqueam First Nation, and Inclusion Works Canada. We are also members of the Canadian Centre for Diversity & Inclusion (CCDI), Pride at Work Canada and the Canadian Council for Aboriginal Business.

Equity review: BC Housing initiated an equity review across our entire organization. This review is led by Graybridge Malkam, a consulting firm specializing in this work. Their scope includes a comprehensive assessment of internal operations and external service provision supported by extensive data collection and analysis. The review is an opportunity to become a more effective, higher-performing organization that addresses systemic barriers and better responds to the needs of all the people we serve.

Indigenous job fair: BC Housing took part in an Indigenous student job fair at the University of Victoria, meeting with students to discuss careers in the housing sector and participating in an interview workshop.

Workforce Forward: BC Housing participated in this annual conference on Indigenous employment in Western Canada.

Webinars and e-learning opportunities: Online training through our partners has enabled learning opportunities including Managing Bias in Hiring, Circle for Reconciliation: Best Practices, Indigenous Gender Diversity, Intersectional Allyship in the Workplace, and Gender-Inclusive Workplace Policies.

## **SUCCESS STORY**

Homeless to sheltered: In the spring of 2020 and again in early 2021, BC Housing and our partners mobilized teams to move people experiencing homelessness in Vancouver's Oppenheimer and Strathcona Parks and Victoria's Topaz Park/Pandora Avenue and other parks into shelter. In total, more than 1,100 people were moved indoors. In each case, the park residents – a disproportionate number of whom are Indigenous, Black and Latinx – were treated with dignity and respect. Our teams used a

culturally grounded and trauma-informed approach to help campers move into secure, supportive housing. This resulted in moving people indoors without relying on a police enforcement approach, which has been shown to cause trauma and create barriers to successful settlement into housing. This not only saw reduced harm to residents, but also led the way to a new level of trust between Indigenous people and entities like BC Housing, the City of Vancouver, the City of Victoria and other agencies. Since 2018, BC Housing has opened more than 1,450 supportive housing units in Vancouver and Victoria; through this, 1,450 people are no longer sleeping outside and have homes with 24/7 supports and access to healthcare.

Indigenous partnerships: BC Housing is working with Indigenous communities to facilitate change, strengthen existing housing in Indigenous communities and increase self-reliance in the Indigenous housing sector. Memoranda of understanding (MOUs) were initiated with several First Nations. These partnerships develop and share best practices in residential building management. The goal is to gain a deeper understanding of the challenges around First Nation housing while improving the quality of existing on-reserve housing. To date, BC Housing has entered into four MOUs that include 19 First Nations. The first of these three-year agreements was signed with First Nations in the Nicola Valley in January 2019. The signing of the most recent partnership between BC Housing and the T̓silhqot'in National Government was delayed due to COVID-19 concerns but is proceeding. Agreements have also been signed with Nisga'a Nation (February 2020) and Ktunaxa and Shuswap Nations (January 2019). BC is the only provincial jurisdiction in Canada to have such partnerships with First Nations.

Reconciliation strategy: Our commitment to reconciliation with Indigenous Peoples begins with acknowledging systemic and institutional oppression, addressing ongoing impacts of historical wrongs and ending racism. It requires a deep reckoning with the truth, a commitment to justice, and ongoing efforts to build trusting and good relationships towards real change. We all need to reverse the systemic inequalities and discrimination

facing Indigenous people. These inequalities are the lasting effects of Canadian assimilation policies, marginalizing systems and residential schools. Our Reconciliation: Moving Forward Together report, released in Spring 2021, offers an understanding of BC Housing's relationships with Indigenous Nations, organizations and individuals. It allows BC Housing to reflect on our successes and failures. The strategy incorporates best practices in anti-racism, decolonization and human rights. And it creates a broader and more meaningful framework for how we do business, including a strengthened adoption of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and Truth and Reconciliation (TRC) Calls to Action. It also includes concrete recommendations on actions to advance BC Housing's reconciliation work.

### MANDATE

BC Hydro generates and provides electricity to 95% of B.C.'s population and serves over four million people. Our mission is to safely provide reliable, affordable, clean electricity throughout B.C.

We are guided by our values: we are safe, we are here for our customers, we are one team, we include everyone, we act with integrity and respect, we are forward thinking.

### EXECUTIVE COMMITMENT

BC Hydro's executive continued their commitment to the adoption and implementation of the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), and the calls to action of the Truth and Reconciliation Commission (TRC).

This year, BC Hydro's Code of Conduct was revised to include BC Hydro's Statement of Respect, Inclusion and Diversity principles, as well as our Statement of Indigenous principles and our Statement of Environmental principles.

President and CEO, Chris O'Riley, endorsed diversity pledges, including The President's Group (B.C. business champions for accessible workplaces), the Minerva Face of Leadership Pledge (gender diversity), the Electricity and Human Resources Canada Leadership Accord (workforce diversity) and the Builders Code (respectful behaviour at construction sites).

The executive participated in Gender-Based Analysis Plus (GBA+) workshops and committed to implementing this approach toward stakeholder engagement where appropriate at BC Hydro.

President and CEO, Chris O'Riley, engaged the workforce in discussions on topics of anti-racism, inclusion, bystander intervention and workforce diversity.

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

BC Hydro utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- BC Hydro has a dedicated team to enrich our relationship with First Nations, understand regional labour supply and increase Indigenous representation.
- BC Hydro's equity programs include:
  - Youth Hires program: A paid, seven-week job shadow program for students that provides exposure to the types of technical skills and jobs available in the trades at BC Hydro
  - Try-a-Trade program: A paid, nine-week job shadow program that provides Indigenous candidates an opportunity to rotate through three trades with BC Hydro and BC Hydro contractors
  - Indigenous Professional Development program: A one-year, full-time, temporary role that rotates through up to four departments, providing Indigenous cohort exposure and experience in the types of professional roles available at BC Hydro
- BC Hydro has formed an engagement with WorkBC to explore ways to partner in supporting job applicants from under-represented populations.
- In 2020/21, BC Hydro provided the following training for staff:
  - A newly launched Inclusive Leadership course for all people leaders
  - Newly launched Bystander Intervention training for the field organization
  - Indigenous Awareness training, including:
    - Indigenous Awareness 101, a 30-minute, on-demand, web-based course on BC Hydro's approach to enhancing Indigenous relations in B.C. This training includes a primer on BC Hydro's Statement of Indigenous principles.
    - Indigenous Awareness 201, a facilitated course over three 90-minute modules. The course is facilitated by Indigenous employees and/or consultants and details the history of Indigenous Peoples in B.C.

- BC Hydro continued to deliver workshops to support the implementation of the Gender-Based Analysis Plus (GBA+) process and began sharing experiences of implementing GBA+ principles in key initiatives.
- All employees participate in mandatory Code of Conduct training and annual refreshers. This training details the expectations for respectful, inclusive behaviour at BC Hydro. We also have a mandatory immersive workshop for all managers on the expectations and behaviours that support an inclusive and respectful workplace.
- Support for the implementation of UNDRIP includes a Statement of Indigenous principles, a guide to support employees in communicating with Indigenous people in the course of their work, and two related educational modules: Indigenous Awareness 101 (online) and 201 (facilitated by Indigenous employees and/or consultants).

In 2020/21 BC Hydro promoted multiculturalism in the broader community through events and initiatives:

- BC Hydro offers culturally-sensitive spaces for employees to pray and meditate, as well as private comfort rooms to support the needs of mothers returning to work or to offer quiet space for employees managing migraines or other neurological conditions.
- Every June, BC Hydro engages employees on the importance of our relationship with Indigenous Peoples and First Nations. An awareness campaign culminates in the annual celebration of National Aboriginal Day.
- BC Hydro volunteers continue to support new Canadians through work with the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC. They assess credentials and applications of internationally trained professionals to provide provisional, entry-level membership to the association.
- BC Hydro's employee networks use their forums to engage employees to learn and talk about topics such as discrimination, racism, bullying and equity in recognition of local and

global events and conversations. The events are extremely popular, drawing registration of up to 350 employees.

BC Hydro incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

- BC Hydro's leadership competencies detail the skills and capabilities for inclusive leadership: leaders will understand the value of building workforce diversity; model inclusive habits and behaviour; be aware of their own potential biases; be curious and seek to understand others; and strive to work effectively with people who think differently and have different backgrounds, experiences and perspectives.
- BC Hydro's performance management process requires all people leaders to create a year-specific objective related to implementing inclusion and diversity in the context of their function.
- BC Hydro has implemented GBA+ in the development of programs in customer service.

BC Hydro utilizes networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups:

- BC Hydro has four employee networks: The Women's Network, the Cultural Exchange Network (multicultural), the RAIN Network (Indigenous employees) and the PRIDE Network (LGBT2Q+). Each of the networks has an executive sponsor. Twice per year, the networks are invited to meet with the executive team to discuss emerging issues and systemic barriers as identified by network members.
- BC Hydro's customer service team works with a Low-Income Advisory council, which includes representation from immigrant settlement agencies. The goal of the council is to understand the energy challenges of low-income customers, including new Canadians.
- In partnership with the Immigrant Employment Council of BC, BC Hydro supports the Mentor Connect program. It pairs BC Hydro volunteers

with new immigrants to orient newcomers to the Canadian work context and help build their confidence in navigating the B.C. job market.

- All new employees are asked to participate in the BC Hydro census. Data collected is compiled in quarterly workforce reports that detail the representation of women, visible minorities, Indigenous people, people with disabilities, non-binary and LGBTQ2S+ populations. In 2020, BC Hydro conducted a refresh of our diversity database. This database, maintained by BC Stats, now accounts for 86% of the workforce. BC Hydro's inclusion and diversity principles say that we will build a workforce that reflects the diversity of our communities and the customers we serve. Current data indicates that we are meeting our goals in the representation of women, visible minorities and Indigenous people. An area of focus moving forward is ensuring that we are connecting with job seekers with disabilities.
- Our customer service team has developed a GBA+ template to ensure we better understand projects through the lens of our customers. This method was used with our fast charging stations for electric vehicles. It resulted in changes to our project based on specific feedback from women and disabled customers about safety and access.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

BC Hydro formalized a new corporate value: we include everyone.

BC Hydro launched a two-year inclusion and diversity roadmap to accelerate the progress of the Inclusion & Diversity program. Highlights from the first year were:

- Establishing inclusion and diversity principles
- Refreshing our diversity database
- Developing training, tools and resources to support managers and employees
- Reviewing key processes with a view to mitigating bias
- Working with our field organization on the implementation of inclusion and diversity measures in the context of their work

BC Hydro reviewed our recruitment process with a view to mitigating bias; improvements are being implemented in 2021.

BC Hydro initiated a new employee network to support employees living with or managing disabilities.

The BC Hydro Library and Archives (BCHLA) adopted more inclusive terminology in its online catalogue, replacing outdated, colonial language used to describe resources about Indigenous people with terms that more accurately, appropriately and respectfully represent them.

### **SUCCESS STORY**

BC Hydro introduced an Inclusive Leadership Course. The course is structured in three 90-minute modules. Module 1 includes the drivers for diversity, unconscious bias, systemic and institutional bias and equity. Module 2 includes interpersonal and internalized bias, psychological safety, privilege, bystander intervention and developing inclusive habits and behaviours. Module 3 links inclusion and belonging to mental health and includes content on reducing stigma, recognizing the signs of struggle, acting on the duty to inquire and offering support. The course was delivered to 18% of the leadership population in 2020. Feedback on the course is excellent, with more than 90% of participants indicating that they are confident in their ability to apply their learning to their job and 87% indicating they would recommend the course to their colleagues.

BC Hydro introduced Bystander Intervention training for our field employees. This course is in partnership with the Ending Violence Association of BC. The facilitators are professional football players from the BC Lions who share their experiences of hazing and bullying in the locker room, and how bystander intervention strategies and techniques helped them transform their workplace environment. The course has been delivered to 10 field locations, reaching over 200 employees. Feedback on the course is excellent, with more than 90% of participants indicating they can apply their learning to the job and that they would recommend the course to others

BC Hydro launched a refreshed inclusive language and writing guide and advanced its efforts to create inclusive workspaces, in consultation with its employee networks.

Conservation & Energy Management has embedded GBA+ into their demand-side management business case to assess how diverse groups of people may experience Conservation & Energy Management programs and initiatives. This direction can help Conservation & Energy Management better meet the needs of its customers and reflect the diversity of all program participants.



## BC INFRASTRUCTURE BENEFITS

### MANDATE

BC Infrastructure Benefits Inc. (BCIB) was established in 2018 as the Crown corporation responsible for implementing the Community Benefits Agreement (CBA) on select infrastructure projects in the province.

As the employer of the skilled project workforce, BCIB is accountable for applying priority hiring. Priority hiring enables locals, Indigenous people, women, people living with disabilities, and other groups under-represented in the trades to build their communities and build a career in the skilled trades through the CBA.

### EXECUTIVE COMMITMENT

BCIB is fully committed to multiculturalism and works alongside community partners to connect individuals from under-represented groups with career-building opportunities in the skilled trades.

BCIB is applying its Respectful Onsite Initiative (ROI) program across all CBA projects to positively impact culture on the worksite and improve employee retention. The ROI program currently includes: Indigenous Cultural Competency Training; Be More than A Bystander training focused on ending discriminatory, gender-based behaviour on worksites; education and awareness of anti-bullying and harassment policies and procedures on site; and on-site people manager training focused on diversity and inclusion. BCIB collaborates with local Indigenous communities where CBA projects are taking place to include local Indigenous knowledge and awareness in the Indigenous Cultural Competency Training program and the overall Respectful Onsite Initiative.

BCIB is also implementing an Indigenization initiative across the organization to apply a GBA+ and culturally appropriate lens to all policies, procedures and practices.

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

During the recruitment phase, BCIB actively works in and with community organizations throughout the province to connect with members in equity groups. This is intentionally done to ensure that BCIB attracts skilled trade workforce candidates from different economic, social, cultural and political backgrounds. Through the CBA, BCIB applies priority hiring for locals, Indigenous people, women, people living with disabilities and other under-represented groups in the trades. These individuals, where equally qualified, will be hired first for work in their communities. Individuals who work with BCIB on any project are also given priority re-hire after seasonal work or a project wraps; this is a key asset to retaining a diverse workforce. BCIB has begun a series on social media entitled “Humans of BCIB,” which highlight the many diverse individuals employed on CBA projects. The overall goal of this program is to promote BCIB’s focus on inclusion and respect and highlight the opportunities and experiences of individuals employed with BCIB.

BCIB understands and respects that everyone will have different needs when it comes to mentoring. BCIB has a comprehensive Performance Development Program for all corporate office staff, including “team charters” for each division. The charters help ensure teams agree on their purpose, goals and values for the year. The charters are then used as the driving force in building BCIB employees’ performance plans for each quarter. Employees are supported to complete their plans with pathways and educational opportunities to further their personal development and careers within BCIB.

BCIB provides educational leadership and equity training to support an inclusive worksite across all CBA projects. The Respectful Onsite Initiative is provided to all BCIB skilled trades employees as well as site management and the project company. This training includes Indigenous cultural competency training, equity training and respectful worksite training. BCIB also has an on-site presence with trained people managers to provide leadership and access to support when employees need it most.

These leaders are also given additional training to manage diverse teams effectively and positively.

All BCIB corporate office staff, through the Government of Canada Status of Women Office, are required to obtain their Completion Certificate in the Introduction to Gender-Based Analysis+ course. Additionally, all directors and managers take part in a BCIB GBA+ information session. Corporate employees also receive Indigenous Cultural Competency Training, equity training and respectful worksite training.

In 2020/21, FII promoted intercultural understanding and multiculturalism in the workplace and broader community through events and initiatives:

BCIB has continued applying its Respectful Onsite Initiative (ROI) program across all CBA projects to positively impact culture on the worksite and improve employee retention. The ROI program currently includes:

- Indigenous Cultural Competency Training
  - Be More than A Bystander training focusing on ending discriminatory, gender-based behaviour on worksites
  - Education and awareness of anti-bullying and harassment policies and procedures on site
  - On-site people manager training focused on supporting diversity and inclusion on the worksite
- BCIB collaborates with local Indigenous communities where CBA projects are taking place to include local Indigenous knowledge and awareness in the Indigenous Cultural Competency Training program and the overall Respectful Onsite Initiative.

The principles of ROI are as follows:

- Respect that we are all on a learning journey
- Listen with an open mind and heart
- Be curious and participate
- Value everyone's contribution
- Seek guidance
- Be willing to learn from missteps

The implementation of ROI includes leadership committees, policy reviews, needs assessment and research, training tools development, and monitoring and evaluation. The program is implemented across the organization at all levels. BCIB humbly acknowledges that there is no one perfect way to decolonize and become an anti-racist organization; there are layers of work and learning to be done by everyone. At BCIB, we are committed to that ongoing work.

- Over the last year, BCIB has been augmenting and building out the Indigenous Cultural Competency Training program (ICCT). BCIB's ICCT training, entitled History Matters, is presented by Indigenous and non-Indigenous representatives who illustrate and discuss foundational historical information on pre- and post-colonial contact in relation to Indigenous Peoples in Canada. The curriculum covers the economic, social and environmental impacts of the *Indian Act* and subsequent assimilation policies. BCIB is working with community leaders to help augment the core curriculum of our Indigenous Cultural Competency Training with local Indigenous perspectives and awareness. BCIB values the inherent knowledge and experiences of local Indigenous people who live near BCIB projects. These leaders are also supporting the organization in the assessment and review of Indigenizing our corporate policies and practices, such as procurement.
- Through an Indigenization Initiative, BCIB is applying Gender-Based Analysis+ (GBA+) and the objectives of the new *Declaration on the Rights of Indigenous Peoples Act* (DRIPA) to its policies, processes and practices. By integrating these lenses and approaches across our work on and off the worksite, BCIB will be aligned in our efforts to build equity and inclusion on our projects, in our organization and throughout our industry.
- BCIB has on-the-ground community engagement specialists focused on building relationships with equity groups and supporting agencies. Currently, BCIB has projects in three regions of the province – the Lower Mainland, Vancouver Island, and the Interior. BCIB has dedicated outreach and recruitment co-ordinators covering these regions

that work in and with communities, supporting under-represented groups in the trades to apply for work on public infrastructure projects.

BCIB's four corporate values are:

- Value every voice
- Share every challenge
- Limitless in our pursuits
- .... and any excuse for a potluck!

The last value is important; it reflects the friendliness and social personality of our organization. Sharing food is something that has been recognized as culturally significant for many employees, and the organization works to come together as often as possible. As in-person gatherings have become difficult during the pandemic, HR organized various virtual social events this year to keep up employee engagement and maintain BCIB's positive social culture. BCIB's Human Resources department previously organized team potlucks and celebrations to celebrate key cultural events and holidays throughout the year. During the past year, HR facilitated virtual lunches and social events that included the recognition of different holidays. Staff were also encouraged to highlight and share information on holidays or culturally significant events that they participate in; this helped to celebrate the diverse team and educate others on their culture. In addition, BCIB makes accommodations wherever possible to encourage and support employees' participation in these events. This contributes to our focus on cultivating a workplace that is free of discrimination and harassment and respectful of our cultural differences.

BCIB is continuously applying its comprehensive outreach, recruitment and candidate strategy, and efforts are fully focused on recruiting equity groups – locals, Indigenous people, women, people living with disabilities and other under-represented groups in the trades. This strategy includes hosting virtual information sessions to present information and support equity candidates in applying to work in the skilled trades. BCIB also works with appropriate community agencies to help multicultural individuals connect to educational and employment

opportunities, and to offer general assistance in areas such as trades training.

BCIB's Communications and Outreach teams actively promote multiculturalism throughout their recruitment efforts. Across our digital platforms, BCIB shares images and content that highlight diversity in the industry. Significant holidays and cultural events are also featured to demonstrate the inclusive focus of our organization. Multiculturalism in the workplace is an important part of our mandate. Throughout all interactions in the community and when engaging with rights holders and stakeholders, BCIB focuses on promoting our priority hiring of equity groups and our support for multicultural applicants and employees. BCIB is also implementing the Humans of BCIB campaign to promote equity and diversity in the trades and across CBA project sites.

BCIB incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

BCIB is working on an Indigenization initiative and has an ongoing practice of applying Gender-Based Analysis+ (GBA+) and the objectives of the new ***Declaration on the Rights of Indigenous Peoples Act*** (DRIPA) to its policies, processes and practices – integrating these lenses and approaches across our work on and off the worksite. This will be a continual process, ensuring that any new or updated policy is reviewed again with these lenses.

