

Report on Multiculturalism

2021/2022



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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 28th annual report on the operation of the Act. This report covers the activities for the 2021/22 fiscal year.

Respectfully submitted,



HONOURABLE MURRAY RANKIN, K.C.
*Attorney General and
Minister Responsible for Housing*

Letter to the Minister

HONOURABLE MURRAY RANKIN, MINISTRY OF ATTORNEY GENERAL

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2021/22. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2021/22.

Sincerely,



BARBARA CARMICHAEL, K.C.
Acting Deputy Attorney General

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In 2022, the Province announced \$27.5 million in funding and the purchase of a building for Canada's first Chinese Canadian Museum located in Vancouver's historic Chinatown. Learn more about this historic initiative: <https://news.gov.bc.ca/releases/2022TACS0007-000200>

Joint Message from



MURRAY RANKIN
*Attorney General
and Minister Responsible
For Housing*

We are pleased to present the annual Report on Multiculturalism for 2021/22, which highlights the concrete actions that the BC Government has undertaken over the past year to advance the objectives set out in B.C.'s *Multiculturalism Act*.

The *Multiculturalism Act* recognizes the importance of valuing and enhancing the multicultural heritage of British Columbia. It affirms and reinforces our commitment to being anti-racist as a vital and powerful approach to making our province work better for everyone. In the words of Premier John Horgan, "It is time to move beyond simply embracing multiculturalism to becoming actively anti-racist. By doing so, we will create a safer, more equitable society for us all."

The Province is committed to working with all partners to build a better anti-racist B.C. for everyone. With over 200 First Nations communities alongside people from more than 200 different countries or regions, this is a province that is made stronger because of its diversity. The cross-government work led by the Ministry of Attorney General and Minister Responsible for Housing is crucial in standing up



RACHNA SINGH
*Parliamentary Secretary
For Anti-Racism Initiatives*

for human rights, working towards reconciliation and building inclusive, safer communities.

In September 2021, the Province launched the engagement process for anti-racism data legislation that will lead the way to build a better future for all of us. This engagement, in consultation with Indigenous, Black and people of colour, was conducted through an online survey and in-person consultations. Over 13,000 British Columbians, including those with lived experience of racism and inequity gave their feedback. This extensive engagement will lay the groundwork for long-term action supported by overarching goals: building trust with Indigenous Peoples and other racialized communities, developing secure approaches to data collection and the use and disclosure of personal information that will meet the needs of people most affected by systemic racism. The Province will continue to listen and engage with British Columbians to safely implement the *Anti-Racism Data Act* so that systemic barriers faced by Indigenous, Black and people of colour when accessing government programs and services can be identified and addressed.



The COVID-19 pandemic has disproportionately impacted Indigenous Peoples, Black and people of colour. Over the last two years, the Province has increased funding to address racism and ensure that the provincial response to COVID-19 is adapted to the needs of Indigenous, Black and people of colour. The Province has reviewed the *Police Act* and is developing an anti-racism action plan for kindergarten to Grade 12 while tackling anti-Indigenous racism in health care and working to introduce and implement anti-racism legislation. Resilience BC coordinates action across the province, including engaging with community to address all forms of racism and hate that has affected Indigenous Peoples as well as Black, Asian, Muslim, Jewish and other racialized and faith-based communities. Resilience BC also leads efforts to identify systemic barriers and gaps to develop further areas for action.

A truly anti-racist society demands our energy, our consideration and our concern. The many protests and calls to action that have taken place in British Columbia and across Canada have further highlighted the systemic racism, discrimination and the many inequities that have long existed in society. We can no longer turn a blind eye to these injustices. The Province is committed to supporting all British Columbians in dismantling systemic racism and addressing the colonial biases that have hurt Indigenous, Black and people of colour since time immemorial. Together, we can build a better, anti-racist B.C. for everyone.

Sincerely,

MURRAY RANKIN

RACHNA SINGH



**MULTICULTURAL
ADVISORY COUNCIL CHAIR
DR. SAMIR TRAORÉ**

It is my pleasure to submit this report on behalf of the Multicultural Advisory Council for the 2021/22 Annual Report on Multiculturalism. This year, British Columbians witnessed a historic accomplishment. The Provincial Government has advanced along the arc of equity thanks to the anti-racism data legislation. When decision-making at all levels is supported by reliable and accurate data, equity is more feasible.

The need for an anti-racism data legislation was suggested in early 2019. Responding to feedback from communities, constituents, organizations and experts, the Multicultural Advisory Council (MAC) served as an important stakeholder advising the Provincial Government on the creation of the anti-racism data framework, engagement strategy and policy of intent. Today, B.C. is the first province in North America to work towards passing anti-racism data legislation. If the legislation is effectively implemented, disparities in service delivery, outcome and impact will be easier to identify and resolve with the use of disaggregated data.

There are other reasons to be optimistic, including the creation of the Declaration Act Secretariat to assist the government with its UNDRIP obligations, the establishment of the Accessibility Directorate to implement the Accessible British Columbia Act and community roundtables on Anti-Racism in Education to inform the provincial K-12 Anti-Racism Action Plan organized by the Ministry of Education and Child Care.

Above reasons notwithstanding, there is still plenty of opportunity for equity work. We urge the Provincial Government to take immediate steps on its stated commitments to mark the UN International Decade for People of African

Descent, establish the anti-racism data committee, pass broader Anti-Racism legislation, amend the *Police Act* to strengthen and expand support services for addiction, mental illness, homelessness and poverty—rather than criminalise people for the outcome of years of policy-making decisions—and create an economy that is resilient, inclusive and oriented around tackling problems. The Black in British Columbia report led by the African Art and Cultural Community Contributor Society, partially funded by the provincial government as part of the Black in B.C. Convener project, contains calls-to-action touching on some of these challenges.

The Multicultural Advisory Council looks forward to continuing its advisory role to the Provincial Government and encourages elected officials and public servants to ensure that the above-mentioned commitments remain top priority.

In closing, I would like to welcome new members Michael Chang, Ajay Patel, Hasan Alam and Judy Hanazawa on the Multicultural Advisory Council, and to express my deep gratitude to departed members Tracey Wideman, Milan Singh, David Wong, and Shelley Rivkin for their years of service, dedication and contributions to making British Columbia a more just, equitable and inclusive province.

CHAIR DR. SAMIR TRAORÉ

**MULTICULTURAL ADVISORY
COUNCIL MEMBERS 2021/22:**

| | |
|--------------------------|---------------------|
| Christine Marie Anonuevo | Melanie Matining |
| Hasan Alam | Ajay Patel |
| Amir Bajehkian | Hira Rashid |
| Patricia Barkaskas | Samir Ismaël Traoré |
| Michael Chang | Hana Woldeyes |
| Judy Hanazawa | |

Introduction

When British Columbia's *Multiculturalism Act* was introduced in 1993, the make up of British Columbia was profoundly different than it is today. Census data from that year indicate 62 per cent of the British Columbian population reported their ethnic origin as European.¹ Today, British Columbia is more diverse than ever as our province prepares for a time of significant growth. The Province is experiencing historic levels of migration into B.C. and over one million job openings are expected in the next 10 years. New data released by Statistics Canada shows that British Columbia broke a record for the number of people moving to the province in 2021. The year-end data shows that B.C.'s net migration reached 100,797 people in 2021, which is the highest annual total since 1961. The remaining 67,141 people who made B.C. home in 2021 came from abroad and last year marked the second-highest level of international immigration to B.C. on record.²

Canadians are proud of their diversity. As we mark 34 years since the adoption of Canada's multiculturalism policy, there have been reports that celebrates its merits and reflects on the work that is yet to be done when it comes to inclusion, equity and fighting systemic racism. Canadians overall believe that the policy of multiculturalism is "very good" or "good" for the country (73%). British Columbians are the staunchest defenders of multiculturalism (81%), while residents of other provinces are more skeptical (69%). Additionally, an increasing majority of British

Columbians (57%) increasingly see themselves as multicultural, where human rights and cultural differences within society are believed to be essential and should be valued.³

As British Columbia grows increasingly diverse, provincial ministries and Crown corporations continue to play a critical role in supporting equal treatment and full participation of all British Columbians in society, and in promoting policies, programs and services that enhance the ability of communities of all origins to contribute to the continuing evolution of British Columbia. This year, the Province introduced changes to the Provincial Nominee Program so immigrants who received international training in health care and childcare can more easily transfer their credentials in B.C. and begin working in these high-demand fields. In 2021/22, more than 1,200 Afghan newcomers settled in the province and brought with them valuable education, experience and skills that make the province stronger. More recently, the Province has provided hardship assistance and supplementary benefits for displaced Ukrainians to ensure people can find safety, dignity, and support in B.C. This important step guarantees that displaced Ukrainians will have their most immediate needs addressed while they are resettling in British Columbia. The Province is committed to protecting people's right to safety and making newcomers feel welcomed and supported.



BUILDING AWARENESS AND CHANGING ATTITUDES

British Columbia is not immune to the effects of hate speech and hate crimes. According to Statistics Canada, police-reported hate crimes rose 21 per cent in several B.C. metropolitan areas. Crimes based on race and ethnicity went up by 6%. Statistics Canada notes that race and ethnicity were the main motivators of hate crimes across the country last year, but the six per cent increase was much smaller than those in hate-related incidents stemming from religion (67%), and sexual orientation (64%).⁴ Statistics Canada's hate crimes data reflects only those incidents that were reported to the police. As such, data on hate crimes is understood to be a conservative estimate of actual incidents.

The Province recognizes that much work remains ahead to eliminate racism and discrimination. The Province has put in place a number of laws, policies and programs that focus on eliminating racism and discrimination, including the *Multiculturalism Act* and the *Declaration on the Rights of Indigenous Peoples Act* (Declaration Act). Taken together, these initiatives seek to address the impacts that racism and discrimination have on individuals and communities, as well as the social fabric of British Columbia.

ADDRESSING ONLINE HATE AND HATE CRIMES

Too many people and communities in British Columbia are harmed and victimized by hate incidents and speech, which is often amplified and spread online. Online hate can turn into offline hate with devastating impacts on communities and families. A 2020 study conducted by the Institute for Strategic Dialogue Global concluded that Canadians were using more than 6,600 online channels, pages, groups, and accounts across several social media platforms to spread white supremacist, misogynistic or other extremist views.⁵

While extremist activity represents a threat to all British Columbians, the sense of fear is particularly acute for individuals and groups targeted by racism, discrimination, and harassment. Exclusion impacts individuals, communities, and society, oftentimes across generations, whether it be families that have fled persecution as refugees relocating to Canada, Indigenous Peoples healing from a past of assimilation or faith-based groups asserting their equal rights to be free of discrimination. The Province supports multiculturalism to ensure that all British Columbians, regardless of ethnicity or religion, can contribute to and benefit from an open and inclusive diverse society.

Led by the Ministry of Public Safety and Solicitor General, the British Columbia Shift program applies best practices from existing intervention programs and initiatives across the country and evaluate their effectiveness in reducing violent extremism. BC Shift is delivered in partnership with municipal governments, community-based organizations, and law enforcement to prevent radicalization to violence in the province by engaging vulnerable individuals and developing intervention strategies tailored to them.

Through Resilience BC, the Province launched an online portal to support people who experience or witness a racist incident. The website offers information in twelve languages. Multilingual videos can be found here: <https://hatecrimesinbc.resiliencebcnetwork.ca/>. The Province has committed to developing and implementing police reforms to address systemic bias and racism. During fiscal year 2020/21, the Ministry of Public Safety and Solicitor General announced that a special committee will be formed to engage with communities and experts on how the B.C.'s *Police Act* can be modernized to reflect today's challenges and opportunities for delivering police services with a specific focus on systemic racism.

While all these initiatives help address racism and discrimination in British Columbia, the Province recognizes that there is a lot of work to do to combat racism and discrimination. This includes developing anti-racism data legislation, as well as working together in partnership with Indigenous Peoples to implement the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) in British Columbia.

ANTI-RACISM DATA LEGISLATION

In the fall of 2020, BC's Office of the Human Rights Commissioner (BCOHRC) released a report with recommendations on how to collect, store, use and disclose disaggregated data in a culturally safe way that furthers the aims of equity and justice without reinforcing marginalization. The "Grandmother Perspective" report is grounded in data collection being used as a "tool of care," rather than a "tool of control." In other words, it

encourages the use of data to support, rather than monitor communities.

Disaggregated data is important because when policy, practice and law are based on statistics, silences and omissions in data can cost human lives, human well-being, and human rights. On the other hand, collecting data can cause numerous harms if not done well.

ENGAGING COMMUNITIES

From September 2021 to January 2022, the Province led extensive community engagement, to inform the anti-racism data legislation that will help government identify inequities in programs and services, address barriers and pave the way to a more equitable province. Seventy organizations throughout B.C. received funding to complete community engagement to help shape anti-racism data legislation. More than 450 sessions were held over a four-month period. The sessions included a mix of virtual and in-person events that brought together marginalized groups, including youth and 2SLGBTQ+ communities, to share their experiences of discrimination and discuss how anti-racism data legislation could be used to address systemic racism.

Alongside the community-led engagement, the Province launched an online survey on anti-racism data, asking British Columbians to share their thoughts and experiences about how the Province should collect and use race-based data. This engagement ran from September 9, 2021, until January 31, 2022.

The Province further developed engagement on the anti-racism data legislation with Indigenous partners based on input over several years from key stakeholders, including the B.C. Human Rights Commissioner, racialized communities and Indigenous organizations. The anti-racism data legislation will address the challenges raised through the engagement process and builds upon recommendations from the B.C. Human Rights Commissioner's report "*The Grandmother Perspective*," which provides suggestions on how government can use disaggregated data to address systemic discrimination. It is also informed by the *In Plain*

Sight report, which outlines steps for government to take to address anti-Indigenous racism B.C.'s health care system.

The Province is committed to addressing the ongoing issues of systemic racism and discrimination through engagement and will further gather critical community input in selecting an anti-racism data committee to help ensure the implementation of the anti-racism data legislation.

INDIGENOUS-FOCUSED APPROACH

British Columbia is the first province to release an action plan dedicated to implementing the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) in Canada.

The plan was developed with Indigenous Peoples, First Nation governments and organizations through intensive consultation. This significant engagement ensures the plan reflects the priorities of Indigenous Peoples—First Nations, Métis, and Inuit—living in B.C.

The *Declaration on the Rights of Indigenous Peoples Act* (Declaration Act) includes a requirement that government work with Indigenous Peoples on implementing the Action Plan, as well as reporting out on progress on implementation through an annual report. The annual report must be developed in consultation and co-operation with Indigenous Peoples and must be submitted to the B.C. Legislature by June 30 each year. For more information on the Declaration Act:

<https://declaration.gov.bc.ca/>



Historic action plan guides UNDRIP implementation in B.C.

THE ANNUAL REPORT ON MULTICULTURALISM

The 2021/22 Annual Report on Multiculturalism represents an overview of the Government of British Columbia's accomplishments in promoting multiculturalism and combatting racism between April 1, 2021, and March 31, 2022. It highlights the breadth of initiatives the Province undertook to increase 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 Attorney General and Ministry Responsible for Housing, which lead responsibility for Anti-Racism and Multiculturalism in 2021/22. Part One also includes the 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, 2021, and March 31, 2022. This section provides a summary of indicators demonstrating how ministries and Crowns are applying requirements of the Act and identifies leading practices across government.



Premier John Horgan visited the Az Zahara Islamic Academy in Richmond with local MLAs Aman Singh and Henry Yao. The Academy had great success in managing COVID-19 protocols, and members discussed their efforts to keep the community safe. Historic action plan guides UNDRIP implementation in B.C.

Part One:

Highlights of Anti-Racism and Multiculturalism Branch's Achievements

The Ministry of Attorney General and Minister Responsible for Housing have responsibility for Anti-Racism and Multiculturalism programs, policies and services in 2021/22.

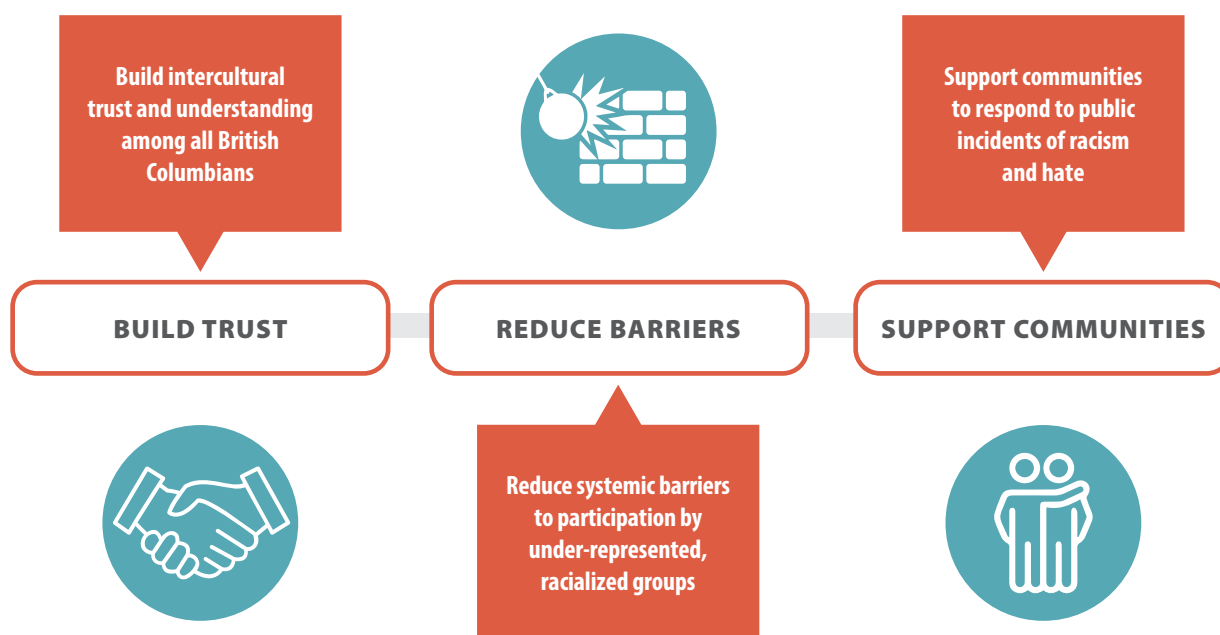
Appointed B.C.'s first Parliamentary Secretary for Anti-Racism Initiatives, Rachna Singh continued in 2021/22 to work on key initiatives including legislation to reduce systemic discrimination and pave the way for race-based data collection; introduce new Anti-Racism legislation; and to provide meaningful recognition of the internment of 22,000 Japanese Canadians during World War II.

The ministry's Anti-Racism and Multiculturalism Branch 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 Multiculturalism Branch has also initiated a pilot program, to be delivered in 2022, to train senior public servants on issues of systemic and institutional racism.

There are several programs and initiatives at the Ministry of Attorney General, including collaboration with partners, institutions and stakeholders to support British Columbia's efforts to combat racism, discrimination, and all hate in any form, as well as support communities to preserve and enhance multiculturalism in British Columbia. The following list is a sample of key programs and initiatives in 2021/22.

FIGURE 1: 2021/22 Anti-Racism and Multiculturalism Goals





Historic action plan guides The B.C. Multiculturalism and Anti-Racism Awards are held annually to honour British Columbians for their leadership in promoting multiculturalism and addressing racism. Premier John Horgan, Parliamentary Secretary Rachna Singh and Minister David Eby hosted the 2022 B.C. Multiculturalism and Anti-Racism Awards.

RESILIENCE BC ANTI-RACISM NETWORK

Resilience BC is a network of more than 34 organizations in over 50 communities that connects local leaders with the information, support and training they need to respond to and prevent incidents of racism and hate in their communities. It extends beyond the densely populated urban areas and reaches into various rural communities in British Columbia. Resilience BC Anti-Racism Network is managed by the Victoria Immigrant and Refugee Centre Society, which acts as a provincial hub to help urban and rural communities respond to racism and its specific impacts on Indigenous Peoples and racialized and faith-based communities. Network members work in communities prioritizing public education and raising awareness, providing service for victims, as well as engaging with local police and school systems. This includes funding for Islam Unravelling to work with communities on ways to stop faith-based hate. The network is an important

part of the Province's commitment to dismantle systemic racism and build a better, more inclusive province for everyone. For more information about the network visit: <https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/anti-racism/resiliencebc>

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

Led by the Attorney General and Ministry 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 crimes in British Columbia. The working group aims to identify opportunities for ministries to co-ordinate responses to share information, and to work in partnership to address racism and hate-motivated issues in the province.

MULTICULTURALISM AND ANTI-RACISM GRANTS PROGRAM

Under the BC *Multiculturalism Act*, the Province allocated \$300,000 to 60 community organizations that build cultural interaction, trust and understanding, or challenge racism and hate and promote awareness of the diverse and intersectional identities of Indigenous, faith-based groups

and racialized communities in British Columbia. This program is part of the government's wider mandate to combat racism and discrimination. Read more about the grant recipients here:

https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/multiculturalism-anti-racism/multiculturalism-grants/2020-21_bc_multiculturalism_grant_recipients.pdf

SPOTLIGHT: BC BLACK HISTORY AWARENESS VICTORIA

BC Black History Awareness Society is based in Victoria B.C., founded in 1994, to create awareness of the history of Black people in British Columbia. The Society celebrates the historical and contemporary achievements and contributions of Black people in the arts, education, government, sports, and sciences. The Society provides education to increase understanding and awareness, promote diversity and overcome stereotypes.

As a recipient of the Multiculturalism and Anti-Racism grant program, BC Black History Awareness Society has carried out several projects. The connection with the Multiculturalism and Anti-Racism Grant Program has continued with funding the African Ancestry Project including a report published in 2021 titled 'Worlds Within: Diverse Histories, Identities, and Experiences of Black People of African Ancestry in British Columbia'. Read the full report here: <https://bcblackhistory.ca/african-ancestry-survey/>

Currently, the African Ancestry Project is involved in the development of knowledge translation videos and youth engagement through targeted dialogue series aimed at bringing awareness to the diversity of Black people in the province. Alice Mūrage, the director of the project explained that storytelling has a special place in the community and what excites her most about the project:

"The African Ancestry Project creates an avenue for understanding multicultural and historical diversity and questioning deep-seated misperceptions and attitudes that sustain racism. As a resource, the African Ancestry Project and report will inspire and inform intercultural dialogue. Among Black communities, there is a need for this diversity to be understood as communities come together to address anti-Black racism and challenges resulting from structural racism, as well as continue to build vibrant communities of rich cultural identities."

Read the full interview below:

What is the importance of projects like this?

A central aspect of the African Ancestry Project is storytelling. Telling our stories in our own voice. It has been encouraging to see more and more projects sharing stories that are ignored, left untold, or marginalized from the mainstream. These stories can open new worlds, different realities, and perspectives.

The project 'Worlds Within' demystifies what it means to be of African ancestry in British Columbia. Through our stories we want to contribute towards dialogue and action addressing racism and consequent socio-economic marginalization and inequities. At a time when hate crimes are on the rise, we need projects which bring together evidence-based knowledge, personal stories, and safe avenues for difficult and important conversations. Stories have the power to inspire empathy, change hearts, and ignite social change.

SPOTLIGHT: BC BLACK HISTORY AWARENESS VICTORIA (continued)

Why are you currently focusing on youth outreach and engagement?

Young people are a critical demographic for social change. They are actively developing their ideals and personal values on how society should function. Youth learn from cultural meanings and perceptions portrayed by the media and everyday experiences. We are focussing on youth outreach and engagement to bring young people into this conversation: to share stories they might not hear in classrooms and create a platform where they can share their stories and perspectives.

What excites you most about the project?

Community building! The project was initiated with community in mind, and I wanted community to stay at its center. It is for this reason that I conceptualized the project not only as research but also a dialogue project. Focus group discussions transformed into avenues of community building and dialogue. Envisaging the project report as a community resource, I invited community members to review its first draft. Forty community reviewers participated! I was excited at how the report became a co-production. I am currently working with two of the community reviewers on knowledge translation. Seeing community come together right before my eyes is my biggest highlight!



Worlds Within: Diverse Histories, Identities, and Experiences of Black People of African Ancestry in British Columbia.

© Alice Mürage

COMMEMORATIVE DATES IN 2021/22

In keeping with the rich cultural heritage of our province and the spirit of our *Multiculturalism Act*, which acknowledges the freedom of all members of British Columbia to preserve, enhance and share their cultural heritage, the Province recognized the invaluable contributions of many communities to British Columbia's social, economic, and political fabric. This is done through events, as well as recognising commemorative dates. Commemorative dates present an excellent opportunity for British Columbians to learn more about the cultures and historical contributions of diverse communities and reflect upon the difficult chapters of history, to better shape our futures.

EMANCIPATION DAY

For the first time in its history, B.C. proclaimed August 1st as Emancipation Day to mark the date on which slavery was abolished across Canada in 1834. It was on August 1, 1834, the *Slavery Abolition Act* took effect, freeing enslaved people in British North America, now Canada. This day provides an opportunity to celebrate the diverse heritage and culture of people of African descent in the province, recognize their struggles to end enslavement, and acknowledge their contributions towards British Columbia society.



Province formally proclaims August 1st as Emancipation Day. L-R Pulchérie Mboussi, founder and executive director, African Art & Cultural Community Contributor Society; Kamika Williams, president and cofounder, Ninandotoo Society; and Rachna Singh, Parliamentary Secretary for Anti-Racism Initiatives and MLA for Surrey-Green Timbers.

INTERNATIONAL HOLOCAUST REMEMBRANCE DAY AND THE ANNIVERSARY OF THE LIBERATION OF AUSCHWITZ-BIRKENAU

On January 27, 2022, the Province recognized the anniversary of the liberation of Auschwitz-Birkenau, which was the largest Nazi concentration and extermination camp, and widely considered an important site in Holocaust remembrance. 2022 was also the 17th anniversary of the adoption of January 27th by the United Nations as International Holocaust Remembrance Day.

"On this day, we remember the six million Jews, and millions of other people who were murdered because of their sexual orientation, perceived disability, nationality, or political ideology. These were parents and grandparents, aunts and uncles, siblings and children who were killed simply for who they were and what they believed. We also honour the bravery of survivors whose stories immortalize the human suffering of the Holocaust. To all those whose lives were tragically and irrevocably changed by the Shoah, we vow 'Never Again'.

When we say never again, it means teaching younger generations about the atrocities of the past and recognizing the threat that hatred poses to this day. It means standing up and speaking out against anti-Semitism, prejudice, and violence wherever it is encountered. And it requires challenging any attempts to distort history and the horrors of the Holocaust.

As a government, we recommit ourselves to these actions. We will always stand up for human rights and never stop our work to build a more just, safe, and inclusive province for everyone."

PREMIER JOHN HORGAN

*statement on the anniversary
of the liberation of Auschwitz-Birkenau
January 27, 2022*

B.C. MULTICULTURALISM AND ANTI-RACISM AWARDS

The B.C. Multiculturalism and Anti-Racism Awards are held annually to honour British Columbians for their leadership in promoting multiculturalism and addressing racism. The virtual awards ceremony was held on Monday, March 21, 2022, for the International Day for the Elimination of Racial Discrimination, where Parliamentary Secretary Singh recognized the contributions of five award recipients in **three** categories:

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

- Aimee Chalifoux (Nanaimo)
- Kamloops African Society (Kamloops)

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

- Imtiaz Popat (Vancouver)
- Stand With Asians Coalition (Burnaby)

Emerging Leader Award, recognizing youth and young adults ages 15-30 for outstanding work in building intercultural trust, tackling racism or reducing barriers for marginalized communities:

- Dr. Rahel Zewude (Vancouver)

Since launching in 2008, the B.C. Multiculturalism and Anti-Racism Awards have recognized more than 40 individuals and organizations, including Boma Brown, founder of the Support Network for Indigenous Women and Women of Colour, and Spice Radio for organizing the annual Raise Your Hands Against Racism campaign.

RIGHTING HISTORICAL WRONGS

Public recognition of the historic roots and contributions made by racialized and religious communities is an important part of combatting systemic racism. In 2021/22, the following activities were supported by the Anti-Racism and Multiculturalism Branch:

JAPANESE CANADIAN LEGACY

During 2021/22 fiscal year, the Anti-Racism and Multiculturalism Branch continued to engage Japanese Canadians to support the B.C. government in delivering on its commitment to recognize and apologize for the Japanese Canadian internment in World War II. Beginning in early 1942, the majority of Japanese Canadians living in British Columbia were detained under the *War Measures Act* and were stripped of their homes, possessions, and businesses. After the war ended, Japanese Canadians were given the choice to move east of the Rockies or go to Japan, a country many had never known. In 1949, four years after the end of the Second World War, Japanese Canadians were allowed to return to the West Coast. They were still subjected to racist policies and treatment for years, and many communities never recovered. Of almost 22,000 Japanese Canadians who were interned, approximately 6,000 remain alive today. In recognition of this wrongdoing, the Province is committed to honouring the legacies of Japanese Canadians, to continue the healing of intergenerational trauma, and to serve as an important reminder of this tumultuous chapter in B.C.'s history.

INTERNATIONAL DECADE FOR PEOPLE OF AFRICAN DESCENT

The Province has committed to recognizing the International Decade for People of African Descent and have met with community organizations on various topics over the past year—including health care, mental health, education, and support for businesses—to better understand the needs of Black communities. As proclaimed by the United Nations General Assembly, the theme for the International Decade for People of African descent is recognition, justice, and development. The objectives of British Columbia's multiculturalism policy as set out in the *Multiculturalism Act* are well-aligned with those of the International Decade for People of African Descent, which are to highlight the important contributions made by people of African descent to society, to support concrete measures to promote their full inclusion and to combat racism and discrimination. The Province will continue to work closely with community organizations to further understand these important topics during the coming months.

SOUTH ASIAN CANADIAN LEGACY PROJECT

The Province funded the University of the Fraser Valley South Asian Studies Institute with support from the Abbotsford Community Foundation to deliver a multi-faceted project reflecting on the history of South Asian Canadians to correct and enhance educational and historical records while creating community legacies for future generations. The South Asian Canadian Legacy Project includes a digital archive, a new social history book, historic site recognition, a labour history exhibit, a travelling museum, and educational resources. This historic project showcases an inspiring range of stories about the triumphs and tribulations South Asians have faced in B.C. It also presents an opportunity to acknowledge the ongoing challenges and barriers that South Asians face. 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. For more information about the South Asian Canadian Legacy Project, visit: <https://www.southasiancanadianheritage.ca/saclp/>



Launch event of South Asian Canadian Legacy Project, April 12, 2022. Part of the legacy project was publishing the first public history book about South Asian settlers. Image credit: UVF. Watch the launch video here: <https://www.youtube.com/watch?v=vioHF3ZySMs>

Part Two:

Highlights of B.C. Ministries' and Crown Corporations' Achievements

Part Two of the *Report on Multiculturalism* follows the structure of the *Multiculturalism Act*, which describes the responsibilities of ministries and Crown Corporations regarding promoting policies, programs and practices which are sensitive to the multicultural reality of British Columbia. The *Multiculturalism Act* recognizes the essential role that the Province plays in enhancing multiculturalism and anti-racism in British Columbia. This work is especially significant in the context of the COVID-19 pandemic that has exacerbated racism and hate that has affected Indigenous Peoples, as well as Black, Asian, Muslim, Jewish, and other racialized and faith-based communities.

This Report offers a summary of the activities undertaken by provincial bodies to support the Act from April 1, 2021, to March 31, 2022. 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. All ministries and Crown corporations have completed submissions that can be found in the Appendix. Through these submissions, they provided a clear picture on the progress of government on integrating anti-racism, diversity and inclusion into policies, programs, and service delivery.

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). Many ministries and Crown corporations reported having rates of groups reach or exceed workforce availability rates. The BC Public Service has collected information on the proportion of government employees belonging to four specified equity groups: Women 62.2 per cent; Indigenous Peoples 4.6 per cent; Visible minorities 20.5 per cent; and People with disabilities 6.9 per cent. This information has been sourced from the most recent release (2021) of *Workforce Profiles* which is updated every two years.

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

DIVERSITY, INCLUSION, ANTI-BIAS AND CULTURAL COMPETENCY TRAINING

Many ministries and Crown corporations have training programs in place to ensure a workplace free of harassment and discrimination and characterized by respect for diversity and inclusion that align with the B.C. Human Rights Code. Types of training most cited by ministries and Crown corporations included training on diversity and inclusion, respectful workplaces, harassment and discrimination and GBA+ training. Some training cited anti-racism and discrimination as a component of the training to ensure the training was more capable of addressing those subjects in more depth. For example, BC Hydro has developed an Inclusive Leadership Course that includes the drivers for diversity, unconscious bias, systemic and institutional bias, and equity. In 2021/22, BC Hydro delivered Inclusive Leadership courses to 36% of BC Hydro's leadership, with the goal to have all leadership complete the course by 2024.

It is important for ministries and Crown corporations to provide opportunities to educate people about the challenges and obstacles of systemic racism, as well as develop respect and thoughtfulness to create inclusive workplaces.



Ninety-six percent reported providing training

PROMOTING MULTICULTURALISM

One of the Province's key areas of activity is to undertake employee engagements and public outreach to engage British Columbians on issues related to the promotion of multiculturalism,

diversity, and inclusion. In 2021/22, ministries and Crown corporations recognized several events including: Ramadan, Christmas, Diwali, Kwaanza, Hanukkah, Vaisakhi, Lunar New Year, National Indigenous Peoples Day, Red Dress Day, Orange Shirt Day, among others. Several provincial ministries and crown corporations celebrated Multiculturalism Day and Multiculturalism Week through diverse activities such as disseminating communications marking the event and organizing social events to build intercultural and interfaith understanding. Of the 49 respondents, 96% of ministries and Crown corporations said they promoted and celebrated events.

PARTNERSHIPS TO SUPPORT DIVERSITY AND INCLUSION

The Province is taking concrete actions to prevent and resolve racism and discrimination fostering equitable access of diverse individuals and communities. This year ministries and Crown corporations reported an increase in collaborating with partners in the discussion and promotion of multiculturalism. Indigenous communities and First Nation governments are widely consulted on a range of issues from agriculture, natural resources, fisheries, health, employment, public safety, and others. An increase in the support for partnership increased from 92% in 2020/21 to 96% in 2021/22.

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



Ninety-six percent reported having partnerships that support diversity and inclusion

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

| | |
|--|---|
| Ministry of Social Development | The Ministry provided \$235,000 in funding to Options Community Services Society in Surrey to deliver skills and certification courses for its Multicultural Worker Training Program where applicants can gain skills and training to prepare them for jobs as multicultural workers and outreach and family support workers in B.C.'s communities and schools. |
| Ministry of Education | For the next three years, the Ministry of Education and the BC Lions Football Club will come together to celebrate diversity and be part of the solution to end systemic racism. BC Lions players will deliver workshops on anti-racism, diversity, equity, and inclusion, sharing personal experiences and facilitating conversations in B.C. schools. |
| Ministry of Environment and Climate Change Strategy | In November 2021, B.C. experienced severe flooding, landslides and damage to infrastructure. The ministry engaged with Indigenous communities to conduct cultural and environmental monitoring including oversight of archaeological work on project sites associated with emergency response and removal of debris. This approach provides a long-term investment in local Indigenous resources and cultural knowledge that in turn will ensure a more informed and efficient response by the province during future flooding events. |
| Ministry of Advanced Education and Skills Training | The Sector Labour Market Partnerships program invests in projects that reduce systemic barriers and support increased participation of underrepresented groups in B.C.'s workforce. 2021/22 examples include: \$803K in funding to Inclusion Powell River Society to research how employers can make their workplaces more accessible for persons with disabilities; and \$1.4M in funding to the Victoria Immigrant and Refugee Centre Society to develop and deliver anti-racism training for B.C. employers based in rural and remote communities. |

MULTICULTURALISM POLICIES, PROGRAMS AND SERVICES

Ministries and Crown corporations are making progress in ensuring that internal and external policies, services, and programs are inclusive to all. Most ministries and Crown corporations (96%) believe that applying a multiculturalism and anti-racism lens fostered an understanding of the impacts of policies, programs, and services on cultural, ethnic, and religious communities. Engagement with communities supported intercultural understanding and provided a space for communities to be heard. This included identifying systemic barriers in their practices. Finally, ministries

and Crown corporations implemented programs, policies, or practices to directly respond to the needs of racialized communities, faith-based groups and Indigenous Peoples adversely affected by the pandemic. Initiatives ranged from increasing funding for groups disproportionately affected by COVID-19; a shift in focus to address different forms of racism and discrimination; and implementing more flexibility when consulting with diverse communities relying on virtual consultations. The following are illustrative examples of practical steps taken by ministries and Crown corporations to apply a multiculturalism and anti-racism perspective to decision-making and provides examples of these policies, services, and programs.

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

| | |
|--|---|
| Ministry of Environment and Climate Change Strategy | BC Parks has seen a significant increase in the diversity of park visitors over the past decade and park visitation is reaching record highs. The BC Parks Inclusion Plan includes a public commitment to making parks welcoming and meaningfully accessible to all. The plan includes feedback from organizations representing Indigenous, disabled, and newcomer communities. BC Parks has also created equity, diversity and inclusion requirements for all photography and videography acquisitions, so people reflected in materials reflect the diversity found throughout B.C. |
| Ministry of Jobs, Economic Recovery and Innovation | The Ministry led the removal of 741 instances of outdated gendered language through the annual Better Regulations for British Columbians process. Like explicit recognition for gender identity or expression in human rights legislation, these changes help Two-Spirit, trans and non-binary people recognize themselves in the law. |
| Ministry of Citizens' Services | The Ministry developed BC Sans, a new typeface for improved readability and support for multiple languages including Indigenous languages in B.C. Supporting inclusion and reconciliation, this will remove technical barriers and make it easier for program areas across government to include Indigenous languages in communications, signage, services, and official records. |

COLLECTION OF DIVERSITY DATA

Many ministries and Crown corporations are increasingly using data to make decisions and better serve British Columbians. Data provides a solid foundation for improved policies, programs and services and overall strengthens the evidence-based work of government. All provincial institutions collect and analyze statistical data through various reports and initiatives. However, to better understand the effects of programs, policies, and services on ethnic, religious, and racialized communities in British Columbia, some ministries and Crown corporations have gone further. Using data to understand the outcomes of specific strategies and initiatives for underrepresented population groups should be seen as an important element of assessing effectiveness and developing accessible programming for all British Columbians. 63% of ministries and Crown corporations reported that they collected data to support program, policies, services, and initiatives. Table 3 provides examples of leading practices in data collection.

ACCESSIBILITY THROUGH LANGUAGE TRANSLATION

61% of ministries and Crown corporations surveyed that they leveraged the multilingual capacity of their employees and contracted services to improve services and programs. Providing information into multiple languages, or in some cases sign language, improves the ability for diverse groups to best access the information they need, and support the cultural practices of diverse communities in the spirit of multiculturalism. Materials and websites presented in multiple languages were created to attract a larger audience and to be more accessible and inclusive. Some ministries and Crown corporations seem to be performing particularly well in identifying innovative ways to provide accessibility through language translation. Table 4 illustrates other examples of best practices in language translation.

ACCESS TO INTERPRETERS

Multilingual employees bring broader cultural understanding and diverse perspectives. Being able to leverage this diversity of thought and ideas is broadening the Province's perspectives and allowing the Province to become a more representative and inclusive public service. Among the ministries and Crown corporations that reported on the language capacity of their employees, some have an established system for employees to disclose the various languages they speak and involved them in specific projects and engagement activities. Finally, leveraging the multilingual capacity of employees also enabled ministries and Crown corporations with an international mandate to better engage with global stakeholders, including members of other governments, facilitating the sharing of information, and building stronger relationships. 59% of ministries and Crown corporations reported they provided public access to interpretation. Table 5 outlines examples of leading practices undertaken by ministries and Crown corporations to support interpretation for diverse communities and international stakeholders.

INTERCULTURAL UNDERSTANDING AND RESPECT IN THE WORKPLACE

Believing that diverse and inclusive workplaces do not just happen, but need to be developed through programs, many ministries, and Crown corporations (75%) established working groups, committees of diversity and inclusion, and advisory councils for issues related to multiculturalism and anti-racism. Employee led networks were described as a key resource for employees to find information, discuss issues and act as a safe space for diverse groups. Some ministries and Crown corporations held or referred employees to events on diversity and inclusion, and discussions in response to systemic racism and racial discrimination exacerbated by COVID-19 pandemic. Ministries and crown corporations also promoted the understanding of and respect for diversity in the workplace by appointing diversity and inclusion and/or multiculturalism and anti-racism champions. Champions can develop plans and priorities in their ministries and Crown corporations and develop multiculturalism and anti-racism awareness and education opportunities. Further, champions ensure that those employees with relevant expertise and knowledge are consulted and given opportunities to provide input into planned priorities and initiatives. Highlights of these activities are further described in Table 6.

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

| | |
|--|---|
| Ministry of Agriculture, Food and Fisheries | The Ministry created the New Entrant Needs Assessment which collected demographic information to understand the diversity and unique barriers to new farmers across B.C. The Ministry used this information to create the Small Farm Acceleration Pilot Program to understand unique needs and barriers to success. The Small Farm Acceleration Pilot Program also collected GBA+ information to understand the diversity of applicants and any barriers that may have existed that led to unsuccessful applications. |
| BC Housing | BC Housing spearheaded the inclusion of a mandatory racial identity question on the 2020 Point-in-Time Homeless Count. These findings are part of a first-of-its-kind report on homelessness (released in March 2022) that will give better information to help target provincial programs and services to improve supports for people experiencing homelessness and prevent people from becoming homeless. |
| Knowledge Network | This year Knowledge Network released its Independent Equity Audit Report. The report found over the last seven years that Knowledge Network only supported a small percentage of projects owned by Indigenous and racialized producers. In response, Knowledge Network has used this information to work with the Ministry of Tourism, Arts, Culture and Sport to incorporate new commissioning targets for programming from both racialized and Indigenous-led production companies into 2022/23 – 2024/25 Service Plan. |

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

| | |
|--|--|
| Ministry of Children and Family Development | The ministry supports Provincial Deaf and Hard of Hearing Services, draws on experts to translate ministry webpages into American Sign Language, including a Deaf Indigenous member to lead the United Nations Declaration on the Rights of Indigenous Peoples translation video project, which involved staff and Indigenous children and youth working to translate articles into American Sign Language. |
| Ministry of Health | Through Patients as Partners initiative, the ministry and the University of Victoria launched a Type 2 Diabetes self-management mobile app and handbook for Punjabi speakers, along with culturally appropriate group coaching sessions to help support Punjabi-speaking patients in making positive choices to manage their Type 2 Diabetes. |
| British Columbia Securities Commission (BCSC) | BCSC ran advertising campaigns from October 2021 through March 2022 with a focus on investor empowerment and investment fraud prevention. Advertising in Mandarin, Cantonese, and Punjabi were spotlighted on websites and multicultural radio stations. Digital advertising drove audiences to in-language pages on the BCSC's investor education website "Introducing to Investing" at InvestRight.org . These ads generated 23,984 visits and 26,541 page views, substantially increasing the visibility of these pages for the public. |

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

| | |
|---|--|
| Forestry Innovation Investment (FII) | Recognizing the importance of having local resources who understand a variety of languages, as well as accurate and precise cultural and business practices, FII places a priority on hiring experienced international staff at its offices in China, India, and Vietnam. The international staff interact regularly with and advise FII Vancouver staff and stakeholders, both in international markets and in B.C. |
| Ministry of Advanced Education and Skills Training | Through the Here2Talk program, the ministry provided comprehensive mental health support for students registered in a B.C. college, university, institute, or trades program. Web, telephone, and online chat services are available in English and French, along with additional languages. Some examples include Punjabi, Mandarin, Cantonese, Spanish and Arabic. |
| Ministry of Citizen Services | Multilingual phone service is used with increasing frequency to improve accessibility. Through Service BC, speakers of over 140 languages can access information in their mother tongue. In 2021/22 Service BC expanded accessibility to Ukrainian refugees who have relocated to British Columbia to connect with housing, sign-up for health care, seek employment, and adjust to life in British Columbia. |

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

| | |
|---|--|
| Ministry of Education | The ministry launched the Reconciliation, Equity, Diversity, and Inclusion strategy in October 2021. The strategy roll-out included an all-staff survey to help establish a baseline to further assess and understand a starting place for the ministry, a tool for measurement of impact, and help determine priorities and next steps for implementation. |
| BC Assessment (BCA) | BCA's corporate culture has transformed to focus on Diversity and Inclusion initiatives in support of multiculturalism resulting from the work of BCA's Diversity and Inclusion Working group. The Working Group created BCA's Diversity and Inclusion strategy and guiding principles. This initiative established a formal Diversity and Inclusion Council and open invitation to all employees to apply to be the Chair of the Council, as well as newly created position of Manager of Diversity and Inclusion. |
| BC Infrastructure Benefits (BCIB) | BCIB is applying its Respectful Onsite Initiative (ROI) program across projects to build and maintain respectful worksites. The ROI program focuses on ending racist and discriminatory behaviour and collaborates with local Indigenous communities where projects are taking place to further enhance the overall Respectful Onsite Initiative. The program is implemented across the organisation at all levels includes leadership committees, policy reviews, needs assessment/research, training tools development, and monitoring and evaluation. |
| Insurance Corporation of British Columbia (ICBC) | ICBC launched its Diversity, Equity, and Inclusion (DEI) Charter and integrating these DEI commitments into long-term future facilities strategy including revamping the Prayer and Quiet Room at ICBC's head office to make it more suitable for Muslim prayer. As well, the Surrey office has created a Prayer and Quiet Room. |


Conclusion

This report presents a cross section of the actions that ministries and Crown corporations undertook in 2021/22 to demonstrate their commitment to the pursuit of policies, service and programs that reflect the essence of multiculturalism and anti-racism. Part one of the report focuses on the actions of the Province, to advance the objectives of the *Multiculturalism Act*, which recognizes the importance of enhancing the multicultural heritage of British Columbians. Part one also affirms the Province's commitment to combatting racism and prejudice and highlights key initiatives within the Ministry of Attorney General that enhance multiculturalism and anti-racism initiatives through support to diverse communities.

The Multiculturalism and Anti-Racism Branch in the Ministry of Attorney General had many achievements in 2021/22. In a year marked by a rise in hate crimes, there is a renewed importance in supporting diverse communities and combatting racism. Resilience BC and the Multiculturalism Grants program prioritized community projects that work towards the elimination of discrimination, racism, and prejudice. In addition, in March 2022, we marked the 14th anniversary of the B.C. Multiculturalism and Anti-Racism Awards program. This important award ceremony was marked by the awarding of \$5000 to Black Physicians of British Columbia, an advocacy, community, and mentorship organization, composed of Black medical students, residents, fellows, and staff physicians. We also celebrated the completion of the South Asian Canadian Legacy

Project that took place over two years (2020-2022) resulting in a multi-faceted project with key resources that focused on the achievements and histories of South Asian Canadians. These projects also seek to promote diversity and inter-cultural understanding while fostering an integrated, socially inclusive society. Special attention was also paid to the redress of Japanese Canadian internment survivors during the Second World War, as 2022 was the 80th anniversary of the forced removal and internment of Japanese Canadians across B.C.

Part two of the report provides an overview of how ministries and Crown corporations promoted policies, programs and services that are responsive to the multicultural reality of British Columbia. Leading practices presented in the report only represent a small part of the initiatives undertaken by ministries and Crown corporations. This includes implementing new policies, programs, and practices to help address the needs of the whole population and especially those disproportionately affected by the pandemic, fires, and flooding, including Indigenous Peoples, racialized communities, and faith-based communities. As the province grows increasingly diverse, ministries and Crown corporations will continue to play a critical role in supporting equal treatment and full participation of all individuals in society, and in promoting policy, programs and services that enhance the ability of communities of all origins to contribute to the continuing evolution of British Columbia.



Welcome to BC Parks.
You belong here.

BC Parks are inclusive, diverse, and respectful places where everyone is welcome.

BC Parks

“Everyone is welcome in nature” is a message that carries the spirit of a renewed commitment by BC Parks to make outdoor recreation more accessible and inclusive. The BC Parks Inclusion Plan includes a public commitment to making parks welcoming and meaningfully accessible to all. The plan includes feedback from organizations representing Indigenous, disabled, and newcomer communities. New accessibility information is also being added to the BC Parks website. For more information: <https://bcparks.ca/accessibility/>

ENDNOTES

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Appendix: Provincial Ministries' and Crown Corporations' Submissions for the 2021/22 Report on Multiculturalism

Ministries

MINISTRY OF ADVANCED EDUCATION AND SKILLS TRAINING

MANDATE

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

EXECUTIVE COMMITMENT

We acknowledge the strength gained in our workplace and in our province by embracing diversity, and we understand the role our organization has in that regard. Our executive work to ensure diverse perspectives are embedded in our workplace culture and our programs, policies, and services. Our employees are supported as active participants in this work. Our approach to multiculturalism is guided by the corporate Diversity and Inclusion Action Plan. Our commitment to multiculturalism through post-secondary education and skills training is demonstrated in our approach to supporting English language learners, promoting international education, and ensuring

increased participation of equity-seeking groups in the skilled workforce. 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

Advanced Education and Skills Training has been a leading ministry in the B.C. Public Service's Gender-Based Analysis Plus (GBA+) efforts. Our GBA+ Champions table has been active for 3.5 years. We have continued our commitment to building GBA+ competencies and capacity through the development and implementation of several initiatives.

Ministry GBA+ activities include regular Lunch and Learn events, a Let's Talk Series, celebrating awareness days, Culture Chats, a monthly book club and training for staff. As of May 2022, 74% of ministry staff have completed GBA+ training.

The ministry GBA+ Champions table has developed recommendations on GBA+ implementation priorities based on a ministry wide inventory of policies, programs, and initiatives that was done in 2020. In response to those recommendations, GBA+ Champions are developing GBA+ Job Guides and implementing GBA+ into ministry briefing note templates.

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 and/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 National Day for Truth and Reconciliation, 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. The ministry also provided inclusive language workshops for staff and introduced the talking circle format to as many staff gatherings as possible, including the orientation event that welcomes new employees to the ministry.

Examples of 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, Disability 3 Alliance BC; anti-racism resources; and a lending library for staff on a variety of topics.

The ministry works with Indigenous Peoples through the First Nations Education Steering Committee (FNESC), Métis Nation B.C., the Indigenous Adult and Higher Learning Association, as well as directly with First Nations. The ministry is currently collaborating with Indigenous post-secondary education and training partners on a comprehensive Indigenous post-secondary education and training policy framework that responds to the Truth and Reconciliation Commission's Calls to Action and the *Declaration Act* Action Plan.

Recent initiatives through the Indigenous Skills Training Development Fund include committing \$1.9M to build capacity and enhance access to participation in skills training and education programming. The ministry reached out to approximately 80 First Nations to provide one-on-one support and guidance to communities

in completing program submissions. This initiative reached 43 communities that would have not otherwise have had access to programming.

The ministry provided \$15M to 2020/21 programming to support Indigenous communities' and peoples' economic recovery from COVID-19. The programming reached over 1,700 Indigenous participants in over 100 Indigenous communities and urban centres across the province.

Through the Canada-BC Labour Market Development Agreement, the Sector Labour Market Partnerships (SLMP) program supports sectors, regions, and populations in B.C.'s diverse economy to address workforce development challenges. The SLMP program supports labour market research to understand and more effectively address systemic barriers that underrepresented groups face in B.C.'s labour market. This program also seeks to increase diversity in B.C.'s labour market through diversity and inclusion initiatives. Through the Canada-BC Workforce Development Agreement, the ministry delivers skills training programs to support vulnerable and under-represented groups to find and maintain employment, including:

The Skills Training for Employment program provides skills training and specialized employment services and supports to help vulnerable and under-represented populations, including Indigenous Peoples, immigrants, and minorities.

The BladeRunners program supports at-risk young adults aged 15-30. The program provides life-skills, job readiness skills, work experience/on-the-job training, and job placements to help at-risk youth, including Indigenous youth, 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 facing barriers to entering trades occupations. In 2021/22, 18 new pre-apprenticeship programs, supported by the Workforce Development Agreement were provided.

The Community Workforce Response Grant program provides flexible and timely responses to emerging and urgent labour and skills needs in B.C. communities. This program includes an Indigenous Communities Stream, which provides funding

to Indigenous communities for occupational skills training and to meet local labour needs. The Workforce Shortages stream is targeted to sectors and industries training unemployed or underemployed people for jobs and prioritizes projects that train individuals from vulnerable or under-represented groups. Indigenous communities impacted by the LNG Canada and Coastal GasLink (CGL) projects have made use of this funding, and the projects currently employ a significant percentage of the Indigenous construction workers in the Regional District of Kitimat – Stikine.

The B.C. Employer Training Grant provides employers with skills training funding for their workforces, including prospective new hires. The grant funding helps employers respond to their changing labour needs and helps develop a skilled workforce with the right mix of skills. In turn, this helps British Columbians access the skills training needed to succeed in today's labour market, while increasing job security and supporting career advancement. In 2021/22, grants supported employers to train their employees in Indigenous-related programming, including training designed to help employers work effectively with Indigenous Peoples. In addition, \$220K in grant funding went to support 168 Indigenous employees with skills training across sectors, resulting in increased job security and/or better jobs.

The ministry also received \$212M in 2020/21 in additional funding under the Canada-B.C. 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, and the ministries provided skills training and employment services and supports to vulnerable and underrepresented groups, persons with disabilities, employers in the hardest-hit sectors, and Indigenous Peoples.

As part of Budget 2021, government invested \$5.5M in one-time funding to offset the loss of work-integrated learning placements due to COVID-19 and help students gain work experience. Currently, 45 projects supported by this funding are in progress, and the projects are expected to continue until August 2022 with a strong focus

on increasing the participation of traditionally underrepresented student groups in co-op and work integrated learning.

Through the Here2Talk program, government provided comprehensive mental health support for all part- and full-time students registered in a B.C. college, university, institute, or trades program. Web, phone, and online chat services are available in English and French. Phone services are available in additional languages upon request and may be subject to the availability of call centre providers. Some examples include Punjabi, Mandarin, Cantonese, Spanish and Arabic. Additional language may be added as determined by student demand. If a language-specific counsellor is not available at the time of call, services are offered in English and supported by a third-party translation service as required and as available.

The Provincial Tuition Waiver Program waives tuition fees for B.C. students who are former youth in care between 19 and up to their 27th birthday who are attending a B.C. public post-secondary institution, Native Education College and 10 union trades training providers.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Métis citizens will have more access to long-term employment opportunities thanks to an expansion of SITÉM, Métis Nation British Columbia's training and employment program. In addition to providing Métis citizens with vital skills training and employment readiness programs, Metis regions will receive funding to carry out skills capacity assessments. Of the total 2021-2022 budget of \$16M, \$3.8M is from provincial funding through the StrongerBC Economic Recovery Plan.

In a unique partnership, UBC-Okanagan Campus, Nicola Valley Institute of Technology, and the En'owkin Centre have come together to offer the Bachelor of Nsyilxcn Language Fluency program. This is the first degree under a newly designed provincial framework that the ministry has contributed funding towards for Indigenous language learning initiated by the FNESC and Indigenous Adult and Higher Learning Association. UBC-Okanagan has followed through on the Truth

and Reconciliation Commission's recommendation to create university and college degree and diploma programs in Aboriginal languages.

In 2021, government launched a new Skills Training for Economic Recovery program to support people affected by COVID-19 to get access to new training opportunities for high-demand jobs. Government's \$29M investment is providing short-term skills training to people most affected by COVID-19 so they can develop the knowledge, skills, and competencies for good job opportunities while the economy recovers. Priority eligibility is given to projects where participants are low-skilled, youth, women, recent immigrants, people of colour, and those with employment history in an industry or sector impacted by the pandemic.

In 2021, EducationPlannerBC, a provincial online application service for B.C.'s publicly funded post-secondary system, translated website content into 10 additional languages to support access to B.C.'s post-secondary system for people from diverse backgrounds.

The ministry published a private training student statement of rights sample translated into 10 languages. In September 2021, amendments to the Private Training Regulation now require institutions to provide the document to students in English and any other applicable translations.

The ministry has created a Digital Learning Advisory Committee to engage the post-secondary system in the development of recommendations to ensure that the growing use of online and blended learning models increase access to a diverse range of people. This work will seek to advance reconciliation and decolonization in post-secondary education and to foster more flexible learning pathways supporting access and graduation amongst traditionally underrepresented populations.

A concept plan was developed for a new Indigenous centre on the territories of the Coast Salish peoples east of the downtown in Vancouver. This transformational project includes a youth centre, a post-secondary education and skills training campus, affordable housing childcare and cultural and support services. Involving many stakeholders and funding partners at the municipal, provincial and federal levels, it has been the result of a real collaborative effort that, when complete, will impact the lives of Indigenous youth, learners and families in the region.

In March 2022, government announced Skilled Trades Certification – a policy for mandatory certification in 10 skilled trades. The certification levels the playing field for all workers because it promotes merit-based hiring for those who achieve a Certificate of Qualification in their trade, including equity seeking groups. Transition supports for uncertified workers moving into apprenticeship are designed to minimize barriers to training which promotes inclusion.

The Sector Labour Market Partnerships program is supporting multiculturalism by investing in projects that reduce systemic barriers and support increased participation of underrepresented groups in B.C.'s workforce. 2021/22 examples include:

- \$803K in funding to Inclusion Powell River Society to research how employers can make their workplaces more accessible for persons with disabilities.
- \$1.4M in funding to the Victoria Immigrant and Refugee Centre Society to develop and deliver anti-racism training for B.C. employers based in rural and remote communities.

SUCCESS STORY

UVic launched the first-of-its-kind dual degree program in Canadian Common Law (Juris Doctor) and Doctor and Indigenous Legal Orders (Juris Indigenarum Doctor) in September 2018. The inaugural class of 23 students celebrated their accomplishments at a recognition event in April 2022 and will formally receive their degrees during UVic's convocation ceremonies in June.

The program equips students with the knowledge that allows them to draw from, engage with, and work across multiple areas of law, including constitutionalism and Indigenous governance, criminal law, environmental protection, intellectual property housing, family law and child protection, administrative law, lands, businesses, and economies.

The program is a direct response to call to action #50 from the Truth and Reconciliation Commission of Canada to establish Indigenous law institutes for the development, use and understanding of Indigenous law. Funding for the program has been provided by the Province of British Columbia, the federal government, and several corporate, foundation and private donors.

In the future, UVic will also be home to the National Centre for Indigenous Laws, with construction beginning this year near the law faculty's Fraser building.

MINISTRY OF AGRICULTURE, FOOD AND FISHERIES

MANDATE

The Ministry (Ministry of Agriculture and Food as of April 1, 2022) is responsible for the production, marketing, processing and merchandising of agriculture and seafood products; the institution and carrying out of advisory, research, promotional, sustainability and adaptation, food safety and plant and animal health programs; projects and undertakings relating to agriculture and seafood; and the collection of information and preparation and dissemination of statistics relating to agriculture and seafood. The Ministry is a key contributor to economic development and diversification across the Province and is a main contributor to rural economic development and province-wide job creation, particularly for small businesses. The agriculture, seafood and food and beverage sectors create economic and social benefits for Indigenous groups and other underrepresented groups, has the potential to attract provincial investment, and contributes to workforce development and skills training.

EXECUTIVE COMMITMENT

The Ministry is constantly working toward improving its culture of diversity. Executive welcomes and values diversity in the workplace and is committed to ensuring a respectful work environment. The Ministry has Employee Advisory Committee, that works towards creating an inclusive and diverse workplace. The Ministry has formed an internal DRIPA working group to support DRIPA implementation and a learning for reconciliation plan.

