

# Report on Multiculturalism

2019/2020



BRITISH  
COLUMBIA

## NATIONAL LIBRARY OF CANADA CATALOGUING IN PUBLICATION DATA

Main entry under title:

Report on Multiculturalism, Government of British Columbia–1993/94

Annual

Includes: Multiculturalism BC annual report 1993/94

Includes: Report on the activities of the Multicultural Advisory Council, 1993/94

Imprint varies:

2000/01, Ministry of Multiculturalism and Immigration;

2001/02–2003/2004, Ministry of Community, Aboriginal and Women's Services;

2004/05–2007/08, Ministry of Attorney General;

2008/09, Ministry of Citizens' Services;

2009/10, Ministry of Regional Economic and Skills Development;

2010/11, Ministry of Social Development;

2011/12, Ministry of International Trade;

2012/13, Ministry of International Trade;

2013/14, Ministry of International Trade;

2014/15, Ministry of International Trade;

2015/16, Ministry of International Trade;

2016/17, Ministry of International Trade;

2017/18, Ministry of Tourism, Arts and Culture;

2018/19, Ministry of Tourism, Arts and Culture; and

2019/20, Ministry of Attorney General

ISSN 1201-7310 = Report on Multiculturalism, Government of British Columbia

1. British Columbia. Multiculturalism Act – Periodicals.
2. Multiculturalism British Columbia – Periodicals.
3. British Columbia. Multicultural Advisory Council – Periodicals.
4. Multiculturalism - British Columbia – Periodicals.
5. Minorities – Services for – British Columbia – Periodicals.
  - I. Multiculturalism British Columbia
  - II. British Columbia. Ministry of Multiculturalism and Immigration
  - III. British Columbia. Ministry of Community, Aboriginal and Women's Services
  - IV. British Columbia. Ministry of Attorney General
  - V. British Columbia. Ministry of Citizens' Services
  - VI. British Columbia. Ministry of Regional Economic and Skills Development
  - VII. British Columbia. Ministry of Social Development
  - VIII. British Columbia. Ministry of International Trade
  - IX. British Columbia. Ministry of International Trade
  - X. British Columbia. Ministry of International Trade
  - XI. British Columbia. Ministry of International Trade
  - XII. British Columbia. Ministry of International Trade
  - XIII. British Columbia. Ministry of International Trade
  - XIV. British Columbia. Ministry of Tourism Arts and Culture.
  - XV. British Columbia. Ministry of Tourism, Arts and Culture.

FC3850.A1 M84 354.71 10084'84 C95-960166-X

F1059.7.A1 B73

# 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 26th annual report on the operation of the Act. This report covers the activities for the 2019/20 fiscal year.

Respectfully submitted,



Honourable David Eby, Q.C.

*Attorney General and Minister  
Responsible for Housing*

# Letter to the Minister

## HONOURABLE HONOURABLE DAVID EBY, MINISTRY OF ATTORNEY GENERAL

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2019/20. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2019/20.



Sincerely,

Richard J.M. Fyfe, QC

*Deputy Attorney General and  
Deputy Minister Responsible for Housing*

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On April 10, 2019, Premier John Horgan helped kick off Vaisakhi celebrations in the Hall of Honour in the B.C. Legislature. The event featured entertainment from local performers and an opportunity to share stories that reflect B.C.'s rich multicultural heritage.





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



AND  
RACHNA SINGH  
PARLIAMENTARY  
SECRETARY FOR  
ANTI-RACISM  
INITIATIVES

We are pleased to present the annual Report on Multiculturalism for 2019/20. This report offers a detailed account of work across ministries from April 2019 to March 2020, that aligns with the priorities, objectives and goals of set out in *B.C.'s Multiculturalism Act*.

The rich cultural diversity of our province is one of our greatest treasures. Our multicultural society makes B.C.'s economy strong, our cities vibrant and our communities dynamic as we learn and share our histories with one another. That is why it will always be a priority of our government to stand against racism, prejudice and intolerance and to build a safer and more welcoming province for every person, in every community.

While the focus of this report is on initiatives that were implemented prior to April 2020, the COVID-19 pandemic has set in motion new work aimed at tackling longstanding injustices and disadvantages for racialized communities in B.C. Amid the current mass protests against racism in Canada, the United States and around the world, the Province has responded quickly to engage partners and stakeholders throughout the pandemic to determine key actions that can be taken to address both the significant rise in anti-Asian racism we have witnessed in 2020 and the persistence of anti-Indigenous and anti-Black racism, and systemic racism more broadly.

At the time of writing, Government has just confirmed its new mandate. All B.C. Government ministers have been given strong direction to incorporate an equity and anti-racism focus in their portfolios. We have been tasked with developing new anti-racism legislation for the Province, as well as to support other ministers on their own anti-racism initiatives including addressing systemic racism in policing, creating dedicated hate crime units within police forces, reviewing training and procedures related to wellness checks, supporting increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, prioritizing opportunities IBPOC and other under-represented groups in the tech sector, addressing systemic racism in the health care system and supporting the collection, housing and analysis of race-based data to modernize sectors like policing, health care and education. These timely and decisive actions are important steps in addressing the broader issues of institutional and systemic racism and we look forward to sharing our progress in next year's report.

In 2019/20, we made tremendous progress across government, agencies and Crown corporations to strengthen and protect the values of diversity, inclusion and mutual respect. During his tenure as Parliamentary Secretary for Sport and Multiculturalism, Ravi Kahlon heard first-hand about the challenges people face as part of the government's community consultations on racism and hate. In total, more than 360 people joined the Parliamentary secretary through 21 dialogues in Courtenay, Cranbrook, Duncan, Nanaimo, Metro Vancouver, Abbotsford, Kelowna, Osoyoos, Prince George, Dawson Creek, Fort St. John, Prince Rupert and Victoria to talk about these important issues.

In direct response to the feedback received at these meetings, our government launched Resilience BC in November 2019, a provincewide anti-racism network to support communities with tools and resources to better respond to hate and protect cultural diversity in British Columbia.

In addition to establishing Resilience BC, other actions taken across government in 2019/20 to advance programs and services that are culturally sensitive, accessible and advance diversity of our province include:

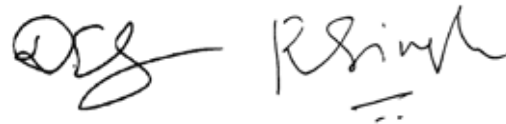
- Appointing Kasari Govender to a five-year term as Human Rights Commissioner to lead research, policy development and public investigations into issues of systemic discrimination in the province
- Passing legislation to strengthen the Independent Investigations Office's capacity and to improve the quality and timeliness of their investigations into police actions. This included introducing new binding standards on police stops or street checks to promote unbiased policing. Under the new standards, police are not permitted to make arbitrary stops or ones based on race
- Introducing an Entrepreneur Immigration regional pilot focused on attracting entrepreneurs from around the world to establish businesses in regional communities that will help spur economic growth in 30 smaller centres across the province
- Allocating \$40 million to build and revitalize First Nations-run treatment centres to provide culturally safe treatment throughout British Columbia
- Launching a five year Countering Radicalization to Violence pilot program to promote inclusive community safety and help individuals disengage from violent radicalization including right wing extremism
- Leading the ERASE (expect respect & a safe education) strategy in schools to promote and cultivate an environment that is safe, respectful and inclusive for all students
- Holding the first-ever live stream of the 2020 B.C. Multiculturalism and Anti-Racism Awards to recognize individuals and organizations for their excellence in fostering inclusiveness and anti-racism efforts in their communities and

- Forming a new cross-ministry, anti-racism and anti-hate working group to identify new ways to coordinate responses to incidents of racism in communities and to address the broader, more complex issues of systemic and institutional racism.

Underpinning everything we do as a government is a commitment to true and lasting reconciliation with Indigenous peoples. In 2019, B.C. became the first province in Canada to introduce legislation to implement the United Nations Declaration on the Rights of Indigenous Peoples. This commitment is reflected in the daily work of our government and is foundational to all decisions, as demonstrated throughout this report.

These are some of this past year's achievements to strengthen multiculturalism, advance equity, combat racism and foster intercultural trust and understanding among British Columbians. We recognize there is much more to be done and our government remains committed to that work as we continue to do all that is required to build a safer, stronger, more inclusive B.C. for everyone.

Sincerely,



David Eby

Rachna Singh



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

It is our pleasure to submit this report on behalf of the Multicultural Advisory Council for the 2019/20 Annual Report on Multiculturalism.

As we write this, during the middle of the COVID-19 pandemic, our work on this Council seems more relevant than ever. Throughout the pandemic we have seen



both a disturbing rise in anti-Asian racist incidents and astounding calls for justice to address systemic racism toward Black and Indigenous communities and People of Colour in British Columbia and around the world.

We are encouraged to see public dialogue shifting to look at how we can work across government ministries and other public institutions to address broad issues of racism at the individual, societal and institutional level. We feel fortunate to have strong leadership in B.C., with a government that has already taken some critical steps by reintroducing the BC Office of the Human Rights Commissioner and passing the *Declaration of the Rights of Indigenous Peoples Act* in 2019. We are also encouraged by the implementation of Resilience



Lunar New Year celebrations in Vancouver's historic Chinatown.



BC, a new community-based anti-racism network that will improve coordination in tackling racism and hate across the province.

In February 2020, members of the Multicultural Advisory Council met to review our progress and set strategic direction for the coming year. One of our top priorities is to continually improve this annual report. In Chapter 2, we are pleased to see clear indicators of the progress that is being made across ministries and Crown corporations to make public services safe, accessible and more culturally relevant to all British Columbians.

An additional key priority is to ensure the government makes progress on the collection of race and ethnicity-based data, in order to better assess disparities among British Columbians and to understand areas of systemic racism and to work to eliminate barriers. An emphasis has also been on how data collection is done in ways that follow ethical data governance standards that hold up communities that have been marginalized, rather than to further stigmatize.

We are also keen to see the Province take steps to improve the way we respond to racism in the K-12 education sector, through both enhanced incident response protocols and greater representation of racialized communities in the curriculum. Finally, we continue to advocate for B.C. to consider implementing more formal anti-racism measures, such as implementing an Anti-Racism Act and strategy.

Special thanks to Multicultural Advisory Council member Angela Hollinger who retired from the Council this year after serving for six successful years. Angela’s enthusiasm for council work was evident at every meeting and event she attended; she will be greatly missed. Many thanks as well to council members who took on extra duties this year by representing the council at key events, including co-hosting several of the dialogues on racism and hate with FORMER Parliamentary Secretary Ravi Kahlon, and co-hosting the Multiculturalism and Anti-Racism Awards Ceremony. We’d also like to thank the Chinese Canadian Community Advisory Committee for their efforts and collaboration on key issues of concern.

As we emerge from the COVID-19 pandemic, we hope to look back on this time as a pivotal moment in British Columbia’s history. May we look to 2020 as the year in which the Province, thoughtfully and deliberately responded to a health crisis, and also made real and measurable progress in addressing racism and white supremacy in all its forms and in building a new path toward equity and respect for all British Columbians.

Co-Chairs Tracy Wideman and Melanie Matining



<b>Multicultural Advisory Council Members 2019/20:</b>	
Christine Marie Anonuevo	Dr. Milan Singh
Amir Bajehkian	Dr. Ismaël Traoré
Patricia Barkaskas	Tracy Wideman
Melanie Matining	Hana Woldeyes
Hira Rashid	David H.T. Wong
Shelley Rivkin	

## Introduction

British Columbia's commitment to the vision of the **Multiculturalism Act** (the Act) has fostered strength and success in its actions to promote diversity and inclusion in the province. In 1993, B.C. developed the multiculturalism policy that set out this vision, and 27 years later, the Province's commitment to that vision is stronger than ever. Under the Act, the Province recognizes and promotes "...the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin ...[and] to promote racial harmony, cross cultural understanding and respect and the development of a community that is united and at peace with itself." This vision is solidified by Section 3 of the **Multiculturalism Act**, which states that government is "to work towards building a society in British Columbia free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin."

The **Act** recognizes the importance of respecting the multi-faceted identities of British Columbians. It affirms and reinforces our commitment to diversity and inclusion as a vital and powerful approach to making our province a safe and welcoming place for all residents. In the words of Premier Horgan, "Our lives and communities are enriched every day by

the diverse cultures that make up British Columbia." (Statement by Premier John Horgan on Canadian Multiculturalism Day, June 27, 2019.)

The Province is strongly supported by a robust suite of legislation, policies and programs designed to empower all British Columbians to fully participate in society. The principle of inclusive diversity is enshrined in key legislation, such as the BC Human Rights Code, the **Public Service Act**, the **Employment Equity Act** and new legislation such as the **B.C. Declaration on the Rights of Indigenous People Act**. The Province is committed to supporting initiatives and processes such as gender-based analysis plus (GBA+) to ensure budgets, policies, and programs reflect the unique needs and impacts that decisions can have on diverse groups of people. Strong public policies and programs dedicated to equality, such as education, housing, and health care systems, ensure that all British Columbians have access to fundamental services that support individual, community and societal well-being.

The provincial government holds itself accountable for its actions and offers mechanisms for British Columbians to seek recourse in instances where their rights are not respected, such as the BC Human Rights Tribunal and BC Human Rights Clinic. The newly reinstated Office of the Human Rights Commissioner addresses the root causes



Recognizing and protecting the rights of Indigenous peoples. On October 24, 2019, British Columbia became the first province in Canada to put the UN Declaration on the Rights of Indigenous peoples into law.

of inequality, discrimination and injustice in British Columbia by shifting laws, policies, practices and cultures through education, research, advocacy, inquiry and monitoring. The Province remains committed to building bridges among communities throughout British Columbia and continuously promotes a deeper understanding and respect for democratic rights and principles that people hold dear, including the importance of human rights and human dignity.

Our values and the principles of human rights are also embedded in the *B.C. Declaration on the Rights of Indigenous People Act*. In November 2019, British Columbia became the first provincial government to introduce legislation to implement the UN Declaration that will form the foundation for the Province's work towards reconciliation in B.C. With the introduction of this new legislation, ministries and Crown corporations are now required to report on initiatives that involve Indigenous communities in a [new annual report](#) on the *Declaration on the Rights of Indigenous Peoples Act*.

This report, as well as other government reports such as the Report on Multiculturalism, will depict a more holistic picture of all of governments actions undertaken to address barriers faced by Indigenous and other racialized and marginalized communities.

Since the adoption of the *Multiculturalism Act*, British Columbia has undergone significant demographic shifts. Among the Western provinces and territories, B.C. has one of the highest proportions of immigrant populations (28 per cent).<sup>1</sup> At the same time, B.C. is home to diverse Indigenous peoples, who together account for 5.9 per cent of the population.<sup>2</sup> In British Columbia there are 34 unique languages and over ninety dialects, making up 60 per cent of all Indigenous languages in Canada.<sup>3</sup>

Linguistic diversity is also at the centre of British Columbia's multiculturalism. In 2016, according to census data, English was the first language (mother tongue) for 58.1 per cent of the population. Between 2001 and 2016, other languages such as French, increased with the arrival of newcomers from all over the world. In 2016, the number of persons who reported having French as their mother tongue stood at 71,705 or 1.6 per cent of the province's total

population.<sup>4</sup> Another one of British Columbia's fastest growing languages is Philippine-based Tagalog with more than 67,000 people in Metro Vancouver speaking Tagalog as their mother tongue in 2016, up from almost 48,000 people five years earlier.<sup>5</sup> This corresponds directly to immigration patterns – one of the top sources of permanent residents in Metro



2020 Journée de la francophonie in BC. The 18th annual BC Francophonie Day was celebrated in the Hall of Honour at the B.C. Legislature, highlighting francophone youth and their excellence in sports, leadership and the arts.

Vancouver are newcomers from the Philippines.<sup>6</sup>

A significant portion of British Columbians (29.6 per cent) speak other languages at home, well above the Canadian average of 22.9 per cent.<sup>7</sup> According to the 2016 census, Mandarin, Punjabi and Cantonese were the most common languages spoken at home by B.C. newcomers and second-generation immigrants.<sup>8</sup> Other languages such as Korean, Tagalog, Farsi, French, Spanish and Vietnamese, among others, account for the overall population of 29 per cent that speaks an immigrant language most often at home.<sup>9</sup> The Province recognizes the important role that language plays in providing accessible services and programs and, using a GBA+ lens, continually looks at new opportunities to improve the availability of translated resources and interpretation services across ministries and Crowns. Looking to the future, the diversity of British Columbia's population is expected to increase and contribute to heightened creativity, innovation and economic success as well as strong and resilient communities.

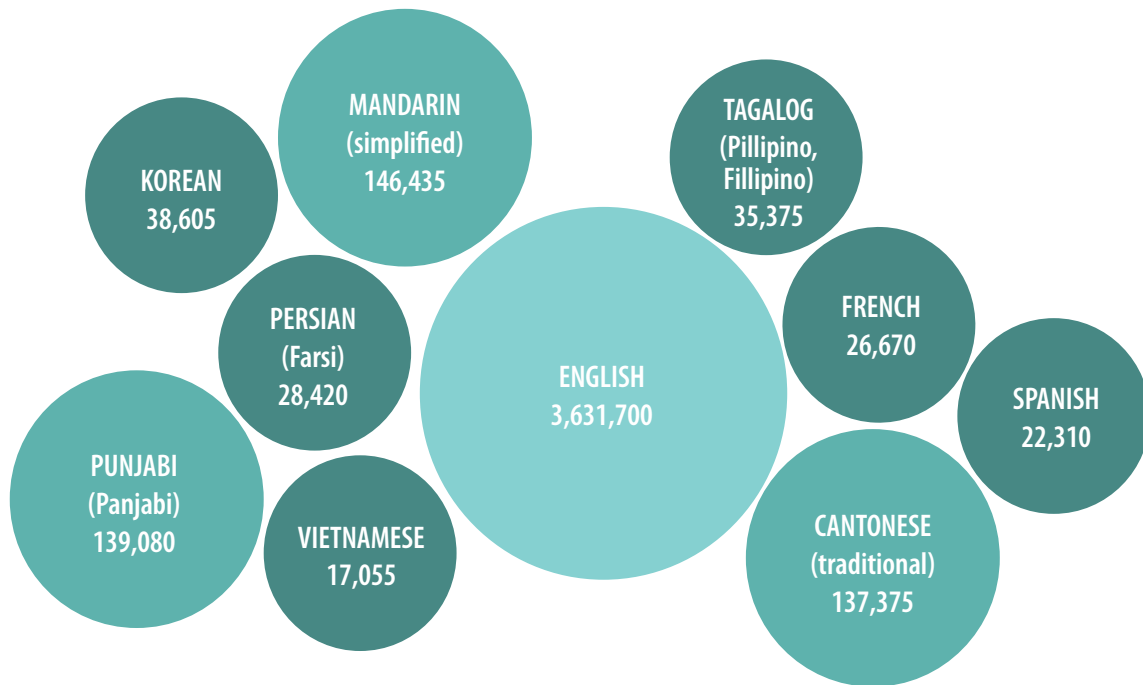


Figure 1: Languages Spoken Most Often at Home in British Columbia, 2016

It is important to acknowledge the continuing issues of systemic racism, intolerance and discrimination that diverse communities face in British Columbia. Numerous reports document these inequities, as raised by the BC Human Rights Commission.<sup>10</sup> Police-reported hate crime has risen in British Columbia over the last decade. In July 2019, Statistics Canada reported that hate crime in Metro Vancouver was higher per capita than in other urban centres across Canada<sup>11</sup>.