BCIB utilizes networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous groups and broader communities:

- BCIB continues to expand on existing relationships with rights holders and key community leaders across the province to help inform equity-representing organizations and diverse groups of British Columbians of the opportunities BCIB has for them to build a career in the skilled trades through the CBA. BCIB also works to connect individuals to up-skilling and referral pathways to build opportunities for skills advancement and education and further individuals' career prospects. BCIB works alongside partners such as SkillPlan, BCCWITT,

ACCESS, ISETS, ITA, WorkBC and MOSAIC to support members of equity groups to gain entry and continue their work in the skilled trades. BCIB leverages an established network of referral pathways to link candidates and community groups and follows their journey with these organizations to offer continued support and opportunities wherever possible.

- BCIB is connected with the Ministry of Indigenous Relations and Reconciliation and works alongside these experts to ensure that policies and practices align with government initiatives.
- In collaboration with local Indigenous communities where CBA projects are taking place, BCIB augments the Indigenous Cultural Competency Training program to include specific local Indigenous knowledge and awareness. BCIB also works with Indigenous community leaders to assess and analyze our corporate policies and practices, such as procurement, to ensure that Indigenous oversight is given. In addition, BCIB has requested exemptions from the Human Rights Commission for Indigenous Relations. BCIB is also working with an external contractor to create a Diversity, Equity and Inclusion (DEI) program to measure where we are and how to improve our understanding of DEI. We will use the data gathered to improve on our policies and procedures and to create meaningful change for under-represented groups in the workplace.
- In 2021, BCIB connected with rights holders, industry leaders and associated partners to create advisory committees. BCIB is engaging with rights holders and Indigenous communities to reflect on and discuss proper implementation of recruitment and outreach efforts. We have connected with communities who have Impact Benefit Agreements that overlap with projects. BCIB is also building a Champion's Table committee made up of Indigenous community members, multicultural community representatives and organizational partners who work alongside equity members. This committee will collaborate and give input on materials related to the Respectful Onsite Initiative program and all BCIB training. This feedback and oversight are a key tactic to ensure that

the outlook of "Nothing about us without us" is upheld, and to gain appropriate endorsements and consent on potentially complex topics by subject matter experts with lived experience and experience by association.

Prior to the stand-up of BCIB as a Crown, a large gap in data reporting existed, specifically regarding employment of equity groups on public infrastructure projects. Upon BCIB's establishment, data sets for tracking and reporting on the percentage of equity group hires at BCIB were implemented. BCIB's Service Plan includes a breakdown of the metrics that are being tracked as well as information on the tracking methods being used. This is a core part of BCIB's organizational mandate, and demonstrates the impacts and processes required to support a diverse and respectful worksite for skilled workers.

BCIB is accountable for and collects data on key performance metrics, specifically including items related to multiculturalism such as:

- Percentage of total project hours worked by Indigenous people and equity groups
- Percentage of employees who completed the Respectful Onsite Initiative program
- Percentage of total project hours worked by local hires
- Completion of outreach engagements

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

BCIB has built on the existing History Matters Indigenous Cultural Competency Training program to augment information with local insight from elders and community contacts and has dispatched intercultural teams to select sites to provide this training. With the adjustment to virtual communications due to COVID-19, BCIB has continued educating staff on important intercultural matters, but in an adapted way. This initiative will continue to grow, with plans to add videos and digital engagement into the existing training program.

BCIB's training focuses on building competency in understanding the historical context and current efforts of reconciliation as foundational for shifting

worksite culture, and developing a communal understanding of how worksites can be respectful and inclusive. BCIB has taken steps to ensure feedback from site staff are taken into consideration on topics related to respect, diversity, and inclusion, and through interactions with on-site leaders and through the Humans of BCIB initiative, the organization has begun to build a feedback process to ensure that staff needs and input are discussed.

At BCIB, we are strongly committed to building and maintaining respectful worksites, and the ROI program is a significant part of creating a safe space for our employees. This year, a logo for the Respectful Onsite Initiative was crafted for us by Jason Taylor, a talented Indigenous designer from the Squamish Nation. Jason created this logo as a symbol of the work that we are doing through the ROI program to unite and educate individuals. The logo, referred to as 'Under the Sun,' signifies many different people coming together for a common purpose, while keeping their individuality and uniqueness. The individual shapes create a sun pattern, which represents us all living as one and working under the same sun. We are glad to have such a meaningful work of art to symbolize this program and look forward to sharing it with our community partners, our project team, and the Indigenous rights holders we work alongside.

## **SUCCESS STORY**

BCIB has applied priority hiring across six projects and in fiscal 2020/21 has employee priority hire numbers of approximately:

- Locals: 66% of employees
- Indigenous people: 17% of employees
- Women: 12.5% of employees

In addition, as of March 31, 2021, applicants to BCIB were:

- 14% women
- 13% Indigenous
- 10% visible minority
- 5% people with a disability
- 94% local to a current CBA project

BCIB's board of directors includes representation from diverse groups including women, people of colour and Indigenous people.

BCIB has continued supporting multiculturalism by digitally circulating emails and sharing information on cultural ceremonies, celebrations and holidays. The organization looks forward to getting back together to share these important events, as staff have shared that these celebrations are an important opportunity to grow their understanding of multiculturalism and diversity and increase their knowledge of colleagues' many backgrounds.

BCIB took part in the Moose Hide Campaign virtually this year; the company recognizes this important movement as a step in equitably supporting Indigenous people. BCIB stands with Indigenous and non-Indigenous team members against violence towards women and children and will continue to support this issue to ensure it moves forward and an equitable environment is available for all.

In 2021, as the organization continues to grow with many individuals of different cultures and backgrounds, BCIB brought in a facilitator to deliver a personality assessment exercise that offered us a better understanding of who we are, what drives and motivates us, and how we best work as a team. Throughout this year, the organization has mainly worked virtually, so this exercise assisted in providing a space for open communication and dialogue between all individuals in the organization to help learn about the many differences we all have that, when combined, build such a strong team.

## BC LIQUOR DISTRIBUTION BRANCH

### MANDATE

The Liquor Distribution Branch (LDB) is under the Ministry of Finance and is one of two branches of government responsible for the wholesale distribution and retail sale of beverage alcohol and non-medical cannabis. The LDB and the Liquor and Cannabis Regulation Branch (LCRB), which is under the Ministry of Public Safety and Solicitor General, have a shared mandate to encourage the responsible consumption of beverage alcohol and cannabis, and work closely together to co-ordinate policies and programs to this end.

Responsible stewardship of liquor and cannabis sales in 2019/20 contributed over \$1 billion to support vital public services including health care and education for British Columbians. As one of B.C.'s top employers recognized more than 10 times over, the LDB employs approximately 5,392 people in its BC Liquor Stores, BC Cannabis Stores, head office and distribution centres.

### EXECUTIVE COMMITMENT

In our 2021/22 - 2023/24 Service Plan, the LDB made a commitment to support the provincial government's implementation of the *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, to demonstrate support for true and lasting reconciliation, and to adopt the Gender-Based Analysis Plus (GBA+) lens to budgeting and policy development to ensure equity is reflected in its budgets, policies and programs.

In 2019, the LDB initiated its Diversity and Inclusion Strategy, which aims to create an environment "Where Everyone Belongs." The vision of the strategy is to create a workplace where employees, customers and industry partners receive high-quality, non-discriminatory service, where employees feel connected to each other and to our customers, and where everyone contributes to the success of the organization. The Diversity and Inclusion Strategy aims to increase employee diversity and inclusion knowledge, make employees aware of significant dates and activities relevant to other communities and cultures, and further

integrate diversity and inclusion into operational policies and programming at the LDB (that is, human resources practices and employee resource groups).

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

BC Provincial Nominee Program (BC PNP)

The LDB recognizes the value of supporting employees who may be in Canada under temporary work status and supports these employees through the BC Provincial Nominee Program (BC PNP). The BC PNP supports B.C. employers in attracting and retaining talent by providing a pathway for immigrant workers and international students. Initiated in 2020, the LDB has supported the applications of 13 employees who are seeking permanent residency status in Canada.

#### B.C. Public Service Work-Able Program

As part of government's larger initiative to advance diversity and inclusion within the B.C. Public Service, the LDB supports the B.C. Public Service Work-Able program, which is an annual, 12-month paid work experience for recent post-secondary graduates who self-identify as having a disability. The LDB supports this program by bringing in interns seeking employment opportunities and providing supervision and mentorship aimed at advancing work skills and experience. Since 2018, three different LDB departments have each hired one intern through the Work-Able program.

#### B.C. Public Service Indigenous Youth Internship Program

As part of the B.C. government's commitment to the new relationship with First Nations and Indigenous people, this program provides a 12-month paid internship for up to 25 young Indigenous British Columbians, ages 19 to 29. This program, created in partnership with the Ministry of Indigenous Relations and Reconciliation, Indigenous leaders and Indigenous youth organizations, encourages Indigenous youth to consider the B.C. Public Service or Indigenous organization as a place to pursue a rewarding career. The program aims to support Indigenous youth in developing leadership skills, to

improve relationship-building between Indigenous communities and provincial government, and to contribute to closing the social and economic gaps that exist between Indigenous people and other British Columbians. For the first time, the LDB submitted a proposal to host an intern in September 2021; the intern will gain HR work experience and provide valuable insight from the Indigenous perspective, while collaborating on LDB diversity and inclusion initiatives.

The LDB promotes a work environment that is free from discrimination, harassment and bullying where all employees are to be treated with respect and dignity. Anti-racism, cultural agility and unconscious bias training is built into the LDB's mandatory educational initiatives for all front-line managerial and executive staff.

### **Respect - The LDB's Our Values@Work**

Respect is an interactive and engaging program designed to build a respectful workplace. In 2020/21, over 740 employees participated in the program, with ongoing training every week for all other remaining employees. The program educates employees about the values of the LDB and, specifically, the value of respect and related policies on bullying, harassment and discrimination. Participants are provided tools for confronting disrespectful behaviour and having difficult conversations with colleagues about bullying, harassment and discrimination.

### **Indigenous Cultural Competency – Building Bridges: Through Understanding the Village**

In 2019/20, the LDB enrolled 103 leaders in Building Bridges: Through Understanding the Village, an experiential workshop where participants explore their role in supporting the revival of the values practised by Indigenous villages for thousands of years. The course also explores the effects of residential schools and Canada's Policy of Assimilation on Indigenous communities. The workshop focuses on increasing cultural competency and encourages behavioural and cognitive change among the LDB leadership team. Going forward, the LDB is looking to enrol a larger

part of the organization in workshops that build understanding of Indigenous competencies.

LDB supported the following culturally appropriate and responsive programs and services:

- In March 2021 for International Women's Day, the LDB sat down with five women leaders from the LDB to share their experiences, talk about what the global theme of #ChoosetoChallenge means to them, and hear how women leaders within the organization are challenging themselves and others. An all-employee communication was distributed to share with staff the results of these interviews.
- In March 2021, the LDB acknowledged the Persian New Year with an LDB-wide engagement initiative that had over 120 participants.
- In February 2021, HR Tips, an internal communication, released a written piece on Black History Month that highlighted some of the history of Black communities in B.C. and linked to resources that discuss current issues.
- In February 2021, the LDB organized Diversity Awareness Month, which included four events: Lunar New Year, the Moose Hide Campaign, Pink Shirt Day and an Our Values@Work: Respect contest.
- In September 2020, LDB employees were encouraged to support Orange Shirt Day, an initiative that remembers and honours survivors, families and communities impacted by residential schools. As part of this initiative, employees were encouraged to wear an orange shirt and engage in conversation about how the LDB and individuals can commit to reconciliation. Employees had the option to take an online quiz to learn more about the history and impacts of residential schools.
- In summer 2020, the LDB celebrated LGBTQ2S+ individuals by posting pride-related flags and other materials at head office and decorating select BC Liquor Stores with pride-themed window displays. Employees were also invited to submit their names to be included on handprints that formed a colourful mural at our Burnaby head office.

- On June 21, 2020, National Indigenous Peoples Day, the LDB celebrated and recognized the fundamental contributions of the First Nations, Inuit and Métis people. As part of these celebrations, the LDB encouraged staff to access Indigenous-language learning tools, learn more about land acknowledgements, support Indigenous businesses and services, and attend National Indigenous Peoples Day events through employee engagement communications and virtual activities.

In 2020/21 LDB promoted multiculturalism in the broader community through events and initiatives:

- With BC Liquor Stores and BC Cannabis Stores located in urban and rural communities throughout B.C., the LDB is in a unique position to demonstrate its commitment to multiculturalism in the workplace and the broader communities it serves.
- BC Liquor Store in-store events – The LDB’s BC Liquor Stores regularly work with a variety of liquor suppliers to promote their products by hosting multicultural food and wine pairing events for customers. BC Liquor Stores also support a number of cultural celebrations through in-store signage and displays, updates to the website and in-store events. These celebrations include, but are not limited to, Diwali, Lunar New Year, Cinco de Mayo, Robbie Burns Day and Chanukah. In addition to recognizing these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs and demographics specific to the communities of each BC Liquor Store.
- BC Liquor Store Indigenous-owned wineries promotion – In an effort to support multiculturalism and raise the profile of B.C. Indigenous businesses, the LDB’s BC Liquor Stores promote B.C. Indigenous-owned wineries such as Indigenous World Winery and Nk’Mip Cellars – the first Indigenous-owned and operated winery in North America – by carrying and highlighting their products.

LDB utilizes partnerships to gather input from Indigenous groups and broader communities and

supports culturally appropriate and responsive programs and services:

- Economic Development and Indigenous Strategy Working Group - The LDB participates in the Economic Development and Indigenous Strategy Working Group, an inter-ministry group tasked with identifying and implementing supports for B.C. Indigenous Nations’ entry into the legal cannabis market. The LDB has worked with the Cannabis Regulation and Legalization Secretariat to develop options – including direct delivery, Indigenous shelf space and farm-gate sales programs – to support Indigenous Nations wanting to enter the legal cannabis market. Throughout the process, the First Nations Leadership Council Working Group has been engaged and the LDB has presented information and sought their feedback on potential models and nuances of the programs.
- The LDB Human Resources team remains committed to the retention of diversity groups; individuals are encouraged to participate in ongoing learning and training offered by professional organizations that share best practices, including: Canadian Centre for Diversity & Inclusion, Chartered Professionals in HR, Immigrant Employment Council-BC and HR Tech Group.
- BC Liquor Stores responds to its culturally diverse and multilingual demographics by increasing the scope of languages it advertises in. For example, BC Liquor Stores now publishes Cantonese advertisements in Sing Tao Daily and Ming Pao. Where possible, BC Liquor Stores hire multilingual employees to respond to the language needs of their store demographics and enhance communications with customers. BC Liquor Stores also run some radio advertisements in Cantonese, Mandarin and Punjabi.
- Culturally responsive programs and services are further incorporated into BC Liquor Stores fundraising efforts. Each year, BC Liquor Stores’ Support Dry Grad campaign accepts applications from public school districts and independent and private (First Nations, religious and other) schools throughout British Columbia. In 2019, 11



First Nations schools and programs participated in the Dry Grad campaign, and BC Liquor Store employees encouraged our customers to donate \$280,376. Since 2001, over \$7 million has been raised at BC Liquor Stores to support Dry Grad.

- 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 hundreds of international suppliers, featuring wine from 33 countries, spirits from 45, and beers from 25. All of these products reflect the diverse beverage alcohol needs of British Columbia's multicultural population. BC Liquor Store managers are responsive to product requests and select products sold in stores based on their clientele's demographics and diverse preferences.
- For cannabis, the LDB is currently only working with licensed producers who grow and are licensed domestically. However, the LDB and provincial government are working together to support Indigenous Nations' entry into, or transition to, the legal non-medical cannabis market to expand offerings. Cannabis retail staff also receive training on how to serve diverse populations, with a focus on listening and understanding customers' needs before making recommendations.
- "The BC Liquor Distribution Branch is a bastion for diversity and celebrates its values with engaging activities and displays of inclusion. I count myself fortunate to be a part of a company that is perpetually at the forefront of progressive ideals. I work with staff from a variety of backgrounds, and the unique perspectives that we all bring to the table are a key factor in our successes." - Ric Tong, Senior Manager of Store Operations Administration
- In 2018, the B.C. Public Service implemented Gender-Based Analysis Plus (GBA+), an analytical tool spearheaded by the Gender Equity Office and used to assess how diverse groups of people may experience policies, programs and initiatives.

The Ministry of Finance plans to create a formal working group for the 2021/22 fiscal year to support adoption of GBA+ methodologies into ministry policy and program work, and the LDB is a keen stakeholder and participant. One of the priorities in LDB's commitment to the GBA+ requirements is to organize awareness training tailored to the LDB staff, which is geographically spread out across over 230 locations, and to find alignment of GBA+ policies where appropriate.

- The LDB's internal We Care program is an employee engagement pulse survey for all staff. As part of this survey, the LDB measures employee engagement using a smaller subset of questions from the Workplace Environment Survey (WES). The We Care survey includes questions that assess the degree to which an individual feels their work unit values diversity in people and backgrounds as well as the degree to which people feel that their work unit is free from discrimination and harassment. The LDB reviews scores related to diversity and inclusion and uses this data to inform decisions on further integrating diversity and inclusion into its operational policies and programs. In 2021, the results showed that:
  - 77% strongly agreed or agreed that their work unit values diversity in people and backgrounds
  - 67% strongly agreed or agreed that their work unit was free from discrimination and harassment
- The LDB is committed to exploring these results and understanding how we build a more inclusive work environment and enhance or develop new actions and programs. Leaders will be equipped with a toolkit to debrief results with their team and foster dialogue and engagement around how their work environments can be improved. Additional resources include tools to support action planning and follow-up to ensure employee engagement is an ongoing conversation at the team level.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In March 2021, the LDB became a member of the Canadian Centre for Diversity & Inclusion (CCDI). As one of its initial activities, members of the LDB's HR team attended CCDI's Unconference 2021, where the theme was Unpacking Cultural Competence. Participants dived into three facets of cultural competence: self-awareness, awareness of others and the art of allyship. Participating staff will work together to share these teachings with colleagues and encourage further participation of the LDB staff to utilize CCDI resources.

## **SUCCESS STORY**

LDB and the provincial government are working together to support Indigenous Nations' entry into, or transition to, the legal non-medical cannabis market. We are actively supporting two key initiatives: the Indigenous Shelf Space Program and direct delivery for Indigenous and smaller B.C. cultivators. Through the Indigenous Shelf Space Program, the LDB will highlight cannabis products that are brought to market by B.C. First Nations cultivators and processors. This program is expected to be implemented in 2021. The LDB is also working to create a process that will support direct delivery to retailers for Indigenous cannabis producers through government-to-government agreements with the Province. This program is expected to be implemented in 2022.

## BRITISH COLUMBIA LOTTERY CORPORATION

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### MANDATE

The British Columbia Lottery Corporation (BCLC) operates under the provincial *Gaming Control Act* (2002) and within the legislative, regulatory and policy framework established by the Province under the mandate of the Ministry of Finance. We offer exceptional gambling entertainment through:

- National and provincial lotteries
- Casino gambling
- Online gambling
- Commercial bingo
- Sports betting

BCLC's mission is to operate gambling responsibly to benefit all British Columbians.

### EXECUTIVE COMMITMENT

BCLC is committed to diversity and inclusion, reflecting the diversity of the communities we serve and maximizing the potential of our OneBCLC workforce.

Our values of social responsibility, integrity and respect are embodied in our Standards of Ethical Business Conduct, Social Responsibility Charter and corporate policies. At BCLC, our executive team stands by these values by promoting a fair, safe and inclusive work environment for all employees.

BCLC has made four external pledges:

- Minerva BC Diversity pledge commits BCLC to gender parity in leadership roles.
- BCLC is one of 25 members of the Presidents Group, a network of change-driven B.C. business leaders who are champions for more accessible, inclusive workplaces. All members have pledged to begin publicly reporting the number of employees and senior leaders with disabilities within their organizations.
- Black North Initiative pledge commits BCLC to the removal of anti-Black systemic barriers negatively affecting the lives of Black Canadians.
- The 50-30 Challenge pledge with the Government of Canada commits BCLC to increase

the representation and inclusion of diverse groups within our workplace, focusing on the board of directors and senior management.

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

For the past three years, BCLC has offered the Technology Innovation Co-op Program in partnership with Thompson Rivers University (TRU). This is a structured, immersive, mentor-led, collaborative program in which the diverse group of students is able to choose and solve real-world business problems. Students work out of the Kamloops Innovation Centre, an incubator for start-ups in the community.

In our Kamloops head office, BCLC offers an articling student program in our legal department, through which we hire four students every year from the law school at Thompson Rivers University.