The Ministry formed a 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 in accordance with the objective of advancing a new relationship between Indigenous Peoples and the Ministry. The Ministry uses the Diversity and Inclusion Action Plan to

guide hiring practices, ensuring inclusive hiring and recruitment of diverse talent. The Ministry hosts 1-2 Indigenous Youth Intern programs per fiscal year and supports the broader use of this program as part of the hiring process. It has created two Indigenous Agrologist roles to focus specifically on the agricultural interests of Indigenous Peoples. The Ministry supports the use of the WorkAble program to its branches as part of the hiring process.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The Ministry 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 peoples.

The Ministry incorporates GBA+ into programs that are targeted towards events and knowledge transfer activities. This includes scoring for events that work towards reducing barriers for underrepresented groups as well as providing funding for activities such as childcare. The Ministry has incorporated GBA+ policies and practices into programs available to the sector. As an example, the Small Farm Business Acceleration Pilot Program removed requirements for eligibility that may have had barriers to underrepresented populations.

The Ministry is working with the B.C. Indigenous Advisory Council on Agriculture and Food to support the implementation of DRIPA in the agriculture and food sector.

The Ministry oversees programs that provide support to Indigenous owned agriculture and food businesses. This includes working with consultants who have demonstrated experience in working with Indigenous Peoples, nations, and communities.

The Ministry created the New Entrant Needs Assessment which collected demographic information to understand the diversity and unique barriers to new farmers across B.C. The Ministry used this information to create the Small Farm Acceleration Pilot Program to understand unique needs and barriers to success. The Small Farm

Acceleration Pilot Program also collected GBA+ information to understand the diversity of applicants and any barriers that may have existed that led to unsuccessful applications.

The Ministry collects GBA+ data on Business Development Programs to understand access and barriers to Ministry programs.

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

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

From April 2020 until March 2022, the ministry oversaw the Temporary Foreign Workers (TFWs) Quarantine Program which:

- Provided accommodations, culturally appropriate meals, laundry, volunteer-led wellness walks, interpretation and translation services, health screening and other necessary supports for more than 15,000 agricultural TFWs needing to quarantine upon arrival to B.C.
- Assisted in the recovery of over 230 TFWs diagnosed with COVID-19 while in quarantine
- Facilitated the delivery of over 6,000 doses of COVID-19 vaccine to agricultural TFWs departing quarantine.

Of all agricultural TFWs that went through the TFW Quarantine Program, 95% were from Mexico, Guatemala, or Jamaica.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Domestic Market Development

Buy BC marketing campaigns featuring B.C. farmers and producers from diverse cultural backgrounds and includes digital, transit and TV advertising across B.C.

Business Development

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

- Supporting the inclusiveness and increased representation of underrepresented groups such as new entrants, youth, women, persons with disabilities and Indigenous Peoples through programs evaluations, research and needs assessments, and targeted programming and communications activities.
- B.C. Indigenous Agriculture Development Program to support communities and organizations to identify and develop agriculture and agri-food opportunities.

- Knowledge Transfer Events program to facilitate knowledge and technical transfer for producers and processors which includes providing peer learning, educational networking and relationship building opportunities for underrepresented and target groups such as new entrants, youth, women, persons with disabilities and Indigenous Peoples.
- Indigenous Agriculture Inventory (IAI) Research Project to scan Indigenous agriculture and agri-food activities and perspectives on the opportunities and challenges of the sector.
- The research will address key knowledge gaps surrounding Indigenous agriculture and provide information necessary to continue to improve the alignment of sector supports to the needs and interests of Indigenous agricultural enterprises in B.C.
- Development of an Informal Mentorship Framework for the agriculture sector that focuses on the inclusion of diverse communities.
- Labour Initiatives
- In 2021/22, AF provided AgSafe with \$52,000 in funding for use in the development of mental health resources for agricultural TFWs, 95% of whom are from either Mexico, Guatemala, or Jamaica.

SUCCESS STORY

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, developed an Introduction to Community Greenhouses Toolkit for communities assessing different options and planning greenhouse development.

Support for Indigenous producers through the Canadian Agriculture Partnership programs such as the B.C. Indigenous Agriculture Development Program 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, in a variety of leadership and agriculture youth development programs across the province and that involves youth from many cultural backgrounds.

The Small Farm Acceleration Pilot Program saw many 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, 3 identified as having disabilities, 47 identified as female, 1 identified as being a New Canadian and 7 identified as Indigenous.

MINISTRY OF ATTORNEY GENERAL AND MINISTER RESPONSIBLE FOR HOUSING

MANDATE

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

EXECUTIVE COMMITMENT

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

Appointed B.C.'s first Parliamentary Secretary for Anti-Racism Initiatives, Rachna Singh continued in 2021/22 to work on key initiatives including legislation to reduce systemic discrimination and pave the way for race-based data collection; introduce new anti-racism legislation; and to provide meaningful recognition of the internment of 22,000 Japanese Canadians during World War II.

The Multiculturalism and Anti-Racism Branch continues to invest annually in Resilience BC Anti Racism Network, which emerged from a series of province-wide dialogues held in 2019. The Resilience BC Hub, run by the Victoria Immigrant and Refugee Centre Society, connects to more than 50 communities with information, supports and training and with a broader network of anti-racism experts and activists throughout the province.

For 2021/22, the Multiculturalism Grants Program prioritized projects that build intercultural interaction, trust and understanding, or challenge racism, hate and systemic barriers and awarded grants to 60 organizations.

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. The Strategic Human Resources division works with representatives from across the sector to continuously improve hiring processes to implement best practices supporting a more inclusive and diverse candidate pool.

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 division participated in the consultation process during the development of Where We All Belong, a three-year diversity and inclusion strategy for the BC Public Service. The strategy ensures the BC Public Service is reflective of our province and inclusive of Indigenous Peoples, minority communities, immigrants, persons with disabilities and the LGBTQ2S+ community.

The sector's Strategic Human Resources division leads the cross-sector Equity, Diversity and Inclusion working group. Representatives from the Strategic HR team also participate in the cross-government Diversity & Inclusion working group to actively progress initiatives to support a more diverse and inclusive workforce.

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

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.

Legal Services Branch (LSB) continues to offer an Indigenous Articling student stream specifically targeting Indigenous students. LSB is also offering an Indigenous Internship for LSB's Reconciliation and Indigenous Learning Project, hiring an Indigenous Intern to work on the creation of professional development products related to reconciliation, cultural awareness, cultural agility, cultural sensitivity and access to justice for Indigenous Peoples.

The BC Prosecution Service continues to provide professional development training on cultural safety and awareness to both Crown Counsel and administrative staff.

Development and implementation of an internal Indigenous cultural awareness program for Court Services Branch staff.

LSB ensures that lawyers and staff can build their skills and knowledge to achieve a high level of service to other Ministries and provide advice in compliance with Section 35 of the *Constitution Act*, 1982, the Charter of Rights and Freedoms, the Human Rights Code, the *Multiculturalism Act* and other laws applicable in British Columbia. LSB also provides significant advice to Ministries regarding the *Declaration on the Rights of Indigenous Peoples Act* through advising clients on taking measures to ensure the laws of British Columbia are consistent with the United Nations Declaration on the Rights of Indigenous Peoples and negotiating and entering into decision making agreements with Indigenous governing bodies.

LSB collaboratively developed a territorial acknowledgement guide and Indigenous litigation guidelines through consultation with Indigenous partners. LSB also supported staff in the development of an Indigenous employee video developed for the purpose of cultural agility training for branch management.

LSB created a reconciliation community of practice related to Aboriginal and Indigenous Law to increase the knowledge of this practice area throughout the branch.

The ministry leads specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace including:

- The Multiculturalism and Anti-Racism Branch supports the Multicultural Advisory Committee, an advisory body established under the *BC Multiculturalism Act* that advises the government and Minister for Attorney General on multiculturalism and anti-racism issues. The Branch also coordinates a Cross-ministry Anti-Racism and Anti-Hate Working Group, an executive level working group focused on information sharing and collaboration related to the causes and impacts of racism and hate.
- Branches throughout the ministry have Diversity and Inclusion Committees to advance diversity initiatives for employees and the communities they serve.
- LSB is supporting the development of the following additional employee collectives which provide safe spaces for staff, including the LSB Black, Indigenous and People of Colour Employee Collective and the LSB Immigrant Employee Collective.
- LSB initiated a monthly reconciliation and community of practice dialogue and an Indigenous Advisory Council which will offer guidance on priorities for Indigenous employees in the branch.

In 2021/22 the ministry promoted multiculturalism in the workplace and the broader community through events and initiatives:

- The ministry's bi-weekly communications newsletters include a minimum of 20% content on diversity, inclusion and multiculturalism events and days of significance.

- The B.C. Multiculturalism and Anti-Racism Awards recognizes outstanding British Columbians committed to multiculturalism and cross-cultural understanding. In 2021/22, five award recipients were recognized for promoting intercultural dialogue and actively fighting against racism and hate.
- The ministry supports all staff to participate in Indigenous specific events including Orange Shirt Day, The Moose Hide Campaign and National Indigenous Peoples Day. Participation in these events are highlighted in ministry communications.
- AG Law Library Indigenization Project: to indigenize the collection, resources, services and spaces occupied by the library.
- LSB maintains a monthly Diversity and Inclusion calendar of events, hosted on a dedicated wiki page.

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 BC 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 analysing 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.

- Legal Services Branch re-centered its Strategic Plan for 2021/2022 – 2024/2025 by including Reconciliation as one of the Branch's four main goals. LSB's executive is working with internal Branch Champions for the implementation of the *Declaration on the Rights of Indigenous Peoples Act* on how to foster cultural humility and reconciliation.

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

- In partnership with the Ministry of Public Safety and Solicitor General, the federal government and Indigenous communities, the ministry continues to work with the B.C. First Nations Justice Council (BCFNJC) 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 Public Safety and Solicitor General and the Métis Nation B.C. Justice Council. The draft Strategy was received by the Province on January 6, 2021, and consultation is currently underway.
- The Residential Tenancy Branch worked with the Kelowna Community Resource Centre to produce a series of videos for recent immigrants.

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

- Administration of the Court Interpreter Program, which provides 250 spoken-language interpreters in court proceedings for people who do not speak English.
- The BC Prosecution Service continues to ensure the organization's publications, especially recruitment and retention materials, appropriately reflect inclusive language and are translated into languages other than English and French whenever possible.

- In April 2019, January 2021 and May 2022, the BC Prosecution Service introduced a series of new and revised policies directed at the unacceptable overrepresentation of Indigenous persons in the criminal justice system. Implementation of these policies will aim to change the way cases involving Indigenous persons – as victims, as witnesses, and as accused – are approached.
- The BC Prosecution Service has created witness preparation videos that are available to the public online. The purpose of the videos is to let witnesses learn about what to expect when they attend Court as a prosecution witness. The videos are currently available in 11 languages (English, French, Spanish, Cantonese, Mandarin, Farsi, Urdu, Hindi, Vietnamese, American Sign Language and Punjabi). The English and French videos are also closed captioned.
- 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 easy access, helpful information on dozens of topics including how to handle conflicts and complaints, pets and recycling and is available in English, French, Chinese, Farsi, Korean, Punjabi and Tagalog.
- The Province funds eight legal clinics administered by the Law Foundation. The legal clinics provide free legal information, advice and representation to low-income individuals in locations where a need for community law and specialized (disability, housing, child and youth and immigration and refugee law) legal services have been identified.
- Parents Legal Centres (PLC), operated by Legal Aid BC, provide early and collaborative services to parents (and people standing in for the parents) when a child is at risk of removal or has already been removed. Staffed with a lawyer, advocate and legal assistant at each location, the centres' focus is to assist Indigenous communities with child protection matters, although anyone eligible can apply for services. PLCs serve roughly 190 of the 198 First Nations communities in B.C.
- Family Justice Services Division operates Family Justice Centres and Justice Access Centres, which provide support, early legal information, assessment, and dispute resolution for families experiencing separation and divorce free of charge. Services are available through the assistance of interpreters for those with additional language needs and centres have relationships with local multi-cultural organizations.
- Three Indigenous Justice Centres (IJC) opened in Merritt, Prince George, and Prince Rupert. The IJCs provide important legal services for all Indigenous Peoples. Each centre offers unique supports tailored to the local Indigenous community. The Province is currently working with the BC First Nations Justice Council to determine locations for the other centres throughout B.C., with the council planning to develop up to fifteen centres over the coming years. These centres are part of the First Nations Justice Strategy.
- The Parenting After Separation for Indigenous Families is a free online course for Indigenous families experiencing separation or divorce that meets the requirements of the Provincial Court Family Rules. As of Jan. 4, 2022, completion of a parenting education course is mandatory across the province.
- The Civil Resolution Tribunal (CRT) includes information about its jurisdiction and processes in seven different languages on its website.

- The Labour Relations Board provides translator services at no cost to witnesses who appear before them and are not fluent in English. When the Board conducts a vote, upon request from an employer or union, the Board will provide Notices of Poll in languages accessible to the employees entitled to vote. The Board also encourages staff and adjudicators to look for cultural barriers in processes and supports staff in attending professional development opportunities on Inclusive Adjudication and Reconciliation.
- LSB is committed to staying involved in broader reconciliation efforts and has allocated 25% of legal time as “core funded” to a LSB lawyer to ensure Branch 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 AG, PSSG and EMBC Draft Principles working group; and
 - » the Law Society of British Columbia’s Truth and Reconciliation Advisory Committee.

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

- Justice Services Branch (JSB) leads the reporting process for the BC Government with respect to compliance with international human rights treaties, including the United Nations Convention on the Elimination of Racial Discrimination.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In 2021, the Administrative Crown Counsel for Bilingual Prosecutions became a full-time position and now works with the Francophone Affairs Program. The BC Prosecution Service is strengthening its ability to deliver services to BC’s diverse Francophone community in keeping with its statutory obligations under the Criminal Code and the *Offence Act*. The BCPS works closely with Court officials to ensure these minority language rights are respected. This includes increased training opportunities for employees, developing

recruitment policies and assisting police services with training for their own language mandates under the *Offence Act*.

The Building and Safety Standards Branch conducted engagement with Indigenous Peoples on their experiences with the BC Building Code. The branch also conducted an inclusive online engagement to help identify opportunities to make new buildings more accessible for all people. The online survey was available in English, French, Chinese and Punjabi.

The Information Services Branch service design team worked in partnership with the Family Policy, Legislation and Transformation Division (FPLTD) in the Justice Services Branch to design and implement an Informal Trial Pilot that helped FPLTD to better understand, from a holistic and human-centred perspective. During the discovery phase and prototype/testing phase of this project, the project team performed research and testing with participants across the province with diverse backgrounds to gain insights from a variety of perspectives. These participants included, but were not limited to:

- a. Indigenous community supports such as the Kamloops Aboriginal Friendship Centre staff
- b. Elders from First Nations Court
- c. Indigenous Family Justice Counsellors who currently work with Indigenous clients
- d. Judiciary from across the province who support a variety of people with multicultural needs such as ESL, family dynamics, family cultural practices and beliefs
- e. Community service providers advocating for vulnerable and victimized persons
- f. Gender roles, young families, single parents and immigrants
- g. Consideration was also given to participants who may have a diversity in need, family circumstance, cultural or socioeconomic factors

The Ministry of Attorney General continued working with the Provincial Court on the expansion of Indigenous Courts, including the Hazelton Indigenous Court, which is the eighth of its kind in B.C. opened in August of 2021. Each Indigenous court takes a holistic and restorative justice approach

to sentencing and is uniquely designed to meet the needs of the community it serves. The Province is working with the Provincial Court and the BCFNJC to develop policy around the expansion of Indigenous Courts in the province.

In April 2021, the responsibility to prepare Gladue reports, which are used for bail, sentencing, appeals, long-term offender hearings, dangerous offender hearings and parole hearings, was transferred to the BC First Nations Justice Council from Legal Aid BC to ensure the services are delivered and led by an Indigenous organization. Ensuring Indigenous Peoples have access to Gladue reports is a key part of improving access to justice, promoting Indigenous self-determination, and addressing systemic racism. The BCFNJC will implement training and development tools to support justice system actors to implement the principles of Gladue throughout the justice system.

The provincial government has enacted multiple bills to further uphold Indigenous human rights and advance reconciliation with Indigenous Peoples:

- The Human Rights Code was amended in Fall 2021 to add Indigenous identity as a protected ground against discrimination
- The *Interpretation Act* was amended in Fall 2021 to make it clear that all provincial laws uphold, and do not diminish, the rights of Indigenous Peoples protected under section 35 of the Canadian Constitution.

The BC Human Rights Tribunal, as recommended in “Expanding Our Vision: Cultural Equality & Indigenous Peoples Human Rights”, conducted a review of hiring processes and preparation of

a draft Framework for recruitment, hiring and retention of Indigenous Peoples. This resulted in the successful appointment of three Indigenous lawyers as members to the Tribunal and recruitment of one Indigenous Lawyer/Mediator to the Tribunal’s Mediation Roster. The Tribunal also worked on development of an Indigenous Cultural Competency and Humility Framework and established an internal working group to further ongoing Indigenous initiatives related to professional development and learning. The Tribunal affirmed its commitment to Indigenous traditions and dispute resolution approaches. This is set out in the new complaint forms and Mediation Policy. (<http://www.bchrt.bc.ca/shareddocs/policies/mediation-policy.pdf>)

SUCCESS STORY

In 2021/22, 70 organizations throughout B.C. received funding from the ministry to help them engage their members on race-based data collection. In addition, the ministry worked directly with Indigenous leadership and organizations to ensure that the legislation aligned with Indigenous Peoples’ right to data self-governance. Alongside the community-led engagement, the B.C. Government hosted an online survey on anti-racism data that ran from September 2021 to January 2022 and received 2,900 responses. In total, more than 13,000 British Columbians participated in an engagement on how government can safely and thoughtfully use demographic data to address systemic racism and build a better, more inclusive province for everyone. This was one of the most extensive public consultations the Province has ever done and informs B.C.’s historic Anti-Racism Data legislation.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

MANDATE

The primary focus of the Ministry of Children and Family Development (MCFD) is to support the well-being of all children and youth in British Columbia – 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.

EXECUTIVE COMMITMENT

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

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

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

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry'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 all employees with approximately 575 attending in the last year.

The branch supports supervisors and managers with strategies to increase MCFD's Indigenous workforce by incorporating inclusive language and Indigenous relations behavioural competencies in job profiles, promoting recruitment opportunities through Indigenous networks, and honouring the expertise/ways of knowing, being and doing that Indigenous employees bring into the ministry. In 2022, the number of self-disclosed Indigenous staff increased by approximately 2%.

In 2022, MCFD increased the use of inclusive language and GBA+ analysis in job profiles and postings.

The ministry provided training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports:

- A focus on anti-racism, equity, diversity, inclusion, and reconciliation, while developing and implementing a strategy to support anti-racism and debiasing in the workplace and enhancing existing equity, diversity, and inclusion efforts.
- Employees are encouraged to take experiential Indigenous cultural competency training, aimed at discovering Indigenous worldviews, exploring the impacts of colonization, and discovering ways that they can contribute to reconciliation in their work. In the 2021/22 fiscal year, approximately 11% of the ministry successfully completed Indigenous Identities, Cultures and Rights Learning Landscape training. Employees are also encouraged to participate in the Public Service Agency's Indigenous House of Learning.

- The ministry continues to follow the Aboriginal Policy and Practice Framework across all program areas, and front-line staff are encouraged to participate in learning sessions and circle training.
- The ministry has a cross-divisional working group for GBA+ that champions the integration of GBA+ into policy and financial submissions. The working group is currently exploring GBA+ training and opportunities for staff.
- The ministry integrates the principles of GBA+ in the design of staff training, allowing staff to consider multiple identify factors when determining the risk and protective factors of children, youth and families in ministry training scenarios. All service delivery areas work with local Indigenous partners, First Nations and Indigenous Child and Family Service Agencies to enhance connection, collaboration, and knowledge of Indigenous practices.
- Provincial Office and Service Delivery examples include:
 - » Autism Information Services BC conducted disability-inclusive training for staff, delivered by autistic self-advocates to increase understanding around inclusive language, specifically regarding person vs. identity first language.
 - » The North Fraser service delivery area offers eating disorder training to staff, aimed at challenging weight bias in the health care profession.
 - » North Vancouver Island service delivery area hosts an annual “Sacred Gifts, Golden Threads” conference, which brings together Wise Teachers, Knowledge Keepers, and Elders from local Indigenous groups to share and teach with front-line ministry staff and local agencies.
 - » Youth Probation Officers complete skills training with a focus on multicultural/multilingual interviewing skills.

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

- The ministry annually organizes events and honours important days to create awareness and promote employee participation including National Indigenous Peoples Day, Orange Shirt Day, Pink Shirt Day, Moose Hide Campaign, Global Accessibility Awareness Day, PRIDE month, etc.
- The ministry continues to integrate the five core values (respect, inclusion, truth-telling, wisdom, and belonging) of the Aboriginal Policy and Practice Framework into all levels of work, including the development of policy and practice and front-line service.

Provincial Office and Service Delivery examples include:

- Autism Information Services BC maintains a monthly connection with Umeed: Building Autism Awareness in the South Asian Community, which is an organization that is committed to increasing autism awareness through the provision of resources in Punjabi.
- Surrey Early Years Services staff participate in a Joint Management Committee to coordinate and gather input from racialized (newcomer and refugee) communities. These discussions are informing the implementation of the Provincial Early Years Framework in South Fraser.

In 2021/21, the ministry actively promoted multiculturalism in the workplace and the broader community through events and initiatives including:

- The ministry’s Equity, Diversity and Inclusion Action Plan sets the stage to actively promote multiculturalism in the workplace through initiatives such as the creation of the Indigenous, Black and People of Colour Advisory Committee.
- Across the ministry, events and initiatives are used to advance multiculturalism. Provincial Office and Service Delivery examples include:
 - » The Child and Youth Mental Health unit in Abbotsford provides workshops with South Asian Gurdwaras in the Punjabi language.
 - » The Prince George Indigenous child protection team works closely with the four neighbouring Indigenous communities, to promote collaborative planning,

participation in the community and maintain ongoing partnerships.

- » The North Central service delivery area provides financial support for cultural camps for children and youth in local Indigenous communities.
- » Youth Justice services are offered in a culturally sensitive manner, supporting Indigenous ceremonies, restorative justice, trauma-informed practice and healing circles led by Elders. As well, parental orientations and information are available in several languages, with the option for translation services by a multicultural contractor.
- » The South Fraser service delivery area is actively exploring new ways to provide service delivery for multicultural communities, including newcomer and immigrant populations who may not speak English as a first language and who may experience barriers in accessing supports (focus on Punjabi, Cantonese and Farsi speaking communities).
- » The Vancouver/Richmond service delivery area is working with contracted partners to ensure services are delivered, as needed, in multiple languages including Hindi, Punjabi, Cantonese, Mandarin, Tagalog, Urdu, Vietnamese and American Sign Language.

In 2021/22 the ministry incorporated multiculturalism policy when developing policies, practices, and programs:

- » The ministry is committed to implement the United Nations Declaration on the Rights of Indigenous Peoples and B.C.'s *Declaration on the Rights of Indigenous Peoples Act* while actively engaging with Indigenous Peoples 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 uses the Aboriginal Policy and Practice Framework to guide this work and engages with groups such as the First Nations Leadership Council, the Tripartite First Nations Children and Families Working Group, Métis

Nation BC, MCFD/Indigenous Child and Family Services Partnership Table and Indigenous communities as appropriate.

- » GBA+ is completed for every cabinet and treasury board submission.
- » The ministry has several significant transformation initiatives underway and in line with the Minister Letter of Commitment is following the draft Indigenous engagement plan to ensure that changes to policy, practice and legislation improve outcomes for Indigenous children, youth and families.
- » Engagement opportunities for the ministry's transformation initiatives are published on EngageBC, to ensure the diverse voices and populations in B.C. have an opportunity to provide input and feedback.
- » The ministry developed an Indigenous newsletter to communicate and highlight policy and practice work to Indigenous Peoples.
- » 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 uses a variety of outreach mechanisms to ensure that services meet the needs of the children, youth and families served. Examples include:

- » The ministry regularly consults with Indigenous Child and Family Service Agencies, First Nations Leadership Council, Métis Nation BC, Métis Commission for Children and Families of BC, Indigenous governing bodies, and Youth Advisory Councils.
- » The ministry is engaged in conversations with cross-government representatives and Indigenous Child and Family Service Agencies to the review the work in progress related to the Calls for Justice of the National Inquiry on Missing and Murdered Indigenous Women and Girls Final Report and identify potential strengths and gaps in policy and service delivery, to recommend future actions.

- The ministry participates in the Partnership Table with Indigenous Child and Family Service Agencies and Indigenous Services Canada to discuss and collaborate on issues related to the delivery of child and family services to Indigenous communities served by delegated agencies.
- The ministry works as a member of the Tripartite First Nations Children and Families Working Group on systemic changes to child and family services in B.C. In addition to the main table of the Tripartite First Nations Children and Families Working Group, the ministry is an active participant in the Tripartite Technical and Practice Working Groups.
- The ministry has a Youth Advisory Council comprised of Indigenous and non-Indigenous youth who have lived experience in child welfare. The ministry regularly consults with this council on the development of policies, practices, and services.
- The Minister's Advisory Council for Children and Youth with Support Needs has Elder, Indigenous parent and Indigenous organization representatives.
- To advance the ministry transformation initiatives, the ministry has convened several Indigenous advisory circles which will inform the development and implementation of these initiatives.

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

- 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.
- Provincial Centralized Screening, a 24/7 center responsible for receiving and assessing child protection reports, provides services in multiple languages through interpreter services.
- Autism Information Services BC has specialists on staff who provide information services in Mandarin, Cantonese, Punjabi, Tagalog, and Vietnamese. This unit also hosts monthly

information sessions in Mandarin for families with children recently diagnosed with autism.

- The ministry continued to work on the implementation of childcare as a core service, focusing on creating a system that is more inclusive of children from all backgrounds, with support needs, and the Indigenous population. Additionally, the increased supports for Early Childhood Educators increases gender equity as the childcare workforce is primarily comprised of women. Note for MAG: Child Care has transitioned to Ministry of Education and Child Care as of April 1, 2022.
- The Agreements with Young Adults program provides funding to young adults from care, when taking part in programming. The life skills program includes learning domains outlined in policy, including cultural learning and connections to community that enable young adults to connect to their culture as part of their transition into adulthood. The program recognizes the important role that connecting to one's culture plays in healthy development and supports a sense of belonging.
- Prior to launching a new service approach to support Children and Youth with Support Needs, the ministry engaged numerous Indigenous communities, families, and service providers throughout B.C. to better understand their needs and ensure services are provided in a culturally safe and trauma informed manner. Additionally, a Children and Youth with Support Needs survey published on EngageBC was translated into multiple languages, ensuring a diverse population of people had the opportunity to provide feedback.

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

- The ministry recognizes, and is actively working to address, the over-representation of Indigenous children, youth and families involved with the child welfare system, as well as improving outcomes for Indigenous children, youth and families.
- The ministry tracks and uses several measures related to over-representation to inform policy, practice, and programs. Examples of measures include children and youth in care, children, and youth out of care, and family preservation.
- An evaluation of the COVID-19 emergency measures for young adults was conducted, using GBA+. The findings assisted the ministry to better understand the needs of youth transitioning from care, including Indigenous young adults. Based on the findings, the ministry introduced long-term changes to post-majority support services to meet the needs of a more diverse group of youth and young adults.

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

The ministry supports Provincial Deaf and Hard of Hearing Services:

- This unit consists of mostly deaf employees who provide services to deaf and hard of hearing clients. 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.
- Services 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 BC School for the Deaf in Burnaby.

- The unit supports various multicultural training opportunities, including a Deaf Indigenous Leader from Northern BC who facilitated a workshop called Deaf Indigenous Awareness to all Provincial Deaf and Hard of Hearing Services staff, an Anti-Racism and Indigenous, Black and People of Colour Awareness workshop from local deaf members, and Black History Awareness training for staff, children and youth located at the Victory Hill Dorm.
- Provincial Deaf and Hard of Hearing Services contracted a Deaf Indigenous member to lead the United Nations Declaration on the Rights of Indigenous Peoples translation video project, which involved staff and Indigenous children and youth working to translate articles into American Sign Language.
- This unit has also translated ministry webpages into American Sign Language, including the COVID-19 and complaints program pages, ensuring critical information is accessible to the deaf and hard of hearing population in B.C.

HIGHLIGHTS ON INITIATIVES IN 2021/22

The ministry is leading significant transformation projects with ongoing engagement, aimed at aligning ministry services and legislation to better meet the needs of children, youth, young adults, and families across B.C. Guiding the ministry's approach to engagement are the Minister's Minister Letter of Commitment and the draft Indigenous engagement plan. Examples include:

- Began engagements with Indigenous partners to co-develop changes to the *Child, Family and Community Service Act* to remove immediate barriers to jurisdiction and affirm and uphold the inherent right of jurisdiction.
- Began engagements with Indigenous governing bodies, social sector organizations, and people with lived experience to identify goals and priorities for systemic reform of child and family services, changing the current legislative model to one that promotes prevention supports and keeps children with their families, communities, and cultures.

- Introduced a “modelling the system” approach to the transformation of Specialized Homes and Support Services for children, youth, and families. This includes identifying opportunities to promote cultural connections and unintended consequences related to equity and inclusion.
- Worked collaboratively with several ministries and partners to propose options for improvements to services for youth and young adults in and from government care. The options were informed by GBA+ and include increased flexibility and supports for cultural learning and connections for young adults to expand on their cultural identity and sense of belonging.

Developed a Change Management and Engagement Framework to support a consistent, one-ministry approach to meaningful and coordinated engagement with Indigenous and non-Indigenous partners, leaders, and communities. Engagement approaches are based on proven best practice, reflect the Aboriginal Policy and Practice Framework and materials are written in plain language using accessible design, GBA+ and using a 2SLGBTQ+ lens.

Launched the Social Sector Digital Imperative, outlining that all digital products must be accessible, inclusive, equitable, have a GBA+ lens, incorporate diverse groups of people, and incorporate a meaningful approach to Indigenous reconciliation.

SUCCESS STORY

The ministry launched a GBA+ initiative to align the 21 ministry case management systems and the external websites with the BC Gender and Sex Data Standard, enabling British Columbians who identify as non-binary to express their gender identify accurately.

Cultural, community and identity connections have been incorporated into planning needs for all youth receiving support in their transition to adulthood.

Due to the success of Everyday Anxiety Strategies for Educators (EASE), the program for grades 8-12 will be translated into French before the end of the 2021/22 school year. Materials for EASE K-7 will be translated into French, Spanish, Chinese (Simplified and Traditional), Tagalog, Arabic and Punjabi.

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.

As detailed in the 2021/22 Service Plan, 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. 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 and 2021/22 Service Plan, 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 business and working to address systemic discrimination and inform policy and budget decisions by reviewing decisions 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, resulting in job growth, a strong and diversified economy, health care, and stronger communities.

CITZ is committed to improving the quality of all citizen experiences and interactions with government – in person, by telephone and online. The Service BC Provincial Contact Centre offers translation services in over 140 languages.

Through the Indigenous Procurement Initiative, CITZ is creating culturally appropriate procurement practices and helping build procurement capacity for Indigenous businesses, communities and government employees.

CITZ is supporting the Parliamentary Secretary responsible for Anti-Racism Initiatives in the collection, housing, and analysis of race-based data. The anti-racism data legislation will be implemented in cooperation and consultation with Indigenous Peoples and racialized communities.

The ministry will be working on implementation of its commitments made in the *Declaration Act* Action Plan and supporting the broader changes in culture and skills of our employees needed to make reconciliation efforts successful. CITZ created a Provincial Data Plan that takes an all-of-government approach to support reconciliation through Indigenous data planning initiatives and advance equity.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

- Supported and promoted WorkAble internships, the Indigenous Youth Internship Program, and the Co-op Employment Program.
- Hired a director of Indigenous Data Governance Initiatives in a competition limited to Indigenous applicants.
- Promoted and included Indigenous Behavioural Competencies in job profiles.

- The ministry provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:
- Offered a webinar to CITZ employees on how to apply Gender-Based Analysis Plus (GBA+).
- Four GBA+ advisors in the ministry.
- Delivered two Words Matter workshops and two Territorial Acknowledgement workshops available to all ministry staff.
- Promoted inclusion at Learn at Work Week with events and team resources, including a panel discussion on inclusion and how to continue to build a more inclusive culture.
- 25 leaders from across the ministry took part in the Ministry's RISE (Reflect Inspire Serve Elevate) Leadership Development Program. This program includes Indigenous cultural safety and cultural agility workshops including Learning for Truth and Reconciliation; Learning Circle and Indigenous Relations; Building Capacity in Indigenous Relations, and others.
- Enabled digital accessibility, by removing barriers and creating more equitable access to government programs and services online through learning opportunities and supports.
- Delivered government-wide training for Digital Accessibility 101 (17 sessions in 2021-22).
- Developed and launched new Writing for the Web training to support web content authors to write clearer government information that is easier to understand.
- Led the Accessibility Community of Practice (ACoP), which includes over 650 public servants and hosts quarterly events to raise organizational awareness of accessibility issues.
- Conducted seven technical accessibility audits on both external websites and internal tools.
- Provided daily support to over 1,800 web content authors across government to create and maintain more accessible web content.

- Launched the Writing Guide for Indigenous Content which was developed in partnership with Indigenous writers and researchers. The guide provides insightful recommendations to create content for, or about, Indigenous Peoples using respectful terminology, avoiding harmful framing, and more best practices.
- Planning and design processes are led with ministries to plan public engagements and service design projects; part of that planning is focussing on best practices and lessons learned around Indigenous engagement, and how to be inclusive of racialized and marginalized communities in engagement processes.

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

- CITZ is working to make sure B.C. government buildings are accessible and inclusive for all British Columbians regardless of gender, ability, age, culture, education level or economic status. The CITZ Barrier Free Program provides a path for B.C. government buildings to meet objectives for social responsibility and the B.C. Human Rights Code.
- CITZ is also working to ensure that washrooms in government buildings are more inclusive and serve the diversity, safety, hygiene and access needs for B.C. Public Service employees and citizens. These changes have been incorporated into CITZ's technical standards for building for future projects.
- The Buildings for People program lays out clear pathways to ensure equity in the experience of every British Columbian visiting government facilities, regardless of age, ability, gender identity, or socio-economic status. The program was created following a pilot project with the Rick Hansen Foundation (RHF), where 73 public-facing owned and leased facilities (including Service BC locations) were assessed for meaningful access using RHF's Accessibility Certification program (RHFAC).

- CITZ is piloting a dedicated space for inclusive practises, spirituality and mental wellness at its 4000 Seymour location (to then be expanded to other locations).
- CITZ BC Stats data scientists were trained in First Nations data governance principles (OCAP®) to increase understanding of Indigenous data sovereignty and considerations when interacting with data.

In 2021/22, the ministry promoted intercultural understanding and multiculturalism in the boarder community through the following events and initiatives:

- Promoted events to build cultural awareness and understanding such as Pink Shirt Day, Black History Month, Asian Heritage Month, National Indigenous Peoples Day, Orange Shirt Day and National Day for Truth and Reconciliation.

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

- The CITZ Social Stewardship Policy is responsible for moving forward on guiding acts and principles related to the social well-being of British Columbians, such as but not limited to health and safety, accessibility, diversity and inclusion, and Indigenous reconciliation.
- Updates to the corporate information management and technology policies (e.g., Appropriate Use Policy, Managing Government Information Policy) clearly state all public servants' commitment to reconciliation, equity, and diversity, and encourages consideration of opportunities to address these commitments when making decisions about government information.
- The modernization of the Core Policy and Procedures Manual (CPPM) Chapter 12: Information Management and Information Technology Management reflects IM IT policy requirements based on the Digital Principles and user centred approach. Several of the principles directly address multiculturalism policy, specifically:

- » Principle 2: Design with people & embed inclusion.
- » Principle 3: Integrate ethics.
- » Principle 9: Build diverse teams & internal capacity.
- » Principle 10: Express cultural & historical awareness & respect).

- The Better Regulation for BC initiative supports the modernization of language to eliminate instances of gendered and non-inclusive language in four CITZ statutes: *Electronic Transactions Act, Information Management Act, Statistics Act and Personal Information Protection Act*.

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

- The Ministry of Citizen Services, in partnership with the Ministry of Indigenous Relations and Reconciliation, and in support of the Indigenous Procurement Initiative:
 - » Engaged with other ministries and with key Indigenous partners to ensure the appropriate process is used for the creation of an external advisory committee that will inform short, medium and long-term actions to increase Indigenous Peoples' participation in government's procurement processes.
 - » Hosted feedback sessions and sought the input of Indigenous facilitators to create a streamlined process through which all ministries can contract with qualified Indigenous facilitators to help ensure government's engagements with Indigenous Peoples are culturally safe.
- Worked with a group of Indigenous authors across government to develop and publish a guide for producing accessible web content about Indigenous topics which respects the cultural integrity of Indigenous Peoples and guidelines for how to plan culturally appropriate engagement opportunities for Indigenous Peoples.

- In collaboration with other ministries and agencies, CITZ was part of an extensive engagement process to ensure the Declaration Act Action Plan was developed through meaningful consultation and cooperation with Indigenous Peoples in B.C. Engagement with First Nation organizations was coordinated by the First Nations Leadership Council, which represents the BC Assembly of First Nations, First Nations Summit, and Union of BC Indian Chiefs.
- In a corporate support role to all of government, provided outreach advice to more than 60 branches in government on how to utilize networks, partnerships, advisory councils, to gather input from Indigenous, racialized and/or other under-represented groups as part of their public engagement or service design processes.

In 2021/22, the ministry delivered culturally appropriate and responsive programs and services including:

- Accessibility and inclusion upgrades are incorporated into projects as outlined in the CITZ Technical Standards for Office Tenant Improvements to support accessibility in alignment with Buildings for People, the ministry's strategy to make government buildings accessible.
- In response to the COVID-19 pandemic, the ministry continues to support the Temporary Foreign Workers program. Service BC team members welcome foreign workers into B.C., provide information around their obligations during their isolation, and ensure they have plans in place and the supports they need to be successful. Staff completed more than 33,000 calls to temporary foreign workers from April 1, 2021, to March 31, 2022.
- A toll-free multilingual phone service through Service BC is improving accessibility for British Columbians. For speakers of over 140 languages, real-time access to information in their mother tongue is now just a phone call away.
- Service BC has expanded accessibility to services and supports to aid displaced Ukrainian refugees who have relocated to British Columbia. Service

BC offers a variety of accessibility options such as translation services and screen readers. Service BC operates a support phone line for Ukrainian refugees to connect with housing, sign-up for health care, seek employment, and adjust to life in British Columbia.

- Over the past five years, Service BC and the Ministry of Social Development and Poverty Reduction (SDPR) have implemented an integrated service model in 48 different communities around the province, helping to break down the stigma for vulnerable people needing to access income assistance services, and provide a best-in-class service experience. Service BC deployed their Queue Management System to SDPR offices to enhance service delivery through service metrics.

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

- In partnership with Ministry of Attorney General developed the anti-racism data legislation, which allows for the collection and use of race-based data and other identity information in a safe and culturally appropriate way, including fully engaging and consulting with Indigenous leaders and those most impacted by racial discrimination and inequities.
- Initiated process to develop an anti-racism framework for the collection and use of demographic data, in consultation with Indigenous leaders and racialized communities, with the Information and Privacy Commissioner and the Human Rights Commissioner, and more broadly with the public.
- In partnership with Ministry of Attorney General, planned and delivered the anti-racism data legislation engagement – which informed the introduction of new data legislation that would shape how demographic data such as age, gender identity and race is collected and managed across B.C. This data will shed light on the experience of Indigenous, Black

and other racialized communities using government services.

- Created an opportunity for citizens to sign up to give input into all government policy development or service improvements. A total of 24,000 citizens have signed up to participate, and have provided their demographic information, which will help government to gather feedback from citizens who are racialized or marginalized.
- Leading an implementation plan to support equity across government with new Gender Identity and Sex Information data standards to collect and manage data about people in B.C. how people want to be represented.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- Developed tools to incorporate economic, social, Indigenous, and environmental value into procurement processes. This helps to ensure buyers can use criteria, not merely lowest price, to ensure government purchasing contributes to the creation of rewarding jobs, builds local economies, and benefits individuals, families, and communities. The tools will be piloted in 2022/23.
 - Formed an employee organized Diversity, Inclusion and Accessibility Committee.
 - Multi-language online service info and cross-government policy.
 - The Connected Coast project is currently under construction and will bring high-speed internet access via subsea fibre optic cable to 139 rural and remote coastal communities, including 48 Indigenous communities, along the B.C. coast from north of Prince Rupert, to Haida Gwaii, south to Vancouver, and around Vancouver Island. This project is due to complete in 2023.
 - CITZ is working to implement the *Declaration on the Rights of Indigenous Peoples Act* (November 2019), in all aspects of ministry business. The first *Declaration Act* Action Plan released in March 2022 is the next step in delivering transformative change in government's relationship with Indigenous Peoples in B.C. CITZ is the lead ministry on three of the actions:
- Advancing the collection and use of disaggregated demographic data, guided by a distinctions-based approach to Indigenous data sovereignty and self-determination, including supporting the establishment of a First Nations-governed and mandated regional data governance centre in alignment with the First Nations Data Governance Strategy.
 - CITZ will be supporting the establishment of a First Nations-governed and mandated regional data governance centre in alignment with the First Nations Data Governance Strategy and working collaboratively with Indigenous partners by establishing an Indigenous data advisory group.
 - Adopted an inclusive digital font that allows for Indigenous languages to be included in communication, signage, services, and official records.
 - BC Sans is a new typeface for government, developed to create an Open Font License set of fonts for improved readability and delivery of our digital services and contain support for multiple languages including Indigenous languages in B.C. Supporting inclusion and reconciliation, this will remove technical barriers and make it easier for program areas across government to include Indigenous languages in communications, signage, services, and official records.
 - The font is available for download, has been deployed to all BC Public Service workstations, and is the standard for provincial government websites and online public engagements. Planning has focused on increasing awareness of the inclusive font within government and understanding the dependencies and challenges for program areas in its adoption.
 - Corporately, CITZ is beginning to update all executive message templates, power point presentations, and other documents to use BC Sans as the default font.

- Ensuring every First Nations community in B.C. has access to high-speed internet services. Connectivity is essential to addressing the fundamental rights and needs of First Nations and communities. Quality, reliable and equitable high-speed internet and telecommunications services are critical to advancing meaningful reconciliation, supporting Indigenous self-determination, and enabling sustainable, inclusive and innovative Indigenous economies. Connecting all First Nations reserves with high-speed internet is vital to reconciliation efforts and is a commitment in the *Declaration Act* Draft Action Plan. A new recently announced funding partnership with the federal government will support expansion of internet services to the remaining underserved First Nations reserves by 2027.
- Created COVID-19 and vaccination information for the web in 12 languages and English. Information is posted in Arabic, Farsi, French, Hindi, Japanese, Korean, Punjabi, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese. In 2021, conducted research with citizens on the translated web content to discuss improvements to the web site, the content, findability, and the translation process.
- Provided information about flood recovery in English and Punjabi.
- Delivered 12 public engagements in multiple languages.
- Worked with BC Housing to identify and provide surplus land and buildings for temporary housing to people experiencing homelessness during the COVID-19 pandemic. Real Property Division (RPD) identified the vacant Vancouver Island Health Authority (VIHA) Mount Tolmie Hospital. CITZ coordinated discussions between BC Housing and VIHA that led to a lease and temporary shelter with supportive services for those displaced from the temporary shelter at the Save-On-Foods Memorial Centre arena in Victoria.

SUCCESS STORY

At the request of the Ministry of Education, during the catastrophic flooding caused by atmospheric river events, the Asset Investment Recovery branch provided five hundred refurbished laptops to the Merritt School District over a 2-week period, enabling students without personal computers to access distance learning materials.

The Connecting British Columbia program will provide Rogers up to \$2.25 million toward the estimated \$11.6-million cost to fill remaining cellular service gaps on Highway 16, specifically between Smithers and Prince Rupert. The federal government's Universal Broadband Fund is also contributing \$2.25 million. Completion of the project will mean the 'Highway of Tears' between Prince Rupert and Prince George will have complete cellular connectivity, enhancing safety and convenience of travel along the route. 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. The recommendation from the symposium was echoed in the report from the National Inquiry into Missing and Murdered Indigenous Women and Girls.

During the pandemic, government received a thank you from Japanese Community Volunteers Association in response to having vaccination information translated into Japanese.

"With the information available in Japanese, community non-profits like us were able to reach out to our network of Japanese-speaking seniors via their preferred channels – whether it be printed copies added to the bento box lunch Meals-on-Wheels service, individual phone calls, email newsletters or community magazines. Thank you for helping us help the community."

MINISTRY OF EDUCATION

MANDATE

The ministry's role is to provide leadership and funding to the K-12 education system, through governance, legislation, policy, and standards. The ministry defines broad best practices and expectations. Specific roles and responsibilities are set out under the *School Act*, *Independent School Act*, *Teachers Act*, *First Nations Education Act*, and accompanying regulations. As of April 1, 2022, Ministry of Education's mandate with the inclusion of child care.

EXECUTIVE COMMITMENT

Executive Committee endorsed the ministry's Reconciliation, Equity, Diversity, and Inclusion (REDI) strategy which supports equity in the workplace and workforce at the Ministry of Education and Child Care with specific goals and objectives relating to Truth & Reconciliation, Equity, Diversity, and Inclusion.

Executive shares the role of hosting and sponsoring different internal initiatives and events in the ministry that support multiculturalism, including the Moosehide Campaign, National Indigenous Peoples Day Celebration, and other events aligned with the REDI strategy.

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.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

- The ministry remains committed to hiring employees that reflect the diversity of our classrooms and province. In 2021/22, six out of seven of the ministry's co-op students were under age 30, the remaining one under age 40. The ministry also hired one intern through the Youth Employment Program.
- In the past 5 years, the ministry has had three Indigenous Youth Interns and each year submits proposals with the goal of securing one or more interns. This year, three proposals were submitted for interns to begin in September 2022.
- Similarly with the Workable Internship Program, the ministry submits proposals to secure one or more interns annually. In the past five years, we have had five Workable Interns and have submitted two proposals for this year. This helped the ministry to leverage the benefits of an age-diverse workforce, employees from diverse cultural backgrounds, and with disabilities which added to an already diverse and inclusive workplace. In many of the programs listed above, the interns have had formal mentors and other supports in place to ensure positive experiences through the employment terms.
- Hiring managers are encouraged to use at least one Indigenous Relations Behavioural Competency (IRBC) in job profiles and during the hiring process.
- The ministry's leadership programs also include a focus on REDI. For example, the Everyday Leader's program is an 8-month cohort-based program in which employees at any level in the organization can participate. The program includes elements of reconciliation, equity, diversity, and inclusion.

The ministry provides diversity and inclusion training. Examples include:

- From Oct 2021-March 2022, the ministry contracted a specialized consultant to offer a series of four Supervisor Forums quarterly throughout the year on key topics relating to Equity, Diversity, and Inclusion. Sessions focused on Inclusion Literacy, How to Be an Ally, Active Bystander Training, and Unconscious Bias. In addition, there were dedicated sessions for the Executive Committee on these topics. Each session included a follow up summary with resources available for all staff on the intranet site.
- Understanding Truth & Reconciliation sessions were delivered by two ministry secondees to over 120 employees who attended the sessions. A portion of the secondees' work is dedicated to employee education to help fulfill our mandated responsibilities of implementing the Draft 10 Principles that Guide 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 secondees also worked with the Executive Team, ministry 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 this year included a session with SHR and a secondee on the topic of Allyship in Leadership. This was a 2-hour session that was offered to both leadership program cohorts this year. It was an opportunity for self-awareness, understanding the Indigenous Relations Behavioural Competencies and other ways to meet our mandated responsibility of creating last reconciliation with Indigenous Peoples. This session was adapted and delivered for the LEAD Leadership Development Cohort as well to help this group of leaders establish areas of focus for development while ensuring to integrate reconciliation into the work they do for the ministry and education sector.

- Learn @ Work Week 2021 theme was Trusted Public Servants. This involved sessions throughout the week to deepen our learning around trust in reconciliation, creating safe spaces and building trust within teams.
- All TRB investigators and intake officers undergo mandatory training in working with Indigenous communities, cultural safety, and trauma informed practice.

In 2021/22, the ministry ensured specific initiatives were in place to promote intercultural understanding and respect for diversity in the workplace, including:

- In April 2021, the ministry formed a working group to consult and collaborate on forming a Reconciliation, Equity, Diversity, and Inclusion (REDI) strategy. The year 1 implementation of REDI officially launched in October 2021. The strategy roll-out included an all-staff survey to help establish a baseline to further assess and understand a starting place for the ministry, have a tool for measurement of impact, and help determine priorities and next steps for implementation.
- The REDI strategy has actions under the three pillars of Reconciliation, Diversity, and Inclusion. Some actions that have been completed include creation of the Reconciliation Learning Journey resource pages for EdNet, offering an Accessibility 101 learning session, and the four Equity, Diversity, and Inclusion sessions for all ministry supervisors.
- Part of the REDI roll-out was engaging employees through a Thought Exchange to determine the qualities and values to help ground in carrying the work forward in good way. Over 250 thoughts came in to help determine the values of: openness, courage, learning, people, and commitment.
- As outlined in the ministry's HR Workforce Plan, the ministry continues to integrate Lumina Spark into the organization to help strengthen awareness of personality and work style differences and to promote inclusion across teams. This year SHR focused on workshops for

deepening self-awareness and understanding through a new tool called Lumina Coach.

- The ministry annually supports the Moose Hide Campaign, which is normally held in February, and this year was delayed until May 2022. The campaign is an opportunity for people to show their commitment to ending violence against women and children by wearing a Moose Hide pin, fasting for the day, and attending the various virtual provincial events. This year our Executive Lead hosted a ministry all staff meeting in February inviting one of the Moose Hide's co-founders to speak with employees about the campaign and how to get involved.

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

- REDI Working Group members met with employees in all divisions to introduce the REDI strategy and engage with employees on why this work matters to them, and to discuss what they'd like to see more of in the year ahead.
- On June 21, in celebration of Indigenous Peoples Day, the ADM of the Services & Technology division held an all-staff event to share and celebrate Indigenous artists, poets, actors, historians, and more to celebrate the many cultures of the First Nations, Métis, and Inuit communities. The DM and ADM sponsor for REDI, acknowledged National Indigenous Peoples Day and History month throughout June, promoting online options for learning and celebrating.
- ADM Sponsor and DM messaging also acknowledged Pride Month to celebrate the 2SLGBTQ+ community, and to promote online events to recognize, celebrate, and continue learning to be more inclusive.
- The ministry's 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 our every day lives.
- Bullying Awareness Day, also known as Pink Shirt Day, is acknowledged provincially each year as well as within the ministry in the work that we do with the education sector.
- The Orange Shirt Campaign – Every Child Matters remembers the experiences of former students of Indian Residential Schools and is a commitment to ongoing reconciliation in Canada. This was also the first official National Day for Truth & Reconciliation. Ministry employees were encouraged to use this day for further reflection, learning, and commitments towards meaningful reconciliation. This was emphasized through communications from the DM and ADM Sponsor for REDI. All employees were encouraged to wear Orange during the week of September 20, 2021, post a picture and describe what act of reconciliation they are committing to on EdNet.
- Black History Month was also acknowledged throughout February with articles and communications from DM and ADM sponsor on diversity and inclusion as well as online events promoted throughout the month.
- During the 2021/22 year, the Ministry of Education and Child Care's Independent Schools team has worked with a key independent school stakeholder to launch an "Equity in Action" program in Independent Schools which will launch in October 2022 and will see participating schools working to promote improved learning outcomes, reconciliation, and equity for all students, including Indigenous, priority, and racialized students.
- The International Student Health and Wellness Guidelines were created to serve the international student population in B.C. by providing resources to support them through the often-difficult transition to a new and likely more diverse school system in terms of race, gender, and sexual orientation. The guidelines focus on providing support for homesickness and acculturation stress, and work to promote diversity and anti-racism in the classroom and on the school grounds.

- The ministry provides supplemental funding to boards of education to enable school districts to provide necessary supports and services for English Language Learning to school-age students whose primary language is not English. Some students who speak variations of English that differ significantly from the English used in broader Canadian society may need similar services to access the curriculum. (\$105.5 million for the 2021/22 school year)
- The ministry provides grant funding to school districts to support mental health activities for educators, students and/or families. Districts are required to work with Indigenous community partners in determining activities to meet the needs of their community.
- The ministry provides grant funding to the francophone school district, Conseil scolaire francophone, to provide education programs entirely in French to primarily children of francophone parents resident in British Columbia. (\$98.4 million for the 2021/22 school year)

In 2021/22, the ministry incorporated multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs in the following ways:

- The ministry is supporting the BC Teachers Council in revisions to the certification standards that will make access to the profession more equitable for foreign trained professionals.
- The K–12 Anti-Racism Action Plan has been developed with input from community groups across the province and incorporates culturalism policy including goals to increase equity, inclusion, and diversity in schools. The Action Plan reflects the diversity of the Province of British Columbia and ensures that the voices and perspectives of a wide range of community groups are heard.
- In partnership with FNEC, the ministry is developing a K–12 provincial First Nations language education policy.

- 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 2021/22, the Equity in Action project expanded to include 59 school districts (comprising 99% of the Indigenous student population).
- The province's K–12 curriculum includes equity and inclusiveness as an underlying principle. These principles are also embedded in provincial assessment policies.
- Elements of the curriculum relevant to multiculturalism include the abilities students need to thrive as individuals, to understand and care about themselves and others, and to find and achieve their purpose in the world, such as:
 - » Positive personal and cultural identity.
 - » Social awareness and responsibility
 - » Personal awareness and responsibility

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

- The ministry is working in partnership with the First Nations Educational Steering Committee (FNEC) and Negotiating First Nations (NFNs) to support a unique approach to the certification and regulation of teachers under First Nations jurisdiction in B.C. that aligns with our commitment to the Truth and Reconciliation Commission's (TRC) Calls to Action and United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

- Since the start of the pandemic, the Ministry of Education and Child Care's Independent Schools team has held bi-weekly meetings with Indigenous rightsholder representatives to ensure that policy, practices, and communications to First Nations Independent Schools are aligned and reflective of rightsholder feedback. The Independent Schools team also connects directly with racialized/underrepresented schools and their communities to support school success, for example engaging with faith-based/culturally specific schools to address barriers to teacher recruitment and certification.
- An inventory of over 200 anti-racism resources is now available through ShareED BC, the Ministry's searchable resource site for teachers, and on the Focused Educational Resources website. These anti-racism resources have been compiled by a diverse group of B.C. community organizations and evaluated by Focused Education Resources using criteria that ensures resources are aligned with the B.C. curriculum. This inventory includes recommended resources on anti-racism, human rights, diverse cultural experiences, and the history and contributions of IBPOC people in Canada. Following the completion of this inventory, Focused Education Resources will work with their team of community organizations to identify gaps and potentially develop new resources. The ministry has provided funding (\$350,000) to Focused Education Resources to lead this work.
- The ministry is working in partnership through the British Columbia Tripartite Education 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, supporting local education agreements between school districts and First Nations, supporting transportation for First Nations students living on reserve to access B.C. public schools, establishing one non-instructional day annually to focus

on enhancing Indigenous student success and integrating Indigenous worldviews and perspectives into learning environments.

- The ministry is supporting the exercise of First Nations Jurisdiction over education through ongoing collaboration with the First Nations Education Steering Committee (FNESC) as the representative for Negotiating First Nations. This work reinforces the government-to-government relationship with First Nations, acknowledges the right to self-government for all First Nations, and supports those First Nations who are pursuing sectoral self-government. In 2021/22 the ministry and FNESC co-developed legislative changes to make it possible for the province to provide operational support to First Nations participating in the education jurisdiction initiative in B.C. to certify and regulate teachers who work in schools under their jurisdiction.
- The ministry also works with FNESC through a bilateral protocol agreement which will be updated per the commitment in the *Declaration Act* Action Plan released in March 2022.
- In addition to working collaboratively with FNESC and FNSA, the ministry is engaged with Métis Nation BC (MNBC), First Nations Health Authority and continuously engages with School District leads of Indigenous Education through monthly zoom calls and an annual provincial gathering.
- As noted above, the ministry works with the Government of Canada to further systemic changes that will improve outcomes for First Nation students, through BCTEA.
- The ministry meets regularly with inclusive education advocacy and partner groups, including Inclusion BC, BC EdAccess Society, Family Support Institute, and BC Council of Administrators of Inclusive Supports in Education (BCCAISE) to collaborate on current topics and issues across the province, and to update them on ministry directions and engage in collaborative problem solving.

- The initiatives of the K–12 Anti-Racism Action Plan are informed through the annual Minister’s Community Roundtable, the Minister’s Youth Dialogue Series, the Anti-Racism Education Partner Collaborative, the Anti-Racism Educator Network, and other forms of community and Indigenous engagement. The Collaborative includes representation from First Nations and Metis organizations.
- The ministry’s SOGI (Sexual Orientation and Gender Identity) Inclusive Education program applies an intersectional lens to all initiatives that includes supporting a provincial network of educators in public, independent and First Nation schools as well as an education partner collaborative with First Nations and Métis representation.
- The Enhancing Student Learning Rightsholders and partners roundtable provides recommendations on the implementation of the Framework for Enhancing Student
- Learning Policy and the Enhancing Student Learning Reporting Order through the Continuous Improvement Program.

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

- The Ministry of Education and Child Care’s Independent Schools team works directly with Indigenous rightsholder groups to ensure health-related policy development and services in independent schools during the pandemic are culturally appropriate.
- The Ministry of Education and Child Care is developing an Anti-Racism Teaching Guide that will provide B.C. teachers with meaningful, age-appropriate starting points for discussions about anti-racism in their classroom and schools. It will contain activity suggestions for K-12 classrooms that teachers can adapt to any classroom and subject area. It will also include background information to help teachers better understand these issues and become more comfortable having difficult conversations with their students. The first meeting with the teacher development team took place in May 2022 and the completed

guide is expected to be released in English and French in Fall 2022.

- The ministry funds 37 Provincial Resource Programs (PRPs) to support students with disabilities and diverse learning needs. PRPs are grouped into 28 Provincial Inter-ministerial Programs (PIP) and 9 Provincial Outreach Programs (POP).
- PIPs support students unable to attend school while attending a mental health, custody, hospital, or substance use program.
- Of the 28 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, and outreach services through Outreach for Deaf blindness, 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 exploring how government can build a safer, more inclusive province. The Action Plan presents opportunities to work in partnership with education partners and community organizations to dismantle racism in all forms, including building a more diverse workforce.
- In relation to Indigenous perspectives, the ministry continues to collaborate and support school districts to include reconciliation and restorative practices in their strategic planning.

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

- The ministry collects enrolment data pertaining to the Indigenous status of students (i.e., Indigenous, or non-Indigenous) and uses those data to analyze the student journey (e.g., provincial assessments, learning environment) and student outcomes (e.g., graduation rates, transitions to post-secondary). The ministry uses these data internally for policy and program design and works directly with school districts and Rightsholders to address disparities for Indigenous students.
- As noted above, BCTEA commitments include a First Nations student data committee to enhance information sharing processes with First Nations, as well as enhancing the annual How Are We Doing Report on Indigenous student achievement in B.C. public schools.
- The Equity in Action Project supports school districts to identify promising practices, as well as barriers and challenges impacting Indigenous student achievement and success. A Framework and Equity Scan Toolkit has been developed and 59 districts are engaged in the project in 2021/22 representing 99% of the Indigenous student population in B.C. schools. In the 2022/23 school year, 60 public school districts will be engaged in the project representing 100% of the Indigenous student population in B.C. public schools. In the 2022/23 school year, all 5 independent school associations will be engaged in the Equity in Action project. The ministry will also be hosting three regional equity sessions throughout B.C. for district leadership to learn alongside Rightsholders and staff to remove barriers for Indigenous students, families, and communities.