At the time of writing this report, Vancouver Police Department reported a significant spike in anti-Asian hate crimes in the first half of 2020, compared to 2019.<sup>12</sup> Communities that most frequently report serious incidents to the police include faith communities, particularly people of Jewish, Muslim and Sikh faith, as well as Indigenous peoples and other racialized communities including Black, South Asian, South East Asian and East Asian communities. In 2018, members of LGBTQ2S+ communities in B.C. also reported higher incidents of hate crime in comparison to other parts of Canada.

*“As individuals, we must use our voices to speak out against racism and discrimination. Those who have privilege must acknowledge it and learn to see the world from different perspectives. This is how we will truly understand ourselves and others. Our lives and communities are enriched by the diverse cultures that make up British Columbia. Our government will continue to stand up for equality and justice, so our children will grow up in a province and a world where everyone feels valued and respected.”*

*Statement by Premier John Horgan and Anne Kang, Minister of Citizens’ Services and responsible for Multiculturalism on the International Day for the Elimination of Racial Discrimination*

*March 21, 2020*

Although police-reported hate crime data serves to document the volume of incidents of racism and discrimination, the data likely underrepresents the true extent of hate crimes in British Columbia, as not all crimes are reported to the police.



## THE ANNUAL REPORT ON MULTICULTURALISM

This report highlights the breadth of initiatives the Province undertook between April 1, 2019, and March 31, 2020, to increase the cultural safety, accessibility and relevance of public services, programs and initiatives. Several initiatives were implemented during the COVID-19 pandemic to address the increase in anti-Asian hate crimes. For example, in response to the recent rise in anti-Asian hate crime, Resilience BC launched a new, multilingual website [resiliencebcnetwork.ca](http://resiliencebcnetwork.ca) with information on what to do if you are a victim or bystander of a hate crime or incident. These measures will be further reported on in the 2020/21 ROM.

The report is divided into two parts:

**Part One** of this report provides a summary of multiculturalism initiatives advanced through the Ministry of Tourism, Arts and Culture, which had lead responsibility for Multiculturalism in 2019/20, and its contributions to the implementation of the Act.



On October 25, 2019, Premier John Horgan toured Ethos Lab in Surrey, B.C. In partnership with one of the Multiculturalism Grant recipients, Solid State, the Ethos Lab develops inclusive youth spaces in Vancouver with plans to expand to other urban centres.

**Part Two** of this report summarizes how ministries and Crowns met their obligations to the *Multiculturalism Act* between April 1, 2019 and March 31, 2020. Using targeted indicators, this section demonstrates how ministries and Crown corporations are applying requirements of the Act and identifies leading practices across government.



The Surrey B.C. based South Asian Mental Health Alliance with former Parliamentary Secretary for Sport and Multiculturalism Ravi Kahlon and FORMER Minister of Mental Health and Addictions Judy Darcy announcing funding to train 100 youth ambassadors to help promote mental health within their communities.

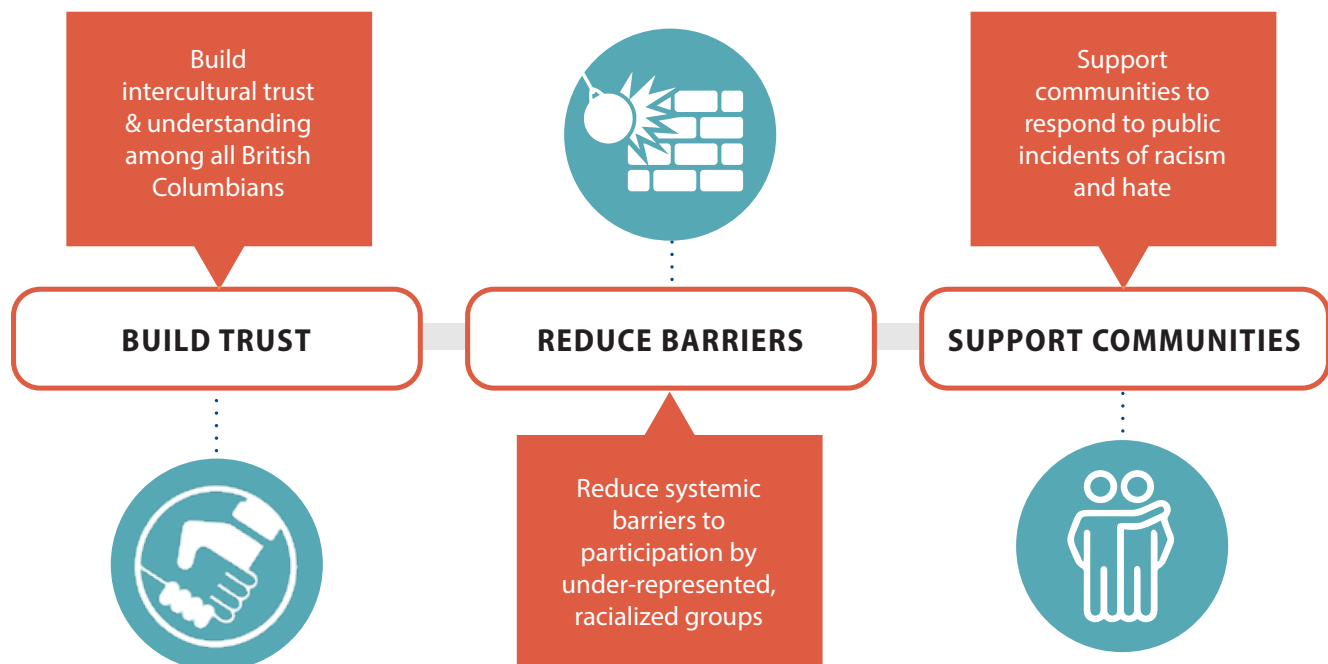
# Part One: Tourism, Arts & Culture, Responsible for Multiculturalism

The *British Columbia Multiculturalism Act* aims to foster mutual respect, encourage the equitable participation in society of people of all ethnic, racial and religious backgrounds, and promote a sense of belonging for all British Columbians. The Act directs the minister responsible for Multiculturalism to develop and deliver programs and practices to support its implementation.

As the lead ministry responsible for Multiculturalism in 2019/20, the Ministry of Tourism, Arts and Culture (TAC) made significant advances under the Act:

**BUILD INTERCULTURAL TRUST AND UNDERSTANDING, REDUCE SYSTEMIC BARRIERS TO PARTICIPATION AND SUPPORT COMMUNITIES TO RESPOND TO PUBLIC INCIDENTS OF RACISM AND HATE**

Figure 2: Tourism, Arts and Culture Multiculturalism goals



## RESILIENCE BC ANTI-RACISM NETWORK

In July and August 2019, Ravi Kahlon, as former Parliamentary Secretary for Sport and Multiculturalism, held 21 community dialogues on racism and hate. The meetings explored these issues in detail, asking community leaders for advice on how to build a safer, more inclusive province. The negative influence of social media was a consistent theme that emerged from these meetings, as well as the rise of hate speech and hate crimes. The recommendations resulting from these meetings informed a redesign of the Organizing Against Racism and Hate (OARH) program, into a new program to better support community organizations in their efforts to fight racism and hate.



Ravi Kahlon, former Parliamentary Secretary for Sport and Multiculturalism, led 21 community dialogues on racism and hate across the province in July and August 2019

During Multiculturalism week in November 2019, government launched Resilience BC, an anti-racism network.

For updates and resources on Resilience BC visit  
[www.gov.bc.ca/gov/content/governments/-multiculturalism-anti-racism/anti-racism/resiliencebc](http://www.gov.bc.ca/gov/content/governments/-multiculturalism-anti-racism/anti-racism/resiliencebc)

The Province is investing a minimum of \$540,000 annually in Resilience BC to ensure a multi-faceted, provincewide approach that will provide greater focus and leadership in identifying and challenging racism and hate. The Resilience BC Anti-Racism Network delivers coordinated services through a “Hub and Spoke” model that reaches 40 communities each year. The program connects communities with information, supports and training needed to respond to, and prevent future incidents of racism and hate activity in communities by:

- Developing proactive supports and resources that are well-coordinated across the province
- Increasing community capacity to respond to emerging trends and incidents of racism and hate
- Making training and best practices education more available to communities, and
- Enhancing communication between communities, the Province and the BC Hate Crimes team.



Anti-racism network launches to build safer communities for people, November 2019



## THE CHINESE CANADIAN MUSEUM

In November 2019, the B.C. government provided a \$1-million grant to the City of Vancouver to support continued planning and programming design towards the development of the Chinese Canadian Museum. The funding established a project office and pocket gallery at the Chinese Cultural Centre of Greater Vancouver to work with the community and further develop plans for the museum.

The grant built on government's commitment to establish a Chinese Canadian museum to honour the contributions of B.C.'s Chinese Canadian community, past and present. In winter 2018, the Province held tri-lingual consultations, with meetings in five communities. Participants provided positive feedback on a proposal to establish the museum as a hub-and-spoke model, with a provincial hub located in Vancouver's Chinatown.

The Chinese Canadian Museum Society of BC (CCMSBC) was established in March 2020 to advance the work of establishing and operating the museum. Twenty board members were appointed to the society to govern the new museum.

At the time of writing, the Province has announced a further \$10 million investment in the museum. The investment includes \$2 million to complete the planning and development, and \$8 million for an endowment to provide ongoing support.

The CCMSBC has also launched a new temporary exhibit in Vancouver Chinatown, which explores the history of Chinese immigration and how the communities were able to stay vibrant and resilient through the food and restaurant culture they brought to B.C. Additionally, the society signed a memorandum of understanding with the newly formed Victoria Chinatown Museum Society to be the first regional hub and launch a pocket gallery in Fan Tan Alley with the support of the Royal BC Museum.

Establishing a Chinese Canadian museum is part of the government's partnership with the City of Vancouver to work together to pursue a United Nations Education, Scientific and Cultural Organization (UNESCO) World Heritage site designation for Vancouver Chinatown.



Preserving and celebrating Chinese Canadian heritage, culture in B.C. People soon will be able to learn about, and celebrate, the history of Chinese Canadians in British Columbia as the Province takes another step toward establishing a Chinese Canadian museum, 2019.



## BC MULTICULTURALISM GRANTS PROGRAM

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The BC Multiculturalism Grants Program provides a total of \$300,000 annually to non-profit and charitable organizations for projects promoting cross-cultural community approaches, anti-racism and anti-hate initiatives and supporting systemic change. The Multiculturalism Grants Program was redesigned in 2018/19, with the advice of the Multicultural Advisory Council, to focus funding to support:

- Projects that promote cross-cultural and intercultural interaction, trust and understanding between people of different ethno-cultural, racial, religious and other backgrounds through a range of activities, programs, events and approaches, and
- Activities that challenge racism, hate and/or reduce systemic or institutional barriers for under-represented, racialized and/or other minority groups, especially those that use a collaborative community approach.

Examples of the 75 projects funded in 2019/20 across 37 communities in British Columbia include:

- ***From Mio: Rediscovering Japanese Canadian Transpacific Histories for Community Building*** (Courtenay): a research project that focuses on resolving the problem of returning lost pre-war Japanese Canadian history on Vancouver Island to its descendants and the Canadian public.
- ***Support Network for Indigenous Women and Women of Colour*** (Victoria): a project that supports conversations in Victoria and Vancouver on systemic issues, access barriers and other challenges related to the maternal health of women of colour.
- ***Culture Confluence Anti-Racism Broadcast Series*** (Prince George): a podcast/radio series that explores the ways local culture contributes to and combats systemic racism.

## COMMEMORATIVE DAYS, WEEKS AND MONTHS IN 2019/20

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Through the BC Proclamations program, the ministry and the Premier's Office supported 30 statements and proclamations through 2019/20 to honour communities and promote awareness of significant days, weeks or months. These proclamations included Asian Heritage Month, Bangla Heritage Week, Black History Month, Chinese Heritage Culture Week, Italian Heritage Month, Latin American Week, Philippine Heritage Month, Sikh Heritage Month, Swahili Community Day and Tamil Heritage Month. These proclamations presented an excellent opportunity for British Columbians to learn more about these communities.

TAC's ongoing outreach extended to holding special celebrations in the Hall of Honour in 2019/20 including Multiculturalism Week, and the first ever Islamic Heritage Month event. These events were resoundingly successful. Marking another first, the Victoria Sikh community celebrated Vaisakhi at the Hall of Honour for the first time. The Vaisakhi event included a youth consultation, and all events had poignant speeches, performances and informative displays highlighting the communities that were honoured. The activities also shed light on the experiences of racism and discrimination that many racialized and religious minority communities still face today. Approximately 500 British Columbians of all backgrounds attended these events.

## HALL OF HONOUR

In October 2019, the Province celebrated Islamic Heritage Month for the first time in B.C. An event was held at the Legislative Hall of Honour that showcased speeches, performances, cuisine and art. Islamic Heritage Month is dedicated to recognizing the many contributions of people of Muslim background to B.C. society. Throughout the month, British Columbians were invited to take part in events that honour the legacy of British Columbians of Islamic Heritage.

"I'm pleased to rise in the House to honour Islamic Heritage Month in B.C. Today was the first time that it was celebrated in the Hall of Honour at the Legislature. This month we recognize the significant contributions of the Muslim community in our province and throughout our nation. At a time when there are increasing levels of Islamophobia in Canada and around the world, our government recognizes that joining together to celebrate Islamic heritage is more important than ever. We must recognize that we have the power to create a more inclusive society for everyone. Everyone deserves to live free from fear, free from oppression, free to be able to fully express their identity. Let us celebrate our freedom of conscience and religion, freedom of thought and belief, freedom of association, freedom of peaceful assembly."

Statement from Minister Anne Kang from the Legislative Assembly of British Columbia

October 30, 2019



Islamic Heritage Month celebration at the Hall of Honour, October 2019

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

The B.C. Multiculturalism and Anti-Racism Awards were created in 2008 to recognize outstanding British Columbians committed to multiculturalism and cross-cultural understanding. In 2019/20, a renewed focus was placed on honouring those community champions who promote intercultural dialogue and are active in the fight against racism and hate. Five awards were issued for Breaking Barriers, Promoting Intercultural Trust, and to recognize a young leader who is advancing anti-racism efforts and bridging the intercultural divide with an Emerging Leader award.

Scheduled to take place on March 21, 2019, the event was rescheduled to a later date due to COVID-19. The event was co-hosted by Melanie Matining and Ismaël Traoré of the Multicultural Advisory Council and included special guests Premier John Horgan and Anne Kang, Minister of Citizens' Services and responsible for Multiculturalism. The virtual event was livestreamed across the B.C. government's social media channels on May 27, 2020.

Premier Horgan and Minister Kang presented the awards to five recipients:

**Intercultural Trust**, which recognized outstanding work in building intercultural trust and understanding and/or reducing racism and hate between communities.

Deblekha Guin, for her work in founding the Galiano Island Gulf Islands Film and Television School (GIFTS), the Access to Media Education Society (AMES), and her work with the Penelekut First Nations and surrounding partners to revitalize, document, and steward Indigenous cultural practices in the Gulf Islands.

Naji Yazdi, for his work in fostering diversity, inclusion and cultural awareness and philanthropy at Camosun College.

**Breaking Barriers**, which recognized outstanding work in tackling systemic or institutional racism and reducing barriers for marginalized communities.

Kalwinder Dosanjh, for his work in founding KidsPlay, a charity that has supported over 70,000 children in accessing free sports programming, educational conferences, weekly mentorship programs, mental health supports, bullying prevention, anti-racism initiatives, and environmental awareness programs.

Pacific Immigrant Resources Society, for their work in offering immigrant women a safe space to come together, learn English, access resources, provide childcare and create community while settling in British Columbia.

**Emerging Leader**, which recognized a youth or young adult, age 15 to 30, for their outstanding work in building intercultural trust, tackling racism or reducing barriers for marginalized communities.

Boma Brown, for her work in founding the Support Network for Indigenous Women and Women of Colour, an organization that provides non-judgmental culturally sensitive and holistic sexual/reproductive health services for Indigenous women and women of colour

At the request of the Ministry of Tourism, Arts and Culture, the inter-disciplinary artist Johnny D. Trinh composed a spoken word poem for the B.C. Multiculturalism and Anti-Racism Awards. The spoken word poem was a tribute to First peoples, along with the recognition of historical injustices and connections between past and present day anti-Asian racism, and the importance of empowerment, compassion and agency as exemplified by the award recipients.

Watch the B.C. Multiculturalism and Anti-Racism Awards on-line at:  
<https://www.youtube.com/watch?v=pMoYOPfUFOE>

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

In the summer of 2019, B.C. became the first province to establish a new cross-ministry anti-racism and anti-hate working group to identify opportunities to coordinate responses to incidents of racism in communities, and to address broader, more complex issues of systemic and institutional racism. This working group allows ministries across government to come together, share information and collaborate on the racism and hate motivated issues our communities face.

## PATHWAYS TO SPORT: A STRATEGIC FRAMEWORK

The ministry launched *Pathways to Sport: A Strategic Framework for Sport in B.C. 2020-2025* that aims to promote inclusive sport in a way that supports all British Columbians regardless of age, gender, language, culture, ability or socio-economic status so that B.C.'s sport system is inclusive, diverse and welcoming.