BCLC continues to work with the Nicola Valley Institute of Technology, B.C.'s Indigenous public post-secondary institute, and attended their Aboriginal Career and Education Fair to promote job opportunities around the province.

BCLC is working with Orbital Learning to hire and support our employees with autism.

BCLC has a Diversity, Inclusion and Belonging committee comprised of an executive sponsor, directors, managers and employees. The group serves as an advisory committee with a focus on building awareness of the value of diversity across the organization and supporting initiatives such as the creation and continuation of employee resource groups which currently include:

- AIM (Acts of Kindness, Inspiration and Mentorship) - a women's group established to connect, inspire and motivate all women at BCLC, with a focus on networking, professional and personal development and making a difference in their communities.
- Pride - comprised of employees from the LGBTQ2S+ and ally community. Pride was established with the mission to celebrate BCLC's diversity and provide education and support of the LGBTQ2S+ community.

- Mental Health Ambassadors - comprised of employees across the organization, with the goal of raising awareness of mental health, and fostering a safe and supportive work culture for everyone.

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 witness it in the workplace. BCLC has a zero-tolerance policy for harassment and is committed to ensuring that all employees work in a respectful environment. Our commitment to ensuring a positive work environment for all employees regardless of race, age, religion or sex is reflected in our Respectful Workplace policy.

BCLC has delivered unconscious bias training for people leaders and non-people leaders with an overall 87% participation rate. All new hires will be required to complete this training within 120 days of their hired date.

Representatives from BCLC's stakeholder engagement, government relations, communications, and people and culture teams have engaged external consultants to provide education and training in Indigenous culture and engagement practices in order to support culturally appropriate engagement and communications activities.

BCLC has a Diversity, Inclusion and Belonging (DI&B) strategy and several employee committees committed to fostering a safe and inclusive culture that promotes belonging for all employees.

BCLC's People & Culture Division employees delivered the DI&B strategy to all BCLC employees through business divisional meetings and town halls.

In 2020/21 BCLC promoted multiculturalism in the broader community through events and initiatives:

BCLC has hosted three company-wide learning events to continue building self-awareness and cultural awareness, including:

- Indigenous Day, which focused on building awareness about Indigenous culture and inclusion. An Indigenous elder led this event, and BCLC Indigenous employees shared their stories and heritage.

- A Black Lives Matter event was hosted to raise awareness about social issues and racism happening around the world. A panel of BCLC Black employees shared their experiences with racism and answered questions from employees. A committee newsletter featured more stories and resources.
- The Racism & Discrimination event included a diverse panel of employees sharing their experiences with racism and discrimination. Our panel included members from the LGBTQ2S+ community, employees with diverse abilities and Asian employees. Employees shared additional stories and articles on our employee intranet.

BCLC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

BCLC has implemented a new Diversity, Inclusion and Belonging policy that includes accommodations related to the protected grounds under the Human Rights Code of British Columbia. With the policy in place, we now have a clear vision and purpose that will allow us to achieve a diverse and inclusive workforce. It is imperative that collectively we foster a work environment that provides equal opportunities, rewards excellence, eliminates barriers, respects the individual's right to privacy and dignity, and allows for meaningful participation.

One of the strategic pillars of the Diversity, Inclusion and Belonging strategy is bias-free products, processes, systems and policies. This means that for every new product, process, system and policy, we will take a proactive approach to ensure that there are no barriers to inclusion. We are also beginning to review our existing People & Culture processes in order to identify and remove any potential systemic barriers to inclusion.

BCLC's GameSense program provides information to players regarding how gambling works and makes resources available in the event gambling stops being a source of entertainment. In order to better reflect the cultural variety of players, BCLC offers GameSense information and support in Cantonese and Mandarin at the largest casinos in B.C., River Rock Casino Resort and Starlight Casino. Throughout the casino network, BCLC's GameSense Advisors are able to offer support in Punjabi, Hindi, Tagalog,

French, Latvian, Russian, Spanish and Serbian. Support is also available online. Offering players the opportunity to interact with GameSense advisors in their preferred language can help provide more meaningful exchanges and better connect those who feel they need additional resources. Through the gaming venues, GameSense brochures are also available in simplified Chinese, Vietnamese, Korean, Punjabi, French, Tagalog and English.

BCLC has been working to launch an employee self-identification survey in our Human Resources Management System (HRMS) in order to establish a baseline around the diverse makeup of our employees. This data will help us to:

- Create programs that support diverse employees
- Identify potential barriers and provide resources to support under-represented groups
- Evaluate our processes to determine if there are any significant discrepancies or gaps for under-represented groups (in hiring, performance management, compensation or merit, for example)
- Create targets and evaluate the success of our diversity and inclusion initiatives
- Facilitate dialogue around diversity and inclusion goals

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

BCLC is working on rebranding our careers page, Glassdoor and Indeed sites to include diversity, inclusion and belonging and social purpose content to help us attract more diverse candidates.

BCLC has adopted the new Progress Pride flag, designed in 2018 by graphic designer Daniel Quasar. A five-coloured chevron was added to the classic Pride rainbow flag to place a greater emphasis on inclusion and progression. The flag includes black and brown stripes to represent marginalized LGBTQ2S+ communities of colour, along with pink, light blue and white, which are used on the transgender Pride flag. BCLC has updated our Vancouver front office decals to reflect this new and more inclusive representation. BCLC has also refreshed our Kamloops office crosswalk with the new colour scheme, which has

influenced the Kamloops Airport and downtown mall to do the same.

### **SUCCESS STORY**

In celebration of Pride month, our employee-led Pride committee hosted a series of virtual learning events and wrote weekly articles aimed at tackling some of the tougher issues facing the LGBTQ2S+ community. Topics ranged from pansexuality to the blood ban, conversion therapy, SOGI (sexual orientation and gender identity) education in schools, and history of police and Pride events. Engaging in these types of conversations is an important and brave step as an organization to ensure we are supporting our employees with a safe and open space to grow, share and learn from one another.

Over the four weeks, 100 employees attended the learning events, while the article series generated more than 1,000 views, 142 likes and 18 comments. This kind of engagement and participation speaks volumes to the willingness and openness of our employees to have tough conversations. In the past year, a number of our employees have also been brave enough to share their personal stories about coming out, autism, racism, and mental health through articles on our employee intranet and at diversity, inclusion and belonging events. These personal stories generate significant employee engagement, including comments of support and admiration.

It is these kinds of grassroots initiatives, in conjunction with the participation and support of our executive team, that truly make a positive impact on our organization.

## BC OIL AND GAS COMMISSION

### MANDATE

The BC Oil and Gas Commission is a single-window regulatory agency with responsibilities for overseeing oil, gas and renewable geothermal operations in British Columbia. The commission oversees activities ranging from exploration and development to pipeline transportation and reclamation.

### EXECUTIVE COMMITMENT

The commission incorporates a standard of inclusion and respect as reflected in the Employee Code of Conduct & Ethics. The Code of Conduct is reviewed and reconfirmed annually by all employees. It incorporates the standards of the Human Rights Code of British Columbia, the *Canadian Human Rights Act* and the commission's internal Respectful Workplace procedure and Bullying and Harassment policy.

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

The commission's recruitment policy and process directs that candidate choice be based solely on merit (experience, knowledge and education), specifically stating that job applicants will be assessed objectively on the basis of skill, ability, experience, knowledge and past work performance, and in accordance with the B.C. Human Rights Code, *B.C. Employment Standards Act*, B.C. Labour Code, PEA (Professional Employees Association) and BCGEU collective agreements, and the Excluded Employee Terms and Conditions of Employment, as appropriate.

Targeted recruitment advertisement activities have seen positions posted to external websites catering to Indigenous job seekers and forwarded to Treaty 8 Tribal Association and Treaty 8 communities for dissemination. All commission positions posted through WorkBC indicate the organization's openness to accepting applications from all job seekers, specifically noting Indigenous people, people with disabilities, mature workers and reservists.

Staff throughout the organization receive training to increase their knowledge and understanding of diversity, unconscious and conscious bias, Gender-Based Analysis (GBA+), and individual personality profiles; additional training in GBA+ and unconscious bias is offered specifically to executive.

Internal cultural awareness training offerings include Working Effectively with Indigenous Peoples and Indigenous Consultation and Engagement.

The internally hosted winter lecture series included a speaker from the LGBTQ2S+ community, who discussed different perspectives, realities, challenges and opportunities relating to an inclusive society. Plans for the upcoming spring/summer series include further GBA+ training, Words Matter training and cultural awareness training.

The commission employs a multifaceted approach to promoting and ensuring a respectful workplace environment. Provisions are included within the collective agreements and Excluded Employee Terms and Conditions for Employment, bullying and harassment policy, and the Employee Code of Conduct and Ethics. All employees receive Respectful Workplace training. The commission further follows the directives of the Human Rights Code of British Columbia and the *Canadian Human Rights Act*.

The commission hosts a platform for staff to allow self-directed exploration of Indigenous Nations in B.C. The resource centre provides information on communities, opportunities for learning about Indigenous culture, consultation, legal decisions, policies, protocols and more. Resources also include information on how the commission is meeting its commitments of notification, consultation, and accommodation with Indigenous Peoples.

In 2020/21 the commission promoted multiculturalism in the broader community through events and initiatives:

- The commission sponsors and participates in cultural heritage days and National Indigenous Peoples Day in Indigenous communities across the province, hosts internal activities to promote diversity and multiculturalism (including Spanish language lessons and multicultural events such as Diwali and Chinese New Year luncheons),

and supports active employee engagement in diverse volunteer activities to enhance community involvement.

- The Indigenous Education Program (IEP) – a partnership with Indigenous Peoples, industry and post-secondary institutions – offers the opportunity to build skills and knowledge through a variety of services and programming. The IEP includes access to 20 awards and three one-time grants and has ties to 11 institutions province-wide.

The principles of the multiculturalism policy are considered when the organization engages in strategic planning and organizational goal setting, pursues strategic outreach and broad recruitment strategies, collects and analyzes data to track and monitor trends, builds relationships and partnerships, and explores development opportunities for all levels of employee growth, improvement and succession planning.

The commission utilizes partnerships to gather input from Indigenous groups and broader communities:

- The commission aims to have opportunities for information and knowledge sharing with Indigenous Nations. For example, the commission conducts outreach projects such as Commission 101s and Water 101s, which aim to give an overview of the commission and its mandate, and an explanation of the decision-making process employed by the commission regarding industry water use for oil and gas activities.
- Consistent with other provincial and federal government agencies, the commission's Regulatory Affairs and Corporate Strategy Branch has received training on UNDRIP and in the use of GBA+ tools, and is actively applying these approaches in the development of its regulations, policies and programs.
- The commission supports Indigenous participation throughout the regulatory lifecycle, including but not limited to, engaging on regulatory development and updates, consulting on applications, participating in restoration initiatives, and supporting emergency management planning, joint compliance and enforcement.

- The commission implements a biennial First Nations engagement survey to attain feedback on how to improve the organization's interactions, including processes and programs, with communities and how to build the organization's cultural sensitivity.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

As the initial step in drafting a formal diversity, equity and inclusion (DEI) plan, the commission incorporated equity and inclusion questions and the opportunity for employees to self-disclose diversity factors into its employee engagement survey completed in early 2021. This allowed the organization to gather baseline data. Detailed results are being compiled; preliminary results indicate that the majority of employees are comfortable expressing their true selves at the commission and find the organization to be inclusive and open to a variety of people, opinions and viewpoints.

Foundational elements for the DEI plan include defining clear goals that encompass expectations, accountabilities, measurements and timelines; engaging leaders; building awareness; reviewing policies and procedures to support equity and inclusion; setting out effective approaches to recruitment, succession and promotion; and building on and encouraging an inclusive environment that values diverse people, ideas and perspectives.

In 2020/21, the commission initiated an Indigenous Advisory Committee on Restoration to ensure cultural perspectives and interests are incorporated into oil and gas restoration-related legislation, policy, guidelines and programs, as well as into collaborative initiatives to support Indigenous participation in the restoration economy.

With the receipt of federal government funds for the restoration of orphan sites, the commission has undertaken a one-time program, the Orphan Sites Supplemental Reclamation Program. Work has been undertaken to increase the participation of Indigenous contractors in this program. Indigenous communities and stakeholders were invited to participate in a nomination process for both orphan and dormant site consideration.

## **SUCCESS STORY**

The commission successfully participates in the Natural Resource Aboriginal Liaison Program. The program develops partnerships between 15 Indigenous communities and four partner ministries. It provides the opportunity for members of partnering communities to observe and report on natural resource development activity on traditional territories.

Federal stimulus funds of \$15 million injected into orphan site restoration work will result in a significant increase in the amount of restoration work performed. The expenditure of the funds is being tracked and measured, with the goal of providing opportunities for both Indigenous and non-Indigenous B.C. service providers.

Targeted training opportunities increased awareness across the organization regarding unconscious bias, gender analysis, cultural awareness, LGBTQ2S+ perspectives and individual personality mindfulness. Employee feedback on the training was overwhelmingly positive.



## BC PAVILION CORPORATION

### MANDATE

BC Pavilion Corporation (PavCo) is a provincial Crown corporation with a mandate to generate economic and community benefit for the people of British Columbia through the prudent management of its public facilities. These facilities are located in downtown Vancouver and comprise BC Place Stadium (BC Place or the Stadium) and the Vancouver Convention Centre (the Convention Centre).

The Convention Centre is the provincial flagship for conventions, meetings, trade and consumer shows. BC Place is the largest indoor gathering place in British Columbia. As well as being a major sports, entertainment and community events centre, it provides support to industry as a venue for exhibitions and consumer shows.

### EXECUTIVE COMMITMENT

PavCo is committed to providing all staff with ongoing support to raise multicultural awareness, enhance cross-cultural understanding and integrate multicultural sensitivity into the performance of their work and their interactions with others.

Diversity and inclusion (D&I) is one of PavCo's core values. Our D&I policy outlines our commitment to ensuring all team members, partners, clients and guests are treated with dignity and respect. The policy also highlights our aim to create a workplace representative of the community in which we serve and our refusal to tolerate any discriminatory behaviours.

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

The multicultural nature of PavCo's business, clients and staff is highly valued, and discrimination among its workforce or clients is not tolerated. This is outlined in PavCo's Code of Conduct, and ongoing communication and support is provided to staff to enhance multicultural sensitivity and awareness within the organization.

All employment advertisements for PavCo include an employment equity statement and encourage applications from 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. Our culturally diverse workforce represents a variety of backgrounds including Indigenous, White (European descent), Black (African/Caribbean), south Asian, southeast Asian, Arabic, Latin American and west Asian.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Communications are shared with employees to outline services available, with information available 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 ON INITIATIVES IN 2020/21

Conducted diversity and inclusion focus groups across PavCo that included 102 team members at all levels – front-line to management, union and non-union – Throughout 2020

Provided training for the executive team and shared D&I focus group results with PavCo employees; provided an overview of the business case for diversity to the PavCo team – December 2020

Diversity and inclusion training – 2021

D&I overview sessions – February and March 2021

### SUCCESS STORY

During 2020/21, the PavCo illumination program – which includes landmark lighting at BC Place Stadium, the lighting of the district markers surrounding the Vancouver Convention Centre and

the cauldron on Jack Poole Plaza – was leveraged on more than 250 days to celebrate and draw attention to a wide range of multicultural celebrations, non-profit organizations and medical causes. In 2020/21, these initiatives included support for:

- World Day of Indigenous Peoples
- Orange Shirt Day
- Diwali celebrations
- British Columbia Multiculturalism Week
- World Human Rights Day
- Chanukah
- World Day of Cultural Diversity
- World Refugee Day
- National Indigenous Peoples Day
- Canadian Multiculturalism Day

In addition to supporting diversity and multiculturalism, BC Place and the Vancouver Convention Centre are committed to reducing barriers to access and to strengthening inclusivity at the facilities through the execution of a diversity, equity and inclusion strategy

## BRITISH COLUMBIA SECURITIES COMMISSION

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### MANDATE

The British Columbia Securities Commission (BCSC) protects and promotes the public interest by fostering a securities market that is fair and warrants public confidence, and by fostering a dynamic and competitive securities industry that provides investment opportunities and access to capital.

### EXECUTIVE COMMITMENT

The BCSC supports the implementation of the *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, demonstrating support for true and lasting reconciliation. We are committed to providing investment and capital markets information to all British Columbians regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin. We want to enable people province-wide to have the information they need to achieve their financial goals, to enable enterprises to grow, and to enable British Columbia to thrive.

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

The BCSC is committed to hiring practices that are fair and equitable. Wherever possible, our search committees are diverse and representative of our workforce. We review job descriptions, postings and advertisements to ensure welcoming language that is free of unconscious bias. We ensure that our hiring practices and processes are focused on the skills, knowledge and experience required for the position. Our recruitment practices focus on developing a highly qualified and diverse workforce with a multitude of cultural backgrounds. Approximately 46% of BCSC employees have culturally diverse backgrounds.

The BCSC has a Respectful Workplace Policy and we provide mandatory training to all employees on an ongoing basis. The policy seeks to prevent discrimination on the basis of the protected grounds in employment, in accordance with the

B.C. Human Rights Code. All staff take mandatory Indigenous awareness training.

The BCSC's internal social committee focused on a theme of diversity and inclusion, holding virtual staff events and sharing educational intranet posts celebrating Chinese New Year, Persian New Year, Ramadan, Eid Mubarak, Diwali, Chanukah, Christmas, Celebration of Yalada and Kwanzaa.

The BCSC has partnered with Junior Achievement British Columbia (JABC) to deliver investment literacy programs to B.C. schools, including areas where Indigenous students make up at least 25% of the classroom.

The BCSC has a Diversity and Inclusion policy. We consider diversity in all human resources actions regarding promotion, compensation, benefits, secondment, classification, progression and training opportunities, with a view to ensuring equitable treatment for all employees.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

To mark Fraud Prevention Month, the BCSC aired public awareness ads in Mandarin, Cantonese and Punjabi to spread awareness of investment fraud and how fraudsters can use the emotional pull of "fear of missing out" (FOMO) to target victims. The ads were supported with in-language resources on our investor education website, InvestRight.org.

The BCSC partnered with an Indigenous-owned consulting firm to strengthen our service delivery to Indigenous communities and groups. Over time, our goals are to:

- Build awareness in Indigenous communities of who the BCSC is and why our work is relevant to them
- Educate Indigenous communities about the opportunities that investing can offer as well as how to protect themselves from investment fraud and to report to the BCSC if they see it or suspect fraud is happening
- Support Indigenous businesses
- Offer Indigenous communities an opportunity to learn about the securities industry and consider it as a career

## **SUCCESS STORY**

The BCSC's Introduction to Investing webpages are a starting point for new investors, including people who are new to Canada and those whose first language is not English. The multilingual pages have content available in French, Punjabi, Korean, Tagalog, Simplified Chinese and Traditional Chinese.

## BC TRANSIT

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### MANDATE

BC Transit is the provincial Crown agency charged with co-ordinating the delivery of public transportation across British Columbia with the exception of those areas serviced by TransLink (Metro Vancouver). More than 1.8 million British Columbians in over 130 communities across the province have access to BC Transit local and regional transit services.

BC Transit operates under the British Columbia *Transit Act*, which provides it with a mandate to plan, implement, maintain and operate public transportation systems which support growth, community planning and economic development. BC Transit's operations reflect the priorities and values of the government and its shareholders – the citizens of B.C.

### EXECUTIVE COMMITMENT

BC Transit's mission is "delivering transportation services you can rely on." BC Transit's objectives are:

- Always safe
- Engaged people
- Satisfied customers
- Thriving communities
- Responsible stewards

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

BC Transit's values include:

- Safety
- Customer service
- Teamwork
- Trust and respect
- Innovation
- Community

BC Transit is committed to conducting itself honestly and respectfully, while cultivating strong partnerships. The new strategic plan has a focus on

building relationships with First Nations partners and local government partners to create liveable and thriving communities. A focus on diversity is key to meeting the demands of the communities we currently serve and those we may serve in the future.

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

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

**Recruitment and Selection:** This policy ensures BC Transit attracts and retains qualified employees of all backgrounds following four principles: fairness, credibility, equal opportunity and merit.

**Bullying and Harassment:** This policy promotes the well-being of BC Transit employees by identifying and preventing bullying and harassment in the workplace.

**Code of Conduct:** A component of BC Transit's Code of Conduct is to promote a culture where all employees, customers and service providers are treated with dignity and respect and are valued as individuals. The diversity section emphasises that BC Transit values the backgrounds, experiences, perspectives and talents of all individuals and strives to create a workforce that reflects the diversity of the communities it serves. All new employees are required to sign BC Transit's Code of Conduct as a condition of employment, and are required to review and renew their commitment annually.