- In the fall of 2021 and winter 2022, a New Teacher Survey was conducted on behalf of the B.C. Teachers' Council (BCTC) and sent to over 10,000 teachers trained in B.C. between 2015-2020. Over 3000 responses were collected, including ethnic identity and demographics of survey participants. The data will be analyzed to better understand the composition of newly certified teachers in B.C., as well as specific barriers faced by racialized educators as they enter the profession.
- Through the Human Rights Tribunal Special Activities Approval, the Teacher Regulation 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 ministry's Independent Schools team has begun to use Indigenous student (in Independent Schools) outcome data to support conversations on improved outcomes for Indigenous students attending Independent Schools.
- Independent Schools, enabled under the *Independent School Act*, support diversity and multiculturalism by empowering diverse communities to develop their own schools and educational programs, that often situate learning within a cultural context and/or 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 Peoples to provide further opportunities to incorporate Indigenous connections across grades and subjects, ensuring the curriculum more accurately reflects the rich history of Indigenous Peoples in Canada.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- On March 30, 2022, the province released the first five-year action plan under the *Declaration Act: Declaration on the Rights of Indigenous Peoples Act Action Plan 2022-2027*. The Action Plan includes 13 education and childcare specific actions. The goal of these actions is to ensure Indigenous Peoples can fully express and exercise their distinct rights, and enjoy living in B.C. without interpersonal, systemic, and institutional interference, oppression or other inequities associated with Indigenous-specific racism and discrimination, wherever they reside.
- The ministry worked with FNEESC and MNBC to identify priorities for Indigenous education and childcare to be included in the *Declaration Act* Action Plan.
- The ministry will work with Indigenous Rightsholders and educational partners to implement the 13 education and childcare specific actions.
- In 2021, the ministry seconded a Superintendent and Associate Superintendent of Indigenous Education, to support the priority of improving school experiences and education outcomes of Indigenous students.
- In 2022, the ministry announced recruitment of a new ADM to lead education policies and programs for Indigenous Education in the K–12 education system.
- In 2021/22, the ministry initiated the review and update of the Inter-Ministerial Protocols for the Provision of Support Services to Schools with cross-ministry partners. The protocols are intended to support and guide the coordinated delivery of effective services to school-aged children across the jurisdiction of multiple ministries, including ‘Safe School’ services (a continuum of prevention, early intervention and crisis response supports and services to address the physical safety and social/emotional well being of children and youth in B.C. schools.)

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 (B.C.) electricity, alternative energy, oil, natural gas and related infrastructure, and the province's mining and mineral exploration sectors. These sectors are made up of diverse interests that explore for and produce oil, natural gas, coal, and other valuable minerals and that develop energy and electricity generation, transmission, and distribution infrastructure. To support Government's climate objectives, the Ministry focuses on advancing energy efficiency and clean or renewable energy sources and technologies, making sure that the energy we use, develop and export is the cleanest possible.

EXECUTIVE COMMITMENT

In 2021/22, the Ministry executive remained committed to respectful, honest, trustworthy, and ethical behaviour, and diversity in all its communications and actions.

In 2021/22, the Ministry developed 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 introduce concepts, tools, examples and learning opportunities to guide and support staff in their reconciliation journey. The Plan was launched internally in June 2021.

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. Their focus continues to be centred on building awareness and accountability for all by demonstrating cultural acceptance, mutual understanding and supporting ongoing dialogue.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry/organization uses the following initiatives aimed at diversifying the workforce:

- 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
- Provides staff training for GBA+ and iGBA+
- The Ministry has not employed hiring practices targeted to groups but does support diversity and inclusion in the workplace

The ministry provides training for staff including:

- 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 staff who have questions on ethics.
- 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 (e.g., Pre-, and Post-natal good food box program for Haisla; donation of laptops to the local school district; subsidizing summer camp for families).

- The Ministry encouraged staff and leadership to participate in the Moose Hide Campaign.
- The Low Carbon Fuels Branch in the Electricity and Alternative Energy Division introduced new onboarding requirements including San'yas Indigenous Cultural Safety Foundations Training, GBA+ and iGBA+, and Diversity and Inclusion Essentials education.
- Ministry staff are encouraged and participate in corporate sponsored Mosaic education sessions with topics such as Speaking up for Inclusion and Understanding the Basics of LGBTQ2S+.

In 2021/22, the ministry provided the following initiatives to promote intercultural understanding and respect for diversity in the workplace:

- Divisions within the Ministry have organized training to improve Indigenous cultural awareness.
- In 2021/22, the Ministry released its Reconciliation Learning Plan that introduces staff to some of the core concepts and historical realities underlying reconciliation and helps them to understand how they can advance reconciliation within the context of their work as a public servant and ministry employee.
- In 2021/22, the Ministry developed a Reconciliation Engagement Toolkit which provides guidance and tools to support Ministry staff in meeting the obligation to consult and engage with Indigenous Peoples on policy, regulatory, or legislative initiatives that affect them.

In 2021/22 the ministry promoted multiculturalism and incorporated Multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs in the following ways:

- EMLI continues to support the Moose Hide Campaign (MHC) and support Ministry staff participating in it to build competencies around cultural awareness. The Ministry supports the MHC by appointing a Ministry Champion and Coordinator to educate, engage and promote the event. The campaign's goal is to protect women, children and LGBTQIA2S people against violence by supporting the end of gender based and domestic violence in Canada, especially in vulnerable communities. Also, by promoting the involvement as a way for public servants to advance reconciliation in B.C. by learning aspects of Indigenous cultures and impacts associated with colonization, which still hinder our path forward in reconciliation.
- The ministry participated in the Indigenous Youth Internship Program (IYIP), Student
- Co-op Program, and Work-Able Program.
- 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 has engaged with them across the province on the review of BC Hydro.
- EMLI has an agreement with the First Nations Energy and Mining Council to engage on strategic policy matters and legislative changes.
- The Ministry consults with First Nations before undertaking an action which may potentially impact Aboriginal and Treaty Rights.
- EMLI actively participates with First Nations in Government-to-Government forums.

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

- 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. Additionally, the CRT Team is collaborating with Indigenous Nations in developing a shared governance model for the implementation of the Treaty.
- The LNG Canada Implementation Secretariat has worked with the First Nation LNG Alliance on engagement sessions, the First Nation Major Project Coalition and First Nation Finance Authority on equity opportunities; 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 project and Coastal GasLink pipeline project.
- Mines Health, Safety and Enforcement Division maintains a relationship with the First Nations Energy and Mining Council (FNEMC) to gather input regarding indigenous interests in various initiatives (e.g., legislative changes, implementation of new work units).
- Indigenous representatives are part of the Standing Code Review Committee to ensure ongoing input into the Health, Safety and Reclamation Code for Mines in B.C. This is an ongoing committee and involvement. A relationship is also formalized between the FNEMC and the Standing Code Review Committee and Secretariat through a contribution agreement that establishes the FNEMC as a co-chair for the UN Declaration Code Review sub-committee. The purpose of this sub-committee is to align code revisions with the United Nations Declaration on the Right of Indigenous Peoples and the *Declaration on the Rights of Indigenous Peoples Act*.

The ministry/organization supports culturally appropriate and responsive programs and services in the following ways:

- 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 to Empower Me, which provides energy conservation and education program designed for and delivered by members of diverse, and multilingual communities. Through multilingual members of the community, they can reach and educate residents about home energy efficiency options, including CleanBC and utility programs.
- CleanBC launched the CleanBC Income Qualified Program in 2022. The program improves access to energy efficiency rebates for lower income groups, and is available in ten languages, facilitating participation by multiple communities.
- 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.
- EMLI does not collect diversity data but has a representative on the cross government Executive Committee on Diversity and Inclusion.
- Ministry staff come from a diverse range of cultures, languages, experiences, and backgrounds and coordinated lunch potlucks to provide the opportunity for employees to come together and build relationships with one each other.

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 partnership participation in two new programs: the Dormant Sites Reclamation Program and the Legacy Sites Reclamation Program.

SUCCESS STORY

The British Columbia Indigenous Clean Energy Initiative (BCICEI) provided early-stage clean energy project development and capacity-building funding for Indigenous communities.

The CleanBC Indigenous Community Energy Coach program supports 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 is committed to recognizing the inherent jurisdiction of Indigenous Nations and their right to participate in decision-making in environmental assessments, based on their own laws and traditions.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

- The ministry uses targeted attraction, mentoring and retention initiatives set out by the BC Public Service Agency.
- The Indigenous Partnerships and Engagement Branch supports business areas within the ministry to include Indigenous Relations Behavioural Competencies in hiring processes and works with hiring managers across the ministry to support diverse hiring practices.
- The Indigenous Partnership and Engagement Branch on unconscious bias, inclusive language, and tools/resources for mitigating bias.
- The ministry held an Equity, Diversity, and Inclusion (EDI) workshop facilitated by Inclusive Excellence Strategy Solutions Inc. to learn about:
 - » establishing basic literacy around EDI excellence.
 - » providing a common understanding of the EDI journey and actions towards inclusive excellence.
 - » Global Diversity Equity and Inclusion Benchmarks poll which is designed to help organizations and institutions implement the best and most sustainable EDI practices in the most strategic sequence.
- The Indigenous Partnership and Engagement Branch delivers ministry-wide training sessions: Indigenous relations training for new staff; Aboriginal law fundamentals; and Indigenous relations resource workshops.

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

- The Indigenous Partnerships and Engagement Branch hosts a monthly community of practice with over 160+ members that supports the implementation of the Draft Principles that Guide the Province of BC's Relationship with Indigenous Peoples. During each meeting, staff use a respectful circle-practice approach

to collaborate on projects, share resources and bring forward cultural safety wise-practices and training opportunities.

- BC Parks has an Equity, Diversity and Inclusion Advisory Council made up of staff with diverse lived experience who provide recommendations for initiatives that promote respect and celebration of diversity in the workplace.
- There are multiple community of practice groups that share resources and learnings within the greater ministry: Environmental Assessment Office “New Act Implementation” meeting series; Climate Action Secretariat GBA+ “Circle Learning” sessions; and Ten Draft Principles Community of Practice.

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

- In January 2022, the Environmental Assessment Office established a new Executive Lead for Diversity Inclusion. The initial focus is to generate awareness of the ethnic and cultural diversity of B.C. and to provide staff with an opportunity to reflect on and participate in various awareness days and initiatives.
- 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 positions focused on the delivery of education and training.
- Climate Action Secretariat staff produce a monthly newsletter for staff focused on GBA+ initiatives. The newsletters curate relevant events that support learning and they promote participation in important celebrations of diversity, inclusion and equity.
- The Environmental Protections Division, Regional Operations Branch recently developed an Indigenous Relations Learning Plan. The

plan directs staff that engage with Indigenous Peoples to enhance their anti-racism and intercultural competencies by participating in targeted courses. There are also “deep dive packages” for those that wish to explore specific topics in more depth.

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

- 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 resulting loss of tourism. The program has cleaned up over 3,900 kilometers of shoreline, removing over 1,000 tonnes of marine debris and 86 abandoned vessels from B.C.’s coastline.
- The Climate Change Secretariat is completing a carbon pricing review and held province-wide virtual engagement sessions with Indigenous Nations and organizations. Engagement also occurred with equity-seeking groups representing low income, racialized, LGBTQA+, and disabled persons and with rural and remote communities. Feedback heard from these sessions regarding equity will be incorporated into the development of best practices.
- New policies and agreements were established as part of the implementation of the new *Environmental Assessment Act* (2018) to advance reconciliation, social and community well-being and regional growth. The first collaborative agreement between the Lake Babine Nation and the Environmental Assessment Office was signed in 2021.
- The soon to be released BC Parks Inclusion Plan will include a public commitment to making parks welcoming and meaningfully accessible to all. The plan was informed by meetings that

Parliamentary Secretary Kelly Greene had with organizations representing Indigenous, disabled, and newcomer communities. These organization will be asked to provide feedback on the plan before it is finalized. BC Parks has also created equity, diversity and inclusion requirements for all photography and videography acquisitions so that people reflected in materials reflect the diversity found throughout B.C.

- » The Climate Action Secretariat's 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. An engagement guide will be produced to build internal literacy on equity and highlight best practices, principles, and case study examples of how equity-denied populations can be included in climate action initiatives.

In 2021/22, the ministry utilized networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples included:

- » As part of ongoing efforts across B.C. to mitigate human-wildlife conflicts and protect natural resources in traditional territories, the Conservation Officer Service is working collaboratively with Indigenous communities to implement Enforcement Memorandums of Understanding (MOU). The Enforcement MOU with the Xeni Gwet'in First Nation and the Tsilhqot'in Rangers was renewed in 2021/2022 allowing for expanded training opportunities and continued protection of their traditional territory.
- » The *Environmental Assessment Act* (2018) provides broad procedural rights to Indigenous Nations to participate in environmental assessments of reviewable projects in B.C. Throughout 2021-2022, participating Indigenous Nations joined technical advisory committees on several projects to ensure the assessments were tailored to meet their needs.

- » 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:
 - » Burrard Inlet with Tsleil-Waututh Nation.
 - » Lake Koocanusa with Ktunaxa Nation (focused on selenium levels).
 - » Shuswap Lake (focused on nutrient management).
 - » Murray River with some Treaty 8 First Nations (focused on mining effluent and cumulative effects).
 - » Similkameen River (focused on mining and non-point source discharges).

BC Parks has been working with Parliamentary Secretary Kelly Greene on her mandate to reflect Indigenous peoples' history and culture in provincial parks with an initial focus on Indigenous naming and interpretive opportunities such as signage. Together, they have engaged directly with Indigenous Peoples to better understand their perspectives and to inform a report for the Minister with recommendations for further Indigenous cultural enhancements and strategies to support mandate commitments.

The Climate Action Secretariat hosts a working group with the First Nation Leadership Council on climate change and an Indigenous advisory committee. These ensure that a diverse range of Indigenous experiences and voices are meaningfully contributing to the development and implementation of the CleanBC Roadmap to 2030 and the Climate Preparedness and Adaptation Strategy. These voices add to the Climate Solutions Council which provides strategic advice to government on climate action and clean economic growth and has representation from First Nations, youth, labour, and local governments.

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

- Indigenous engagement on CleanBC showed that the funding landscape for Indigenous communities and organizations was very complicated. In response, the BC Community Climate Funding Guide was developed by the Climate Action Secretariat. It is an all-in-one website that connects people to various source funding opportunities for climate action projects in their communities. The site aims to remove barriers and accessing funding easier for Indigenous communities and local governments. Through advanced search tools, communities can find the best funding programs to match their projects to promote climate preparedness and sustainable energy use.
- Numerous Indigenous communities across B.C. are developing Guardian programs to aid in the protection of natural resources in their territories. The Conservation Officer Service (COS) has developed and delivers an introductory Guardian training program to assist these efforts. With pandemic safety protocols in place, the COS safely trained 53 Guardians through seven training sessions in 2021/2022. Guardian training teaches participants about hunting and fishing regulations and how to identify and report incidents of non-compliance. It's designed for Indigenous communities interested in stewardship of their own territory.
- BC Parks is working in partnership with Indigenous Guardian programs to support shared stewardship practices. A new pilot program with the KITASOO XAI'XAIS and NUXALK Nations is being co-developed to create a shared approach that includes mentoring and training along with the authority to engage in compliance and enforcement in provincial parks and protected areas.
- The Environmental Assessment Office and the Conservation Officer Service participate in the Aboriginal Liaison Program, a program administered through the Ministry of Forests, Lands and Natural Resource Operations and Rural Development that engages selected Indigenous

groups to participate in 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 when possible, government staff can participate.

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

- Through outreach surveys, the Environmental Assessment Office collects demographic data that determines if the respondent identifies as an Indigenous person, a gender-diverse person, or if they experience accessibility challenges that may make it difficult for them to participate in engagement activities associated with an environmental assessment.
- Through the Provincial Data Innovation Program, the Climate Action Secretariat has partnered with the Ministry of Citizen Services to complete a Climate Impacts Feasibility Study. The study uses administrative data such as health and mental health services, in conjunction with GBA+ data to explore the impact of climate related events on the use of government services across different regions and populations. The project aims to produce information that can be used to inform evidence-based and equity-informed climate adaptation policies.

The *Environmental Assessment Act* requires certain matters to be considered in every assessment, including disproportionate effects on distinct human populations, inclusive of populations identified by gender (section 25). To meet this requirement, the Environmental Assessment Office applies GBA+ analysis to all environmental assessments.

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 governments and Indigenous governments working together to manage shared aquatic ecosystems under the broader Mackenzie River Basin Transboundary Waters Master Agreement. Representative First Nations in B.C. directly engaged in this work include Fort Nelson First Nation, Tahltan First Nation, and Kaska Nations.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Two new protected areas were created to protect vital ecosystems, honour important Indigenous cultural and spiritual connections to the land, and aid in the conservation of threatened species (Hwsalu-utsum Park and Mount Edziza Conservancy). These areas were created in collaboration with local Indigenous communities and contribute to advancing Indigenous self determination through the protection and promotion of Indigenous knowledge, history, and culture.

Three protected areas were renamed to reflect Indigenous language and place names: Chilliwack Lake Park was renamed to Sxótsaqel / Chilliwack Lake Park (Skot-sa-qel); Newcastle Island Marine Park was renamed to Saysutshun (Newcastle Island Marine) Park (SAY-sut-shun); and Mount Edziza Conservancy was renamed to Tenh Dzetle Conservancy (Ten-thet-luh).

In March 2022, the Climate Action Secretariat hosted a series of lived experience engagements with under-represented populations who faced increased exposure to extreme temperatures and barriers to accessing supports during the 2021 heat dome event. With the support of trusted community organizations, sharing circles were held with individuals from rural and urban communities including seniors, people with disabilities and people experiencing homelessness, housing insecurity, substance use, and mental health challenges. Learnings were shared within government and an engagement guide was developed that outlines best practices and case study examples of how equity-denied populations can be meaningfully included in future climate action initiatives.

SUCCESS STORY

In November of 2021, B.C. experienced two atmospheric rivers that brought heavy rains resulting in severe flooding, landslides, and damage to infrastructure. Several Indigenous communities were differentially or disproportionately impacted. The ministry contracted two organizations to work collaboratively with Indigenous communities to remove debris from impacted watercourses and community members received specialized training.

Through direct engagement with Indigenous communities impacted by the atmospheric river events, the ministry is funding six Indigenous Nations to conduct cultural and environmental monitoring and oversight of archaeological work on project sites associated with emergency response and the removal of debris. This approach ensures a long-term investment in local Indigenous resources and knowledge that will enable a more informed and efficient response by the province during future flooding events.

Early notification of a potential, imminent, or actual emergency incident is critical for ensuring the protection of human health and safety, as well as the protection of high value ecological and cultural resources. Indigenous communities hold considerable local knowledge, and their participation is essential for successful incident response and environmental protection. The ministry is collaborating with and funding Indigenous Nations on setting new notification standards in the event of a provincial environmental emergency, through the Notification System Pilot Project..

MINISTRY OF FINANCE

MANDATE

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

EXECUTIVE COMMITMENT

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

Policies, programs, and projects in the Ministry's Service Plan align with the five foundational principles established by Government in 2020 by putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

The ministry Executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment. Our 2021 workforce profile reports from BC Stats indicates:

- 35% of our workforce is a visible minority (higher than BC population at 30%)
- 3% identify as Indigenous (3% lower than the BC population)

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

We are recruiting new talent through work-integrated learning opportunities (i.e. co-ops, internships, work experience), such as the Workable Internship Program and Indigenous Youth Internship Program.

In 2021/22 the ministry provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- Our ministry continues to have the following mandatory training for all employees:
 - » Gender Based Analysis + (GBA+)
 - » Building Capacity in Indigenous Relations
- The Gender Equity Office (GEO) holds corporate responsibility for GBA+ and provides introductory training to cross-government partners and Crown corporations. GBA+ courses are designed to increase awareness on how diverse groups of people benefit from and are impacted by policies, programs, services, budgets, and legislation. Additionally, the GEO has been working with BC Stats to collect data to help better understand training, implementation and/or use of GBA+ by public servants within their ministry or organization. These results will inform the Office's next steps in advancing GBA+.

- The GEO coordinates across government portfolios to support and ensure alignment with other equity-serving initiatives including reconciliation, multiculturalism and anti-racism, and accessibility.

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

- Government remains committed to creating a fairer and more inclusive society and supporting greater diversity on public sector organization boards. Provincial appointments that represent the diversity of B.C. will better serve and support the population at large. The Crown Agency and Board Resourcing Office is working with ministry responsible partners to ensure guidelines and processes are in place to facilitate an open, transparent, and merit-based recruitment process for provincial appointments, resulting in effective public sector organization boards that reflect the diversity of B.C.
- The ministry developed and implemented an inclusion workshop to support our efforts to create inclusive work environments. The workshop has been presented to employees in all branches in the ministry.
- The ministry leadership development programs include Diversity & Inclusion principles in program curricula, including the requirement of participants to include the new “Valuing Diversity” competency in their development plans.

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

- For each of the following events or initiatives our ministry has an executive sponsor who worked with a team of employee volunteers to develop and implement event plans, communications, and promotion. Events included: National Indigenous People’s Day; National Indigenous History Month; Orange Shirt Day to commemorate the residential school experience, to witness and honour the healing journey of the survivors and their families and to commit to the ongoing process of reconciliation; and Moose Hide Campaign to stand up against violence towards women and children.

- For the COVID relief programs (BC Emergency Benefit for Workers and the BC Recovery Benefit), where possible, the ministry provided call centre support in a variety of languages. We also had the Certification statement which was recorded in seven different languages (French, Cantonese, Mandarin, Korean, Hindi, Panjabi, Tagalog) so that applicants fully understood their certification/ attestation statement for applying for the benefit.
- Government House holds the BC Reconciliation Award which recognises individuals, groups and organizations who have demonstrated exceptional leadership, integrity, respect, and commitment to furthering reconciliation or inspired others to continue to reconciliation efforts.
- The Lieutenant Governor’s Medal for Inclusion, Democracy and Reconciliation which recognises post-secondary students with outstanding contributions in support of inclusion, democracy, or reconciliation, on or off campus. In addition to these awards, Government House regularly work with diverse groups across BC to organize events to promote multiculturalism, such as the recent partnership with the University of Victoria Department of Transgender Studies to host an event for trans and two-spirit visibility.

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

- The ministry provides citizens with financial and program information in various languages including French, Chinese (traditional and simplified), Punjabi, Tagalog, and increasingly in languages such as Farsi and Korean. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process. Budget 2022 sets out clear, measurable goals to help reach governments gender equity priorities.

- Treasury Board Staff requires that ministry budgets, Cabinet and Treasury Board submissions include a description of how a GBA+ analysis has been conducted.

In 2021/22, the ministry utilized networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- The Gender Equity Office acts as the government's liaison with feminist and women's organizations, and other organizations concerned with gender equality and the advancement of women. GEO has close working relationships with several external provincial partners and supports facilitation between these partners and our cross-government colleagues to promote meaningful engagement.
- The GEO also frequently seeks input on policy from the Minister's Advisory Council on Indigenous Women (MACIW) and participates in MACIW's meetings.
- GEO participates in multiple cross-government tables that focus on equity, diversity, and inclusion. One example of this is GEO's participation on the Diversity Leads Working Group. This group is comprised of the leads of diversity and inclusion initiatives across the public service, including reconciliation, multiculturalism and anti-racism, accessibility, and gender equity. The purpose of this body is to provide an opportunity for ministry representatives to connect, share progress or obstacles and ensure alignment across government diversity and inclusion initiatives.

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

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

- The Finance Real Estate and Data Analytics Branch uses disaggregated data to provide insight into GBA+ and other demographic impacts of policy measures and of potential changes to those measures. Currently, the analysis does not include racialized groups.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In March 2022, the Ministry of Finance announced it would hold engagement on pay transparency legislation in 2022/23 in anticipation of introducing new legislation in 2023 aimed at reducing the gender pay gap.

The Gender Equity Office also supported public engagement to inform and new provincial action plan on Gender Based Violence.

SUCCESS STORY

The Parliamentary Secretary for Gender Equity, Grace Lore, and the Minister of Public Safety and Solicitor General, Minister Mike Farnsworth, share a mandate commitment to develop an action plan to end gender-based violence. Earlier this year, Parliamentary Secretary Lore, GEO and PSSG conducted focused, virtual engagements to inform the gender-based violence action plan from March 8 - April 8, 2022. Invitations were sent to more than 250 partners. The sessions provided an opportunity for government to engage with representatives from the anti-violence sector, Indigenous partners, 2SLGBTQ+, Indigenous, Black and People of Colour (IBPOC), immigrant and newcomer, sex worker and disability advocates, and other subject-matter experts to inform the action plan. Engagement for the GBV Action Plan demonstrates a different way of doing things wherein the voices of our partners, community experts, researchers, frontline workers, advocates, and survivors are amplified and centralized.

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

MANDATE

The Ministry of Forest, Lands, Natural Resource Operations and Rural Development is the Province's agency responsible for the management of forests, lands and range and integrated decision making for water, fish and wildlife, archaeology permits and authorizations and natural resource compliance and enforcement. The Ministry is also responsible for ensuring the province is well positioned to address natural hazards, including wildfire and flood management. The Ministry is working to address climate change by enhancing the role of forests and forest products as carbon sinks or opportunities to reduce emissions, and by preparing and responding to the impacts of climate change already underway. By a commitment to sustainable natural resource management, and through the advancement of forest policy modernization and new transformational initiatives, the Ministry supports activities that provide economic, environmental, cultural, and social benefits to all British Columbians. This work directly contributes to the achievement of the Province's goals of meaningful reconciliation, a strong, sustainable economy, and a better future for all British Columbians.

EXECUTIVE COMMITMENT

Contribute to implementation of the United Nations Declaration on the Rights of Indigenous Peoples through application of the *Declaration Act* in alignment with the Ministry of Indigenous Relations and Reconciliation, and other Ministries.

Create a work environment where all employees feel safe, respected, included, and empowered.

Advance opportunities to include Indigenous Peoples as full and active partners in the forest sector and support economic development of Indigenous communities.

Provide opportunities for all employees to participate in the ministry's Diversity and Inclusion program.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

- We provide opportunities for Indigenous co-op students and interns, including mentoring programs and target hiring processes.
- Projects stemming from the 2021 wildfires targeted Indigenous partnerships. The contract award process aligns with the practice of one-fire, one associated forest licensee and one First Nation community. This is also the practice of relationship building with First Nations people in a way which closes the socio-economic gaps that separate Indigenous Peoples from other British Columbians and builds a province where all citizens can participate in a prosperous economy. These agreements stimulate investment, create jobs, and expand economies in communities throughout British Columbia and provide a better quality of life for Indigenous people.
- The ministry provides mandatory GBA+ training through the Learning Centre and encourage additional training for staff, including the House of Indigenous Knowledge Working with the UN Declaration and Indigenous and Canadian History, Leading a Reconciliation Dialogue, and Diversity and Inclusion Essentials.

The ministry promotes intercultural understanding and respect for diversity in the workplace with staff driven training focusing on Indigenous learning and building relationships with Indigenous peoples.

In 2021/22, the ministry promotes multiculturalism in the workplace and broader community through events and initiatives with staff created learning initiatives and events for truth and reconciliation, as well as and relationship building with Indigenous communities. The District hosted a six session Indigenous Learning Series for internal staff.

The ministry utilizes networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups. For example, Strategic Forestry and Water Working Groups and partnerships with multiple Nations and communities have been formed and utilized for joint decision making and co- management practices.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Wildfire Risk Reduction: updating scoring during the procurement process to recognize indigenous companies and communities and award them additional points. This takes away the 'lowest bidder' as an only option and provides opportunity for local communities to continue to work local within their territory.

SUCCESS STORY

Reconciliation requires government to listen and respond to the priorities of specific First Nations, and the business community. A broad range of agreement types, such as these contracts, help contribute to achieving reconciliation and creating economic opportunities for First Nations. These contracts are important tools for First Nations to develop and create sustainable economic development in Native communities and play a lasting role in the fire rehabilitation process.

In 2019, a Technical Forestry Working Group (WG) was formed as a forum for the Okanagan Nation Alliance (ONA) and the province, represented by the Okanagan Shuswap Natural Resource District (DOS). This WG has received funding yearly since its inception, including in 2020/21. The WG was created to meaningfully engage and explore areas of mutual concern and interest related to forest practices and resources. The Tier 2 Table is comprised of representatives from the ONA and all six member communities, as well as management and staff from DOS. The relationships we've built have enabled us to work through contentious files and engage on the Okanagan TSA, apportionment, and more recently, Old Growth deferrals. We are also working on the development and implementation of the Syilx Forestry Standards, which will be applied to future forest decisions.

MINISTRY OF HEALTH

MANDATE

The Ministry of Health is obligated under the *Medicare Protection Act* to preserve a publicly managed and fiscally sustainable health care system for British Columbia (B.C.), and to ensure that access to necessary medical care is based on need, and not the individual's ability to pay. The ministry has overall responsibility for ensuring that health services meet the needs of all in B.C., and ensuring services are timely, high-quality, appropriate, equitable, and cost effective. While the ministry has overall responsibility for the province's health authorities, the health authorities (including First Nations Health Authority) are the organizations primarily responsible for health service delivery. To deliver on health care system services and public health priorities, the ministry partners with several other B.C. ministries, particularly the Ministry of Mental Health and Addictions.

EXECUTIVE COMMITMENT

The ministry is committed to the purposes laid out in the *Multiculturalism Act* and supporting the diversity and multicultural heritage of all in B.C. The ministry has focused on the implementation and integration of equity, diversity, and inclusion within ministry policies, initiatives, programs, and services.

The ministry executive is invested in lasting and meaningful reconciliation, cultural safety, and humility, using the In Plain Sight Report as a blueprint for action. The In Plain Sight Report honours the Province's obligation under the *Declaration Act*.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The ministry developed and implemented Equity Best Practice Guidelines for Hiring Managers, which is a resource for ministry hiring managers to support the development of job postings and profiles for recruitment processes to support an inclusive experience for applicants, attract a diverse applicant pool, and to contribute to a growing

ministry workforce that reflects the diversity of B.C.'s population.

The ministry supports staff to engage in ongoing learning that fosters knowledge and understanding of diversity, inclusion, and anti-racism to better support individuals and communities of diverse cultural backgrounds throughout the province. These courses include:

- *Declaration Act* Learning for Ministry of Health and Ministry of Mental Health and Addiction
- Unconscious Bias
- Words Matter Learning Sessions
- Diversity and Inclusion Approach
- Gender-Based Analysis Plus (GBA+): Introduction to Intersectional Analysis

There has been significant progress in the completion of San'yas Indigenous Cultural Safety Training (San'yas) within the ministry. This training aims to uproot anti-Indigenous racism and promote cultural safety for Indigenous Peoples by strengthening the skills of those who work both directly and indirectly with Indigenous people. On March 31, 2021, there was a San'yas completion rate of 64 percent in the Ministry and by March 31, 2022, this increased to 71 percent with an additional 4 percent of staff at the enrollment stage.

The ministry is supporting the BC Dental Association to develop equity, diversity, and inclusion-related training for dentists and staff to support their understanding of the multicultural individuals and communities they serve. Does your ministry/organization have any other specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace? Yes/No. If yes, please provide brief examples.

The ministry is supporting a culturally safe health care system for Indigenous Peoples in British Columbia through several initiatives including:

- The appointment of the first Indigenous Associate Deputy Minister within the provincial government, who is responsible for leading the Indigenous Health and Reconciliation Division with a focus on building out a team of employees with lived experiences.

- Annual funding for the Indigenous Youth Internship Program (IYIP) which supports greater perspectives of Indigenous talent and strengthens relationships between Indigenous communities and the government.
- The Health and Human Services Library supports ministry research projects on a variety of Indigenous-specific content requests.

In 2021/22, the ministry promoted multiculturalism in the workplace and the broader community through the following initiatives:

- The ministry acknowledges and promotes multiculturalism in the workplace, through various internal communication channels (email, intranet, weekly all-staff electronic digests, on-site posters) and a calendar of multiculturalism events that reflect a wide variety of culturally diverse events and celebrations. These include Red Dress Day, Ramadan, 13 moons of W'SANEC, Christmas, Diwali, Kwaanza, Hanukkah, Vaisakhi, Lunar New Year, National Indigenous Peoples Day, and Orange Shirt Day, among others.
- In 2021/22, the ministry's Patients as Partners initiative collaborated with the University of British Columbia's interCultural Online Health Network, to deliver presentations to Ministry staff on their work:
 - » The Richmond Primary Care Network's innovative cross-cultural engagement process with the Chinese community which brought community voices together with healthcare partners to understand community specific needs and inform policy development.
- In 2021/22 the University of British Columbia's interCultural Online Health Network, with funding and collaboration from the Ministry of Health's Patients as Partners initiative, provided a learning series for over 1,500 participants titled: Indigenous Health Rounds.
- Presentations were intended as a platform to bring Indigenous voices to health care providers, policy makers, and health administrators for knowledge sharing, dialogue and personal reflection on cultural safety knowledge and

needed skills in the design and delivery of culturally safe health care.

- Three Indigenous Health Rounds were hosted with topics including: Exploring intergenerational trauma and the impacts of colonial history on the health and wellbeing of Indigenous people; Trauma-informed care for Indigenous patients and families in healthcare settings; and culturally safe, quality virtual healthcare for Indigenous Peoples and their families.
- The ministry funds Michael Smith Health Research BC (HRBC) and Genome BC which are required to report on equity, diversity, and inclusion work within their organizations and the B.C. health system. In February 2022, HRBC co-sponsored the first inaugural BE-STEMM (Black Excellence in Science, Technology, Engineering, Mathematics & Medicine/Health) virtual conference hosted by the Canadian Black Scientists Network / Réseau Canadien des Scientifiques Noirs.

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

- The ministry continues to utilize GBA+ to consider the diverse and varied health needs of individuals and populations when developing or updating systems, policies, practices, and programs to serve B.C.'s multicultural population.
- The ministry requires staff to complete GBA+ to support the development of legislation and policy, request funding, and obtain executive decisions related to health system policies, programs, and practices.

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

- The ministry is committed to work in partnership with the First Nations Health Authority (FNHA), as well as the First Nations Health Council, through current established pathways such as regional health caucuses and Nation assemblies. The FNHA supports the health and wellness of First Nations

people in B.C., and is responsible for planning, management, service delivery, and funding of Indigenous health programs, in partnership with First Nations communities in B.C. The ministry also works with Métis Nation BC and the BC Association of Aboriginal Friendship Centres to support the health and wellness of Métis and urban Indigenous Peoples in the province.

- The ministry continues to engage and collaborate with Indigenous partners to support increased cultural safety and humility. Examples include:
 - » Participated in and helped to facilitate Psychedelic Medicine Assisted Therapy Indigenous Partnership meetings to gather input from Indigenous Peoples about the appropriate and culturally safe use of psychedelics for healing.
 - » Supported the development in partnership with Sport for Life and the Indigenous Sport, Physical Activity, and Recreation Council of culturally safe and, in some cases, culturally distinct resources, and in-school professional development opportunities for educators working in First Nations Schools and in class with indigenous students, to support them to provide increased physical activity opportunities and enhance student physical literacy.
 - » Developed the Policy on Culturally Safe Virtual Care to provide a principle-based approach for integrating culturally safe virtual care into specialist, acute and primary and community care for Indigenous Peoples in B.C.
 - » Working with the First Nations Health Authority, increased understanding and awareness of cultural safety and humility with pharmacists to better support Indigenous customers through the publication of articles in the monthly PharmaCare Newsletter.
- The ministry continues to work across the provincial government alongside a Task Team (recommendation 24) to implement the recommendations from In Plain Sight: Addressing Indigenous-specific Racism in BC Health Care. The work is supported by a Métis Elder and a First Nations Matriarch and Elder.

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

- As part of Rural, Remote, First Nations and Indigenous COVID-19 Response Framework and in support of culturally safe and appropriate primary health care for Indigenous communities, the ministry has launched several virtual supports for patients and providers in rural, remote, and Indigenous communities. Including:
 - » Real Time Virtual Supports connecting rural health providers with 24/7 expert support.
 - » First Nations Virtual Doctor of the Day and First Nations Virtual Substance Use and Psychiatry Service providing Indigenous patients access to providers and mental health and wellness coordinators specializing in culturally safe care.
- The Northern Health Virtual Primary and Community Care Clinic providing virtual and in-person primary care to those in the north experiencing issues with access and health inequities.
- The B.C. COVID-19 Immunization Plan prioritized Indigenous Peoples in remote and isolated communities to receive the COVID-19 vaccine. The ministry worked in partnership with First Nations Health Authority, Métis Nation BC, and the BC Association of Aboriginal Friendship Centres to support vaccination opportunities that were safe, appropriate, effective, and culturally appropriate for Indigenous Peoples and communities.
- To support the ongoing management of the provincial COVID-19 immunization plan, the ministry continues to work with Government Communications and Public Engagement and the health authorities, including the First Nations Health Authority, to ensure the program is culturally appropriate and responsive.
- In 2021/22, phone-in support via 1-888-268-4319 with translator services were made available in over 140 languages and via 711 for the deaf.
- The COVID-19 immunization information was endorsed, and logos added by the Métis Nation of British Columbia, First Nations

Health Authority, and BC Association of Aboriginal Friendship Centres.

- The COVID-19 immunization content was also translated into Arabic, Hindi, Japanese, and Tagalog.
- HealthLink BC 8-1-1 service offers free telehealth services in over 130 languages. [HealthLinkBC.ca](https://www.healthlinkbc.ca) website offers published content in Chinese, Farsi, French, Korean, Punjabi, Spanish and Vietnamese. Additional languages for initiative-specific activities are added as require, for example during the COVID-19 response vaccine roll-out content was also translated into Arabic, Hindi, Japanese, and Tagalog to support British Columbians.
- HealthLinkBC materials for COVID-19 vaccination information included logos added by the Metis Nation of British Columbia, First Nations Health Authority, BC Association of Aboriginal Friendship Centres to ensure Indigenous Peoples could see themselves and their families in the information made available.
- The ministry supports the Indigenous Sport, Physical Activity, and Recreation Council to coordinate and deliver Indigenous Healthy Living Activities that will build the capacity of Indigenous leaders to offer culturally relevant community-based programs that promote healthy living.
- Fair PharmaCare patient information sheets are available in 10 languages (Arabic, Tagalog, Simplified and Traditional Chinese, French, Spanish, Punjabi, Korean, Vietnamese, Farsi) besides English. A review was also completed of the PharmaCare website and other communication channels to better support accessibility and meet government's plain language standards.

- The ministry supports operations for First Nations Primary Health Care Centres, which are health and wellness centres where traditional and cultural practitioners work alongside a team of primary care professionals to support the holistic health of Indigenous Peoples.
- The ministry supports the development of Community Health Centres (CHCs), which enhance health equity by specifically targeting services to communities of specialized need, including hard-to-attach, vulnerable and under-served populations. CHCs provide culturally safe care and commonly tailor services to meet the unique needs of multicultural, First Nations, Inuit and Métis people. In 2021/2022, the ministry announced funding for Westshore CHC, the fourth CHC to be funded and implemented under the Ministry's CHC Policy. Also, within 2021/2022, the ministry provided critical sustainment funding for numerous community governed CHCs throughout B.C. through a partnership with the BC Association of Community Health Centres.
- The ministry partnered with the Ministry of Mental Health and Addictions, other ministries, and community partners to create the Complex Care Housing Initiative. The project supports people with significant mental health, substance use and other complexities to attain safe, stable, and culturally safe housing.
- The Province's advance care planning guide: My Voice: Expressing My Wishes for Future Health Care Treatment is now available in 11 languages including French, Tagalog, German, Korean, Spanish, Farsi, Hindi, Vietnamese, Simplified Chinese, Punjabi, and English.
- In 2021/22, the Province provided translated copies of the new edition of the BC Seniors' Guide, this included: 10,500 in Chinese, 2,000 in Punjabi, 3,000 in French, 1,000 in Farsi (with an additional 1,000 reprints due to high demand), 3,000 in Korean, 1,000 in Vietnamese, 1,000 in Hindi and 2,000 in Tagalog.

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

In Summer 2021, the ministry gathered and analyzed data from Indigenous and other multicultural communities within the allied health workforce to inform the Provincial Allied Health Strategic Plan, and to better understand and recognize the role of Indigenous traditional health and wellness providers in B.C.'s healthcare workforce.

B.C.'s Patient-Centred Measurement program is responsible for the collection and reporting of patients' perspectives about their experiences of B.C.'s healthcare services and health outcomes:

- Surveys are administered online in electronic format, by paper, or conducted via phone interviews with patients.
- Phone interviews can be provided in English, Chinese (traditional and simplified), Punjabi, German, Vietnamese, Spanish, Korean, French, Farsi, and Tagalog. Survey recipients are provided an option to select their preferred language for survey completion and dependent on their choice, participants are supported to complete the survey via telephone in the language of their choice.
- Within the survey, patients are invited to self-identify their ethnicity and are informed that this information will help health care providers and decision-makers to better understand the individual and community needs that they serve.

HIGHLIGHTS ON INITIATIVES IN 2021/22

HealthLink BC provided two health promotion resources for parents, Baby's Best Chance, and Toddler's First Steps, on the HealthLink BC platform:

- Baby's Best Chance has been translated into eight languages (English, Arabic, French, Chinese, Punjabi, Spanish, Farsi, Tagalog), and
- Toddler's First Step has been translated into three languages (English, Chinese, French).
- Providing these resources in other languages reaches over 100,000 additional people in B.C.

The ministry in partnership with the British Columbia College of Nurses and Midwives, the Nursing Community Assessment Service and Health Match B.C., is supporting Internationally Educated Nurses (IENs) who wish to work in B.C. by simplifying the provincially-based application and assessment processes for IEN candidates, offering approximately \$9 million in bursaries to help with assessment fees, and creating new nurse navigator positions to help IENs navigate the assessment and licensing process. By streamlining and supporting IENs in the assessment process. This initiative supports greater racial and ethnic diversity in the B.C. healthcare workforce which ultimately supports a better understanding of the culturally diverse care needs of patients and their families in B.C.

SUCCESS STORY

Nurse-Family Partnership (NFP) is an evidence-based program available in four regional health authorities to young, pregnant, first-time parents and their children living with structural and systemic inequity. The program embeds a culturally safe approach and is currently offered in 13 Indigenous communities. Public health nurses with advanced education provide up to 68 home visits starting early in pregnancy and continuing until the child reaches age two years. Recent data from the program showed that 27 percent of maternal participants self-identified as Indigenous (including First Nations, Métis, and Inuit), mixed heritage (7 percent), Asian (4 percent) or other cultural backgrounds (5 percent). Approximately 1,900 families have been served by the NFP program since it began in 2012.

As part of the ministry's Patients as Partners initiative, consultations with multicultural communities are completed to assess each community's unique needs, develop creative solutions to reduce cultural barriers to care, and to improve access to health-supporting resources in the patient's first language. In 2021/22 Patients as Partners:

- Hosted a series of educational events with community members which included a focus on dementia care for the Chinese population; heart health and stroke prevention for the South Asian population; and train-the-trainer sessions on accessing virtual health care for the Chinese and South Asian populations.
- Provided training and support to help Chinese community members to learn to use virtual technology that would be used for educational events, engagements, and virtual healthcare visits.

- Partnered with the University of Victoria to develop and launch a Type 2 Diabetes self-management mobile app for the Punjabi speaking population in B.C. Through Patients as Partners initiative recruited patients and supported them to install the mobile app, delivered a Punjabi Type 2 Diabetes patient handbook, provided three support calls from the Punjabi Self-Management Coordinator, and held culturally appropriate group coaching sessions to support Punjabi-speaking patients in making positive choices to manage their Type 2 Diabetes.

The ministry and health authorities are committed to providing culturally appropriate care that acknowledges and respects the history, cultural values, beliefs, and preferences of individuals, in particular seniors, in providing resident-centred care and services. Examples of culturally specific care delivered in home and community care settings across the B.C. include:

- Working with cultural and faith-based community organizations to connect residents in long-term care with the appropriate services.
- Incorporating cultural values, traditions and beliefs into individual care and the care environment.
- Providing traditional foods in long-term care settings.
- Providing recreation and cultural activities and programming in long-term care and adult day program settings.
- Communicating with residents in their preferred language where possible, for example, health authorities will endeavor to assign home support staff according to the linguistic and cultural preference of the client where staffing allows.
- Training for all staff supporting cultural competence and understanding of cultural safety.
- Supporting individuality and culture within all care environments.

MINISTRY OF INDIGENOUS RELATIONS AND RECONCILIATION

MANDATE

The Ministry of Indigenous Relations and Reconciliation (MIRR) provides leadership, guidance, and coordination of the Government of British Columbia's (B.C.) efforts toward true, lasting reconciliation with Indigenous Peoples[1]. This work is guided by the *Declaration on the Rights of Indigenous Peoples Act (Declaration Act)*, which establishes the UN Declaration on the Rights of Indigenous Peoples (UN Declaration) as the framework for reconciliation in B.C. In collaboration with Indigenous peoples, the ministry continues to work to implement the *Declaration Act*, as well as the Truth and Reconciliation Commission (TRC) of Canada's Calls to Action.

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

EXECUTIVE COMMITMENT

British Columbia is home to 203 First Nations, with the greatest diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages, and over 90 dialects, representing 60% of all Indigenous languages in the country. Of the more than 270,585 Indigenous Peoples in B.C., 64% are First Nations, 33% are Métis and just under 1% are Inuit. Approximately 78% of self-identified Indigenous Peoples live off reserve. Of that 78%, 60% of Indigenous Peoples 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

MIRR is staffed by individuals who have extensive experience working directly and partnering with Indigenous communities across B.C. on various initiatives. MIRR's hiring practices promote cultural safety and competency in seeking candidates with knowledge and competency working in a cross-cultural and diverse environment.

In April 2019, MIRR created a Gender Based Analysis Plus (GBA+) Working Group composed of MIRR staff from all divisions. The working group continues to be active in the Ministry. The purpose of the Working Group is to act as a platform to support further development and application of GBA+, explore challenges with implementing GBA+ across the ministry and develop additional training opportunities. It also has sub-working groups that focus on providing GBA+ support and guidance to ministry staff as well as developing new training opportunities and leading the work of introducing Indigenous Gender Based Analysis Plus (IGBA+) .

MIRR regularly promotes learning opportunities through the PSA's House of Indigenous Learning and People and Workplace Strategies. In 2021, MIRR hosted trauma-informed practice training for staff.

MIRR's Workforce Plan includes working towards being "Leaders in Organizational Inclusivity and Reconciliation" with related actions to support over the next three years. Through our partners in the People and Workplace Strategies division, we also offer regular learning opportunities to staff on a variety of subjects related to intercultural understanding and respect for diversity (for example, Inclusive Talent Acquisition) as well as D&I specific programming).

Currently work is underway to examine our organization with a lens of anti-racism, inclusion, and equity. The Equity Audit will be complete later in 2022 and recommendations moving forward in 2023 will likely lead to policy updates and new practices and programs within MIRR.

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

- On a monthly basis, the ministry posts diversity and inclusion opportunities and events on the intranet. The ministry also supports the participation of all staff in annual National Indigenous Peoples Week/Day celebrations and in the last year's events related to the first National Day of Reconciliation.
- MIRR plays a leadership role each year on November 16, when the Province proclaims Louis Riel Day and recognizes the historic and current contributions of the Métis people to B.C. and to celebrate the 90,000 Métis people who call British Columbia home.
- MIRR plays a leading role in the Province's ongoing commitment to ending violence, when the B.C. Public Service co-sponsors and participates in the Moose Hide Campaign Annual Provincial Gathering and Day of Fasting. Thousands of provincial government staff participate in the campaign each year.
- MIRR sponsors an annual National Indigenous Peoples Day which is organized by Indigenous staff at MIRR in order to celebrate and honour Indigenous staff across government.
- On September 30, 2021, 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. The proclamation was supported by a joint statement from Premier John Horgan and Minister Rankin.

In 2021/22, the ministry incorporated Multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

Minister's Advisory Council on Indigenous Women

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

In 2021/22, 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 out MACIW's advice on BC's Substance Use Framework, Reform of the *Child, Family and Community Service Act*, BC's Gender Based Violence Action Plan, and Pay Transparency Legislation.

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 will be 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.

Giving Voice

Giving Voice is a MACIW-led initiative 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 2021/22, 29 Giving Voice projects were supported in B.C.

B.C. Indigenous Procurement Initiative

The B.C. Procurement Strategy, released in June 2018, includes an initiative to develop a coordinated government approach to procurement with Indigenous businesses and communities through the Indigenous Procurement Initiative (IPI).

The IPI is co-led by the Ministry of Indigenous Relations and Reconciliation and the Ministry

of Citizens' Services (CITZ). The IPI aims to create culturally appropriate procurement practices, an Indigenous-specific procurement strategy, and provide capacity development opportunities for Indigenous businesses and communities and government employees.

Unified Aboriginal Youth Collective (UAYC)

The Unified Aboriginal Youth Collective (UAYC) is a consortium of Indigenous youth representative bodies and organizations in B.C. The purpose of the UAYC is to amplify the collective voice and increase the leadership capacity of Indigenous youth across BC and provide meaningful opportunities to create positive impact across all sectors, including but not limited to the provincial and other levels of government and key sector organizations. Throughout 2020/21, MIRR continued to support the work of the UAYC in unifying the voice of First Nations, Métis, and Inuit youth throughout the province.

First Nations Economic Development and Fiscal Relations Strategy

In 2021/22, MIRR and the B.C. Assembly of First Nations (BCAFN) partnered for the sixth year on the BCAFN Economic Development and Fiscal Relations Strategy. The strategy facilitates moving forward on interests related to economic reconciliation and governance, engagement and collaboration between the Province and industry, tools and data that support First Nation business leaders, and the development of a First Nations-led Centre of Excellence. Activities included promoting increased Indigenous participation and inclusion in BC's trade activities and holding two province-wide (virtual and in-person) First Nations Business and Governance Forums reaching 277 participants.

First Peoples' Cultural Council (FPCC)

MIRR is responsible to oversee the relationship with the First Peoples' Cultural Council (FPCC) crown corporation. The Ministry hold long standing funding agreement with FPCC. As a Crown agency, FPCC submits its own annual report to the Ministry of the Attorney General.

SUCCESS STORY

Declaration on the Rights of Indigenous Peoples Act

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

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

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

MINISTRY OF JOBS, ECONOMIC RECOVERY AND INNOVATION

MANDATE

The Ministry of Jobs, Economic Recovery and Innovation is working to make life more affordable for British Columbians by building a strong, sustainable, innovative economy that works for everyone. The Ministry delivers programs and services that encourage business start-up and growth through 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 and strategic investments to ensure everyone benefits from growth.

EXECUTIVE COMMITMENT

The Ministry has demonstrated its commitments towards equity, inclusion, diversity, respect, cross-cultural understanding, and awareness, GBA+ in its 2021/22-2023/24 Service Plan:

- In the Performance Planning section, under Goal 1 (Support businesses and communities to create sustainable, family supporting jobs throughout British Columbia), Objective 1.2, Key Strategies: Coordinate Indigenous economic development activities, including through the Indigenous Economic Development Joint Office with the Ministry of Indigenous Relations and Reconciliation, and secretariat support for the Indigenous Business and Investment Council. In addition, Ministry Executive led engagements with Indigenous Peoples in the development and implementation of the StrongerBC Economic Plan.

- In the Performance Planning section, under Goal 1 (Support businesses and communities to create sustainable, family supporting jobs throughout British Columbia), Objective 1.2, Key Strategies: Continue to develop and deliver tools and resources, including webinars, workshops, digital training and toolkits, to support Indigenous and non-Indigenous communities with their economic development efforts.
- In the Performance Planning section, under Goal 2 (Capitalize on British Columbia's strengths, including our low-carbon advantage, to build a brand that attracts investment and accelerates exports), Objective 2.1, Key Strategies: Defend B.C.'s interests in trade disputes to maximize B.C. businesses' competitiveness; and utilize negotiations to further open markets to support diversification.
- In the Performance Planning section, under Goal 3 (Accelerate the innovation economy to catalyze future opportunities in core and emerging sectors to support recovery in British Columbia), Objective 3.1, Key Strategy: work in partnership with Innovate BC, Indigenous communities, non-profits, under-represented groups, industry, the Ministries of Forests, Lands, Natural Resource Operations & Rural Development and Environment & Climate Change Strategy to deliver Youth Corps programming that provides opportunities for young people to develop skills needed to engage in the innovation economy.
- The Ministry released B.C.'s Economic Plan: A plan for today, a vision for tomorrow (StrongerBC Economic Plan) where the central aim is economic growth shared by all. Recognizing that diversity is a critical and enduring strength; meaningful reconciliation and lasting partnerships with First Nations and Indigenous Peoples are fundamental to long-term economic progress. The Economic Plan has two primary goals: Inclusive Growth and Clean Growth

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

In 2021/22, the ministry used targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- Indigenous Relations Behavioural Competencies (e.g., cultural agility) are included in all job profiles for the Ministry of Jobs, Economic Recovery and Innovation.
- During the year, two offerings of the Economy Sector “Managing Hiring Competitions” course were held. In the following course segments, participants are encouraged to develop a hiring process that welcomes a diverse applicant pool:
- Discussion of the BC Human Rights Code, the main elements it focuses on and how that guides the hiring process.
- Exploration of inclusive hiring strategies, such as: creating preference statements, reducing barriers in postings such as jargon and gendered language, providing equivalency for post-secondary/education components where possible, and removing geographic restrictions when possible.
- Review of the “Where We All Belong” corporate Diversity & Inclusion strategy with a focus on the sections that address recruitment.
- Review of guiding principles for inclusive postings.
- Exploration of bias, how to become conscious of bias and strategies to eliminate the impact of bias in the interview and rating processes.
- Review of the duty to accommodate, what it looks like and examples of how to accommodate at each stage of a competition.
- Discussion about how to screen candidates fairly and equitably at each stage of the competition and how to conduct blind marking of assessments.
- Discussion about how to give constructive, forward-thinking, and proactive feedback.

Small Business and Economic Development Division:

- The Small Business Branch’s Executive Director continues to participate in a formal mentoring process on behalf of the Division with an Indigenous Youth Intern.
- The branch has again applied to host an Indigenous Youth Intern for the 16th cohort.

The Regional and Rural Development Unit:

- Works with Public Service Agency to ensure that job postings, competitions, and hiring practices are conducted using principles of inclusivity, diversity, and respect. The Regional and Rural Development Unit participates in the Indigenous Youth Internship Program.

The Regional and Inclusive Economic Recovery Branch:

- Provides ongoing advice and guidance to the ministry on Indigenous engagement on economic priorities and initiatives.
- Works in partnership with the Ministry of Indigenous Relations and Reconciliation through the Joint Office to support collaboration on Indigenous economic opportunities.
- Initiated and continues to lead the Indigenous engagement as part of the StrongerBC Economic Plan.
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- Provides ongoing advice and guidance to the ministry on Indigenous engagement on economic priorities and initiatives.
- Works in partnership with the Ministry of Indigenous Relations and Reconciliation through the Joint Office to support collaboration on Indigenous economic opportunities.
- Initiated and continues to lead the Indigenous engagement as part of the StrongerBC Economic Plan.
- Participated in the Indigenous Youth Internship program (IYIP) in FY20/21 and reapplied to participate in FY21/22.
- Executive Director participated in the IYIP program as a mentor.

Trade and Industry Development Division:

- The International Trade and Investment Operations Branch is host to an intern from the Work-Able Internship program for the second year in a row, with plans to host a third placement.

In 2021/22 the ministry provided training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- The ministry has a dedicated team of volunteers who have developed and led GBA+ training sessions for the Ministry of Jobs, Economic Recovery and Innovation employees with ministry-specific case studies where employees can practice conducting intersectional analysis.
- Besides the “Managing Hiring Competitions” course noted above, our Economy Sector “Words Matter” inclusive language course was offered twice during the year. Incorporating the content of the Words Matter document, the course provides an opportunity for employees to discuss inclusive language and it highlights the many different forms of unconscious bias. Front

line, managerial and executive employees have attended the course.

- In preparation for the September 30th National Day for Truth and Reconciliation, Executive Directors were provided with a PowerPoint presentation slide deck to support branch conversations about the significance of the day. The slide deck offered suggestions on a diverse range of activities that employees could engage in on the 30th, from books and resources to read, courses to take, films and documentaries to watch, podcasts, radio programs and Indigenous music to listen to, and Indigenous art and tourism opportunities to explore.

Small Business and Economic Development Division:

- Staff are encouraged to take advantage of training resources (e.g., GBA+, anti-racism, cultural agility) available from the Public Service Agency.
- As part of the work to develop the Small Business Diversity and Inclusion Action Plan, Small Business Branch staff are encouraged to attend seminars, webinars and information sessions related to Diversity and Inclusion. The take-away from the learnings provide useful insight that contributes to the development of the Action Plan and strengthens the branch.
- Regional and Rural Development Unit staff are encouraged to utilize available learning opportunities on Indigenous cultures and reconciliation through the Learning Centre, and the House of Indigenous Learning, by completing training on The Indigenous Relations Behavioural Competencies, Through a Lens of Reconciliation, United Nations Declaration on the Rights on Indigenous Peoples, and The Truth and Reconciliation Commission's Calls to Action.
- Additionally, all Regional and Rural Development Unit staff are requested to complete the training on Diversity and Inclusion Essentials and Introduction to GBA+.

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

- The ministry has a GBA+ Committee and a 10 Principles Committee. The ministry GBA+ Committee developed an online training session tailored to the application of GBA+ in the Jobs, Economic Recovery and Innovation context which was delivered to ministry participants during last fiscal year. The training was well attended and received, and the ministry is planning on offering similar training sessions this year.
- Leaders from the ministry's GBA+ Committee and 10 Principles Committee attend the Economy Sector Reconciliation Sharing Circle and the Economy Sector GBA+ Sharing Circle, where ministry strategies to promote reconciliation and diversity and inclusion are shared, and where opportunities to collaborate across ministries are identified and acted upon.
- The ministry has a representative who attends the cross-government Diversity and Inclusion Working Group.
- As part of the workforce planning process, ministry executive and employees were invited to consultations about reconciliation, and diversity and inclusion. Attendees shared their perspectives about things the ministry is doing well in support of reconciliation, diversity and inclusion, and suggestions about how to strengthen the ministry's work in these areas. The input from these consultations has been incorporated into the ministry's 2022-2025 workforce plan.
- Staff have standardized the practice of including territorial acknowledgements at the start of meetings, including both broader internal to government meetings and meeting with external stakeholders, partners, and First Nations.
- The Regional and Rural Development Unit supervisors and managers encourage staff to include goals and training specifically focused on multiculturalism and GBA+ in their MyPerformance.

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

- Through regular DM messages, carousel features on the ministry intranet, and at all-staff meetings, important multicultural dates and events are highlighted and discussed throughout the year. Links to resources where employees can learn more about the history and traditions of other cultures are provided.
- In addition, during Black History month, a guest speaker spoke at an economy sector-wide all-staff meeting about racism and his work to educate and address racism in society and in the workplace.
- Regional and Rural Development Unit staff are supported by Executive at the work unit, and Ministerial levels, to participate in Indigenous events such as the Moosehide Campaign, Orange Shirt Day B.C. and Red Dress Day.