The first public-facing document of its kind in B.C. in more than a decade, *Pathways to Sport*, sets out a clear vision for a prosperous and sustainable sport sector. It will guide government investments and identifies three key priority areas: increasing sport participation, strengthening athlete development and enhancing event hosting opportunities for B.C. communities.

The framework is based on four key principles: affordability, accessibility, equity and inclusion, and safety and ethics. This framework will also guide new relationships with Indigenous peoples based on reconciliation and respect as B.C. continues to lead Canada in implementing the Truth and Reconciliation Commission's Calls to Action related to sport.

## KIDSPORT

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In May 2019, government announced a one-time \$2.5 million investment over three years to Sport BC to expand KidSport, aimed at increasing participation by children who are often under-represented in sport, including children from lower-income families, Indigenous children, children and youth with disabilities, girls and newcomers to Canada.

## INCREASING INCLUSION AND ACCESSIBILITY IN TOURISM

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In collaboration with Destination BC, TAC launched the accessible and inclusive tourism plan titled *Towards an Inclusive and Accessible British Columbia Tourism Industry* (2019-2022) to promote B.C. as an inclusive and welcoming destination for everyone. While the first-year actions focus primarily on access for people with mobility issues, year two and three actions will also focus on diversity and inclusion of all people. Beginning in March 2020, the annual BC Tourism Industry Awards included an accessible tourism award presented by Lisa Beare, former Minister of Tourism, Arts and Culture that recognizes and encourages businesses that are providing exceptional experiences.

## INCREASING EQUITY IN THE ARTS

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In August 2019, the BC Arts Council launched an online application system with an integrated client database. The registration process includes a voluntary self-identification form that collects a range of identity factors, including Indigeneity, ethnicity, sexuality, gender, age, and ability/disability. The BC Arts Council analyzes the information collected to measure the impact of, and identify gaps in funding, conduct internal research and evaluation, improve programs, conduct outreach activities and develop equity policies.

## AMPLIFY BC

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Creative BC prioritizes applications from regional and equity seeking applicants. In 2019/20, the Province invested another \$7.5 million in year two of the Amplify BC music fund. Along with delivering the four program streams, Creative BC continued to foster a strategic partnership with the First Peoples Cultural Council by investing \$500,000 in the Indigenous Music Initiative. This included: three funding programs targeted at supporting music industry professionals; an Indigenous music retreat; and IndigiFest, a one-day Indigenous music, arts and culture festival. It is the first Indigenous music industry program of its kind in B.C.

Creative BC co-designed and signed onto the national funding bodies' Diversity, Inclusivity, and Respectful Workplace guiding principles for public funders in April 2019, and prepared online resources to support the industries in building their own policies. The organization also partnered with the City of Vancouver to deliver the first ever \$300,000 Vancouver Music Fund to elevate Indigenous and underrepresented voices.



# Part Two: Ministries and Crown corporations

Part two of the *Report on Multiculturalism* collates key themes from the ministries and Crown corporation submissions (see Appendix) to advance the implementation of British Columbia's *Multiculturalism Act* between April 1, 2019, and March 31, 2020. The *Multiculturalism Act* recognizes the essential role provincial ministries and Crown corporations play in preserving and enhancing multiculturalism and eliminating all forms of racism and discrimination.

This section provides a summary of themes and indicators that measure the progress of ministries and Crowns at integrating multiculturalism into policies, programs and service delivery. It also provides a summary of examples that demonstrate leading practices taking place across government in support of diversity, inclusion, respect and equality. There are variations in responses from year to year depending on new initiatives, and changes to program delivery and service levels. This year, ministries and Crown corporations were asked to identify and assess their efforts in raising their workforce and society's awareness and acceptance of multiculturalism, anti-racism, diversity and inclusion. This information will be used to provide a baseline to aid the government in analyzing the rate of change as each ministry and Crown corporation implements the *Multiculturalism Act*. For the 2019/20 reporting period, 50 ministries and Crown corporations provided input to this report (see Appendix).

## EQUAL OPPORTUNITIES FOR EMPLOYMENT AND ADVANCEMENT

During the 2019/20 reporting period, ministries and Crown corporations continued to build a workforce reflective of British Columbia's diverse population. In the recent 2020 Work Environment Survey (WES), the BC Public Service collected information on the proportion of government employees belonging to four specified equity groups:

- >> Women\* 62.0 per cent
- >> Indigenous peoples 4.4 per cent
- >> Visible minorities\*\* 26.0 per cent
- >> People with disabilities\*\*\* 6.7 per cent

\*For 2020 Work Environment Survey, these results represent only cis-gender women.

\*\* For 2020 Work Environment Survey, a person is considered to be part of a visible minority if they identified as belonging to any group(s) other than solely "white". This includes those that identified as "Indigenous", or those that identified as being from multiple groups.

\*\*\* In 2019, the BC Public Service began using the UN Convention on the Rights of Persons with Disabilities for its definition on surveys, as opposed to the previous definition from the federal *Employment Equity Act*.

Please note, the demographics questions were updated significantly from previous WES cycles for the most recent 2020 Work Environment Survey. As a result, it is difficult to compare 2020 demographic results to previous years.

Most ministries and Crowns reported using a variety of initiatives, practices, policies and programs to provide equal opportunities for employment and advancement, including targeted recruitment, committees, internships and networks. Mentoring programs are on the rise, as seen in the submissions by ministries and Crown corporations that included innovative approaches. Most notably, the Ministry of Social Development and Poverty Reduction hosted flash mentoring sessions and a series of 10 group mentoring sessions on diversity and inclusion in 2019/20.

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

Ministries and Crown corporations were asked to report on the types of activities implemented to foster a diverse and inclusive workplace. The types of employee training cited included courses on Unconscious Bias, Cultural Safety, Indigenous Cultural Competency, Standards of Conduct, Diversity and Inclusion Foundations for Executive, ERASE (Expect Respect and a Safe Education), Intercultural Development Inventory (IDI), Be More than a Bystander, Respectful Workplace, Anti-Harassment and gender-based analysis plus (GBA+).

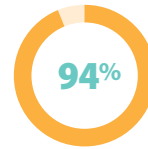
Ninety-four per cent of ministries and Crown corporations reported providing some portion of diversity, inclusion, anti-bias and anti-racism training to employees. Eighty per cent indicated that they have provided Indigenous cultural competency training to employees, and 76 per cent reported initiating or participating in Indigenous focused anti-racism initiatives.

This high achievement reflects the implementation of a new mandatory Diversity and Inclusion Essentials course for the public service introduced in early 2020, as well as an uptake in Indigenous Cultural Competency Training and other anti-racism initiatives. This shift is likely due to the implementation of the **B.C. Declaration on the Rights of Indigenous Peoples Act**, as well as the continued response to the Truth and Reconciliation Commission's Calls to Action and the recommendations from the National Inquiry into Missing and Murdered Indigenous Women and Girls. Of note, ministries and Crown corporations, such as the Ministry of Forests, Lands, Natural Resource Operations and Rural Development, are working towards 100 per cent completion of the GBA+ training by their employees.

While progress has been made, opportunities exist to improve training in support of the British Columbia's **Multiculturalism Act**. Most of the training cited in the submissions include diversity and inclusion, respectful workplaces, harassment prevention and GBA+ training. Training specifically on systemic discrimination, anti-racism and anti-discrimination, in addition to general training on

respect and diversity in the workplace, is a promising practice and could be considered to address these subjects in more depth.

Ministries and Crown corporations that have provided diversity, inclusion, anti-bias and anti-racism training



Ninety-four percent reported providing training

## PROMOTING MULTICULTURALISM

In keeping with the diverse cultural heritage of the province and the spirit of the **Multiculturalism Act**, B.C. has passed two significant commemorative Day motions.

For the past 20 years, Yom Ha'Shoah or Holocaust Memorial Day has been observed in the B.C. Legislature to remember the six million Jewish people who died across Europe during WWII, along with millions of other marginalized people targeted by Nazis, including Roma people, people of diverse sexual and gender identities and people with disabilities. The Holocaust Memorial Day Act was passed in 2000 and British Columbia was the second province to officially recognize this day in Canada.

In 2019, the B.C. Legislature passed a motion to permanently commemorate the fourth Saturday of November each year as a day of remembrance for the Ukrainian Famine and Genocide (Holodomor). The term Holodomor, which means 'extermination by hunger', was a manufactured famine from 1932-1933 that killed an estimated three million Ukrainians.

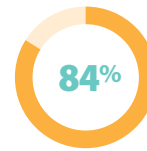
These commemorative days present an important opportunity for remembrance and encourage universal respect and observance of human rights and freedom without distinction based on race, ethnicity, sex, gender, abilities, language or religion.

Ministries and Crown corporations continued to promote multiculturalism and address racism and discrimination by advancing a wide range of meaningful initiatives linked to diverse communities including:

- Black History Month
- Orange Shirt Day, in remembrance of Residential School Survivors
- Pink Shirt Day, to end bullying in the school system
- Louis Riel Day, for Métis communities
- Moose Hide Campaign, to end violence against women and children
- International Day for the Elimination of Racial Discrimination
- Pride Month
- National Indigenous Peoples Day
- Multiculturalism Day
- Multiculturalism Week and
- Asian Heritage Month, among many others.

- Ministries and Crowns also reported celebrating other events focused on racial, ethnic and religious diversity that celebrate the heritage and contributions of individuals and communities to promote respect, equity, equality and dignity for all

**Ministries and Crown corporations promoting multiculturalism**



Eighty-four percent reported promoting multiculturalism

Highlighted below are some of the ways in which ministries and Crown corporations have promoted inclusion and diversity and celebrated multicultural heritage in a meaningful manner during this reporting period.

**Table 1: Highlights – Ministries and Crown corporations that reported on events promoting Multiculturalism**

<p><b>Royal BC Museum</b></p>	<p>BC Archives and BC Black History Awareness Society (BCBHAS) hosted an event on June 25, 2019, to commemorate the opening of an art exhibition on this same date in 1883 at the Colonist New Building on Government Street by prominent Black artist, Grafton Tyler Brown. The 2019 event included the display of a new G.T. Brown acquisition, along with other important archival records relating to B.C.'s Black history. The event aimed to acknowledge bias in the archives and rectify that by bringing records of marginalized communities to the fore. This initiative was a success and strengthened relations between the BC Archives and BCBHAS.</p>
<p><b>Ministry of Indigenous Relations and Reconciliation</b></p>	<p>Each year on November 16th, the Province proclaims Louis Riel Day and recognizes the historic and current contributions of the Métis people to B.C. The B.C. government recognizes Louis Riel's place in history as a humanitarian who advocated for Métis people and strove for justice. To honour this, the Métis flag was put on display in the B.C. Parliament Buildings, and a special gathering was held on November 15, 2019, in the Hall of Honour to witness the flag display and presentation of the proclamation in a sunrise ceremony.</p>
<p><b>BC Housing Management Commission</b></p>	<p>BC Housing provides opportunities for employees to take part in enriching experiences that celebrate B.C.'s rich multicultural heritage, bolstering community spirit and breaking down barriers—including participating for the first time in Vancouver's 2019 Pride Parade. Every branch and location received large cut-outs of buildings to decorate in unique ways. These colourful Pride houses came back to Vancouver from all over B.C. and were displayed on the BC Housing float. The event and activities leading up to it, helped grow the LGBTQ2S+ and Allies Employee Resource Group that meets year-round to give voice to the LGBTQ2S+ employee population at BC Housing.</p>

## Proclamations & Diversity

The provincial government issues proclamations to give official recognition to occasions or events of provincial importance. At the request of community organizations and individuals, the following human rights and diversity-oriented events were recognized by B.C. government proclamations and supported by various ministries and Crown corporations across government from April 2019 to March 2020.

### APRIL 2019

Sikh Heritage Month — April 2019  
 New in 2019 Bangla Heritage Week —  
 April 14 to 20, 2019  
 St. George Day — April 23, 2019

### MAY 2019

Asian Heritage Month — May 2019  
 Tzu Chi Day — May 12, 2019  
 International Day Against Homophobia, Transphobia  
 and Biphobia — May 17, 2019  
 Cycling for Diversity Week, May 19-25, 2019

### JUNE 2019

Italian Heritage Month — June 2019  
 New in 2019 Philippine Heritage Month — June 2019  
 New in 2019 World Refugee Day — June 20, 2019  
 New in 2019 Swahili Community Day —  
 June 22, 2019  
 Latin American Week — June 27 to July 7, 2019

### JULY 2019

All Canadians Simultaneously Drumming Day,  
 July 1, 2019  
 New in 2019 Taiwan-Canada Culture Exchange Day —  
 July 12, 2019  
 New in 2019 Chinese Heritage Cultural Week —  
 July 22 to 28, 2019

### SEPTEMBER 2019

Orange Shirt Day — September 30, 2019

### OCTOBER 2019

Punjabi Literature Week — October 28 to  
 November 3, 2019

### NOVEMBER 2019

New in 2019 English as an Additional Language Week  
 — November 15 – 21, 2019  
 Louis Riel Day — November 16, 2019  
 Multiculturalism Week — November 17 to 23, 2019  
 Holodomor Memorial Day — November 23, 2019  
 St. Andrew's Day — November 30, 2019

### JANUARY 2020

#### NEW IN 2020 TAMIL HERITAGE MONTH — JANUARY 2020

New in 2020 Lunar New Year and the Beginning of the  
 Spring Festival — January 25, 2020

### FEBRUARY 2020

Black History Month — February 2020  
 World Interfaith Harmony Week — February 1-7, 2020  
 International Mother Language Day —  
 February 21, 2020  
 Moose Hide Campaign Day — February 24, 2020  
 Diversity and Acceptance Day (Pink Shirt Day) —  
 February 26, 2020

### MARCH 2020

Day of Nowruz — March 19, 2020  
 Journée de la francophonie — March 20, 2020  
 International Day for the Elimination of Racial  
 Discrimination — March 21, 2020



The Moose Hide Campaign was proclaimed in 2020. The Moose Hide Campaign's Provincial Gathering and Day of Fasting on the grounds of the B.C. Parliament Buildings, February 24, 2020



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

<p><b>Ministry of Advanced Education, Skills and Training (AEST)</b></p>	<p>Recognizing the barriers that exist for underrepresented groups, AEST provided \$12.4 million in new funding that supported seven new programs to help 2,036 individuals such as Indigenous peoples, persons with disabilities, diverse youth and women, access opportunities for pre-apprenticeship training, apprenticeship services and employment in skilled trades. In addition, AEST provided \$2.2 million to break down barriers through pilot projects in B.C.'s growing tech sector for women, immigrants, people with disabilities and Indigenous peoples.</p>
<p><b>Ministry of Jobs, Economic Development and Competitiveness</b></p>	<p>The ministry expanded and advanced the BC Provincial Nominee Program while B.C. welcomed 50,320 permanent residents in 2019, a 41 per cent increase from 2015 and the highest number in modern history. Admissions through BC's PNP grew approximately 85 per cent between 2015 and 2019, from 6,785 to 12,580 (this includes family members of nominees).</p>
<p><b>Ministry of Municipal Affairs and Housing</b></p>	<p>From April 1, 2019 to March 31, 2020, the ministry's Community Gaming Grants program provided \$12.2 million in funding to not-for-profit organizations to provide multicultural programming including cultural festivals, fairs, Indigenous programming, and arts, music, dance and theatre groups that share a variety of different cultural perspectives with the broader community.</p>

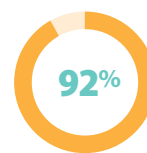
## MULTICULTURALISM POLICY & POLICIES, PROGRAMS AND SERVICES

Ministries and Crown corporations were asked if they applied a multiculturalism lens when developing policies, programs and services. The application of a multiculturalism lens considers the cultural, ethnic, racial, linguistic and religious diversity of people that the B.C. government serves in the development and delivery of programs, policies or practices. Ministries and Crown corporations highlighted that strategies and initiatives such as diversity and inclusion, gender-based analysis and employment equity were key contributors to helping them apply a multiculturalism lens.

## PARTNERSHIPS TO SUPPORT DIVERSITY AND INCLUSION

In 2019/20 ministries and Crown corporations reported significant efforts to collaborate with partners in the discussion and promotion of multiculturalism and to clearly define, identify and prevent racism and discrimination in all forms. These partnerships offered a strategic opportunity to enhance the implementation of the *Multiculturalism Act*, allowing ministries and Crown corporations to develop stronger relationships with the racial, ethnic and religious communities that make up B.C.

Ministries and Crown corporations that have developed partnerships



Ninety-two per cent reported having partnerships that supported diversity

Table 3: Highlights – Ministries and Crown corporations that reported partnerships supporting diversity and inclusion

<p><b>Ministry of Agriculture</b></p>	<p>In 2019, the ministry organized “Knowledge Transfer Events,” supported by the Canadian Agricultural Partnership. Seventeen events were offered in regions throughout the province that included a series of field days, workshops and other learning opportunities to support farmers and ranchers. The program offered peer learning, educational networking, and relationship building for underrepresented groups including youth, women, persons with disabilities and Indigenous people.</p>
<p><b>BC Games Society</b></p>	<p>Through a partnership with the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) the Crown supports culturally appropriate and responsive programs by facilitating agreements with targeted provincial sport organizations to increase opportunities for Indigenous athletes in the Crown’s programming. These partnerships resulted in an increase in overall Indigenous participation at the BC Winter Games (2.97 per cent in 2016, 3.3 per cent in 2018, and 4.02 per cent in 2020).</p>
<p><b>British Columbia Council for International Education (BCCIE)</b></p>	<p>International partnerships are an essential part of a globally aware education system. In 2019/20, BCCIE facilitated 10 key partnership development opportunities for B.C. schools and institutions with international partners. BCCIE coordinated and implemented two Team B.C. missions to South East Asia and Latin America and hosted inbound familiarization tours from South East Asia partners. Through these efforts, BCCIE signed strategic agreements in Mexico and in South East Asia.</p>
<p><b>Insurance Corporation of British Columbia (ICBC)</b></p>	<p>ICBC works with refugee resettlement organizations and multicultural societies to deliver “New to BC” information presentations that help new residents understand ICBC claims, insurance and licensing policies and services, along with an overview of B.C.’s road rules and driving tips. In 2019, ICBC made 62 presentations to newcomers to Canada, a 140 per cent increase since 2016. ICBC was nominated for the Fraser Valley Cultural Diversity Award in the categories of Innovative Initiative and Marketing, recognizing ICBC’s work helping newcomers to Canada.</p>
<p><b>BC Housing Management Commission</b></p>	<p>Through the Indigenous Housing Fund, B.C. is the first province to fund new housing projects on reserve and off reserve. Through partnerships with First Nations, Aboriginal Housing Management Association and Indigenous housing, the province is investing a \$550 million investment over 10 years to build and operate 1,750 new units of social housing. Since 2018, more than 1,100 of these homes are in development and under construction, including over 162 projects in progress in the Interior Region.</p>

## COLLECTION OF DIVERSITY DATA

Approximately 50 per cent of ministries and Crown corporations reported using diversity data to improve policies, programs and services. Ministries and Crown corporations are collecting data through surveys to better understand their work force. Examples of this include using the 2020 Work Environment Survey (WES) results, which assists the BC Public Service in analyzing gaps, improving policies, programs and services, and gaining a better understanding of the needs of its workforce. The WES is also an effective baseline that assists ministries in planning employee engagement and retention priorities. Ministries and Crown

corporations are also harnessing data to make better decisions to serve British Columbians and strengthen the evidence-based work of government. This section highlights some of the research and data collection undertaken by ministries and Crowns during the 2019/20 reporting period.