BC Transit reinforces its policies through a confidential Ethics and Code of Conduct reporting process, in place since 2010 to support employees and promote a culture free from discrimination. BC Transit employees are able to anonymously voice concerns at any time by telephone or online; this process is managed through a third-party provider.

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 that is free from discrimination and harassment. As part of Unifor's collective agreement, all new Unifor members are required to complete anti-harassment training. A women's advocacy program, which is jointly run by Unifor and BC Transit, provides specifically trained workplace representatives who assist employees with concerns.

To support other languages spoken during the course of BC Transit's business, MoveUP employees who are regularly required to use a language other than English in the performance of their job receive a second-language premium.

Since 2007, the BC Transit Rider's Guides in the central Fraser Valley have included a Punjabi translation.

As part of BC Transit's equity, diversity and inclusion journey:

- Two live coffee chats were held between our President and CEO and an expert in the equity, diversity and inclusion field. These were open to all staff and recorded to ensure that anyone unable to attend would be able to view the session at a later date.
- A GBA+ training session was held for our senior leadership team and will be launched to all staff through our learning management system.
- We participated in an employers group aimed at relationship-building through education, awareness, acknowledgement and reconciliation with the Songhees and Tsawout Nations.
- We joined the Presidents Group, a community of accessible employers, to champion more accessible and inclusive workplaces.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

- Transit Driver Appreciation Day 2021 – highlighted operators from Victoria
- International Women's Day – highlighted women of all backgrounds at BC Transit
- Central Fraser Valley facility opening – involved eight First Nations, who were consulted for territory acknowledgement
- Bus Shelter funding announcement – highlighted a territory acknowledgement

- Public Transit Infrastructure Stream (PTIS) of the Investing in Canada plan announcement – highlighted a territory acknowledgement
- Victoria handyDART local hamper deliveries – supported Victoria Native Friendship Centre
- Transit Superstars 2020
- Orange Shirt Day – recognized
- Virtual IT career fair
- Neil Squire Society The Art of Seeking Employment – October 2020
- Camosun College – HR mock interviews
- Employment Opportunity Exchange – connected newcomers to Canada with Canadian employers
- Royal Roads/Camosun virtual career fair
- WorkBC virtual presentation – highlighted careers with BC Transit
- Youth Employment Summit, Inclusion BC – focused on youth with barriers to employment
- WorkBC virtual panellist event – focused on what employers are looking for in foreign-trained professionals
- Royal Roads career development conference
- CPHR student summit
- VIATEC – promoted Victoria call for talent
- Together We Ride campaign – launched ads and social media posts showcasing diversity
- Recognition Dates initiative – launched to highlight diverse holidays throughout the year
- Community Connections – launched to highlight diverse community stories from around the province (such as "Kelowna transit operator locates missing boy" (Transit Operator Makhan Badyal)
- Day in the Life – highlighted Hazelton's handyDART operator

### **SUCCESS STORY**

BC Transit has made concentrated efforts on a variety of past employee and community engagement initiatives to support inclusivity. As part of the People and Culture Plan, BC Transit

embarked on its formal equity, diversity and inclusion journey in 2021.

The launch included the Virtual Coffee Chat with the CEO. This event was hosted by Erinn Pinkerton, President and CEO, and featured a diversity and inclusion expert. All employees were invited. This was an opportunity for BC Transit staff to learn more about diversity and inclusion, why BC Transit is embarking on this journey, and why the organization is doing so now. Approximately one-third of BC Transit staff have seen the Coffee Chat, and there is excitement and anticipation for the next steps in our equity, diversity and inclusion journey.

The President and CEO, vice-presidents and directors participated in a strategic engagement session around inclusive leadership, unconscious bias, intercultural leadership and allyship.

The objectives of the engagement session were:

- To discuss a common framework around the motivation, business case, and strategic imperative for an equity, diversity and inclusion effort at BC Transit
- To establish a common literacy of inclusion and inclusive leadership
- To drive the participation of senior leadership in efforts towards inclusive excellence, specifically addressing why it is imperative that members of the majority culture lead these efforts

## COLUMBIA BASIN TRUST

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### MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental and social benefit of the Columbia Basin (Basin) region as defined in the *Columbia Basin Trust Act*. The Trust's mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

### EXECUTIVE COMMITMENT

One of the Trust's core values is respect, including respect for diversity and individuals from different cultural backgrounds. This value helps guide how we work in the Basin and how the board of directors and staff work with one another.

The Columbia Basin Management Plan Strategic Priorities 2020-2022 outlines how the Trust will focus its efforts. It was developed in consultation with Basin residents. It affirms the Trust's commitment to cultivating a sense of Basin culture, belonging, connectedness and identity, and honouring the diversity of needs and perspectives in the Basin. It also identifies working with Indigenous Peoples as an integrated priority to be incorporated by the Trust into its work in the Basin. The Trust recognizes that an increased understanding of Indigenous culture and heritage creates a foundation for lasting and mutually beneficial partnerships.

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

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

- The appointment process for the Trust board of directors and its composition are established in the *Columbia Basin Trust Act*. The Trust's board has representation from the Ktunaxa Nation Council, through appointment by the Lieutenant Governor in Council.
- The Board of Directors Competencies and Desired Diversity Policy recognizes that diversity in age, gender, ethnicity and geography helps the Trust to effectively engage with Basin residents, to oversee the return of benefits to Basin residents and to prudently oversee the management of the Trust's investments.
- The Trust has an Employee Code of Conduct Policy that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under our Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.
- The Trust is developing a Framework for Working with Indigenous Peoples which describes the principles and approach that guide its work with Indigenous Peoples. It aims to uphold the spirit of the Truth and Reconciliation Commission of Canada Calls to Action and the United Nation's Declaration on the Rights of Indigenous Peoples within the Trust's unique mandate and context.
- The Trust offers an ongoing cultural competency program for our board of directors, staff and delivery agents which aims to increase internal understanding and awareness of the histories, cultures, governance and contemporary context of Indigenous Peoples.
- Trust email signatures, correspondence, meetings and events include a traditional territorial acknowledgment, which was developed in consultation with local Indigenous Peoples.
- The Trust strives to be organizationally and departmentally diverse and uses targeted recruitment with carefully curated words and images and gender-neutral language in job descriptions.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

The Trust supports communities in identifying and achieving their priorities. Following is a selection of community-initiated multicultural projects supported by the Trust in 2020/21:

- Support for the Ktunaxa Nation Council to assist with securing Qat'muk for the purpose



of creating a 70,000-hectare Indigenous protected and conserved area

- Energy retrofits and improvements to 21 existing affordable housing units in the Ktuanxa community of Yaqit ʔa-knuqʔiʔit (Tobacco Plains Indian Band)
- Five new affordable rental housing units in the Secwepemc community of Kenpesqʔt (Shuswap Indian Band)
- Acquisition of two lots adjacent to the Ktuanxa community of Yaqan Nukiy (Lower Kootenay Band) and 40 acres of ranch land adjacent to the community of ʔaḡam to gain more serviceable land to construct affordable housing, recreational infrastructure and fulfil other economic development and community purposes
- Support to the Okanagan Nation Alliance to enhance habitats for eight targeted species at risk and three rare ecosystems in priority areas, fostering cross-cultural understanding through the creation of a broad-based community partnership in the Lower Columbia
- Support for the development of a new community health and administration building in the Ktuanxa community of Yaqan Nukiy
- Support for multicultural virtual events in Fernie, Nelson and Yaqit ʔa-knuqʔiʔit to provide opportunities for the entire community to promote and inspire cultural interest and celebrate diversity and inclusion
- Support for Basin venues to create online exhibits about the history and culture of the Sinixt, Métis and Doukhobor peoples, and about the history of Asian-Canadian Pacific Railway workers and Japanese-Canadians interned in the region during the second world war
- Support for the collaborative efforts of five governments – the Syilx Okanagan Nation, Ktunaxa Nation, Secwépemc Nation, Canada and British Columbia – to explore the re-introduction of anadromous salmon into the Canadian portion of the Columbia River Basin over three years

## SUCCESS STORY

In the spring of 2020, the Trust moved quickly to launch targeted COVID-19 supports to provide direct, flexible, proactive funding and technology upgrades to First Nations, Métis, Indigenous and cultural organizations. The Trust established new programs with simplified application processes to meet identified urgent and emerging needs, and to support these organizations in providing culturally appropriate services throughout the pandemic.

These innovative and proactive programs resulted in:

- \$295,000 in direct funding to 12 First Nation communities, Métis associations and Indigenous organizations
- \$135,000 in support for First Nation community food banks
- \$32,100 in technology upgrades to support cultural organizational sustainability and ensure the continuation of virtual services to Basin communities
- \$17,360 in support for Indigenous child-care providers and early years programs to maintain, enhance or adapt services

## COLUMBIA POWER CORPORATION

### MANDATE

Columbia Power owns and operates four hydroelectric power generation facilities in the West Kootenay region of the Columbia Basin (Basin). It co-owns these assets with Columbia Basin Trust (Trust) and uses 50% of income generated from the sale of hydropower to manage power operations and return dividends to the Province, while also providing community and First Nations sponsorship programs, secondary and post-secondary bursaries and scholarships and environmental stewardship initiatives. The Trust uses the other 50% to support the development and delivery of over 70 social, economic and environmental programs and initiatives for Basin communities.

### EXECUTIVE COMMITMENT

Respect and integrity are core values of Columbia Power. In pursuit of Columbia Power's mandate and vision, our goal is to continuously build and maintain positive and meaningful relationships with Indigenous groups on whose traditional and unceded territories Columbia Power develops, owns and operates capital projects.

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

Columbia Power has developed two frameworks to reflect and support their work with Indigenous communities. The Power Subsidiary Framework and the Corporate Framework reflect the Province's objectives to support lasting and meaningful reconciliation with Indigenous Peoples within the scope of Columbia Power's mandate as a co-owner and operator of hydroelectric facilities.

Columbia Power supports Ktunaxa, Syilx, Secwepemc, Sinixt and Métis communities along with other Indigenous groups through its First Nations Sponsorship Program. Columbia Power encourages staff to participate in local Indigenous events and gatherings and Indigenous Relations staff take part in key community and Nation events such as Ktunaxa and Syilx Nation annual general

assemblies, Kenpesq't board meetings and annual Nation salmon feasts.

Columbia Power has Technical Operations Working Groups for the Ktunaxa and Syilx Nations. These groups – including technical staff, elders and Nation representatives, meet twice a year with staff to review operational, lands management and environmental activities at the facilities and to discuss Nation fisheries and other environmental activities in Columbia Power's operations area.

Additionally, Columbia Power's Slocan Pool Advisory Committee is made up of local stakeholders and includes Sinixt representation, while its Slocan River Rainbow Trout Habitat Enhancement Program Steering Committee includes seats for representatives of the Ktunaxa and Syilx Nations.

The Trust is an agent for Columbia Power and provides management services back to Columbia Power for its operations, including all human resource requirements such as recruitment and retention.

- The Trust has an Employee Code of Conduct Policy that specifically addresses discrimination (including cultural discrimination) and provides options for employees to report any harassment under our Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.
- The Trust offers an ongoing cultural competency program for staff, which aims to increase internal understanding and awareness of the histories, cultures, governance and contemporary context of Indigenous Peoples.
- Trust email signatures, correspondence, meetings and events include a traditional territorial acknowledgment that was developed in consultation with local Indigenous Peoples.
- The Trust strives to be organizationally and departmentally diverse and uses targeted recruitment with carefully curated words and images, and gender-neutral language in job descriptions.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Columbia Power drafted a new Indigenous Relations Policy to underscore the organization's commitment to building and maintaining strong relationships with Indigenous communities. Columbia Power also supported the development of cultural and informational panels by Sinixt and Ktunaxa artists and knowledge-keepers at the First Nations arbour in Beaver Creek Provincial Park near Trail, B.C.

## **SUCCESS STORY**

Columbia Power's longstanding First Nations Sponsorship Program supports a range of Nation and community activities for Ktunaxa, Syilx, Secwepemc, Sinixt, Métis and other Indigenous Peoples. Typically, many of the activities the program supports are in-person events and celebrations. During 2020/21 and the challenges of the COVID-19 pandemic, the sponsorship program pivoted to support online activities and other efforts to build community connectedness, resilience and well-being. Some examples include:

- Yaqan Nukiy – meal prep and delivery
- Yaqit ʔa-knuqʔi ʔit – online elder gathering
- Sinixt Confederacy – Arrow Lakes paddle
- Kenpesqʔt – community food box program
- Syilx – World Water Day online forum

## COMMUNITY LIVING BRITISH COLUMBIA

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### MANDATE

The *Community Living Authority Act* sets out the Community Living BC (CLBC) mandate and provides its legal basis to operate as a Crown corporation. CLBC is accountable to the B.C. legislature through the Minister of Social Development and Poverty Reduction.

### EXECUTIVE COMMITMENT

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

CLBC is committed to strengthening relationships with Indigenous communities. Under the guidance of the Indigenous Advisory Committee, we completed the Way Forward Plan and provided training to the CLBC board on engaging Indigenous people. In 2020/21, CLBC also created a new executive-level position – Executive Director, Indigenous Relations – focused on the development of an expanded Indigenous Relations team.

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

CLBC utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- CLBC recruited an Executive Director, Indigenous Relations and utilized a search firm that specializes in Indigenous recruitment.
- We advertise on websites that attract candidates with experience in the type of work performed when hiring specialized positions, such as Indigenous Practice Advisor.
- Recruitment, promotion and succession-planning efforts incorporate a D&I and GBA+ lens.

In 2020/21 CLBC provided the following initiatives and training opportunities:

- CLBC's on-boarding training provides a diverse perspective into what it is like to work for CLBC and insight into the community living movement and the people that we serve. This includes direct instruction and facilitation provided by our strategic initiatives advisors and other people with diverse abilities.
- Online e-learning on CLBC's Respectful Workplace Behaviour policy covers the protected grounds under the B.C. Human Rights Code as well as other respectful workplace behaviours. Annual review and sign-off of the policy is required by each employee.
- CLBC provided training to the CLBC board on engaging Indigenous Peoples.
- CLBC has broken ground with the creation of an Indigenous Relations division reporting directly to the CEO. The purpose of this division is to inform CLBC policies, improve service standards about cultural safety and sensitivity, and lead community engagement efforts. The new Indigenous Relations team will help advance the goals in CLBC's strategic plan and the 2020/21-2022/23 Service Plan to build trusting relationships with Indigenous communities by improving awareness of CLBC and available supports and services among Indigenous Peoples and communities, and by increasing CLBC staff understanding about Indigenous Peoples' history and culture.
- CLBC has four permanent part-time strategic initiatives advisor positions in recognition of the value that individuals with developmental disabilities bring to CLBC initiatives.
- Approximately 180 psychologists attended the third and final session of CLBC's 2020/21 virtual training series for psychologists in a workshop entitled, Truth and Reconciliation: Implications for Culturally Responsive Practice, presented by Melanie Nelson, Ph.D. candidate in psychology and educator from Samahquam (In-SHUCK-ch Nation). Ms. Nelson shared lived experience, research, cultural context and resources for B.C. psychologists to consider when assessing Indigenous individuals. The presentation aligned with CLBC's mandate to improve relationships

with the Indigenous people of B.C. It also responded to psychologists' interests and training needs as identified in previous surveys.

- CLBC recognizes provincial, national and global awareness days and ethnic celebrations such as Indigenous Disability Awareness Month, National Indigenous Peoples Day and Chinese Lunar New Year, and highlights actions and events associated with these in our internal and external communications.

CLBC incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs:

- CLBC considers accessibility and plain language when preparing documents and policies.
- In 2020/21, CLBC's Policy team began to apply a GBA+ lens to its work, meaning that each policy being updated or developed (along with associated practice guidance) will have inclusive language and reflect the diversity of individuals that CLBC supports. This work is being included in a comprehensive review and re-development of CLBC's Policy Framework, which includes developing policy tools and resources to bring an Indigenous lens and other lenses to CLBC policy and guidance.
- CLBC's 2021/22 – 2023/24 Service Plan recognizes the importance of strengthening relationships with, and raising awareness of, Indigenous Peoples and communities, and includes strategies to "collaborate with Indigenous Peoples and communities to implement the goals and objectives related to services for Indigenous Peoples outlined in the document, Re-Imagining Community Inclusion Road Map."

CLBC utilizes partnerships to gather input from Indigenous groups and broader communities:

- CLBC established and maintains a Provincial Indigenous Advisory Committee to engage Indigenous stakeholders in providing guidance and recommendations to CLBC. The committee meets quarterly, and membership reflects diverse Nations, organizations and communities from across the province. For example, the committee includes representatives from the First Nations

Health Authority, BCANDS, Métis Nation of B.C. as well as self-advocates.

- The Indigenous Advisory Committee has advised on numerous CLBC initiatives including planning with individuals, the CLBC Strategic Plan, the catalogue of services, CLBC training and better serving people with multiple complex needs.
- The Indigenous Advisory Committee completed the Way Forward Plan.
- CLBC will be engaging with its Indigenous Advisory Committee on implementing the Indigenous-related recommendations in the Re-imagining Community Inclusion report.
- The Indigenous Advisory Committee chair now provides updates at all meetings of the CLBC board of directors.

CLBC's Indigenous Relations team includes two dedicated provincial Indigenous practice advisors who work to increase CLBC's visibility in First Nations communities and apply an Indigenous world view to CLBC's internal organizational practices and processes, including a standard practice of acknowledging and honouring First Nations service recipients' traditional territory. Where possible, the Indigenous practice advisors advise and participate in Indigenous culturally sensitive case responses. The Indigenous practice advisors participate in community-of-practice calls to provide practice support to staff working with individuals with multiple complex needs and to facilitators applying an Indigenous lens to their work with individuals and families.

CLBC uses a person-centred approach, which involves end users in the design, development and testing of new policies, programs and services. One of the objectives of this approach is to ensure that the diversity (culture, language, perspectives and abilities) of end users is represented in work. This results in programs and services that better meet the needs of a diverse range of users. Examples include CLBC's Welcome and Planning process for individuals and families and the new L.I.F.E.-based service.

CLBC engages a broad range of stakeholders in planning and implementing key initiatives related to programs and services. Examples include advancing

employment, improving home sharing, developing the new L.I.F.E.-based service, improving services to people with multiple complex needs and increasing access to inclusive housing. All of these initiatives have broad advisory committees that include individuals with developmental disabilities and families. CLBC has also included representation from Indigenous Peoples within these groups.

CLBC has been providing services to eligible individuals in First Nations communities since 2014, ensuring that services are accessible in their home communities. CLBC collects and shares information with the Ministry of Social Development and Poverty Reduction on a quarterly basis. This information includes the Indigenous adult population served within First Nations communities, which services are provided, and the associated costs.

CLBC's client database includes data on how many CLBC clients self-identify as having Indigenous ancestry. More than 2,500 such individuals have been confirmed as eligible for CLBC services.

CLBC's board of directors is made up of members from diverse cultural backgrounds, genders and abilities; some are family members of individuals with diverse abilities. An Indigenous board member also serves as a liaison to CLBC's Indigenous Advisory Committee. Board members provide oversight and guidance in alignment with the Province's goal to make B.C. a more accessible and inclusive province for people with disabilities.

### **SUCCESS STORY**

CLBC offers information sheets on its services and for transitioning youth translated into six languages.

## DESTINATION BC

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### MANDATE

Under the Destination *BC Corp. Act*, the Crown corporation has a mandate to fulfil several key marketing and leadership responsibilities critical to the long-term, sustainable growth of B.C.'s tourism industry:

- Market British Columbia domestically, nationally and internationally as a tourist destination
- Promote the development and growth of the tourism industry in British Columbia to increase revenue and employment in, and the economic benefits generated by, the industry, including, without limitation, by:
  - Providing support for regional, sectoral and community tourism marketing
  - Providing industry leadership in tourism marketing
  - Promoting training and development in relation to tourism marketing
  - Providing support for visitor centres
  - Conducting tourism-related market research
- Enhance public awareness of tourism and its economic value to British Columbia
- Provide advice and recommendations on tourism-related matters
- Administer and perform agreements assigned to it by the minister

### EXECUTIVE COMMITMENT

Destination BC is committed to advancing and integrating diversity, equity and inclusion (DEI) within our organization and in all aspects of our work. This includes:

- A corporate culture that celebrates diversity, encourages everyone to bring their most authentic selves to work, and ensures diverse voices and perspectives are represented in our decision-making, marketing, partnerships and all aspects of our work
- Inclusive marketing that helps us both accurately reflect and celebrate the diversity of all the people and voices of British Columbia

- Foundational learning for all employees to support them in developing a holistic understanding of the importance of DEI

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

Destination BC uses targeted, accessible recruitment practices to attract, mentor and retain diverse talent, including:

- Since 2018, Destination BC has recruited through the B.C. Public Service's Work-Able internship program, designed to attract, mentor and retain recent post-secondary graduates who self-identify as having a disability.
- Destination BC routinely shares all of its employment opportunities with BC WIN and the Open Door Group (DEI employment placement services) for the purpose of connecting Destination BC with more diverse talent.