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

- The Ministry of Jobs, Economic Recovery and Innovation incorporates a multicultural lens when developing policies, practices, and programs. This is demonstrated in B.C.'s Economic Plan: A plan for today, a vision for tomorrow (StrongerBC Economic Plan) where the central aim is economic growth shared by all. Recognizing that diversity is a critical and enduring strength; meaningful reconciliation and lasting partnerships with First Nations and Indigenous Peoples are fundamental to long-term economic progress; and that increased immigration is good for our economy, the Ministry has put a focus on inclusive economic growth in the StrongerBC Economic Plan.
- This includes a commitment under the Plan to develop a Small Business Diversity and Inclusion Action Plan to address the need for comprehensive supports for underrepresented groups including IBPOC persons and immigrants.

- A collaborative effort was taken in designing the StrongerBC Economic Plan to ensure consistency between it and the *Declaration Act* Action Plan.

Small Business and Economic Development Division:

- The Small Business Branch provides core funding to Small Business BC, a non-profit organization which, in addition to general programs, provides multicultural programming designed to support the start-up and growth of small businesses owned by underrepresented entrepreneurs.
- The Small Business Branch engages with the Small Business Roundtable and the BC Chamber of Commerce Network to identify emerging issues and opportunities facing the small business sector, including the shared priority to foster greater consultation with underrepresented groups.
- The Regional and Inclusive Economic Recovery Branch provides ongoing support to communities, municipalities and economic development organizations with key initiatives such as Investment Readiness Toolkits to support Indigenous and non-Indigenous communities.
- Strengthen JERI's capacity to engage with Indigenous Peoples and organizations on broader economic policy and initiatives in a collaborative and meaningful way.
- The Regional and Rural Development Unit is advancing a more inclusive approach in government for rural citizens of BC, in which rural perspectives specifically are considered within government policy, program design and decision-making processes. This includes developing a framework to support colleagues across the BC government to consider the rural context in conjunction with other existing policy lenses such as BEIF and GBA+.
- Regional and Rural Development Unit staff ensure that policy and program development include consideration of GBA+ and the principles of reconciliation. Data collected via an economic impacts report is supporting staff to further apply an intersectional lens to policy analysis and program development.

- Within the Regional and Rural Development Unit, the Regional Economic Operations Branch (REO) has incorporated “Indigenous Economic Development” into the Branch Plan priorities, including:
 - » Engage with Indigenous communities and businesses to advance community-led economic development priorities.
 - » Provide targeted economic development and capacity-building support to Indigenous communities, including raising awareness of programs and tools.
 - » Work with Indigenous community partners in the region to identify economic development opportunities and address workforce development issues and entrepreneurship and explore training, business development and related solutions with partner organizations.
 - » Support the development of partnerships between Indigenous communities and businesses with private sector industry and other governments.

Trade and Industry Development Division:

- An inclusive and diverse lens was a priority and used when developing recommendations During the development of the B.C. International Trade Diversification Strategy in the Trade and Industry Development Division. Specific consideration was on programming to remove barriers to accessing export opportunities and attract direct foreign investment for all B.C. businesses in all regions, including women-led businesses, Indigenous businesses, new immigrants, youth and LGBTQ+.

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

- Extensive engagement took place to produce the StrongerBC Economic Plan. Engagement sessions were held across the province, with people from all walks of life, over a nine-week period and included 33 virtual sessions with more than 330 stakeholders, including equity seeking organizations to gather input from Indigenous,

racialized and/or other under-represented groups. Forty-four written submissions were received from participants and other interested stakeholders and a series of focused virtual engagement sessions were held with First Nations and Indigenous organizations.

Trade and Industry Development Division:

- The ministry is responsible for developing and implementing several strategies including the “Industrial and Manufacturing Strategy, “Shipbuilding Strategy, and Trade Diversification strategy”. The ministry is ensuring there is a diverse representation to reflect B.C.’s multicultural population on strategy groups that are formed to develop and advance this work and that diverse stakeholders are engaged.
- During the development of the B.C. international Trade Diversification Strategy in the Trade and Industry Development Division, associations representing equity groups were invited to provide input on B.C.’s trade priorities through Minister roundtable sessions as well as 1:1 staff-level engagements. Organizations included the Mexican Business Association of Canada, Black Business Association of BC, LatinCouver Cultural & Business Society and Gay and Lesbian Business Association. The objective of this effort is to ensure B.C. takes an inclusive approach to trade diversification with equitable access to export and investment opportunities.
- 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.

Small Business and Economic Development Division:

- The Small Business Branch facilitates direct engagement and extended outreach with the business community via the Industry Engagement Table, the Small Business Roundtable and the BC Chamber of Commerce network regional engagements. These forums

provide government program leads an opportunity to inform their work with insights that reflect the diversity of the sector, including BIPOC and LGBTQ2+ perspectives.

- The Small Business Branch is government's lead on the development of the Small Business Diversity and Inclusion Action Plan. The Action Plan will empower everyone to participate in our provincial economy to create equitable opportunities that support inclusive and sustainable growth.
- The Regional and Inclusive Economic Recovery Branch works collaboratively and in partnership with Indigenous organizations and individual First Nations to promote economic development initiatives/opportunities.
- The Regional and Rural Development Units Rural Policy & Programs Branch works collaboratively with Indigenous communities and organizations, as well as Not-for-Profit organizations to support the delivery of community and applicant-led economic development projects. Program staff regularly consult and collaborate with other ministries and external partners to understand how potential projects and initiatives could impact Indigenous, racialized, and/or other under-represented groups. Staff have conducted outreach and engagement with funding applicants throughout the province, and the relationships and learnings from those in-person meetings have continued to inform, influence, and strengthen current consultation and collaboration sessions.

In 2021/22 the ministry support culturally appropriate and responsive programs and services. Examples include:

Small Business and Economic Development Division:

- Small business programs and services continue to be available in multiple languages through websites, telephone lines, program guides, videos and customer support services.
- The ministry produces an Indigenous Small Business Resource handout, which summarizes the suite of small business

tools and resources available for Indigenous communities and businesses.

- In March 2020, the ministry developed a Business Continuity & COVID-19 Small Business Resources document with versions available in Chinese (traditional), Chinese (simplified), Korean and Punjabi.
- The Small Business Branch provides core funding to Small Business BC, a non-profit organization which, in addition to general programs, provides multicultural programming designed to support the start-up and growth of small businesses owned by underrepresented entrepreneurs.
- The Small Business Branch is government's lead on the development of the Small Business Diversity and Inclusion Action Plan. The Action Plan will empower everyone to participate in our provincial economy to create equitable opportunities that support inclusive and sustainable growth.
- The Small and Medium Sized Business Recovery Grant Program partnered with multicultural organizations to ensure business owners who were new immigrants or spoke English as a second language were aware of the grant program and had access to translation and interpretation supports.
- The Small and Medium Sized Business Recovery, Circuit Breaker Business Relief and COVID-19 Closure Relief Grants offered translation and Interpretation supports and provided grant information in Punjabi, Simplified and Traditional Chinese, Tagalog, Farsi, Arabic, French, Spanish, Vietnamese, Japanese and Korean, to ensure language wasn't a barrier to applying.
- The Regional and Rural Development Unit has successfully designed and delivered a range of programming that is inclusive of both Indigenous and non-Indigenous rural communities including the Community Economic Recovery Diversification Infrastructure Program- Rural Economic Recovery Stream (CERIP - RER), the Forest Employment Program, and the Rural Business and Community Recovery Initiative.

- The Regional and Rural Development Unit's Program Team requires funding applicants to demonstrate how a proposed project will be delivered in a culturally appropriate manner. Applicants to the Community Economic Recovery Infrastructure Program – Rural Economic Recovery Stream (CERIP - RER) were asked to consider how project will result in a community impact that is responsive to all community members. CERIP applications and reporting questions require organizations to demonstrate project outcomes and impacts on Indigenous Peoples and other racialized or marginalized groups. CERIP reporting metrics include a focus on GBA+ and reconciliation outcomes. The RRDU ensures that funding programs administered by the branch require applicants to demonstrate that proposed projects include consultation with Indigenous communities, community members and groups throughout project development and implementation.

Trade and Industry Development Division:

- The Trade and Industry Development Division engages with industry partners, BC companies and foreign investors to advance BC's economic interests. We leverage our cultural and business connections with other countries to strengthen trade relationships, attract new investments, and support jobs in B.C.
- We provide information about provincial programs and opportunities in multiple languages and culturally appropriate formats.
- Employees across divisions are reflective of BC's diversity – we can provide services in multiple foreign languages.
- We support growth in BC, highlighting our international partnerships and successes including indigenous economic ones.
- We strive to ensure B.C.'s diverse business community is represented in marketing materials that promote British Columbia as a place to do to business.
- The International Trade and Investment Operations Branch – Export Navigator program

has Export Advisors specifically for women, youth and Indigenous peoples.

- Supply Chain Resiliency Grant programs conducted outreach to a wide variety of industry associations, Indigenous and racialized / underrepresented groups to best communicate the value and offerings of the grant programs. Every effort was made to ensure the strong projects were given every consideration. Three First Nation projects were supported in 2021/22 that had cultural and economic considerations for their communities

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

The ministry gathered optional self-identification data from BC business owners during the application process for the COVID-19 Closure Relief Grant. The information was de-identified and will be used to help the ministry better understand and respond to the needs of our business community.

The ministry is undergoing a program evaluation process, with reporting expected in fall/winter 2022, for the Small and Medium Sized Business Recovery, Circuit Breaker Business Relief and COVID-19 Closure Relief Grants. Business owners that received grant funds will be surveyed and will be retroactively asked for optional self-identification business owner information. This data will be used to support anti-racism initiatives, equity programming and to promote equity seeking business objectives and data-based provincial demographics reporting.

The business of the ministry is guided by the minister's mandate, which instructs us to reduce barriers that limit full participation of all people in their communities, workplaces, government, and lives. This ministry is working to address systemic discrimination using data to inform our programs and initiatives through Anti-Racism, Indigenous Reconciliation and Gender-Based Analysis Plus (GBA+) lens.

Small Business and Economic Development Division:

- Through the development of the Small Business Diversity and Inclusion Action Plan, the Small Business Branch will collect and use diversity data to better understand the impacts, outcomes and accessibility of policies, programs, and services for Indigenous and other underrepresented entrepreneurs. The Action Plan is currently a work in progress with an expected release date for Spring 2023.
- The Regional and Rural Development Unit's Rural Policy & Programs Branch is completing an evaluation of the economic impact of past rural grant programs and developing enhanced program evaluation methodologies, including how to incorporate and utilize data on equity seeking groups to inform program development moving forward. Further, it has developed, and utilizes internally, a Community Assessment Tool, which contains community-level data on population, community assets and other economic information, to inform decision-making and program funding assessment. Lastly, leadership is provided across government on the development of Rural Considerations – a mechanism to ensure a range of intersecting factors (rural, remote, Indigenous communities) are considered within government policy development and decision-making processes.

Trade and Industry Development Division:

- The Trade and Industry Development Division is upgrading its customer relationship management (CRM) platform to collect new demographic information in areas such as whether a business is women-led or indigenous. The new platform is expected to be on-line by fiscal 2023/24 when a new baseline of data can be established to better track categories of clients that are being supported and to inform decision making.

- Publications produced by or in consultation with the ministry include the Starting a Small Business Guide and Starting a Franchise in B.C. Checklist 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. Funded in part by the ministry as B.C.'s business services provider, Small Business B.C. provides a wide range of services to the public. All British Columbians have access to these services by phone, e-mail, internet or webinar, and drop-in access is available at the Small Business BC head office location in Vancouver. Small Business BC provides its core services in both Canadian official languages as part of its association with the federal Canada Business Network. Through a referral partnership with La Société de Développement économique de la Colombie-Britannique (SDECB), Small Business BC has added to its capacity to offer an expanded range of business services in French.
- The Small Business Branch continues to collaborate with Small Business BC (SBBC) to support its dedicated page called Find Business Resources and Support for Indigenous Peoples and Business Resources for Indigenous Entrepreneurs. In 2020, SBBC partnered with Indigenous Business Development Services to provide an ongoing selection of educational webinars and resources.
- The Minister of Jobs, Economic Recovery and Innovation chairs the 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 Jobs, Economic Recovery and Innovation chaired the B.C. COVID-19 Industry Engagement Table (IET), to help reduce the transmission of COVID-19 in workplaces and within the workforce. Members included key Indigenous, Black, and female leaders who represent diverse organizations and business sectors. The IET has met 20 times and will meet as required going forward. In November 2021, members of the IET and more than 40 guest organizations received an update on the province's response to the recent flooding and extreme weather events. Upon its release the IET was briefed by DM Bobbi Plecas on the Stronger BC Economic Plan.
- The Small Business Branch also developed the Supports for Businesses in B.C. which was summary of available financial supports from various organizations, including those offered by the federal and provincial governments to support businesses, self-employed individuals and worker affected by COVID-19.
- The International Trade and Investment Operations Branch incorporate trade and investment metrics to track trade and investment services provided to First Nations and BIPOC businesses.
- The B.C. Alacrity Cleantech Program includes performance metrics that track export revenue generated by high quality-jobs created by women, youth, and indigenous.

HIGHLIGHTS ON INITIATIVES IN 2020/21

The StrongerBC Economic Plan released in February 2022, identified two fundamental economic imperatives, Clean Growth, and Inclusive Growth. One of the pillars of Inclusive Growth is Advancing True, Lasting and Meaningful Reconciliation with Indigenous Peoples. This work will advance lasting and meaningful reconciliation through economic development that recognizes Indigenous Peoples are leaders and partners in all aspects of the economy. Additionally, the StrongerBC Economic Plan supports small business diversity and inclusion. Of the many small business owners affected by the pandemic, Indigenous, Black and People of Colour

(IBPOC), women, persons with disabilities, 2SLGBTQ+, immigrants and young small business owners were disproportionately impacted. The StrongerBC Economic Plan will provide comprehensive support, like new entrepreneur training, to these entrepreneurs and small business owners through the development of the Small Business Diversity and Inclusion Action Plan.

SUCCESS STORY

B.C.'s Economic Plan: A plan for today, a vision for tomorrow (StrongerBC Economic Plan) where the central aim is economic growth shared by all was developed incorporating input from engagement sessions held across the province, with people from all walks of life, over a nine-week period and included 33 virtual sessions with more than 330 stakeholders, including equity seeking organizations. Forty-four written submissions were received from participants and other interested stakeholders and a series of focused virtual engagement sessions were held with First Nations and Indigenous organizations. The Ministry is focused on establishing a long-term meaningful dialogue with Indigenous Peoples that is inclusive and reflects their priorities on broader economic policy. In addition, partnering with First Nations and Indigenous communities to support new economic initiatives.

In 2021-22, the Regional and Rural Development Unit provided five workshop and training opportunities on Rural Considerations to over 500 government staff from across 14 ministries, including the Policy Community of Practice. This training focused on ensuring Rural Considerations are integrated into government policies, programs, and initiatives, and how the rural lens intersects with the GBA+ and Indigenous policy lenses.

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 2022-23 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 toxic drug crisis, COVID-19 pandemic, and other emerging mental health concerns.

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 ministry's workforce plan has a pillar devoted to equity, diversity 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

The ministry uses targeted employee attraction, mentoring and retention initiatives including:

- Continuing to include Indigenous Youth Interns as an integral part of the ministry's staffing complement.
- Promoting the BC 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.
- Interviews in the ministry include Indigenous behavioural competencies and all job profiles include at least one Indigenous competency.

All job profiles in this ministry state preference may be given to applicants who indicate the following:

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

The ministry provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and support. Examples include:

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

The ministry has a Gender-Based Analysis (GBA+) Working Group that meets regularly to identify and facilitate opportunities to promote intersectional and multicultural lenses to MMHA policies and initiatives. This working group is an integral part of building the ministry's internal capacity towards intercultural understanding and respect for diversity in the workplace. In 2021/22, the ministry:

- Improved its briefing, information, and decision note templates to include GBA+.
- Use the GBA+ approach in the development of important policy frameworks such as the substance use framework.

In 2021/22 the ministry's internal communications team continued its efforts to make communications more inclusive with a multicultural lens. Examples include:

- Researched and consulted with employees on culturally significant dates and celebrations that we highlighted on our ministry intranet, in all-staff emails, and in our bi-weekly newsletter.
- Ensured all ministry communications were presented in a plain language format appropriate to the audience and accessible for people of all abilities.
- Promoted virtual and in-person multicultural events employees could attend, including Orange Shirt Day, National Indigenous Peoples Day, National Day for Truth and Reconciliation and Moose Hide Campaign Day.
- Promoted multicultural commemorative days on our intranet and in our newsletter, including Black History Month, Lunar New Year and Nowruz.

Sikh Heritage Month, Asian Heritage Month Jewish Heritage Month, Anti-Racism Awareness Week, Red Dress Day, National Indigenous History Month, National Indigenous Peoples Day, Canadian Multiculturalism Day, International Day of the World's Indigenous Peoples, Orange Shirt Day, MMIW Day of Remembrance and National Aboriginal Veteran's Day.

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

- Development of skill-building and training supports to promote cultural awareness and cultural safety in new policy initiatives including:
- Developing a decriminalization police training curriculum that includes sections on trauma informed practice, Indigenous cultural safety, and diversity.
- Developing a Service Standards training module for staff of supportive recovery services that includes a focus on trauma informed practice, Indigenous cultural safety, evidence and wise practice and supporting person centred care.
- To support development of a new policy framework on the adult substance-use system of care, MMHA implemented an equity-oriented engagement strategy to consult people and communities whose voices have been historically underrepresented in past engagements and policy. This approach captured diverse perspectives and experiences that informed new ways of developing broad reaching public policy.
- MMHA continues to implement integrated child and youth (ICY) teams to provide children and youth the right care, where and when they need it including 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 Month Cree/Michif, Croatian, Farsi, French, German, Haitian Creole, Hebrew, Hindi, Hokkien, Indonesian, Italian, Japanese, Korean, Kurdish,

Kwakwaka'wakw, Malay, Mandarin, Polish, Portuguese, Punjabi, Romanian, Serbian, Spanish, Swahili, Tagalog, Urdu, Vietnamese, and Wetsuweten).

- With funding from the Canada-British Columbia Mental Health and Addictions Services bilateral agreement, MMHA allocated \$38 million from 2018/19 to 2021/22 to the First Nations Health Authority (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.
- In August 2020, government announced investments for 123 new youth substance use treatment and withdrawal management beds across the province and enhancements to existing provincially accessible beds with implementation ramping up in 2021/22. Multicultural considerations have been built into the planning, development, and implementation of these initiatives, including:
 - All beds must provide culturally safe and humble care for Indigenous youth, and Indigenous youth will have priority access to at least 43 of the 123 new beds.
 - Health authorities are expected to work in partnership with Indigenous partners and First Nations to ensure that Indigenous perspectives are embedded in the work as it progresses.
 - All beds must provide appropriate supports for racialized youth, youth from diverse ethnic backgrounds, immigrant, and refugee youth.

In 2021/22 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 with the FNHA on joint priority actions to advance in mental health and substance use system of care. FNHA is hardwired into all provincial initiatives being led by MMHA as a key partner.

- As part of the First Nations health governance structure, MMHA engages with communities directly through First Nation regional caucus sessions and Gathering Wisdom.
- Since 2018/19, the BC Association of Aboriginal Friendship Centres (BCAAFC) receives \$375K 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 2018/19, Métis Nation BC (MNBC) receives \$375K 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, the Provincial Support Office is working with representatives from First Nations Health Authority, Metis Nation BC, First Nations Education Steering Committee, and the BC Association of Aboriginal Friendship Centres on a sub-committee of the Child Youth and Young Adult Provincial Leadership Committee to discuss and make recommendations on training, supports for Indigenous children and youth, and locations for the next set of ICY teams.
- Youth Advisory Committees have been established in integrated child and youth team communities to reflect the cultural diversity of the communities and provide advice on service delivery and evaluation.
- The ministry chairs a cross-ministry integrated policy development and implementation committee, Provincial Lead Committee, for improving wellness for children, youth, and young adults with representation from MNBC, BCAAFC, FNHA and First Nations Education Steering Committee.
- Within the ministry, the Overdose Emergency Response Centre (OERC) uses many mechanisms to gather input on from the diverse voices of Indigenous Peoples and Indigenous-led organizations and other under-represented groups. For example:

- During the development of the Access to Prescribed Safer Supply project multiple Indigenous serving organizations were consulted including FNHA, Metis Nation BC, and BC Association of Aboriginal Friendship Centres.
- FNHA representatives participate in a committee that provide strategic oversight to the work of the OERC, including the Joint Steering Committee, Clinical Advisory Committee, Prescribed Safer Supply Steering Committee and Nurse Prescribing Steering Committee.
- The ministry has partnered with and continues to support opportunities to reflect the diverse voices of Indigenous Peoples and other under-represented groups through a variety of ongoing partnerships, consultations and relationship focused activities including:
- Decriminalization - Continuing to engage with a variety of stakeholders and Indigenous rightsholders to ensure the decriminalization process reflects the diverse backgrounds and experiences of individuals and communities in the province.

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

- Continuing to include Indigenous Youth Interns as an integral part of the ministry's staffing complement.
- Promoting the BC 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.
- Interviews in the ministry include Indigenous behavioural competencies and all job profiles include at least one Indigenous competency.
- All job profiles in this ministry state preference may be given to applicants who indicate the following:
 - » Experience working with First Nations, Métis or Inuit organizations and communities.

- » Experience working with populations with, complex health and social challenges.
- » Self-identify as having First Nations, Métis, or Inuit heritage.

The ministry provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- The ministry 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.
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 - Allyship 101
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- Use the GBA+ approach in the development of important policy frameworks such as the substance use framework.

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- Promoted virtual and in-person multicultural events employees could attend, including Orange Shirt Day, National Indigenous Peoples Day, National Day for Truth and Reconciliation and Moose Hide Campaign Day.
- Promoted multicultural commemorative days on our intranet and in our newsletter, including:
 - Black History Month
 - Lunar New Year
 - Nowruz
 - Sikh Heritage Month
 - Asian Heritage Month
 - Jewish Heritage Month
 - Anti-Racism Awareness Week
 - Red Dress Day
 - National Indigenous History Month
 - National Indigenous Peoples Day
 - Canadian Multiculturalism Day
 - International Day of the World's Indigenous Peoples
 - Orange Shirt Day
 - MMIW Day of Remembrance
 - National Aboriginal Veteran's Day

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

- Development of skill-building and training supports to promote cultural awareness and cultural safety in new policy initiatives including:

- Developing a decriminalization police training curriculum that includes sections on trauma informed practice, Indigenous cultural safety, and diversity.
- Developing a Service Standards training module for staff of supportive recovery services that includes a focus on trauma informed practice, Indigenous cultural safety, evidence, and wise practice and supporting person centred care.
- To support development of a new policy framework on the adult substance-use system of care, MMHA implemented an equity-oriented engagement strategy to consult people and communities whose voices have been historically underrepresented in past engagements and policy. This approach captured diverse perspectives and experiences that informed new ways of developing broad reaching public policy.
- MMHA continues to implement 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.
- 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 everyone who lives 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.

- MMHA continues to support Foundry Centres in the development of their Cultural Safety Framework.
- Foundry is working with Indigenous youth, families, communities, and partner organizations, including First Nations Health Authority and Métis Nation BC, to develop a Cultural Safety and Humility Framework and to ensure the delivery of culturally safe and appropriate care across all Foundry services.
- Foundry is committed to integrating Indigenous wellness and anti-racist principles and practices into their service model. In 2021, Foundry formed an Indigenous Wellness team, launched an Anti-Racism Organizational Change working group, and engaged with Reciprocal Consulting and The Commons to conduct organizational assessments that will identify a pathway forward for Foundry.
- All staff working at Foundry centres participate in cultural safety training (or equivalent) and are also supported in the ongoing participation in cultural humility practice. Furthermore, connection to culture is foundational for Indigenous youth, and centres facilitate connections to culturally informed practices and services. Many centres have positions in partnership with their local Indigenous agencies, such as Elder-in-Residence, Indigenous navigators, and cultural workers. Some centres have a dedicated cultural room ventilated for smudging and healing practices or are incorporating Indigenous art and culture into the building design.
- Foundry is a learning and growing organization, committed to supporting Black, Indigenous, and People of Colour (BIPOC), through their work on cultural humility and anti-racist practices.
- The ministry has invested in Community Counselling Grants (49 agencies) improving access to low and no-cost mental health and substance use counselling across the province including promoting access to multicultural populations:
- Seventeen out of forty-nine (35%) of the grants went to Indigenous-led organizations.

- Nineteen out of forty-nine organizations can offer virtual multi-lingual counselling services (including American Sign Language, Arabic, Bengali, Bulgarian, Cantonese, Carrier, Cree/ Michif, Croatian, Farsi, French, German, Haitian Creole, Hebrew, Hindi, Hokkien, Indonesian, Italian, Japanese, Korean, Kurdish, Kwakwaka'wakw, Malay, Mandarin, Polish, Portuguese, Punjabi, Romanian, Serbian, Spanish, Swahili, Tagalog, Urdu, Vietnamese, and Wetsuweten).
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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 with the FNHA on joint priority actions to advance in mental health and substance use system of care. FNHA is hardwired into all provincial initiatives being led by MMHA as a key partner.
- As part of the First Nations health governance structure, MMHA engages with communities directly through First Nation regional caucus sessions and Gathering Wisdom.
- Since 2018/19, the BC Association of Aboriginal Friendship Centres (BCA AFC) receives \$375K annually from MMHA through a transfer agreement to support capacity building to partner on mental health and substance use priorities as well as BCA AFC-led priority initiatives.
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- Teams actively work with many partners when developing policies. For example, the Provincial Support Office is working with representatives from First Nations Health Authority, Metis Nation BC, First Nations Education Steering Committee, and the BC Association of Aboriginal Friendship Centres on a sub-committee of the Child Youth and Young Adult Provincial Leadership Committee to discuss and make recommendations on training, supports for Indigenous children and youth, and locations for the next set of ICY teams.
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- The ministry chairs a cross-ministry integrated policy development and implementation committee, Provincial Lead Committee, for improving wellness for children, youth, and young adults with representation from MNBC, BCA AFC, FNHA and First Nations Education Steering Committee.
- Within the ministry, the Overdose Emergency Response Centre (OERC) uses many mechanisms to gather input on from the diverse voices of Indigenous Peoples and Indigenous-led organizations and other under-represented groups. For example:
- During the development of the Access to Prescribed Safer Supply project multiple Indigenous serving organizations were consulted including FNHA, Metis Nation BC, and BC Association of Aboriginal Friendship Centres.
- FNHA representatives participate in a committee that provide strategic oversight to the work of the OERC, including the Joint Steering Committee, Clinical Advisory Committee, Prescribed Safer Supply Steering Committee and Nurse Prescribing Steering Committee.
- The ministry has partnered with and continues to support opportunities to reflect the diverse voices of Indigenous Peoples and other under-represented groups through a variety of ongoing partnerships, consultations and relationship focused activities including:
- Decriminalization - Continuing to engage with a variety of stakeholders and Indigenous rightsholders to ensure the decriminalization process reflects the diverse backgrounds and experiences of individuals and communities in the province.
- Substance Use Framework: Standing up an Expert Advisory Panel which oversaw the development of key inputs to the Substance Use Policy Framework that included Métis Nation BC and representatives from each service delivery region in FNHA. Due to significant demands on capacity, other Indigenous organizations that were invited to participate on this panel declined, instead identifying other engagement pathways that worked best for them (e.g., targeted engagement, ad hoc discussions). In addition to Indigenous-specific engagement processes, MMHA also worked with representatives from multicultural organizations, queer and trans communities, rural and remote communities, survivors of violence, and people with lived and living experience of substance use to gather feedback and input.

These engagement sessions have directly informed the Framework and opportunities to build the system of care.

- Digital Supports: As part of our commitment to user-centered digital design - throughout the year, we convene a group of young adults from diverse backgrounds and lived experiences to consult on the ongoing development of [Wellbeing.gov.bc.ca](https://www.wellbeing.gov.bc.ca). Their feedback informs content expansion, site functionality, and improvements to navigation.

The ministry supports culturally appropriate and responsive programs and services. Examples include:

- 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 to ensure cultural safety and humility is embedded as a core practice principle of service delivery models.
- The ministry is working closely with local community organizations in each community where Integrated Child and Youth teams are implemented to decide on the best fit for supports of Indigenous children and youth and/or multicultural children and youth.
- FNHA, MNBC, BCAAFC, and the Aboriginal Housing Management Association (AHMA) were part of the core planning table that designed complex care housing and are members of the committee guiding implementation.

Overall, the Ministry of Mental Health and Addictions does not collect data but does use it. Examples include:

- The ministry is working closely with First Nations Health Authority to identify data points that best identify priority communities for implementation of new Integrated Child and Youth teams in the next few years. Policy analysts and data analysts are working to identify health data and quantitative data sets co-developed by the Provincial Support Office and Indigenous partners, recognizing that western medicine

might not capture data that indicates wellness for Indigenous People.

- There are new reporting requirements for some publicly funded substance use services that will help us understand if the services that are available for British Columbians who identify as Indigenous are equitably accessible.
- The ministry is partnering with the Canadian Mental Health Association of BC, Indigenous partners, and community service providers to evaluate the experiences of Indigenous Peoples who are accessing grant-funded treatment beds.
- In the long-term population and system measures for A Pathway to Hope, as well as in program-specific output and outcome measurement. And, in the response to the overdose crisis, the ministry uses Collaborative Data Governance to Support First Nations-Led Overdose Surveillance and Data Analysis in British Columbia.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- FNHA and MMHA continue to collaborate on and oversee the response to the toxic drug crisis to ensure the cross-sector response considers and meets the needs of Indigenous Peoples in B.C.
- The Provincial Government 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 Indigenous People, specifically Indigenous women, 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 Peoples.
- FNHA continues to be hardwired into the overdose response through participation in the Joint Steering Committee, the Clinical Advisory Committee and extended operational planning.

- The ministry continues to support Indigenous-led approaches to prevention and harm reduction as well as culturally safe substance use care and treatment services in response to the toxic drug crisis in partnership with FNHA. FNHA has initiated or expanded on the following programs:
- Collaborated on establishing the first Indigenous-specific episodic overdose prevention service (e-OPS) in Vancouver and developing guidance to enable the expansion of other such services across the province.
- Developing Indigenous peer networks in northern First Nations communities, targeting urban hotspots as well as rural and remote First Nations communities experiencing high rates of drug toxicity death.
- Implementing Nurse Prescribing of opioid agonist treatment (OAT) to increase access to evidence-based treatment for opioid use disorder in First Nations communities.
- The FNHA Virtual Substance Use and Psychiatry Service (VSUPS) is a key connecting point for opioid agonist treatment and prescribed safer supply for Indigenous Peoples and their families.

Creation of new MMHA positions to support service access and equity and support ongoing engagement and consultation with Indigenous rightsholders, including:

- Manager, Indigenous Treatment and Recovery (within the Substance Use and Strategic Initiatives branch)
- Advisor, Indigenous Consultation (within the Decriminalization team)

- Manager, Indigenous Partnerships and Engagement (within the Provincial Support Office)
- Implementation of the CMHA-BC Treatment and Recovery Grant beds. These beds help to address longstanding service gaps for Indigenous Peoples, women, rural and remote communities, and people transitioning from corrections.
- These beds accept self-referrals and are available to anyone in the province, including people who are new to the country and may be less connected with regional substance use supports.
- Investments in Budget 2021 focus on ensuring equitable access for Indigenous Peoples and underserved populations living in rural and remote locations. Including the requirement that regional health authorities demonstrate how they have worked with Indigenous partners to ensure that new services are culturally appropriate and inclusive of Indigenous rights and deliver cultural perspectives.

SUCCESS STORY

In 2021, MMHA launched the Care for Caregivers (C4C) website and Care to Speak (C2S) peer network and they continue to see promising uptake. The services are targeted to workers in long-term care who often have inequitable access to workplace mental health programs and union coverage compared to other healthcare workers. This sector is predominately staffed by women, many who have immigrated to Canada. C4C has received over 143,000 pageviews and 80% of webinar participants said they learned something that could help improve their mental health. To date, the call and text service has had over 350 interactions from across B.C.

MANDATE

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

EXECUTIVE COMMITMENT

A Gender-Based Analysis Plus (GBA+) lens is used for analysis to identify opportunities to consider and improve diversity and inclusion in all the work of the ministry.

From the Ministry Service Plan Performance Planning section, Goal 1 (Strong, Sustainable and Well Governed Communities), Objective 1.1, Key Strategies: Work with the Union of British Columbia Municipalities (UBCM) and other local government partners, to ensure the annual UBCM Convention provides a comprehensive exchange of ideas and optimizes cooperation and collaboration among the province, UBCM, individual local governments, and UBCM First Nations members.

From the Ministry Service Plan Performance Planning section, Goal 1, Objective 1.3, Key strategies: Partner with the federal government and other Ministries to develop and implement community capital funding programs for local governments and First Nations that build and upgrade local infrastructure including drinking water, wastewater, stormwater, clean energy, connectivity networks, recreation facilities, community centres.

From the Ministry Service Plan Performance Planning section, Goal 3 (Communities are vibrant, inclusive and enriched by the contributions of newcomers), Objective 3.2: Provide grants and services to help communities thrive and to support newcomers to settle and integrate.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

In 2021/22, the ministry used targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

During the year, two offerings of the Economy Sector "Managing Hiring Competitions" course were held. In the following course segments, participants are encouraged to develop a hiring process that welcomes a diverse applicant pool:

- Discussion of the BC Human Rights Code, the main elements it focuses on and how that guides the hiring process.
- Exploration of inclusive hiring strategies, such as: creating preference statements, reducing barriers in postings such as jargon and gendered language, providing equivalency for post-secondary/education components where possible, and removing geographic restrictions when possible.
- Review of the "Where We All Belong" corporate Diversity and Inclusion strategy with a focus on the sections that address recruitment.
- Review of guiding principles for inclusive postings.
- Exploration of bias, how to become conscious of bias and strategies to eliminate the impact of bias in the interview and ratings processes.
- The ministry continues to embed the practice of asking hiring managers to consider the value of adding Indigenous competencies to their job profile as part of the hiring request (form) review process.
- Review of the duty to accommodate, what it looks like and examples of how to accommodate at each stage of a competition.
- Discussion about how to screen candidates fairly and equitably at each stage of the competition and how to conduct blind marking of assessments.
- Discussion about how to give constructive, forward thinking, and proactive feedback.

- The ministry continues to embed the practice of asking hiring managers to consider the value of adding Indigenous competencies to their job profile as part of the hiring request (form) review process.

The ministry provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports including:

- The ministry provides training to help staff understand our accountabilities with reconciliation and its alignment with growing sustainable and inclusive communities. For example, in September 2021 in support of National Truth and Reconciliation Day, the ministry hosted a reflective presentation with Chris Syetaxtn Lewis with the aim of educating staff on the origin and importance of the National Day of Truth and Reconciliation.
- In preparation for the September 30th National Day for Truth and Reconciliation, Executive Directors were provided with a PowerPoint presentation slide deck to help support branch conversations about the significance of the day. The slide deck offered suggestions on a diverse range of activities that employees could engage in on the 30th, from books and resources to read, courses to take, films and documentaries to watch, podcasts, radio programs and Indigenous music to listen to, and Indigenous art and tourism opportunities to explore.
- Besides the “Managing Hiring Competitions” course noted above, our Economy Sector “Words Matter” inclusive language course was offered twice during the year. Incorporating the content of the Words Matter document, the course provides an opportunity for employees to discuss inclusive language and it highlights the many different forms of unconscious bias. Front line, managerial and executive employees have attended the course.

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

- The ministry has a GBA+ Working Group and a 10 Principles Committee. Both are very active and well-supported by executive. The GBA+ committee conducted a GBA+ Usage Survey in this year and engaged with employees through regular informal coffee chats.
- The 10 Principles Committee identified opportunities to align ministry culture towards reconciliation and in recognition of Indigenous self-determination. This committee developed an annual calendar of events to further learning about reconciliation to advance professional development and respond to Truth and Reconciliation Commission of Canada Call to Action #57, which was approved for the new fiscal 2022/23.
- The ministry supports a “Ten Principles Committee” with representation from across the ministry 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.
 - » Create a forum in response to the TRC Call to Action #57: Professional Development and Training for Public Servants. The Committee works to gather feedback, seek, and create opportunities for learning for ministry staff.
- Leaders from both above committees attend the Economy Sector Reconciliation Sharing Circle and the Economy Sector GBA+ Sharing Circle, where ministry strategies to promote reconciliation and diversity and inclusion are

shared, and where opportunities to collaborate across ministries are identified and acted upon. The ministry has a representative who attends the cross-government Diversity and Inclusion Working Group; as well as two representatives who attend the cross-government Champions Table on Reconciliation.

- As part of the workforce planning process, ministry executive and employees were invited to consultations about reconciliation, and diversity and inclusion. Attendees shared their perspectives about things the ministry is doing well in support of reconciliation, diversity and inclusion, and suggestions about how to strengthen the ministry's work in these areas. The input from these consultations has been incorporated into the ministry's 2022-2025 workforce plan.
- Two branches (Community Gaming Grants and Governance and Structure Branch) attended workshops that incorporated Lumina self-assessments (grounded in personality theory), which highlight the diversity of thinking and communicating styles that people bring to the workplace. The focus was on 1) understanding and respecting these diverse styles and approaches, and 2) creating an environment that is welcoming and inclusive of differences, recognizing that the whole team is strengthened through the diversity of its members.

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

- Through regular Deputy Minister messages, carousel features on the ministry intranet, and at all-staff meetings, important multicultural dates and events are highlighted and discussed throughout the year. This includes promoting awareness and participation in National Indigenous Peoples Day. Links to resources where employees can learn more about the history and traditions of other cultures are provided.
- In addition, guest speakers are invited to speak at all-staff meetings. On September 27, in preparation for the National Day for Truth and Reconciliation, an Indigenous leader spoke at

an all-staff meeting about Indigenous culture and the impact of the residential school system. During Black History month, a guest speaker spoke at an all-staff meeting about racism and his work to educate and address racism in society and in the workplace.

The ministry is also pursuing numerous Reconciliation initiatives, including:

- Ministry executive actively supported the Moose Hide Campaign by encouraging staff to draw upon the Indigenous cultural practice and ceremony as a way of engaging all people in the work towards ending domestic and gender-based violence.

In 2021/22, the ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs including:

- Community Gaming Grants builds GBA+ and other multicultural, inclusive criteria into program design. Community Gaming Grants is committed to continuous improvement and completes annual updates to the program Guidelines based on policy research, data analysis and stakeholder feedback. This allows the program to respond and adapt to the changing needs of communities and implement strategies to meet overarching initiatives to increase equity, inclusion and diversity. Over the past year, the program has undertaken an Indigenous Engagement Project focused on improving relationships and understanding barriers to accessing grant funding faced by Indigenous organizations through engagement sessions lead by the program's Indigenous Engagement Intern.
- The Planning and Land Use Management Branch's work impacts wider ministry and provincial policy on a wide range of issues, including housing, transportation, natural resource management, climate mitigation and adaptation, and emergency planning. Including equity considerations is key to successful policies in addressing housing, building clean, compact communities, and responding to natural disasters, such as the Lytton Wildfire in 2021. Consequently,

the Planning and Land Use Management applies an equity lens to all policy development.

- The Immigration Policy and Integration Branch uses a GBA+ lens in the development of its programming for newcomers. Most recently, it undertook a program redesign for the Career Paths for Skilled Immigrants program that resulted in changes to support stronger outcomes for women, refugees and non-binary newcomer clients. As well, the Branch incorporated social procurement elements in the procurement of the program, including highlighting applicants that demonstrated diverse organizational leadership. Additionally, in a review of the BC Provincial Nominee Program's Skills Immigration category, a GBA+ lens was applied to the analysis and was considered in policy updates to the program.

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

- Community Gaming Grants has been undertaking an Indigenous engagement project to improve on and further develop Indigenous engagement efforts. An internal report on policy improvements to meet Indigenous needs and improve relationships with Indigenous communities will be reviewed during the summer of 2022 to implement meaningful policy change.
- The ministry builds GBA+ and other multicultural, inclusive criteria into program design in the Infrastructure Grants programs. 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 community infrastructure. These projects will be cost-shared with the province, local governments, Indigenous recipients and other partners. Cultural benefits will be widely and fairly and distributed across the province as projects are approved and implemented.

- Land use decisions that proceed thru the ministry require a review of First Nations engagement and consultations.

The ministry delivers culturally appropriate and responsive programs and services. Examples include:

- All eligible programming funded by Community Gaming Grants must demonstrate that programming is accessible and inclusive for people regardless of their sexual orientation, gender identity, and gender expression (LGBTQ2S+); sex; age; ability; race; ethnicity; culture; religion; language; education; income; or geography (except in instances where the exclusion of an individual or group is required for another individual or group to be effectively served).
- The Immigration Policy and Integration Branch continues to ensure that its programming and services are responsive to the needs of newcomers to the province, the majority who are racialized. As well, the ministry supports ongoing training and development for staff of funded organizations, with most of these front-line staff being racialized women. In addition, the ministry has funded the provincial umbrella organization for the immigrant-serving sector to engage more deeply with the immigrant-serving sector to understand the intersections of immigration, reconciliation and decolonization.

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

- Community Gaming Grants made changes in 2019 to the online application to allow the reporting of information such as whether an Indigenous organization is applying and whether the program benefits Indigenous people. This data has enabled the program collect data on Indigenous organizations in relation to Community Gaming Grants funding which allows the program to better understand and respond to inequities and increase outreach efforts to Indigenous organizations where a gap in service is found.

- Most recently, the Planning and Land Use Management Branch initiated engagement with Indigenous nations impacted by northern LNG projects to discuss and work with ministry partners to help address the potential socio-economic impacts of the projects on their communities.
- The Immigration and Integration Policy Branch and Immigration Programs regularly collects data on its programming and analyzes with a GBA+ lens. That analysis is used to inform future programming changes. An annual public report on BC Provincial Nominee Program statistics includes data on country of origin.
- Community gaming grants supported a wide variety of cultural celebrations and activities, including local festivals, heritage associations, immigration services and education and outreach programs. In support of multiculturalism and Indigenous culture, the Community Gaming Grants program provided:
 - » Over \$4 million to not-for-profit Indigenous organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies, and support for elders in the community. This includes a Community Gaming Grant of \$20,000 to 2 Rivers Remix Society to support the 'Q'emcin 2 Rivers Remix Festival, \$25,000 to Haida Gwaii Museum Society to support their public exhibits and a \$245,844 Capital Projects Grant to the Lillooet Friendship Centre for the construction of a residential recovery facility.
 - » Over \$6 million to not-for-profit organizations dedicated to cultural celebrations, community education and promotion and support of multicultural communities. These grants included \$50,600 to the Multicultural Heritage Society of Prince George, \$30,000 to the African Descent Society British Columbia and a Capital Projects Grant of \$10,000 to the Vancouver Asian Canadian Theatre for an IT acquisition project.

- In 2021, the ministry, through the BC Provincial Nominee Program (BC PNP), nominated 6,250 people from over 100 different countries for permanent residency. This economic immigration program contributes to a thriving multicultural society by impacting the fundamental demographics of the province.
- Since introduction in March 2019, the Entrepreneur Immigration – Regional Pilot has attracted enrollment from communities across all regions of B.C. The program encourages communities with populations under 75,000 to be active participants in attracting entrepreneurs from around the world to establish businesses. By connecting potential immigrants with local economic developers, settlement organizations and community groups in advance of their settlement in Canada, the likelihood of retaining successful new entrepreneurs is increased.

HIGHLIGHTS ON INITIATIVES IN 2021/22

The *Declaration on the Rights of Indigenous Peoples (Declaration Act)* requires the Province to develop and implement an action plan, in consultation and co-operation with Indigenous peoples, will provide a province-wide, cross-government roadmap to uphold Indigenous rights and advance reconciliation. The *Declaration Act* Action Plan outlines specific actions that the Province will take in collaboration with Indigenous Peoples to meet the objectives of the UN Declaration. The ministry is responsible for two action items outlined in the *Declaration Act* Action Plan: one which relates to the naming of municipalities and regional districts and evolving practices to foster reconciliation in local processes and one which supports inclusive regional governance by advancing First Nations participation in regional district boards.

Through [WelcomeBC.ca](https://www.welcomebc.ca), the ministry provides an instructional document called the “*Newcomers’ Guide*” to new arrivals in the province. This guide provides important practical information such as how to obtain a drivers license and Medical Services Plan (MSP) coverage; as well as important cultural context including an introduction to B.C. First Nations and social customs. In 2021, the guide was completely updated and is available for digital download or hardcopy ordering in 13 languages.

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

MANDATE

The Ministry of Public Safety and Solicitor General and the Ministry of Attorney General and Minister Responsible for Housing work together as the justice and public safety sector to advance a shared vision of a safe, secure, just, and resilient British Columbia. The mission of the Ministry of Public Safety and Solicitor General is to develop public safety policy and deliver associated services and programs, administer regulations for the liquor, non-medical cannabis, and gaming sectors, and lead the development and coordination of an effective emergency management system for the province.

EXECUTIVE COMMITMENT

The policies, programs and projects captured in the ministry's 2021/22 service plan align with the five foundational principles established by government in 2020: putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

In 2020/21, the ministry uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- Hiring processes in the justice and public safety sector are regularly reviewed to ensure Indigenous Relations Behavioural Competencies are included in all role profiles. Competition processes include gender-neutral pronouns and non-biased, culturally sensitive language, aimed at demonstrating a strong commitment to a diverse and inclusive workforce. Training and experiential education is available for all staff to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility.

- The Leadership Development Program that was developed for the sector to help build internal leadership capacity and improve service delivery to clients includes a strong focus on diversity and inclusion.

The ministry provides training for front line, managerial and executive staff including:

- An Indigenous Resources Hub is maintained on the sector's intranet site to provide staff with links to a wide variety of learning opportunities and other resources.
- The B.C. 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 promote understanding of First Nations history, spiritual beliefs and practices, and death practices in different communities.
- BC Corrections promotes Indigenous cultural safety through a variety of methods, including formal and informal training, experiential opportunities, relationships with Indigenous partners, and resources and tools for staff.
- Community Safety and Crime Prevention (CSCP) supports delivery of the Provincial Health Services Authority (PHSA) San'yas Indigenous Cultural Safety (ICS) Training to front line 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 Peoples and strengthen skills for those who work directly with Indigenous peoples, including justice personnel and police, among others.
- CSCP delivers a Trauma Informed Practice Foundation curriculum for personnel in the justice, public safety, and anti-violence sectors to support learners to better recognize and understand the impacts of trauma and to improve practices to reduce potential re-traumatization experienced by vulnerable victims and witnesses participating in the justice system. The curriculum includes a module

on “Trauma and Diversity”, which provides guidance on supporting diverse survivors using an intersectional lens, as well as a webinar on Indigenous cultural safety and on supporting immigrant and refugee survivors.

- Emergency Management B.C. (EMBC) delivers ten courses to support their own and other sector staff on their learning for Indigenous reconciliation journey and maintains a Cultural Safety and Humility SharePoint site for staff to access information and training to further develop Indigenous relations behavioral competencies.

The ministry maintains a GBA+ Network to promote staff understanding and application of GBA+ principles in their work and to support the implementation of the GBA+ tool in budget, policy, and program development. Sector GBA+ Advisors serve as liaisons to the cross-government GBA+ Working Group and the Gender Equity Office in the Ministry of Finance.

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

- Ministry employees are encouraged to participate in activities related to the National Day for Truth and Reconciliation and National Indigenous Peoples Day.
- The ministry leads the annual Moose Hide Campaign, a day of ceremony where all Canadians are called to take a stand against violence towards women and children and to take practical steps for our collective journey of reconciliation.

In 2021/22, the ministry incorporated Multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs. Examples include:

- Service design methodologies and approaches, as outlined in the BC 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, including GBA+, throughout the service design process ensures that government services are inclusive and accessible to everyone.

- All ministry branches have dedicated GBA+ Leads who have completed the GBA+ orientation and have access to resource materials to help with the development of Cabinet and Treasury Board Submissions and Order in Council packages.

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

- In partnership with the Ministry of Attorney General and Minister Responsible for Housing, the federal government, First Nations, and Indigenous organizations, the ministry continues to work with the B.C. First Nations Justice Council to advance the B.C. First Nations Justice Strategy. 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 B.C. Cannabis Secretariat and the Liquor and Cannabis Regulation Branch represent the Province on the Joint Provincial-First Nations Leadership Council Working Group on Cannabis. Feedback and perspectives shared help ensure there is consistent and meaningful representation of First Nations’ interests as the Province reviews and adjusts cannabis policies and laws.
- BCCS and the FNHA have an ongoing collaboration, supported by the 2014 Memorandum of Understanding (MOU) and the 2017 Declaration of Cultural Safety. This partnership ensures that the BCCS, in meeting its statutory mandate, considers and respects First Nations laws, practices, customs, and family perspectives, as well as promoting the two organizations to work together effectively in mortality surveillance and prevention efforts. The FNHA is also a standing member of all BCCS Death Review Panels, participating in

panel activity and drafting recommendations to prevent future deaths.

- BC Corrections works in partnership with First Nation communities across the province to develop MOUs to ensure the needs of clients and communities are understood and to support the successful reintegration of Indigenous Peoples being released from custody and/or under community supervision who are returning to their communities.
- BC Corrections continues to work in partnership with the BC Indigenous Justice Association to support enhancement of the community-based Indigenous Justice Program, and hosts Indigenous Justice Program and Indigenous Cultural Liaison Program Communities of Practice aimed at enhancing communication, understanding, and collaboration between BC Corrections and Indigenous justice professionals across B.C.
- 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 Peoples involved in the criminal justice system are understood and guiding the development of curriculum, programs, and services, as well as supporting the enhancement of Indigenous student access, retention, and success.
- Policing and Security Branch (PSB) leads the Provincial Committee on Diversity and Policing comprised of senior police officers, other law enforcement partners, and representatives from B.C.'s diverse communities. The purpose of the committee is to actively engage in the development of relationships between the police, government, and diverse communities to facilitate effective, transparent communications and cooperation.
- PSB staff engage directly with Indigenous communities within provincial police service jurisdiction when reviewing or addressing service delivery matters.
- EMBC committed to co-developing with Indigenous partners modernized emergency management legislation to support more

effective management of emergencies in B.C.; integrating traditional practices and cultural uses of fire within wildfire prevention and land management practices; and incorporating international best practices identified in 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 Nation communities to advance disaster risk reduction and improve emergency management services and supports by working with key organizations such as Indigenous Services Canada (ISC), the First Nations Leadership Council (FNLC), 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 2019 MOU between EMBC, the BC Wildfire Service, ISC, and the FNLC, EMBC continues to focus on enhancing partnerships and emergency management capacity with First Nations.
- RoadSafetyBC established a working group with the Union of British Columbia Indian Chiefs and the Insurance Corporation of British Columbia. Guided by the principles of recognition, community and cultural connections, and reconciliation, the working group serves as a forum for developing a shared understanding of how the current driver's licensing system impacts First Nations in B.C. and advancing effective strategies to support improved outcomes.

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

- Gambling Support BC offers clinical counselling and prevention services in multiple languages including Cantonese, Mandarin, Punjabi, Korean, and some First Nation languages. Prevention initiatives are also customized to complement each of the cultural groups identified by these languages. In addition, the Gambling Support line, facilitated through BC211, offers services in 200 different languages and dialects.

- Gambling Support BC provides dedicated Indigenous services provincially, through First Nation service providers, and includes initiatives such as a train-the-trainer program in Narrative Therapy techniques. Additionally, all program staff and contractors complete two levels of Indigenous Cultural Competency training provided by the PHSA.
- 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.
- BCCS policies reflect the practice of First Nation communities of designating a spokesperson to liaise with the family when a death occurs, rather than the nearest relative. BCCS staff and service providers also strive to deliver culturally appropriate services given cultural differences in how death is understood (e.g., the timeline requirements for disposition of the deceased in First Nations laws).
- BC Corrections continues to provide evidence-based and culturally appropriate programming in correctional centres and through community corrections offices. For example, the Respectful Relationships program is aimed at reducing violence in family relationships. In partnership with Indigenous communities and other cultural

groups, BC Corrections developed customized programs that speak to clients through their own culture. Indigenous justice partners were trained to deliver Part One of the program in a culturally informed manner.

- Indigenous Cultural Liaisons and Elders working in correctional centres provide services, including:
 - » developing and delivering culture-based programs.
 - » providing spiritual and cultural support to individuals in custody.
 - » liaising between individuals in custody, staff, and Indigenous communities to support release planning (e.g., housing, social assistance).
 - » providing cultural competency training for staff.
 - » offering group and individual support for individuals in custody facing a variety of issues such as coping with addictions, family violence, residential school trauma, setting boundaries, and stress/anger management.
- Dedicated policing services are provided through the First Nations and Inuit Policing Program (FNIPP) to 143 First Nation communities in the province through a cost-shared program between PSB and Public Safety Canada. The goal of the FNIPP is to ensure that First Nation and Inuit communities receive enhanced policing services that are culturally sensitive and responsive to community needs. As part of the FNIPP, 132 communities are served by 59 Community Tripartite Agreements, and 10 communities within the Stl'atl'imx First Nation receive self-administered services from a Designated Police Unit called the Stl'atl'imx Tribal Police Service. Enhanced policing is also provided by the Delta Police Department within the Tsawwassen First Nation through a Quadripartite Agreement between Canada, the Province, the Corporation of Delta and the Tsawwassen First Nation. As well, 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. The Province contracts with Stroh Health Care to deliver the program province-wide in multiple languages, including Punjabi, Cantonese, Mandarin, Korean, Vietnamese, and Farsi. In addition, as part of B.C.'s Enhanced Traffic Enforcement Program, public awareness radio messages promoting the B.C. Chiefs of Police 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, which advise on items liquor licensees must always have available for inspection, in several languages including English, Simplified Chinese, Traditional Chinese, Korean, Japanese, and Punjabi.
- EMBC's modernization of the Emergency Support Services program is adapting procedures, materials, and training to align with cultural safety and humility as part of an ongoing commitment to creating equitable emergency management. During and after disaster events EMBC also works closely with organizations such as the First Nations Emergency Services Society and the FNHA to deliver culturally safe emergency management services and supports.
- Provincial policing priorities, per the *Police Act* and RCMP Policing Agreements, are set by the Minister, outlining provincial expectations regarding the delivery of culturally appropriate and responsive policing.

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

- BCCS provides timely mortality data and analyses on illicit drug toxicity deaths in the province, including data involving First Nation communities to inform community-based initiatives that reduce health and safety risks and support wellness and safe communities.
- BC Corrections collects data on Indigenous identity to assist in directing clients to culturally relevant services. In addition, case management and business intelligence systems capture an Indigenous client's home community/First Nation to facilitate connections to community supports.
- The B.C. Cannabis Secretariat worked with BC Stats to complete the 2018 and 2021 BC Cannabis Use Surveys, which included collecting data on Indigenous respondents and those identifying as a visible minority to understand cannabis use, perceptions, and potential health impacts among these groups.

HIGHLIGHTS ON INITIATIVES IN 2021/22

On June 3, 2021, the ministry released A Path Forward: Priorities and Early Strategies for BC (the Path Forward) in conjunction with the release of the 2021 Missing and Murdered Indigenous Women, Girls, and 2SLGBTQIA+ People National Action Plan: Ending Violence Against Indigenous Women, Girls, and 2SLGBTQIA+ People. The Path Forward reflects priorities identified in Indigenous-led dialogue sessions with survivors, family members and communities and sets a solid foundation with early strategies and an investment of \$5.34 million in 2021/22 to develop and implement the Path Forward Community Fund, to be managed by the BC Association of Aboriginal Friendship Centres.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

MANDATE

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

EXECUTIVE COMMITMENT

Ministry of Social Development and Poverty Reduction (SDPR) executives are committed to providing inclusive, accessible, and culturally safe services that meet the diverse needs of our clients. This commitment is shown in their support of the 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. It is also embedded in our ministry-specific strategic plans:

- 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."
- 2019-2022 People Plan: "Establish a diversity and inclusion strategy that includes advancing the Draft Principles that Guide the Province of British Columbia's Relationships with Indigenous Peoples."
- 2020-2022 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."
- The Loop (Ministry Intranet) - Inclusion and Diversity at SDPR: Our world is constantly evolving. To succeed, we must evolve with it.

This means embracing B.C.'s diverse population. In doing so, we must learn how to think, communicate, and act in an inclusive way. Our ministry strives to mirror B.C.'s diversity but being inclusive and diverse is a journey that is different for everyone.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

SDPR uses targeted employee attraction, mentoring, and retention initiatives. The ministry:

- Uses preference statements in job postings, where appropriate, such as "Due to the nature of this role, preference may be given to qualified applicants who self-identify as Black, Indigenous, or Person of Color (BIPOC), LGBTQ2S+, and/or a Person with a Disability with the required combination of education and experience."
- Promotes the use of inclusive, culturally safe, and plain language, as well as accessibility throughout the hiring process
- Encourages the use of Indigenous Relations Behavioral Competencies and Indigenous Recruitment Services.
- Promotes a critical review of job requirements, including the use of equivalency statements, in job profiles and postings to reduce barriers for applicants
- Supports geographically open job postings. 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).
- Strongly encourages Work-Able and Indigenous Youth internships and co-op placements
- Requires Hiring Managers to complete part 1 (and preferably 2) of the Hiring Manager Certification training

- Ran 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
- Worked with the Public Service Agency to create a talent recruitment video for the ISD that highlights the progressive and inclusive work environment.

SDPR has many courses offered around inclusion, diversity, and cultural safety. For leadership, the ministry:

- Requires excluded leaders to take the Introduction to GBA+ course
- Imbedded learnings around unconscious bias, cultural safety, anti-racism, GBA+, inclusive communication, the Indigenous Relations Behavioural Competencies, and Words Matter into its Supervisor Training Series and Future Leaders Programs
- Created an Anti-Racism and Anti-Discrimination Resources intranet page to support leaders in understanding their role and responsibility towards anti-racism and anti-discrimination
- Offered a leadership-specific session of our Anti-Racism 101 course. In addition, leadership within the Employment and Labour Market Services Division (ELMSD) attended an Inclusive Hiring presentation by the PSA

For all staff, the ministry offers training through the Inclusion, Diversity and Cultural Safety (IDCS) team on:

- Anti-Racism 101
- A four-part anti-racism training series (Anti-Racism 101 is the pre-requisite)
- Indigenous Relations Behavioural Competency courses:
 - » Developing Self-Discovery and Awareness
 - » Developing Cultural Agility
 - » Developing Change Leadership

» Developing Sustained Learning and Development

- Gender-Based Analysis Plus (GBA+)
- Creating Accessible PowerPoints
- Experiences of Inclusion and Exclusion
- Meaningful Territorial Acknowledgements
- Unconscious Bias
- Words Matter: The Role of Inclusive Language
- Gender and Sex
- Hosts 10-month long group mentoring sessions. In 2021/22, the series included Inclusion in Action and TRCs: 94 Calls to Action.
- Employment & Labour Market Services Division (ELMSD) supported WorkBC contractors to strengthen their awareness of diverse world views so they can develop tailored approaches to serve a range of client populations.

SDPR has other initiatives to promote intercultural understanding and respect for diversity.

- Ministry leadership is accountable for Indigenous Relations Behavioural Competencies (IRBC) via our SDPR Leadership Framework. Leaders participate in leadership reviews based on the framework.
- In 2021/2022, the ministry made it an expectation that every employee included and IRBC learning and/or career goal in their MyPerformance Profile.
- The ministry's New Employee Welcome program and onboarding materials include information about the value and focus of IDCS within the ministry and offer information about how employees can get involved by joining an employee resource group, participating in training, etc.

In 2021/22, the ministry promotes multiculturalism in the workplace or in the broader community through the following events and initiatives:

- In the past year SDPR has promoted Black History Month, Asian Heritage Month, the Moose Hide Campaign, Orange Shirt Day, National Indigenous History Month, National Indigenous Peoples' Day, and many others. This includes encouraging our employees to attend local and/or virtual events.