Table 4: Highlights – Ministries and Crown corporations that reported on collecting diversity data

<b>Ministry of Labour</b>	Employment and Labour Market Services Division collects program and client diversity data for all inclusion groups including: Indigenous peoples, Francophones, immigrants and refugees for analysis and program development. The division utilizes data to support strategic planning, to answer research-based policy questions, and to create effective evidence-based decisions.
<b>BC Infrastructure Benefits Inc (BCIB)</b>	Data is at the core of BCIB's business. Data collection is required to support a diverse and respectful worksite for skilled workers. For instance, BCIB recognized there was a gap in data regarding employment of equity groups on public infrastructure projects. BCIB has now established initial data sets for tracking and reporting. This data is also used to report on key performance metrics associated with supporting the attraction and retention of underrepresented groups in the trades and illustrates where people are entering the trades, completing their certificates and building their careers.
<b>British Columbia Liquor Distribution Branch (LDB)</b>	The LDB's internal "We Care" program is an employee engagement pulse survey for all staff. The "We Care" survey includes questions that assess the degree to which an individual feels their work unit values diversity 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 further decisions on integrating diversity and inclusion into its operational policies and programs.
<b>The First Peoples' Cultural Council (FPCC)</b>	FPCC's technology improvements to the FirstVoices.com website have made it faster, more stable and more secure. First Nation communities can document their languages more easily, which increases the archiving of language data. As a result, in 2018/19 FPCC saw a significant increase in the percentage of B.C. First Nation languages and dialects archived on FirstVoices.com from 9.8 per cent to 15.7 per cent. As an added resource, FPCC invested in training and outreach, including offering video conferencing support to communities to upload data.

## ACCESSIBILITY THROUGH LANGUAGE TRANSLATION

Most ministries and Crown corporations (70 per cent) reported they provide translated content on websites and in other materials to reduce potential barriers for individuals who speak languages other than English. Having material translated into multiple languages also helped ministries and Crowns to increase their engagement with diverse communities, especially when providing front line services and reaching out to international stakeholders while engaging and operating in different countries.

Additionally, in 2019/20, the Government Communications and Public Engagement Media Relations team (GCPE media relations team) oversaw the translation of more than 750 communications materials, such as news releases, information bulletins, op-eds and minister's statements, into multiple languages including:

traditional Chinese, simplified Chinese, Punjabi, Hindi, Urdu, Korean, Filipino, Tagalog Farsi, Arabic, Vietnamese, Spanish and French.

Several government advertising and social media campaigns were translated into multiple languages, including the Courageous Conversation and wildfire awareness.

The GCPE Media Relations team coordinated in-language interviews with community-specific media outlets for print, radio, and television. On average, between six and eight interviews were booked each month for ministers and multilingual government MLAs on behalf of ministers. The GCPE Media Relations team also hosted community-specific media roundtables for the Premier and ministers and organized the Premier's tour of six major Chinese language media outlets during Lunar New Year.

Figure 6: Ministries and Crown corporations reported having translated materials

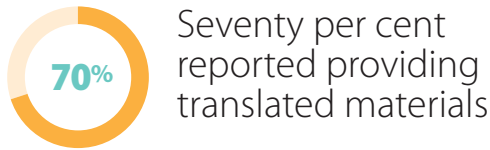


Table 5: Highlights – Ministries and Crown corporations that reported on providing websites and materials translated into various languages

<b>Ministry of Mental Health and Addictions</b>	“Courageous Conversations,” a stigma reduction campaign, was developed for and with South Asian Canadian and Chinese Canadian communities to ensure the images, messaging, supporting web and printed materials, and promotional activities were culturally appropriate and relevant.
<b>BC Transit</b>	In 2019/20, the diversity of BC Transit’s staff was highlighted in various media including an interview on Punjabi TV (Fraser Valley) with Rupinder Kaur, the first female Punjabi transit driver in Abbotsford B.C. BC Transit’s MoveUP employees are regularly required to speak non-English languages in the performance of their jobs and receive a second language premium. In the Fraser Valley region, the “BC Transit Rider’s Guides” has included a Punjabi translation since 2007.
<b>Ministry of Municipal Affairs and Housing</b>	The “Voter’s Guide to Local Elections in British Columbia” is available digitally in English, French, traditional Chinese, simplified Chinese, Korean, Farsi (Persian) and Punjabi on gov.bc.ca
<b>Community Living British Columbia (CLBC)</b>	CLBC offers information for youth with disabilities that support the transition to adult life. These materials include information in several languages including Arabic, simplified and traditional Chinese, Korean, Punjabi and Vietnamese.

## ACCESS TO INTERPRETERS

Many ministries and Crown corporations leverage interpretive services and the cultural and linguistic skills of their employees to bring multilingual expertise into the design, development and delivery of programs and services. Approximately 64 per cent of ministries and Crowns reported that they leveraged the multilingual capacity of their workforce to enhance the client experience and ensure the delivery of accessible services.

Figure 7: Ministries and Crown corporations reported offering interpretive services





Table 6: Highlights – Ministries and Crown corporations that reported providing interpreters

<b>Ministry of Social Development and Poverty Reduction</b>	The ministry leverages the language skills of employees covering approximately 150 languages to serve as interpreters when interacting with ministry clients from diverse backgrounds. As well, Work BC provides a full range of employment services in multiple languages.
<b>Ministry of Attorney General</b>	The Responsible and Problem Gambling program offers clinical counselling and prevention services in multiple languages, including Cantonese, Mandarin, Punjabi, Korean and some First Nations languages. Interpreters are available for clinical services when there is no provider in the client’s first language. In addition, prevention initiatives are modified to complement each of the cultural groups identified by these languages. Another unique prevention initiative incorporates theater presentations for older Cantonese speaking audiences. Through different plays, audiences are given an understanding of problem gambling and where to seek help.
<b>Ministry of Health</b>	8-1-1 offers free telehealth services in more than 130 languages when speaking to a navigator, nurse, dietitian, exercise professional or pharmacist. HealthLinkBC.ca offers content in Chinese, Farsi, French, Korean, Punjabi, Spanish and Vietnamese. Additional languages are added as needed for specific activities. For example, since the COVID-19 response, content is also translated into Hindi.

## INTERCULTURAL UNDERSTANDING AND RESPECT IN THE WORKPLACE

In 2019/20, ministries and Crown corporations confirmed their commitment to promoting understanding, and respect for diversity in the workplace by creating employee networks and diversity committees, appointing champions, or

forming advisory committees to address specific issues. Moreover, ministries and Crowns continued to engage employees about racial, ethnic and religious diversity in the workplace through seminars and lunch-and-learns, as well as communications including emails, web postings and providing toolkits and resources.

Table 7: Highlights – Ministries and Crown corporations that promote intercultural understanding and respect for diversity in the workplace

<b>Ministry of Transportation and Infrastructure</b>	The ministry maintains an internal website for all employees with resources to promote inclusion and diversity, including 42 diversity-focused intranet articles (a 66 per cent increase from 18/19).
<b>Ministry of Social Development and Poverty Reduction</b>	Social Development and Poverty Reduction has established a fully resourced team within the Strategic Human Resources and Communications branch to increase inclusion, diversity and Indigenous cultural safety. Over two years, this team researched, drafted and consulted on an “Inclusion, Diversity and Cultural Safety Strategy”.
<b>BC Hydro</b>	BC Hydro utilizes employee networks including the Women’s Network, the Cultural Exchange Network (Multicultural), the RAIN Network (Indigenous employees) and the PRIDE Network (LGBTQ2S+) to help identify systemic barriers. As well, issues are brought forward by employees for Crown consideration. A request by Muslim employees led BC Hydro to equip their headquarters and Burnaby campus with suitable prayer/quiet/comfort rooms.

## Conclusion

This report presents an overview of the Government of British Columbia's accomplishments in promoting multiculturalism in 2019/20.

Ministries and Crown corporations are making steady progress in adjusting service delivery approaches and building relationships and partnerships to ensure that public services in British Columbia meet the needs of our increasingly diverse population. They are addressing gaps in the workforce by identifying where support is needed, addressing barriers to recruitment and developing outreach to diverse communities. Ministries and Crown corporations have made significant strides in providing diversity and inclusion training to employees, with opportunities on the horizon to provide more focused training on anti-racism and anti-discrimination in order to strengthen a shared understanding of the issues that contribute to systemic racism and discrimination across government. They are promoting multiculturalism through education and awareness, fostering and deepening understandings of the key role that diversity has played in shaping British Columbia.

Ministries and Crown corporations recognize the importance of working towards reconciliation with Indigenous peoples to build a more inclusive province that will create a better future for all people. On June 30, 2020, the province released the first annual report on the progress for implementing the *Declaration on the Rights of Indigenous Peoples Act* that came into force on November 28, 2019. The report highlights examples of the progress government and Indigenous peoples are making together to build a strong foundation for implementing the Act. These highlights include language revitalization, updating B.C.'s K-12 curriculum, Indigenous housing on-and-off reserve, and sharing long term stable revenues with First Nations. To read the first annual report on the *Declaration on the Rights of Indigenous Peoples Act*, visit: [https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/indigenous-people/aboriginal-peoples-documents/driipa\\_annual\\_report\\_2020.pdf](https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/indigenous-people/aboriginal-peoples-documents/driipa_annual_report_2020.pdf)

In a year marked by a rise in hate crimes and calls for government to do more to address systemic racism and social inequities, ministries and Crown corporations reported increased efforts to partner and collaborate with diverse stakeholders to better understand community needs. Ministries and Crowns are continuing to develop tools and resources, such as multilingual materials and interpretive services, to reflect the diverse needs of British Columbians and to address barriers. Lastly, some ministries and Crowns are developing best practices in the collection of data on ethnic, racial and religious diversity that are essential to monitor progress and to develop policies, program and services that are reflective of the diversity of British Columbians.

The *Multiculturalism Act* requires ministries and Crown corporations to “carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia” and to “work towards building a society in British Columbia free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin.” Ministries and Crown corporations actively collaborate on the production of this annual report, demonstrating their ongoing commitment to continually improve policies and programs that reflect the diversity of the province and the spirit of the *Multiculturalism Act*.

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Louis Riel Day 2019, Métis and provincial government representatives gathered in the Hall of Honour of the B.C. Parliament Buildings to proclaim Louis Riel Day and celebrate the contributions of the Métis people to British Columbia.

## Appendix: Provincial Ministries and Crown Corporations Submissions for the 2019/20 Report on Multiculturalism

Due to the COVID-19 pandemic, some items within this year's report fall outside of that reporting period due to delays to ensure safety and to adhere to the Provincial Health Officers recommendations. These changes to initiatives have been noted in submissions by ministries and Crown corporations.

### MINISTRY OF ADVANCED EDUCATION, SKILLS AND TRAINING

#### MANDATE

The Ministry of Advanced Education, Skills and Training provides leadership and direction for post-secondary education and skills training in British Columbia to ensure citizens from across the province and from every background have opportunities to thrive, succeed and reach their full potential. Underlying our ministry's work is the premise that equitable, affordable, accessible, relevant, and responsive education and skills training leads to good-paying, sustainable jobs, provides numerous benefits to individuals, communities and societies and builds 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 to play in that regard. Our executive work to ensure diverse perspectives are embedded in our workplace culture and our programs, policies and services. Our employees are supported as active participants in this work. Our approach to multiculturalism is guided by the corporate Diversity and Inclusion Action Plan. Our commitment to multiculturalism through post-secondary education and skills training is demonstrated in our approach to supporting English Language Learners, promoting

International Education, and ensuring increased participation of equity-seeking groups in the skilled workforce. The government is delivering on the Truth and Reconciliation Commission Calls to Action and adopting the United Nations Declaration on the Rights of Indigenous Peoples. Underpinning the work of the ministry is a commitment to advancing true, lasting reconciliation with Indigenous peoples in British Columbia.

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

Advanced Education, Skills and Training has been a leading ministry in the BC Public Service's Gender-Based Analysis Plus (GBA+) efforts. Our GBA+ Champions group has been active for one and a half years. We've continued our commitment to building GBA+ competencies and capacity through the development and implementation of several initiatives, all led by the GBA+ Champions Group.

These initiatives have included a GBA+ training completion campaign for the online course and working with the Gender Equity Office to co-host two mass in-person training sessions for ministry staff in January 2020. As of May 2020, 81 per cent of ministry staff have completed GBA+ training.

Other initiatives to promote and build awareness of GBA+ have included a 'Facts About GBA+' poster campaign and a regular Lunch and Learn series to highlight GBA+ work already underway within the ministry.

The ministry GBA+ Champions group has also taken the lead on conducting a ministry wide inventory of policies, programs, and initiatives to develop recommendations for prioritizing the implementation of GBA+ across the ministry.

The ministry has taken formal and informal approaches towards diversity and inclusion such as formal information sessions and training provided on relevant topics and informal Culture Chats. In early 2020, the ministry formed a Culture Champions group intended to support the development of a shared vision for building a healthy, happy and productive ministry culture.



The ministry's Diversity Dialogues with the Deputy initiative fostered recurring, small group discussions on diversity in the workplace and what it means to each person.

The ministry also provided inclusive language workshops for staff and introduced a talking circle format to as many staff gatherings as possible, including new employee orientation events.

Staff participate in and encourage participation in the annual Moose Hide Campaign to end violence against women and children with a focus on Indigenous women and children.

Staff participate in Indigenous Peoples' Day and acknowledge Orange Shirt Day.

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

Funding for the implementation of Aboriginal Service Plans provided support to 11 public post-secondary institutions towards initiatives for Indigenous learners, strengthening partnerships and collaboration in Indigenous post-secondary education, and increased the receptivity and relevance of post-secondary institutions and programs for Indigenous learners, including providing support for initiatives that address systemic barriers.

The ministry works closely with key partners, including the British Columbia Council for International Education, to support the international education sector in the province.

Recent initiatives include the ministry commitment of \$1.9M to launching an initiative to build capacity and enhance access to participate in ministry skills training and education programming. Utilizing direct engagement with First Nations communities, the ministry reached out to approximately 80 First Nations. Staff provided on-on-one support and guidance to communities in completing forms and submissions.

This initiative reached 43 communities that would have otherwise not have had access to programming. Communities had an opportunity to build training and/or education plans for their communities and access ministry professional development, training and education programming.

Through the Canada-British Columbia Labour Market Development Agreement, the Sector Labour Market Partnership program assists employers in addressing sector workforce challenges, including systemic barriers facing underrepresented groups, through diversity and inclusion initiatives and labour market research designed to increase the participation of Indigenous people in the tech sector.

Through the Canada-British Columbia Workforce Development Agreement, the ministry delivers skills training programs to support vulnerable and under-represented groups to find and maintain employment, including:

- Skills Training for Employment (STE) programs that provide skills training and specialized employment services and supports to assist vulnerable and under-represented populations to overcome barriers to employment such as a lack of occupational, literacy or soft skills, lack of social networks and connections, lack of work experience, mental health challenges, housing instability and others.
- The Blade Runners program supports at-risk youth aged 15-30 and provides life-skills and job readiness training, job placement and monitoring to help at-risk 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 including women and Indigenous people facing barriers to entering trades occupations.
- The Community Workforce Response Grant program (CWRG) provides flexible and timely responses to emerging and urgent labour and skills needs in communities throughout the province. The CWRG includes an Indigenous communities stream that provides funding to Indigenous communities so members can develop the skills needed for employment or self-employment. The

Workforce Shortages stream is targeted to sectors training unemployed or underemployed people for jobs and prioritizes projects that train individuals from vulnerable or under-represented groups.

The ministry committed \$900,000 to support the University of Victoria with the launch of the first four-year, dual degree program in Canadian Common Law and Indigenous Legal Orders. This was in response to Truth and Reconciliation Commission's Call to Action #50 to fund the establishment of Indigenous law institutes for the development, use, and understanding of Indigenous law. The ministry will provide \$1.35M in 2020-21, and by 2021/22, the investment will reach a steady state of \$1.8M. Each year 25 students will be enrolled (26 in 2018/19) for a total of 100 over four years.

The most recent headcount data show a steady rise in immigrants accessing ESL programs in the public post-secondary system since government implemented the tuition-free policy in September of 2017. Enrollment increased by 900 domestic ESL students from fiscal 2016/17 to 2018/19.

The ministry continues to engage with partners to develop a student-centred and sustainable strategic framework for international education to ensure that B.C. continues to deliver the quality education experience all students expect and deserve in our post-secondary ecosystem.

The ministry launched a province-wide program in 2017 that waives tuition and fees for youth formerly in care at all 25 public post-secondary institutions and Native Education College. In 2018, the program was expanded to foundational and apprenticeship training programs at 10 union-based training providers. The program breaks down barriers and increases access to post-secondary education for children and youth formerly in care, the majority of whom are Indigenous. One thousand, two hundred and seventy-two former youth in care have now accessed post-secondary education and skills training through the Provincial Tuition Waiver Program, representing an increase of 573 per cent in public post-secondary participation since government launched the program.

## HIGHLIGHTS ON INITIATIVES IN 2019/20

New initiatives include a ministry-specific plan for the implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. This has been drafted into a one-page infographic that summarizes the 10 principles and the ministry's key actions to implement them. Other 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/learning opportunities for National Indigenous Peoples Day and Orange Shirt Day, and AEST Academy – a week of experiential learning around Indigenous culture and ways of working.