In 2020, Destination BC provided the following training:

- Diversity and Inclusion Essentials, BC Public Service course – provided to all employees
- Unconscious Bias, Microaggressions, and Inclusive Marketing Workshops – foundational learning for all employees to support them in developing a holistic understanding of the importance of DEI
- How to work effectively with Indigenous Peoples – ongoing training for all new hires and new Destination BC board members
- How to work with the United Nations Declaration of Rights of Indigenous Peoples – provided to Destination BC's executive members, directors, Corporate Communications team, and People and Development team
- How to effectively consult and engage Indigenous Peoples – offered to all Destination BC employees

Destination BC's strategic mandate is to effectively represent all British Columbians in our programs and services. Destination BC is committed to advancing and integrating DEI within our organization and in all aspects of our work. Initiatives include:

- The establishment of a steering committee made up of a diverse group of employees to help guide key decisions and provide strategic input
- Partnering with DEI consultants and suppliers with deep expertise in the following service areas:
  - DEI organizational audit/assessment
  - DEI strategy development and implementation
  - DEI training and facilitation

Work is underway for all of these focus areas.

- Working with consultants to develop, throughout 2021, a DEI and inclusive marketing strategy, including a tailored learning plan
- Garnering valuable employee insights through engagement surveys around various topics under the DEI umbrella
- Partnering with the Canadian Centre for Diversity and Inclusion to give all staff members access to webinars, a knowledge repository and various other resources to support their learning journey
- This commitment is reflected in our corporate commitment and in our Standards of Conduct. These standards define how our organization strives to create an inclusive, safe and healthy work environment in which employees and partners are treated with dignity and respect. Additionally, as an organization that conducts business around the globe, Destination BC contracts with many domestic and international agencies, and strives to implement in-market activities in such a way that respects and represents diverse cultural interests and needs that exist at home and worldwide.
- Respect for the individual is a core principle at Destination BC. Embracing and leveraging diversity and inclusion is fundamental to our organizational culture and is key to our ability to achieve service expectations and to effectively partner with industry to promote and develop B.C.'s tourism sector. Destination BC has a diverse and multicultural workforce that represents the varied demographic composition of British Columbia. Destination BC 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. Our organization's success depends on the integrity of our systems and our people involved in providing tourism products and services. Each Destination BC employee is required to fulfil the promise to conduct our business with respect, professionalism and honesty, as reflected in the Standards of Conduct, and to participate in annual Diversity and Inclusion Essentials training.

- In 2020, Destination BC continued to require that all employees take SuperHost's Service For All training course. Service For All provides practical knowledge to serve and accommodate customers from various backgrounds, abilities and identities.
- Throughout 2020, Destination BC delivered ongoing Indigenous awareness employee training including:
  - How to work effectively with Indigenous Peoples - ongoing training for all new hires and new board members
  - How to work with the United Nations Declaration of Rights of Indigenous Peoples – training for Destination BC's executive members, directors, Corporate Communications team, and People and Development team
  - How to effectively consult and engage Indigenous Peoples – training offered to all staff

Furthermore, as part of our commitment to foundational learning within our organization, all staff received training on unconscious Bias, microaggressions, and inclusive marketing in 2020/21, in order to support them in developing a holistic understanding of the importance of DEI.

In response to the COVID-19 pandemic, an additional priority for Destination BC has focused on supporting employee health and safety, including mental health. Multiple virtual workshops and learning webinars have been provided to employees on the following topics:

- Coping with change
- Mental illness and substance abuse
- Mental health in the workplace



- Managing employee health and well-being (for people managers)

In addition, Destination BC leverages its internal employee newsletter to openly promote multiculturalism in our workplace. Topics have included:

- Applause for American Sign Language interpreters amidst the pandemic
- People with sensory disabilities and social distancing amidst the pandemic
- Global Accessibility Awareness Day and opportunities to participate
- Diversity, inclusion and belonging for all
- Indigenous Tourism Association of Canada
- Indigenous Tourism BC
- Diversity and inclusion terminology and definitions
- How recognition supports inclusion in the workplace
- Accessibility and inclusion in the workplace
- September as Disability Month and related learning resources
- Gender equity in B.C. and LGBTQ2s+ and related learning resources
- November as Indigenous Disability Awareness Month
- December 3 as International Day of Persons with Disabilities
- December 6 as the National Day of Remembrance and Action on Violence Against Women
- Industry partnerships
- Adaptive Surf Program in Tofino through partnership between YVR and Spinal Cord Injury BC
- Memorandum of Understanding between Indigenous Tourism Association and YVR to support and collaborate on marketing initiatives in global countries of mutual interest to rebuild Indigenous tourism following the impacts of COVID-19

Destination BC's policies, practices and programs are guided and governed by our Standards of Conduct, our Diversity and Inclusion HR policy, and our organization's commitment to DEI. To further strengthen and integrate our commitment to DEI in our workplace culture and business operations, Destination BC will conduct formal DEI audits in 2021 as follows:

- **Corporate Culture:** This audit will look closely at our culture, examining our current state, values, behaviours, business processes and staff experience. We will also examine our hiring and promotion process and identify barriers.
- **Inclusive Marketing:** This work will include an evaluation of Destination BC's marketing through a DEI lens, including brand strategy, content, advertising, our procurement process and who we work with.

The insights gathered from these audits will be incorporated into a corporate DEI strategy, supported by policies, processes, programs best practices and performance measures designed to advance and integrate DEI into how we do our work.

Destination BC utilizes partnerships to gather input from Indigenous groups and broader communities:

- Destination BC continues to fund and work with Indigenous Tourism BC (ITBC) on the implementation of programs that develop and market Indigenous tourism products in all of Destination BC's key markets. These programs support the growth of Indigenous-owned and controlled businesses and their employees.
- Destination BC's partnership with ITBC also supported Indigenous communities and entrepreneurs to participate in Destination BC's Destination Development program. Together with ITBC, Destination BC is working on ways to advance the quality of visitor experiences in order to help sustain long-term demand for B.C.'s tourism industry.
- Destination BC's partnership with ITBC resulted in the hiring of an ITBC regional specialist to support Indigenous communities and tourism entrepreneurs in the Vancouver, Coast and Mountains region.

- Destination BC works with key travel media outlets in B.C. and around the world to generate awareness of the diversity of B.C.'s people and tourism experiences. This includes providing story ideas for B.C.'s multicultural media outlets.
- Destination BC re-launched their consumer websites in English and in the local language for the following markets: Germany, Mexico and China (simplified Chinese language).
- Destination BC created a steering committee that will advance and integrate DEI within our organization and in all aspects of our work.

Destination BC delivers marketing campaigns that include culturally appropriate content. In 2020, Destination BC's Global Marketing team delivered multicultural community print ads and select social media posts that were translated into Chinese (traditional & simplified), Punjabi, Farsi and Filipino. Destination BC is actively working with an "all cultural marketing-communications agency" to ensure that our marketing content appropriately reaches and resonates with our diverse consumers.

Destination BC conducted an internal DEI employee survey for the purpose of understanding the representation of diversity in our workforce, the employee experience when it comes to equitable access to opportunity within our workplace and the opportunity to contribute fully at work, and the employee experience in regard to feeling valued, safe and included in our workplace culture. The data collected from this survey helped us understand how the demographic composition of our workforce compared with the general population of B.C. in 2020. The data also helped identify areas that Destination BC needs to look at more closely in order to seek a better understanding from our employees on the current impacts of our policies, programs and services for Indigenous people and other equity-deserving groups, including employees, partners, consumers and the public we serve.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Along with multiple audits of our organizational culture and business processes, Destination BC will undergo a DEI benchmarking process to assess our current state against the Global Diversity

Benchmarking Index. This will help us understand how our organization currently compares against an established framework of DEI best practices used by organizations around the world. We are humbled to be on this journey and continue to find ways to collect, leverage and action data for the purpose of integrating DEI and better addressing the needs of equity-deserving people, both as an employer and as a tourism leader.

### **SUCCESS STORY**

Destination BC believes that diversity is strength. To this end, Destination BC is an inclusive workplace founded on the highest degree of collaboration and innovation. Collectively, all teams at Destination BC value the diverse mosaic of backgrounds and identities of our employee community, British Columbians and visitors to the province. Since 2019, in partnership with go2HR: BC's Industry Tourism HR Resource, Destination BC has provided opportunities for all employees to participate in inclusive customer service training by taking the SuperHost Service For All course. This unique interactive service-delivery-focused multi-day course offers key insights for delivering personalized and inclusive customer service approaches for distinct stakeholder groups and community members of all ages.

*"I found the range of topic-directed modules highly insightful and valuable for learning action-oriented tips to always keep inclusive service top of mind while avoiding stereotypes. The opportunity to gain knowledge for how to meaningfully and sensitively engage with people from different generations, Indigenous communities and other diverse community groups has enhanced my abilities to connect and adapt based on the needs of others. I particularly enjoyed the module on different generations and learning how to effectively communicate with a multigenerational workforce. I am so grateful I was given the chance to take this training. As an employee community, together, over 50 Destination BC staff have completed the course and advanced our collective desire to understand the dynamic needs of diverse groups.*

## FIRST PEOPLES' CULTURE COUNCIL

### MANDATE

The First Peoples' Cultural Council (FPCC) provides leadership for the revitalization of Indigenous languages, arts and cultures in British Columbia. FPCC monitors the status of B.C. First Nations languages, cultures and arts, and facilitates and develops strategies that help First Nations communities recover and sustain their heritage. FPCC is the key source of current and accurate information on the state of First Nations languages in B.C. and provides program co-ordination and funding for First Nations languages, arts and cultural revitalization and enhancement.

### EXECUTIVE COMMITMENT

FPCC addresses equity and anti-racism priorities by helping First Nations rebuild Indigenous cultural systems that were disrupted by cultural genocide. It provides funding, training, resources, coaching, technology and project management support to assist communities with this critical work.

FPCC aims to increase understanding of Indigenous cultural heritage within B.C.'s heritage sector, build professional networks, and develop community capacity for cultural heritage work through tools, resources, training and funding.

FPCC provides leadership on a provincial, national and global scale to support Indigenous arts, language, culture and heritage revitalization, positioning the organization as the go-to thought leader on Indigenous languages, arts, culture and heritage in B.C., Canada and internationally.

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

FPCC utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- FPCC is committed to achieving a work environment where all employees are valued for the diversity they bring to the organization.

- Preference in hiring is given to applicants who self-identify as Indigenous (First Nations, status or non-status, Métis or Inuit).
- The FPCC Cultural Observance Policy allows staff access to four paid days per year to pursue self-directed cultural opportunities.
- Training and development may include traditional learning opportunities such as courses or seminars, as well as acting and secondment opportunities, special project assignments, and guided or self-directed learning experiences. Additional trauma-informed practice training for all staff is expected to roll out in 2021/22.

To promote a deeper understanding of Indigenous cultural heritage, each month FPCC hosts a "Knowledge Keepers" guest speaker for staff. This lunch-and-learn series celebrates knowledge and worldviews expressed through Indigenous languages, arts and cultural heritage.

As an Indigenous organization, FPCC's work is grounded in Indigenous values and knowledge and is led by a First Nations board of directors and advisory committee. FPCC advises the provincial government on issues related to Indigenous languages, arts and cultural heritage. FPCC also employs Indigenous coaches who work with applicants to support their applications for program funding and enhance the success of their programs in communities.

FPCC develops programs and community development resources and provides opportunities for Indigenous communities in B.C. to receive funding to support the revitalization of Indigenous languages, arts, and cultural heritage. We offer advice and assistance to funding applicants to support their success. FPCC also provides training in Indigenous communities (and virtually throughout the COVID-19 pandemic) to support the success of FPCC programs.

FPCC is committed to achieving a work environment where all employees are valued for the diversity they bring to the organization. Management endeavours to ensure that all policies and practices are free of deliberate or unintentional (systemic) barriers so that no one is disadvantaged.

In 2020/21 FPCC promoted multiculturalism in the broader community through initiatives:

As an Indigenous organization, FPCC's work is grounded in Indigenous values and knowledge and is led by a First Nations board of directors and advisory committee. FPCC advises the provincial government on issues related to Indigenous languages, arts and cultural heritage. FPCC also employs Indigenous "coaches" who work with applicants to support their applications for program funding and enhance the success of their programs in communities.

FPCC offers a network of programs in language, arts and cultural heritage that offer grant funding and support. FPCC has an Indigenous-led board of directors who continuously advocate for B.C. Indigenous languages, arts and cultural heritage as well as an advisory committee consisting of members who represent B.C.'s 34 First Nations languages.

All FPCC programs are designed and developed for Indigenous people in B.C. We report throughout the year as a Crown agency and to other funders and stakeholders about the impacts and outcomes of these programs.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

With investment from Amplify BC, FPCC created and piloted a new Indigenous streaming platform and supported delivery of Indigenous music festivals, including the Talking Stick Festival. This involved providing specialized equipment, training and media kits to participants to allow them to create digital media and virtual online programming.

FPCC partnered with the First Peoples' Cultural Foundation to secure \$4 million from the Ministry of Forests, Lands, Natural Resource Operations and Rural Development to support Indigenous cultural heritage infrastructure. It is the first-ever heritage infrastructure grant administered by FPCC.

FPCC funded three pilot projects which examined the impacts of climate change on Indigenous cultural heritage. The goal of the projects was to inform the development of a new funding stream focused on climate change and safeguarding Indigenous cultural heritage.

FPCC produced a research paper on decolonizing Indigenous cultural heritage, entitled Recommendations for Decolonizing British Columbia's Heritage Related Processes and Legislation.

FPCC developed the new Youth Empowered Speakers Program to support youth to pursue careers in language revitalization, while also increasing fluency.

FPCC streamlined access to funding by providing new options to apply for grants (including the newly launched FPCC grant portal), simplifying grant applications, offering one-on-one support and year-round funding opportunities, and combining grant streams to reduce administrative burdens for both applicants and staff.

FPCC provided outreach and training through virtual formats to support communities with grant applications and program delivery, increased help desk support and provided webinars and access to virtual knowledge bases.

A brand-new FPCC website was launched to provide access to information about new opportunities and ways of working safely during the pandemic.

FPCC enhanced the First Peoples' Map to create a more robust, integrated platform with more data and a better user interface.

FPCC expanded the FirstVoices knowledge base, which includes tutorials and webinars that support language documentation and build community technological expertise.

### **SUCCESS STORY**

FPCC delivered a record amount of funding in 2020/21, distributing over \$20 million through FPCC programs. This funding provided jobs to Indigenous people in every economic region of the province and was delivered in the face of a uniquely challenging year due to COVID-19.

FPCC's main priority during the COVID-19 pandemic has been to enable communities to continue their important language, arts and cultural heritage work by providing safe and effective ways for them to adapt to new circumstances. FPCC created safety guidelines, offered coaching and support, and

increased flexibility in programming, technology and equipment to enable many programs that were previously delivered face-to-face to transition to virtual formats.

FPCC provided training to 125 people in FirstVoices language documentation and to 49 people in language resource digitization, while also rapidly expanding grants to communities – from \$240,000 last year to over \$2 million in Digitization, and from \$800,000 last year to \$1.9 million for FirstVoices grants.

FPCC provided funding to support 4,151 B.C. First Nations language-immersion opportunities and the development of 2,440 language resources in communities.

A total of 940 individuals received funding and support through FPCC arts projects. Recipients included visual and performing artists and cultural industry professionals, such as recording engineers, arts administrators and event producers.

FPCC also delivered monthly virtual gatherings to communities engaged in language revitalization planning, which created increased opportunities for peer learning and knowledge sharing.

Internationally, FPCC continues to support the Endangered Languages Project (ELP), a collaborative online initiative that brings together language champions, linguistic scholars and the public to strengthen the world's Indigenous and endangered languages.

## FOREST ENHANCEMENT SOCIETY OF BC

### MANDATE

As stated in its constitution, the purposes of Forest Enhancement Society of BC (FESBC) are to:

- Advance the environmental and resource stewardship of British Columbia's forests by:
  - Preventing and mitigating the impact of wildfires
  - Improving damaged or low-value forests
  - Improving habitat for wildlife
  - Supporting the use of fibre from damaged and low-value forests
  - Treating forests to improve the management of greenhouse gases
- Advocate for the environmental and resource stewardship of B.C.'s Crown forests
- Do all such other things as are incidental and ancillary to the attainment of the foregoing purposes and the exercise of the powers of FESBC

FESBC achieves these purposes by granting funds to third parties who implement projects and treatments on the land base.

### EXECUTIVE COMMITMENT

In addition to advancing FESBC's constitutional purposes, assisting with wildfire recovery and prevention, and contributing to the achievement of the Low Carbon Economy Leadership Fund (LCELFL) objectives, the mandate letter issued by the B.C. government directs FESBC to deliver on the following priority, consistent with government's priorities of advancing reconciliation with Indigenous Peoples and revitalization and transformation of the forest sector:

- Deliver a comprehensive communications strategy to demonstrate how the achievements of FESBC have fulfilled its purposes, successfully contributed to the province's economic recovery, and led to continued economic and environmental benefits for B.C.'s forests, Indigenous Peoples and communities

FESBC supports the implementation of the *Declaration on the Rights of Indigenous Peoples Act*, the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP), and the objectives outlined in the Province's StrongerBC economic recovery plan. Projects approved through FESBC encourage true and lasting reconciliation with Indigenous Peoples by supporting increased Indigenous community participation in the forest sector economy.

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

FESBC's first Key Strategy in the 21-22 Service Plan, from Objective 1.1 is to:

Support the delivery of the Community Resiliency Investment (CRI) Program in co-operation with existing agencies including BC's Ministry of Forests, Lands, Natural Resources Operations and Rural Development (FLNRORD), Union of BC Municipalities (UBCM), and First Nations Emergency Services Society (FNESS) of British Columbia.

This will be demonstrated by showing progress towards FESBC's goal of preventing and mitigating the impact of wildfire through its investments in fuel management treatments in priority areas such as those near First Nations communities, other communities and critical infrastructure.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

In 2020/21, FESBC published an Accomplishments Update to highlight projects and statistics. The FESBC board has approved 63 First Nations-led projects plus 23 additional projects with First Nations involvement. These 86 projects are valued at \$72 million.

### SUCCESS STORY

The following is just one of the projects that exemplifies FESBC's commitment to working with First Nations:

Project title: Fibre Utilization in the Cariboo Region

Organization: Central Chilcotin Rehabilitation Ltd.

FLNRORD region: Cariboo

FLNRORD natural resource district: Cariboo-Chilcotin

Closest community: Williams Lake

Job estimate (direct, indirect and induced FTEs): 10

FESBC approved funding: \$1,212,273

Project description summary:

This project involved transporting un-economic residual wood to pulp mills, a pellet plant and a power plant to avoid pile burning emissions and improve fibre utilization. Residual fibres are typically burned due to the poor quality, small piece size and distance from markets. The volume of residual fibre is generated through a combination of commercial harvesting operations for sawlogs and landscape-level wildfire risk reduction treatments. In addition, some areas of very old mountain pine beetle-killed forests are traditionally rehabilitated using commercial harvesting, creating large volumes of residual un-economic fibre. The recovery of this fibre creates employment stability for First Nations and local logging contractors.

*“Since the beginning of the haul differential program, we delivered over 150,000 cubic metres of pulpwood that would have been burned before. No question, the help from FESBC has drastically reduced the waste in the bush and is keeping over 80 of us directly employed through very tough times. Great work FESBC team!”*

*Philippe Theriault, General Manager,  
Tsi Del Del Enterprises*

## FOREST INNOVATION INVESTMENT

### MANDATE

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

### EXECUTIVE COMMITMENT

The FII executive is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural composition of British Columbia and to the cultural and social contexts of all locations where activities are delivered.

FII recognizes that our work impacts our stakeholders in different ways and aims to mitigate barriers or challenges that diverse groups experience in accessing our information, programs and services.

FII is committed to starting from within by equipping and empowering both management and staff to lead positive transformational change in the application of Gender-Based Analysis Plus (GBA+) in their work. There is a shared responsibility for GBA+ amongst all levels of the organization to ensure that our work considers the diverse needs of our stakeholders – promoting and advancing accessibility, inclusion and equality.