- 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 biweekly "Insights" email to raise awareness and promote multicultural events.
- SDPR has a dedicated IDCS team, a Draft Principles working group and a Draft Principles steering committee.
- The ministry's annual Spotlight Awards (hosted during Public Service Week) recognize individuals and teams who make the biggest difference in our work and in our ministry; each of the categories have inclusion and diversity commitments embedded in their descriptions and marking guides, and there is a dedicated category for "Journey Towards Reconciliation".
- Through the Indigenous Social Sector Round-Table Committee, we are working across government to share information on Indigenous initiatives and needs as well as developing a plan to coordinate Indigenous engagement across the ministries to minimize outreach requests and avoid over-burdening Indigenous partners.
- ELMSD meets with the Fédération des francophones de la Colombie-Britannique throughout the year to review WorkBC Employment Services in French and ensure ongoing collaboration with the francophone community regarding the choice to access to employment services in official languages.

SDPR incorporates multiculturalism goals when developing policies, practices, and programs. Examples include:

- Our ministry's vision statement, we work to ensure everyone can participate fully in their communities and reach their full potential.
- The goals of WorkBC and the equitable provision of assistance for British Columbians in need
- The incorporation of GBA+ and Indigenous impacts assessments into our Cabinet and Treasury Board submissions.

- Our province's first poverty reduction strategy, TogetherBC, which has four guiding principles, three of which directly support IDCS – Social Inclusion, Reconciliation, and Opportunity.
- The requirement of government, through our ministry's *Poverty Reduction Strategy Act*, to specifically apply a GBA+ lens across poverty reduction efforts.
- The identification of 13 key population groups that must be considered in the development and implementation of the Poverty Reduction Strategy including people of colour, Indigenous people, immigrants, and refugees.
- Recognition in The *Accessible BC Act* that the rights of Indigenous Peoples that must be considered in developing standards.
- The Information Services Division (ISD) using the Aboriginal Policy and Practice Framework to guide their policy and work.
- The implementation of the digital imperatives GBA+ data standard, a set of non-negotiable rules that will be undertaken as we deliver and enhance our digital products and work on projects. They compliment the ISD Digital Strategy including the Four Pillars of Service Excellence | Digital Experience | Reconciliation | Diversity, Inclusion and the Digital Principles for the Government of British Columbia.
- Offering WorkBC apprentice services, outreach materials and other services in a variety of languages and having designated French Language WorkBC services in 10 communities.
- WorkBC contractors work with local Indigenous partners and communities to offer cultural learnings as well as work together to better understand protocols to serve Indigenous peoples.
- GBA+ analysis is conducted in policy development to support equitable delivery of employment services and improve outcomes of underrepresented populations.
- Systems enhancements are reviewed to ensure they meet the GBA+ standards.

- The WorkBC Mobile App was developed to be fully available in French; “How To” instructional videos are currently being translated into French.
- To support the French speaking community, The Online Employment Services system has been upgraded to include broadcast messages in French and English depending on the user’s preference.

SDPR works with advisory councils and routinely consults with underrepresented groups. Examples include:

- SDPR has established two employee resource groups, the Employee Advisory Network, and the Indigenous Employees Advisory Circle, to provide insight and diverse perspectives into projects, processes, and policies.
- The ministry also has a GBA+ Working Group who supports the process of applying an intersectional approach to our work.
- The Service Delivery Division’s Community Integration Specialists continue to build local/ regional outreach networks to better serve Indigenous communities and individuals
- The Minister’s Poverty Reduction Advisory Committee includes representation of Black, Indigenous and persons of colour to ensure multiple lenses are applied to the poverty reduction efforts.
- The Accessibility Legislation & COVID-19 Advisory Committee includes membership from the British Columbia Aboriginal Network on Disability Society (BCANDS) to ensure the government’s approach includes and Indigenous perspective.
- The Employment & Labour Market Services Division has ongoing discussions with federally funded Indigenous Skills and Employment Training (ISET) providers throughout the province.
- ELMSD also hosted virtual regional discussions with WorkBC contractors to build relationships and collaboration with ISET.
- Introduced a digital map of ISET service providers to our [WorkBC.ca](https://www.workbc.ca) site to help Indigenous job seekers, WorkBC Service Providers and SDPR staff locate ISET service providers across the province

to support the referral of indigenous clients to ISET service providers

- Implemented a process that requires front-line SDPR staff to offer BCEA Recipients who self-identify as Indigenous, the choice of being referred to either a WorkBC service provider or an ISET service provider to meet their employment obligations and continue receiving income assistance
- Expanded the Access to Technology program to provide laptops to Indigenous Clients in training approved through an ISET service provider.
- The ministry, along with the Ministry of Advanced Education and Skills Training, is discussing with the First Nations Leadership Council ways to increase access to programs and services that improve the labour market outcomes of Indigenous peoples
- ISD has ventured into a relationship with PLATO testing to have indigenous interns performing software testing. The PLATO Interns will provide a fresh perspective in software testing as they have been trained using agile and waterfall methodologies, they have also been educated in large scale solutions, mobile testing and advanced software testing solutions.

In 2021/22, the ministry supported culturally appropriate and responsive programs and services through:

- Working with Indigenous-serving and diverse multicultural agencies through our outreach and liaison teams.
- The welcoming signage project pilot that supports local offices to collaborate with First Nations to create culturally safe spaces.
- Prioritizing reconciliation in the workplan for the Minister’s Social Services Sector Roundtable (SSSRT). The SSSRT also has reconciliation as a standing agenda item (1 hour) to discuss Indigenous service provision and challenges related to services in the sector for Indigenous people. One of the key principles of the SSSRT is to “Influence change in the social services sector to reflect 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." SSSRT provided \$3M to BC Association of Aboriginal Friendship Centres to strengthen capacity and train skilled workers in Indigenous organizations.

- SDPR provided funding of inclusion projects by the Community and Employers Partnership Project.
- SDPR also provided several grants to BIPOC organizations to support community efforts related to poverty and food security:
 - » \$50,000 to the Immigrant Link Centre Society to support food security for newcomers and other low-income British Columbians through food redistribution partnerships.
 - » \$35,000 to the Victoria Immigrant and Refugee Centre Society (VIRCS) to upgrade current IT infrastructure to support service 3,000 immigrants annually.
- At the end of the fiscal year, preparations were made to provide community & employment integration support for Ukrainian foreign nationals. This support would be in the form of:
- Expanded eligibility for WorkBC Employment Services to allow and promote service to Ukrainian Foreign Nationals.
- Expanded the Access to Technology program to provide laptops to any Ukrainian Foreign National that registers for WorkBC Employment Services.
- SDPR collects and uses diversity data to better understand the impacts, outcomes and accessibility of your policies, programs, or services. Examples include:
 - » SDPR administers an annual IDCS Survey that provides measurable and observed behaviours, perceptions and experiences related to EDI in the workplace.

» The Strategic HR and Communications branch uses demographic data sets from the corporate Diversity & Inclusion Survey, Work Environment Survey, and our SDPR annual IDCS Survey to analyze impacts on diverse employee groups and plan future initiatives accordingly.

- SDPR also collects data regarding the number of Indigenous Peoples applying for assistance and accessing various programs through the voluntary Aboriginal Self Identifier form.
- The ministry is working on an Accessibility Feedback Mechanism that will allow all individuals, including Indigenous Peoples and other racialized or marginalized groups, to contact the provincial government regarding accessibility barriers faced when accessing provincial programs. Government intends to launch the feedback mechanism in 2022.
- ELMSD collects program and client diversity data and uses this information to support strategic planning, policy enhancements, and make effective evidence-based decisions. In 2021/22, WorkBC supported:
 - » Over 5,000 clients who identify as Indigenous, compared to the previous year with over 7,000 Indigenous clients.
 - » Indigenous clients represent about 8% of all WorkBC clients, about 1% lower than previous year
 - » Over 1,000 Indigenous clients achieved employment and over 2,500 Indigenous clients were being supported through their first year of employment.
 - » The table below includes total clients served by inclusion groups in 2021-2022 (not mutually exclusive):

The table below includes total clients served by inclusion groups in 2021-2022 (not mutually exclusive):

| FY 2021-2022 | TOTAL CLIENTS SERVED |
|------------------------------------|----------------------|
| Youth | 19,955 |
| Immigrants | 17,376 |
| Persons with Disabilities | 11,928 |
| Survivors of Violence and/or Abuse | 7,371 |
| Indigenous Peoples | 5,374 |
| Multi-Barriered | 3,884 |
| Francophones | 1,675 |
| All Inclusion Clients | 46,589 |
| All WorkBC Clients | 69,989 |

Other 2021/22 initiatives include:

- Developed a Cultural self-reflection tool for individuals to assess their level of awareness and understanding regarding Indigenous people, history, and culture. The tool also provides tailored resources to support ongoing learning.
- Created a Gender-based analysis plus (GBA+) Resource Centre to support employees in applying GBA+ to their work.
- Built an Accommodations webpage to support employees and supervisors through the accommodations process.
- Created Reconciliation practice and Territorial acknowledgments webpages to assist employees and supervisors with creating culturally safe practices within their teams.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- Launch of the new Anti-Racism training series
- Development of the next IDCS Strategy (2022-2025), focused on: Anti-Racism and Equity, Inclusion and Diversity, and Cultural Safety
- Development of a ministry internship program for LGBTQ2S+ and BIPOC communities
- Development of a ministry employee resource group for LGBTQ2S+ staff
- Development of cultural assessments for teams
- Creation of the GBA+ Resource Centre
- Conducted a GBA+ analysis of the Hiring Process
- Access to Technology (A2T) – this initiative was launched in July 2021 to support eligible clients in need to participate in labour market training that has transitioned to online or blended delivery because of COVID-19. The eligibility has expanded; however, the initial focus of initiative was targeted to the following client groups who were identified as potentially having barriers in accessing technology. Client eligibility criteria included the following parameters (receiving at least one of the following forms of government assistance):
 - » Income Assistance or hardship assistance under the *Employment and Assistance Act* (British Columbia).
 - » Disability Assistance or hardship assistance under the *Employment and Assistance for Persons with Disabilities Act* (British Columbia).
 - » Social Assistance provided by Indigenous Services Canada (ISC) for persons living on a First Nation Reserve in B.C.
 - » Assistance from the British Columbia Ministry of Children and Family Development under an Agreement with a Young Adult.

- Work Experience Opportunities Grant (WEOG)
 - The Work Experience Opportunities Grant were focused on supporting vulnerable British Columbians who receive income or disability assistance, and have barriers to employment, to gain new skills and participate in paid work experience opportunities. The grant program was intended to support a sustainable, resilient and inclusive labour market recovery by providing opportunities for individuals to increase their ability to participate in the labour market.
- Grants were available to non-profit organizations and federally registered charities to provide a meaningful work experience opportunity to eligible participants throughout the province. The placement opportunities were for individuals qualified to receive assistance under the Employment and Assistance Act; or qualified to receive assistance under the Employment and Assistance for Persons with Disabilities Act; or qualified to receive assistance from a Treaty First Nation that is funded through the Federal Department of Crown– Indigenous Relations and Northern Affairs Canada; or qualified to receive assistance from a First Nation Administering Authority that administers an Income Assistance Program on behalf of Indigenous Services Canada.

SUCCESS STORY

Community and Employer Partnerships (CEP)

- \$1.2M of funding was provided to Simon Fraser University over the next 3 years for a Research and Innovation (R&I) project aimed at testing and assessing how migrant-led innovations (e.g., businesses, social enterprises, non-profit organizations) can increase migrant's work force entry and employment sustainability during and after the COVID-19 pandemic.
- Seven Labour Market Partnerships (LMP) that focus on Indigenous and immigrant issues continued into this fiscal year.

MANDATE

The mission of the Ministry of Tourism, Arts, Culture and Sport is to promote growth in tourism, and integrate it with the vibrant arts, culture, and sport sectors in British Columbia for the benefit of residents, visitors, and investors. The Ministry's work supports welcoming, inclusive communities that value diversity and equitable opportunities for participation in sports, cultural activities, and the arts.

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 has demonstrated this in its 2021/22-2023/24 Service Plan:

In the Performance Planning section, under Goal 1 (Support the resiliency and sustainable growth of British Columbia's tourism economy) Objective 1.1, Key Strategies: Work with Indigenous communities on Indigenous tourism development to meet the socio-economic goals of the *Declaration on the Rights of Indigenous Peoples Act* and the Calls to Action of the Truth and Reconciliation Commission.

From the Performance Planning section, under Goal 2 (Support creative, arts and culture organizations and artists to help develop British Columbia's creative economy), Objective 2.1, Key Strategies: Invest in arts supports for Indigenous artists and organizations, as well as building cultural competency for non-Indigenous organizations to support reconciliation; and Improve access for historically underserved artists, cultural practitioners, and arts and culture organizations.

From the Performance Planning section, under Goal 3 (Ensure accessible, safe and inclusive sport opportunities for all British Columbians while supporting economic and social development), Objective 3.2, Key Strategies: Enhance development opportunities for targeted groups, including athletes with a disability, girls and women, underprivileged youth, Indigenous athletes and the LGBTQ2+ community.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

In 2021/22 the ministry used targeted employee attraction, mentoring and retention initiatives including:

- During the year, two offerings of the Economy Sector "Managing Hiring Competitions" course were held. In the following course segments, participants are encouraged to develop a hiring process that welcomes a diverse applicant pool:
 - » Discussion of the BC Human Rights Code, the main elements it focuses on and how that guides the hiring process.
 - » Exploration of inclusive hiring strategies, such as: creating preference statements, reducing barriers in postings such as jargon and gendered language, providing equivalency for post-secondary/education components where possible, and removing geographic restrictions when possible.
 - » Review of the "Where We All Belong" corporate Diversity & Inclusion strategy with a focus on the sections that address recruitment.
 - » Review of guiding principles for inclusive postings.
 - » Exploration of bias, how to become conscious of bias and strategies to eliminate the impact of bias in the interview and rating processes.
 - » Review of the duty to accommodate, what it looks like and examples of how to accommodate at each stage of a competition.
 - » Discussion about how to screen candidates fairly and equitably at each stage of the competition and how to conduct blind marking of assessments.

- Discussion about how to give constructive, forward-thinking, and proactive feedback.

The ministry provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports:

- Besides the “Managing Hiring Competitions” course noted above, our Economy Sector “Words Matter” inclusive language course was offered twice during the year. Incorporating the content of the Words Matter document, the course provides an opportunity for employees to discuss inclusive language and it highlights the many different forms of unconscious bias. Front line, managerial and executive employees have attended the course.
- In preparation for the September 30th National Day for Truth and Reconciliation, Executive Directors were provided with a slide deck to support branch conversations about the significance of the day. The slide deck offered suggestions on a diverse range of activities that employees could engage in on the 30th, from books and resources to read, courses to take, films and documentaries to watch, podcasts, radio programs and Indigenous music to listen to, and Indigenous art and tourism opportunities to explore.

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

- The ministry formed a GBA+ Working Group and a Reconciliation in Action Working Group in fiscal 2021/22.
- Representatives from both above working groups attend the Economy Sector Reconciliation Sharing Circle and the Economy Sector GBA+ Sharing Circle, where ministry strategies to promote reconciliation and diversity and inclusion are shared, and where opportunities to collaborate across ministries are identified and acted upon.

- The ministry has a representative who attends the cross-government Diversity and Inclusion Working Group.

- As part of the workforce planning process, ministry executive and employees were invited to consultations about reconciliation, and diversity and inclusion. Attendees shared their perspectives about things the ministry is doing well in support of reconciliation, diversity and inclusion, and suggestions about how to strengthen the ministry’s work in these areas. The input from these consultations has been incorporated into the ministry’s 2022-2025 workforce plan.

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

- Through regular DM messages, carousel features on the ministry intranet, and at all-staff meetings, important multicultural dates and events are highlighted and discussed throughout the year. Links to resources where employees can learn more about the history and traditions of other cultures are provided. In addition, guest speakers are invited to speak to staff at all-staff meetings. On September 27th, in preparation for the National Day for Truth and Reconciliation, an Indigenous leader spoke at an all-staff meeting about Indigenous culture and the impact of the residential school system. During Black History month, a guest speaker spoke at an all-staff meeting about racism and his work to educate and address racism in society and in the workplace.
- The ministry has a well-established Indigenous Arts and Culture Learning Circle that meets every six weeks to explore the works of Indigenous authors and artists. This Circle is led by ministry employees and has members from ministries across the government attending to learn about Indigenous culture and history.

- Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in cultural events, cultural tourism activities, arts, and sports. For example, multicultural events funded by the Ministry include the virtual event Carving on the Edge (funded through the Tourism Events Program) and support for the live arts and culture event for Black Music Month Vancouver (funded through BC Fairs, Festivals and Events Program).

In 2021/22, the ministry incorporates multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs. Examples include:

- In April, the BC Arts Council (BCAC) launched their Extending Foundations: Action Plan 2022-2024, which actively and intentionally embeds reconciliation, equity, diversity, inclusion, and access across all BC Arts Council programs. The BCAC will improve its processes and procedures by streamlining program intakes and updating eligibility and assessment criteria to align with equity priorities. Developed with extensive engagement from under-represented groups, the BCAC Equity, Diversity, Access: A Policy Framework for Change provides guidance for development of policies, practices, and programs.
- The BCAC is working to improve funding outcomes through a consistent approach using a Designated Priority Groups Policy which focuses on applicants and arts and cultural practitioners who are Indigenous (First Nations, Métis, and/or Inuit) Peoples and Black or persons/people of colour.

- Tourism Event Program applicants are asked specifically to identify how the project or event directly supports diversity, inclusion, and equity. Examples may include efforts made connecting with under-represented groups in planning the event, and any staff training that is undertaken to create a safe and inclusive event. Other examples include accessibility improvements to the event that consider mobility, vision impairment and/or hearing loss.

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

- Knowledge Network worked with B.C. independent producers and organizations, including the Vancouver Asian Film Festival, the Racial Equity Screen Office, the Documentary Organization of Canada (specifically the British Columbia, Yukon, and Northwest Territories Chapter), and the Canadian Media Producers Association, BC Producers Branch on its Independent Equity Audit Report.
- The Tourism Sector Recovery Roundtable was established in July 2021. A key principle of the Tourism Sector Recovery Roundtable is respect for the diversity of people, interests, organizations, and communities, including Indigenous communities, as represented by members of the Roundtable.
- The BCAC includes a fifteen-member advisory Council, which broadly represents the regions, cultural diversity, and artistic communities of British Columbia including Indigenous, racialized and/or other under-represented groups. Of the fifteen members, over half are Indigenous and people of colour. The BCAC has a longstanding partnership with First Peoples' Cultural Council, which provided \$1.7 million in 2021 to support First Peoples' Indigenous Arts Programs, including the new Indigenous Arts Scholarship.

In 2021/22, ministry delivers and supports culturally appropriate and responsive programs and services. Examples include:

- Creative BC hires consultants from underserved cultural communities to lead outreach activities, helping Creative BC to build relationships, share funding opportunities and encourage the submission of applications.
- For the last two years, Creative BC expanded this program to provide one-on-one grant coaching sessions for Amplify BC to applicants from underrepresented groups, helping those new to funding navigate program guidelines and application forms.
- In 2021/22, Creative BC launched its first ever funding stream targeted to support equity seeking filmmakers.
- The BCAC, as part of Extending Foundations, is increasing opportunities for equity-deserving organizations by removing systemic barriers in eligibility and assessment criteria; by developing equity advisory structures to provide voice to designated priority groups in developing policy and programs, and in assessment processes; and by introducing a capacity-building program for equity-deserving organizations part of an initiative to rebalance funding to support equity, diversity and access initiatives.

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

- In 2021/22, Knowledge Network (KN) released its Independent Equity Audit Report on commissioned work from 2014 – 2021. The report found over the last seven years, KN supported only a small percentage of projects owned by Indigenous and racialized producers. In response, KN worked with the Ministry of Tourism, Arts, Culture and Sport to incorporate new commissioning targets for programming from both racialized and Indigenous-led production companies into KN's 2022/23 – 2024/25 Service Plan.

- In 2021/22, Creative BC formalized the incorporation of Justice, Equity, Diversity, and Inclusion values into all its services, as well as its program delivery including data collection an analysis through voluntary self-identification by applicants.
- The Tourism Sector Strategy Division has a Director and Analyst dedicated to tourism economics and data analysis to assist division staff with sourcing and using tourism data related to diversity and equity groups.
- The BCAC collects disaggregated demographic data through voluntary self-identification. The data is in funding decisions program evaluation, gap analysis and to improve reach and process.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- In 2021, Creative BC initiated Creative Pathways, a new program designed to increase workforce capacity and provide clear entry points into the motion picture industry, with streams for equity-seeking groups. This initiative is funded through a Sector Labour Market Partnership with the Ministry of Advanced Education, Skills, and Training.
- Creative BC launched the Equity and Emerging Development Program, its first program targeted to emerging and equity-seeking B.C. filmmakers. In 2021, this program provided \$200K to twenty-one emerging and equity-seeking B.C. filmmakers.
- In 2021, Knowledge Network premiered BC: An Untold History, which focused on the many diverse and marginalized peoples and stories within B.C.
- In 2021 Knowledge Network launched a new partnership with six IBPOC filmmakers, over three years, through the Canada Media Fund Pilot Program for Racialized Communities and Indigenous Program.

- In March 2022, Knowledge Network hired Indigenous filmmaker Gordon Loverin as Producer, Original Documentaries. Knowledge Network created this role to increase the hiring of people who are Indigenous, Black and People of Colour to commissioning, coordinating and acquisition roles.
- In January 2022, TACS announced a \$15-million Tourism Accommodation and Commercial Recreation Relief Fund for large accommodation and adventure tourism operators to cover expenses such as property tax, hydro fees, and tenure and BC Parks permits. This included a dedicated stream for Indigenous-owned hotels.
- In February 2022, TACS provided \$3.7 million to Indigenous Tourism BC to support future capacity and growth of the Indigenous tourism sector in B.C.
- In November 2021, TACS provided \$3 million to Indigenous Tourism BC to administer grants for Indigenous businesses in response to the economic impacts of COVID-19. This is in addition to the \$5M provided in February 2020.
- The BCAC Arts Infrastructure Program granted \$4 million to support space and facility improvements for 84 arts and cultural organizations, 50% of which was distributed to organizations from rural or remote communities or those led by or rooted in Indigenous and equity-deserving communities.
- In February 2022, our government announced \$27.5 million for the Chinese Canadian Museum Society of B.C. to support the purchase of a museum facility in Vancouver Chinatown, including \$2 million in one-time funds to support continued planning and operations.

SUCCESS STORY

Creative BC hires consultants from underserved cultural communities to lead outreach activities, helping Creative BC to build relationships, share funding opportunities and encourage the submission of diverse applications. For the last two years, Creative BC has provided one-on-one grant coaching sessions available to applicants from underrepresented groups, helping those new to funding navigate program guidelines and application forms.

Twelve consultants were hired from within the following communities: Indigenous peoples, South Asian, Black, Chinese, Taiwanese, Korean, Vietnamese, LGBTQ2S+, DTES, electronic music, Vancouver Island, Kootenays, Thompson-Okanagan. In 2020/21 (2021/22 data not available yet):

- 10 coaches worked with 154 people to provide one-on-one grant coaching, give feedback on draft applications and helping people to understand the programs.
- 1-hour coaching sessions directly resulted in \$177,500 worth of successful applications for applicants from underrepresented and regional communities in B.C. Outreach conducted as part of this program is tied to \$442K in successful applications.

In March 2022 the Province launched a new three-year roadmap for rebuilding and revitalizing tourism, creating jobs and opportunities for people and communities in every part of the province. The Strategic Framework for Tourism in BC has been updated in response to Recommendation #7 from the Tourism Task Force Report. The update of this framework is guided by the foundational principles of the Provincial Government — putting people first; lasting and meaningful reconciliation; equity and anti-racism; a better future through fighting climate change; and a strong, sustainable economy that works for everyone.

MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE

MANDATE

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops, and implements transportation policies, and administers many related acts, regulations, and federal-provincial funding programs. The ministry strives to build and maintain a safe and reliable transportation system and provide affordable, efficient, and accessible transportation options for all British Columbians. This work includes investing in road infrastructure, public transit, coastal and inland ferry service delivery, active transportation network improvements and other more socially and environmentally responsible modes of transportation, 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 uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- The ministry continues its practice of using preference statements, including preference for those who self-identify as Indigenous, especially for Indigenous Relations team postings.
- In 2021/22, the ministry continuously promoted the inclusion of Indigenous Relations Behavioural Competencies (IRBC) and the Indigenous Applicant Advisory Service in job profiles/postings.
- The ministry's EIT/GIT (Engineer-in-Training and Geoscientist-in-Training) program 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. IRBCs and the Indigenous Applicant Advisory Service was included in the 2021/22 program job profiles/postings to encourage as diverse an applicant pool as possible. In 2021/22, the ministry had 13 EIT/GIT participants.
- The ministry's orientation program (virtual welcome, session recording, employee handbook) includes information on GBA+ (and recommended training), Journey Towards Reconciliation, Words Matter: Guidelines on using inclusive language in the workplace and other diversity, inclusion, and reconciliation information. Over the course of 2021/22, 67 new employees attended the four virtual welcome sessions that were offered. The ministry's orientation program has been expanded to include diversity and inclusion sections in both the new employee virtual welcome and the employee handbook, which include GBA+. This aligns with the more diverse and inclusive hiring practices that are being integrated into the recruitment and selection process across the BCPS.

- Program materials are created in consideration of the Inclusive Language Guidelines.
- In 2021, the Highway and Regional Operations division delivered a bulk recruitment initiative that included:
 - » An enhanced focus on diversity and inclusion initiatives, including applying a GBA+ lens.
 - » Geographical diversity intentionally incorporated into ministry job postings to draw from more communities, which will help support efforts to enhance diversity of the applicant pool.
- Those assisting in the hiring process were provided a presentation on being aware of bias and its influence on hiring and steps to overcome bias throughout the process. Panel members were selected from various backgrounds, locations, and disciplines.
- Offered opportunity to request modification and adjustment for applicants with disabilities, where needed, to ensure equitable access to employment opportunities within the BC Public Service.
- One of the two written questions in the process was centred around Diversity and Inclusion in the public service.
- Relocation services were offered to successful applicants.

In 2021/22 the ministry provided training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- The ministry has developed Territorial Acknowledgement Training which includes both live sessions and an update to the TRAN Territorial Acknowledgement Writing Guide.

- The ministry also supports and actively promotes corporate training opportunities. For example, as of March 31, 2022:
 - » Approximately 88 per cent of the ministry has completed Diversity and Inclusion Essentials.
 - » Approximately 80 per cent of ministry employees have completed the Introduction to GBA+ training.
 - » Approximately 40 per cent of ministry employees have completed Indigenous training through The Learning Centre.
 - » Unconscious Bias training was provided to staff last September with around 50 staff in attendance.
- In June 2021, Chief Dr. Robert Joseph (from Reconciliation Canada) spoke to over 80 ministry team members about 'Where Do We Go From Here'. This was following the 215 unmarked graves that were discovered at the former Kamloops Residential School.
- Ministry executive took part in Diversity and Inclusion training delivered by Alden Habacon (from Inclusive Excellence Strategy Solutions Inc.) in May and July 2021, with around 40 staff in attendance at each session.
- New resources have been developed by our Journey Towards Reconciliation and GBA+ working groups:
 - » Creation of several GBA+ tools, including a GBA+ Assessment Guide, a Guide for Developing a GBA+ MyPerformance Learning Goal, and a podcast on GBA+ and IGBA+, all available in our GBA+ Resources and Templates library.
 - » The ministry GBA+ working group sends out regular e-mails promoting free training and webinars related to GBA+, EDI and LGBTQ2S+.
 - » Ongoing updates to resources and information on our intranet pages.

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

- Within the ministry's 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.
- Building off previous work, the ministry is expanding the Territorial Acknowledgement plaques project to include the three regional offices.
- An updated territorial acknowledgement guide was shared with ministry staff for reference.
- A JTR Circle Committee was formed in the fall of 2020 with staff representation from across the ministry to help implement the JTR framework and it continued to hold meetings over this reporting period.

In 2021/22, the ministry promoted multiculturalism in the workplace or in the broader community through the following events and initiatives:

- The ministry supports and promotes awareness of campaigns and days of significance such as the Moose Hide Campaign, the federal National Day for Truth and Reconciliation, BC Multiculturalism and Anti-Racism Awards, Red Dress Day, and National Indigenous Peoples' Day, and we encourage staff to engage and participate. This is done through multiple targeted communication activities including executive messages to all employees and across the employee intranet site.

- Began actively supporting awareness of the rescheduled 2022 Moose Hide Campaign with outreach activities to encourage employees to participate with multiple targeted communication. Activities to support the 2022 Moose Hide Campaign included:
 - » Hosting three in-person kiosks at headquarters in Victoria, two in South Coast Region and one in the Southern Interior Region.
 - » Promoting the Moose Hide Campaign webinar, in which 228 ministry employees participated.
 - » Launching a Moose Hide Campaign section on our ministry's intranet, TRANnet.
- The ministry provides information to all employees about the resources available to promote inclusivity and diversity. For example, new content for our intranet, TRANnet, is created using accessibility guidelines and standards (including supporting the use of screen readers and other accessibility tools), and in consideration of Words Matter.
- The ministry produced 42 diversity-focused intranet articles and 12 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'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, and the ministry's educational offerings to increase Indigenous cultural awareness among employees.

- 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. For example, in two partnerships with the Tseycum First Nation about How We Helped Protect 1000s of Years of BC History on Vancouver Island.
- 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.
- Ministry employee, Dawn Drummond, was the winner of inaugural Lieutenant Governor's BC Reconciliation Award.
- The ministry's employee newsletter, Road Runner, featured articles about BC Bus North Connects with Indigenous Art; National Day for Truth and Reconciliation; GBA+ Spotlight Launches; Empathy and Optimism Keeps Highway 8 Team Going (includes partnering with Indigenous communities while rebuilding highway to avoid culturally sensitive areas and address environmental impacts); and Cariboo Road Recovery Addresses Multiple Slides - includes working with Indigenous communities to ensure temporary route avoids archaeological impacts.

In 2021/22, the ministry incorporated multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs. Examples include:

- The application of GBA+ continues to be incorporated into the review and development of ministry policies, programs, legislation, and regulations. In 2021/22, our GBA+ Working Group developed a MOTI GBA+ Assessment Guide (adapted from the Gender Equity Office's toolkit and the City of Vancouver's Equity Reference Guide) to assist ministry employees in reviewing and integrating GBA+ concepts into different aspects of their work. Topics include program and policy development, procurement, office accessibility, project design, program, and service evaluation and more.

- In September 2021, the Province launched the "Get on Board" program that enables children aged 12 and under (12 U children) to ride all BC Transit and TransLink transit services free of charge. It is expected that the Program will benefit a wide variety of users, including low-income households and women who are more likely to bring children on transit. Data collected during Phase 1 will assist in understanding program usage and impact.
- When integrated with transit-oriented development as proposed in Bill 16 and required with Supportive Policies Agreements between TransLink, the Province and local governments, transit provides the means for vulnerable populations to access affordable housing, educational and employment opportunities.

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

- The Highway 16 Community Transportation Grant Program (CTGP), part of the Highway 16 Transportation Action Plan, allocated \$2.6 million to provide vehicles and operating funding to twelve (mostly Indigenous) communities along the highway corridor from Prince Rupert to Prince George. This program was originally for three years (beginning in 2017); however funding was extended to March 31, 2022.
- In March 2021, Northern Development Initiative Trust (NDIT) was given a \$7.9 million grant to deliver northern transportation services through to March 2025.
- NDIT, after extensive engagement, launched an application process for community shuttle grants. Eighteen communities received grants, two-thirds of which are Indigenous. The grants are intended to support operating costs for a 3-year period.
- 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 executive supports the Employee Advisory Forum (EAF), which is made up of approximately two dozen employees and represents 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, which creates the opportunity for employees to celebrate and acknowledge the diversity of ministry's workforce.
 - » In 2021, the EAF re-launched a peer recognition program, one of the nomination categories included in exemplary demonstration of 'Supporting respectful work environments where everyone feels included and able to produce excellent results.' The program provides small tokens of appreciation which feature the work of local Indigenous artists across the province.

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

- B.C.'s Active Transportation Strategy was developed using a GBA+ lens. The strategy promotes the development of active transportation infrastructure designed for people of all ages and abilities, regardless of age, ability, ethnicity, or gender.
- The inland ferry team incorporates GBA+ into the design of new inland ferry projects to create accessible services.

- The West Kootenay District team incorporated GBA+ into the following projects and programs:
 - » Burlington Northern and Santa Fe (BNSF) rail trail improvements: 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: these letdowns assist those with mobility challenges and contain a tactile surface for those that have vision impairment.
 - » Resurfaced gravel bus stops to pavement for ease of access.
 - » Signage improvements:
 - » Signs added to help users figure out how to push a button for our activated bus stop solar lights in the district's rural areas.
 - Activated warning signs for cyclists to help reflect the needs of different road users over district bridge structures.
- Transit plays an important role in fostering equity in mobility options, as lower-income and more vulnerable populations are more reliant on public transit to access economic and social opportunities. In alignment with its mandate, BC Transit is implementing its equity, diversity, and inclusion strategy, as well as considering next steps on how to apply the GBA+ lens to its operations, policies, and programs.
- In March 2021, our GBA+ Working Group partnered with BC Stats to create and distribute a ministry-wide survey. Survey results have been compiled and the working group has conducted a high-level analysis of employee feedback on themes such as Awareness and Confidence and GBA+ Usage. The working group continues to look for ways for the results to inform their action items; the results will also be used to inform priorities within our ministry's first workforce plan.

HIGHLIGHTS ON INITIATIVES IN 2021/22

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. Four artists were chosen and their artwork on the BC Bus North motorcoaches was unveiled in Prince George in August 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. Twelve schools are participating in the second pilot year, including urban, rural, and Indigenous (Nus Wadeezuhl Community, Takla Nation)) communities.

Staff in the Strategic and Corporate Priorities Division developed a virtual territorial acknowledgement learning session to support employees' knowledge, comfort, and confidence in providing an acknowledgement. By March 31, 2022, two sessions had been delivered to approximately 30 employees (in addition to three pilot/test sessions), with 14 additional sessions scheduled for 2022/23. The sessions will be held quarterly on an ongoing basis.

SUCCESS STORY

Engagement with Indigenous Peoples was an important component of the development of the Active Transportation Strategy and associated programs. This includes the renewed B.C. Active Transportation Infrastructure Grant Program, which provides a sliding scale for cost-share funding with the highest percentage of cost-sharing (80 per cent) 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 over five years to 26 in two years, an increase of 650 per cent. Among the successful applicants was the Toquaht Nation, who received funding for a trail project that will connect the community to a community services and employment area that is currently only accessible through narrow logging roads, which according to residents do not feel safe for active transportation.

Through StrongerBC: BC'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 Saulteau First Nation's construction of walking paths from Crowfeathers Store to Fire Lake Campsite.

PUBLIC SERVICE AGENCY

MANDATE

The BC Public Service Agency is established under the *Public Service Act*, and in accordance with this legislation has traditionally provided HR services to ministries to help them manage and support their employees. In 2022, the PSA is excited to position itself as a modern HR organization that not only offers HR expertise for more than 35,000 employees, but also provides the HR leadership the BC Public Service requires to respond to the ever-changing needs of British Columbians. This involves taking a proactive role in public service renewal and creating a trusted, talented, modern public service.

EXECUTIVE COMMITMENT

Where We All Belong, released spring 2021: The BC Public Service Agency's 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, released spring 2021: One of the three goals of Catalyst is "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." One of the outcomes of Catalyst is to create "a diverse and inclusive community."

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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 recruiting for year 8. To date, 28 different host ministries have provided 103 twelve-month internships since the 2015-2016 year.

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 15 and recruiting for year 16. To date, 337 Indigenous youth have successfully completed the program.

Indigenous Applicant Advisory Service (IAAS): The IAAS is a 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 Peoples 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 uses equity-based preference statements to recruit diverse talent.

Indigenous Leadership and Mentorship Pilot Program (ILM): In 2022, a six-month pilot Indigenous Leadership & Mentorship Program was launched. The ILM has mentors and protégés in three streams: new to the BC Public Service, aspiring / growing leaders, and experienced leaders.

Recruitment Marketing and Outreach: Work is done to strengthen BC Public Service presence in targeted communities through attendance and sponsorship of diversity-focused outreach events. The PSA works to increase inclusion language in job postings and representation on diversity-focused job boards in recruitment advertising.

House of Indigenous Learning (HOLL): Courses include Truth and Reconciliation: A Journey of Understanding; Learning Circles; webinars; blogs; Indigenous/Canadian Histories 101; San'yas Core Indigenous Cultural Safety Foundations online training; dedicated sessions for ministries; Building Bridges Through Understanding the Village (Online); Indigenous Anti-Racism Training Series (Online); and Building Capacity in Indigenous Relations. Some of these courses were on hold this past year due to COVID-19 restrictions.

Diversity & Inclusion specific courses: Increasingly, corporate programs such as Supervising in the BC Public Service are including updated modules on diversity & 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 the fall 2021 was on 'Moving at the Speed of Trust,' which included learning on what trust looks like and what it means to different people; why we need to build trusted workplaces and services; and how public service employees can take action to enhance trust with Indigenous Peoples in BC.

Diversity & Inclusion Resource Centre: Several learning resources are made available through the newly launched Resource Centre on MyHR, including a Meeting in a Box with information on how to host a conversation on inclusion, and materials on how to deliver meaningful territory acknowledgements.

Hiring Manager Certification: Diversity and inclusion education and strategies are threaded throughout this two-part program. Part I is available online; Part II is currently in development to be moved online.

The ministry has the following 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's 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." The 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.
- Diversity & Inclusion Resource Centre: A new seven-page resource centre on MyHR, which offers information on: Where We All Belong; Indigenous initiatives; Accessibility; Learning and Resources; Governance; and Community.
- *Declaration on the Rights of Indigenous Peoples Act (DRIPA)*: The BC Public Service Agency has three commitments to support the DRIPA Action Plan, including: developing essential training in partnership with Indigenous organizations; establishing an operational approach to set and achieve targets for equitable recruitment and retention of Indigenous Peoples; and reviewing, evaluating, and improving B.C.'s Indigenous Youth Internship Program.

The ministry actively promotes multiculturalism in the workplace through the following initiative:

- Corporate Communications: There is a deliberate, increased focus on centring reconciliation, diversity, inclusion, multiculturalism, and gender equity in corporate communications. This includes Executive Messages, intranet content, and the use of social media channels. These communications increasingly include celebrations, learnings, remembrances, and reaction to events that affect a particular community or communities. Examples include Multiculturalism Week; Disability Awareness Month; Black History Month; National Indigenous Peoples Day; and Orange Shirt Day.

In 2021/22, the ministry utilized networks, partnerships, advisory councils, consultation, and other outreach mechanisms including data collection to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- ADM Committee on Equity Diversity & Inclusion (ADMCEDI): ADMCEDI provides cross-government executive support for the successful integration of equity, diversity and inclusion initiatives within the BC Public Service. The purpose of this reference body is to act as champions of equity, diversity and inclusion within their organizations. To do this the ADMCEDI aligns its efforts with related government equity, diversity and inclusion commitments, including those outlined in mandate letters for IBPOC (Indigenous, Black and People of Colour) representation, reconciliation, gender equity, and accessibility.
- Cross Ministry Working Group on Equity, Diversity & Inclusion (CMWG): The CMWG has membership from all ministries across the BC Public Service.

The purpose of this body is to report out on what is happening in individual ministries, participate in ministry-specific diversity and inclusion activities, and network to learn from each other while championing equity, diversity & inclusion in their organizations. In addition to these responsibilities, the working group also takes on special projects related to the diversity and inclusion strategy.

- Employee Resource Groups (ERGs): The BC Public Service Agency supports four ERGs – one for Black, Indigenous, and other people of colour (BIPOC); one for members of the 2SLGBTQIA+ community; the Employee Accessibility Advisory Council (EAAC); and the Indigenous Employee Network (IEN).
- 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 Peoples and other racialized and marginalized groups.

Crown Corporations

BC ASSESMENT

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 2 million properties across the province. The annual roll provides the basis for local taxing authorities to generate property taxes that fund a variety of essential community services. BCA's vision is to be a dynamic and reliable assessment services provider that supports strong and vibrant communities in B.C.

EXECUTIVE COMMITMENT

BC Assessment's 2021/22 – 2023/24 Service Plan highlights our organization's commitment to aligning with Government priorities surrounding policies and programs and our contribution to COVID recovery including: "putting people first, lasting and meaningful reconciliation, equity and anti-racism..."

Our 2022 Strategic Plan outlines our goal of a High-Performing Team: Collaborative, inclusive and innovative culture, focused on results. A driver of this goal is an "enhanced focus on diversity and inclusion." We have stated: "Our flexible workplace adapts to evolving business and customer needs, is fueled by employee insights and ownership, and inspires and supports inclusion, wellness and career growth."

New for 2022 is BCA's Diversity & Inclusion Strategy. The strategy highlights our vision: "Every person and every voice is important at BC Assessment." Accompanying our vision are the strategy's four guiding principles:

- "We are Empathetic, Accountable and Courageous"
- "We Learn With and From Each Other"
- "Our Differences Produce Even Better Results"
- "Our Policies and Practices are Equitable, Supportive, and Proactive"

Lastly, BCA has committed to achieving this vision with a focus on three goals:

- "Develop an inclusive and collaborative culture where everyone belongs"
- "Build a workforce that reflects diverse perspectives and experiences"
- "Minimize barriers through policies and practices that are equitable, supportive and pro-active"

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

- BC Assessment uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples of attraction initiatives aimed at diversifying the workforce include:
 - » Partnership with the Intercultural Association of Victoria for job postings, networking, and events.
 - » Piloted a partnership with Autism Cantech, which provides learning and work experience for Autistic youth. BC Assessment sponsored two individuals and is evaluating the success for continuing with this program.

- Examples of mentoring and retention initiatives include:
 - » The Women's Network. Formed in 2018, the BCA Women's Network has continued through 2021 and into 2022 working to inspire and support women at BCA in advancing their careers and increasing opportunities for women, raising awareness of the contributions of women in the workplace and benefits of diversity, and encouraging gender diversity. The Women's Network continues to be supported by a Chair and Executive Sponsor, with the following achievements in the last year:
 - » Dare to Lead Series – leadership development based on Dare to Lead leadership behaviours.
 - » Mentorship @ BCA – BC Assessment's mentoring program.
 - » Internal news articles and interviews, including promoting awareness for International Women's Day.
- Establishment of a Diversity & Inclusion Working group in 2021, which resulted in the launch of a Diversity & Inclusion strategy in February 2022. BCA is currently establishing a Diversity & Inclusion Council to further this work, with the support of a newly created position of Manager, Diversity & Inclusion. The creation of this Council and Manager position will further BCA in our "strive to create an environment where everyone can succeed, free of systemic barriers." (Per the D&I Strategy guiding principles).

BC Assessment provides training for front line, managerial and executive staff. Examples include:

- BCA's Learning Centre has coordinated and provided training on Diversity & Inclusion, Unconscious Bias, Indigenous Awareness and Cultural Understanding, and GBA+ to various levels of staff throughout 2021 and to date in 2022. The development, delivery and piloting of D&I education began in 2021 and continues to further enhance our awareness, understanding and commitment to creating a diverse and inclusive workplace. Training includes:

- » D&I Fundamentals training for all employees.
- » Unconscious Bias training for all employees.
- » Indigenous Intercultural Awareness training piloted with People Division, D&I Working Group, Women's Network and Union's IDAR Committee.
- » GBA+ training.
- » Training specific to Indigenous relations (Indigenous Intercultural Awareness) and understanding the effects of colonization (Understanding the History of Colonization) have been added to support our commitment to lasting and meaningful reconciliation, beginning with a focus on management staff.

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

- Adoption and inclusion of pronouns usage for employee email signatures.
- A territorial acknowledgement has been added as a featured banner on the homepage of our public website.
- Employees instructed on including territorial acknowledgements for employee email signatures .
- Opening of all-staff/large-scale meetings/ executive addresses with territorial acknowledgements based on the specific location of the speaker.
- Employee education and internal news updates on our partnerships with specific Indigenous communities including facts and history regarding a specific partner.
- Indigenous Cultural Education training opportunities have been provided to some employees including management, union leadership, Women's Network members, Diversity and Inclusion Working Group members.
- In addition, all employees must adhere to our Standards of Conduct Policy and Procedures Policy. All employees are required to read, review, understand and agree to the standards including conducting themselves with respect for diversity in the workplace.

BCA promotes multiculturalism in the workplace through following 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. A Language Skill Bank of all the languages spoken by BCA employees is also maintained whereby customers can receive translation services from our multilingual employees when contacting BCA.
- 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 several Cantonese, Mandarin, Hindi, Punjabi and French speaking employees to conduct ethnic language media relations on behalf of BCA, assisting with multicultural relations and engagement.
- During 2021-22, BCA Communications assembled a calendar of various cultural celebrations and provided internal communications to all employees highlighting culturally based special events such as Black History Month. The goal was to create greater employee awareness and understanding of our multicultural society. In addition, BCA's social media was used to externally promote such events.
- BCA also celebrated International Women's Day with special acknowledgments from our Executive leadership.

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

- BCA's Diversity & Inclusion strategy has actions associated with each of its three goals that will introduce a more equitable, diverse, and inclusive way of developing practices and programs at BCA.
- Goal 3 of BCA's Diversity & Inclusion strategy is to "Minimize barriers through policies

and practices that are equitable, supportive and pro-active." Through this goal, we have evaluated and revised our Hiring Policy and practice to ensure it is inclusive for all applicants. Examples of this include:

- » Tailor job postings with gender neutral and inclusive language (e.g., reduction in what are deemed masculine terms and plain English descriptions).
- » Use diverse imagery for any associated advertising – e.g., for roles where women are underrepresented (STEM roles), we would select women for our posting.
- » Use of technical assessments to reduce any bias with pre-employment assessments; accommodations for additional time when requested.
- » Inclusion of diversity on interview panels.

BCA utilizes networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- BCA's Director, Local Government and Indigenous Relations and the Manager, 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.
- In 2021-22, BC Assessment continued to expand our network of Indigenous partnerships and enhance our property assessment services for BC's Indigenous communities.
- In addition to our Women's Network, our Diversity & Inclusion Working Group remained active through 2021-22, made of diverse employee representation to support the development and launch of an organizational strategy on diversity and inclusion.

BCA delivers and supports culturally appropriate and responsive programs and services. Examples include:

- A department that includes dedicated services and outreach for our Indigenous customers led by our Director, Local Government and Indigenous Relations and the Manager, Indigenous Relations.
- Through our extensive Language Skill Bank of multilingual BCA employees, we strive to provide translated customer service whenever possible to be responsive to British Columbia's multicultural demographics.
- In 2018, BCA created BC Assessment Women's Network, with a mission to "inspire and support diversity and inclusion across BCA, with a focus on women in leadership". The Women's Network provides events and programs to showcase women in leadership at BCA and recommendations to enhance diversity among our leaders and employees.
- The establishment of a Diversity & Inclusion Council, with the support of a newly created position of Manager, Diversity & Inclusion will further BCA in our "strive to create an environment where everyone can succeed, free of systemic barriers." (Per the D&I Strategy guiding principles.)
- BCA collects diversity data to better understand the impacts, outcomes and accessibility of your policies, programs or services for Indigenous Peoples including dedicated services and outreach for our Indigenous customers led by our Director, Local Government and Indigenous Relations and the Manager, Indigenous Relations. BCA are in continuous conversation with our Indigenous customers in how we can better serve Indigenous peoples, including a formal biannual customer survey.

HIGHLIGHTS ON INITIATIVES IN 2021/22

BCA's corporate culture completely transformed in 2021/22 to focus priorities on new Diversity and Inclusion initiatives in support of Multiculturalism resulting from the work of BCA's first-ever Diversity & Inclusion Working group. The Working Group created BCA's first-ever Diversity & Inclusion strategy and guiding principles including the creation of a formal Diversity & Inclusion Council and an open invitation to all employees to apply to be the Chair of the Council as well as the creation of the new position of Manager of Diversity and Inclusion. These historic transformations for BCA during 2021/22 will now enable stronger, more concerted support for Multiculturalism in our workplace.

BCA's Communications Department undertook a project to review BCA's website content to ensure gender-neutral language and references

Organized, informed, and encouraged employee participation in the May 12, 2022, Moose Hide Campaign in support of the Indigenous-led grassroots movement to encourage men and boys to stand up and end violence against women and children and to work towards reconciliation, safe workspaces, and communities. All employees were provided Moose Hide pins and were invited to share their personal testimonials.

SUCCESS STORY

BCA's customers include all British Columbia's property owners of the province's 2,142,457 properties (as of 2022). 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 2021/22, BCA utilized additional media spokespeople with Chinese and South Asian language skills. These represent the most spoken non-English languages in BC. Also, during 2021/22, 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 and connection with the province's ethnic communities and their connections with us.

MANDATE

The purpose of 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 partner ministries, including the Ministries of Education and Child Care and the Ministry of 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 and language skills. 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 2021/22, BCCIE continued 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 this but does consider diversity when hiring and mentions that in all job postings. BCCIE also works with existing staff to offer mentoring and retention and some postings are very specific in terms of language requirements so contribute to the diversity of the office workplace.

BCCIE has undertaken significant organization-wide training for all staff, including the GBA+ training and the Intercultural Development Inventory (IDI) training in the past. BCCIE also held a workshop on unconscious bias when the organization developed their Respectful Workplace Policy. In addition to the staff training, BCCIE has hosted two workshops in 2021/22 for front-line and managerial international education practitioners in B.C. on topics related to indigenization and building intercultural competencies.

BCCIE has offered an intercultural webinar series for the international education sector last fiscal year and these videos are still available online for BCCIE staff and the sector to view. In addition, BCCIE implemented a Respectful Workplace Policy a few years ago which was followed by staff training, which outlines forms of discrimination that will not be tolerated in the workplace. All participants who sign up for any BCCIE event must agree to this policy and conduct described within it and all new staff are required to watch a video of the training and sign off their understanding of the staff policy.

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, inter-culturalization, Indigenization, and multiculturalism. In 2021-22, BCCIE delivered over 13 capacity building sessions including a virtual summer conference with the theme of "Addressing Privilege" which included many sessions on topics of anti-racism, EDI, and intercultural understanding.

BCCIE's 2021/22 Mandate Letter provides specific direction to BCCIE to incorporate the government's foundational principles which includes equity and anti-racism and lasting and meaningful reconciliation into our policies and programs. BCCIE applied this direction to the annual conference theme in 2021 which was "Addressing Privilege" and included over 45 sessions on a variety of topics including a focus on equity, diversity, and inclusion.

BCCIE utilizes outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups and support culturally appropriate and responsive programs and services. Examples include:

- At BCCIE events, indigenous voices are included and BCCIE works to maintain relationships with these Elders/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 2021-22, BCCIE facilitated five key virtual partnership development opportunities for B.C. schools and institutions with international partners. Through these efforts, BCCIE also signed one strategic agreement with Taiwan.
- In 2021/22, BCCIE supported over 2200 international education practitioners to build capacity through hosting events on topics such as study abroad, intercultural competencies, immigration, diversity and inclusion, anti-racism and marketing and recruitment. BCCIE hosted over 13 virtual events throughout the year.

SUCCESS STORY

In March 2022, BCCIE gave out six B.C. Study Abroad scholarships, specifically targeted at underrepresented youth. For this scholarship program, people were asked to self-identify as Indigenous, a person of colour, a person with disabilities, or a member of the LGBTQI2S+ community. These scholarships aim to help students, who without this help, may not be able to participate in a study abroad experience.

For BCCIE's annual summer conference in June 2021, BCCIE gave out 11 bursaries to international education practitioners in B.C. so they would be able to participate in the conference. These bursaries were targeted at underrepresented populations and newer practitioners to the field. The following eligibility criteria was established for the bursaries:

- Be currently located in B.C.
- Be a new or emerging practitioner in international education with less than five years of experience.
- Self-identify as Indigenous, a person of colour, a person with disabilities, or a member of the LGBTQI2S+ community; and complete the EDI Bursary application.

MANDATE

Under the authority of the *Family Maintenance Enforcement Act*, the BC Family Maintenance Agency (BCFMA) is dedicated to assisting families with the administration of their maintenance to ensure BC's children and families receive the financial support that they are entitled to under provincial and federal law. BCFMA's vision is for healthy and thriving children who contribute to a strong and resilient future for all British Columbians. Their 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.

EXECUTIVE COMMITMENT

The BCFMA Board of Directors and Executive have confirmed in their planning documents their commitment to the *Multiculturalism Act*. As documented in their 2021/22 Service Plan, BCFMA expressed a commitment towards putting people first, lasting, and meaningful reconciliation, equity, and anti-racism. BCFMA is meeting those commitments by creating policies and programs that develop a diversity-focused organization in support of vulnerable British Columbians.

BCFMA programs support indigenous and other cultural populations towards improving their standard of living. The Agency delivers their programs in alignment with the Calls to Action of the Truth and Reconciliation Commission and the United Nations Declaration on the Rights of Indigenous Peoples. The COVID-19 pandemic specifically has had a significant negative impact on exposed populations, including Indigenous women, who are over-represented as receivers of family support payments. Access to BCFMA services provides both economic and social support for Indigenous Peoples and helps to elevate Indigenous mothers and children out of poverty. The Agency helps reduce child poverty amongst these vulnerable members of our diverse society by ensuring families receive the financial support that they are entitled to under provincial and federal law.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCFMA is committed to ensuring it has a diverse workforce that is reflective of the population they serve. The Agency regularly revises its staff recruitment processes, training and development initiatives, and retention practices to further diversify and educate staff. Recent changes made to recruitment marketing and internal training are helping to ensure organizational alignment with diversity and inclusion principles that are positively affecting both the attraction and retaining of a diverse workforce.

BCFMA's recruitment processes include providing interview questions in advance, which allows more time for potential employees to prepare their responses, including the ability for them to have interview questions translated into a preferred language. Applicants are also provided with several interview tools including the star method, which aids response preparation and creates a more level recruitment process. BCFMA is exploring opportunities to expand diversity recruitment by posting on job boards that focus on underrepresented groups to encourage Indigenous, cultural, gender and accessibility diversity of applicants.

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creates a more level recruitment process. BCFMA is exploring opportunities to expand diversity recruitment by posting on job boards that focus on underrepresented groups to encourage Indigenous, cultural, gender and accessibility diversity of applicants.

BCFMA believes violence, hatred and discrimination have no place in society. The Agency worked with a respected Indigenous member who was also a cultural safety program specialist to explain to staff the historical references of the territorial acknowledgement and to provide learnings on what conducting a territorial acknowledgment means and why it is important. The principles of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and Truth and Reconciliation Calls to action were discussed at All-Agency meetings to socialize and unpack calls to action, reconciliation tools, and the importance of applying a diversity lens to all procedures and practices. BCFMA's legal counsel are also required to complete a multi-day mandatory Indigenous Intercultural Course (as part of their annual professional development commitment) that addresses colonialism and Indigenous Peoples recognition and reconciliation.

BCFMA's training plan includes several opportunities for their staff, management, and executives to discuss diversity, anti-racism, and cultural safety. Mandatory training sessions addressing domestic and gender-based violence and bullying, harassment and discrimination were all provided during 2021/22. Staff resiliency training also helped their staff to explore topics such as unconscious bias and to develop strategies for addressing the challenges faced by culturally diverse clients.

BCFMA is developing an Inclusion, Diversity, Equity and Accessibility (IDEA) Strategy and Action Plan to provide the organization with guidance and direction towards identifying and addressing systemic barriers in their workplace. The BCFMA IDEA Strategy and Action Plan will develop a roadmap for staff toward the establishment and implementation of inclusion, diversity, equity and accessibility programs at BCFMA. A robust IDEA Strategy and Action Plan will ensure every BCMFA employee can attend a culturally safe workplace each working day that promotes respect and appreciation of diversity

and culture amongst staff. BCFMA will look to further establish policies and practices that are inclusive of Indigenous peoples, minority communities, immigrants, people with disabilities, and the LGBTQ2S+ community. Agency clients should feel that they are able to address their family support needs free from prejudice, discrimination, and denial of their identity.

Identifying opportunities to promote respect and understanding of race, culture, religion, gender, physical ability, sexual orientation, and other differences are addressed in BCFMA's developing Inclusion, Diversity, Equity and Accessibility (IDEA) Strategy and Action Plan. The Action Plan includes ensuring Agency involvement in several workplace and community-based events and initiatives to promote multiculturalism amongst staff and clients. Agency-led multicultural events are discussed and promoted organization-wide through emails, promotional events, and during monthly All-Agency meetings.

As part of the BCFMA's developing Inclusion, Diversity, Equity and Accessibility Strategy and Action Plan, the Agency creates processes, policies, plans, practices, programs, and services that promote diversity and inclusion in the workplace and meet the diverse needs of our clients/partner organizations. A specific focus is placed on the needs of Indigenous and multicultural peoples. All BCFMA Action Plan activities are reviewed annually (at a minimum) to ensure Agency staff don't just acknowledge but also understand the reasons for and impacts of organizational decision-making. Specifically, GBA+ training provided to staff by the B.C. Gender Equity Office is applied to all BCFMA policy decision-making and program development.

BCFMA is committed to creating and maintaining a workplace environment which 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 encouraged 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. BCFMA is making

every reasonable effort to promote inclusion, and to prevent and eliminate bullying and discriminating and harassing behaviour in the workplace.

The Agency's strategic and business cycle planning efforts have identified the benefits of consulting with Indigenous, racialized, and other under-represented groups. In-person outreach efforts are conducted with Indigenous and culturally diverse community groups to understand their needs towards providing better supports and services. BCFMA also receives funding from the Ministry of Attorney General to seek out and develop supportive connections with Indigenous and other marginalized communities through outreach sessions. These sessions create a greater community awareness of how the Agency can better support Indigenous, racialized, and under-represented groups.

BCFMA delivers culturally appropriate and responsive programs and services. Examples include:

- Strategic shifts within the organization ensure that clients experience services that are proactive, inclusive, and tailored to their specific needs. BCFMA applies a consistent plain language lens on the development of its public materials to ensure that readers can understand all BCFMA forms, communications, and website content.
- The Agency strives to provide written and spoken interpretative services that meet the needs of our culturally diverse clients. Child support brochures (also known as "Multilingual Fact Sheets") located on the BCFMA's website are available to clients in 11 languages. Agency staff provide direct staff to client services (spoken or written) in seven different languages, and client interactions are possible in over 200 languages through the services of an interpretation provider. These activities aim to improve the standards of living for those culturally diverse populations that are also marginalized and vulnerable.

- During the 2021/22 fiscal year BCFMA conducted its first Work Environment Survey (WES). Their WES included several "About You" questions that helped the organization gain a better cross-cultural understanding of their internal diversity. Staff were asked if they identify as an Indigenous person, as a visible minority, and/or as a person with a physical disability. Through the collection of staff accessibility and diversity data BCFMA has become more aware of staff needs as they develop their Inclusion, Diversity, Equity and Accessibility Strategy.
- BCFMA is exploring ways to improve the client information they collect and how they manage client files to gain a better understanding of and improve access and results for racialized and marginalized groups. As current Agency systems do not have the functionality to fully capture and/or report out on key diversity elements of clients BCFMA is working towards developing new data capture/reporting technology initiatives. The Agency has developed a project to implement a dedicated caseload management and outreach program specifically for indigenous clients and First Nations communities. These dedicated caseload workers will liaise with both clients and recipients in addition to First Nations communities to enhance services, gain insight as to how to better meet their needs, and to develop relationships. Enhanced BCFMA understanding of Indigenous client needs as informed by working more closely with Indigenous communities will assist the Agency to positively align and update their policies, programs, and services.