The ministry engaged with government officials from China, Indonesia, Ireland, Mexico, the Philippines and South Korea to highlight opportunities for two-way student exchanges, education cooperation and joint research initiatives.

## SUCCESS STORY

To support low-to-middle-income post-secondary students when they need it most, a new needs-based, up-front B.C. Access Grant will remove barriers to education and provide support for learners to complete their studies. In time for the 2020 fall semester, more than 40,000 eligible students at public colleges and universities in B.C. received immediate support with the up-front costs of their education. The B.C. Access Grant complements the Canada Student Grant for full-time students, ensuring B.C. students receive up to \$4000 a year to help with the cost of programs leading to a degree, diploma or certificate. The grant design reflects best practices and research that needs-based, up-front grants not only improves access to education, but also encourages completion by making life more affordable for students as they begin post-secondary studies. This is the first time that provincial grants will be available to part-time students and students in programs of less than two years in a much broader range of programs. The new grant is created with a new \$24 million investment over three years, and by re-designing existing grant programs based on input from B.C. student advocates. This is in addition to approximately \$37 million government is reinvesting from grants to ensure students get the help they need when they need it most, meaning almost double the number of students will receive support.

## Indigenous Post-Secondary Board Member Gathering

As of July 2018, all 25 public post-secondary institutions have Indigenous representation on their boards of governors, compared to 11 institutions in 2012. To celebrate this success, the first Post-Secondary Indigenous Board Members Gathering was held at the Musqueam Cultural Education Resource Centre in Vancouver on September 20, 2019. The Gathering was a collaborative effort between the Ministry of Advanced Education, Skills and Training, volunteer Indigenous board members, the First Nations Education Steering Committee, Métis Nation BC and the Crown Agency and Board Resourcing Office, graciously hosted by the staff and members of the Musqueam First Nation on their traditional territories.

The intent of the gathering was to bring Indigenous board members together to discuss opportunities and challenges they face in relation to Indigenous post-secondary education and training, the implementation of the Truth and Reconciliation Commission Calls to Action and the United Nations Declaration on the Rights of Indigenous Peoples, and the board appointment and orientation processes. Over the course of the day-long Gathering, the 25 participating Indigenous board members from 16 public post-secondary institutions across B.C. had the opportunity to network with each other, representatives of the Indigenous partner organizations and ministry officials, while sharing their thoughts and concerns on the current opportunities and challenges they face, as well as the changes necessary to make the public post-secondary system more relevant and responsive to Indigenous learners.

Based on surveys and post-event evaluations, the Post-Secondary Indigenous Board Members Gathering was a successful event that the participating Indigenous board members and Indigenous partners would like to see repeated and expanded in the future.

## MINISTRY OF AGRICULTURE

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### **MANDATE**

The Ministry of Agriculture 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.

Agriculture 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 sector create economic and social benefits for Indigenous groups and other underrepresented groups. It has the potential to attract provincial investment and contributes to workforce development and skills training.

### **EXECUTIVE COMMITMENT**

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

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

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

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

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

- Translating the on-farm Food Safety GAP Manual, a manual to assist producers to improve on-farm food safety practices into four languages, Spanish, Punjabi, Mandarin 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 general public who make inquiries at the ministry's Abbotsford office.
- Conducting educational workshops by staff that utilize translators to meet the language needs of the participants.
  - ◆ Reprinting translated signage with key food safety messaging to maintain their availability.
  - ◆ Meat inspection staff have utilized many of these languages to more effectively communicate with the operators and staff in our provincially licensed abattoirs.
  - ◆ Offering translation services in 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 many growers affected by the plant pests.

In 2019-20, Feed BC sponsored funding for the first phase of a Ministry of Health and Ministry of Agriculture partnership study entitled "Traditional Foods and Indigenous Recipes in Public Institutions."

The purpose of the study is to understand the barriers and opportunities/facilitators for procuring and serving more traditional foods in public sector foodservice, including hospitals, corrections facilities, post-secondary institutions and so on. The results of the study are expected to help advance policy changes where needed to address barriers and support greater government procurement of and client access to traditional foods where government foodservice is provided.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

#### Draft 10 Principles Implementation Plan

The Ministry of Agriculture has developed an implementation plan, which sets out the actions that the ministry will take in order to achieve the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.

A key initiative under the implementation plan that the Ministry of Agriculture is currently pursuing is an Indigenous cultural intelligence program delivered by Strategic Human Resources, which uses a blended learning approach for all ministry staff.

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

Ministry policies and processes will be updated to reflect a comprehensive Indigenous reconciliation training plan for new and existing ministry staff. Processes will be developed to record and share collaborative experiences to reflect on challenges and



successes and revise processes to improve outcomes for establishing partnerships.

Existing legislation, regulations and policies will be reviewed to ensure support for collaborative relationships and recognition of Indigenous rights.

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

## 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.
- The minister's Indigenous Advisory Group on Agriculture provides strategic advice and informs 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 people and the ministry.
- Support for Indigenous producers through the Canadian Agriculture Partnership programs such as the B.C. Indigenous Agriculture Development program and Environmental Farm Plan program.
- Continued support for local food initiatives and participation with the Indigenous Food Systems Steering Committee.
- 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 more than 2,200 youth, ages 6 to 25, in a variety of leadership and agriculture youth development programs across the province and that involves youth from many cultural backgrounds.

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

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### MANDATE

The Ministry of Attorney General and the Ministry of Public Safety and Solicitor General work together as the justice and public safety sector to advance a shared vision of a safe, secure, just and resilient British Columbia. The mission of the ministries is to administer justice, deliver public safety programs and services, and provide legal advice to government.

### EXECUTIVE COMMITMENT

Throughout 2019/20, the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General continued to strengthen partnerships with Indigenous leadership and communities to further our commitment to reducing the over-representation of Indigenous people in the justice and public safety sector and supporting culturally responsive and relevant policies, programs and services that address the specific needs of Indigenous peoples. This is consistent with government's commitment to true, lasting reconciliation and implementation of the United Nations Declaration on the Rights of Indigenous Peoples, the Calls to Action of the Truth and Reconciliation Commission, the *B.C. Declaration on the Rights of Indigenous Peoples Act*, and the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.

The ministries continue to apply the Gender-Based Analysis Plus (GBA+) lens to budgeting, policy and program development. GBA+ is a well-established analytical process used to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives. In applying the process across the justice and public safety sector, the ministries work to ensure that equity is reflected in sector budgets, policies and programs.

## **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 and express a true desire to commit to a diverse and inclusive workforce. In addition, training and experiential education is available for all staff members of both the Ministry of Attorney General and the Ministry of Public Safety and Solicitor General, often jointly with community and organizational partners, to support multicultural awareness, discrimination prevention and Indigenous cultural safety and humility. The Diversity and Inclusion Action Plan acts as a guide to strengthen inclusion and diversity across the justice and public safety sector.

The sector's Strategic Human Resources is undertaking the development of a sector-wide Diversity and Inclusion Strategy and is participating in the cross-government Workforce Plan initiative with a focus on recruitment and retention.

A formal mentoring program for staff in the ministries has been implemented to encourage and promote personal growth of our staff both as mentors and mentees.

The Attorney General has promoted diversity in the legal profession, including encouraging diverse nominations and applications for justice-system related appointments such as Queen's Counsel, judicial appointments, and boards, agencies, commissions and tribunals.

As courses are offered, employees of the ministries are encouraged to attend training on cultural agility and Indigenous cultural safety and humility.

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

The Ministry of Attorney General's Justice Services Branch provides funding to Legal Aid BC and to non-government entities such as the Law Foundation, in support of Legal Aid BC's multiculturalism-related initiatives.

A variety of training opportunities and supports are available across the Ministry of Public Safety and Solicitor General, including the following examples: the BC Coroners Service works with Indigenous agencies and individuals to ensure cultural safety and humility training at all coroners basic training sessions and all regional and provincial training conferences; training for all new coroners also includes a component delivered by the First Nations Health Authority to assist coroners' understanding of First Nations history, spiritual beliefs and practices, and death practices in different communities; B.C. Corrections promotes cultural safety through a variety of methods, including formal and informal training, learning and experiential opportunities, relationships with Indigenous partners, and resources and tools for staff; and Emergency Management BC developed 10 courses to support Emergency Management BC and cross-sector public servants on their learning for reconciliation journey.

A Cultural Safety and Humility Working Group was established for the justice and public safety sector, with 40 per cent Indigenous membership. Activities of the working group during 2019/20 included: conducting a survey with all sector employees to help determine what established training is being accessed and what additional training needs to be developed; development of a draft Indigenous Cultural Safety and Humility Strategy for the sector, developed through comprehensive analysis of prior engagements and recommendations as well as collaborations with Indigenous subject matter specialists across a number of public sector organizations; the establishment of an Indigenous information and resource hub on the sector's intranet site; and the promotion of broad staff awareness through regular cross-sector Deputy Minister messages and blog posts.

The ministries established a GBA+ Network for the justice and public safety sector in late 2018 that was active throughout 2019/20. The purpose of the network is to: champion and promote GBA+ across the sector; support the implementation of the GBA+ tool in budget, policy, legislation and program development; and help ensure that sector staff have a comprehensive understanding of how to apply the tool in their day-to-day work and the value and importance of applying a GBA+ lens.

There are three GBA+ Advisors in the ministries that participate in the cross-government GBA+ forum hosted by the Gender Equity Office, Ministry of Finance. These GBA+ Advisors are a conduit of knowledge between the cross-sector GBA+ working group and the Gender Equity Office.

An Indigenous Internship Program for the ministries and the Legal Services Branch Indigenous Articling student stream have been specifically created for the benefit of Indigenous students.

Created in 2018, the Legal Services Branch's Diversity and Inclusion Committee's goal is to actively advance substantive diversity and inclusion within the branch.

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.

Activities and events took place across the justice and public safety sector during 2019/20, including the following examples:

- On September 30, 2019, justice and public sector employees participated in Orange Shirt Day to remember the Indigenous children placed in residential schools across Canada and the inter-generational harm that this caused.
- The Indigenous Cultural Awareness Learning Series Webinar: Current Studies; Future Impact was held in February 2020. Over 100 employees from across the sector participated in the session.
- On February 24, 2020, over 800 people marched in the Moose Hide Provincial Day of Gathering in Victoria, B.C. Many sector employees joined approximately 1,000 public servants from across the province.
- National Indigenous Peoples Day was celebrated at Law Courts on Vancouver Island, including an hour-long event at the Victoria Law Courts and participation of employees of the Duncan Courthouse at the Sí'em Lelum Gymnasium. Both events were great opportunities to talk to many in the communities, share information about the justice sector and to learn about Indigenous culture.

- On July 30, 2019, the BC Prosecution Service was honoured by the Association of Continuing Legal Educators at its annual conference in Chicago. The BC Prosecution Service received the award of Professional Excellence in recognition of the Indigenous Justice Cultural Safety Gathering.

The Legal Services Branch, Ministry of Attorney General, is committed to staying involved in broader reconciliation efforts and has allocated 25 per cent of legal time as core funded to a Legal Services Branch 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 ministries' Draft Principles working group; and the Law Society of British Columbia's Truth and Reconciliation Advisory Committee.

All Cabinet and Treasury Board submissions require the use of GBA+ to inform the entire submission development and policy process, and to ultimately result in a clear outline to decision-makers of the gender and diversity implications of the recommended option. It also demonstrates links between the recommended option and government's broader commitment to gender equality. All branches in both ministries have dedicated GBA+ ministry leads who have completed GBA+ orientation and have access to resource materials that help with the development of Cabinet and Treasury Board submissions. Similarly, Order in Council packages are also developed using GBA+.

The BC Prosecution Service maintains policies to specifically address concerns regarding hate crimes and vulnerable victims and witnesses that are translated into eight languages in addition to English and French.

In addition, it has translated several new and updated Crown counsel policies including the Introduction, Charge Assessment Guidelines and Intimate Partner Violence into eight languages, in addition to English and French, in order to be responsive to the communities we serve and to increase access to justice.

Endorsed by the BC First Nations Justice Council (BCFNJC) and the province on Snuneymuxw

territory on March 6, 2020, the BC First Nations Justice Strategy represents a significant partnership between the BCFNJC and the Ministries of Attorney General and Public Safety and Solicitor General. For further information, please see the “success stories” section below.

The government is working closely with the judiciary, BCFNJC, Métis Nation British Columbia, Legal Aid BC, Indigenous communities, and other external stakeholders and partners to explore ways to improve the administration and delivery of Gladue reports.

The Justice Services Branch, Ministry of Attorney General, served on the B.C. Cross-Ministry Asylum Seeker Contingency Planning Committee in its work on the Provincial Contingency Plan: Asylum Seeker Influx, to provide insight and information about legal aid service requirements of asylum seekers arriving at irregular border crossing.

The Ministry of Public Safety and Solicitor General is engaged with the First Nations Leadership Council through a Joint Working Group on Cannabis in respect to health and safety impacts and economic development opportunities for Indigenous communities arising from cannabis legalization.

The BC Coroners Service and the First Nations Health Authority (FNHA) have nurtured an ongoing collaboration since the signing of a Memorandum of Understanding (MOU) in May 2014 and the Declaration of Cultural Safety in May 2017. They work in partnership to ensure that the BC Coroners Service in meeting its statutory mandate also undertakes to ensure First Nations laws, practices, customs and family perspectives are considered and respected, as well as how the two organizations can best work together in mortality surveillance and prevention efforts. The FNHA is also a standing member of all BC Coroners Service Death Review Panels participating in panel activity and drafting recommendations to prevent future deaths.

B.C. Corrections has been working in partnership with First Nation communities across B.C. to support the successful reintegration of Indigenous people being released from custody and/or under community supervision who are returning to their

communities. For further information, please see the “success stories” section below.

British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. As a result, the Policing and Security Branch leads the Provincial Committee on Diversity and Policing comprised of senior police officers, other law enforcement partners and representatives from B.C.’s diverse communities. The purpose of the committee is to actively engage in the development of strategic relationships between the police, government and the province’s diverse communities for the purpose of removing barriers to build and strengthen effective and transparent communications and cooperation. Ultimately, the committee aims to foster the trust and respect required to support and sustain a civil society.

Emergency Management BC has utilized a series of approaches to engage and partner with First Nations to improve emergency management services, ensure more resilient communities, build capacity and foster understanding among B.C. communities. These include overarching provincial-level agreements with First Nation organizations and the federal government and regional-level partnership agreements and approaches. There are also specific actions at both the provincial and regional level, including the ongoing establishment of First Nations Emergency Management Partnership Tables that provide a venue for First Nations and provincial agency emergency managers to meet in partnership, share knowledge and provide guidance on emergency management issues and initiatives related to all phases of emergency management – mitigation, preparedness, response and recovery.

The Responsible and Problem Gambling program offers clinical counselling and prevention services in multiple languages including Cantonese, Mandarin, Punjabi, Korean and some First Nations languages. Interpreters/translators are offered to clients receiving clinical services when there is no provider who speaks the client’s first language and prevention initiatives are modified to complement each of the cultural groups identified by these languages. One unique prevention initiative incorporates theater presentations developed for



Asian Canadian audiences. The Gambling Support line, facilitated through BC211, offers services in 200 different languages and dialects.

The Responsible and Problem Gambling program provides Indigenous services provincially, which are developed and delivered by service providers with First Nations heritage. A train-the-trainer program that provides narrative therapy instruction to allied professionals in remote and Indigenous communities has also been implemented and expanded. Additionally, all Responsible and Problem Gambling program staff and contractors complete two levels of Core Indigenous Cultural Competency training provided by the Provincial Health Services Authority.

Parent Legal Centres, 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.

The Community Safety and Crime Prevention Branch, Ministry of Public Safety and Solicitor General, 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 and 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 are also available.

Since the Chief Coroner and CEO of the FNHA signed the BC Coroners Service Declaration of Commitment to Cultural Safety and Humility

in May 2017, BC Coroners Service policies have been revised to reflect First Nation communities' practice of designating a spokesperson to liaise with the family when a death occurs, rather than the nearest relative. BC Coroners Service staff and service providers are also aware of and work to achieve culturally appropriate services given cultural differences in how death is understood, for example the timeline requirements for disposition of the deceased in First Nations laws.

B.C. Corrections continues to provide evidence-based and culturally appropriate programming in correctional centres and through community corrections offices. For example, the Relationship Violence Prevention Program is a two-part program aimed at reducing violence in family relationships. In partnership with Indigenous communities and other cultural groups, B.C. Corrections developed customized programs that speak to offenders through their own culture. More than 175 Indigenous justice partners have been trained to deliver the first part of the program, called Respectful Relationships, in a culturally informed manner. In addition, Aboriginal Liaison Workers and Elders working in correctional centres provide services such as: developing and delivering culture-based programs; providing spiritual and cultural support to inmates; liaising between inmates, staff, and Indigenous communities to support release planning in for example, housing and social assistance; providing cultural competency training for staff; and offering group and individual support for inmates facing a variety of issues such as coping with addictions, anger management, family violence, residential school trauma, setting boundaries and stress management.

Policing and Security Branch cost share with Public Safety Canada (48/52 per cent) for the provision of a dedicated policing service to many First Nation communities in the province. The goal of the First Nation Policing Program is to ensure that First Nation communities receive enhanced policing services that are culturally sensitive and responsive to the needs of the communities they serve. Furthermore, 10 First Nation communities within the St'at'l'imx Nation receive service from a designated police unit called the St'at'l'imx Tribal Police Service that

provides culturally sensitive policing and law enforcement. The Integrated First Nations Unit, a partnership of West Vancouver Police, RCMP in North Vancouver and Squamish and the Squamish and Tsleil-Waututh First Nations, provides enhanced policing services that are culturally sensitive and responsive to the Squamish and Tsleil-Waututh Nations. A policing agreement between Canada, the Province, the Corporation of Delta and the Tsawwassen First Nation sees the Delta Police Department deliver enhanced policing to the Tsawwassen First Nation.

RoadSafetyBC's Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. British Columbia contracts with Stroh Health Care to deliver the program province-wide in multiple languages, including Punjabi, Hindi, Cantonese, Mandarin, Korean, Vietnamese and Spanish. Stroh Health Care also welcomes translators into counselling sessions. In addition, as part of British Columbia's Enhanced Traffic Enforcement Program, public awareness radio messages promoting the B.C. Chiefs of Police's targeted road safety campaigns are produced and broadcast on multi-ethnic radio stations broadcasting in Cantonese, Mandarin and Punjabi languages. B.C.'s northern First Nations radio station also receives targeted advertising to help combat impaired, distracted and high-risk driving.