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

FII utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- In addition to FII's head office in B.C., FII maintains subsidiary operations in China, India and Vietnam. Recognizing the importance of having local

resources who understand local languages, cultural and business practices, FII places a priority on locally engaged, experienced staff. Staff at the subsidiary operations are primarily local hires who bring cultural awareness and highly valued experience to the FII local teams. The international staff also interact regularly with and advise FII Vancouver staff and stakeholders, both in international markets and in B.C.

- FII delivers mandatory workplace behaviour and Standards of Conduct training to all FII staff annually.
- In 2020, FII provided GBA+ as well as diversity and inclusion training to its Vancouver staff, and has begun included both in the on-boarding training requirements of new employees.

In 2020/21 FII promoted multiculturalism in the broader community through events and initiatives:

- Multicultural understanding is integral to FII's operations and is fostered through regular interactions between local and foreign staff from FII and its partners in government, industry and the research community.
- Recognizing the importance of key cultural holidays in its subsidiary locations, FII Vancouver regularly educates staff about our subsidiary companies' important cultural events and celebrates diverse holidays such as Diwali and the Chinese Lunar New Year.
- FII organizes and leads trade missions to priority markets each year to help strengthen relationships with key stakeholders and to connect B.C. suppliers with overseas partners and buyers. These trade missions are an important piece of the cross-cultural understanding and relationship-building required to do business in these markets. Given the COVID-19 pandemic, these events have shifted to online formats until a time when it is again safe to travel and meet in person.
- FII regularly participates in bilateral business association and foreign consulate events to foster business and cultural exchange, including speaking engagements related to FII's activities



in its priority Asian markets. FII is an active member of the BC-India Business Network, the Canada-India Business Council and the Canada-China Business Council.

FII incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs in the following ways:

- FII's Standards of Conduct Policy document contains information and guidelines in support of the company's values and workplace behaviour expectations and is reinforced to all employees through inclusion in FII's policy manual, employee orientation, on-boarding plan and regular workshops on standards of conduct.
- In 2020/21, FII engaged a GBA+ consultant to review its policies and procedures to identify and recommend areas for improvement from a diversity, inclusion and equity perspective.
- In 2020/21, FII also developed a Diversity and Inclusion Plan, which outlines FII's plans to ensure and advance diversity, equity and inclusion in our programs, policies and activities. This plan will be updated annually.

FII supported the following culturally appropriate and responsive programs and services:

- FII supports opportunities for diverse groups in the forest sector, including under-represented groups such as Indigenous Peoples, youth and women.
- FII's Wood First program demonstrates leadership in expanding opportunities across these groups through its wide cross-section of industry, First Nations and educational partners and its focus on expanding research and innovation, education and capacity building. In addition, undertaking education, training and capacity-building activities contributes to deepening the bonds between multiple cultures and communities within B.C.
- In 2020/21, FII funded an extensive suite of market development efforts in regions around the world including China, Japan, South Korea, Vietnam, India, Europe, the U.S., Mexico and Canada. Many of the programs funded by

FII become catalysts for building technical, educational and community exchanges with B.C., thereby enhancing cross-cultural understanding and mutual respect.

FII utilizes partnerships to gather input from Indigenous groups:

- FII encourages First Nations groups and Indigenous organizations along with other participants in the forest sector to participate in and utilize its programs.
- Indigenous projects supported and profiled through FII reflect Indigenous history and cultural values and create awareness of our First Nations communities in B.C.
- Training programs supported through FII's Wood First program are expanding educational opportunities for Indigenous youth in the forestry sector. For example, FII is supporting the Construction Foundation of BC's efforts to increase youth exposure to B.C. wood products and forestry careers – starting with First Nations schools.
- In 2020/21, FII also supported a First Nations school in Witset First Nation – the Kyah Wiget Education Society – to provide trades training on advanced wood construction techniques for energy-efficient building projects.

In 2020/21, FII undertook a GBA+ analysis of its policies and programs to identify any potential unintended barriers for diverse groups. This process involved secondary research as well as interviews with staff and stakeholders.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

In 2020/21, FII advanced its GBA+ commitments, beginning with the development of a GBA+ plan to ensure FII fully understands and implements GBA+ priorities as an organization. This includes training of staff as well as an internal GBA+ analysis of FII's policies and programs to identify any potential unintended barriers.

An element in the broader GBA+ framework has been an analysis of diversity and inclusion (D&I) principles at FII and their application in FII's internal operations and external stakeholder engagements.

A plan outlining FII's D&I principles and action plan from 2020/21 to 2021/22 has been developed and will be reviewed and updated annually to reflect FII's activities and ongoing commitments. As part of this plan, in December 2020 FII delivered D&I training for staff using an external consultant.

To help advance our commitments, FII has created an internal Diversity and Inclusion Working Group to address findings from the internal analysis and to champion diversity and inclusion initiatives at FII.

### **SUCCESS STORY**

Across 2020/21, FII organized a series of online best practice forums, bringing together staff from FII and Canada Wood offices in B.C., China, Japan, Korea, India and Vietnam as well as Canada-based government and industry partners. The forums were used to discuss industry topics as well as to understand the impacts of COVID-19 on partner operations and to explore how to ensure access to programs for diverse groups across the pandemic. As part of the series, a stand-alone session was organized to learn more about diversity, equity and inclusion (DEI) principles and to discuss the DEI priorities of industry partners.

FII continues to engage with other Crown agencies as well as with B.C. ministry GBA+ contacts to discuss GBA+ principles and their application in ministry and Crown operations. Conducting an internal analysis of policies and programs at FII was a first step, but FII recognizes that more work is to be done to ensure GBA+ priorities are advanced both within FII as well as with broader stakeholder groups.

## INBC INVESTMENT CORP

### MANDATE

InBC Investment Corp (InBC) is an independent \$500 million strategic investment fund created by the Government of British Columbia. Our mandate is to help promising companies grow, while generating returns that benefit all British Columbians. InBC has a triple bottom line investment mandate, aiming to: achieve a financial return on investment; promote values that make life better for people in B.C. including job creation, advancing reconciliation with Indigenous people, and promoting diversity and inclusion; and establish B.C. as a globally competitive low-carbon jurisdiction.

### EXECUTIVE COMMITMENT

InBC's management team and board of directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations.

Through its investments, InBC will be a source of capital for B.C. companies and make investments that foster an economic climate that addresses the significant challenges faced by British Columbians, such as fighting climate change, achieving meaningful reconciliation with Indigenous Peoples, contributing to equity and anti-racism, and fostering an innovative economy that works for everyone.

Through InBC's subsidiary corporation, the BC Renaissance Capital Fund, InBC 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 the province. Venture capital system-building efforts are focused on growing diverse talent, which includes helping to increase representation at the fund manager, investor, and entrepreneur levels.

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

InBC staff are B.C. public service employees within the organizational framework of the Ministry of Jobs, Economic Recovery and Innovation. Staff are in alignment and compliance with all broader

public sector and ministry-specific requirements. Internal ministry resources and policies are available to InBC staff.

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

- Hiring based on competencies and skills, while ensuring employees and board of directors reflect the diversity of our province
- Public reporting, advertising and promotional materials that incorporate inclusive language and images
- Staff training on cultural agility, Indigenous cultural safety and GBA+

Through its investments, InBC will earn financial returns and foster an economic climate that addresses the significant challenges faced by British Columbians such as fighting climate change, achieving meaningful reconciliation with Indigenous Peoples, contributing to equity and anti-racism, and fostering an innovative economy that works for everyone. InBC will accomplish this through developing and implementing an investment policy that specifically considers multicultural performance measures. This investment policy is in development; in the coming fiscal year, these policies will be the subject of consultation with equity-seeking groups across the province, including groups that represent BIPOC business interests, youth business interests and gender-equity and gender-nonconforming business groups. The purpose of this consultation will be to develop an investment policy that will support InBC to make a meaningful impact through its investments for the diverse people across the province.

### HIGHLIGHTS ON INITIATIVES IN 2020/21

InBC is a new initiative in 2020/21. It was initially announced in September 2020 as part of the StrongerBC economic recovery plan.

InBC was initially created through repurposing an existing Crown corporation – BC Immigrant Investment Fund – enabled through the *B.C. Business Corporations Act*. However, in the last quarter of 2020/21 and the first quarter of 2021/22,

the Crown corporation was continued under its own legislation, the InBC Investment Corp Act.

The *InBC Investment Corp Act* sets out the purpose of the fund:

- To make investments that achieve a financial return
- To make investments that support the social, economic and environmental policy objectives of the government

Investment policies that describe how InBC's investments will support the social, economic and environmental policy objectives of the government will be established in the 2021/22 fiscal year.

## INDUSTRY TRAINING AUTHORITY

### MANDATE

The vision of the Industry Training Authority (ITA) is to create an inclusive, world-class training and apprenticeship system that meets the needs of British Columbia's economy. Our mission is to build the trades careers that build B.C.

### EXECUTIVE COMMITMENT

The first goal in ITA's three-year strategic plan is to ensure B.C. has an inclusive trades training and apprenticeship system that reflects our diverse population.

This includes leading the cultural and behavioural change needed in skilled trades to remove barriers for under-represented groups, with a particular focus on Indigenous Peoples and members of the BIPOC community.

Our Equity and Engagement department's statement is Equity. Diversity. Inclusion. These are more than just words for us. They are part of the foundation that guides ITA's mission to build the skilled trades careers that build B.C. ITA as an organization and each of us individually have the responsibility to encourage, respect, support and celebrate differences. We value the rights of all individuals to be welcomed in their workplaces without biases based on differences of any kind. Everyone deserves equal access to good-paying, family-supporting careers in the skilled trades, free from barriers or discrimination of any kind. From recruitment to trades certification, we are supporting B.C.'s workforce with people, programs and tools while advancing a culture of inclusion across trades careers that embraces the value that each individual brings to their occupation and employer.

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

ITA has created an internal Employee Engagement Committee, an inclusive, interdepartmental group that meets to encourage connections between staff members through events and initiatives.

ITA's Human Resources Team places recruitment postings on university sites for recent grads.

In 2020/21 Innovate ITA provided the following initiatives and training opportunities:

- ITA facilitates weekly ITA Learns sessions for all staff. Topics have included:
  - Be more than a bystander
  - Words matter
  - Trans inclusion workshop
  - Conflict resolution for the workplace
  - Privacy and information awareness
  - Policy 101
  - Gender-Based Analysis Plus certification
- ITA's executive team leads group mentoring circles that involve a range of staff members from various roles, levels, departments and backgrounds. Mentoring circle topics include equity, diversity and inclusion led by our COO.
- ITA's Respectful Workplace policy and Code of Conduct highlight the value of and need for diversity and inclusion in the workplace. During the on-boarding process, all new employees are introduced to these policies.

Through our Fun Squad Committee, ITA hosts in-office potlucks, Lunar New Year Celebrations, and highlights other cultural holidays internally throughout the year, including National Indigenous Peoples Day.

ITA's Equity team's programs and projects support recruitment and retention strategies that incorporate B.C.'s multiculturalism goals:

- ITA and the BC Centre for Women in the Trades Regional Representative program upskills, empowers and creates regional networks of diverse workers in order to recruit and retain apprentices and tradespeople that reflect the diversity of the province. The program's upcoming cohort has expanded to include Indigenous, racialized/immigrant and 2SLGBTQ+ tradespeople, as well as tradespeople with disabilities.
- ITA is presently developing an Equity Advisory Council to ensure that our policies,

programming and decisions support our mandate and encourage the recruitment and retention of tradespeople that reflect the racial, cultural, religious, ethnic and ancestral diversity of the province.

ITA utilizes partnerships to gather input from Indigenous, racialized and other under-represented groups:

- ITA consults with and has regular meetings with ITA's Indigenous Advisory Council.
- ITA works with Indigenous communities to sign memoranda of understanding to build long-term partnerships. These partnerships result in skilled trades training and employer sponsorship. Additionally, we ask these Indigenous groups to share their culture with the ITA so that we can become culturally competent in our interactions with more Indigenous communities.

ITA also works with community service providers to reach and support individuals of racialized and other under-represented groups:

- ITA supports culturally appropriate and responsive programs and services.
- ITA supports community-based training (CBT) programs through which students can stay close to their homes and cultures while receiving their training. This provides communities with an opportunity to build a foundation for sustainable trades training and apprenticeship pathways right in their communities. CBT creates mentors and skilled tradespeople to guide the future generations of apprentices within the communities for years to come. ITA has 16 CBT programs confirmed to run this year, with an additional 22 in planning and development.
- ITA's exam accommodation allows exam writers to bring translators to interpret exam questions.

The Industry Training Authority collects and analyzes data associated with gender, age and Indigenous identity. Knowledge gained is used to inform strategic and service plans, operational approaches and development of programs and policy. Related data is also published publicly and shared widely with partners through quarterly reporting and ongoing engagement.

Each of the Indigenous People in Trades Training Programs includes Indigenous cultural components as part of the program model. Examples include:

- In collaboration with Indigenous communities and organizations, many programs are developed and delivered within a First Nations community to meet that community's specific goals and ensure the local culture is incorporated into the program.
- Elders provide cultural guidance, tutoring and coaching to program participants.
- Hands-on skill building in trades exploration programs will include building culturally significant items like bento boxes and carved paddles, and learning about culturally significant activities like gathering food in the forest.
- Programs recognize cultural events and celebrate students' success with community celebrations.
- Program schedules incorporate or accommodate important local First Nations seasonal activities, such as fishing, food gathering and ceremonies.
- Programs have Indigenous instructors and program coaches and offer mentoring from Indigenous instructors.
- Programs incorporate Indigenous cultural components to provide a more inclusive experience for Indigenous participants and to align with the TRC's recommendations. For example, we are adding Indigenous cultural components to the Okanagan College – Women in Trades Training Program to provide a more inclusive experience for Indigenous women. We are currently preparing the hardwood frames for a hand-drum workshop in which participants will spend four hours being guided by an elder from Westbank First Nation and the college's Indigenous transitions co-ordinator, learning the history, traditions and teachings around honouring these ancient practices.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

ITA developed a robust internal Employee Engagement Committee that involved specialized subgroups to address mental health and wellness, internal communications and social events.

Internally, group mentoring circles led by senior leadership involve a range of staff members from various groups and backgrounds. Mentoring circle topics include diversity and inclusion.

All ITA staff received mandatory training and workshops on diversity and inclusion through the ITA Learns sessions.

Under the Workforce Development Agreement (WDA), ITA supports pre-apprenticeship trades programs for:

- Women, Indigenous people and people with disabilities
- Individuals in other equity-seeking groups such as recent immigrants, 2SLGBTQ+ people, visible minorities and others who are under-represented or may have experienced discrimination or oppression in trades-related occupations
- Youth between the ages of 15 and 29 who are not full-time students
- Current or former youth in care
- Individuals with incomplete education
- Individuals with a history of addiction and substance abuse

Newly procured programs in 2021 were required to address gender-based analysis; funding agreements are required to have all staff and sub-contractors complete GBA+ training.

## **SUCCESS STORY**

The Gitxaala/Bird Introduction to Carpentry Program was created in 2020 as a partnership between the Gitxaala Nation, Bird Construction, and the British Columbia Regional Council of Carpenters (BCRCC). The vision was to help the Gitxaala Nation develop a local workforce and provide career paths for its community members. The program was offered in Prince Rupert so that participants could stay close to their homes and families while receiving their training. After completing the program, eight out of the ten participants were immediately hired as apprentices at the LNG Canada site in Kitimat, B.C. Women made up 40% of the total participants; one of the instructors was also a woman.

Created in early 2021, the Transportation Trade Sampler Program was another successful initiative. A partnership between ITA, Vancouver Community College (VCC) and Progressive Intercultural Community Society (PICS), this program was created to encourage participation from under-represented groups including new immigrants and Indigenous people. Fifteen total participants included three women and three Indigenous people. Participants learned a variety of automotive and transportation trade skills and had their tuition, safety equipment and tools covered under the program.

Because English was not everyone's first language, employment support was also part of the program; a PICS representative helped the students build their resumes and fill out job applications. The students also had a dedicated advisor from VCC to provide support, answer questions, and help them maintain a high attendance rate.

When the program ended, five graduates found jobs at local automotive employers.

## INFRASTRUCTURE BC

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### MANDATE

Infrastructure BC's vision is to improve people's lives and communities through infrastructure.

Infrastructure BC's mandate is to work with owners to deliver complex public infrastructure in an evolving world.

Infrastructure BC's values are:

- People first
- Our team and clients are at the forefront of all decisions
- Focus on learning and continuous improvement
- Integrity
- Honest, reliable and ethical. Accountable in everything we do.
- Collaboration
- Through dedicated teamwork, we respond effectively to the needs of our clients

The goals that support Infrastructure BC's vision and mandate are:

- Support government priorities with the planning and procurement associated with complex infrastructure projects
- Deliver value to our clients and engage stakeholders
- Maintain a responsive and resilient organization

### EXECUTIVE COMMITMENT

Infrastructure BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

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

### HIGHLIGHTS ON INITIATIVES IN 2020/21

No new policies or programs were implemented in support of multiculturalism in fiscal 2020/21. However, Infrastructure BC continued its pre-existing policy that its programs, initiatives and internal hiring practices be inclusive and open to all eligible applicants and participants regardless of their cultural background. In addition, in fiscal 2021/22, Infrastructure BC will undertake a review of its corporate policies to ensure that they reflect diversity, equity and inclusion best practices.



### MANDATE

Innovate BC is a Crown agency with the mandate to help companies start, scale and stay in British Columbia and ensure that the benefits of technology and innovation are felt in all regions of our province. Innovate BC funds and delivers programs that support the growth of B.C. companies by helping them access and develop talent, secure capital and connect with customers.

### EXECUTIVE COMMITMENT

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

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

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

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

Innovate BC utilizes the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- Recruitment and hiring are based on the qualifications, skills and training of all candidates. A wide range of cultural origins can be seen around the Innovate BC office. Team members have been born on every continent except for Antarctica and Australia.
- Innovate BC team members are proficient in 15 languages combined, including English, French, Spanish, Japanese, Mandarin, Cantonese,

Portuguese, Polish, Croatian, Arabic, Italian, Ukrainian, Shanghainese, Hindi and Fijian.

- Innovate BC's board of directors is made up of professionals with diverse backgrounds; 43% of members identify as female.
- Diversity and inclusion is an organization-wide value adopted by all staff and an operational goal of Innovate BC.

In 2020/21 Innovate BC provided the following initiatives and training opportunities:

- Innovate BC has a plan for annual presentations on anti-discrimination, harassment and bullying in the workplace. Our CEO is part of the Greater Vancouver Board of Trade's Diversity and Inclusion Leadership Council and our executives are taking inclusive leadership training. We will also be holding Indigenous education, engagement, and diversity, equity and inclusion workshops for all staff.
- Innovate BC is committed to creating engaging activities and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. Innovate BC staff are also encouraged to initiate opportunities for staff to give back to our community and help others of varying economic, social and cultural backgrounds.
- In the coming year, Innovate BC will be holding equality, diversity and inclusion training and workshops for staff, and undertaking a consultation process with BIPOC communities to inform the design of a program that will help BIPOC youth get their first job in the tech sector.

Innovate BC actively promotes multiculturalism in the workplace or in the broader community through events and initiatives:

- Innovate BC aims to support equity-seeking groups through sponsorship of diverse events. When hosting or promoting an event, Innovate BC also attempts to generate a multicultural group of attendees.
- In 2020/21, Innovate BC partnered with various equality, diversity and inclusion groups to help promote our programs and learn about the unique needs of their members. These groups

include Inclusion BC, Immigrant Services Society, First Nations Technology Council, Aboriginal Financial Officers' Association of BC, Black Entrepreneurs BC, Women's Enterprise Centre, Ktunaxa Nation Council, Tale'awtxw Aboriginal Capital Corporation, Aboriginal Business and Community Development Centre, and Chetwynd Chamber of Commerce.

- Innovate BC has plans to partner with several B.C. Indigenous business groups to sponsor their events and initiatives in the upcoming year. Numerous initiatives are also planned that will focus on impact to Indigenous communities, specifically as it relates to the following programs: BC Fast Pilot; Digital Economy: Rapid Response and Resiliency; Digital Skills for Youth; and Innovator Skills Initiative.
- Innovate BC has anti-discrimination policies in place, as well as policies against bullying and harassment. All people have a right to equal opportunity in employment, and Innovate BC is committed to removing any discriminatory barriers that prevent equal access.
- Increasing diversity, equity and inclusion among all our program participants is a key operational goal of Innovate BC, and several programs and initiatives are designed specifically to benefit equity-seeking groups.