MANDATE

BC Financial Services Authority (BCFSA) is a Crown Agency that oversees the financial services sector which includes pension plans, mortgage brokers, real estate services, real estate development marketing, and financial institutions (including credit unions, insurance, and trust companies). BCFSA also administers the Credit Union Deposit Insurance Corporation of British Columbia ("CUDIC"). BCFSA operates under its own set of governing statutes and is responsible for administering ten statutes. BCFSA promotes confidence in British Columbia's financial services sector by providing risk-based and proportional regulation and protecting the public. In 2021/22, the Real Estate Council of British Columbia and the Office of the Superintendent of Real Estate were integrated within BCFSA.

EXECUTIVE COMMITMENT

One of BCFSA's organizational core values is Diversity, Equity, and Inclusion, which embeds diversity, equity and inclusion as a foundational principle that guides behaviours and decisions within BCFSA. The BCFSA Senior Executive Team is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment. This commitment is further supported by a new Diversity, Equity, and Inclusion Committee to provide leadership in these areas, chaired by an Executive Team Member.

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

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCFSA uses the following initiatives aimed at diversifying the workforce and for front line, managerial and executive staff. Examples included:

- In job postings, BCFSA confirms that is an equal opportunity employer and welcomes 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 at BCFSA. BCFSA recognizes that unique styles, perspectives, beliefs, and creativity support a diverse, respectful, inclusive, and collaborative work environment
- In 2021-22, "Indigenous Awareness," a course offered by the B.C. Institute of Technology was made available to BCFSA's Board of Directors and Senior Executive Team. BCFSA is undertaking a procurement to offer an unconscious bias training workshop in 2022/23.

BCFSA has initiatives in place to promote intercultural understanding and actively promotes multiculturalism in the workplace and in the broader community through the following events and initiatives:

- BCFSA has developed policies on appropriate behavior and conduct, requiring all Team Members to work respectfully and collaboratively in ways which are consistent with BCFSA's Values.
- BCFSA is committed to providing a working environment where all staff are treated with dignity and respect, and that is free from discrimination and/or bullying and harassment. The Respectful Workplace Guideline was developed to establish the process for addressing and resolving complaints regarding alleged incidents of discrimination and/or bullying and harassment at BCFSA.

- In 2021/22, BCFSa published articles on its intranet recognizing diverse cultural and religious events and holidays including Celebrating May as Asian Heritage Month; How Do Muslims Observe the Holiest Month in Islamic Calendar?; Lift Each Other Up – Pink Shirt Day 2022; and Black History Month Blog Series.

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

- As of this year, BCFSa has a dedicated stakeholder engagement team that works to bring a diverse perspective to its public and industry consultations on regulatory instruments.
- For example, this lens was applied in BCFSa's 2022 consultations on real estate consumer protection measures which included outreach to possibly impacted Indigenous groups.

HIGHLIGHTS ON INITIATIVES IN 2021/22

BCFSa formed two committees to support the promotion of multiculturalism, diversity, trust, and respect:

- DEI Committee: Diversity, equity and inclusion is a core value at BCFSa. Our Diversity, Equity, and Inclusion ("DEI") Committee helps ensure BCFSa is a diverse, inclusive workplace where we celebrate our differences and what brings us together.
- GPTW Committee: The Great Place To Work Committee was formed to support the organization's vision of forming a culture of trust, growth, engagement, and unity between management and the workforce.

BCFSa launched its Pronoun Use Procedure to acknowledge gender diversity and to help create a gender-inclusive workplace.

SUCCESS STORY

In November 2021, BCFSa conducted the Great Place to Work Survey ("GPTW") as part of its commitment to fostering a positive workplace culture where the staff can grow, flourish, and feel empowered to deliver their best, the survey garnered an 88% response rate. As part of the survey, GPTW collected demographic information to measure diversity and inclusion at BCFSa. Based on the results of the survey and meeting the benchmark required, in 2022, BCFSa became Great Place to Work Certified™ by Great Place to Work®, a global authority that recognizes excellence in workplace cultures.

MANDATE

Established in 1977 by the Provincial Government under the *Societies Act*, the BC Games Society is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport Games. We build on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers, and communities.

EXECUTIVE COMMITMENT

BC Games Society's Board of Directors is gender-balanced and geographically representative and continues to seek nominations for members that have a range of skillsets and come from various population groups (i.e., age, disability, Indigenous and multi-cultural) to ensure diversity and effective leadership.

The BC Games Society continues to help others lead, using our Vision and Values as our guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust, and respect are the core of the organization's programming.

The Society continues to work with the Indigenous Sport, Physical Activity and Recreation Council (I-SPARC) to support Indigenous athletes and facilitate Indigenous participation in BC Games and on Team BC.

The Society is dedicated to promoting inclusion and safe participation through the Culture of the Games, which is driven by a commitment to promoting and maintaining a culture of positivity, respect, and inclusion.

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 new staff, creating the opportunity for cultural balance and diversity within the staff. The Society strives to have a balanced Management teams working within each Host Community for the Games. All BC Games Society staff had free access and were required to complete GBA+ training. Team BC Mission Staff receive cultural training to ensure an inclusive environment for Indigenous athletes and volunteers at the Canada Games.

When the BC Games Society works with a Nominations Committee to select a host society 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. 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, Games' time entertainment and hospitality.

The Society works with the Indigenous Sport, Physical Activity and Recreation Council (I-SPARC) to support Indigenous athletes, and to facilitate Indigenous participation in BC Games and on Team BC. Through I-SPARC, the BC Games Society 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.

For reporting purposes and to improve the organization's programming, the BC Games Society collects diversity data. For example, the direct result of the partnership with I-SPARC was an increase of three indigenous participants in the BC Winter Games from 2016 to 2018 and an additional 16 from 2018 to 2020 for a net increase of 19 participants at the BC Winter Games since the inception of this program.

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. To promote these guiding principles, an initiative called the “Culture of the Games” was established which includes a visual icon and resource page on the Society’s website. These resources not only guide all the Society’s policies, plans, and programming but also act as a helpful resource and reminder for Games participants. 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.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- The BC Games Society launched a revamped Culture of the Games online module to be completed by all participants starting with the Prince George 2022 BC Summer Games. Participants must complete the module to attend the games. The Culture of the Games outlines and describes the expectations of those associated with the Games. It encompasses all safety and safe sport aspects of the Games and strives to inspire everyone to consider the roles they play in shaping the Games experience for everyone. Participants are guided through the Culture of the Games principles before being asked to complete a series of questions, captured through multiple choice and other interactive modes of testing like mixing and matching, to maximize learning. The module has been tested by the host society and a random group of participants to ensure effectiveness.

- With the Host Societies, the local First Nation is an active member of the Board, and their logo is included alongside our Provincial Partners of the Games.
- Greater Vernon 2022 BC Winter Games engaged an Indigenous Artist to provide pictographs of all sports to be used on Games merchandise.
- Prince George 2022 BC Summer Games has incorporated land acknowledgement on the medal ribbons for the 3,000 medals won at the Games.
- Prince George 2022 BC Summer Games has added the traditional language of their Games slogan to all their publications and merchandise.
- Whenever possible, sports with Indigenous participants are providing an Indigenous Welcome Ceremony at the sport venue prior to competition.

SUCCESS STORY

- The BC Games Society’s partnership with I•SPARC and the respective Provincial Sport Organizations has already led to positive outcomes at the Games. Through the Indigenous Participation Initiative sport participation has been increased to seven coaches and 34 athletes at the Prince George 2022 BC Summer Games and six officials, six coaches and 22 athletes at the Greater Vernon 2022 BC Winter 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.

BC Housing works in partnership with the private and non-profit sectors, provincial health authorities and ministries, other levels of government and community groups to address critical gaps across the housing continuum, ranging from emergency shelters, supportive housing and rent assistance in the private market to affordable home ownership. BC Housing licenses residential builders, administer owner builder authorizations, and carries 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. BC Housing works with about 800 non-profit housing providers and other partners to help more than 121,000 households in communities throughout British Columbia.

EXECUTIVE COMMITMENT

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

BC Housing expanded on this commitment by adopting a Diversity & Inclusion (D&I) Framework in 2013/2014 as part of our CEO-led People Strategy. In 2020, BC Housing established an Office of Equity, Diversity, Inclusion and Belonging to support 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, responsive, and improves our overall performance for the people and communities we serve.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BC Housing uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- 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.
- Diversified Recruitment Approach: BC Housing uses an equity-focused recruitment advertising and sourcing strategy that includes diversity media such as Indigenous Works Canada, Inclusivity, Pride at Work Canada, Spirit Omega Staffing, BIPOC Executive Search, and Synergy Executive and Boards Consulting Group.
- Equity Principles in Recruitment: BC Housing has begun including salary ranges in job postings. Lived experience has been included in the Skills and Experience section of new job descriptions and gender-inclusive pronouns are used to demonstrate that the organization values and seeks to attract people of all genders

- Indigenous Intern Leadership Program: Through the Indigenous Intern Leadership Program, a joint initiative of the Business Council of British Columbia, the British Columbia Assembly of First Nations, and Vancouver Island University, BC Housing Communications hired a Communications Intern. BC Housing intends to expand its participation in this program.

BC Housing provides training for front line, managerial and executive staff including:

- Understanding Equity, Diversity, Inclusion, and Belonging (EDIB) Workshops: Facilitated by Monday Morning Consultants, these 2-part workshop explore concepts of EDIB, systemic discrimination, equity measures, and how each of us can contribute to alleviating oppression. This new program was piloted by senior leadership, Executive Committee, and the Board of Commissioners, and has since been expanded to open enrolment for all employees.
- 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. Staff are required to take part in online refresher training every two years.
- Working Effectively with Indigenous Peoples: Facilitated by Indigenous Corporate Training Inc. (ICT), 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: co-created and co-facilitated with ICT and Indigenous BC Housing staff, this workshop was developed to support BC Housing staff members working on-nation, in community & 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 this eLearning on the principles of diversity and inclusion, and 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 eLearning 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, how they can actively work to fight against it, 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.
- Building Resilience in Times of Stress: Facilitated by Work to Wellness, this workshop helps individuals identify specific risks and challenges to their mental health, assess their own level of wellbeing, learn strategies for resilience building, and create their own recipe for stress management.

- Managing Minds at Work: Focused on managers, this Work to Wellness workshop helps them create an environment of mental wellbeing, recognize the signs of mental distress, and support team members who may be experiencing challenges.
- UNDRIP and TRC: BC Housing developed and facilitated employee training on the United Nations Declaration on the Rights of Indigenous Peoples and the Truth & Reconciliation Commission Calls to Action as well 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 2021, these events occurred online, with over 300 employee participants.
- National Day of Truth and Reconciliation: In 2021, BC Housing held an online trivia session hosted by one of our Indigenous employees. More than 60 employees participated to learn about Indigenous history and culture. Close to 100 staff also took part in Orange Shirt Day and other community events.
- The Moosehide Campaign: This is an event to learn about engaging men in a national movement to end violence against Indigenous women and children, and all women and children.

BC Housing has specific initiatives in place to promote intercultural understanding and respect for diversity in the workplace including:

- 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 səmiqʷəʔelə/Riverview Lands. Training teaches the expectations of the *Heritage Conservation Act*, and protocols when an artifact is found as well as understanding the Kwikwetlem First Nation and their cultural values.

- Communications: BC Housing Communications applies a Reconciliation and EDIB lens to all its materials and strategies. For example, the content featured in the Partner Bulletin, a bi-weekly newsletter for the non-profit sector includes special editions featuring the tragedies at the Kamloops and Williams Lake residential schools; promotions for a First Nations Housing Certification Program; special edition in recognition and celebration of Indigenous History month, and the National Day for Truth and Reconciliation.

BC Housing promoted multiculturalism in the workplace and in the broader community through the following events and initiatives:

- BC Non-profit Housing Association Housing Central Conference, Keynote and Thought Leaders' Dialogue Diversity & Inclusion in Governance with presenters Cassie Doyle, Board Chair and Lianne Hannaway, Wealthnuvo, Finance and Strategy Consultant, Jack Wong, Brightside Community Homes Foundation: This keynote conversation explored the importance of building equity, diversity and inclusion at the board, leadership and staff levels and was followed by a Thought Leaders' Dialogue moderated by the VP, Strategic Business Operations and Performance that explored how these ideas can be implemented within an organizational context. The session was very well received with participants scoring the session as useful and informative.
- Understanding Anti-Racism: An Opportunity for Critical Self-Reflection and Dialogue - BCNPHA partnered with Monday Morning Consultants to offer a series of workshops on anti-racism. In a series of two-part workshops participants were introduced to concepts around race, racism, and white supremacy in Canada. The facilitators engaged participants in investigating the social construction of race, the various levels of racism, and how white supremacy serves to disenfranchise BIPOC, disabled, and non-binary and gender-nonconforming individuals. The workshops also demonstrated how crucial systems like housing are informed

by racism as well as how activists, at all levels are working to disrupt this.

- Community Connections Program: Employees donate to and volunteer for organizations through this community investment program. Community Connections focuses on four investment pillars: 1) Children & Youth, Women, Families & Seniors 2) Poverty 3) Mental Health, General Health & Addictions 4) Sustainability. Last year was another incredible, record-breaking year for Community Connections. Thanks to the generous donations of BC Housing staff, we raised over \$386,000 in 2021.
- Canadian Alliance to End Homelessness (CAEH) annual conference: Homeless to sheltered: Using culturally grounded and trauma informed approaches to homelessness: the VP Strategic Business Operations and Performance provided lessons learned and shared the critical success factors that moved over 1,100 people indoors in 2020 and 2021 by treating homeless people with dignity and respect.
- International Housing Partnership (IHP) Conference – the CEO and VP Strategic Business Operations and Performance kicked off the session with an overview of their efforts to address systemic discrimination as well as their Reconciliation Strategy with Indigenous Peoples. BC Housing has crucial work already underway, such as asset management MOUs with First Nations and partnerships with a wide range of Indigenous housing organizations and non-profits that serve marginalized and equity-seeking communities. The discussion focussed on how leaders can be a part of the change, and advance equity, diversity, inclusion and belonging within their organizations.
- Manitoba Non-Profit Housing Association (MNPFA) Build Partnerships Virtual Conference 2021: Creating and Sustaining Public/Non-Profit Partnerships – the VP of Strategic Business Operations and Performance joined panelists from Manitoba Housing, BCNPHA, AHMA and Nova Scotia Housing to discuss the ways that government forms partnerships with the non-profit sector in:

- » Social housing management/provision
- » Capital planning and new development
- » Capacity building and governance
- » Ontario Non-Profit Housing Association (ONPHA) Conference 2021

- Implementing Anti-racist initiatives in Your Organization – the VP Business Operations and Performance joined a panel of speakers that discussed understanding anti-racism and building organizational inclusions as critical to creating healthy, sustainable spaces for staff and tenants. Panelists highlighted the importance of organization-wide anti-racism policies and practices, as well as strategies they've developed and are implementing in their organizations successes and lessons learned
- Thought Leadership Program: Through the Thought Leadership Program, Communications shared resources and learning via presentations prepared for the 2021 CAEH conference as well as a 2022 webinar for CHRA: Homeless to sheltered: Using culturally grounded and trauma informed approaches to homelessness.

In 2021/22, BC Housing incorporated multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs. Examples include:

- Office of Equity, Diversity, Inclusion & Belonging (OEDIB): This 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 acting 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 decolonial approach.
- **Disaggregated Data Collection & 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 has been used to expand 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
- **Tenant Relocation Standards & Toolkit** BC Housing has initiated the development of a set of standards and an implementation toolkit to support the community housing sector in carrying out tenant relocations due to renovations or redevelopment that safely supports tenants and prioritizes their unique

needs. An equity-based approach has been centered in the development of the project methodology and tenants with lived experience will be centered in the engagement, research, and development of standards and tools.

- **Corporate Sponsorship program:** BC Housing's Corporate Sponsorship Program includes scoring in the evaluation process that gives weight to proposals that advance Reconciliation and EDIB, and serve Indigenous people, 2SLGTQIA+ people, people with disabilities and disabled people, people of colour, people with diverse gender identities or expression. 100% of the total sponsorships approved for 2021/22 fiscal provide supports and funding in these areas.

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

- **Executive Director, Reconciliation and Equity Strategies:** The Executive Director, Reconciliation and Equity Strategies joined BC Housing in November 2021. This position was developed in response to report BC Housings Moving Forward Together to prioritize the development of a workplan to operationalize recommendations from the report, ongoing engagement with Indigenous partners, and evolve BC Housings Reconciliation work in areas for which advanced analysis is warranted.
- **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 -Progressive Aboriginal Relations (PAR) council: This group is in place to coordinate PAR action

planning and certification with the Canadian Council of Aboriginal Business (CCAB). BC Housing has been a member of CCAB since 2012 and we are the only housing agency in Canada to receive certification under the PAR program.

- Aboriginal Housing Management Association (AHMA): AHMA was established to address the needs for urban Indigenous social housing. BC Housing works with AHMA on a variety of tables and close collaborative partnerships.
- Muslim Food Bank and Community Services Society: BC Housing provided a one-time grant to the Muslim Food Bank and Community Services Society for the provision and expansion of services to Arabic speaking and/or Muslim individuals experiencing homelessness or at risk of homelessness based on their over-representation in the 2020 Point in Time Count.
- All Nations Outreach Society (ANOS): BC Housing provided a grant to All Nations Outreach Society (ANOS) in 2021 to support delivery of holistic, trauma-informed, and culturally appropriate activities and services to further healing and increase well-being among the Indigenous and non-Indigenous residents of the supporting housing facilities that currently house former residents of the encampments in Vancouver. ANOS was approved for an additional grant in 2021/22 to support the sustainment of its current outreach and in-reach services and retain their administrative capacity to provide cultural services for Indigenous Peoples who have moved indoors
- BC Housing has a Community & Tenant Affairs team that supports engagement on the development of new affordable and supportive housing projects in communities across British Columbia. Stakeholder mapping is done on each project with a desire to ensure we are informing those who are impacted first, including tenants, local neighbours, social services agencies, and other organizations. The level of engagement is tailored to the unique needs of each project and depends on many factors, including whether there are municipal requirements, formal duty to consult with First Nations, or whether we are

reaching out as a good neighbour. Efforts are made to reach out to inform First Nations about projects happening in their territories, where appropriate. (Example: Penticton, N̓xastwilxtn - 3240 Skaha Lake Road | Let's Talk Housing BC (letstalkhousingbc.ca))

- BC Housing uses a tenant first policy. This means that we not only ensure that tenants are informed first on redevelopments, but also that actively involve them in the early redevelopment process for any PRHC owned projects before we engage community. We use a range of engagement techniques to gather tenant feedback, including surveys, pop ups, tenants, etc. (Example: Vancouver – Skeena Terrace Affordable Housing Redevelopment | Let's Talk Housing BC (letstalkhousingbc.ca))
- Redevelopment initiatives: As part of our redevelopment opportunities, we seek out opportunities to partner with local First Nations in meaningful ways. (Example: The partnership with Snuneymuxw First Nation on Let's Talk Te'tuxwtun | Let's Talk Housing BC (letstalkhousingbc.ca) and Nanaimo - 355 Nicol Street – Supportive Housing | Let's Talk Housing BC (letstalkhousingbc.ca))
- Tenant Newsletter: BC Housing has launched a tenant newsletter for our directly managed tenants. The intent of the newsletter is not to only inform, but to engage tenants. Plans are underway to create a tenant advisory committee for the newsletter with the intent to include representation from tenants on the committee.
- Indigenous Design Guidelines: Indigenous Design Guideline development is in progress. BC Housing has been working with consulting firm Indigenomics to develop Indigenous design guidelines. BC Housing has received a summary report of insights from the engagements conducted by Indigenomics consultants. Engagement included several focus groups with representatives of on-reserve, off-reserve, urban Indigenous, and rural communities, AHMA, MVAC, and internal staff groups (i.e., Development Managers, Construction Managers). Asset Management, Indigenous Relations and OEDIB will be developing a corresponding workplan to

outline the development of design guidelines that are informed by the engagement insights as well as integrate their implications into design budget forecasting.

- **Indigenous Homelessness Strategy:** BC Housing, in consultation with Indigenous community, has commenced an Indigenous Homelessness strategy. Indigenous Relations facilitated an initial meeting with a cross-section of interested Indigenous organizations. BC Housing has collaborated with the Aboriginal Housing Management Association (AHMA) who will lead in coordinating the engagement process. A Steering Committee is being convened and the terms of reference for this committee is in development. A project proposal is in the draft stage and will form the basis of a request for funding from the Ministry of Attorney General and Minister Responsible for Housing to support the strategy development. BC Housing provided grant funds to this initiative
- **Reconciliation Negotiations with kwikwā'łəm First Nation (KFN) :** Executive Director, Reconciliation and Equity Strategies presented BC Housing's goals in relation to the recognition of Indigenous Rights as well as reconciling historic injustice at the kick-off meeting of the KFN Reconciliation Agreement Table in January 2022.
- **In 2021, kwikwā'łəm First Nation and BC Housing** identified the need to coordinate on external communications regarding the səmiq'wəʔelə/ Riverview site. BC Housing and kwikwā'łəm First Nation staff worked together on a protocol that would establish mutually-agreed-upon processes and key messages. The document covers naming conventions, best practices for honouring kwikwā'łəm's cultural revitalization goals, hə́hə́mihə́m spellings and pronunciations, media requests, social media use, and events
- **Black Strathcona Resurgence Project:** The Black Strathcona Resurgence Project, part of the Vancouver Mural Festival, featured four murals on one of BC Housing's properties in the Downtown East Side. The murals, funded in part by BC Housing, are located on the Solheim Place building at 251 Union Street in Vancouver. The

neighbourhood was once home to the Black Community in Strathcona, but 50 years ago, the construction of the two viaducts through the neighbourhood uprooted and displaced the Black community. The intercultural representation of the murals is important as it helps bring to light the historic and ongoing racism towards racialized people.

- **səmiq'wəʔelə Public Advisory Group:** The səmiq'wəʔelə/Riverview Lands draw interest from a wide range of high-interest stakeholders. When the project team set out to assemble a Public Advisory Group, they received an overwhelming number of applications from qualified candidates but were disappointed to see that the initial list of candidates lacked diversity. The team extended the deadline and adjusted their marketing approach, targeting folks with equity-based interests via digital marketing. The team then made direct connections with community groups, advertising the PAG application process in newsletters and on websites. When the project team began the selection process, they had a much more diverse candidate pool, and ended up with a Public Advisory Group consisting of people who were not just highly credentialed and specialized, but also brought lived experience expertise in the following areas: Indigenous issues, disability, acute mental illness and forced institutionalization, anti-racism, gender diversity and 2SLGBTQIA+ issues, senior's advocacy, youth representation, inter-faith dialogue, and new immigrant communities.

BC Housing delivers and supports 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 partnership with Immigrant Services Society of BC on building 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 access to local cultural resources and agencies. In addition, we are mindful to practice humility by not assuming we know what is best for the client.
- **Menstrual Access and Equity Project:** This initiative provides personal menstrual care items to people who are experiencing homelessness, in partnership with a range of non-profit organizations and cultural societies.
- **Indigenous Homeless Outreach:** This outreach provides urban and rural off-nation Indigenous Peoples 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 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 racialized women and youth at risk of homelessness, Indigenous, African descent, and Muslim groups
- **Trans, Gender Diverse, and Two Spirit (TGD2S+) Housing and Service Roundtable:** In November 2021, the City of Vancouver and BC Housing launched the Trans, Gender Diverse, and Two Spirit (TGD2S+) Housing and Service Roundtable. The Roundtable will meet six to eight times a year, bringing together service providers, housing operators, community-based groups, government funders, and people with lived/living experience to work towards improving trans, gender diverse, and two spirit inclusion in housing policies, spaces, and services.

BC Housing collects and use diversity data including:

- **Tenant survey:** Our Tenant engagement survey was revised in 2021 to include the addition of disaggregated data questions (race, gender, sexuality, disability) to better understand the needs and experiences of our tenants and better inform program design, and service delivery.
- **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:** Homeless Individuals and Families Information Systems (HIFIS): Work has been underway with BC Housings Operations and IMT departments to enhance the data fields in the HIFIS software to include additional demographic data. This work aligns with the forthcoming anti-racism legislation to better inform cultural community supports and to shape policy moving forward.

Other recognition in support on multiculturalism includes:

- **Awarded Progressive Aboriginal Relations (PAR) Gold Certification** by the Canadian Council of Aboriginal Business (CCAB).
- **Awarded British Columbia Multicultural Awards 2017 Government Award** and our VP Strategic Business Operations & Performance received the Breaking Barriers award in 2021.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Equity Review: In June 2021, 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 both internally and externally, and better respond to the needs of all the people we serve.

White learning community: to further support the organization in deepening our equity learning and practices, participation in a small learning

community was initiated in Spring 2022 for any white-identifying learners who have completed the Understanding Equity Diversity Inclusion and Belonging training. The learning community allows a safe space for questions, learning, reflection, and missteps for white people on their path to better understanding and embodying anti-racism and equity.

Accessibility Strategy: BC Housing has been selected to be part of the first group of organizations prescribed to implement the *Accessible B.C Act*. This regulation will apply to organizations in September 2022 and organizations will have one year to comply with the requirements of the Act. Over the next fiscal year, an analysis of current policies, infrastructure, programs, technology, and other relevant systems will take place. This will be led by the OEDIB and supported by an accessibility project team, community advisory committee, and a cross-functional working group. Engagement to identify barriers to individuals in or interacting with BC Housing will also begin.

Employee Resource Groups: Formed to support equity and inclusion and create employee support networks, BC Housing convened a People with Disabilities/Disabled People ERG.

Crowns Accessibility, Diversity & Inclusion Dialogue Network: BC Housing is a founding member of a network of EDIB professionals who work within Crown agencies and corporations and hold bi-monthly meetings aimed at sharing best practices and learnings from each organization's ongoing initiatives that meet provincial mandates on Reconciliation, equity, and accessibility. Representatives from the Office of Equity, Diversity, Inclusion, and Belonging participate meetings and a conference is being planned for Fall 2022. In Q4, The Crown Agency Secretariat (CAS) connected with the Office of Equity, Diversity, Inclusion and Belonging (OEDIB) acknowledging BC Housing as a provincial leader in Equity, Diversity, Inclusion and Belonging. CAS offered resources and support for the network.

BEST PRACTICES

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 Oppenheimer and Strathcona Parks in Vancouver and Topaz Park/Pandora Avenue and various other parks in Victoria, 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 helping campers move to 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 Peoples 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 – that's 1,450 people who are no longer sleeping outside and have homes with 24/7 supports and access to healthcare.

Indigenous Partnerships: BC Housing continues to work with Indigenous communities to facilitate change, strengthen existing housing in Indigenous communities and increase self-reliance in the Indigenous housing sector. Several new Memoranda of Understanding (MOU) were initiated with various First Nations in 2021/22. These partnerships develop and share best practices in residential building management. The goal is to gain a deeper understanding of the challenges with First Nation housing while improving the quality of existing on-reserve housing. To date, BC Housing has entered into five MOUs that include 22 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, commitment to justice, and ongoing efforts to build trusting and good relationships towards real change. Our Reconciliation: Moving Forward Together report, released in Spring 2021, offers an understanding of BC Housing's relationships with Indigenous Nations, organizations, and individuals. The strategy incorporates best practices in anti-racism, decolonization, and human rights. 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. The Reconciliation Strategy also aligns with goals and actions set out in the recently released DRIPA Action plan.

BC Housing has begun implementation of many of the short-term recommendations and actions to advance our Reconciliation work identified in the report. In parallel to this, BC Housing has been developing a multi-year Reconciliation Strategy that identifies the streams of work, and corresponding actions, required to implement medium and long-term recommendations of the Report as well as integrate work occurring across the Commission that is connected to the themes highlighted in the Report.

➤ Indigenous Photo Contest In fall of 2021, k̓w̓ik̓w̓əłəm First Nation and BC Housing were seeking opportunities to engage new audiences through creative channels. When BC Housing's Communications branch raised the idea of hosting a photo contest based on planning themes, the project team struggled to find a photo collection platform that would both address BC Housing's privacy and security policies and remain accessible to a wide audience. Corporate tools already approved for use were lacking key accessibility features, like a simple and intuitive user-centred design. The project team held off on launching the contest until they could move forward with a visually engaging, user-friendly tool. The team settled on use of a Typeform platform, which provided options for pictures, extensive branding customization, videos, and audio links. When the contest closed and the team analyzed results, they found that roughly 10 percent of submissions came from Indigenous participants, who represent only 5.9 percent of the BC population. This was the highest level of digital engagement by Indigenous folks that the project team had attained since the project launched.

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 uses the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- Dedicated team in place 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; it provides exposure to the types of jobs in the trades and technical skills 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/BC Hydro contractors.
 - » Indigenous Professional Development program: a one to two-year, full-time, temporary role that rotates participants through up to four departments. It provides participants exposure to the types of professional roles available at BC Hydro and helps prepare them to apply for full time roles.
 - » Engaged with WorkBC and other employment service organizations to source job applicants from underrepresented populations.

BC Hydro provides training for front line, managerial and executive staff including:

- Deliver an Inclusive Leadership course for all people leaders. In 2022, BC Hydro launched inclusion and diversity training for all employees. It is BC Hydro's first fully accessible online course.
- Partner with Ending Violence Association of BC, which uses professional football players to deliver Bystander Intervention training for our field organization. They teach practical skills so that employees know what to do when they witness bullying and harassment.
- Offer Indigenous Awareness training in two modules to increase awareness of BC Hydro's approach to enhancing Indigenous relations, as well as to increase understanding of the history of Indigenous Peoples in B.C.

- Delivers workshops to support the implementation of Gender-Based Analysis Plus (GBA+) and began sharing experiences of implementing GBA+ principles in key initiatives.

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

- Mandatory participation in Code of Conduct training, along with annual refresher training which detail the expectations for respectful, inclusive behaviour at BC Hydro.
- 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 Peoples in the course of their work and two related educational modules: Indigenous Awareness training 101 (online) and 201 (facilitated by Indigenous employees and/or consultants).
- Deliver interactive workshops to various employee groups on cultural competence, culturally informed conflict, and emotional intelligence.

In 2021/22 BC Hydro promoted multiculturalism in the workplace or in the broader community through events and initiatives. Examples include:

- Offer culturally sensitive spaces for employees to conduct prayer/meditate, as well as private comfort rooms to support the needs of mothers returning to work, or as quiet spaces for employees managing migraines or other neurological conditions.

- Engage employees on the importance of our relationship with Indigenous Peoples and First Nations through an annual awareness campaign in June that culminates in the celebration of National Indigenous Peoples Day. In 2021, BC Hydro added a September campaign to build awareness in anticipation of Canada's National day for Truth and Reconciliation. It included an interview with the founder of Orange Shirt Day, Phyllis Jack Webstad, a Stswecem'c Xgat'tem First Nation member. BC Hydro also engaged Indigenous artists to create t-shirt designs for orange shirt day, which were made available for employees to purchase.
- Support new Canadians through work with the Engineering regulatory body, the Association of Professional Engineers, and Geoscientists of BC. BC Hydro volunteers assess credentials and applications of internationally trained professionals to provide provisional, entry-level membership to the association.
- Utilize employee network forums to engage employees to learn and talk about topics such as discrimination, racism, bullying, equity and ablism in recognition of local and global events and conversations.

In 2021/22 BC Hydro incorporated Multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices, and programs. Examples include:

- BC Hydro's Statement of Respect, Inclusion and Diversity Principles detail its goals to increase equity, inclusion, and diversity at BC Hydro.
- 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 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.

Does your ministry/organization utilize networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups? Yes, examples below.

- Support five employee networks: The Women's Network, the Cultural Exchange Network (Multicultural), the RAIN Network (Indigenous employees), the PRIDE Network (LGBT2Q+) and the AccessAbility network (People with Disabilities). Each of the networks have an executive sponsor. Networks are invited to meet with the Executive Team annually to discuss emerging issues and systemic barriers as identified by network members.
- Work with a Low-Income Advisory council, which includes representation from immigrant settlement agencies, to understand the energy challenges of low-income customers, including new Canadians.
- Support the Mentor Connect program in partnership with the Immigrant Employment Council of BC. Program pairs BC Hydro volunteers with new immigrants to orient newcomers to the Canadian work context and help build their confidence in navigating the BC job market.

BC Hydro delivers and support culturally appropriate and responsive programs and services. Examples include:

- Engage customers in their preferred language through real-time translation services in our call center (English, Cantonese, Mandarin, and Punjabi).
- Manage planned outages around significant religious holidays and/or cultural events to minimize impacts in the community.
- Offer audio tours at all visitor centres in a variety of languages.

BC Hydro collects and uses the following diversity data to better understand the impacts, outcomes and accessibility of your policies, programs or services for Indigenous Peoples and other racialized and marginalized groups:

- Invite all new employees 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.
- Conducted a refresh of our diversity database in 2020. The database, maintained by BC Statistics, now accounts for 86% of the workforce.
- Declare through our inclusion and diversity principles that we will build a workforce that reflects the diversity of our communities and the customers we serve. Current data indicates that BC Hydro is meeting goals in the representation of women and visible minorities. Areas of focus moving forward include positioning BC Hydro as an employer of choice for Indigenous job seekers, and for job seekers living with disabilities.
- 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 the project based on specific feedback from women and disabled customers about safety and access.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- ▶ Published workforce diversity, respect, inclusion, and diversity principles on our public website.
- ▶ Set diversity targets and shared them publicly in our five-year strategy; progress is reported through the Annual Service Plan report.
- ▶ Set equity targets and expanded our dataset to enable review the diversity of BC Hydro's leadership pipeline.
- ▶ Launched functionality that allows job applicants the option to self-identify in our recruitment system to build better awareness of the diversity of candidate pools.
- ▶ Completed a fulsome review of gender pay equity and partnered with BC Hydro women's network to deliver workshops to employees on approach to pay equity.
- ▶ Completed an external third-party review of our talent processes with a view to mitigating bias; improvements will be implemented in 2021/22, including just-in-time, scenarios-based training for managers on biases common in performance assessments.
- ▶ Finalized approach to accessibility, including beginning work on BC Hydro's accessibility plan in anticipation of engaging stakeholders in the community of people living with disabilities. Held a workshop with the Executive team on the scope of disability and discussed the considerations that will inform the accessibility plan.
- ▶ Incorporated diversity demographics into our employee engagement survey, so that BC Hydro can analyze the differences in engagement profiles of the designated groups and identify barriers to full participation. The survey includes an index of 11 questions related to inclusion and diversity.
- ▶ Launched an Inclusion Allies website which introduces a monthly inclusion, diversity, equity, or accessibility topic, that provides employees with a bite-size summary of the research and tools and ideas to help them be allies.

BEST PRACTICES

BC Hydro continued to deliver our Inclusive Leadership Course. It 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 36% of the leadership population at the end of 2021, and we're on track to have all people leaders complete the course by fiscal 2024. Feedback on the course is strong, with greater 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 embedded GBA+ into our demand-side management business case to assess how diverse groups of people may experience Conservation & Energy Management programs and initiatives. This direction can help BC Hydro better meet the needs of 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 peoples, women, peoples living with disabilities and other underrepresented groups 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 underrepresented 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 focusing 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

BCIB uses the following targeted employee attraction, mentoring and retention initiatives:

- 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 so 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 peoples, women, people living with disabilities and other underrepresented 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 titled “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 and levels of requirements when it comes to mentoring.
- BCIB has a comprehensive Performance Development Program for all our corporate office staff, which includes “Team Charters” for each division. The purpose of the charters is to ensure teams agree on their purpose, goals, and values for the year. Charters are then used as the driving force in building BCIB employee’s 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 is continuously applying its comprehensive outreach, recruitment, and candidate strategy, and efforts are fully focused on recruiting Equity Groups including local, Indigenous peoples, women, people living with disabilities and other underrepresented 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 support multicultural individuals in connecting to educational opportunities, employment opportunities, or general assistance in areas such as trades training.

BCIB provides the following training for front line, managerial and executive staff:

- 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 the 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.

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

- 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 Respectful Onsite Initiative (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/ research, training tools development, and monitoring and evaluation. The program is implemented across the organisation 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). The ICCT training that BCIB provides, titled History Matters, is presented by an Indigenous and non-indigenous representative 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 Peoples who live near BCIB projects. These leaders are also supporting the organization in the assessment and review of Indigenizing our corporate policies and practices, for example 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 the effort of building 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 coordinators covering these regions that work in and with communities supporting underrepresented groups in the trades to apply for work on the public infrastructure projects.

BCIB actively promotes multiculturalism in the workplace through events and initiatives.

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 organizing in person has become a challenge 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 virtual social events that included recognition of different holidays. Staff were also encouraged to highlight and share information on holidays or culturally significant events that they participate in to celebrate the diverse team and educate others on their culture. BCIB also makes accommodations wherever possible to encourage and support employees to participate in these events. This supports the focus on cultivating a workplace free of discrimination and harassment that is respectful of our cultural differences.

BCIB's Communications and Outreach teams actively promotes multiculturalism throughout their recruitment efforts. Across our digital platforms, BCIB shares images and content that highlights diversity in the industry, and significant holidays and cultural events are also featured to demonstrate the inclusive focus of our organization. Multiculturalism in the workplace is a significant goal of our mandate, and throughout all interactions in community or engaging with Rights holders and stakeholders, BCIB focuses on promoting priority hiring of equity groups, and the support available 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. Examples include:

- 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 so 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, racialized and under-represented groups. Examples include:

- 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 upskilling and referral pathways to build opportunities for skills advancement and education, and further their career prospects. BCIB works alongside partners such as SkillPlan, BCCWITT, ACCESS, ISETS, ITA, WorkBC, and MOSAIC to support members of equity groups into and throughout 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 further support and offer opportunities wherever possible.
- BCIB connects 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, and in the overall Respectful Onsite Initiative. BCIB also works with Indigenous community leaders to assess and analyze our corporate policies and practices. One example is 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 underrepresented groups in the workplace.
- In 2021, BCIB has 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, as well as connecting with communities who have Impact Benefit Agreements set up 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 BCIB is using to ensure that the outlook of 'Nothing about us without us' is upheld, and appropriate endorsements and consent is given on potentially complex topics by subject matter experts, both by lived experience and by association.

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

- 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 have been implemented. BCIB's Service Plan includes a breakdown of the metrics that are being tracked as well as how we are tracking. This is a core part of BCIB's organizational mandate, and this will demonstrate the impacts and processes required to support a diverse and respectful worksite for skilled workers.
- Throughout BCIB's Service Plan for 2021/22-2023/24, which can be found [here](#), are the organization's commitment to multiculturalism, equity, and inclusion. BCIB is accountable for and collects data on key performance metrics, specifically including items related to multiculturalism like:
 - » Percentage of total project hours worked by Indigenous Peoples 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 2021/22

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 videos and digital engagement planned to add on to 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 we had a Respectful Onsite Initiative logo crafted for us by Jason Taylor, a talented Indigenous designer from the Squamish Nation, to represent the purpose and meaning of BCIB's Respectful Onsite Initiative. 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 this with Indigenous rights holders we work alongside, our community partners, and our project team.

SUCCESS STORY

BCIB has applied priority hiring across 6 projects and in fiscal 2020/21 has employee priority hire numbers of approximately:

- Locals: 66% of employees
- Indigenous Peoples: 17% of employees
- Women: 12.5% of employees

In addition, As of March 31, 2021, applicants to BCIB are:

- 14% women
- 13% Indigenous
- 10% visible minority
- 5% Persons 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 peoples.

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 and the company recognizes this important movement as a step in equitably supporting Indigenous peoples. 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 included 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 build such a strong team when combined.

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 coordinate policies and programs to this end.

Responsible stewardship of liquor and cannabis sales in contributes over \$1 Billion annually 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 5,400 people in its BCLIQUOR (BCL) stores, B.C. Cannabis Stores, Head Office, and Distribution Centres.

EXECUTIVE COMMITMENT

The Province's five foundational principles inform the LDB's policies and programs. These principles include putting people first; lasting and meaningful reconciliation; equity and anti-racism; a better future through fighting climate change; and a strong, sustainable economy that works for everyone.

In line with this commitment, the LDB's 2022/23 Corporate Strategic Plan includes an overarching priority related to supporting the government's five foundational principles, including incorporating these principles into LDB policies, programs, and COVID-19 recovery efforts as well as rolling out a corporate social impact strategy that supports these principles.

The B.C. Public Service aims to create an environment 'Where We All Belong.' Currently, the LDB is working on formalizing a Diversity and Inclusion Strategy. The vision of the strategy will be to ensure the LDB is reflective of our province and inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities, and the LGBTQ2S+ community. Our current and planned areas of focus include Leadership and Education; Structure and Alignment; Recruitment and Retention; and Flexibility.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

- B.C. 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 B.C. 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 many 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, four different LDB departments have each employed interns through the Work-Able program and we will be onboarding our fifth internship in September 2022.
- B.C. Public Service Indigenous Youth Internship Program: As part of the B.C. government's commitment to its relationship with First Nations and Indigenous people, the B.C. Public Service Agency in partnership with the Ministry of Indigenous Relations and Reconciliation

developed a program that provides a 12-month paid internship for up to 25 young Indigenous British Columbians, ages 19 to 29. 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 Peoples and other British Columbians. The LDB has recently submitted a proposal to host an intern this coming September 2022 where the intern will gain HR work experience, and provide valuable insight from an Indigenous perspective, while collaborating on LDB diversity and inclusion initiatives.

LDB provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports:

- Our Values@Work: Respect - The LDB's Our Values@Work: Respect program is an interactive and engaging program designed to build a respectful workplace. Since the program launched in 2019/2020, over 900 employees participated in this 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. In February 2022, the LDB launched an accompanying "Our Values @ Work" webpage and a contest to raise awareness on how co-workers demonstrate "Respect" at work.
- In 2021, the LDB continued to develop a five-year Indigenous Learning Strategy which aims to meet the B.C. government's commitments to United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Calls to Action. This work is an important step in the LDB's reconciliation journey and developing and maintaining better relationships with First Nation communities,

partners, customers, and employees. The strategy is being developed and implemented in partnership with a team of consultants including Indigenous experts with lived experience.

- July to December 2021 – Indigenous Learning Series – The LDB has been sharing resources through the Indigenous Learning Series as part of our commitment to the LDB's ongoing commitment to lasting and meaningful reconciliation and promoting greater awareness and inclusion of Indigenous Peoples and their histories. We continue to support employees with their personal reconciliation journey and provide opportunities to learn more about the histories and stories of Indigenous Peoples in Canada.
- 2SLGBTQIA+ Information Session: In May 2022, Executive Directors, Directors, and additional Human Resource representatives were invited to receive education and guidance from Pride at Work Canada, a member services agency for employers who offers education and guidance in supporting 2SLGBTQIA+ inclusion efforts in the workplace. These sessions will be centered around developing a shared understanding and open dialogue; developing an understanding of challenges faced by the 2SLGBTQIA+ community; and understanding gender inclusive language in the workplace.

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

- May 2022: The Moose Hide Campaign is an Indigenous grassroots campaign founded in 2011 in B.C., where Indigenous and non-Indigenous men and boys stand up against violence toward women and children. LDB supported with an awareness campaign and distributed Moose Hide pins that employees can wear as a sign of a commitment to work together to end violence against women and children. In 2022, over 4,000 pins were available and distributed to LDB employees in all lines of business.

- May 2022: This year Asian Heritage Month 2022 in Canada's theme was "Continuing a legacy of greatness". The LDB amplified to LDB employees the reminder for all Canadians to come together to combat anti-Asian racism and discrimination in all its forms with useful resources shared. Resources shared include information on important events in Asian Canadian history, how to address Anti-Asian racism; what digital Asian Heritage Month assets can be used, and events from the explorASIAN festival.
- March 2022: International Women's Day – In 2022, a Women of Impact quiz was made available to all staff, focusing on the theme of #WomenInspiringWomen. The quiz highlighted achievements of Canadian women in various fields such as sciences, human rights, and politics. It also provided statistics on the increased pressures on women due to the changing labour market and the move to working from home during the COVID-19 pandemic. Participation prizes were purchased from Canadian women-owned businesses, such as Mumgry, Skwalwen, Blume, and Kyth + Kyn.
- March 2022: Persian New Year - In 2022, LDB employees were invited to learn more about Nowruz cultural celebrations and fellow staff members shared their cultural experiences in an "Employee Voices" newsletter. At Head Office, employees assisted in setting up a Haft-Seen table during the Persian New Year and advised on selecting books highlighting Persian culture to be added to the LDB lending library.
- February 2022 was Diversity Awareness Month. The LDB conducted the following events:
- Lunar New Year: For 2022, the LDB celebrated Year of the Ox, by having a festive contest and providing information about how different cultures (i.e., Koreans, Vietnamese and Chinese) celebrate this holiday. In consultation with staff, we also ordered customized red envelopes with our LDB logo on it to distribute to over 250 employees.
- Black History Month (BHM): To honour the 2022 BHM theme, "February and Forever: Celebrating Black History today and every day" we invited employees to share with us information from the B.C. Black History Awareness Society and the Government of B.C. In consultation with staff, we also sourced prizes from local Black Canadian entrepreneurs, including Kasandy, Karibu Soapz and Batiqua.
- Pink Shirt Day: Celebrated annually around the globe, Pink Shirt Day is about creating a community where all people feel safe, valued, and respected, regardless of age, sex, gender identity, sexual orientation, ability, or cultural background. The LDB joins organizations across Canada to celebrate the power of kindness on Pink Shirt Day by encouraging employees to wear pink. For 2022, we distributed over 4000 stickers and buttons to staff.
- February 2022: The LDB renewed its membership with the Canadian Centre for Diversity & Inclusion (CCDI). Members of the LDB's HR team attended CCDI's Unconference 2022, where the theme was "Navigational Strategies in IDEA: From why to how". Participants dived into workshops focused such as "Activating your workforce" and plenary sessions such as "Sustaining and communicating your efforts". These staff members will work together and encourage further participation of the LDB staff to utilize CCDI resources.
- September 2021: National Day for Truth and Reconciliation and Orange Shirt Day to commemorate this meaningful day to remember and honour survivors, families and communities impacted by Residential Schools, the LDB Employee Engagement team shared educational and engagement activities designed to engage LDB employees into conversations on the LDB's commitment to lasting and meaningful reconciliation. Employees were also invited to help create an "Every Child Matters" mural at Head Office, wear orange or a "Every Child Matters" sticker and borrow the Orange Shirt Day book from the LDB HR Lending Library.

- Summer 2021: Pride - To celebrate the diversity of its workplace, the LDB recognized Pride and celebrated LGBTQ2S+ individuals with several employee engagement activities and organization-wide initiatives. To show support for Pride, the LDB applied the Pride flag to its corporate logo, and featured the special logo in employee email signatures, and on its websites. Employees were once again invited to wear their Pride-themed lanyards, select store windows were decorated and a large external-facing Pride flag was installed outside of Head Office. Employees were invited to participate in a QMUNITY guest speaker session and were encouraged to participate in self-directed learning activities exploring the importance of the equality for people of all sexual orientations and gender identities and using gender inclusive terminology.
- June 2021: National Indigenous Peoples Day - To honour this Indigenous literature and culture, we encouraged LDB employees to participate in #IndigenousReads, a national campaign that raises understanding of Indigenous issues, cultures, and history by reading literature and poetry by Indigenous writers. Select participants were given tote bags featuring Indigenous art from three different artists.

LDB promotes multiculturalism in the workplace and broader community through the following events and initiatives:

- LDB is in a unique position to demonstrate its commitment to multiculturalism in the workplace and the broader communities in which it serves with BCLIQUOR (BCL) stores and B.C. Cannabis Stores located throughout B.C. in both urban and rural communities.
- LDB's BCL stores regularly work with a variety of liquor suppliers to promote their products by hosting multicultural food and wine pairing events for customers.
- BCL also support several cultural celebrations through in-store signage and displays, social media, updates to its website, and in-store events. Some of these celebrations include, but are not

limited to, Diwali, Lunar New Year, Cinco de Mayo, Robbie Burns Day, and Pride.

- In addition to recognition of these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs and demographics relative to the communities of each specific BCL store.
- To support multiculturalism and raise the profile of B.C. Indigenous businesses, BCL promote B.C. Indigenous-owned wineries such as Nk'Mip Cellars, the first Indigenous-owned and operated winery in North America, and Indigenous World Winery by carrying and highlighting their products in BCL stores.
- LDB aims to embed inclusive organizational practices and multiculturalism into its operations, including the development of policies, practices, and programs as part of its Diversity and Inclusion Strategy.

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

- Economic Development and Indigenous Strategy Working Group - The LDB participates in the Economic Development and Indigenous Strategy Working Group, an inter-ministry working group tasked with identifying and implementing supports for B.C. Indigenous Nations' entry into the legal cannabis market. The LDB has worked with the Cannabis Regulation and Legalization Secretariat to develop options to support Indigenous Nations, including a direct delivery program and the B.C. Indigenous Cannabis Product program for those 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 for 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 and Inclusion, Chartered Professionals in Human Resources, and Immigrant Employment Council BC.

LDB delivers and supports culturally appropriate and responsive programs including:

- BCLIQUOR (BCL) stores respond to its culturally diverse and multilingual demographics by increasing the scope of languages it publishes its advertisements in. For example, BCL now publishes Cantonese advertisements in Sing Tao Daily and Ming Pao. Where possible, BCL hires multilingual employees to respond to the language needs of their store demographics to enhance communications with customers. BCL stores also run a few radio advertisements in Cantonese, Mandarin and Punjabi through radio stations and advertise through several channels such as Wechat for the Chinese demographic.
- Culturally responsive programs and services are further incorporated in BCL stores fundraising efforts. Each year, BCL 'Support Dry Grad' Campaign takes place in March and accepts applications from public school district and independent and private (First Nation, religious and other) schools throughout British Columbia. It offers graduating students an opportunity to celebrate their success in a safe manner, absent of alcohol. Thanks to the commitment of BCL employees and the generosity of our customers, a total of \$149,543.28 was raised for Dry Grad 2020 and \$236,427.90 for Dry Grad 2021. These funds were distributed to Dry Grad committees through out their respective school districts. Since 2001, over \$7.3 million has been raised 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 BCL from hundreds of international suppliers, featuring wine from 31 countries, spirits from 46 countries, and beers from 24 countries. All 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 Canadian licensed producers. 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 through the B.C. Indigenous Cannabis Product (BCICP) program and direct delivery for small-scale producers, including Indigenous producers. Cannabis retail staff also receive training on how to serve diverse population, with a focus on listening and understanding customer's needs before making recommendations.

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

- In 2018, the B.C. Public Service implemented Gender-Based Analysis Plus (GBA+), an analytical tool used to assess how diverse groups of people may experience policies, programs, and initiatives, that is spearheaded by the Gender Equity Office (GEO). The LDB is a keen stakeholder to ensure our participation in the adoption of GBA+ methodologies into ministry policy and program work by connecting with the Ministry of Finance (FIN) for the 2022/23 fiscal year. One of the priorities in LDB's commitment to the GBA+ requirements is to organize awareness training tailored to the LDB staff, geographically spread out across over 230 locations, and find alignment of GBA+ policies where appropriate.
- We Care Program - The LDB's internal 'We Care' program is an employee engagement pulse survey for all staff. As part of this survey in April 2021, 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 to 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 2021/22

October 2021 – Diwali and Bandi Chhor Divas – In consultation with LDB staff members, we created a “Festival of Light” contest where employees learned more about this celebration observed by members of the Hindu, Sikh, Jain, and Buddhist communities. We also published a “Employee Voices” newsletter featuring contributions from seven employees on how they celebrate this special holiday.

March 2022 – UN International Day to Eliminate Racism – The Government of British Columbia first proclaimed that March 21 is the International Day for the Elimination of Racial Discrimination in 1989. The LDB supported this observance by sharing important resources from the Resilience B.C. Anti-Racism Network, distributing anti-racist posters to all

stores and distribution centres, and engaged staff in an Anti-Racist Reminder activity.

Work Environment Survey (WES): The Work Environment Survey (WES) measures the health of the work environments. For 2022 at the LDB, the WES will have new questions containing demographic questions to help inform who the LDB is as an employer and assist in creating a more inclusive workplace for all. This information will show whether the LDB fully reflects all people in British Columbia and its regions; how inclusion experiences can vary by demographics; and whether more can be done to engage and support all employees at the LDB.

SUCCESS STORY

LDB and 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, including a B.C. Indigenous Cannabis Product (BCICP) program and direct delivery for small-scale producers, including Indigenous producers.

The BCICP program, which launched January 18, 2022, highlights cannabis products from B.C.-based Indigenous producers in private cannabis retail stores, B.C. Cannabis Stores and online, helping consumers easily identify Indigenous products and make purchasing decisions.

The LDB’s direct delivery program is intended to authorize nurseries and small-scale cultivators producing up to 3,000 kilograms of cannabis annually, or less, to direct deliver to retailers. The program is expected to launch Fall 2022.

MANDATE

British Columbia Lottery Corporation (BCLC) is governed by the *Gaming Control Act* (2002) and is responsible for the conduct and management of commercial gambling on behalf of the Government of British Columbia. We offer exceptional gambling entertainment through:

- National and provincial lotteries
- Casino gambling
- Online gambling
- Commercial bingo
- Sports betting

BCLC is guided by our social purpose: “we exist to generate win-wins for the greater good” and by our values of integrity, community, and respect.

EXECUTIVE COMMITMENT

BCLC is committed to diversity, inclusion and belonging, reflecting the diversity of the communities we serve and maximizing the potential of our One BCLC workforce. BCLC’s Diversity, Inclusion and Belonging (DI&B) policy guides our day-to-day practices of DI&B. The four strategic pillars of our policy are Inclusive Culture and Leadership; Employee Experience; Barrier-Free Systems and Processes; and Community Influence and Engagement. BCLC Executives continue their commitment to the following pledges:

- Black North Pledge – Addressing systemic racism against Black community members by providing equal opportunities and support.
- National 50-30 Challenge – Improving gender representation and increasing diversity at the Board and senior management level.
- Minerva BC Diversity Pledge – Establishing gender parity in senior leadership roles.
- Community of Accessible Employers – Pledge to Measure – Addressing accessibility barriers and fostering greater inclusion of differently-abled employees.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCLC uses the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- For us, it is not just about equal opportunities but also about equal outcomes for all. BCLC’s revamped recruitment strategy is all about inclusion and embracing diversity – whether it is newcomers to Canada or foreign trained professionals, BCLC is an inclusive and welcoming workplace. Prioritizing diversity and inclusion is a vital business practice. It has elevated our collective thinking and is essential to attract and retain the best people.
- In 2021/22, BCLC’s People Recruitment team focused on targeted outreach and engagement to build a more diverse talent pool. We updated our corporate careers website, external employment websites and job postings to highlight our social purpose and commitment to diversity and inclusion. This included providing information around accommodations and encouraging diverse candidates to apply. We also launched a new Diversity, Inclusion and Belonging page on bclc.com.
- Targeted outreach to attract persons from underrepresented groups:
 - » Our People Recruitment team continued to nurture relationships with external community organizations such as the Nicola Valley Institute of Technology, B.C.’s Indigenous public post-secondary institute, and the B.C. Centre for Women in the Trades (BCCWITT).
 - » We signed an agreement with a non-profit organization to hire interns from Indigenous communities for BCLC’s Business Technology Division. A high proportion of new interns hired represent BIPOC and disabled community members.

BCLC provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports:

- Leaders are key drivers of culture. In December 2021, BCLC's Emerging Leaders program, a leadership development path to prepare aspiring leaders for future leadership roles, launched an updated curriculum which included education and training around supporting a culture of diversity, inclusion and belonging. At the outset of the cohorts, participants were provided with foundational training around diversity, inclusion and belonging. The learning continued and was supported by discussions throughout the program focusing on integration of an inclusion lens into daily leadership practices and decisions.
- BCLC requires all employees to go through mandatory annual respectful workplace training. This training helped strengthen employee awareness of workplace behaviours that constitute harassment and provides guidance on actions that employees can take if they either experience or are witness to harassment in the workplace. BCLC is committed to providing a respectful workplace environment that is free from harassment for all employees regardless of age, race, ancestry, gender identity, sexual orientation, faith, or place of origin. These expectations are further reflected in the Standards of Ethical Business Conduct, which is reviewed and signed off each year by all employees.
- BCLC's Board members and Executive team made personal commitments to meaningful Reconciliation as part of their participation in a training workshop delivered by Indigenous Corporate Training. This training was also extended to 23 People Leaders and members of BCLC's Diversity, Inclusion & Belonging (DI&B) committee in 2022 to enhance knowledge and cultural awareness around Indigenous history and educate on best practices around engagement with Indigenous communities in B.C.

- People Leaders across the enterprise took part in a training workshop on Inclusive Leadership, facilitated by the Canadian Center for Diversity and Inclusion (CCDI). This session helped participants to explore leadership competencies necessary to lead a diverse workforce and provided them with tools and strategies to strengthen inclusion within their teams and organization.
- BCLC's People & Culture team and DI&B committee members participated in Active Bystander Training that focused on microaggressions.
- Conscious Allyship training was offered to interested employees from all levels of the organization. Facilitated by the Canadian Center for Diversity and Inclusion (CCDI), this training provided participants with practical tools to demonstrate allyship for racialized persons and, more broadly, for other marginalized communities.

BCLC has the following initiative in place to promote intercultural understanding and respect for diversity in the workplace:

BCLC's GameSense program provides information to players regarding how gambling works and makes resources available to them in the event gambling stops being a source of entertainment. To better reflect the cultural variety of players, BCLC offers GameSense information and support in Cantonese and Mandarin at the largest casino in B.C., River Rock Casino Resort and at Starlight Casino. Throughout the casino network, some of BCLC's GameSense Advisors speak more than one language including Punjabi, Hindi, Tagalog, French, Latvian, Russian, Spanish, and Serbian. Support is also available online. Offering players an opportunity to interact with GameSense Advisors in their preferred language can help provide more meaningful exchanges and better connect those who feel they need it to additional resources. Throughout the gaming venues, GameSense brochures are also available in simplified Chinese, Vietnamese, Korean, Punjabi, French, Tagalog, and English.

In 2021/2022, BCLC organized several events to build and strengthen awareness around systemic racism and privilege, helping to foster a safe and inclusive workplace where each employee feels they are heard and included. BCLC Executives actively demonstrated their support for these events both as attendees and hosts. Examples include:

- Indigenous Peoples Day: In June 2021, BCLC recognized Indigenous Peoples Day by hosting an organization-wide event which included respected Indigenous Elders. This event came on the heels of the discovery of the remains of the 215 Indigenous children found at the former Kamloops Residential School and served to raise employee awareness on Indigenous culture, traditions, and history. It received overwhelming support from BCLC employees. Additionally, a newsletter was shared which incorporated Indigenous, Pride and multicultural stories.
- Human Rights Day: In recognition of Human Rights Day, in December 2021, BCLC hosted an event featuring B.C.'s Human Rights Commissioner. The Commissioner delivered a keynote outlining the necessity to collect race-based and other disaggregated data to illuminate systemic inequalities and injustices reflecting the lived experiences of many, and how this data should be factored into the development of policies to address systemic racism.
- Diversity, Inclusion and Belonging (DI&B) Conference: To elevate employee awareness and promote a culture of inclusion and belonging for all, in January 2022, BCLC organized its first half-day DI&B conference. Over 250 employees participated in this interactive virtual conference. The breakout sessions generated thoughtful dialogue around DI&B and the employee experience. Several employee resource groups including PRIDE, Mental Health, AIM and the DI&B Committee collaborated on a joint panel, linking their work to the overarching goal of creating a more inclusive workplace. Participants were also guided through the 5 Traits of an Inclusive Culture with a keynote presentation by external guest, Janelle Aaker, Chief Diversity Officer, and Vancity.