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

The BC Coroners Service provides timely mortality data and analyses on illicit drug toxicity deaths in the province, including data involving First Nations communities to inform community-based initiatives that reduce health and safety risks and support wellness and safe communities. In May 2019, the First Nations Health Authority released an update on the impact of the opioid crisis on First Nations in B.C. based on data provided by the BC Coroners Service.

B.C. Corrections collects data to capture Indigenous identity and has developed a script to guide staff

when asking inmates/clients about their Indigenous identity to assist in directing clients to culturally relevant services. It also made changes to the case management and business intelligence systems to capture an Indigenous client's home community/First Nation to facilitate connections to community supports.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

### **Ministry of Attorney General**

In April 2019, 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 is creating a new Equity, Diversity and Inclusion Committee to focus on issues including explicit and unconscious bias, reducing barriers to entry, and education, training and awareness on issues of equity, inclusion and diversity.

On October 31, 2019, government brought into force amendments to the Gaming Control Act to allow government and the First Nations Gaming Limited Partnership to finalize a long-term agreement to share seven per cent of net provincial gaming revenue with First Nations in B.C. for 25 years. The amendments create a revenue entitlement for First Nations providing a stable, long-term source of funding for First Nations to invest in their own community priorities.

The Province announced new funding to hire lawyers and legal staff at several new legal clinics around B.C. that can offer legal advice on issues including poverty, housing, immigration and disability and act as counsel in legal proceedings at no cost to their clients.

Parenting After Separation for Indigenous Families was launched in November 2019, in response to the identified need for an accessible learning support that addresses a diversity of Indigenous peoples' histories, cultural perspectives and traumas.

On January 15, 2020, the Human Rights Tribunal released a report entitled *Expanding Our Vision: Cultural Equality & Indigenous Peoples' Human Rights*. The report, which engaged over 100 Indigenous peoples about their experiences with discrimination, makes nine recommendations that could transform human rights in the province.

The Property Assessment Appeal Board launched a new multi-lingual interactive web-tool for the general public with assistance from the Tribunal Transformation Support Office of the Ministry of Attorney General. The multi-media site called "Should I appeal?" has been available for seven years. It allows users to self-evaluate their likelihood of success before filing an appeal on a residential property. To increase public access to the appeal system, in March 2019, the board enhanced the interactive tool with videos in Mandarin, Cantonese, Punjabi and English.

The Liquor and Cannabis Regulation Branch has developed printed materials such as a one-page information sheet that contains pertinent information to aid groups of restaurant licensees with English as a second language. The document is available in simplified Chinese, traditional Chinese, Punjabi and Korean. Resources like this will help clients operate their establishments safely and in accordance with the rules by providing them with more equal access to information.

The Legal Services Branch ensures that lawyers and staff have the opportunity to 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. The Legal Services Branch also provides significant advice to ministries regarding the *Declaration on the Rights of Indigenous Peoples Act* in so far as 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.

The Legal Services Branch also supported the creation of an Indigenous Employees Collective, open to all self-identified indigenous staff with the purpose of creating space for supportive discussions and involvement in the branch's initiatives.

### Ministry of Public Safety and Solicitor General

In response to the final report of the National Inquiry into Missing and Murdered Indigenous Women and Girls, the Ministry of Public Safety and Solicitor General committed to leading the province in the development of strategies and initiatives to address the systemic causes of violence against Indigenous women and girls in B.C. During the summer of 2019, Path Forward Women and Girls Safety Community sessions were held in 12 communities across the province to inform strategy development while ensuring that information sharing was done in a manner that considered culture and protocol and supported healing. Indigenous partners in those engagement sessions included: Alderhill Planning Inc; Laurent Terbasket, who created the Framework for Community Based Consultation Sessions on Murdered and Missing Indigenous Women and Girls; over 300 community engagement session participants; Penticton Indian Band; Indigenous matriarchs from across B.C.; Union of BC Indian Chiefs; First Nations Leadership Council; Métis Nation BC; BC Native Women's Association; Ministers Advisory of Indigenous Women's Council; Women's Coalition; and B.C. Family Information Liaison Unit.

An Emergency Management Services MOU was signed in April 2019 between the Province, as represented by Emergency Management BC and the BC Wildfire Service, the government of Canada, as represented by Indigenous Services Canada, and the First Nations Leadership Council. The MOU focuses on enhancing partnerships and emergency management capacity that will benefit First Nations peoples and all British Columbians. Partnering with 10 First Nation communities, working with students, educators and community members to learn how to improve the Master of Disaster program – the new material was launched October 2019.

Held on March 3rd and 4th, 2020, the Indigenous Knowledge Gathering and Emergency Management was organized by the First Nations Emergency

Services Society in partnership with representatives from First Nation Communities and Nation and Community Emergency Program Coordinators. It was supported by Emergency Management BC and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development. The event was organized to create a framework for annual guided dialogue in British Columbia on how to facilitate the “braiding” of Indigenous and non-Indigenous ways of knowing in relation to emergency management from prevention, mitigation to recovery and response.

## **SUCCESS STORIES**

### **BC First Nations Justice Strategy**

Endorsed by the BC First Nations Justice Council (BCFNJC) and the Province on Snuneymuxw territory on March 6, 2020, the BC First Nations Justice Strategy was developed in partnership by the BCFNJC and the Ministries of Attorney General and Public Safety and Solicitor General, in consultation with First Nations and their Chiefs, Elders and other leadership, communities and service providers.

The joint strategy is born out of a 2017 MOU between the government of B.C. and the BCFNJC and is the first justice strategy for Indigenous peoples in British Columbia that is authored by Indigenous peoples themselves.

The First Nations Justice Strategy sets a path for the partners involved in the strategy and the criminal justice system to work together toward:

- Reconciliation with Indigenous peoples
- Decreasing the overrepresentation of Indigenous peoples in the justice system
- Improving the experience of Indigenous peoples within the justice system
- Addressing violence against Indigenous peoples – especially women and girls
- Engagement with Indigenous communities and organizations in a respectful and culturally appropriate manner
- Improved access to justice and justice services for Indigenous peoples; and
- Designing services that provide Indigenous peoples with culturally relevant, flexible and user-focused processes.

### **Justice Access Centres**

The Justice Access Centres (JACs) assist British Columbians from diverse backgrounds with family law issues related to separation and divorce (including mediation services). JACs can also provide help with referrals, resources and information for limited Supreme Court of British Columbia civil law processes. Services include assistance with simple probate; requesting a review of decisions of the Residential Tenancy Branch and various tribunals; appeals to the Supreme Court; and general Supreme Court information.

There are JACs in Abbotsford, Nanaimo, Surrey, Vancouver and Victoria.<sup>21</sup> as part of the Abbotsford Courthouse project.

Onsite services vary depending on the location and are provided by the Ministry of Attorney General and partner agencies such as Mediate BC Society, Legal Aid BC, Family Maintenance Enforcement Program, Credit Counselling Society and Access Pro Bono Society of B.C. JAC staff have close working relationships with these partner agencies as well as many community-based organizations. Services are tailored to each client based on the client’s needs and what the JAC staff and partner organizations can offer.

In 2019/20:

- A new Surrey JAC opened in June 2019 as part of the larger Surrey Courthouse project
- JAC Self-Help Resource Rooms provided over 5,100 services
- Clients were assisted with nearly 1,500 civil issues at Self-Help Resource Rooms. The top client issues in 2019/20 were civil court processes, housing, wills and estates, and money and debt. Staff also assisted with a wide range of other issues such as Court of Appeal matters, unclaimed monies, Civil Resolution Tribunal appeals, and employment, consumer, immigration/refugee and elder law issues; and
- In addition to self-help and civil services, JACs provide all the services of Family Justice Centres. JAC staff opened 37 per cent (over 2150) of new family dispute resolution cases in 2019/20.

## Office of the Human Rights Commissioner

Government passed legislative amendments in November 2018 to re-establish the Office of the Human Rights Commissioner (OHRC) as an independent office of the legislature. The office has a mandate to provide education, as well as examine and address issues of discrimination, to promote human rights and combat widespread patterns of inequality and discrimination in society. Kasari Govender was unanimously appointed by a special committee of the legislative assembly for a five-year term starting September 3, 2019.

The Commissioner has initiated several key projects including:

- A province-wide outreach and engagement tour with community partners. The purpose is to better understand the pressing human rights issues that exist across B.C.
- A story-telling video project with human rights leaders in B.C. that launched December 10, 2019. The first video profiled disability rights advocate, author and poet, Tera Pocock; and
- A 'No Wrong Door' project with the BC Human Rights Tribunal and Human Rights Clinic, aimed at improving access to justice and access to the human rights system across British Columbia.

## MOUs between B.C. Corrections and First Nation Communities

In June 2017, B.C. Corrections and the Sts'ailles First Nation signed an MOU to support the successful reintegration of Sts'ailles people being released from custody and/or under community supervision who are returning to and/or connecting with their community. This agreement was the first of its kind for B.C. Corrections and is part of an ongoing commitment to improve outcomes for Indigenous people involved in the criminal justice system.

Efforts to enter into letters of intent to create MOUs are ongoing and continuing to build these agreements is a priority for B.C. Corrections. The MOUs outline the process to work with each client and the community to facilitate reintegration, including release planning for those in custody and collaborative supports for those under community

supervision, through engagement with community resources and ongoing communication with the community. A letter of intent to create an MOU signals the initiation of a process that may take many months to complete.

In 2018/19, letters of intent to enter into an MOU with B.C. Corrections were signed with: the Tl'etinqox (Anaham) First Nation in April 2018; the Tsleil-Waututh First Nation in September 2018; and five communities from the Nicola Tribal Association in February 2019, including the Nooaitch Indian Band, Lower Nicola Indian Band, Shackan Indian Band, Coldwater Indian Band, and the Upper Nicola Indian Band.

Subsequent to these letters of intent, MOUs were signed with the Tl'etinqox (Anaham) First Nation in December 2018 and the Tsleil-Waututh First Nation in March 2019.

During 2019/20, B.C. Corrections worked with the Nuu-chah-nulth Tribal Council on the development of a letter of intent – one that, once complete, will be signed by 14 communities/member nations.

## Collaborative Development of Emergency Management Legislation

During 2019/20, Emergency Management BC (EMBC) initiated a significant exercise to modernize the Emergency Program Act (EPA). Consistent with B.C.'s Declaration of the Rights of Indigenous People's Act, EMBC led an extensive engagement with First Nations across the province. In addition to provincial-level discussion with the First Nations Leadership Council (FNLC), EMBC coordinated five regional engagement sessions with local First Nations leaders, held through December 2019 and January 2020, in Terrace, Prince George, Nanaimo, Kamloops and Fort St. John. The feedback from those sessions, as well as the written submissions received on-line, were incorporated into the Request for Legislation submitted to government.

In February 2020, EMBC commenced a specific engagement with a Technical Advisory Committee of the FNLC to collaboratively develop the revised legislation.

This initiative was informed by the Abbott and Chapman report Addressing the *New Normal: 21st*



*Century Disaster Management in British Columbia*, which identified many operational improvements, as well as a number of areas where the EPA could be revised, to improve the delivery of emergency management for First Nations communities and individuals, as did a number of other independent reports conducted by First Nations following the flood and wildfire seasons of 2017 and 2018. EMBC has been committed to addressing those recommendations ever since, through collaborative partnerships with First Nations at all levels in the organization.

## MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

### MANDATE

The primary focus of the Ministry of Children and Family Development (MCFD) is to support all children and youth in British Columbia, Indigenous and non-Indigenous, to live in safe, healthy and nurturing families and be strongly connected to their communities and culture.

The ministry's approach is to deliver inclusive and culturally sensitive, responsive and accessible services that support the well-being of children, youth and families in B.C. The ministry delivers on its mandate through approximately 5,390 employees working in partnership with Delegated Aboriginal Agencies (DAAs), Indigenous service partners, approximately 5,043 contracted community social service agencies and foster homes, as well as cross-government and social-sector partners.

### 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 is reflected in our policies and programs and supported by holistic practices and continuous employee learning that ensures we are culturally agile as an organization.

We are committed to working collaboratively with First Nations, Métis and Inuit peoples to improve outcomes for Indigenous children and youth. We are also committed to walking together with

communities towards meaningful reconciliation through child welfare jurisdiction and sharing arrangements. We acknowledge the traditional territories where we gather for work, our restorative policies reflect Indigenous perspectives and we continue to reduce the number of Indigenous children and youth in care by working to connect them to their families and cultures.

Our work is guided by *B.C.'s Declaration on the Rights of Indigenous Peoples Act*, the new federal legislation, an act respecting First Nations, Inuit and Métis children, youth and families, the Truth and Reconciliation Calls to Action and numerous authorities, reports and recommendations to the ministry.

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

The ministry's Strategic Human Resources branch has a three-member team of Indigenous employees dedicated to Indigenous Recruitment and Cultural Safety (IRCS). This team is responsible for supporting a culturally inclusive, safe and agile workforce. The team provides cultural agility training for employees, supports for supervisors and strategies to increase MCFD's Indigenous workforce, including using the BC Public Service Agency Indigenous Relations Behavioral Competencies.

All employees are encouraged to take Indigenous cultural competency training through experiential learning such as San'yas Cultural Safety training, the KAIROS blanket exercises and Building Bridges by Understanding the Village workshops, related ministry reconciliation programs and the Public Service Agency's (PSA) Indigenous House of Learning. In the last two years, approximately 1,425 employees participated in San'yas Cultural Safety online courses, 635 employees participated in Reconciliation Dialogue and Cultural Agility workshops and at least 250 employees and community partners participated in experiential workshops. Through this training, participants discovered Indigenous worldviews, explored the impacts of colonization and discovered ways they can contribute to reconciliation in their work.

The ministry has a cross divisional working group for GBA+. This group has championed the integration of GBA+ analysis into policy and financial submissions, primarily through the provision of training and educational opportunities.

The ministry continues to integrate the Aboriginal Practice and Policy Framework (APPF) into all levels of work and front-line service, including the five APPF core values: Respect, Inclusion, Truth Telling, Wisdom and Belonging. The APPF is a pathway to improve outcomes for Indigenous children, youth and families through Indigenous worldview, cultures and restorative policies and collaborative practices focused on wellness and healing.

The ministry's service delivery areas continue to refine their reconciliation plans, which involve collaborative work with Indigenous communities to improve services and include actions for building employee capacity and cultural agility and changing practices to better serve Indigenous peoples.

The ministry organizes annual events to create awareness and promote employee participation including National Indigenous Peoples Day, Orange Shirt Day and the Moose Hide Campaign.

In local service areas, employees support numerous cultural celebrations and activities for ministry clients and caregivers, including Indigenous ceremonies. For example a staff member was honoured to receive and invitation to the Tutwiwt me7 Stex7éms Youth Transition Ceremony, hosted by Secwepemc Child and Family Services. In youth custody centres, staff support Indigenous events like the Nisga'a Hobiye Ceremony, local Métis Society events and the annual Holi (Hindu) festival.

The ministry adheres to the *B.C. Declaration on the Rights of Indigenous Peoples Act* and engages with Indigenous peoples when developing policy. In turn this deepens our awareness and supports cultural safety, agility and a positive identity for the Indigenous children, youth and families that we serve.

The ministry uses the APPF 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/DAA Partnership Table and Indigenous communities as appropriate.

GBA+ analysis is completed for every Cabinet and Treasury Board submission.

The ministry uses a variety of outreach mechanisms to ensure that services meet the needs of the children, youth and families served. Select examples include:

- The Provincial Director of Child Welfare's Youth Advisory Council (YAC) meets five times a year in-person over weekends. They participate in numerous cross ministry and agency consultations to discuss and provide recommendations regarding services and policies impacting children, youth and families. The YAC represents a diverse range of age groups, cultural groups, gender identities, ministry staff and DAAs. The YAC is supported and advised by an Indigenous elder.
- The ministry works as a member of the Tripartite First Nations Children and Families Working Group on systemic changes to child and family services in British Columbia.
- The Métis Child and Family Working Table, comprised of Métis Nation British Columbia, The Métis Commission for Children and Families BC and MCFD. The intent of this working table is to ensure that service delivery for Métis children and families is built upon the values of Métis people, their culture, and their strengths, with the goal of improving outcomes for Métis children and families
- The ministry has an Aboriginal Advisory Council comprised of elders from across the province that provides guidance and wisdom to advise, inform and influence the strategic intent and direction of the ministry
- In Vancouver, the ministry partners with MOSAIC and Vancouver Aboriginal Health Society to provide the Building Blocks early intervention home visiting program in 11 different languages.

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. Examples include multiple language service options provided through Provincial Centralized Screening for child protection reporting and assessment, as well as the South Fraser Multicultural Family Preservation program that provides culturally appropriate services for families involved with child protection in several languages.

The ministry continues to deepen our awareness and support of cultural safety and agility and a positive identity for the Indigenous children, youth and families served. For example, strengthening culturally appropriate early learning and childcare through the expansion of Aboriginal Head Start programs in B.C.

The ministry recognizes and is working to address the over-representation of Indigenous children, youth and families in the child welfare system as well as improve 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.

The ministry supports Provincial Deaf and Hard of Hearing Services. 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 Residential Program that operates a home like environment for children and youth who must live away from home in order to attend the British Columbia School for the Deaf in Burnaby.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

The ministry implemented amendments to the *Child, Family and Community Service Act (CFCS Act)* – provincial legislation supporting collaborative practices with First Nations, Métis and Inuit communities, which recognizes their shared rights and responsibility for the upbringing and well-being of their children.

Seven regionally based gatherings were held for MCFD and DAA leaders responsible for the work

mandated by the *CFCS Act*. The focus was to understand the spirit of the amendments, explore opportunities, and identify additional supports to operationalize the amendments. The gatherings were an opportunity to strengthen partnerships and walk shoulder to shoulder to do the work to heal a legacy of harm.

The ministry began implementation of Canada's new federal legislation, an Act respecting First Nations, Inuit and Métis children, youth and families: affirming the rights and jurisdiction of Indigenous peoples in relation to child and family services; as well as embedding new standards for child and youth services.

More than 2,200 ministry and DAA employees attended orientation sessions while 4,500 employees accessed online resources.