Innovate BC utilizes partnerships to gather input from Indigenous, racialized and other under-represented groups:

- Innovate BC partnered with LOCO BC to engage organizations supporting local businesses and economic development in B.C. The goal was to investigate the needs of small and mid-sized businesses in various regions of the province, and learn how well they are being supported. This project involved 15 roundtable discussions and 10 telephone interviews. Of the discussions, several were focused on Indigenous groups. The outcomes of this research are being used to generate a report on how we can better support regional, Indigenous, and female business owners in B.C.
- In addition, Innovate BC will be undergoing a consultation process with BIPOC groups and organizations prior to redesigning a program

aimed at helping BIPOC and those from other under-represented groups get their first job in the tech sector.

- Innovate BC is also working on a diversity and inclusion data-collection initiative to include diversity-related questions in all program applications. This will allow us to better understand program reach and inclusivity and tailor program outreach and delivery accordingly to ensure all groups benefit from our funding and support.

## **HIGHLIGHTS ON INITIATIVES IN 2020/21**

This year, Innovate BC focused on engaging Indigenous groups in discussions to understand how we can better serve them, as detailed above. There are also several initiatives planned that will focus on impact to Indigenous communities, specifically as it relates to the following programs: BC Fast Pilot; Digital Economy: Rapid Response and Resiliency; Digital Skills for Youth; and Innovator Skills Initiative.

## **SUCCESS STORY**

Approximately 50% of Innovate BC grants this year went to organizations that support equity-seeking groups and companies in remote areas of B.C. To increase that number, Innovate BC has engaged with stakeholders who work with Indigenous and female entrepreneurs and those who support companies that work in remote communities. Through this engagement, we aim to raise awareness of our programs and get feedback on ways we can further expand our reach.

Innovate BC provides financial support to 10 organizations in the BC Acceleration Network that delivers 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.

This year, Innovate BC launched the Digital Economy: Rapid Response and Resiliency Program and the Tech Resiliency Program to expand on the support offered to regional and diverse business owners given the increased need resulting from the COVID-19 pandemic. Of the businesses these programs supported, 80% were female-led and 10% were Indigenous-led.

## INSURANCE CORPORATION OF BRITISH COLUMBIA

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### MANDATE

The Insurance Corporation of British Columbia (ICBC) is committed to providing the best basic and optional vehicle insurance coverage at the lowest possible cost for B.C. motorists. ICBC also provides driver licensing, vehicle registration and licensing, and violation ticket and government fine collections services on behalf of the Province. ICBC implements road safety initiatives to reduce crashes and losses on B.C. roads and to assist in managing claims costs.

### EXECUTIVE COMMITMENT

Diversity, equity and inclusion are fundamental to our work. ICBC will ensure a diverse and inclusive work environment free of discrimination and one in which all employees and customers are treated with dignity and respect.

ICBC's commitment to diversity, equity and inclusion is guided by its values: to be collaborative, supportive, straightforward and knowledgeable.

ICBC is committed to a diverse workforce that is representative of the population of British Columbia, and we will ensure that our hiring and employment practices meet or exceed what is required by the Human Rights Code Sections 11 and 13. Managers will promote and support an equitable and inclusive work environment for employees, ensuring everyone has access to the same opportunities and resources, and providing accommodation where appropriate.

ICBC is committed to equal access to services for all its customers and will ensure that it meets or exceeds the accommodation standards required by the Human Rights Code Section 8.

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

ICBC launched a Diversity, Equity, and Inclusion (DEI) Charter led by the executive leadership team.

ICBC significantly increased participation and activity of our seven employee resource groups: Women in Leadership, Disability Inclusion, Indigenous Peoples, Ethnicity, Caregivers, Wellness, and LGBTQ2+.

ICBC developed monthly conversation topics to guide leaders in facilitating conversations about DEI topics with their teams.

ICBC reviewed all internal communications and learning materials through a DEI commitment lens.

In 2020/21 ICBC promoted multiculturalism in the workplace or in the broader community through events and initiatives:

- Supported ICBC's Ethnicity Employee Resource Group's (ERG) book club with the goal of connecting with others and fighting isolation while learning about the life experiences of people from diverse ethnic and cultural backgrounds
- Supported the first virtual celebration of National Indigenous Peoples Day, organized by the Indigenous People's ERG. The ERG's executive sponsor reached out to employees via video posted on ICBC's intranet channel, in conjunction with featured family games and stories, traditional recipes, a children's colouring contest, and a five-question contest to learn about the impact of residential schools on Indigenous communities.
- Offered a learning circle guided by an external Indigenous facilitator to engage in learning and dialogue about respectfully relating to Indigenous Peoples and becoming effective allies
- Published two articles on ICBC's intranet channel authored by the LGBTQ2+ ERG, highlighting employees' experiences, the importance of allies and what it means to be an ally
- Offered ICBC employees an option to include the rainbow logo in their email signature during Pride Month in support of the LGBTQ2+ community. The rainbow logo was also displayed on ICBC's LinkedIn Learning and social media accounts.
- Incorporated gender-inclusive pronouns and wording into survey questions and recommendations for email signature brand guidelines
- Offered an externally facilitated webinar on the topic of allyship
- Approved and launched ICBC's Diversity, Equity, and Inclusion corporate policy. The purpose of the DEI policy is to promote diversity within our workforce, create an inclusive working

environment, and ensure fair treatment for employees and customers. ICBC will ensure a diverse and inclusive work environment free of discrimination and one in which all employees and customers are treated with dignity and respect; ICBC will do so by identifying and removing barriers to full and fair participation and by providing Respectful Workplace training to all employees.

ICBC utilizes partnerships to gather input from Indigenous, racialized and/or other under-represented groups:

- Participated in various DEI networks to share strategies and best practices, including acting as a founding employer partner of the Canadian Centre for Diversity and Inclusion, as a leader partner in the Presidents Group to promote accessibility for persons with disabilities, and as a member of the advisory committee for the National Employment Accessibility Standards project
- Improved ICBC's DEI Council, comprised of leaders of each ICBC division, to guide, advise and champion DEI initiatives.

ICBC supported the following culturally appropriate and responsive programs and services:

- ICBC's employee intranet includes a Diversity and Inclusion sub-site. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.
- The Conversations That Matter series with ICBC's senior leadership team discussed power, privilege, and the responsibility to call out anti-Black, anti-Indigenous and anti-Asian racism
- ICBC has developed relationships and tailored services to support Indigenous communities through Road Safety and Driver Licensing programs
- ICBC delivers New to B.C. information presentations at multicultural centres to help new residents (primarily immigrants to Canada) understand ICBC licensing, insurance, and claims policies and services. The presentations also include an overview of B.C.'s road rules and driving tips.

- ICBC provides two dedicated 1-800 multilingual telephone lines to better assist Punjabi and Chinese customers who have had a crash. This service offers these customers the ability to immediately report a claim in their first language, to fully understand the claims process and to access benefits more easily.
- If a customer visits a driver licensing office and English is not their first language, we will connect them with an interpreter, either in person or on the phone, to help them communicate with our customer service representatives. Our over-the-phone interpretation service is available in 215 languages and dialects. We also offer our knowledge tests for cars and motorcycles in 11 languages.
- ICBC collects diversity data from all ICBC employees through its Employee Opinion Survey. This data is used when designing employee policies and programs to inform future tactics. Our 2021 Employee Opinion Survey included eight questions related to DEI and wellness.
- The Women in Leadership ERG connected 130 aspiring employees with women leaders from other areas of the business to activate their networks, share knowledge and develop professional relationships across ICBC.
- We recently launched a pilot Quiet Room to offer a safe space for employees to pray, meditate or take few minutes to re-energize.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

Incorporated best practices for Indigenous territorial land acknowledgments into leadership development training, ERG meetings and ICBC board meetings.

### **SUCCESS STORY**

ICBC offered an externally facilitated webinar for leaders to learn about their role in removing disability-related stigma in the workplace. More than 100 leaders attended this webinar. It evoked great conversations and helped people feel more comfortable talking about disabilities in the workplace.

ICBC also offered an externally facilitated open dialogue about Black Lives Matter, racism, and our

role in promoting an inclusive environment for employees and customers. Attendance was more than 100; outcomes of the session were shared in a follow-up article on ICBC's intranet channel.

ICBC continued outreach to B.C. Indigenous communities within the limits of COVID-19 health and safety restrictions.

Building on activities pioneered in 2018, ICBC continued to support outreach efforts to First Nations in B.C. to improve access to driver licensing services.

ICBC's Road Safety and Community program joined forces with the RCMP's Indigenous Policing Unit to host a bike rodeo in the summer of 2020 for youth from the Kwikwetlem First Nation. Riding skills and rules of the road were among the subjects covered, and all participants had an opportunity to improve their bike handling and road safety knowledge.

## KNOWLEDGE NETWORK CORPORATION

### MANDATE

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

### EXECUTIVE COMMITMENT

Knowledge Network strives to provide British Columbians with programming that reflects and supports the diversity of B.C. voices and experiences. This is fundamental to our role as B.C.'s public broadcaster.

Trust, integrity and quality are the three Knowledge Network values that inform our decision-making. We serve the public interest and reflect diverse points of view within our organization and through programming on our television and streaming services.

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

East Is East is Knowledge Network's weekly anthology series dedicated to documentaries about life in the Asia Pacific region. East Is East programming highlights from 2020/21 include:

- China on Film – Offers uniquely vivid picture of Chinese history through film, providing new insights into China's momentous changes – from the first-ever Chinese film in the Qing dynasty through to the Communist era
- India on Film – Brings a glimpse of life in early 20th century India, with archival film footage showing the vast processions of decorated elephants carrying India's Maharajas to meet

King George V and to scenes from Gandhi's early fight for independence

- Singapore on Film – Explores the earliest footage of Singapore, dating back to 1900, including the Coolie Boys and Ananas filmed more than 100 years ago by the Pathe Brothers
- The Asian Century – Deconstructs the pivotal events of the past that have made the Asian Century, and challenges accepted views and reveals the personalities and rivalries that have shaped history
- Wild Japan – Explores the vast range of landscapes in Japan, from the far north where sea eagles walk on frozen waters, to subtropical southern islands with coral reefs and mangroves, to the central islands with forested mountains that are home to bears and monkeys.
- Wild Korea – Delves into Korea, known as a modern, high-tech nation. But beyond the bustle of the cities there's a land of stunning natural beauty and remarkable wildlife including lush wetlands and mudflats that contrast the soaring mountains and turbulent seas.
- The Art of Japanese Life – Examines the art and culture of Japan, exploring the links between culture, the countryside, urban landscapes and religion.

B.C. Indigenous stories include:

- Haida Modern – The story of legendary Haida carver Robert Davidson, an artist who became a leading figure in the revival of Indigenous culture and whose work has also impacted Western culture.
- Now is The Time – On the 50th anniversary, Haida filmmaker Christopher Auchter revisits the raising of Haida carver Robert Davidson's first new totem pole on British Columbia's Haida Gwaii in 1969.
- Dust and Bones – The challenges of dealing with the discovery, preservation and re-interment of First Nations graves and burial items, displaced through colonial conquest and urban development, focusing on Harold Joe from the Cowichan First Nation.

- Showing the Way for the Children – B.C.'s Esk'etemic First Nation discuss their history and traditional relationship to their land.
- Fast Horse – Follows North America's original extreme sport, Indian relay, where Indigenous jockeys ride horses bareback and jump from one horse to another in the middle of the race.
- Beyond Human Power – Tlingit-Tahltan filmmaker Gordon Loverin documents how taking part in a potlatch ceremony between 1885 and 1951 sent many Indigenous people to jail, but now a new generation of dancers share their stories and performances from Vancouver to Whitehorse, Yukon and beyond.
- Looking at Edward Curtis in the Pacific Northwest – B.C. Indigenous filmmaker Marie Clements explores the Pacific Northwest work of photographer Edward Curtis from an Indigenous perspective.
- Potlatch Keepers – A journey of self-discovery and cultural awakening documented by Indigenous filmmaker Lindsey Mae Willie.
- Angry Inuk – With seal hunting a critical part of Inuit life, a new generation of Inuit are challenging the anti-sealing groups and bringing their own voices into the conversation.
- The Road Forward – Musical documentary connects the beginnings of Indigenous nationalism with First Nations activism today.
- The Story of the Coast Salish Knitters – Combining the ancient wool-working traditions of the Coast Salish people and the knitting techniques of English and Scottish settlers, Cowichan sweaters have become a symbol of Canada's West Coast.
- Haida Gwaii: On the Edge of the World – Explores the breathtakingly beautiful archipelago off B.C.'s northwest coast – home to a dedicated community uniting to protect land and sea for the next generation.
- NFB Indigenous Cinema Collection – Documentaries by B.C. and Canadian Indigenous filmmakers offered on Knowledge Network's streaming platforms in partnership with the National Film Board.

Knowledge Network partners with B.C. independent producers in the creation of documentaries and collaborates with industry partners to support a more equitable future for B.C.'s Indigenous and racialized independent producers.

Indigenous filmmaker Banchi Hanuse's short film, *Nuxalk Radio*, won the 2020 Vancouver International Film Festival's Sea to Sky Award recognizing the outstanding work of one female key creative on a B.C.-produced feature or short. The film was also part of an imagineNATIVE showcase at Clermont-Ferrand International Short Film Market and took part in the imagineNATIVE shorts program for their Film + Video Tour from December 1, 2020 to September 30, 2021. The film was one of seven shorts that opened this year's imagineNATIVE film festival in Toronto in October. *Nuxalk Radio* is about a day in the life of a radio station built to help keep the Nuxalk language alive while broadcasting the laws of the lands and waters in their territory.

*The Train Station* was selected by Telefilm as one of seven films to be brought to the Clermont-Ferrand International Short Film Market as a Canadian showcase in January 2021. This animated short is about Indigenous director Lyana Patrick's family and their experience with a residential school in northern B.C.

### **OTHER HIGHLIGHTS IN 2020/21**

150 Stories that Shape British Columbia – Broadcast the first three of eight documentary collections of short films by B.C. independent filmmakers including:

- Cowichan Sweater – Author Sylvia Olsen and her daughter explain the origins of the Cowichan sweater and the ingenuity and resilience of Coast Salish hand workers.
- Evelyn Lau – Author Evelyn Lau reflects on her groundbreaking memoir *Runaway: Diary of a Street Kid* on the 30th anniversary of its first publication.
- The Jade Peony – Author Doretta Lau examines the legacy and impact of Wayson Choy's *The Jade Peony* on B.C.'s Chinese-Canadian community.

Redfern Now – An Australian drama series about contemporary inner-city Indigenous life, told by the people who live it.

Hong Kong Philharmonic at the Musikverein – The Hong Kong Philharmonic Orchestra in concert in Vienna, with violin soloist Ning Feng.

Ninth Floor – Over four decades after the infamous Sir George Williams Riot, Ninth Floor reopens the file on a watershed moment in Canadian race relations and one of the most contested episodes in the nation's history.

He Named Me Malala – An intimate portrait of Nobel Peace Prize Laureate Malala Yousafzai, who was targeted by the Taliban and severely wounded by a gunshot when returning home on her school bus in Pakistan's Swat Valley.

Hiroshima: The Aftermath – Survivors share stories of life before, during and after the atomic bomb was dropped on the city of Hiroshima, exploring the crucial moments, the key locations and the pivotal players.

Diversity is also a priority with our preschool programming for children 2 to 8 and their parents and caregivers. Highlights from Knowledge Kids include:

- Festival of Wishes – Highlights themes of diversity and community building featuring Knowledge Kids characters Luna, Chip and Inkie, three animals indigenous to B.C.
- Wolf Joe – Animated children's series that takes place in the Canadian Indigenous community of Turtle Bay.
- The Magic School Bus Rides Again – Recognized for its gender and ethnic diversity, the new animated series takes kids on adventures to learn about the wonders of science.
- Li'l Doc and Geeko – Animated series that demystifies medical topics that children might encounter, featuring a Black female doctor and a hypochondriac chameleon.
- Opie's Home – Follows four-year-old Opie (a puppet) as he celebrates the important relationships, milestones and day-to-day interactions that mark what it means to be a

preschooler. Opie is part of a diverse family and has a much-loved neighbour played by renowned Indigenous actor Graham Greene.

- Finding Stuff Out – Ten-year-old host Zoey answers questions from real kids while having a blast with cool songs, skits and expert advice.



## LEGAL AID BC

### MANDATE

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

### EXECUTIVE COMMITMENT

In our 2020/21 Service Plan, LABC stated its commitment to supporting true and lasting reconciliation with Indigenous people in British Columbia. LABC outlined a priority action to work with Indigenous communities and leaders, the Ministry of Attorney General and affected ministries to continue to identify ways to improve access to justice for Indigenous Peoples.

Our second priority action confirmed our commitment to work with the Ministry of Attorney General, affected ministries and relevant stakeholders to determine opportunities to better meet the legal needs of low-income families.

The commitment to achieve the two actions outlined above is further confirmed through the following two strategic goals in our Service Plan:

- LABC advances reconciliation with Indigenous people by improving access to justice.
- LABC delivers services tailored to people's needs.

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

LABC has an Indigenous recruitment strategy focused on increasing Indigenous representation and retention at all levels within LABC, including the board, the executive, management, staff, tariff bar lawyers and contractors.

LABC continues to put effort into renewing our programs for current exempted Indigenous Services Division staff positions as they come

due, and report out to B.C.'s Office of the Human Rights Commissioner.

In 2020/21 LABC provided the following training opportunities and initiatives:

- As part of our annual training program, LABC provided front-line staff and local agents with in-depth training courses on diversity and inclusion and Indigenous cultural competencies, and also provided training to LABC community partners on fundamentals of diversity and inclusion and unconscious bias.
- The LABC Learning Catalogue includes courses on diversity, equity and inclusion topics; staff can self-enrol in the Introduction to GBA+ course and other virtual training.
- LABC continues to provide managers with an overview of unconscious bias during the recruitment and orientation process.
- LABC has an Indigenous Cultural Competency training program and a Reconciliation Action Plan, which are focused on promoting further understanding and respect of Indigenous Peoples.
- LABC partners with Indigenous Works and the Canadian Centre for Diversity and Inclusion (CCDI). Our partnership with CCDI allows LABC staff to access CCDI training webinars on a variety of topics about diversity and inclusion.

LABC actively promotes multiculturalism in the workplace or in the broader community through events and initiatives:

- LABC hosted National Aboriginal History Month virtual lunch-and-learn sessions, and a two-part online cedar weaving workshop, which was offered to two staff cohorts.

Incorporating multiculturalism policy into the development of policies, practices and programs is driven by our Reconciliation Action Plan.

The plan sets out 20 strategies and 52 related actions LABC will take to implement three goals: advance reconciliation through education, advance reconciliation by fostering equity for Indigenous Peoples, and advance reconciliation by empowering Indigenous Peoples.

LABC utilizes partnerships to gather input from Indigenous, racialized and/or other under-represented groups:

- Parents Legal Centres (PLC) staff participated in 693 engagement activities with Indigenous communities. One of the goals of the Indigenous engagement sessions is to seek input and inform the continued development and expansion of services such as the PLCs.
- LABC is conducting an Indigenous legal needs assessment and has established an Indigenous Advisory Committee to guide the development of the assessment process and provide input on the recommendations arising out of the assessment data.
- LABC has memoranda of understanding with The Native Courtworker and Counselling Association of BC and with the BC Métis Federation to work together on common initiatives and share information on how to improve access to justice for Indigenous people.
- LABC partners with seven Indigenous agencies and meets with them regularly to gather input.

LABC supports culturally appropriate and responsive programs and services:

- LABC has an Indigenous Services division dedicated to ensuring our services are culturally appropriate and better meet the needs of Indigenous people in B.C. These services include the Parents Legal Centres, the Gladue report program, and Aboriginal community legal workers.
- 37% of Parents Legal Centre staff identify as Indigenous.
- Parents Legal Centres have engaged with their local communities, including Nations and Native Court workers, to establish 26 virtual community clinics. Most of the clinics are affiliated with Indigenous services or agencies.

LABC collects data on Indigenous ancestry and identity to inform program design and service delivery to help us meet the needs of our Indigenous clients. During the intake process, applicants are asked if they self-identify as Indigenous, and if so, whether they are

First Nations, Métis or Inuit, and whether they live on or off reserve.

PLCs use data on whether a client lives on or off reserve to help understand what community resources are available to clients. PLCs also track whether children are Indigenous. This helps us understand how many Indigenous children have been impacted by PLC services and keeps at the forefront the importance of understanding the culture, traditions and communities the children have a right to be connected to during our clients' files.