- Black History Month - Stories of Resilience and Success: In February 2021, BCLC hosted its first Black History Month event. Panelists from four not-for-profit community organizations, which were recipients of the Province's Multiculturalism and Anti-Racism Grants in 2020/21, discussed issues and barriers faced by Black community members and how the grants have supported their anti-racism initiatives.
- International Day for the Elimination of Racial Discrimination: To mark the International Day for Elimination of Racial Discrimination, in March 2022, BCLC hosted an executive panel on intersectionality. BCLC's employee resource groups (AIM, PRIDE, Mental Health, and the DI&B Committee) worked in collaboration to ask the panel a series of questions on the topic.

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

In 2021, BCLC launched an initiative to address systemic barriers and enable BCLC employees to update their name to their chosen name across multiple key systems within the organization. This initiative is gender affirming for 2SLGBTQIA+ employees and provides all employees with the option to select the name, different than the individual's legal first name, that they wish to be known by.

In 2021/22 BCLC utilizes networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- BCLC took a leadership role in creating an all-Crowns Diversity and Inclusion Dialogue Network. This Network includes members from over 25 Crown corporations and met virtually in its inaugural meeting in February 2022 to share best practices and challenges. BCLC continues to organize regular, bi-monthly network meetings.

- To assist with the building of our organizational Indigenous Reconciliation Strategy, BCLC engaged a consultant from the Indigenous community to provide guidance and knowledge to move closer to this important commitment.
- BCLC's DI&B committee, with representation from all levels of the organization, serves in an advisory capacity to several resource groups to foster diverse and inclusive workplace:
 - » Indigenous Employee Resource Group – As part of BCLC's commitment to Indigenous Reconciliation, our Indigenous Employee Resource Group formed at the beginning of 2022 to provide recommendations to help advance learning and knowledge of Indigenous history and identify challenges faced by Indigenous employees. This group functions as part of the DI&B committee and is led by an Indigenous employee.
 - » Accessibility Employee Resource Group – This group launched in early 2022 and functions as part of the DI&B committee. Their mandate includes identifying system and process-related barriers and recommending actions to correct these, improving understanding and responsiveness for persons with disabilities, and to strengthen inclusion through the application of accessibility best practices.
 - » AIM – Is a women's group established at BCLC that stands for Acts of Kindness, Inspire and Mentorship (AIM). AIM was formed to connect, inspire, and motivate the women at BCLC, regardless of title, with a focus on networking, professional and personal development and making a difference in their communities.

- » PRIDE – Comprised of employees from the 2SLGBTQIA+ community and their allies, PRIDE was established with the mission to celebrate BCLC's diversity and provide education and support for the 2SLGBTQIA+ community. The DI&B team works collaboratively with PRIDE on a variety of initiatives.
- » In October 2021, BCLC invited an Indigenous Elder to lead a hybrid (in-person/virtual) healing circle involving approximately 12 employees. A healing circle was also hosted in June 2021, following the discovery of the 215 unmarked graves at the Kamloops residential school. Healing circles are used in traditional Indigenous cultures to promote understanding, trust-building, and to create a space where all voices are respected and acknowledged. The goal of this initiative was to support cross-cultural dialogue, to learn from one another and to continue positive dialogue instrumental for ongoing collaboration and understanding.

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

- In June 2021, BCLC launched a diversity portlet to collect employee data on disability, gender, and sexual identity, as well as racial and ethnic identity. The data provide us with a better understanding of the demographic makeup of our workforce to inform ongoing work to address workplace barriers.
- Our annual Employee Engagement Survey showed that over 82% of respondents indicated that they feel a sense of belonging and can bring their authentic self to work each day.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- As part of their annual business plans, we introduced a requirement for our casino and community gaming centre service providers to report on their diversity and inclusion initiatives. In 2021, BCLC allocated funds to support the creation of two full-time dedicated Diversity, Inclusion & Belonging positions to advance work in the inclusion and equity space within the organization.
- To celebrate Provincial Multiculturalism Week in November 2021, we captured the richness and value of diversity in a multiculturalism video which featured employees from many different cultural, faith, and identity backgrounds. This upbeat video allowed everyone to illustrate their passion for inclusion and multiculturalism through words, dance, and traditional dress, highlighting everyone's authentic voice and style.
- We applied a diversity, inclusion and belonging lens to a new training video designed for our lottery retail partners across the province, as part of BCLC's Lottery Terminal Replacement project.
- In 2021, BCLC adopted the Pride Progress flag and created a video to educate employees on how using correct pronouns fosters an inclusive environment and affirms a person's gender identity.

SUCCESS STORY

BCLC recognized the new Federal statutory holiday, National Day for Truth and Reconciliation in September 2021 by organizing a learning opportunity to increase employee understanding of Indigenous culture, heritage and history. This event received an overwhelming response from attendees. Guest speaker and Indigenous Elder, Denise McCuaig, spoke to the history of assimilation and the role that the Indian Act had in the creation of residential schools and systems of marginalization and their enduring impacts on Indigenous communities, which included the sharing of her own personal story. Employees were invited to participate in a sharing circle, providing an additional opportunity for support and knowledge sharing for the BCLC employee community. Employees were also encouraged to undertake their own personal journey of learning about the history of Indigenous Peoples in Canada, the need to address myths and misconceptions and the importance of active allyship, in support of their individual commitments to reconciliation.

MANDATE

The BC Oil and Gas Commission (Commission) is the province's independent regulator of oil and gas activities and is responsible for permitting and overseeing petroleum and natural gas operations in British Columbia. The Commission's annual Service Plan provides a comprehensive overview of the organization's mandate and services.

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. The Code of Conduct incorporates the standards of the Human Rights Code of British Columbia, the *Canadian Human Rights Act*, and the Commission's Respectful Workplace procedure and Bullying and Harassment policy.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

The Commission uses the following employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- 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 positions posted on the Commission's careers page and to third-party recruitment sites indicate the organization's commitment to diversity and inclusion in the workplace, noting that all qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, disability status, or any other characteristic protected by provincial law.

The Commission provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports:

- Staff throughout the organization receive training to increase knowledge and understanding regarding diversity, unconscious/conscious bias, Gender Based Analysis (GBA+), individual personality profiles, and communication style based on personality/audience; additional training is offered specific to Executive GBA+ and unconscious bias.
- Cultural awareness training offerings include courses, workshops and seminars with a focus on collaboration and dialogue with Indigenous leaders, working effectively with Indigenous peoples, Indigenous intercultural relations, situational awareness and appreciating/valuing differences.
- Internally hosted lecture series included speakers from diverse communities including Indigenous and LGBTQ2S+, to discuss different perspectives, societal realities, lived experience and challenges, and opportunities relating to an inclusive society. (ex: Marni Panas, Alex & Nella Nelson).
- Additional training in 2021/22 included: Ethics training, Words Matter, Aboriginal Law 101 and cultural awareness.

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

- 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 explore self-directed awareness of Indigenous Nations in B.C. The resource centre provides information on communities, the United Nations Declaration on the Rights of Indigenous Peoples, *Declaration on the Rights of Indigenous Peoples Act*, *Declaration Act* Action Plan, opportunities for learning about Indigenous culture, local history, consultation, legal decisions, policies, protocols and more.
- Foundational elements for a Diversity, Equity and Inclusion plan include defining clear goals that encompass expectations, accountabilities, measurements, and timelines; the engagement of leaders; building awareness; the review of policies and procedures to support equity and inclusion; effective approaches to recruitment, succession, and promotion; and building on and encouraging an inclusive environment that values diverse persons, ideas, and perspectives.

In 2021/22, the Commission promoted multiculturalism in the workplace and in the broader community through the following 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. i.e., Spanish language lessons, multicultural events such as Diwali and Chinese New Year luncheons; and supports active employee engagement in diverse volunteer activities to enhance community involvement.
- Through the Indigenous Education Program (IEP), a partnership with Indigenous peoples, industry and post-secondary institutions, the opportunity to build skills and knowledge is offered through a variety of services and programming. The IEP includes access to 20 awards and three one-time grants and has ties with 11 institutions province wide.

- Through social media and internal media channels the Commission acknowledges and supports days of recognition such as International Women's Day, Moose Hide Campaign Day, Red Dress Day, Mental Health Awareness Week, National Indigenous Languages Day, International Day of Women and Girls in Science, National Engineering and Geoscience Month, Pink Shirt Day, Diwali, Bandi Chhor Divas, etc.

The Commission incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) and utilizes networks and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups when developing policies, practices and programs. Examples include:

- The principles of the Multiculturalism Policy are considered when the organization engages in strategic planning and organizational goal setting; strategic outreach and broad recruitment strategies; in the collection and analysis of data to track and monitor trends; when building relationships and partnerships; and when exploring development opportunities for all levels of employee growth, improvement, and succession planning.
- The Commission provides avenues for information and knowledge sharing between the Commission and Indigenous Nations. For example, the Commission conducts outreach projects such as Commission 101, Water Use in Oil & Gas, and Orphan Well Site Reclamation which aim to provide information and explanation of the decision-making process employed by the Commission and an overview of process.

The Commission delivers and supports the following culturally appropriate and responsive programs and services:

- Consistent with other provincial and federal government agencies, Commission employees have received training on UNDRIP and DRIPA 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, consultation on applications, supporting emergency management planning, joint compliance and enforcement, and involvement in restoration initiatives.
- The Commission successfully participates in the Natural Resource Aboriginal Liaison Program. The program develops partnerships between 15 Indigenous communities and four partner ministries. The program affords opportunity for the participation of members of partnering communities to observe and report with regards to natural resource development activity on traditional territories.

In 2021/22, the Commission collected and used diversity data:

- The Commission employs a biennial First Nations Engagement survey to attain feedback on how to improve its interactions and relationships with Indigenous Peoples and communities, including processes and programs, and to understand how to improve the organization's cultural sensitivity.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Reclamation procurement protocols continue to be developed with targets for program expenditures having an Indigenous component. Direct procurement opportunities are in place with Indigenous service providers from Treaty 8 First Nations, extending to larger opportunities that will replace orphan restoration pilot initiatives. Standing offers have been developed with multiple community-owned companies and partner companies who are performing work on orphan sites.

The Orphan Fund is developing an Environmental, Social, and Governance (ESG) policy that will continue to shape the interest and participation of Indigenous and non-Indigenous communities in the restoration of orphan sites. Initial research has been conducted for ESG principles for the Orphan Site Reclamation Fund, while ensuring alignment with Commission corporate ESG principles.

SUCCESS STORY

Orphan Reclamation pilot programs have advanced to monitoring stages, and work with Indigenous service providers has been operationalized. Remaining Oil and Gas Research and Innovation Society funds are available for one – two additional pilots, with discussions to occur with communities during 2022/23.

MANDATE

BC Pavilion Corporation 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 in downtown Vancouver and comprise BC Place stadium (BC Place) and the Vancouver Convention Centre (the Centre). The Vancouver Convention Centre is the provincial flagship for conventions, trade and consumer shows, and meetings. BC Place is the largest indoor gathering place in British Columbia, as well as being a major sports, entertainment, and community events centre, it provides support to industry as a venue for exhibitions and consumer shows.

EXECUTIVE COMMITMENT

PavCo is committed to providing all staff with on-going support to raise multicultural awareness, enhance cross-cultural understanding and integrate multicultural sensitivity into the performance of their work and their interactions with others.

PavCo's commitment is embedded in its Diversity, Equity & Inclusion (DE&I) and Respectful Workplace policies. Diversity, Equity & Inclusion is one of PavCo's core values. PavCo's DE&I policy outlines our commitment to ensure that 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 outlines that we will not tolerate any discriminatory behaviours.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

- PavCo is actively working with community outreach organizations to increase understanding and awareness of potential barriers to employment and increase opportunities for individuals of underrepresented groups. Examples include partnerships with YWCA, Canucks Autism, Work BC, Careers Indigenous Link, Aboriginal Community Career Employment Services Society and SUCCESS.

- In this period, PavCo developed a 3-year DE&I strategy that includes specific actions and goals related to bolstering multiculturalism and diversity opportunities within the organization. This will inform other policies and programs to ensure that it is reflected throughout the organization as a strategic priority.
- PavCo provides mandatory DE&I training for all people leaders and team members, offering education on unconscious bias, inclusion, privilege, diversity in the workplace and other related topics. Indigenous and LGBTQ2S+ awareness training was offered in 2021 and similar workshops (as well as GBA+ training opportunities) will be available throughout this year to all team members.
- Storytelling and engagement opportunities are available throughout the year to provide a platform for individuals (internal and external) to share their experience, perspective, and knowledge on various multicultural topics. An organic DE&I calendar is being maintained to highlight specific dates and causes to bring staff awareness to via internal campaigns and special illuminations at our facilities such as Orange Shirt Day, Moose Hide Campaign, and Lunar New Year.
- In addition to partnering with community initiatives and activations, PavCo recently hosted the unveiling of the Terry Fox + Métis Nation BC plaque at BC Place.
- PavCo works with its clients where possible to support their multiculturalism initiatives and partnerships. Front-line and service desk staff are multilingual and provide an opportunity for visitors, guests, or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Developing a formal strategy on Diversity, Equity and Inclusion was a key focus for 2021/2022, supported by PavCo's Board and Senior Leadership Team. This strategy outlines four key goals and specific tactics and actions:

GOAL 1: Ensure our workforce is diverse, inclusive and reflective of the community in which we serve;

GOAL 2: Continually assess and enhance our systems, structure, policies, practices, and processes to advance equity, diversity, and inclusion.

GOAL 3: Hold leaders, team members, partners accountable to our commitment of respect and inclusion.

GOAL 4: Foster an environment of education, awareness, respect and understanding to celebrate our differences as a competitive advantage.

In partnership with groups such as Indigenous Works and QMUNITY (2SLGBTQIA+ community hub to improve queer, trans, and Two-Spirit lives), PavCo has been offering training on both Indigenous and LGBTQ2SAI+ education, respectively. A Respectful Workplace & Unconscious Bias overview was added to new hire orientation training.

SUCCESS STORY

BC Place and the Vancouver Convention Centre activated their lighting displays to drive awareness and support for a diverse range of community-based organizations and initiatives that are important to B.C.'s diverse society. In 2021/22, some of those causes included:

- World Day of Indigenous Peoples
- Orange Shirt Day
- National Accessibility Week
- World Human Rights Day
- World Day of Cultural Diversity
- World Refugee Day

BC Place supported its team licensees, the Vancouver Whitecaps FC and BC Lions Football Club, in efforts to embrace the values of multiculturalism and diversity through various initiatives and partnerships during their respective seasons.

In addition to supporting diversity and multiculturalism, BC Place and the Vancouver Convention Centre strive to reduce barriers to access and to strengthen inclusivity at the facilities.

- At BC Place, guest restroom facilities are designated as Female, Male, Family or Gender Neutral. Furthermore, BC Place continues to implement a Gender-Neutral policy to help in educating staff in this regard.
- The Convention Centre is designed to provide an accessible environment, with open spaces, ramps, and elevators throughout to create easy access for guests using wheelchairs, other mobility devices and strollers. The facility offers complementary wheelchair services and TTY-payphones in both buildings.
- The Convention Centre also has 16 inclusive restrooms for guests. These private spaces include an infant changing station and are wheelchair accessible. This is in addition to having accessible stalls and amenities in restrooms throughout the facility.

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 brochures offered in several languages. Qualified counsellors are also available to assist in a variety of languages, including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi, and Spanish.

BRITISH COLUMBIA SECURITIES COMMISSION

MANDATE

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 *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission's Calls to Action, demonstrating support for true and lasting reconciliation. We strive to make the province a place where all British Columbians can invest with confidence and achieve their financial goals. We are committed to providing investment market and investor education information to people regardless of race, cultural heritage, religion, ethnicity, ancestry, or place of origin.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

BCSC uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying and the workforce and provides training including:

- The BCSC is committed to hiring practices that are fair and equitable. Wherever possible, our search committees are diverse and representative of our workforce. BCSC reviews job descriptions, postings, and advertisements to ensure welcoming language that is free of unconscious bias. We ensure that the hiring practices and processes are focused on the skills, knowledge and experience required for the position.

- BCSC recruitment and hiring practices focus on developing a highly qualified, gender-balanced workforce, with culturally diverse backgrounds.
- The BCSC has a Respectful Workplace Policy, and we provide mandatory training to all employees on an on-going basis. The Policy seeks to prevent discrimination based on the protected grounds in employment, in accordance with the B.C. Human Rights Code.
- All staff are required to take Indigenous Awareness training.
- The BCSC promotes intercultural understanding and diversity in the workplace through its internal communications as well as social committee initiatives.
- BCSC staff receive training and have access to policies that promote a respectful and inclusive workplace.

BCSCs actively promote multiculturalism in the workplace and incorporates multiculturalism policy (including goals to increase equity, inclusion and diversity) when developing policies, practices and programs. Examples include:

- The BCSC partners with Junior Achievement British Columbia (JABC) to deliver investment literacy programs to B.C. high schools, delivering on our commitment to provide investor education information to people of all ages and backgrounds across the province.
- Through sponsorships, we seek to support organizations and events that promote multiculturalism.
- 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 current and prospective employees. This year, we began work to examine diversity, equity, inclusion in our organization in more detail and depth.

BCSC utilize the following networks, partnerships, advisory councils, consultation and other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups. Examples include:

- The BCSC partners with a consulting firm to strengthen our service delivery to Indigenous communities and groups. Over time, our goal is to build strong relationships with Indigenous communities and groups through our outreach work.
- Through a new partnership with the Aboriginal Financial Officers Association of BC (AFOA BC), we are building awareness and educating Indigenous communities about what the BCSC does and why our work is relevant to them.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Through our new partnership with Aboriginal Financial Officers Association of BC (AFOA BC), we attended two conferences, and gave two presentations – one on how the BCSC operates and protects investors, and another on capital raising for small business. This work gave us important insight into how we can better serve Indigenous communities and groups, allowing us to work with our consultant to find future partnerships with other organizations.

BCSC now participates in the “Crowns Diversity & Inclusion Dialogue Network” meetings to leverage best practices around Diversity, Equity, and inclusion.

SUCCESS STORY

The BCSC ran advertising campaigns from October 2021 through March 2022 with a focus on investor empowerment and investment fraud prevention. Advertising ran in Mandarin, Cantonese, and Punjabi on websites and multicultural radio stations. Actors in the advertisements reflect the diversity of British Columbia. Digital advertising drove audiences to in-language pages on the BCSC’s investor education website “Introducing to Investing” at InvestRight.org. These ads generated 23,984 visits and 26,541 page views, substantially increasing the visibility of these pages for the public.

We gave a fraud awareness presentation in Mandarin to the Surrey public library in May 2021. This presentation was given by a BCSC staff member who is fluent in Mandarin, demonstrating how our diverse workforce helps us reach out to different communities across the province. We’ve provided in-language investor education seminars for many years.

Based on our 2021 employee engagement survey 96% of employees responded favorably to the question “manager gives employees fair treatment without regard to race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression or age.”

MANDATE

BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation across British Columbia apart from 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. BC Transit launched a strategic plan in 2019/20 focused on being your best transportation solution and continues to be on track with that plan despite the COVID-19 pandemic.

EXECUTIVE COMMITMENT

BC Transit's mission is "delivering transportation services you can rely on." As outlined in our Annual Service Plan Report, 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 Indigenous partners, along with local government partners, to create livable and thriving communities. A focus on diversity is key to meet the demands of the communities we currently serve and those we may serve in the future.

In 2021, BC Transit started its Equity, Diversity, and Inclusion (EDI) journey and established an EDI vision. The vision is about putting people first, becoming an even more diverse, equitable and inclusive workplace and fostering a culture where employees are empowered to contribute their best and flourish in their uniqueness and diversity.

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 they 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 can anonymously voice concerns 24/7 by telephone or online and 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, free from discrimination and harassment. As part of Unifor's collective agreement, all new Unifor members are required to complete anti-harassment training. A women's advocate program, which is jointly run by Unifor and BC Transit, provides specifically trained workplace representatives who assist employees with concerns.
- To support other languages spoken during BC Transit's business, MoveUP employees who are regularly required by the employer to use a language other than English in the performance of their job, receive a second language premium.
- In the Central Fraser Valley region, since 2007, the BC Transit Rider's Guides have included a Punjabi translation.

As part of BC Transit's Equity, Diversity, and Inclusion journey:

- BC Transit offered multiple learning and engagement opportunities for employees and people leaders led by Equity, Diversity, and Inclusion experts. These included e-learnings, webinars, Lunch and Learns, coffee chats held between our President and CEO and an expert in the EDI field and an EDI Podcast about BC Transit's EDI journey and plans.

- 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.
- BC Transit joined the Presidents Group, a community of accessible employers, to champion more accessible and inclusive workplaces.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In 2021, driven by the commitment to becoming an even more multicultural and inclusive employer, BC Transit started its Equity, Diversity, and Inclusion (EDI) journey by:

- Co-creating an EDI Vision that is providing a framework and a compass for BC Transit to guide our work as we continually progress in our EDI journey.
- Conducting external scans and internal assessments to learn about the makeup of BC Transit's workforce and current EDI practices.
- Implementing mandatory EDI training for all people leaders on inclusion literacy, unconscious bias, how to be an ally and intercultural fluency. The intercultural fluency module provided a frank conversation about the impact of cultural differences, the complex difficulties of leading and being a part of a more diverse and inclusive organizations and/or teams, the intercultural afterthought, and what is required to convert a team's diversity into innovation.
- Offering various EDI learning opportunities for employees, including Lunch and Learn sessions, webinars, e-learning courses (available in multiple languages) and "Insights Discovery training" to capitalize on communication diversities and preferences and enhance team dynamics

- Asking employees to add Land Acknowledgements to email signatures and invite them to also add their pronouns.
- Creating communications and social media stories highlighting employees' experiences of diversity and inclusion at BC Transit (these articles promoted multiculturalism and highlighted important dates such as Lunar New Year celebrations, Ramadan etc.)
- Developing an internal EDI Calendar that contains dates of importance and the historical relevance of these dates. For each identified date, BC Transit offers learning resources as a catalyst for discussion, reflection, and action.
- Facilitating accessible recruitment and applying Gender Based Analysis + (GBA+) lens to eliminate gender biases in job descriptions and postings.
- Partnering with WorkBC and the Presidents Group to promote a more diverse and inclusive workforce.
- Establishing an EDI Forum, a diverse and cross-functional group of employees that comes together monthly to discuss and action matters related to equity, diversity and inclusion.

SUCCESS STORY

BC Transit has made concentrated efforts on a variety of employee and community engagement initiatives in the past 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 a "Virtual Coffee Chat with the CEO" hosted by Erinn Pinkerton, President and CEO, and a Diversity and Inclusion expert. All employees were invited to join this chat. 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 now.

- The Senior Leadership and Management Teams participated in four strategic engagement sessions around inclusive leadership, unconscious bias, intercultural leadership and allyship. The objectives of these engagement sessions were:
 - To socialize 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 efforts towards Inclusive Excellence.

COLUMBIA BASIN TRUST

MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental, and social benefit of the Columbia Basin (Basin) region 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

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.

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.

HIGHLIGHTS ON INITIATIVES IN 2021/22

The Trust supports communities in identifying and achieving their priorities. The following is a selection of community-initiated multicultural projects supported by the Trust in 2021/22:

- Support for three First Nation communities to improve their emergency readiness to meet needs during emergencies and disasters such as floods, wildfires, extreme heat, or sustained power outages.
- Support to build 18 new units and energy generation upgrades to 70 units of affordable housing in First Nation communities.
- Support for the design and/or delivery of events and sessions in Yaqan Nu?kiy, the Elk Valley, Fernie and ?a?am that celebrate Indigenous culture, protocol, preserving food, to foster connection among women, and to support Métis elders to share culturally relevant outdoor events and activities with younger generations.
- Support for the communities of Kenpésq̓t to upgrade their Community Centre's kitchen and washrooms, and Yaq?it ?a-knuq?i?it to install meat processing equipment for community members to process and store wild meats, sharing traditional cultural practices to preserve local foods. The Ktuanxa Nation Council was also supported to complete required health and safety renovations to their new Social Sector Building in Cranbrook.

- Support for 10 First Nation Communities and Indigenous organizations to enhance programming that distributes food to community members.
- Support for heritage conservation assessments and recommendations for the Nikkei Memorial Internment Centre, which provides educational materials and shares stories of people with Japanese heritage that were interned in the area during World War II.
- Support for the creation of marketing content including video, professional photo production and social media content to share Ktunaxa legends connected to the East Kootenay Landscape for use by local destination tourism organizations.
- Support for the Syilx Indian Residential School Committee for their work to support residential school survivors and educate their families and communities on the intergenerational impacts of residential schools on Syilx Peoples.
- Support for Ktunaxa knowledge holders and leadership to share ecological and cultural knowledge in the field with scientific researchers on the red listed high elevation grasslands in Qukin ʔamakʔis (Elk Valley).

SUCCESS STORY

The Basin's five Indigenous communities have officially developed a Basin Youth Network. These community youth network support Basin youths' priorities aged 12-18. Meaningful engagement for Indigenous youth will enhance cultural activities in communities and inspire gatherings for youth development and connection.

Since 2018 the Trust has funded large-scale ecosystem enhancement projects across the Basin with 12 of these projects developed in collaboration with First Nations. As an example, this year the Trust supported Yaqan Nuʔkiy in their work to restore 290 hectares of wetlands and streams.

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 per cent 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 per cent 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, Columbia Power's goal is to continuously build and maintain positive and meaningful relationships with Indigenous groups on who's 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 Metis communities along with other Indigenous groups through its First Nations Sponsorship Program. Staff are encouraged participate in local Indigenous events and gatherings, and Indigenous Relations staff take part in key community and Nation events such as Ktunaxa and Syilx Nation annual general assemblies and annual Nation salmon feasts.

Columbia Power has Technical Operations Working Groups for the Ktunaxa and Syilx Nations. These groups, which include technical staff, Elders and Nation representatives, meet twice a year with staff to review operational, lands management and environmental activities at the facilities as well identify opportunities for participation by Indigenous businesses, technical and professional specialists as well as contractors and service providers.

Additionally, Columbia Power's Slocan Pool Advisory Committee is made up of local stakeholders and includes Sinixt representation, and 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 staffing, 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 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 job description language.

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 – Archival photo and video collection digitization
- Yaqit ʔa·knuqʔi 'it – Online Elder programming
- Kenpesq't – Community Meals Program
- Syilx – Missing & Murdered Indigenous Women, Girls, & Two Spirit Gathering
- ʔaq'am – Winter beading activity kits
- ʔakisq'ruk – Community Annual General Assembly

MANDATE

The *Community Living Authority Act* sets out Community Living British Columbia's mandate and provides its legal basis to operate as a Crown corporation. Community Living British Columbia (CLBC) is accountable to the B.C. Legislature through the Minister of Social Development and Poverty Reduction.

EXECUTIVE COMMITMENT

CLBC developed its new strategic plan this year. One of the four strategic goals of the plan is to ensure that Our Actions Align with the Rights of Indigenous Peoples.

As part of this planning process, CLBC also updated its core values. One of our five core values is that in everything we do, we are Culturally Safe, defined as "all people feel spiritually, socially, emotionally, and physically safe when interacting with us. We are aware of our own cultural beliefs and identities and recognize that we have much to learn. We strive to reflect the diversity of B.C. in our workforce. We support people to draw strengths from their identity, culture, and community. We acknowledge that only each person can determine if they feel safe."

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

CLBC uses the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- CLBC created a new Indigenous Relations team in January 2021 and has increased the number of positions within this division. CLBC advertises on websites that attract candidates with experience in the type of work performed when hiring specialized positions (e.g. Indigenous Practice Advisor) and has expanded its search using these platforms for many of our positions.

- CLBC was successful in obtaining approval pursuant to Section 42 of the BC Human Rights Code to engage in preferential hiring for recruitment of positions on our Indigenous Relations team to people who self-identify as Indigenous.
- Recruitment, promotion, salary offers, and succession planning efforts incorporate an Equity, Diversity & Inclusion and Gender Based Analysis (GBA+) lens. One of CLBC's Indigenous Practice Advisors was promoted to a Manager in 2021/22 after having been mentored by the Executive Director, Indigenous Relations

CLBC provides training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- CLBC's onboarding training provides a diverse perspective into what it's like to work for CLBC, understanding the community living movement and the people that CLBC serves, which includes instruction and facilitation provided by CLBC's Strategic Initiatives Advisors and other people who live with disabilities. CLBC added a component on Indigenous Peoples and the important work that the Indigenous Relations division is engaged in.
- CLBC provides online e-learning on CLBC's Respectful Workplace Behaviour policy, which covers the protected grounds under the BC Human Rights Code as well as other respectful workplace behaviours. An annual review of the policy is required with signoff by each employee.
- CLBC provided training to CLBC staff on "Incorporating Indigenous Values Into Helping Relationships – the 7 gifts in Action" facilitated by Dr. Alainaise Goodwill, a citizen of the Sandy Bay Ojibway First Nation and a Registered Psychologist and Assistant Professor of Counselling Psychology at Simon Fraser University.

- CLBC provided pilot educational sessions on Affirming Gender Diversity in the Workplace for two work units and plans to roll this out further across the organization. CLBC has also consulted with a Diversity and Inclusion specialist to build a Gender-Based Analysis (GBA+) module to include in CLBC's onboarding program.
- Within CLBC's Research, Development, and Strategic Planning team, diverse team members (including those with the lived experience of a developmental disability, as Indigenous Peoples, and other areas of diversity self identified with), have offered and been supported to lead various activities and/or access to education and training on topic to expand the team's knowledge and reflection on diversity and support integration of this into day-to-day work.

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

- CLBC has broken ground with the creation of an Indigenous Relations division reporting directly to the CEO in January 2021. The purpose of this division is to inform CLBC policies, improve service standards about cultural safety and sensitivity, and lead community engagement efforts. The Indigenous Relations team comprises four full-time positions who help to inform the goals in CLBC's new strategic plan and CLBC's Service Plan to ensure CLBC's actions align with the Rights of Indigenous Peoples by developing and strengthening relationships with Indigenous Partners, increasing culturally safe and appropriate services, and supporting CLBC staff to serve Indigenous individuals and families in culturally safe ways.
- CLBC has three permanent full-time Strategic Initiatives Advisor positions in recognition of the value that individuals with developmental disabilities bring to CLBC initiatives. These staff introduced "Water Cooler Talks" where they present on various organizational topics, interview staff and external stakeholders, and provide their unique perspectives on the work that CLBC does.
- CLBC's Board of Directors is made up of members of diverse cultural backgrounds, genders and abilities, and family members of individuals with diverse abilities. There are two Board members who have a developmental disability, and two Indigenous Board members, who is also 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.
- On September 30, CLBC employees recognized Orange Shirt Day, a day to commemorate the Residential School experience, to witness and honour the healing journey of the survivors and their families, and to commit to the ongoing process of reconciliation. It is an opportunity to create meaningful discussion about the effects of Residential Schools and the legacy they have left behind.
 - » A CLBC Every Child Matters poster was developed, which features a painting by Wyatt Collins, an individual with Autism who is Nlaka'pamux from the Nicola Valley.
 - » Each employee was provided with an orange shirt with this artwork and encouraged to donate to the Indian Residential School Survivors Society.

CLBC promotes multiculturalism in the workplace by recognizing provincial, national, and global awareness days and ethnic celebrations such as World Autism Awareness Day, 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. Examples include:

- Psychologist Training: For the last 2 years, CLBC has offered training for psychologists by practitioner and PhD student, Melanie Nelson, on topics of Indigeneity and cultural safety in working with individuals with developmental disabilities and their families and support

networks. A particular focus has been in relation to conducting culturally safe psychological assessments. Each of the trainings held had between 180-200 participants and have been evaluated highly for both the contextual and practical information provided. This year CLBC contracted Ms. Nelson to develop a multi-year training outline to further support cultural safety and anti-racism work among psychologists. That outline is now being used to plan professional development for B.C. psychologists working with youth and adults with developmental disabilities, autism and FASD. As well, CLBC is planning to procure for a consulting psychologist with expertise with Indigenous individuals, families, and communities.

- CLBC Policy Framework: CLBC is completing development of policy and procedures that define and describe its Policy Framework and outline the processes and tools used to develop and review policies, procedures, practice guidance, etc. As part of this work, CLBC's Policy and Government Relations team has developed a Human Rights-based Evaluation (HRBE) Tool, which was designed, drawn from the United Nations' global rights assessment strategy.

This strategy includes the use of analytical tools and a rights-based conceptualization of policy development and review. Incorporation of the HRBE Tool into the policy development and review process, begins to bring an Equity Approach to CLBC's policy framework and processes in line with mandated requirements (GBA+, Reconciliation, *Accessible BC Act*, etc.). The HRBE Tool is designed to evaluate policy, procedures, practice guidance and related tools. It allows policy staff to consider core human rights principles through a set of evaluative lenses that comprise the community living context.

These Core Human Rights Principles are derived from the United Nations' Office of the High Commissioner for Human Rights (PANEL):

- » Participation:
- » Individuals and families/support networks are supported in their right to participate in the development process for policy and programs that directly affect their lives.
- » Participation is meaningful and ongoing. Policy supports full citizenship in community, as well as individuals' participation in choosing, directing and evaluating their own services. Accountability:
- » Policy development includes an assessment of, and reflects, best practice, including formal and informal accountability processes and practices.

When applicable human rights principles have been identified, CLBC builds accountability into its policies, procedures, and processes via identifying duty-bearers and their responsibilities, standardized rights-oriented decision making, evaluative principles, outcome measures and analytical methods.

- Non-Discrimination: Policy development includes culturally safe practice and attention to specific Indigenous rights (see DRIPA, etc.). Policy development considers the vulnerability of individuals and groups to rights infringement, prioritizing identifying vulnerabilities and understanding their intersections; understanding the impact of policies and practice (including historical) on these individuals or groups and determining whether actual or potential discrimination has been addressed.
- Empowerment: Policy development works to strengthen rights-holders' and duty-bearers' common understanding of human rights goals. Policy development involves rights-centered practices and tools for the education and awareness of relevant stakeholders. The policies, processes and tools are designed to further the accessibility of services and improve lives and enhance citizenship and community inclusion.

- **Linkage to Human Rights Principles:** Through policy development CLBC has identified links to human rights principles and standards for each policy, tool, or process, including an analysis of intersecting rights, and stakeholder and duty-bearer responsibilities. These links extend from CLBC's legislation, mandate, or executive direction through its policies and services to its evaluative processes. Using the PANEL approach, the HRBE Tool provides a series of questions aligned to several lenses, including an Indigenous and a GBA+ lens, allowing for an intersectional view of documents in its policy framework.

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

- As part of both its policy and program development and improvement processes, CLBC actively engages with CLBC-eligible individuals, their families and support networks, service providers, and other stakeholders. CLBC has always sought to engage with diverse communities, for example, by purposely reaching out to people in municipalities and regions with large minority and immigrant populations. CLBC's mandate letter directs CLBC to meet requirements towards Reconciliation and under the *Declaration on the Rights of Indigenous Peoples Act* (DRIPA), as well as to apply a GBA+ lens to its policy and programs. CLBC continues to work on its equity approach in relation to these mandates, including engagement processes with Nations and Indigenous individuals, communities of colour and 2SLGBQ+ individuals and groups.
- CLBC's Research, Development and Strategic Planning team have expanded its regular list of representative groups consulted to regularly include more diverse entities (i.e., those representing people with lived experience of a developmental disability and Indigenous Peoples and Families).

CLBC is actively working to enhance programs and services to make them culturally appropriate and responsive. Some examples of this include:

- **Information materials:** CLBC's Information Sheets for Families are translated into different languages to support individuals and families who speak languages other than English to understand CLBC's services and processes and assist them to plan.
- **Support and Planning:** In offices with large immigrant populations, CLBC has facilitators who speak the dominant languages in the area so that individuals and families can meaningfully engage in CLBC's welcoming and planning processes.

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

- CLBC was briefed on and reviewing the government's proposed anti-racism data legislation to gain an understanding of how it can enable and improve data collection at CLBC. It is expected that a plan will be developed in relation to this legislative initiative and CLBC's data collection efforts.
- CLBC utilized the biannual employee engagement survey to collect baseline information regarding workforce demographic data as a part of CLBC's Equity, Diversity & Inclusion (EDI) strategy, and respondents identified as follows: 6.5% as a person with a disability, 3.1% as Indigenous, and 31% as a visible minority.

SUCCESS STORY

A Quality Assurance Case Management Advisor position was developed as a pilot project by CLBC to support indigenous youth/young adults experiencing specific and exceptional circumstances. As a part of this role, the Quality Case Management Advisor has begun to actively develop relationships and connections to Indigenous contacts within CLBC and within the greater community. Increased connections include, housing, health, employment, accessing substance treatment and reconnecting individuals with their indigenous culture. The intent of the pilot project is to provide case management which will result in better outcomes for the targeted individuals.

DESTINATION BC

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 BC'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, Inclusion & Accessibility (DEIA) within our organization and in all aspects of our work. This includes:

- Corporate culture. We want to be an organization that celebrates diversity; advance a culture where everyone feels encouraged to bring their most authentic selves to work; and ensures diverse voices and perspectives are represented in our decision-making, marketing, partnerships, and all other aspects of our work.

- Inclusive marketing which helps us accurately reflect and celebrate the diversity of all the peoples and voices of British Columbia.
- Foundational learning for all employees to support them in a journey of unlearning and relearning.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

Destination BC uses targeted, accessible recruitment practices to attract, mentor, and retain diverse talent. Examples include:

- Since 2018, Destination BC has recruited through the BC 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 its employment opportunities with accessible employment placement service programs including BC WIN and the Open-Door Group for the purpose of connecting Destination BC with more diverse talent.
- In each job posting, Destination BC communicates available Indigenous Applicant Advisory Services to job applicants who self-identify as Indigenous (First Nations, status or non-status, Métis, or Inuit) and are seeking work or are already employed in the BC Public Service; and Destination BC's commitment to ensuring accommodations are in place to support job applicants who self-identify as having a disability in our hiring process and in our workplace.

In 2021, Destination BC supported employees with the following:

- Diversity & Inclusion Essentials: BC Public Service course – all employees.
- Inclusive Marketing: Workshop – all employees.
- Building Belonging: Half-day workshop focused on Inclusive Leadership – delivered to Destination BC's Executive and Director Team.
- How to work effectively with Indigenous Peoples: Destination BC provides ongoing training for all new hires, new Destination BC Board members.

- Access to the Canadian Centre for Diversity and Inclusion's (CCDI) digital learning platform.
- Multiple DEIA learning webinars: The Importance of Intersectionality in Diversity and Inclusion that explores the overlapping experiences that create a person's lived experience and recognizes the interconnected aspects of a person's experience and identity that may create barriers for them in the workplace.
- Safe Spaces for Dialogue: Encouraging Authenticity in the Workplace defines the meaning of "safe space" and explores how to encourage employees to be authentic and feel psychologically safe in the workplace and touches on how to influence a culture of safe spaces within the workplace that is sustainable.
- Activating Allies: Explores the role of an active ally, as a person who takes a role in supporting a community or group.
- Combatting Tokenism: Addresses the issue of symbolic efforts of inclusion by propping up single efforts or people with diverse backgrounds, and how to rectify these efforts into real inclusive initiatives.
- Accessibility: Navigating a World Filled with Barriers: Explores the concept of ableism and accessibility, and what its like to try and navigate society when you don't fit into the box of able-bodied, including tips on how to make the workplace more accessible.
- Members of Destination BC's internal DEIA Steering Committee completed the certificate in The Foundations of Diversity and Inclusion, provided in partnership between The Diversity and Inclusion Leadership Council (DLC) and the Canadian Centre for Diversity and Inclusion (CCDI).

Destination BC's strategic mandate is to represent all British Columbians in our programs and services, effectively. In 2020, Destination BC committed to advancing and integrating DEIA within our organization and in all aspects of our work. Initiatives that have taken place in 2021 include:

- Expansion of Destination BC's DEI Steering Committee which is made up of a diverse group of employees who help guide key decisions and provide strategic input.
- Continued partnerships with DEIA consultants/suppliers to support.
- The completion of a DEIA Corporate Culture Audit.
- DEIA Strategy Development (in progress).
- Inclusive Marketing Audit and Action Plan development (in progress).
- Continued DEIA Training and Facilitation.
- Garnering valuable employee insights through engagement surveys around various topics within the DEIA umbrella.
- Partnering with the Canadian Centre for Diversity and Inclusion. All staff members have access to webinars, a knowledge repository, and various other resources to support their learning journey.

Destination BC is currently developing a three-year DEIA Corporate Strategy and action plan. This 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, where 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.

Destination BC promotes multiculturalism in the workplace or in the broader community through events and initiatives.

- 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 BC's tourism sector.

- Destination BC has a diverse and multicultural workforce and strives to represent the diverse demographic composition of British Columbia at all levels of the organization.
- Destination BC adheres to and supports the Human Rights Code of British Columbia and the *Canadian Human Rights Act*, which protects individuals from harassment and other forms of discrimination. Our organization's success depends on the integrity of its systems and the 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.

Destination BC continued to make employee mental health a priority in 2021/22 amidst the ongoing COVID-19 pandemic. To build awareness during mental health awareness month in October 2021, all employees were invited to participate in:

- An information session on available Employee and Family Assistance Program resources with a focus on mental health supports; and
- The BC Public Service's Learning Centre Healthy Minds learning series.
- Destination BC has provided funding for two employees to become certified in Mental Health First Aid, to voluntarily provide support services to their colleagues during a time of need.
- Destination BC continued to engage employees through regular pulse surveys on the topic of mental health, coping during the pandemic and comfort levels talking about mental health in the workplace.
- Recognizing the impact of events highlighted in the media related to racial trauma, Destination BC secured dedicated counseling services for all employees who self-identify as a member of the BIPOC community.
- All Destination BC employees continue to have access to mindfulness support resources via a corporate subscription to Headspace.

In addition, Destination BC leverages its internal employee intranet 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 BC & LGBTQ2s+ and Related Learning Resources
- October as the Mental Health Awareness Month, and other days of significance (i.e. November as Indigenous Disability Awareness Month)

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

Destination BC's policies, practices and programs are guided and governed by our Standards of Conduct, our Diversity and Inclusion HR policy, and our organizations commitment to DEIA. To further strengthen and integrate our commitment to DEIA in our workplace culture and business operations, Destination BC conducted formal DEIA audits in 2021 as follows:

- **Corporate Culture:** This audit looked closely at our culture, examining our current state, values, behaviours, business processes, and staff experience through a DEIA and anti-racist lens. Destination BC's hiring and promotion processes were also reviewed to identify barriers. In 2021/22, Destination BC implemented telephone interviews as a routine screening practice in our hiring process, for all externally posted job opportunities as a pre-qualification tool; and committed to using a gender decoder tool on all job postings to identify and eliminate gender biased language for the purpose of attracting diverse talent.
- **Inclusive Marketing:** This work has included an evaluation of Destination BC's marketing through a DEIA lens, including brand strategy, content, advertising, our procurement process. The audit is ongoing, and a resulting action plan will be developed in 2022. The insights gathered from these audits will be incorporated into a three-year DEIA corporate strategy, supported by policies, processes, programs, best practices and performance measures designed to advance and integrate DEIA in how we do our work.

Destination BC utilizes networks, partnerships, advisory councils, consultation, and other outreach mechanisms to gather input from Indigenous, racialized and/or other under-represented groups. Examples include:

- 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, to assist in sustaining long-term demand for BC'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 & Mountains region.
- Through Destination BC's partnership with ITBC, the 130 Visitor Centres across BC are provided with product updates and training opportunities.
- Destination BC works with key travel media outlets in B.C. and around the world to generate awareness of the diversity of BC's people and tourism experiences. This includes providing story ideas for the B.C.'s multicultural media outlets.
- Destination BC relaunched their consumer websites in English and in the local language for the following markets: Germany, Mexico, and China (simplified Chinese).
- Destination BC created a Steering Committee that will help advance and integrate DEIA within our organization and in all aspects of our work.
- Destination BC has forged relationships with several disability subject matter experts to help inform our work towards supporting a more accessible tourism industry. These include Spinal Cord Injury BC, Rick Hansen Foundation, Inclusion BC, CNIB, Autism BC and others.

Other initiatives include:

- Destination BC delivers marketing campaigns that strive to represent the diversity of British Columbia's people. In 2021, Destination BC's Global Marketing team delivered two domestic campaigns in Mandarin and Punjabi, made significant efforts to increase diversity in its images and content, and partnered with a diverse number of content creators and influencers. Additionally Social Impact Procurement Guidelines have been implemented on recent Destination BC Request for Qualifications (RFQs).
- Destination BC conducted internal employee engagement and DEIA culture audit surveys 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 regarding feeling valued, safe, and included in our workplace culture. Specific analysis was done to understand the different experiences of equity deserving groups so the organization can identify inequities and work towards improving the experience of each person.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Destination BC completed an audit of its corporate culture with the support of third-party experts in DEIA. The organization also worked towards the completion of an audit of its marketing and brand strategy. Destination BC is humbled to be on this journey and will have a clear strategy in place that will support the organization in better integrating DEIA and better addressing the needs of equity-deserving peoples as an employer and as a tourism leader.

LESSONS LEARNED

"In April 2021, in partnership with Indigenous Tourism BC (ITBC), Destination BC (DBC) hosted a virtual Indigenous learning session. Presented by ITBC, the session covered a range of topic areas including the cultivated history between ITBC and DBC, collaborative partnership efforts, Indigenous history and culture, reconciliation through tourism, cultural revitalization, alignment strategy, ITBC's story and key stakeholders, land acknowledgments, the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) and the importance of collaboration.

I deeply valued the information shared by the ITBC team especially the context and insights focussed on Indigenous cultures, perspectives, and relationships. The learning opportunity was an educational and profoundly informative experience that evolved my perceptions, knowledge and understanding of Indigenous values and what I can do on a personal level to be more thoughtful and supportive. The presentation led me to thoughtfully reflect on the shared history between ITBC and DBC and my commitment to advancing the principles of reconciliation.

*One key personal takeaway was the human responsibility aspect of why land acknowledgments matter and understanding the importance of paying respect to the land while recognizing a particular moment in time and space. This is a guiding principle that I will feed forward and integrate into my day-to-day work and future presentations. Overall, this was an inspirational learning session that empowered a sense of true connection to the values of diversity and inclusion and the importance of strengthening representation, building meaningful relationships, and maintaining knowledge of Indigenous cultures, traditions, and outlooks. Indigenous communities form a vital cornerstone of British Columbia's (BC's) society, and I left the ITBC presentation with enhanced knowledge of how DBC and ITBC plan to work together moving forward to authentically represent, celebrate, and promote Indigenous cultures, heritage, and communities across BC." **Laura S. @ DBC***

"In 2021, Destination BC launched a new intranet to increase communication, collaboration, and engagement among employees. The learning opportunities that I was able to take a part in through webinars, workshops, and committees helped me feel confident in applying a DEIA lens to this internal project and continue integrating this thinking as a natural part of every project planning cycle. For example, in identifying potential software, accessibility was top of mind, ensuring our intranet offered multi-language support – allowing employees to access content in over 100 different languages. We also made it possible for employees to insert their preferred pronouns in their profiles, something that supports an inclusive environment for all. Our events calendar is also full of multicultural dates that are inclusive of all cultures, religions, and abilities, something that we never had before. While I still have a lot of learning to do, DBC's efforts towards multiculturalism have enabled me to challenge my own thinking and understand that DEIA is the responsibility of everyone – no matter what your position may be. I am extremely proud of our organization for prioritizing and supporting this work." **Laura B. @ DBC**

FIRST PEOPLES' CULTURE COUNCIL

MANDATE

The First Peoples' Cultural Council (FPCC) is a First Nations-led Crown with a legislated mandate to protect, revitalize and enhance First Nations heritage, language, culture, and arts. FPCC works with B.C. First Nations to help them reach their goals for revitalization through providing funding, training, coaching and resources.

FPCC vision: B.C.'s Indigenous languages, cultures and arts are thriving. The cultural knowledge expressed through Indigenous languages, cultures and arts is recognized and embraced.

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 their work to revitalize First Nations heritage, language, culture and arts.

FPCC provides leadership on a provincial, national, and global scale to support Indigenous arts, language, culture and heritage revitalization to position the organization as the go-to thought leader on Indigenous languages, arts, culture and heritage in B.C., Canada and internationally.

FPCC is uniquely aligned with the government's commitment to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples through the *Declaration on the Rights of Indigenous Peoples Act*. As well, FPCC's work supports government commitments to the Truth and Reconciliation Commission of Canada: Calls to Action and the National Inquiry into Missing and Murdered Indigenous Women and Girls.

The provincial government has committed to equity and anti-racism, as well as to shifting away from short-term transactional arrangements to long-term agreements that recognize and support reconciliation, self-determination, and economic independence. FPCC's work as an Indigenous-led organization supports the provincial government to fulfill these commitments.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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).
- In addition, the FPCC Cultural Observance Policy allows staff access to 4 paid days per year to pursue self-directed cultural opportunities.
- Training and development may also 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.
- 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.

FPCC has specific initiatives in place for intercultural understanding and respect for diversity in the workplace, promotes multiculturalism and utilizes networks, partnerships, advisory councils, consultation and/or other outreach mechanisms to gather input from Indigenous, racialized and other under-represented groups. Examples include:

- FPCC hosted a Knowledge Keepers series for staff in 2021 that brought in Elders, Knowledge Keepers, artists, cultural heritage leaders and other inspiring Indigenous thought-leaders to share their experiences and wisdom.
- FPCC provides opportunities for First Nations communities in B.C. to receive funding for their language, arts, and cultural heritage projects.
- FPCC develops programs and provides training, scholarships, and resources to help people and communities reach their goals for revitalization of First Nations languages, arts, and cultural heritage. FPCC also offers advice and assistance to funding applicants to support their success.

- As a First Nations-led Crown, FPCC's work is grounded in Indigenous values and knowledge and is led by a First Nations Board of Directors and Advisory Committee.
- FPCC also has a Cultural Heritage Advisory Committee which represents the 34 First Nations languages in the province. The organization actively seeks input and feedback from people leading initiatives to develop programs and resources that will meet their needs.
- FPCC advises the provincial government on issues related to Indigenous languages, arts, and cultural heritage.

FPCC delivers and supports culturally appropriate and responsive programs and services. Examples include:

- FPCC offers a network of information and funding, training, mentorship and scholarship opportunities to First Nations artists, cultural heritage practitioners and language champions in B.C. Advisory Committee, which consists of members who represent the 34 First Nations languages in the province.
- All FPCC programs are designed and developed for First Nations 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 2021/22

- FPCC delivered a record amount of funding in 2021/22. More than \$25 million was distributed through FPCC programs – more than ever before in a single year.
- FPCC provided equipment and training and equipment to Indigenous musicians so they could pivot during COVID. These artists showcased their talents at Indigifest, an online cultural festival that FPCC hosted throughout the month of August 2021.
- FPCC launched several new programs this year, including the Braided Knowledge Program, supported by Tamalpais Trust through RSF Social Finance, which provides funding for projects that weave together all elements of FPCC's mandate in First Nations heritage, language, culture, and arts.
- The FPCC heritage team managed over 130 infrastructure projects that safeguard, transmit and revitalize cultural heritage across the province.
- FPCC offered two new language immersion grant streams and accepted the first group of students in the Youth Empowered Speakers Program. The program is supporting the next generation of language teachers by providing scholarships, internships and one-on-one immersion training to people pursuing their Bachelor of Education or Early Childhood Education.
- FPCC launched a new First Peoples' Map of B.C. which provides information about First Nations languages, arts and cultures and created an interactive web-based toolkit to support language revitalization planning.

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.

SUCCESS STORY

FPCC accomplishments in 2021/22 include:

- Providing \$25.4 million in grants to communities for language, heritage, and arts revitalization.
- Funding 2,993 First Nations language immersion opportunities.
- Involving more than 2,500 people in arts projects.
- Training recording artists and producing Indigifest 2021 – a virtual music and culture festival.
- Launching six heritage programs, including two new heritage programs and supporting 54 BC 150 grant recipients.
- Publishing A Selected Review of Federal and Provincial Legislation Implicating Indigenous Heritage in British Columbia

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

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, and
 - » Treating forests to improve the management of greenhouse gases.
- Advocate for the environmental and resource stewardship of B.C.'s Crown forests, and
- Do all such other things as are incidental and ancillary to the attainment of the foregoing purposes and the exercise of the powers of FESBC.

FESBC achieves these purposes by granting funds to third parties who implement projects and treatments on the land base.

EXECUTIVE COMMITMENT

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 (LCELF) 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 Stronger BC for Everyone: B.C.'s Economic Recovery Plan StrongerBC (gov.bc.ca). Projects approved through FESBC support true and lasting reconciliation with Indigenous Peoples through 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 22-23 Service Plan (Forest Enhancement Society of BC 2022/23 – 2024/25 Service Plan), from Objective 1.1 is to:

- Support the delivery of the Community Resiliency Investment (CRI) Community Resiliency Investment | Union of BC Municipalities (ubcm.ca) program in cooperation with existing agencies including the Ministry of Forests, Union of BC Municipalities (UBCM), and the 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 communities, First Nations communities, and critical infrastructure.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In 2020/21 FESBC published an Accomplishments Update to highlight projects and statistics. The FESBC Board has approved 63 projects led by First Nations with 23 additional projects having First Nations involvement. These 86 projects are valued at \$72 Million dollars.

SUCCESS STORY

Here is an example of one of the projects FESBC has done that exemplifies our commitment to working with First Nations:

CCR Douglas-fir Fire Rehabilitation

Planning, harvesting, and planting in high burn intensity interior Douglas-fir stands hit during the 2017 wildfires. Planning includes small areas of bark beetle management using anti-aggregation pheromones, and a feasibility study for biomass transport to bioenergy facilities. The project also involves overstory removal of danger trees, site preparation, sowing of seedlings and planting. The local First Nation communities will be planting several million seedlings over the next few years. One of the innovative projects being implemented under this proposal is the use of drones and seed "pucks" to reforest a wildfire devastated area. This is a pilot/operational trial with initial results expected over the course of the summer and coming years.

"We're doing this important work through CCR rehabilitating forest stands that have been devastated by wildfire. Proving CCR has the capability and capacity to help manage our resources and our territories goes a long way towards supporting our future."

Percy Guichon, Director, CCR

"Generations and generations relying on the land, and having the fire come through was very devastating for a lot of people. This is just another way to improve and help the forest regenerate as fast as possible."

Paul Grinder, Councillor, Tl'etinqox Government

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 the forest industry, research institutions, the federal government, B.C. government, Indigenous organizations, and other stakeholders to enhance the value of the forest resource and strengthen employment throughout the province.

EXECUTIVE COMMITMENT

FII recognizes that our work impacts our stakeholders, partners, and employees in different ways. We aim to identify and mitigate the barriers that diverse groups—including marginalized identities and communities—experience in accessing our information, programs, and services. We foster a shared responsibility amongst all levels of the organization to ensure that our work considers the diverse needs of the populations we aim to serve—promoting and advancing accessibility, inclusion, and equality.

FII has a global, multicultural presence and we want to reflect that inside our walls. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our partners and the communities we serve. More importantly, creating an environment where everyone, from any background, can be their authentic selves and do their best work is the right thing to do.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

FII uses 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, as well as 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 provides the following training for front line, managerial and executive staff:

- FII delivers mandatory workplace behaviour and Standards of Conduct training to FII staff across each of its offices annually.
- In addition, over the past 18 months, FII has delivered various training sessions focused on advancing staff understanding of diversity and inclusion (D&I) topics; including GBA+, D&I, inclusive language, microaggressions, mental health first aid, and Indigenous awareness and engagement.

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

- FII has created an internal Diversity and Inclusion Working Group to lead on championing diversity and inclusion initiatives at FII.
- Beginning with addressing findings from an internal GBA+ analysis and staff survey conducted in 2020/21, priorities included updating corporate policy documents and FII's D&I plan to ensure inclusivity; staff training on D&I topics (as outlined above); developing an internal D&I comms strategy; and incorporating the use of pronouns and territorial acknowledgements at FII.

FII promotes multiculturalism in the workplace through the following events and initiatives:

- FII celebrates the multicultural makeup of its organization—both in B.C. and at its offices in China, India, and Vietnam. Across the year, FII recognizes culturally diverse dates of importance for its staff and takes the opportunity to share more about the significance of those dates and how they are celebrated/recognized.
- FII has delivered D&I-focused sessions both internally as well as with industry partners to raise greater awareness around these topics and to help partners incorporate best practices into their organization.

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

- 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 and Onboarding Plan and annual Standards of Conduct training.
- In 2021/22, further D&I principles were incorporated into the annual Standards of Conduct Policy and included in training for all employees.

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

- Utilizing an external consultant, FII has conducted a GBA+ analysis of its policies and programs to identify any potential unintended barriers for diverse groups. The process involved secondary research as well as interviews with staff and stakeholders.
- FII encourages the participation of First Nations groups and Indigenous organizations along with other participants in the forest sector to utilize its programs.

- FII continues to profile First Nations leadership in wood construction through its naturally: wood website and social media channels.

Training programs supported through FII's Wood First program are also expanding educational opportunities for Indigenous youth in the forestry sector. For example, FII is supporting the Construction Foundation of BC's delivery of the Skills Ready: Indigenous Skills for Wood program to engage Indigenous youth, educators, and industry to learn about B.C. wood products, with an emphasis on innovations in wood engineering and manufacturing.

FII delivers culturally appropriate and responsive programs and services. Examples include:

- FII supports opportunities for diverse groups in the forest sector, including underrepresented groups such as Indigenous Peoples, youth, and women.
- FII's Wood First program demonstrates leadership in growing opportunities across these groups through its wide cross-section of industry, Indigenous 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 the diverse cultures and communities within B.C.
- In 2021/22, 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.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In 2021/22, FII's Diversity and Inclusion Working Group developed an internal communications strategy, including a dedicated D&I Microsoft Teams Channel for staff to build greater awareness and understanding around D&I topics. Key dates of importance for FII staff were identified alongside other dates that highlight B.C.'s diverse and multicultural background and recognize Indigenous peoples, history, and cultures—past and present.

FII undertook an RFQ process in summer 2021 to identify qualified suppliers for diversity and inclusion-related services. To advance FII's understanding of and engagement with First Nations, the RFQ included strategic consultation and training on topics pertaining to First Nations and Indigenous Engagement.

FII initiated a series of internal training sessions on Indigenous awareness and engagement, beginning with a first session in February 2022. This is a first step of a longer learning journey and will also help inform/prepare staff for internal program reviews related to Indigenous access and engagement planned for 2022/23.

SUCCESS STORY

In 2021/22, FII incorporated diversity and inclusion requirements into its funding application process for its Market Initiatives and Wood First funding programs, including the mandatory requirement for a Diversity and Inclusion Plan in recipient funding proposals. To support recipients in the development of their D&I plans, FII and its federal funding partner, Natural Resources Canada, developed a D&I toolkit and provided training to funding recipients. In total, 20 potential funding recipients submitted D&I plans for their organizations as part of the 2022/23 Call for Proposals process (initiated fall 2021).

MANDATE

With a triple bottom line mandate, InBC is an independent \$500M strategic investment fund that invests in high potential businesses, while optimizing financial returns and generating social, economic, and environmental returns for the people of British Columbia. InBC's mission is to lead with impact, investing in innovation to catalyze a sustainable and inclusive future in BC.