The ministry, along with partners, continues to expand language and culturally based services across the province. Examples include:

- In the North Fraser service delivery area, the Children and Youth with Special Needs and the Early Years teams ensured that the family resource programs have books, toys and art from a variety of cultures and in a variety of languages. Children can participate in circle time in their own language and parent education is offered in a variety of languages. With the move to virtual services during the COVID-19 pandemic, this team expanded attendance for online programs. For example, parents in Maple Ridge were invited to participate in a Farsi Mother Goose program offered in the Tri Cities.
- In the Thompson Cariboo Shuswap service delivery area staff partnered with the Kamloops Immigrant Services to provide educational information sessions so that new Canadians learned about child safety, local support services and the duty to report child protection concerns.

The ministry continues to expand cultural safety and positive cultural identity for Indigenous children, youth and families receiving services. Examples include:

- The South Island local service area, in partnership with local Nations is working to co-locate an

Elders Advisory Group within MCFD buildings to support cultural safety for children and families accessing services and to provide Indigenous cultural education for ministry staff.

- The Vancouver local service area Indigenous Early Years Program, in partnership with the Vancouver Aboriginal Health Society, increased cultural services by ensuring that Elders can spend time on-site, implemented cultural teaching workshops, increased cultural models for parenting supports, ensured the honouring and sharing of knowledge held by Indigenous staff and established on-site smudging and other ceremonies.

## SUCCESS STORY

In July 2019, a commitment was made that Indigenous families in over 30 communities throughout the province will benefit from more than 600 new, free licensed childcare spaces and expanded Aboriginal Head Start (AHS) programs.

## MINISTRY OF CITIZEN SERVICES

### MANDATE

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

CITZ provides for the expansion of high-speed internet connectivity throughout the province, leadership across government to modernize information management and technology resources, trusted data services and timely and meaningful responses to freedom of information requests to government agencies. 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

Sustaining the work of CITZ are two shared commitments: reconciliation with Indigenous peoples and consideration of how diverse groups of British Columbians may experience our policies, programs and initiatives. CITZ is working to implement the United Nations Declaration of the Rights of Indigenous Peoples, Truth and Reconciliation Commission's Calls to Action, and Gender-Based Analysis+ (GBA+) policy and budgeting. CITZ is also working to implement the *Declaration on the Rights of Indigenous Peoples Act* (November 2019) in all aspects of CITZ business.

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

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

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

B.C. communities are diverse and the ministry is committed to ensuring that CITZ employees also reflect the diversity of the clients and communities they serve. As the face of government in many areas of the province, CITZ promotes an inclusive culture that values diversity, kindness and respect for all citizens. To this end, the ministry launched the Diversity and Inclusion Strategic Framework, a three-year implementation roadmap when it was launched.

In May 2019, the ministry hosted UniverCITZy, a three-day annual training conference, where courses included: BC Archives and Indigenous Engagement; Understanding Bias: From Awareness to Action; and Create and Cultivate Cultural Awareness. CITZ hosted several booths that showcased the Work-Able/ Indigenous Youth Internship Program, Indigenous

Truth and Reconciliation and Moose Hide Campaign, Diversity and Inclusion, and Gender Equity.

CITZ developed and delivered the Words Matter workshop based on the BC Public Service Agency's (BCPSA) Diversity and Inclusion Three-Year Action Plan Framework. The workshop aims to provide information on inclusive language, to improve knowledge and awareness on Words Matter guidelines for using inclusive language in the workplace, and to assist employees in applying those guidelines in all forms of communication. These actions, which will help support a culture of kindness, respect and inclusion throughout the ministry, are ongoing.

All divisional senior management teams received a presentation on GBA+ and received resources/ links to share with their employees, who were also encouraged to attend the ongoing GBA+ courses. To date, 244 CITZ employees have completed an online GBA+ introductory course and more than 100 have completed in-person courses. CITZ will continue to champion these courses to employees and is working to embed GBA+ tools as a best practice in all ministry business – including appointing training leads to create, champion and track GBA+ training – and use the tools as a lens to inform CITZ's own internal policies and programs.

CITZ regularly attends GBA+ teleconferences for ADM/Executive Director leads that are hosted by the Assistant Deputy Minister, Gender Equity. Articles related to GBA+ have been referenced in the ministry's weekly newsletter 14 times since April 2019. GBA+ is represented on the ministry's intranet site, the "Citizens' Services Hub."

CITZ is part of the BCPSA's development review team for Diversity and Inclusion training.

CITZ launched RISE, a leadership development program that includes Indigenous cultural safety and cultural agility workshops, including Learning for Truth and Reconciliation, Learning Circle and Indigenous Relations, and Building Capacity in Indigenous Relations. This program is ongoing.

CITZ plays a significant role in the Moose Hide Campaign through its presence in 65 Service BC Centres across the province. By sharing the campaign message and handing out Moose

Hide pins to British Columbians, the ministry is helping government increase awareness of this tremendously important movement to take a stand against domestic and gender-based violence.

Orange Shirt Day, Sept. 30, commemorates the residential school experience, and witnesses and honours the healing journey of the survivors and their families. CITZ hung a commemorative art piece titled "Reflection" at 4000 Seymour Pl. in Victoria. The piece features a mirror overlaid with tiles that ministry employees decorated on Orange Shirt Day in 2018.

CITZ's Connected Communities Program has formalized a partnership with Coastal First Nations (CFN) Great Bear Initiative Society, acknowledging the 7 Generations principle and protocols to guide our collaborative work. As part of the partnership, the ministry established a joint working group to support Indigenous-led job creation, sustainable economic development and enhanced quality of life through digital enablement.

To accelerate community and digital planning efforts in preparation for the Connected Coast project, CITZ entered into a secondment agreement with CFN for the period February 2019 to January 2020. The secondee worked with CFN member communities to support digital capacity-building.

In partnership with the Ministry of Indigenous Relations and Reconciliation, CITZ is working on the Indigenous Procurement Initiative, which aims to reduce barriers to Indigenous participation in government procurement. Activities in 2019/20 included a province-wide engagement process that concluded with the posting of the Report on What We Heard. This report consolidates feedback received about government procurement from over 300 Indigenous partners and business owners throughout British Columbia.

The Barrier Free Program aims to increase accessibility and inclusion to B.C. government buildings for all staff and citizens. People who visit government buildings to connect to support programs will benefit from this program. Phase 2 of the Barrier Free Program launched in late 2017 when CITZ partnered with the Rick Hansen Foundation (RHF) to assess 73 public-facing owned and leased



facilities including Service BC locations using RHF's Accessibility Certification Program. Results of these assessments will be used for planning purposes within government. Phase 2 also includes efforts to make washrooms more accessible and gender inclusive. This work will meet all relevant legislated requirements and serve the diversity, safety, hygiene and access needs for staff and citizens who work in or visit government buildings.

The Service BC Contact Centre recognizes the importance of fostering diversity and inclusivity in B.C. communities by:

- Providing interpreter services in 120 languages, with the option of keeping the interpreter on the call if the caller is transferred to another provincial program and
- Seeking to increase the number of available First Nations languages.

The Connecting British Columbia program has expanded access to high-speed internet in Indigenous, rural and remote communities throughout the province. Since July 2017, the program has invested funds to benefit 479 communities, including 83 Indigenous communities and approximately 45,000 households.

CITZ is working to advance reconciliation by making government spaces more inviting for First Nations people and by fostering mutual respect between First Nations and public-service employees through:

- Building Design – providing culturally inclusive spaces in the layout of government buildings by considering input from local Indigenous communities and creating graphics in buildings that refer to or are inclusive of local First Nations' interests, using Indigenous knowledge to guide building design, artwork choices and signage translations. For example Capital Park 1 in Victoria at 525 Superior St. and Healing Spirit House in Coquitlam.
- Naming Opportunities – seeking opportunities to partner with local First Nations to find appropriate place names for example, *həyχwət kʷθə ʃxʷhəli?* *leləm* (Healing Spirit House) in Coquitlam.
- Pursuing Partnerships – creating partnerships with First Nations in areas where provincial

government facilities are located. For example, the Osoyoos Indian Band's lease agreement for the Okanagan Correctional Centre.

- Cultural Inclusion – encouraging Indigenous participation in ceremonial events like smudging of the land and building openings or building naming. For example, the smudging ceremony at a Ministry of Children and Family Development (MCFD) space in Kelowna, and the naming ceremony at Valleyview.

## HIGHLIGHTS ON INITIATIVES IN 2019/20

CITZ's Digital Platforms and Data Division helped the Gender Equity Office create an inventory of existing data that can assist with GBA+ analysis. Data custodians are listing these data in the B.C. Data Catalogue to create line-of-sight to available data. Examples include:

- MCFD – an integrated data project will help MCFD better understand the needs of children and youth who are in or from MCFD's care, both now and in the future.
- The Ministry of Advanced Education, Skills and Training (AEST) – data will help AEST look at the factors that may play a part in how vulnerable youth experience the workforce and will help the ministry improve education and training services for youth. Factors include level of education, health and wellness including mental health and their involvement with government-funded services and programs.
- The Ministry of Social Development and Poverty Reduction (SDPR) – working with the First Nations Leadership Council to review income supports and gaps in urban, rural and remote communities, as part of the evidence base for decisions regarding the poverty reduction strategy. SDPR is also analyzing the demographics of the homeless population in order to improve the evidence base for policy and program decisions affecting B.C. citizens experiencing homelessness, or who are at risk.
- CITZ's Government Digital Experience (GDX) team engages directly with the public through GovTogetherBC and works to improve the online experience for all citizens. Indigenous users often

face barriers when trying to render their language accurately online. In September 2019, GDx led a project for the Province's website – www.gov.bc.ca – to implement a new customized font, BC Sans, that is tailor made to be fully compatible with all BC Indigenous languages and accessible on all digital devices.

## MINISTRY OF EDUCATION

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### MANDATE

The Ministry of Education places student success at the centre of its mandate by continually focussing on improving results and ensuring equity of access and outcomes for all learners. The ministry's mandate is to develop the "educated citizen," which is defined as the intellectual, human, social and career development of students. The ministry works closely with school districts, independent school authorities, First Nations schools, education partners, communities, public libraries and other stakeholders to ensure students acquire the knowledge and skills necessary to contribute to a healthy society and a prosperous, sustainable economy.

### EXECUTIVE COMMITMENT

The Government of British Columbia is committed to recognizing and honouring the diversity of all citizens of the province. Diversity amongst people is one of the most prominent features of our society and our schools.

Over the years, B.C. has made an increasing commitment to a school system with teaching and operational practices that honour diversity and promote human rights. The Ministry of Education, and all boards of education and independent school authorities, are committed to ensuring every student across B.C. has equitable learning opportunities, no matter their background or the community in which they reside.

The ministry works to enhance respect for all cultures throughout the school system and within its own organization. Ministry staff are united in their commitment to expanding success within the school system for students of all cultures, and

to promote through the provincial curriculum and related resources, global and cultural understanding.

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

The ministry remains committed to hiring employees that reflect the diversity of our classrooms and province. In 2019/20, six out of seven of the ministry's co-op students were under age 30, and the other was under 34. The ministry also hired two interns through the Work-Able Program, one intern through the Indigenous Youth Internship Program and currently has an auxiliary part-time employee hired through Community Living. 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 their employment terms.

The ministry offered a dedicated session for hiring managers led by the Indigenous Recruitment Advisor of the Public Service Agency (PSA) about current system barriers for Indigenous applicants in the hiring process for the BC Public Service.

The ministry has offered a number of training opportunities in these areas that include dedicated in-person GBA+ training sessions for division employees, Conflict to Calm with the Conflict Management Office of the PSA aimed at understanding the psychology behind some of our unconscious biases, and two Words Matter Overview sessions aimed at familiarizing employees with the BC Public Services Guide to Inclusive Language. Experiential learning opportunities relating to Truth and Reconciliation included events such as the Kairos Blanket Exercise, Understanding the Village and Cultural Connections and Learning Circles led by the House of Indigenous Learning of the BC PSA.

The ministry's Leadership Development Program offered a Learning Circle with House of Indigenous Learning as a part of the opening of the program. This was an opportunity to explore the Indigenous

Relations Behavioural Competencies and verbalize what action could be taken as leaders to further incorporate Truth and Reconciliation into their leadership style.

As outlined in the ministry's HR 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. In total, 68 employees were provided with an individual debrief on their personalized portrait results to support them in increased self-awareness. Five team workshops and two leadership team sessions were completed, both aimed at exploring how we can use our better understanding of ourselves to learn to appreciate other team members' perspectives and improve communication.

The ministry's Strategic HR Team co-created and facilitated a staff learning session in June 2019 with the PSA House of Indigenous Learning, and the Indigenous Education team to help employees find ways to incorporate truth and reconciliation into their work and learnings for MyPerformance.

In celebration of Indigenous Peoples Day, the ADM sponsor and Deputy Minister promoted local events taking place in Victoria and Vancouver. The ministry organized an Indigenous song and drumming workshop at the Mungo Martin House, led by the Indigenous Director of Education.

The ministry has offered four sessions in the Cultural Intelligence Activity series that provide employees an opportunity to join together, experience a hands-on Indigenous activity while learning the history of colonization in B.C. and Indigenous perspectives. Sessions have included Traditional Fried Bread, Weaving, Coast Salish Art and the Significance of Salmon.

An Indigenous Reads Book Club has been established and had seven monthly meetings in the fiscal year 2019/20.

A detailed monthly implementation plan and calendar were developed for fiscal 2019/20 that helps guide important related training and initiatives for employees. This included regular updates from the ADM sponsor on recent and upcoming learning opportunities and acknowledgement of important

dates such as Pride Week. The plan is guided by both the Diversity & Inclusion three-year Action Plan, as well as the Ministry of Education's HR Plan.

The ministry offered a learning opportunity led by the PSA titled "Advancing Diversity & Inclusion in the Public Service." This was organized as part of onboarding for the Work-Able Internship program and included information to promote inclusivity and accessibility in the workplace.

Supervisor/New Employee onboarding resource materials have been updated to include guiding documents such as Truth & Reconciliation 94 Calls to Action, United Nations Declaration on the Rights of Indigenous People (UNDRIP), 10 Draft Principles.

Self, team and workplace cultural competency assessments developed by the Ministry of Child and Family Development were added to intranet resources to help establish a learning path that supports cultural safety throughout the workplace.

The ministry annually supports the Moose Hide Campaign, held this year on Feb 24, 2020. The campaign is an opportunity for people to show their commitment to ending violence against women and children by wearing a Moose Hide pin, fasting for the day and attending the various provincial events. Bullying Awareness Day also known as Pink Shirt Day is celebrated provincially each year as well as within the ministry.

The ministry recognized National Indigenous Awareness Day with an Indigenous song and drumming workshop held at the Mungo Martin House.

The ministry hosted the 2019 Organization for Economic Co-operation and Development event as part of our commitment to improve outcomes for Indigenous peoples. As a part of this week-long event and sector meetings, the ministry opened a cultural event at the Mungo Martin House to all employees as a learning opportunity.

The Orange Shirt Campaign – Every Child Matters remembers the experiences of former students of Indian Residential Schools and is a commitment to ongoing reconciliation in Canada. Orange Shirt Day is recognized annually at the ministry

and all employees were encouraged to wear Orange on Sept 30, 2020.

The province's K-12 curriculum includes equity and inclusiveness as an underlying principle. These principles are also embedded in provincial assessment policies.

Elements of the curriculum relevant to multiculturalism include the abilities students need to thrive as individuals, to understand and care about themselves and others and to find and achieve their purpose in the world, such as:

- Positive personal and cultural identity.
- Social awareness and responsibility
- Personal awareness and responsibility.

Daily StrongStart BC programs, in many B.C. schools, are invaluable for children under age five which are in many B.C. who are new to Canada and speak languages other than English.

In 2019, the Early Learning Framework was updated with input from Indigenous and racialized groups. It was written to resist language, concepts and pedagogies that perpetuate legacies of colonization and marginalization of Indigenous people.

In partnership with First Nations Educational Steering Committee (FNESC), the ministry is developing a K-12 provincial Indigenous languages education policy and curriculum framework.

In response to the Office of the Auditor General report on Aboriginal Education (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 2019/20, the Equity in Action project expanded to include 31 school districts comprising 67 per cent of the Indigenous student population.

The Ministry of Education allocates over \$6 billion in operating grants and strategic grants to the K-12 Public Education System. Equity is one of the six principles agreed between the Province and Boards of Education as the foundation for the new funding model system. The equity lens is to be used in the

development of all funding related policies under development in the new system.

Through a Human Rights Tribunal Special Activities Approval, the Sector Policy and Performance Branch collects data on ethnic identity from certified teachers regulated by the branch. The goal is to use this information to contribute to the ongoing efforts of education partners to ensure that B.C.'s complement of certified teachers is reflective of our student population and broader society.

The ministry is working in partnership through the British Columbia Tripartite Agreement (BCTEA) with the FNESC, the First Nations Schools Association (FNSA) and the Government of Canada to further systemic changes that will improve outcomes for First Nation students. BCTEA aligns with B.C.'s commitment to the United Nations Declaration on the Rights of Indigenous Peoples and its legislation, the Truth and Reconciliation Commission's (TRC) calls to action, and the Draft Principles that guide the Province of British Columbia's Relationship with Indigenous peoples.

Three main objectives of BCTEA are: improved equity in transportation for First Nation students living on reserve and attending public schools; Local Education Agreements to improve commitments to academic success and funding between school districts and First Nations located in the school district with students attending public schools; and First Nation Education Outcome Improvement Teams dispatched to school districts with historic equity gaps in First Nation outcomes.

In addition to working collaboratively with FNESC and FNSA, the ministry is engaged with Métis Nation BC, First Nations Health Authority and continuously networks with School District Indigenous Education leads.

Consistent with the calls to action of the TRC of Canada, the Ministry of Education continues to demonstrate its commitment to establishing a new and respectful relationship between Indigenous and non-Indigenous people. Respectful relationships are a core principle in the ministry's responses to B.C.'s Office of the Auditor General's Audit of 2015 and follow-up report 2019. The ministry is working in partnership with the FNESC and the FNSA to create a

unique approach to the certification and regulation of teachers in First Nations schools in B.C. that aligns with BCTEA and reflects our commitment to the TRC Calls to Action and United Nations Declaration on the Rights of Indigenous Peoples.

The Ministry of Education recently completed a K-12 Public Education Funding Model Review. FNEC and MNBC were offered membership on all working groups and advisory committees relating to implementing the recommendations. This includes in non-Indigenous specific areas, such as Inclusive Education, Adult Education, Online Education, and Financial Management, to ensure the voice of Indigenous peoples is at the table.