We do not ask applicants for their race, other than asking if they self-identify as Indigenous. To support service delivery, we do record first language spoken and country of birth of immigration and refugee applicants.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

During 2020/21, LABC started a project (Achieving Digital Equity) to conduct research into a range of barriers to users in accessing digital public legal education and information. The project includes a literature review, user testing, focus groups, population surveys and recommendations for action. LABC hosted nine focus groups on digital equity and access to justice for 140 individuals who work for non-profit service providers, including agencies that serve Indigenous, racialized and other under-represented groups.

### **SUCCESS STORY**

In 2020/21, LABC added questions on discrimination and cultural appropriateness of our services to our client survey to get direct feedback from our clients – including our Indigenous clients – on their experience of our services. We report on these results as a strategic performance measure in our Service Plan.

The client survey showed that 54% of Indigenous clients strongly agreed (41%) or agreed (13%) that LABC provided them with services that were appropriate for their cultural values and beliefs. Suggestions to better address client cultures and beliefs included providing services in different languages or in different ways appropriate for that

culture (from 65% of those Indigenous clients who disagreed that there were appropriate services).

The survey also revealed that 75% of Indigenous clients strongly agreed (59%) or agreed (16%) that they were treated in an unbiased and non-discriminatory way.

These results suggest that cultural competency training is having a positive impact on clients' experiences with LABC staff and service providers and point to ways in which further service improvements can be realized.

We rely on the feedback we receive from our clients and stakeholders through survey, evaluation and research data. This feedback helps us to:

- Assess the cultural appropriateness of intake policies and practices
- Identify service gaps, training needs and resource/staffing requirements
- Guide policy development and program design – in particular, the design of Indigenous services
- Understand whether our services are achieving their intended outcomes. For example, knowing whether a lawyer identifies as Indigenous allows us to assign an Indigenous lawyer when requested by a client.

## REAL ESTATE COUNCIL OF BC

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### MANDATE

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

### EXECUTIVE COMMITMENT

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

In its 2020/21 – 2022/23 Service Plan, RECBC committed to:

- Enable and promote a workplace culture where all employees support RECBC's values
- Continue to build a strong culture in which all employees are valued and receive the support to increase their skills, expand their knowledge and develop their careers
- Develop, in collaboration with BCFSA, a competitive compensation package that includes rewards, recognition and opportunities for ongoing learning and development now and under the BCFSA
- Continue to focus on workplace culture development in order to build organizational capacity to achieve service excellence and contribute to the success of the BCFSA
- Commit to RECBC's Workplace Diversity & Inclusion Policy to "continue to promote a barrier-free workplace and support and foster a diversity of perspectives with the aim of providing programs and services to meet the diverse needs of its employees and the licensees it supports"
- Continue RECBC's commitment to diversity and inclusion, empowering employees, supporting

the community, and creating change through employment and our initiatives to empower women in the workplace

From RECBC's Diversity and Inclusion webpage: *"RECBC is committed to creating and improving diversity, equity and inclusion in our workplace and community. In fulfilling our mandate, it is important that our practices are representative of the diverse population of British Columbia by removing barriers and promoting equitable treatment for all."*

RECBC strives to be:

- A diverse organization where a variety of social and cultural characteristics exist and are welcomed
- An inclusive organization where each person feels valued and connected, and where we can be safe to express our authentic selves
- An equitable organization that guarantees fair treatment, access, opportunity, and advancement for all

RECBC is committed to attracting and retaining employees from diverse backgrounds through training and strategic partnerships to improve our hiring practices.

Creating a safe, diverse, and equitable workplace for our team is our priority. Building awareness in our team members and creating opportunities to support diverse groups helps us as we strive for continual improvement in this mission.

RECBC is committed to removing barriers and promoting equal access and treatment for all British Columbians by ensuring our practices reflect and are representative of the entire, diverse population of our province.

RECBC is proud to have been recognized by Great Place to Work® as a Best Workplace Managed by Women for 2019 and 2020. This recognition is awarded based on feedback from our employees and reflects our work to empower women in our workplace.

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

RECBC is committed to equality, diversity, and inclusion. We know the positive impact that welcoming and inclusive environments have on the achievements and experiences of our people.

- RECBC works with an in-sourced recruitment partner to do additional outreach to increase applicant diversity.
- RECBC partnered with three external organizations to attract and retain Indigenous people, LGBTQ2S+ and people with disabilities:
  - RECBC has implemented the recommendations of the Presidents Group for Accessible Employers to attract and retain people with disabilities.
  - RECBC is an affiliate of Indigenous Works Canada and utilizes the learning and resources that partnership affords.
  - RECBC is expanding its reach for job postings and employment brand awareness into relevant Pride sites and increasing its commitment as a Pride at Work Canada Regional Partner.
- RECBC requires staff training on unconscious bias and on unconscious bias in hiring. Staff also take part in an immigration support program and receive training in offering accommodation policies for prospective employees and licensees moving through the complaint process.

RECBC has active mentoring pairs, continues to leverage development programs, and has done targeted coaching for development, including:

- Lean-in Canada Lean-in Circle for introverted female leaders
- Minerva Leadership Program: Women Leading the Way leadership development program
- Mentorship and career development opportunities
- Partnering with Minerva BC to sign the Diversity Pledge, committing to promote diversity and inclusion and foster the development of women leaders

In 2020/21 RECBC provided the following training opportunities and initiatives:

- Gender-Based Analysis Plus (GBA+) training, considering many identity factors including race, ethnicity, religion, age, and mental or physical disability. All managers and employees in other targeted roles participate in this training to build awareness of this important lens.
- Unconscious bias training with a legal lens was provided for all managers as part of our diversity and inclusion efforts.
- RECBC collected feedback in the Enhancing Diversity and Inclusion at RECBC survey that provided an opportunity for employees to share their views and experiences on what will make the organization an even better place to work and a place that embraces diversity and inclusion.
- RECBC provided additional foundational training on diversity, inclusion and racism to increase awareness on these topics and to provide a Canadian context. Systemic Racism in the Canadian Context training for all staff was facilitated by an external consultant and recorded and published on the intranet.
- RECBC provides resources and benefits for staff who identify as LGBTQ2+ or have a family member who identifies as LGBTQ2+.
- RECBC has improved accessibility within our office, supports employees working safely and ergonomically from home, and offers accommodation policies for employees.

RECBC has a Workplace Diversity and Inclusion Policy that commits to achieving a workforce reflective of the qualities and differences in the population it serves. This policy includes:

- Maternity and parental leave policy to include parental leave top-up
- Gender-Based Analysis Plus (GBA+) training
- Systemic Racism in the Canadian Context training
- Recognizing important months, including Black History and Transgender
- Promoting awareness months in the staff newsletter and intranet

- Using social media outreach to celebrate special days denoting groups, diverse religions and traditions
- Providing resources for staff who may identify as LGBTQ2+ or have a family member who identifies as LGBTQ2+
- Improving accessibility within our offices
- Offering accommodation policies for employees
- Providing flexible work options to accommodate child and eldercare or other life commitments
- Committing to initiatives including Reconciliation and Gender-Based Analysis Plus (GBA+) as part of our Mandate Letter and Service Plan
- Signing the B.C. Lieutenant Governor's Diversity Pledge, committing to being #DifferentTogether and holding diversity as a fundamental value

RECBC actively promotes multiculturalism in the workplace or in the broader community through events and initiatives:

- Promoting multiculturalism through workplace initiatives organized by human resources and its cultural committee, including recognizing diverse cultural and religious holidays, holding workplace events to celebrate them, and allowing substitution of religious-based paid holidays with preferred leave
- Spotlighting important months of recognition, including Black History and Transgender Awareness Months
- Updating our brand to reflect inclusive language
- Ensuring visible representation in education courses and website images
- Improving website accessibility

RECBC utilizes partnerships to gather input from Indigenous, racialized and/or other under-represented groups:

- RECBC has partnered with Indigenous Works, a non-profit national organization to attract Indigenous people to fill open employment positions and learn from their expertise in conditions precedent for Indigenous employment attraction.

- RECBC has committed to reconciliation as part of our Mandate Letter and Service Plan.
- RECBC is a regional partner of Pride at Work Canada, supporting better practices to attract and retain LGBTQ2+ candidates and employees.
- RECBC is a partner of Lean-In Canada, focused on holding lean-in circles to empower different leadership styles for all.

RECBC supports culturally appropriate and responsive programs and services:

- RECBC provides free interpretation and translation services to complainants, witnesses and real estate professionals in investigative processes and hearings upon request.
- RECBC provides key consumer resources on its website in multiple languages – English, French, Spanish, Punjabi, Persian, Simplified and Traditional Chinese – and seeks opportunities to promote these resources through multicultural media channels.
- RECBC considers diversity (including ethnicity, gender, geographics, age, background and perspective) as one of the factors in determining appointment of members to hearing panels.
- RECBC's mandatory Legal Update course for real estate professionals covers Due Diligence and Land Title Matters and On the Radar Article on **Landowner Transparency Act** (LOTA) in B.C., to help professionals build the competency to navigate real estate services with First Nations lands.
- RECBC offers an accommodation policy for prospective and current real estate professionals.

RECBC collected diversity data in its employee surveys in 2020. In aggregate, results show:

- RECBC has higher representation of LGBTQ2+ people as compared to the labour market average in B.C.
- RECBC is on par with Indigenous representation, above labour market average for women, and at or above representative levels in the B.C. labour market average for people with disabilities.

- RECBC is representative of the labour market average availability for people who identify as a visible minority in B.C.

RECBC's style guide and communications procedures call for the use of gender-neutral language in all internal and external communications.

RECBC's branding reflects inclusive language and visible representation in education courses and website images.

RECBC partnered with Minerva BC to sign the Diversity Pledge, committing to promote diversity and inclusion and foster the development of women leaders in the organization.

RECBC signed the BC Lieutenant Governor's Diversity Pledge, committing to being #DifferentTogether and holding diversity as a fundamental value.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

RECBC published a new diversity and inclusion webpage to further our efforts in building a diverse and inclusive workplace and to share the work we have done with potential future co-workers and others.

RECBC sponsors a small group of introverted women leaders who meet once a month for support, empowerment and skills building in lean-in-circles with Lean-in Canada.

RECBC sponsors four women to participate in the Minerva Leadership Program: Women Leading the Way and Emerging Leaders leadership development programs.

RECBC offered support for employees during COVID-19 and monitored health and wellness through the implementation of a Mental Health in Action initiative to confidentially measure employee well-being in their current personal and working life and better understand other support needed. A survey was conducted using an assessment tool called VitalityPOP™ offered through a Canadian non-profit.

### **SUCCESS STORY**

In June 2020, RECBC announced the significant accomplishment of becoming Great Place to Work (GPTW)-certified™ for the second year in a row

based on an employee survey with a 96% response rate. GPTW is a global authority that recognizes excellence in workplace cultures. The results from the survey showed that 100% of RECBC employees feel they are treated well regardless of their sexual orientation and 99% feel they are treated well regardless of their gender, race or ethnicity.

RECBC is also proud to be on the 2020 list of Best Workplaces™ Managed by Women, based on direct feedback from employees and as determined by Great Place to Work.

RECBC made the Best Workplaces in B.C. list for the first time in 2021 because of the 2020 survey results.

RECBC conducted a "pulse check" survey on a subset of the Great Place to Work survey questions in January 2021, receiving a high response rate of 96% and an average overall trust index of 72%. The results indicated that gains were made in credibility of leadership and in some of the perceptions around fairness and co-operation.

### MANDATE

The Royal British Columbia Museum (RBCM) was created under the *Museum Act* (2003) to fulfil the B.C. government's fiduciary role as a public trustee of specimens, artifacts, 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 and natural history through exhibitions, research and programs; and to hold collections for current and future generations of British Columbians. In its 2020/21 mandate letter, government directed the Royal BC Museum to continue its focus on the following strategic priority actions:

- Continue to address the Truth and Reconciliation Commission (TRC) Calls to Action
- Work closely with First Nations to advance cultural reconciliation by supporting Indigenous people seeking the return of ancestral remains and cultural objects to their communities
- Continue to take a leadership role by increasing the Royal BC Museum's presence across the province with regional outreach – with the goal of making the museum and archives more available to all British Columbians
- Offer unique visitor experiences, both onsite and online, by continuing to offer relevant and engaging exhibitions and educational programs
- Continue to support the work of the modernization project and to engage the public (including diverse communities) on proposed modernization of the museum and archives, and the vision for the museum of the future
- Continue to work with the Ministry of Tourism, Arts, Culture and Sport to develop a fundraising plan
- Continue to work with the Ministry of Tourism, Arts, Culture and Sport to adopt a capital maintenance framework and refine a three-year Capital Maintenance Plan
- Continue to work with the Ministry of Tourism, Arts, Culture and Sport to develop options for the safeguarding and storage of the museum's

collections to better protect the artifacts that are currently not on display

### EXECUTIVE COMMITMENT

The Royal BC Museum:

- Continues to engage in the process of repatriating ancestral remains and sacred cultural material through the Indigenous Repatriation program and provides support to the Treaty Negotiations office
- Documents its activities that are directly related to the Truth and Reconciliation Commission's Final Report: Honouring the Truth; Reconciling for the Future by specifically outlining thematic areas and projects that the Royal BC Museum has taken
- Supports major initiatives at the national level related to multiculturalism
- Strives to explain the human, natural and archival history of the province and is the only institution in B.C. with a province-wide mandate that assumes this role
- Continues to commit to diversity in the workplace through hiring practices that encourage applications from under-represented groups for all positions – including temporary staff, students and volunteers – and provides specific diversity and cultural awareness training for all staff at every level of the museum and archives
- Strives to support the development of exhibitions, undertake research and acquire collections that provide opportunities for visitors to learn more about the many under-represented communities that make up British Columbia

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

Staff at the Royal BC Museum speaks the following languages in addition to English: Cantonese, German, French, Mandarin, Punjabi and Spanish.

RBCM continues to commit to diversity in the workplace through hiring practices that encourage applications from under-represented groups for all positions – including temporary staff, students and



volunteers. RBCM also provides specific diversity and cultural awareness training for front-line customer service staff and applies Gender-Based Analysis Plus (GBA+).

The RBCM@Outside program series included:

- One program about the history of Fan Tan Alley in Victoria's Chinatown, with Dr. Tzu-I Chung and local historian John Adams
- One program about the Lunar New Year with former Victoria mayor Alan Lowe, who shared his family connections to Chinatown

RBCM@Home, a free online weekly series with museum staff and guests, hosted the following community presentations in 2021: Lunar New Year, Black History Awareness Society – B.C.'s Black Pioneers, Vaisakhi, and Landscapes of Injustice.

The Farmer's Protest Panel was a free Zoom webinar in recognition of Sikh Heritage month. The event featured three community panellists who spoke about the farmers' protest abroad and the impact here in British Columbia.

To celebrate Asian Heritage Month and promote the work of the upcoming Chinese Canadian Museum, RBCM worked with the Jade Phoenix Club to host and promote a Zoom webinar featuring author Janie Chang.

For National Accessibility Week, RBCM hosted a virtual panel about best practices and the future of accessibility in the GLAM sector (galleries, libraries, archives and museums).

RBCM partners with Indigenous communities, specialists and elders to deliver several learning programs:

- The Indigenous-led EAGLE program – a museum-based cultural awareness initiative – was adapted for digital field trips. The 2020/21 school-year program sold out, with 70 programs reaching 2,055 participants.
- The RBCM@Outside program series included:
  - Two programs about the history of Thunderbird Park and the work of Indigenous artists
  - One program with Leslie McGarry on Indigenous perspectives on a coastal forest

RBCM consults with Indigenous communities and continues to foster a strong relationship with the First Peoples Cultural Council to continue to enhance the award-winning exhibition, Our Living Languages.

RBCM works with Indigenous communities to provide access to residential school records and repatriation of ancestral remains and cultural belongings.

All Indigenous Peoples have direct and free access to their belongings, in both the museum and archives.

### **HIGHLIGHTS ON INITIATIVES IN 2020/21**

RBCM contracted an EDIA training consultant and conducted an organizational survey to develop an equity, diversity, inclusion and accessibility strategy to identify and facilitate training for staff and leadership development.

The BC Black History Awareness Society (BCBHAS) and the Royal BC Museum engaged in a partnership that resulted in an expanded pocket gallery exhibition on Black history. Workshops with community to brainstorm ideas, solidify goals and formalize the vision for the exhibit resulted in a clear narrative determined by the community project team. Research, writing, curation and design were Black-led, and RBCM was fortunate to work with Curator Josh Robertson and Designer Rodney Hazard as contractors. The first youth workshop was focused on street art and graffiti. Ten BIPOC youth (under 25 years) attended, with two Indigenous artists facilitating sessions. The exhibition opened in August 2021 and will run through February 2022.

NOTES

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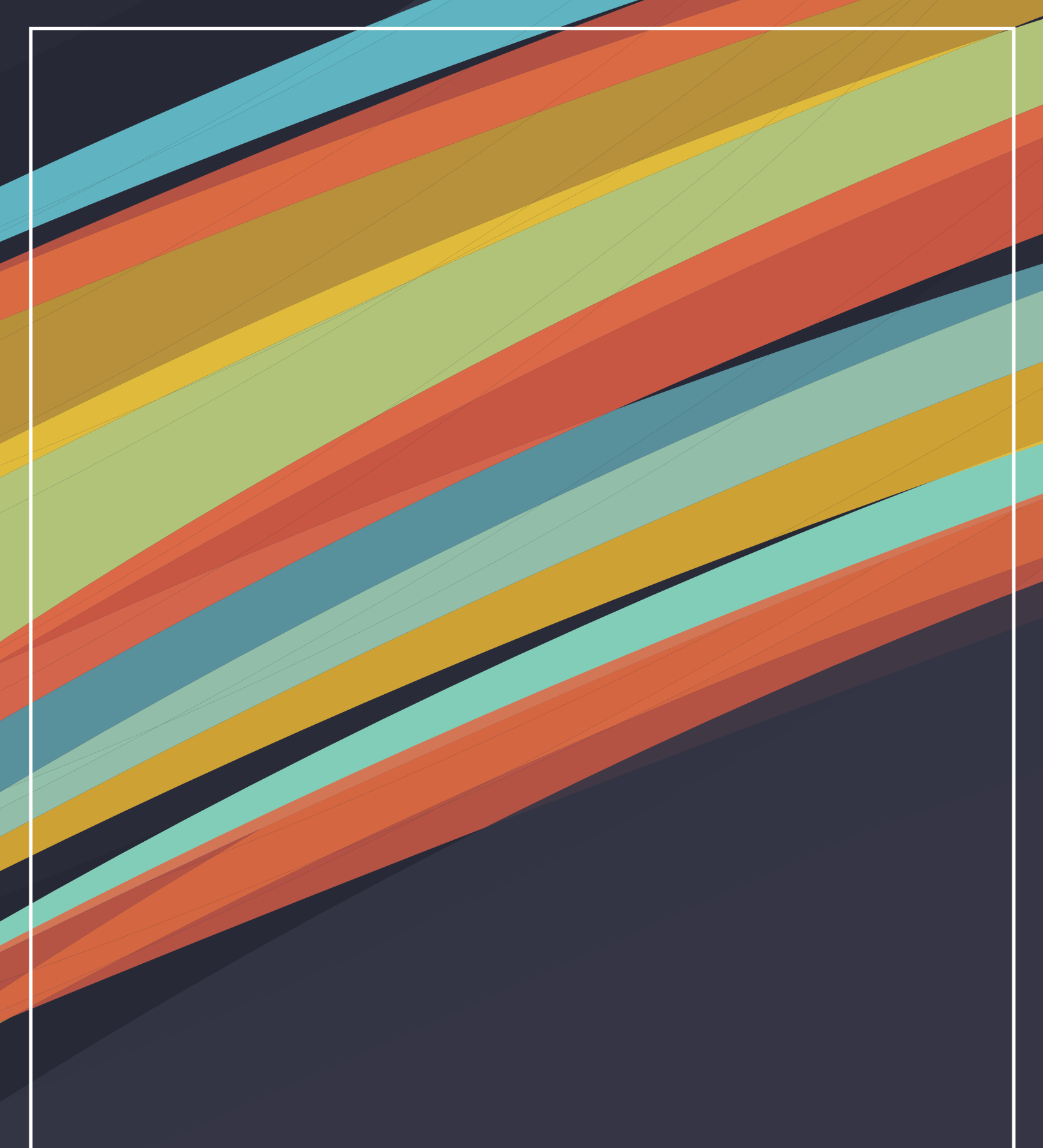
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