In addition to seeking a financial return on investment, InBC will invest in companies that will help make life better for British Columbians. Investments will foster a low carbon economy, support lasting and meaningful reconciliation with Indigenous peoples, help achieve greater diversity and inclusion, and contribute to a more sustainable economy that works for everyone. Our vision is that by valuing people, planet and profit we transform how business is done in B.C.

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.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

InBC has in place a Workplace Anti-Bullying, Discrimination and Harassment Policy. All employees must review this policy upon hiring and review this policy on an annual basis. The policy articulates that all InBC employees will be treated in a fair and respectful manner. Bullying, discrimination, and harassment are not acceptable or tolerated. The policy seeks to prevent discrimination based on the protected grounds in employment, in accordance with the B.C. Human Rights Code, as well as codifying the terms of a respectful workplace free of harassment, bullying and discrimination.

InBC is committed to hiring practices that are fair and equitable. Hiring practices and processes are focused on the skills, knowledge and experience required for the position. Recruitment practices focus on developing a highly qualified and diverse workforce with a multitude of cultural backgrounds.

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

- Commitment to hiring practices that are fair and equitable.
- All job postings contain the following inclusion statement: InBC is proud to be an equal opportunity employer and
- Values its diverse workplace. Women, Black, Indigenous People, People of Colour, LGBTQ2S+ individuals, and people with disabilities are strongly encouraged to apply.
- 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 incorporate inclusive language and images.
- Staff training on cultural agility, Indigenous cultural safety, and GBA+ is available.

- Development of an investment policy that will support InBC to make a meaningful impact through its investments for the diverse people across the province.
- Development of team values as a commitment by all team members to work together respectfully.

HIGHLIGHTS ON INITIATIVES IN 2020/21

InBC has joined the 50-30 Challenge. The 50-30 Challenge is an initiative between the Government of Canada, business and diversity organizations and is a voluntary pledge by Canadian organizations to increase the representation and inclusion of diverse groups within their workplace.

Organizations participating in the Challenge aspire to two goals: gender parity (50%) and significant representation (30%) of equity-seeking groups—specifically Black Canadians and other racialized people, Indigenous people, persons living with disabilities, and members of the LGBTQ2+ community—on corporate boards and in senior management.

SUCCESS STORY

InBC is currently developing a framework to consider diversity and inclusion in our investment strategy and performance measures. Further details will be available in our 2022/23 Multiculturalism Report.

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.

The organization's Trades Inclusion & Access department's statement is Equity, Diversity and Inclusion, which is part of the foundation that guides ITA's mission to build the skilled trades careers that build B.C. ITA continues to enhance the Equity, Diversity, and Inclusion (EDI) strategy. Through a recent review of employees' demographics, ITA reported a higher-than-average representation of Indigenous peoples, people of colour and newcomer employees.

From recruitment to trades certification, ITA is supporting B.C.'s workforce with people, programs and tools while advancing a culture of inclusion across trades careers that embraces the value that everyone brings to their occupation and employer.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

ITA uses the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce:

- ITA's Human Resources Team recruits through post secondary institutions for recent grads, Indigenous organizations and programs and services targeted to women and equity seeking groups working in trades.
- ITA has an internal program for staff called ITA Learns; this initiative involves integrated workshops/webinars facilitated by certified vendors. Some recent sessions include: 'Words Matter', 'Be More Than A Bystander', 'Psychological Health & Safety', 'Workplace Inclusion for Gender & Sexual Diversity' and 'Transgender Inclusion.' These have been ongoing for the past three years in a virtual setting and staff are highly encouraged to participate.
- The organizational learning & development plan has evolved in 2022, focusing on not just general, but deeper awareness and providing effective methodologies for adult learning on topics that staff may be familiar with but may not have received practical/applicable training on.
- Following the success of the pilot cohort, ITA's Mentoring Circle Program—a peer-to-peer and shared learning program led by the Executive Leadership Team—entered its second year in 2022. The overall goal and purpose are professional and personal growth, shared learning, building relationships, generating meaningful conversations and self-awareness. The four Program themes are: Women in Leadership; Equity, Diversity, and Inclusion; Building a Growth Mindset; and Learning to Lead.

- ITA continues to work with the BC Centre for Women in the Trades (BCCWITT) to deliver the Regional Representative program, which upskills, empowers, and creates regional networks of diverse workers 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/newcomer and 2SLGBTQ+ tradespeople, as well as tradespeople with disabilities.
- The program completed three training sessions in the past year upskilling and empowering 46 genders (women, non-binary, gender fluid), and ethnically diverse trades workers.
- Development of the Equity Advisory Council is underway. This initiative is to ensure that policies, programming, and decisions support ITA's mandate and encourage the recruitment and retention of tradespeople that reflect the racial, cultural, religious, ethnic, and ancestral diversity of the province. ITA plans to launch its Equity Advisory Council in 2022/23 with recruitment of members that reflect B.C.'s diversity and draws on both apprentices and journey level tradespeople to participate on the Council.
- The Manager of Trades Inclusion & Access is also a part of an Equity, Diversity & Inclusion Committee with other representatives from other Crown Corporations.
- ITA Chief Executive Officer Shelley Gray is currently on the Vancouver Board of Trade Diversity and Inclusion Leadership Council (DLC) Advisory Committee Member (2021/22). The DLC is an inclusive program that champions and advocates for leadership that best reflects the diversity of the Greater Vancouver region.

ITA provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

- The onboarding program for all staff joining the organization includes the GBA+ training and participation in mandatory ITA Learns sessions

such as 'Words Matter', 'Be More Than a Bystander' and 'Privacy and Information Awareness'.

- In addition, all those who identify as male in the organization are required to complete the 'Be More Than a Bystander' training in-person. Funding for 'Be More Than a Bystander' is facilitated by ITA from the Provincial government.

The Ministry of Advanced Education and Skills Training provides leadership and direction for post-secondary education and skills training systems in British Columbia as well as labour market information and programs. Some initiatives include but are not limited to:

- Aboriginal Education: Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan.
- International Education: Opportunities for B.C. students to study abroad and students from around the world to study and work in B.C.
- Sector Labour Market Partnership Program: The program provides funding for partnership-led projects that address broader sector and regional labour market issues within British Columbia's diverse economy.

ITA promotes multiculturalism in the workplace or in the broader community through events and initiatives. Examples include:

- ITA has held internal awareness events for initiatives such as International Women's Day, Pink Shirt Day, and Moose Hide Day. These events have an educational and experiential component for deeper impact and learning opportunity.
- Internally, ITA highlights important cultural events and celebrations such as Chinese New Year, Ramadan, Diwali, Indigenous People's Day, and host cultural potlucks that are relevant and important to our staff.
- ITA Employee Handbook Policy states: "At ITA, we are committed to diversity and inclusion and above all else, keeping our workplace free from discrimination to ensure everyone can be their best. This means we are committed to equitable treatment for all. ITA is committed to working alongside Indigenous Peoples to address challenges facing communities and individuals

seeking a career. ITA strives to emphasize the rights of Indigenous Peoples to maintain and strengthen their own institutions, cultures, and traditions, and to pursue their development in keeping with their own needs and aspirations. ITA's commitment to diversity and inclusion does not stop at those outlined in the Human Rights Code. We value diversity of thought and opinion. We encourage dialogue and healthy exchange to build a strong and productive organization."

- This past year, all employees were asked to refresh their knowledge of the Policy (regardless of how long they have been with the organization) and sign an acknowledgement to signify their awareness of the policies and values of working at ITA.

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, ITA asks these Indigenous groups to share their culture with our organization so that ITA employees can become culturally competent in 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. In 2021-22, 211 participants completed 10 CBT programs, nine programs commenced, and 12 are in planning stages for future deployment. 28 programs that were planned did not move ahead due to pandemic restrictions and environmental factors (flooding, fire).

- ITA's exam accommodation allows exam writers to bring translators to interpret exam questions.

ITA delivers and supports culturally appropriate and responsive programs and services. Each of the Indigenous Peoples in Trades Training Programs includes Indigenous cultural components as part of the program model:

- 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 Truth and Reconciliation Commission's recommendations.

ITA 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.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In addition to the internal Employee Engagement Committee formed last year, a new employee Equity, Diversity, Inclusion and Access (EDIA) Advisory Committee is in development and will include employees with diverse lived experiences from all levels of the organization to provide guidance around ITA's EDI strategy and to drive accountability in the organization.

Under the Workforce Development Agreement (WDA), ITA supports pre-apprenticeship trades programs for:

- Women, Indigenous people, and people with disabilities
- 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

WDA funded Persons with Disability pre-apprenticeship trades explore programs and an apprenticeship reading support program were extended for the 22/23 fiscal with additional funding from the Ministry of Advanced Education Skills and Training.

SUCCESS STORY

These two Success Stories are from the Workplace Development Agreement (WDA) funded Women in Trades Training and Indigenous Peoples in Trades Training Programs:

BC Centre for Women in Trades (BCCWITT) highlighted three immigrant women who contacted them to learn how they could find work in skilled trades even when they know very little about trades and were not always supported by their families. BCCWITT offered career counselling and exploration of trades careers to determine the best fit for each woman. All three women were supported with attending Foundation technical training in Millwright and Electrical. They were appreciative for the supports that included tuition, books, tools, safety gear, and ongoing support during their training. Two of them are completing their technical training and already connecting with employers and one is a first year apprentice with a local employer.

Aboriginal Community Career and Employment Services Society (ACCESS) offers successful applicants for the Pathways to Electrical program a full range of supports including Essential Skills, emergency housing, counselling supports, tutoring, tuition, tools, and other wrap around supports that ensured their students are successful. A young man from Gitanmaax First Nation who successfully completed the program is now a first-year apprentice and looks forward to becoming fully certified. He appreciated the support and resources offered by the program.

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.

Corporate Goals

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

- Planning and procurement associated with complex infrastructure projects supports government priorities.
- Deliver value to our clients and engage stakeholders.
- Maintain a responsive and resilient organization.

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 client's cultural background.

HIGHLIGHTS ON INITIATIVES IN 2021/22

Infrastructure BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

During the year, Infrastructure BC conducted a Diversity, Equity, and Inclusion survey among staff to better understand diversity and equity concerns of staff. Infrastructure BC has initiated conversations with staff on several challenging topics and is in the process of developing strategies to respond to some of the items identified in the Diversity, Equity, and Inclusion survey. In addition, leaders were provided with leadership training aimed at ensuring leaders are comfortable with the Diversity, Equity and Inclusion program and initiatives. Going forward in fiscal 2022/23, Infrastructure BC plans to complete a review of its corporate policies to ensure that they reflect Diversity, Equity, and Inclusion best practices.

MANDATE

A Crown Agency of B.C., Innovate BC helps foster innovation in B.C. so that British Columbians in all regions of the province can benefit from a thriving, sustainable and inclusive innovation economy. Innovate BC funds and delivers programs that support the growth of the B.C. economy by helping companies start and scale, train talent that meets labour market needs, and encourage technology development, commercialization, and adoption.

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 entrepreneurs, established companies, researchers, post-secondary students and other stakeholders 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, have the right to participate in Innovate BC-supported education and 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.

Innovate BC's uses targeted employee attraction, mentoring and retention initiatives and provides training for front line, managerial and executive staff. Examples include:

- 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 were born on every continent except for Antarctica and Australia. Further, Innovate BC team members are proficient in 16 languages combined, including: Arabic, Cantonese, Croatian,

English, Fijian, French, German, Hindi, Italian, Japanese, Mandarin, Polish, Punjabi, Serbian, Spanish and Ukrainian.

- Innovate BC's Board of Directors is made up of professionals with diverse background and 40% of members identify as female.
- In addition, Diversity, Equity & Inclusion is an organization-wide value adopted by all staff and an operational goal of Innovate BC.
- In 2021/22, Innovate BC's CEO was a member of the Greater Vancouver Board of Trade's Diversity and Inclusion Leadership Council, and executives undertook Inclusive Leadership training.
- We provided training opportunities on diversity, equity, and inclusion for all staff. This included a webinar delivered by Tech and People Network (TAP Network) providing an overview of their Diversity and Inclusion Resource HUB. We also provided educational resources on Indigenous history and culture, encouraged staff to observe National Day for Truth and Reconciliation and related events, and encouraged participation in Orange Shirt Day.

Innovate BC has specific initiatives in place to promote intercultural understanding and respect for diversity and promote multiculturalism in the workplace. Examples include:

- 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 all staff to give back to our community and benefit others of varying economic, social, and cultural backgrounds.
- Innovate BC partnered with organizations serving under-represented communities to expand the awareness and reach of our programs, to learn about the unique needs of their members and to sponsor a diverse range of events and initiatives. These organizations and events include: Aboriginal Financial Officers' Association of BC, First Nations Business Development Association; CANDO, Jelly Marketing, Black Business

Association of BC, Science World's Girl and STEAM event, and Social Venture Institute.

- When hosting or promoting an event, Innovate BC attempts to generate a multicultural group of attendees and speakers.

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

- Innovate BC has anti-discrimination policies 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 which prevent access to equal opportunity.
- Increasing diversity, equity, and inclusion among all of our program participants is a key operational goal of Innovate BC and several programs and initiatives are designed specifically to benefit equity seeking groups.
- Specifically, in 2021/22, Innovate BC launched the redesigned Innovator Skills Initiative, which helps under-represented people get their first job in B.C.'s tech sector and supports companies facing skills shortages to grow and expand.
- To publicize the Innovator Skills Initiative program to under-represented communities, Innovate BC has partnered with the following organizations: the Society for Canadian Women in Science and Technology (SCWIST), First Nations Technology Council, Canadian Council on Rehabilitation and Work, and MOSAIC.
- Innovate BC supported the Ministry with a consultation process with BIPOC groups and organizations in advance on redesigning the Innovator Skills Initiative that supports under-represented people get their first job in the tech sector.

Innovate BC tracks diversity-related questions in all our program applications to better understand the reach of our programs and engagement. This allows us to better tailor program outreach and delivery accordingly to ensure all groups benefit from our funding and support. Innovate BC also sponsors and supports data collection

initiatives that gather information on the needs and priority areas of equity-seeking individuals and business communities.

HIGHLIGHTS OF ANY NEW INITIATIVES UNDERTAKEN IN 2021/22

Innovate BC partnered with the TAP Network to give BC tech companies access to the Diversity and Inclusion Resource HUB, a guide to help employers understand and implement inclusive hiring practices. This project is designed to increase the attraction, retention and advancement of women, Indigenous peoples, people with disabilities, people of colour, newcomers to Canada, and individuals who identify as LGBTQ/2S and all under-represented groups in skilled occupations in B.C.'s technology sector.

Apart from hosting a webinar with TAP to provide an overview of the Diversity and Inclusion Resource HUB to BC business and our staff, this resource is available on Innovate BC's website and promoted regularly.

Approximately 60% of Innovate BC grants this year went to organizations and companies that support or work with individuals from equity-seeking groups. To increase that number, Innovate BC has engaged with stakeholders who work with Indigenous and other under-represented communities to raise awareness of our programs and get feedback on ways we can further expand our reach.

SUCCESS STORY

Innovate BC provides financial support to 10 organizations in the BC Acceleration Network that deliver the Venture Acceleration Program to entrepreneurs throughout B.C. Each of these organizations works closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities.

In 2021/22, Innovate BC continued to deliver the Digital Economy: Rapid Response and Resiliency Program to expand on the support offered to regional and diverse business owners given the increased need due to the COVID-19 pandemic. Of the businesses these programs supported, 70% were female-led and 8% were Indigenous-led.

INSURANCE CORPORATION OF BRITISH COLUMBIA

MANDATE

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

In serving the Province of British Columbia, ICBC is committed to diversity, equity, and inclusion in all its work. ICBC will ensure a diverse and inclusive work environment free of discrimination and in which all employees and customers are treated with dignity and respect. ICBC's commitment to diversity, equity and inclusion is guided by our 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 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 our 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 uses the following targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:
- In 2021, ICBC implemented a Diversity, Equity, and Inclusion (DEI) Charter, led by ICBC Executive Leadership Team. This led to hiring a Corporate Lead for DEI in late 2021.
- ICBC works in partnership with several community groups on recruitment, including the B.C. Partners in Workforce Innovation (BC Win), the Métis Nation of B.C., ACCESS and ATHENA.
- BC Win provided workshops on inclusive hiring throughout 2020 and 2021 that included sessions for the recruitment team and hiring managers.
- ICBC established an Accessibility Committee in Spring 2021 to develop an Accessibility Workplan.
- ICBC reworked the annual Respectful Workplace training taken by all staff to include modules on land acknowledgements and pronoun usage.
- ICBC supported the ongoing work of the seven Employee Resource Groups (ERGs) for Women in Leadership; Disability Inclusion; Indigenous Peoples; Caregivers; Wellness; Ethnicity and LGBTQ2+.
- ICBC provides the following training for front line, managerial and executive staff on anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, GBA+ or other related training and supports. Examples include:

The ERGs are a key source for training and support. For instance, the Disability Inclusion ERG hosted a neurodiversity lunch & learn event in partnership with the Pacific Autism Family Network, the Vancouver AUTISM Support Group and BC Win; the Indigenous ERG raised awareness about the National Day of Truth and Reconciliation; and the Women in Leadership presented a panel discussion, Breaking the Bias.

ICBC uses its intranet to feature stories specific to diversity, equity, and inclusion.

Examples include features on our Accessibility Committee members, a focus on empathy during Mental Health Week, the Moosehide Campaign, recognizing different religious observances, allyship for Trans Day of Visibility and inclusive hiring for World Autism Day.

ICBC is a founding member of the Presidents Group and a lead partner for the Canadian Centre for Diversity & Inclusion (CCDI). Trainings from both these organizations are made available to all staff at no cost.

ICBC has the following initiatives in place to promote intercultural understanding and respect for diversity in the workplace. Examples include:

- ICBC works with several external partners to provide a range of training including QMUNITY (Queer Competency Training) and the Presidents Group (inclusive hiring).
- ICBC Board members, Executive Leadership Team and senior leaders participated in a two-day (six-hour) Indigenous Awareness and Relations Training in November 2021, provided by Bob Joseph, author and owner of Indigenous Corporate Training Inc.

ICBC promotes multiculturalism in the workplace or in the broader community through the following events and initiatives:

- ICBC recognizes World Day for Cultural Diversity and promotes dialogue about cultural diversity and deeper understanding of the diversity of people who are part of ICBC.
- Our Ethnicity ERG will be holding a panel discussion for Multiculturalism Day on June 27, 2022, entitled Looking Back to Move Forward, that will look at the contributions of the diversity of people at ICBC who have moved it forward over the last few years.

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

- In 2021, ICBC launched its Diversity, Equity, and Inclusion Charter. The purpose of the charter is to establish ICBC's commitment to be purpose driven, to recognize power, privilege, and responsibility, and to invite dialogue to build understanding and action to create inclusion. ICBC is committed to removing barriers for colleagues and customers and to be as diverse as the province it serves.
- ICBC is committed to building a culture of respect, belonging and empowerment that serves customers and communities with empathy and care.
- The charter establishes that ICBC will use data to identify targets and to track progress, as well as to prioritize learning about inclusion and allyship.
- Each year, self-identification data is collected through the Employee Opinion Survey (EOS) on a range of measures including gender, ethnicity, ability, and Indigenous identity. With a response rate in early 2022 of 80%, ICBC has an effective way to understand the composition of the workforce across several intersecting dimensions.
- ICBC utilizes networks, partnerships, advisory councils, consultation and outreach mechanisms to gather input from Indigenous, racialized and under-represented groups. Examples include:
- ICBC participates in various DEI networks to share strategies and best practices, including: founding employer partner of the Canadian Centre for Diversity and Inclusion; partner in the Presidents Group to promote accessibility for persons with disabilities; member of the advisory committee for National Employment Accessibility Standards project; and member of the Crown Corporations Diversity & Inclusion Network.
- As noted above, ICBC created an Accessibility Committee to guide the creation of ICBC's Accessibility Workplan.
- ICBC engaged Two Worlds Consulting to coordinate consultations with Indigenous communities in the creation of an Indigenous Reconciliation and Relations Strategy.

ICBC delivers the following culturally appropriate and responsive programs and services. Examples include:

- ICBC's intranet includes a Diversity & Inclusion site where employees and managers can access information and resources to respond to specific questions or needs.
- LinkedIn Learning pathways are curated by the Organizational Development team to support the needs of the different business units across ICBC.
- Senior Leadership and the Board participated in a two-day training on Indigenous awareness and relations.
- ICBC developed relationships and tailored services to support Indigenous communities through its Road Safety and Driver Licensing programs
- 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 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, along with an overview of B.C.'s road rules and driving tips.
- ICBC provides two dedicated toll-free 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. Also, we offer our car and motorcycle knowledge tests in 11 languages.

- ICBC has been co-hosting welcome/information sessions for (Ukrainian) refugees, in cooperation with Service BC & Service Canada.
- We have been developing relationships with community training organizations to increase employment opportunities and recruitment for Indigenous Peoples.

ICBC collects diversity data from all ICBC employees through its Employee Opinion Survey. This data is used when designing employee policies and programs and informs future tactics. This year, the EOS included a DEI Index which brought together several questions to give a score on the DEI work that ICBC has been doing. Coming in at 1% above the Canadian norm, it was a good indicator that we must continue our efforts to exceed this score.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- Revamped the Prayer & Quiet Room at ICBC's head office in time for Ramadan to make it more suitable for Muslim prayer.
- Created a Prayer & Quiet Room at the Surrey office.
- Integrated our DEI commitments into the long-term future facilities strategy.
- Changed the criteria on our Silver Scholarship (which supports post secondary education for the children of our employees) to emphasize community involvement and alignment with ICBC values. This included expanding eligibility to recognize non-traditional and reserves a minimum of two scholarships for students who identify as Indigenous, racialized, 2SLGBTQIA+ and/or disabled.
- In alignment with Article 24 of UNDRIP, established a process to allow Indigenous customers to access traditional medicines or cultural healing practices to support their rehabilitation after an accident.

SUCCESS STORY

ICBC recognizes that those living in remote Indigenous communities face barriers to obtaining a driver's licence as a result of the distances to Driver Licensing Offices or the costs for transport. The trip can be time consuming and costly for those living in remote communities, sometimes requiring a ferry ride and overnight stay in a hotel, and this can be compounded if customers are unclear about stringent identification requirements. Prior to COVID, members of the Road Safety Team visited these remote communities to give presentations on the steps required to obtain a driver's licence. With pandemic restrictions in place, this was no longer appropriate, and the team had to pivot and shift their delivery of information.

The team worked with members of the Indigenous Peoples ERG and Creative Services to create a video outlining the process of obtaining a learner's licence, entitled 'Preparing to Take Your Learners Test'. In addition to information about ID requirements, the presenters provide clarity on how to study for the knowledge test, where to find study guides and resources, and what to do if the customer does not pass their first test.

MANDATE

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

EXECUTIVE COMMITMENT

In 2021, Knowledge Network released its EDI Action Plan 2022-2025 ([knowledge.ca](https://www.knowledge.ca)). It details our commitments to support EDI within our government mandate and organizational priorities which are also reflected in our Strategic Plan and Service Plan.

EDI Vision – Knowledge Network reflects the diversity of British Columbia through our television and streaming services and in our relationships with external stakeholders. We are an inclusive organization where all employees feel respected and valued.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

- Knowledge Network has prioritized the filling of vacancies with Indigenous and racialized candidates and is currently developing a diversity talent strategy. In 2021/22, Indigenous filmmaker Gordon Loverin was recruited as Knowledge Network's Producer, Original Documentaries.
- All management/decision makers were required to complete Gender Based Analysis Plus (GBA+) training. Frontline staff, along with all Knowledge Network staff, have had training on anti-racism and unconscious bias. In 2021, all staff participated in a session facilitated by an EDI consultant on EDI foundations for the workplace.

Knowledge Network actively promoted multiculturalism in the broader community through the following initiative:

- In fall 2021, the four-part documentary series commissioned by Knowledge Network, British Columbia: An Untold History, had its broadcast premiere. The landmark project provides diverse and inclusive perspectives from authors, historians, Elders, and descendants of historical figures presenting a critical look at the past that shaped British Columbia today. It includes a digital companion piece - an interactive timeline where audiences can explore additional periods in the province's history not included in the series. Community screenings hosted by experts featured in the series were organized across the province and continued through 2022.

Knowledge Network incorporated multiculturalism policy (including goals to increase equity, inclusion, and diversity) when developing policies, practices and programs:

- In 2021, Knowledge Network engaged in a comprehensive equity, diversity and inclusion review and commissioned an independent equity audit on documentary and children's programs supported prior to production (pre-licensing activity). These actions have informed new initiatives and policies to achieve greater equity, diversity, and inclusion across our organization. This includes increased support for Indigenous and racialized B.C. production companies which is reflected in new performance measures and targets in our 2022/2023 Service Plan.
- Providing British Columbians with programming that reflects and supports B.C.'s diversity is a priority. Highlights from 2021/22 include:
 - » Picking Up the Pieces: The Making of the Witness Blanket - Follows Indigenous artist Carey Newman on his journey to commemorate the experiences of residential school survivors across Canada.
 - » Because We Are Girls: A conservative Indo-Canadian family in small-town British Columbia must come to terms with three sisters sexually abused by an older relative beginning in their childhood years.

- » Birth Of A Family: Three Indigenous sisters and a brother, adopted as infants into separate families across North America, meet for the first time.
- » The Persians: A History of Iran - Journalist Samira Ahmed explores the complex past of Persia, the world's first empire, by focusing on the rich artistic legacy of the region.
- » Afghanistan: The Wounded Land - explores the never-ending war going back to the 1970's, when Afghanistan was at a crossroad between modernity and tradition, and Islam and Communism.
- » African Renaissance: Afua Hirsch offers a radically new vision of Africa and its culture by bringing together historical insights, cultural heroes and extraordinary art, music, and dance.
- » The Fifth Region: In the shadows of the sixties scoop and the residential school system this generation is holding on to their traditions and defining what it means to be an urban Inuk.
- » Great Asian Railway Journeys: Michael Portillo journeys across Asia by railway to explore the legacy of European imperialism in six vibrant and independent nations.
- » Rumble: The Indians Who Rocked the World: A documentary about the role of native Americans in popular music.
- » Sadika's Garden: An uplifting story of a group of Canadians, once refugees themselves, uniting to sponsor a Syrian refugee family of eight.
- » 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.
- » Beyond Human Power: Tlingit-Tahltan filmmaker Gordon Loverin documents how taking part in a potlatch ceremony between 1885-1951 sent many Indigenous Peoples to jail, but now a new generation of dancers share their stories and performances from Vancouver to Whitehorse, Yukon and beyond.
- » 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.

In 2021/22 Knowledge Network:

- » Collaborated with the First Peoples Cultural Council agreed to collaborate on a new initiative to showcase Indigenous languages, arts, and culture through documentaries by B.C. Indigenous producers.
- » Introduced a self-identification process for B.C. independent production companies we partner with to better understand the impacts, outcomes and accessibility of your policies, programs, or services for Indigenous Peoples and other racialized or marginalized groups.

HIGHLIGHTS ON INITIATIVES IN 2021/22

In 2021, a new development initiative was launched by Knowledge Network to support Indigenous, Black and people of colour (BIPOC) producers by providing development funding as well as an allocation from Knowledge Network's Canada Media Fund development envelope. This is a three-year initiative that will support two projects each fiscal with the intention of these projects moving forward into production the following year. In addition to the two projects selected in 2021, Knowledge Network supported two more projects with a Knowledge Network development fee which triggered development funding from Creative BC. Knowledge Network also provided 5 broadcast letters of interest to BIPOC producers which allowed them to apply for pre-development through the Canada Media Fund's new Pilot Program for Racialized Communities.

SUCCESS STORY

Knowledge Network made direct investments in fourteen documentary and children's projects in 2021/2022. Nine children's projects were supported as a second window pre-license, five of which were with racialized producers. Two of the projects were second window documentaries of which one was with a racialized producer. Knowledge Network supported three feature length commissions, one with an Indigenous producer and one with a racialized producer. Both projects were supported early on by Knowledge Network during their development phase.

MANDATE

Legal Aid BC (LABC) is BC'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 BC. 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 Peoples 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 Peoples by improving access to justice.
- LABC delivers services tailored to people's needs.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

LABC uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- 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 and Parents Legal Centre (PLC) staff positions as they come due and report out to BC's Office of the Human Rights Commissioner.

During 2021/22, LABC provided Equity, Diversity, and Inclusion (EDI) training to all staff on Inclusion Literacy Basics; additional EDI training was provided to executive management and people managers on the following topics:

- Identifying and Disrupting Unconscious Bias
- Pre-session for Black, Indigenous and People of Colour (BIPOC) people managers before Active Bystander Part 1 (to prepare BIPOC people managers to deal with the conversations and situations that may come about)
- Intercultural Fluency for Leadership
- Active Bystander, Part 1, and Part 2
- Post-session for BIPOC people managers after Active Bystander Part 2 (to debrief with BIPOC people managers about the conversations and situations that arose during Active Bystander training sessions).

The LABC Learning Catalogue includes courses on diversity, equity, and inclusion topics; staff can self-enroll 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 actively promotes multiculturalism and multiculturalism policy in the workplace or in the broader community through events and initiatives. Examples include:

- LABC has an Indigenous Cultural Competency training programme and a Reconciliation Action Plan, which are focused on promoting further understanding and respect of Indigenous peoples.
- LABC hosted virtual training sessions on Indigenous topics, including taking a trauma informed approach, Gladue reports, and developments in Indigenous law. Sessions were attended by staff, legal aid lawyers and Community Partners.
- LABC also hosted a virtual event on National Truth and Reconciliation Day, attended by 124 staff.
- Incorporating Multiculturalism policy into the development of policies, practices and programs is currently driven by our Reconciliation Action Plan. The Plan sets out 20 strategies and 52 related actions LABC will take to implement three goals: to advance reconciliation through education, by fostering equity for Indigenous peoples, and by empowering Indigenous peoples.

LABC utilizes networks, partnerships, advisory councils, consultation, and other outreach mechanisms to gather input from Indigenous, racialized, and other under-represented groups. Examples include:

- PLC staff participated in 294 engagement activities with Indigenous communities. One of the goals of the Indigenous engagement sessions is to seek input and inform the continued development and improvement of services such as the PLCs.
- LABC has a Memorandum of Understanding with The Native Courtworker and Counselling Association of British Columbia (NCCABC) to work together on common initiatives and share information on how to improve access to justice for Indigenous people.

- During 2021/22, LABC began liaising with Métis Nation British Columbia to explore how LABC could support the implementation of the Métis Justice Strategy.

LABC delivers and supports the following culturally appropriate and responsive programs and services. Examples include:

- LABC has an Indigenous Services department dedicated to ensuring that our services are culturally appropriate and better meet the needs of Indigenous Peoples in BC. These services include the Parents Legal Centres and Aboriginal Community Legal Workers.
- PLCs have engaged with their local communities to establish 22 network locations across the province, equipped with IT equipment funded by LABC, enabling clients to remotely connect with PLC staff and receive services. Most of the network locations are affiliated with Indigenous services or agencies. 31% of Parents Legal Centre staff identify as Indigenous.

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

- LABC collects data on Indigenous ancestry/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 they do, 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 of our minds the importance of understanding the culture, traditions and communities the children have a right to be connected to during the course of 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 (for Immigration and Refugee applicants).

HIGHLIGHTS ON INITIATIVES IN 2021/22

In June 2021, LABC started an initiative (Equity, Diversity and Inclusion Review and Strategy) to identify and implement meaningful actions on EDI. At least two streams of work are anticipated for this initiative: (1) internal work to make changes in organizational policies, procedures, and behaviours, and (2) external work in collaboration with community agencies, service providers and other stakeholders. During 2021/22, the following work was completed as part of the EDI initiative:

- An EDI consultant was retained, and an internal EDI Council was established and began the process of developing a governance model.
- The EDI project management plan was finalized and work on Phase 1 began.
- EDI training was delivered as outlined in response to question 3 above.
- An EDI Benchmarks Audit was completed; it utilizes the Global Diversity, Equity & Inclusion Benchmarks (GDEIB). The GDEIB is designed to help organizations and institutions implement the best and most sustainable EDI practices in the most strategic sequence.
- A Baseline Inclusion Audit was completed, and an Inclusion Audit Report was received.

SUCCESS STORY

LABC's activities to support the implementation of Indigenous justice strategies are essential to advancing reconciliation. In February 2022, LABC and the BC First Nations Justice Council (BCFNJC) signed a Memorandum of Understanding confirming the establishment of a collaborative relationship to implement the BC First Nations Justice Strategy. Information sharing is a key part of the current stage of the implementation. In 2021/22, LABC shared all policy and processes developed for the LABC Gladue Report Program and responded to information requests, including hosting 17 one-hour sessions on LABC operations for BCFNJC staff and consultants. LABC also provided support to staff from the Indigenous Justice Policy and Legislation Division of the Ministry of Attorney General through sharing of information about legal aid services and First Nations/Indigenous Courts. Alongside the BCFNJC, LABC participated in the working group regarding the transition of legal aid services from LABC to the BCFNJC.

ROYAL BC MUSEUM

MANDATE

The Royal British Columbia Museum (RBCM) was created under the *Museum Act* (2003) to fulfil the 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 (B.C.); 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 2021/22 Mandate Letter, government directed the RBCM to make substantive progress on priorities and incorporate them in the goals, objectives, and performance measures in the 2021/22 Service Plan.

EXECUTIVE COMMITMENT

- Continue to engage in the process of repatriating ancestral remains and sacred cultural materials
- Ongoing development of provincial travelling exhibitions to further community engagement initiatives, create displays and content that include the lived experiences of all British Columbians and meet our mandate to be a museum for all peoples of British Columbia, especially in remote areas and under-represented communities.
- Continued commitment to equity, diversity, inclusion, and accessibility (EDIA) in the workplace through targeted diversity/cultural awareness training for all staff at every level of the museum and archives.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

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

- Targeted recruitment outreach efforts for all RBCM positions, specifically the Indigenous Collections and Repatriation.
- Utilized an executive recruitment firm to identify and support recruitment of key executive positions (e.g., Chief Executive Officer and Vice President, Engagement and DRIPA Implementation).
- Continue to work with Inclusive Excellence Strategy Solutions Inc. (IESS) Consulting to address the issues of EDIA for all staff and leaders in the organization. The Landscapes of Injustice (LOI) partnership with the Nikkei National Museum and the University of Victoria is a seven-year research and knowledge mobilization project on the dispossession of Japanese Canadians during WWII. As a major partner, RBCM is hosting the LOI exhibit, *Broken Promises: Landscapes of Injustice*, a national travelling exhibition on the subject. The exhibition, which is co-curated by the RBCM, has travelled to regional museums throughout B.C. including, most recently, the Surry Museum. In December the LOI exhibit travels to the Canadian Immigration Museum in Halifax, Nova Scotia.
- *Haq and History: The Punjabi Canadian Legacy Project* - RBCM created a copy for our partners at the South Asian Studies Institutes at the University of Fraser Valley. Installed at the Surrey Central Public Library - March 2022.
- *Gold Mountain Dream*, the story of Chinese involvement in the BC gold rush, was installed at the Victoria Chinatown museum in Fan Tan Alley in Victoria - February 2022.

The RCBM provides the following training for front line, managerial and executive staff:

- Identified mandatory RCBM training for all staff and volunteers, includes Communications 101, Psychological Safety in the Workplace, and Trust - A call to Co-Creation.
- In addition, corporate mandatory BC Public Service Agency training for all employees includes Diversity and Inclusion Essentials, Review of the Standards of Conduct and Oath of Employment.

The RCBM utilizes consultation and other outreach mechanisms to gather input from Indigenous, racialized, and other under-represented groups. Examples include:

- Sustained and significant partnerships through the South Asian Canadian Legacy Foundation (RCBM, South Asian Canadian Institute at the University of the Fraser Valley); Victoria China Town Memorandum of Understanding (MOU), Chinese Canadian Museum of BC (curatorial support); Nikkei National Museum and Victoria Nikkei Cultural Society through the Landscapes of Injustice project.
- Research and development of a new Digital Field Trip (DFT) called First Peoples' Innovations and Technologies in B.C. – this was part of the DFT review and adjustment and responded to the high demand by educators in B.C. and beyond, for Indigenous-focused and curricular. linked programs. Continued building a new relationship with Dave Dick, who joined as a guest presenter SUMÉ,t of the WSÁNE? Marine Guardians/ QENTOL,YEN for a World Whale Day webinar (February 16)

- Initiated outreach with several potential Indigenous program facilitators (i.e., Charlene George, Tiffany Joseph, Mryna Crossley, Lorilee Wastasecoot, Joe Martin) for new programming pilots that provide more opportunities for Indigenous cultural knowledge sharing in a hybrid manner. This begins to address the gap left by Leslie McGarry's departure and prepares us to update our program offer once the anticipated gallery closures occur.

The RCBM delivers the following culturally appropriate and responsive programs and services:

ONLINE PROGRAMS

RBCM@Outside:

- May 20, 2021 – Michael Abe, project manager of the Landscapes of Injustice project, did a virtual walk and talk about the history of the Japanese Teahouse in Esquimalt Gorge Park on Vancouver Island. Discussed the effects of dispossession and internment on tens of thousands of Japanese Canadians in B.C. during the 1940s.
- June 20, 2021 – For Canada Parks Day RBCM visited with BC Parks community liaison officer Natasha Ewing for a virtual, summer rainforests visit in two BC provincial parks: Goldstream Provincial Park on Vancouver Island and the Ancient Forest/Chun T'oh Whudujut Provincial Park east of Prince George. Established in 2016, the Ancient Forest / Chun T'oh Whudujut is co-managed by the Lheidli T'enneh First Nation and the Province of BC. Lheidli T'enneh elder Darlene McIntosh shared some of her knowledge with us.
- December 2, 2021 – Between 1979 and 1982 more than 60,000 refugees from Vietnam resettled in Canada, about half of them were supported in their arrival by private sponsors. Artist Chrystal Phan takes a virtual walk in Victoria. RBCM and Chrystal looked at sites that were significant to Chrystal's family and other Vietnamese Landed Immigrants as they arrived on Canada's west coast in the fall of 1980 and began their journey to citizenship.

RBCM@Home (Kids)

- April 14, 2021- Nisha Patel, award-winning Indo-Canadian poet, artist and public speaker, was the guest for a special session of RBCM@Home (Kids) in honour of National Poetry month.
- May 26, 2021- A program connected to the Landscapes of Injustice project, exploring an interactive story-based game that follows two Japanese Canadian siblings as they experience internment during the 1940's. Guests were Natsuki Abe and Jennifer Landrey.

General Online:

- October 19, 2021 - Empathy Toolkit online launch. The toolkit is a resource for both cultural program facilitators and Indigenous artists who will work in unity to create unique experiences for guests.
- February 16, 2021 - World Whale Day with WSÁNEĆ Marine Guardians who seek to remedy the colonial interruption by restoring balance between the WSÁNEĆ and the orcas.
- February 24, 2022 - Grafton Tyler Brown's Landscapes and Complexities of the "Frontier" talk with guest Dr. Kirsten Pai Buick. An online talk about black landscape artist Grafton Tyler Brown.
- March 27, 2022 - Black History Here, Now, Then, Always: A Conversation Across Exhibitions was an online presentation with curators from the Sankofa: African Routes, Canadian Roots exhibit at the Museum of Anthropology and the Hope Meets Action exhibit at the RBCM.

In-person

- October 23, 2021 - Living Cultures Indigenous Artists Screening. Screening of four videos of Indigenous artists practicing in BC. Event hosted by Lorilee Wastasecoot, curator of Indigenous Art and Engagement at the Legacy Art Gallery. Videos are online here: <https://royalbcmuseum.bc.ca/first-nations/events/living-cultures/Indigenous-arts-studio-2021>
- February 12, 2022 – B.C. Black History and Heritage Day was celebrated with displays from local organizations and descendants of early black settlers.

Learning Portal

- Focus groups were held with BC French teachers in summer 2021, from there, more than 20 new French online museum resources for teachers were developed and then published on the Learning Portal in March 2022.
- The Learning Portal published content in three new pathways:
 - » August 2021: Hope Meets Action pathway. This pathway is connected to the exhibition Hope Meets Action: Echoes Through the Black Continuum. The exhibition and pathway explore the connections between historical and contemporary Black experiences throughout B.C.
 - » September 2021: Landscapes of Injustice pathway. This pathway examines the displacement and dispossession of thousands of Japanese Canadians in Canada in the 1940s.
 - » March 2022: Paldi pathway. Learn about this extraordinary multicultural community on Vancouver Island, established in 1917 by a man named Mayo Singh.
- Natural History data is being reviewed to include an Indigenous lens, both with naming of species as well as being specific of which territory these species came from. It is hoped that future collections management systems will be able to create full inventories of species by traditional territory.

HIGHLIGHTS ON INITIATIVES IN 2021/22

- Indigenous Access to Residential School Records: Royal BC Museum has entered into a Memorandum of Understanding (MOU) with the National Centre for Truth and Reconciliation (NCTR) at the University of Manitoba, to underscore a commitment to share records and data with the NCTR and undertake collaborative projects according to the principles of UNDRIP.
- Following discussions with the B.C. Ministry of Indigenous Relations and Reconciliation (MIRR), the museum and archives formed a partnership with the University of British Columbia (UBC) Residential School History and Dialogue Centre

(with whom we already have an MOU), to embark upon a joint project funded by the MIRR to digitize and share residential school records.

- In addition, a new agreement with the Sisters of St. Ann was developed that facilitates continued access to materials in their archival collection that pertain to residential schools.
- The RBCM's Director of IT and Digital participated as Technical Advisor on the Digital Archive project stream for the South Asian Legacy Project. Advice was provided on web development for the purpose of public access, and long-term file preservation methods.
- A member of the RBCM IT and Digital team provides ongoing support to Indigenous repatriation activities with respect to collection data. That person scripts and runs custom reports to identify collection objects from certain cultural groups to be considered for repatriation.
- RBCM partnership with La Federation des francophones de la Colombie-Britannique to provide technical support for the creation of their COVID-19 website.
- Provided large scale interpretive graphics to the WSÁNEĆ Leadership Council's Orca Monitoring Program. The graphics are installed outside the WSÁNEĆ Marine Guardian Headquarters in Saanichton where they are used for Indigenous school group educational programming.
- Our display Gold Mountain Dream, the story of Chinese involvement in the BC gold rush, was installed at the Victoria Chinatown Museum Society in FanTan Alley in Victoria. The show opened February 2022 and will run for one year.

- HAQ and History Travelling Exhibit developed for the South Asian Canadian Legacy Projects. This bilingual travelling exhibit showcases the history and contributions of the diverse South Asian Canadian Diaspora in BC. Exhibit is on display at the Surrey Public Library until June 2022 and then will travel to other communities around BC.
- Building Community: Paldi and the Legacy of South Asian Canadians outreach kit launched for the South Asian Canadian Legacy Projects. The kit contains objects, images and activities that help students in grades four, six and nine, think critically about what it would have been like to live in the multicultural community of Paldi and what the significance of that community is today.
- We work with LE, NONET programme, and Co-op at UVic to give Indigenous and other students opportunities to build on-the-job skills in the galleries, libraries, archives, and museums (GLAM) sector.
- During COVID-19, the Indigenous Summer Arts Studio of 2019 had to be reimaged. Rather than an in-person presentation and market, we began filming interviews and demonstrations with previous artist participants so help viewers get a greater understanding of Indigenous cultures. This project was made possible with funds by the Government of Canada.
- In addition to the videos, we created an Empathy Building Toolkit for both cultural program facilitators and indigenous artists who want to create a program together. The goal of the guide is to give tools and information for successful collaborations. This project was made possible with funds by the Government of Canada.

TRANSPORTATION INVESTMENT CORPORATION

MANDATE

The purpose of the Transportation Investment Corporation is to effectively plan, resource and manage the delivery of large, complex transportation and infrastructure projects in British Columbia by:

- Providing cost effective and flexible delivery, including procurement and commercial oversight, of selected major projects, assigned to it by the Province.
- Applying effective and consistent risk management, project and financial processes and controls to all assigned projects.
- Building capacity within the Corporation, and by extension the public service, for delivery of major capital projects.

The projects assigned to the Corporation include replacement of the Pattullo Bridge, the Broadway Subway project, widening the TransCanada Highway in Kicking Horse Canyon, replacing the George Massey Tunnel, modernization of the Royal BC Museum and construction of its Collection and Research Building. TI Corp is also developing a business case for the Surrey-Langley SkyTrain extension.

EXECUTIVE COMMITMENT

The delivery of major infrastructure projects by TI Corp supports provincial multicultural objectives in two overarching ways.

First, the provision of public infrastructure, particularly public transit systems, are significant drivers in advancing the values of equity, inclusion and diversity which are integral to multiculturalism. Public infrastructure projects such as those delivered by TI Corp represent public assets designed to support inclusively social and economic opportunities for a diversity of users. Infrastructure projects remove barriers that can limit a person's full participation in their community, workplace, government, and life.

Second, in addition to the inclusive societal benefits inherent to these infrastructure projects, TI Corp also actively implements the Community Benefit Agreement (CBA) and other labour agreements assigned to projects. These agreements deliver direct benefits to Indigenous Peoples and equity-deserving groups including women, youth, and others traditionally under-represented in construction. Benefits include priority training and employment opportunities associated with the project construction that translate into skill development, apprenticeship completions and associated employment benefits.

TI Corp's corporate commitment to multiculturalism is demonstrated in several ways including:

- Recruitment procedures, human resource and workplace policies and the resulting diversity of the corporation's staff complement (described in detail below) reflect the corporation's commitment to equity, inclusion, and diversity.
- TI Corp's 2021 Workplace Engagement Survey, for which there was a high response rate, indicates a very diverse workforce including that most respondents identify as women, almost one in ten identify as LGBTQS+ and almost half identify as visible minorities as defined by Canadian Census categories with many respondents identifying within multiple categories. Of those who identified within a category or categories of visible minorities, 31% responded as Chinese, 20% as South Asian (e.g., Indian, Pakistani, Sri Lankan, etc.), 5% as Black, almost 7% as West Asian (e.g., Iranian, Afghan, etc.) and 10% as Other including Arab, Filipino, Japanese, Latin American, multiple visible minorities and visible minority not identified elsewhere in the census categories. The number of respondents who identified as an Indigenous person or a person with a disability did not meet the minimum threshold for reporting.
- Human resource policies and the Corporation's code of conduct reflect the corporation's commitment to respect and its cross-cultural significance; and the Corporation's development of all new project business cases, procurements and delivery strategies are examined from an intersectional perspective through the application of GBA+.

KEY PRACTICES, POLICIES AND PROGRAMS IN SUPPORT OF MULTICULTURALISM

TI Corp uses targeted employee attraction, mentoring and retention initiatives aimed at diversifying the workforce. Examples include:

- As part of the Corporation's objectives to ensure a diverse workforce that reflects the population it serves, TI Corp identifies and posts its employment opportunities across employment networks.
- One of the approaches the Corporation takes to build its internal capacity, and by extension the public service, for delivery of major capital projects is purposeful and concerted mentoring between experienced, expert practitioners and its talented and diverse workforce. These relationships ensure critical knowledge sharing and skill development opportunities across the entire corporation.
- TI Corp has identified as a priority for the year ahead the development of a strategy specific to enhancing diversity and inclusion within the corporation and in the carrying out of its mandate. A key element of this strategy will be the actions and steps necessary to ensure strong inclusion and retention of the corporation's diverse workforce.

TI Corp provides the following training for front line, managerial and executive staff:

- All staff are encouraged through performance planning to pursue training supporting multicultural values including in areas of anti-racism, cultural agility, Indigenous cultural safety, and inclusive service delivery through the application of GBA+. Expanded support for this training is anticipated as a key element of the development of the Corporation's strategy to enhance diversity and inclusion.

- Corporation executive and key members of TI Corp's project teams have participated in the Respectful Onsite Initiative program developed and delivered by the BC Infrastructure Benefits Corporation. This initiative provides training to ensure a respectful worksite culture where everyone feels included. A particular focus of the training is to ensure Indigenous cultural safety. Participation in the training will be expanded to all employees.

TI Corp has the following initiatives in place to promote intercultural understanding and respect for diversity in the workplace, as well as events and initiatives to promote multiculturalism. Examples include:

- The development of the Corporation's strategy to enhance diversity and inclusion will involve an examination of information received through the results of the corporation's workplace engagement survey as well as best practices and approaches including recognition of days of significance to all cultures and communities, such as Diwali, Eid, Ramadan, Navroz, and Pride at Work.
- The development of a strategy to enhance diversity and inclusion will formalize the Corporation's promotion of multiculturalism in the workplace by building on TI Corp's foundation of inclusive human resource and workplace policies and increasing support for the events and initiatives that have occurred spontaneously and informally over the course of the organization's growth and development.

TI Corp incorporates goals to increase equity, inclusion, and diversity when it develops policies, practices, and programs. Examples include:

- Ensuring inclusive, equitable hiring practices that are proactively designed to increase diversity of the corporation's workforce including identifying and posting its employment opportunities across diverse employment networks.

- Working with partners and project teams to ensure all participants involved in the design of the projects are aware of principles of GBA+, piloting procurement requirements that recognize and encourage proponents with knowledge and experience in GBA+ and other intersectional analysis and application.
- Increased incorporation of these goals is anticipated to be a key driver in the development of the corporation's strategy to enhance diversity and inclusion and is expected to include additional progressive actions to build on key practices such as the review and revision of TI Corp's human resource policies to ensure the use of gender-neutral language.

TI Corp utilizes networks, partnerships, advisory councils, consultation, and other outreach mechanisms to gather input from Indigenous, racialized, and other under-represented groups. Examples include:

- Engagement with Indigenous groups, stakeholders, associations, and the public is a key component of the Corporation's undertakings in developing and delivering major infrastructure projects. The use of GBA+ approaches has increasingly strengthened the Corporation's capacity to engage with and incorporate the needs and interests of under-represented groups. An example of this is consideration for engagement on the design and construction of the Surrey Langley SkyTrain extension. The Corporation is taking a purposeful approach to ensure it is engaging individuals, groups and associations that have been under-represented in previous public transit initiatives.
- TI Corp ensures collaboration efforts with partners, stakeholders and other interested parties are commensurate with the interest, benefit or effect the project represents for their community or interests.

- In many cases, collaboration extends to establishing formal agreements that provide for regular information sharing, participation in planning, and sharing of benefits. These can apply to a range of activities including project-related business opportunities, design of complementary infrastructures and provision of local and Indigenous artwork for incorporation into the project infrastructure.

The Corporation continuously strives to find ways to ensure its work in delivering major infrastructure projects is conducted in manner that is as accessible and inclusive as possible. This includes multi-lingual translation of project engagement opportunities and information. It also includes ensuring accessible information and services using best practice accessibility guidelines for website design and content. In the coming year, consistent with provincial commitments, TI Corp will be stepping forward on initiatives to establish an accessibility committee, an accessibility plan and to build a tool to receive feedback on accessibility.

As part of engagement, planning and delivery of projects, the Corporation uses data about BC's diverse population – including needs and barriers – to ensure that procurement, design, construction, and the resulting infrastructure all create lasting benefits for all people affected by the project. Examples include:

- Data is used to plan the delivery of such things as information sessions about business opportunities associated with the project (e.g., workshops for local Indigenous businesses to share information about their products and services with potential project proponents). It is also used to ensure the needs of populations in the vicinity of the project are well understood to mitigate any barriers that may be created, as well as ensuring appropriate accessible parking and installation of ramps in project corridors which include a significant number of medical offices.

- As part of the project-specific labour agreements TI Corp develops in partnership with unions and contractors, contractors are financially incented to provide training and employment opportunities as part of project construction for Indigenous Peoples and equity-deserving groups. Contractors are required to provide regular detailed reporting on the employment participation of Indigenous Peoples and equity-deserving groups. This data is essential to ensure the agreements achieve their intended equity, diversity, and inclusion values in support of multiculturalism and fulfill a key benefit of the project's construction.

SUCCESS STORY

Pattullo Bridge Replacement Project

The replacement of Pattullo Bridge is very significant to the historic village of q'əq'əyt (please note that this is the spelling of the village site used in this reference and it should be known that the spelling is unique to each Indigenous group associated with the village). This village is of cultural and spiritual importance to multiple Indigenous communities, including for seasonal activities such as fishing, and collecting food and plants. Given this significance, including archaeological importance, the need for ongoing safe access to the site during the bridge replacement, and the importance of fish and fish habitat. Indigenous communities and the project team have designed and engaged through a new and collaborative approach to planning for, and construction of, the replacement bridge as well as removal of the existing bridge.

This approach makes use of a multi-party working group and committee structure to ensure partnership and empowerment of First Nations' archaeologists to inform planning and implementation of on-site cultural ceremony and project activities. This includes field assessments and decision-making, data summary, collaborative reporting, conservation, and curation. When the COVID-19 pandemic precluded First Nations community members from being on site in-person, the working group implemented a remote monitoring mechanism to ensure safe and continuous participation.

Other direct engagement between First Nations and the Province pertaining to this project involves the scoping and implementation of eulachon and sturgeon studies and the selection of fish habitat offsetting locations.

The significance of the area and the shared commitment to enhancing cross-cultural understanding, awareness, and respect, has also led Indigenous communities and the project team to embrace an enhanced level of integration of Indigenous art and cultural recognition in the design and implementation of the new bridge. This has included educational signage and artwork and language components that showcase young and emerging Indigenous artists.

Broadway Subway Project

A key commitment of the Broadway Subway Project that supports the objectives of the *Multiculturalism Act* is ensuring that all phases of the project are inclusive and accessible for people with all levels of abilities.

The project team strives to reach all people who live, work or travel through the project area and frequently engages with a variety of stakeholders such as businesses and residential stratas.

Engagement is geared to reduce and overcome barriers by providing multi-faceted opportunities to connect, including in-person meetings, neighbourhood information kiosks, phone, email, social media channels and the project website that also offers translated resources.

Mobility is a significant factor for economic and social integration, and the goal of the project is to build onto the inclusivity and accessibility of the existing SkyTrain network. All six new stations will be equipped with elevators for people with mobility issues as well as people using wheelchairs, strollers, or other mobility devices. An extra elevator will be constructed at the Broadway-City Hall Station where there is a connection to the Canada Line, and room for the additional elevators is being incorporated into the Oak-VGH and Arbutus stations in consideration of future growth and developments.

The stations will have accessible ticket vending machines and radiofrequency enabled fare gates which ensure hands-free access for eligible riders. Tactile, coloured and slip resistant paving treatments will make station access safer for all users. Public address systems will ensure clear, audible announcements for those riders with hearing challenges.

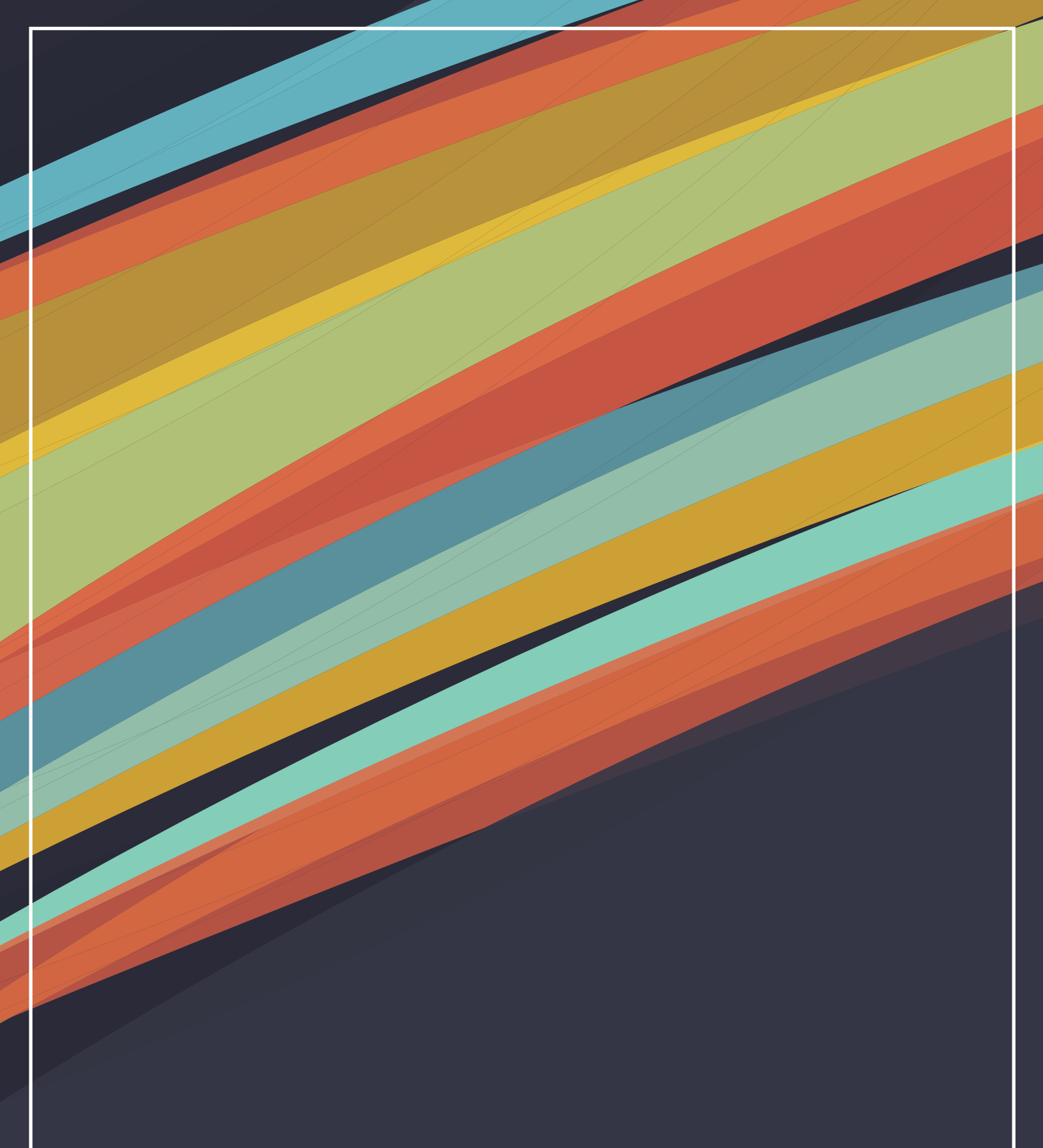
The project is also committed to maintaining access during construction for people of all abilities. This includes providing certain sidewalk and transition ramps, and rerouting multi-purpose pathways.

The considerations incorporated into the Broadway Subway Project are designed to ensure full accessibility to people of all abilities and will enable everyone to travel on this extension to the Millennium Line. Kicking Horse Canyon Project – Phase Four

Through the support and involvement of Government Communications and Public Engagement, information bulletins containing important information on construction traffic management for the Kicking Horse Canyon Project – Phase 4 are translated into Punjabi, in recognition of the significant representation of this linguistic and cultural community within the commercial transportation industry.

With the project location in the traditional territories of the Secwépemc and Ktunaxa Nations, the Kicking Horse Canyon Project team has worked in close partnership with Indigenous communities, ensuring that Indigenous interests are recognized and integrated throughout the entire project life cycle. By working together, areas of traditional, cultural, and archaeological value have been identified and protected. The spirit of partnership is also reflected in significant Indigenous involvement in construction through training, employment, and business opportunities.

Known for its spontaneous informality and the range of cultures reflected, a frequent practice at daily project management team huddles is the recognition of events important to a diverse and multicultural society. They may be deeply reflective, such as the tragedy of the discovery of unmarked graves at residential schools, or supportive and defiantly inspirational, such as Orange Shirt Day, or contemplative, such as Ramadan. They may also be celebratory, such as Diwali, Chinese New Year and Persian New Year, or light-hearted, such as German Butter bread Day. This simple, unstructured activity serves to reinforce the team's appreciation for the diversity that enriches the lives of all British Columbians.



BRITISH
COLUMBIA