The Ministry of Education is also engaging directly with FNEC and MNBC on any Indigenous specific policies. These policy-specific engagements encourage open dialogue, maximize consultation, and seek to co-develop policy and supporting materials where appropriate. Policy-specific engagement is currently being undertaken on Indigenous Language Policy and Targeted Indigenous Education Funding.

StrongStart BC program environments reflect and accommodate the diversity of families and the community. Programs offer a wide range of activities that demonstrate respect for individual differences in adults and children.

The Explore program delivered by the ministry has adopted guiding principles for fostering an inclusive and positive experience. Its goal is to enhance the anti-discrimination policies in place at participating institutions offering the program and to advance human-rights education in the context of second-language immersion programs.

The Ministry of Education allocates most of its funding in a manner that allows the funding to be responsive to the local needs of communities and students through Boards of Education. The ministry also allocates supplemental funds to support students with unique needs, including language learners where there are communities with lower income earnings and for a range of diverse needs. The ministry also provides targeted funds to support Indigenous education for the provision

of culturally appropriate supports and services to Indigenous students.

The Ministry of Education:

- collects data from students who voluntarily identify themselves as Indigenous for the purposes of ensuring equitable throughputs and outcomes for Indigenous students. The ministry publishes an annual Aboriginal How Are We Doing? report in December each year.
- identifies students that have diverse needs such as behavioural conditions, physical disability, gifted or developmental disability.
- identifies students in English Language Learning (ELL) programs.
- produces dashboards, shared with ministry staff and school districts, that enable understanding of student throughputs. For example belonging and outcomes, completion rates for Indigenous students, diverse needs and ELL students.

The ministry also uses diversity related data to support policy, program and service requests, especially when potential changes are population specific or may have wide-ranging impacts. For instance, data on Indigenous students was provided during the Funding Model Review and for Indigenous Education Targeted Funding.

The ministry is working in partnership through the BCTEA, with the FNEC, the FNSA and the Government of Canada to further systemic changes that will improve outcomes for First Nation students. BCTEA commitments include a First Nations student data committee to enhance information sharing processes with First Nations and enhancing the annual How Are We Doing? report on Indigenous student achievement in B.C. public schools.

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

The ministry established a ninth Professional Standard for B.C. Educators that captures the expectation that all B.C. educators strive toward truth, reconciliation and healing, and acknowledge



the history and contributions of First Nations, Inuit and Métis students.

The ministry amended the School Calendar Regulation to designate the purpose of one annual non-instructional day, from 2019/20 through to 2022/23, for enhancing Indigenous student achievement and integrating Indigenous world views and perspectives into the learning environments.

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

The ministry provides learning resources to school districts to assist educators in meeting the needs of ELL. Its Policy Guidelines document was updated in 2018/19.

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

Learning a second language is mandatory for all students from Grades 5 to 8. The ministry works closely with the Government of Canada to support education in French and French language learning in the province. Programs include:

- Destination Clic, a summer program for Francophone students who are immersed in French language and culture on university campuses.
- Explore, a summer program where students are immersed in French language and culture on university campuses across Canada. It's expanded to offer this opportunity to students aged 13 and up.
- The Odyssey program supports participants to work full-time as language assistants in classrooms across Canada.
- British Columbia - Quebec Exchange Program. Each fall, French Immersion or Francophone programs students and their families welcome Quebec students, with whom they were matched, into their homes.

As part of the Mental Health and Addictions provincial team and the Mental Health in Schools work, the ministry has engaged in consultation and outreach mechanisms to gather input from Indigenous and diverse populations within communities.

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 have been developed and 31 districts are engaged in the project in 2019/20, representing 67 per cent of the Indigenous student population in B.C. schools.

In 2018/19, the ministry expanded the Expect Respect and a Safe Education (erase) strategy to address complex issues facing students, including mental health, substance use, social media, gang prevention, and support students of all sexual orientations and gender identities.

The government's student safety strategy promotes inclusion and supports the diversity of all B.C. students. The strategy includes training for school administrators, school counsellors and community partners that focuses specifically on creating safe and inclusive schools for all students. To date, erase training has been provided to over 21,000 educators and community partners in all B.C. school districts and independent schools.

The issue of racism and discrimination in schools is addressed in the Provincial Standards for Codes of Conduct Order, which requires all boards of education and independent schools to develop codes of conduct for the schools within their district and ensure the schools implement the codes. The Order requires boards to specifically reference each of the prohibited grounds of discrimination as set out in the B.C. Human Rights Code, including race, colour, ancestry, place of origin, religion, family status, physical or mental disability, sex, sexual orientation, gender identity or expression and age.

The ministry is also working with the Ministry of Tourism, Arts and Culture and other provincial partners to develop a provincial approach to addressing racism and hate-related incidents in B.C., including options for addressing racism in K-12 schools through the erase strategy.

The ministry supports free and equitable access to public library services across British Columbia and works with library partners, to assist libraries, boards and staff in building strong multicultural, inclusive, multilingual and culturally sensitive collections.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

Public libraries continue to play a critical role in offering a diverse range of cultural resources in both of Canada's official languages. In 2020, the BC Libraries Cooperative received \$12,000 under the Government of B.C. Francophone Affairs Program for an environmental scan and business analysis to identify an approach to provide the widest access to French e-content in B.C. public libraries. The grant will allow libraries to better understand the reading needs of Francophones and Francophiles.

As part of the \$2.2M 2018/19 school district grant initiative, school districts were asked to:

- use data from the Student Learning Survey and other data sources to determine where diverse or vulnerable populations may require additional mental health resources/support and
- consult with Indigenous community partners to ensure co-construction in mental health activities.

In March 2020, the ministry announced the new Equity of Opportunity Supplement in the public school funding formula that recognizes the supports that school districts provide to children and youth in care, students receiving non-clinical mental health supports and students from lower income households.

### **SUCCESS STORY**

The 2019 School Community Mental Health Conference embraced a diverse audience of participants with representatives from across B.C. communities.

The ministry worked with the FNSA and fulfilled commitments in the BCTEA to graduate adult learners in First Nations Schools with the Adult Dogwood. The ministry is now working with FNEESC to fulfill BCTEA commitments to recognize courses developed by First Nations schools for credit toward graduation.

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

## **MINISTRY OF ENERGY, MINES AND PETROLEUM RESOURCES**

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### **MANDATE**

The Ministry of Energy, Mines and Petroleum Resources (EMPR) is responsible for British Columbia's electricity, energy efficiency, 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.

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

### **EXECUTIVE COMMITMENT**

In 2019-2020, the ministry executive remained committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. EMPR's executive team worked to ensure policies, programs and decisions across government supported the establishment of thriving and competitive electricity, energy efficiency, alternative energy, oil, natural gas, mining and mineral exploration industries 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 uses the following initiatives aimed at diversifying the workforce:

- Stay Interviews
- Ministry Leadership Cohort Program
- Supervisor Development Certificate Program
- 360 Assessments
- Myers-Briggs Assessments
- The ministry has not employed hiring practices targeted to particular groups but does support diversity and inclusion in the work place through GBA+ training and use of Indigenous competencies in hiring competitions.

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 advisor who is available to staff who have questions on ethics.

The LNG Canada Implementation Secretariat, in collaboration with the Gender Equity Office, provided GBA+ training and support materials to LNG Canada and Coastal GasLink executive teams in the spring 2019. The training supported the policies being implemented by the companies in their workplaces.

Some of the ministry's executive team participated in the Blanket Exercise to further their understanding of lesser-known Indigenous histories. The executive team walked through the history of relationships between Indigenous & non-Indigenous people in Canada. Ministry staff also participated in a Kairos Blanket Exercise.

Staff from the Mines Health, Safety and Enforcement Division (MHSED) led workshops with First Nations in 2019/20 focussed on knowledge transfer between Nations and provincial government staff that included sharing of cultural practices and awareness in relation to how the ministry conducts

mining compliance oversight. Divisions within the ministry have organized training to improve Indigenous cultural awareness.

Ministry staff participated in the Moose Hide Campaign (MHC) to build staff competencies around cultural awareness. The ministry supports the MHC by appointing a ministry Champion and Coordinator who, in collaboration with MHC leads and other agency leads, set up kiosks and promotes the campaign. The campaign's goal is to protect women and children against violence by supporting the end of gender based and domestic violence in Canada, especially in vulnerable communities. The ministry supported staff to participate by promoting their involvement in the Feb 24th Provincial Gathering and Day of Fasting. It also promotes the involvement as a way for public servants to advance reconciliation in B.C. by learning aspects of the Indigenous cultures and impacts associated by colonization.

The ministry participated in the Indigenous Youth Internship Program, Student Co-op Program, and Work-Able Program.

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

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.

In partnership with First Nations LNG Alliance, the LNG Canada Implementation Secretariat conducted engagement sessions with Indigenous leaders to act as a conduit between the communities and the provincial government as it relates to social and economic matters, opportunities and potential

impacts related to the LNG Canada project and Coastal GasLink pipeline project.

MHSED maintains a relationship with the First Nations Energy and Mining Council to gather input regarding Indigenous interests in various initiatives including, 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 a committee with ongoing involvement.

The ministry is a key in leading the delivery of the Environmental Stewardship Initiative (ESI), a \$30M commitment between B.C. and 32 northern First Nations to develop a collaborative approach to establishing environmental legacies and to generate high quality, accessible and trusted environmental information. The ESI integrates Western and Indigenous traditional knowledge into all its projects and has improved the capacity of provincial staff to understand and sensitively reflect traditional knowledge in environmental assessments.

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

The ministry applied a cultural change approach to project implementation and inclusiveness.

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 an education program designed for and delivered by members of diverse, multilingual and hard to reach communities. Through multilingual members of the community it can reach and educate residents about home energy efficiency options. CleanBC co-funds income-qualified rebates for energy efficient space and water heating equipment through FortisBC, which may improve access to rebates for some disadvantaged cultural groups.

EMPR does not collect diversity data but has a representative on the cross government Executive Committee on Diversity and Inclusion.

EMPR developed a draft Reconciliation Plan to implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). The Reconciliation Plan has three components:

- A Cultural Learning Program for staff
- A review of how we currently operate to identify strengths and opportunities; and
- An incremental approach to reviewing our legislation for alignment with UNDRIP. The EMPR Reconciliation Plan will be guided by the provincial Action Plan being developed by the Ministry of Indigenous Relations and Reconciliation and the First Nations Leadership Council.

Ministry staff come from a diverse range of cultures, languages, experiences and backgrounds and coordinated lunch potlucks are held to provide the opportunity for employees to come together and build relationships.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

As part of the Mining Jobs Task Force's (MJTF) action to "Introduce an Integrated Indigenous Mine Training Program", EMPR initiated and contracted a study on past and present Indigenous Mine Training Programs. The report was completed in February 2020.

At the end of March 2020, Ministers Ralston, Fraser and Donaldson, the President of the Tahltan Central Government and Chief's of the Iskut and Tahltan Band Council's signed the Shared Prosperity Agreement including a value of \$20m over three years. This agreement sets out an approach to realize a Provincial/Tahltan vision of shared prosperity through contributions toward economic reconciliation, land use and mineral permitting interim measures and the negotiation of a Foundation Agreement/Comprehensive Reconciliation Agreement to establish a long-term government-to-government partnership and a sustainable, world-class mineral development region. Also at the end of March, the ministry led the negotiation of a multi-ministerial letter of intent and

a funding agreement of \$30M over three years with the Ktunaxa Nation respecting working together on stewardship initiatives, executive oversight, and economic benefits, including a commitment to remove the tiering barrier on their mineral tax revenue-sharing to support regional collaboration on mining and mining reforms in the Elk Valley.

## SUCCESS STORIES

An Integrated Indigenous Mine Training Program was developed to accelerate the ability of companies to hire and upskill Indigenous employees by providing new opportunities and reducing barriers for this underrepresented group in the mining sector.

The BC Indigenous Clean Energy Initiative (BCICEI) provides early-stage clean energy project development and capacity-building funding for Indigenous communities. The first CleanBC-funded BCICEI intake was completed in the spring 2019 with a total of \$2.5 million awarded to 13 First Nations to support development of clean energy projects in their communities. BCICEI provided early-stage clean energy project development and capacity-building funding for Indigenous communities.

The CleanBC Indigenous Community Energy Coach supported Indigenous communities to take advantage of the Better Homes program and related utility energy efficiency offers. EMPR initiated the CleanBC Remote Community Energy Strategy to reduce diesel consumption for electricity generation in remote communities, promote economic development and further the Province's reconciliation commitments with Indigenous peoples.

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

## MINISTRY OF ENVIRONMENT AND CLIMATE CHANGE STRATEGY

### MANDATE

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

### EXECUTIVE COMMITMENT

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

### Hiring

In the 2019/20 fiscal year, the ministry created the Strategic Partnerships and Engagement Branch and hired one executive director and two analyst positions. The role of the new team is to provide leadership and support for the ministry's relationships with Indigenous governments and communities. One team member identifies as Indigenous, and all three staff were selected for their experience working with Indigenous governments and communities.

The ministry also hired one Indigenous youth intern and 36 seasonal employees from other youth programs.

Recently, three job descriptions and classification levels were revised to ensure that the lived-experiences, skills, and policy expertise obtained working in Indigenous governments and community programs are better reflected in job criteria.

### Retention

The ministry encouraged staff who identify as Indigenous to attend meetings and events hosted by the Indigenous Employees Network to connect with their peers across government. An employee in the ministry's new Strategic Partnerships and Engagement Branch participates in this network and has shared her learning journey and policy perspectives with her peers. In return, she has received valuable advice, a variety of reviewers' perspectives on documents and cultural-safety training insights.

### Staff training

The Environmental Assessment Office has a learning and development program available to all staff that promotes regular learning related to engagement approaches with Indigenous nations, cultural agility, and Indigenous cultural safety.

The Environmental Protection Division delivers Indigenous cultural awareness training to its new staff each year.

Ministry program areas in need of training support asked the Strategic Partnerships and Engagement Branch to coordinate several cultural safety training events. These events include:

- two presentations to the Climate Action Secretariat about the United Nations Declaration on the Rights of Indigenous Peoples, the Truth and Reconciliation Commission Report, and ways in which staff should participate in reconciliation
- a full day of training to highlight Indigenous histories and relationships with colonial governments in Canada. The training began with experiential equality-based learning such as "circle practice" and encouraging staff to introduce themselves introducing themselves in relation to their ancestral lands and family lineages. The training moved into discussions about Indian Residential Schools, the Truth and Reconciliation Commission of Canada, and the United Nations Declaration on the Rights of Indigenous Peoples and human rights. Those discussions were framed by Canada's historical context and the consequences of colonial policies for Indigenous people. The training concluded with how to implement the public service's Indigenous Behavioral Competencies and the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. This training created a safe space for staff to be present, try new things, reflect on their own beliefs, and to foster curiosity and learning about Indigenous peoples
- three workshops on self-discovery, cultural safety and humility protocol that invite individuals to change their attitudes, skills, and behaviors. Ministry staff were guided through self-reflection exercises that focused on humility and their chosen path towards truth and reconciliation; and
- a half-day training session with the Indigenous House of Learning about the impacts of colonization through the lived experiences of Indian Residential Schools, the Sixties Scoop, the Indian Act and treaties.

## Events/initiatives

The Environmental Assessment Office fostered the cultural awareness of staff by promoting and recognizing the importance of Indigenous nations' contributions to B.C., including by celebrating milestones such as the 25th anniversary of Nisga'a Treaty and promoting staff participation in National Indigenous Peoples Day events.

The Strategic Partnerships and Engagement Branch hosted monthly "community of practice" meetings to support the implementation of the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples. During each meeting, staff used a respectful circle-practice approach to collaborate on projects, share resources, and bring forward cultural safety wise-practices. Staff also used this forum to report to the ministry about past/upcoming cultural diversity training opportunities.

## Laws/policies/programs

The *Environmental Assessment Act* (2018) included a requirement to assess disproportionate effects of a project on distinct human populations, including populations identified by gender.

The ministry collaborated with Indigenous communities on setting water quality objectives and recommended strategies for protecting Indigenous interests.

The ministry and the Tsleil-Waututh Nation jointly led a multi-year project to update the Burrard Inlet Water Quality Objectives and develop a coordinated monitoring program.

The Environmental Protection Division continued to partner with other natural resource sector agencies to collaborate on environmental monitoring and assessment projects with Indigenous communities through the Aboriginal Liaison Program.

The Environmental Emergency Program continued to support and encourage the concept of Unified Command. For context, Unified Command is a structure in which the role of the incident commander is shared by two or more individuals, allowing each representative with different legal, geographic, and functional authorities to work together effectively during an emergency response.

This approach provides a mechanism for the ministry to collaborate directly with Indigenous government representatives and community leaders during an emergency response.

## Outreach

The Indigenous Climate Adaptation Technical Working Group, comprised of eight regionally representative and gender diverse experts, worked to ensure Indigenous expertise and advice are incorporated into B.C.'s Climate Preparedness and Adaptation Strategy.

A key priority of the environmental assessment process is to engage collaboratively with Indigenous nations in ways that respect their culture, traditions and laws to address and, where appropriate, accommodate any potential effects of major development on Indigenous nations' interests and rights. In 2019/20, project proponents were encouraged to engage with Indigenous nations early in an environmental assessment and address their issues and concerns related to the proposed project.

The Climate Action Secretariat worked to recognize regional diversity by hosting nine regional Indigenous engagement sessions in the spring of 2019 and bringing 94 representatives from 74 Indigenous communities together for a two-day CleanBC Engagement Forum.

The Climate Action Secretariat held a two-day session at the 43rd Annual B.C. Elders Gathering and presented at Métis Nation B.C.'s Annual Youth Forum to help ensure Indigenous Engagement on CleanBC reflects the generational diversity within Indigenous communities.

The ministry engaged regularly with the Indigenous Zero Waste Technical Advisory Group on waste management and recycling issues such as rural access to recycling facilities.

In 2019/20, the ministry was an ex-officio member of the Climate Solutions Council. It is an advisory group with a legislated mandate to ensure a diversity of advice is provided to government on policies and actions that can meet B.C.'s climate targets and optimize opportunities for sustainable economic development. These include plans to

achieve climate targets, reduce emissions, mitigate and manage climate risks, sustainable economic development and job creation opportunities, and the effects on individuals and businesses that could result from climate action.

### **Enforcement agreements**

As part of ongoing efforts across B.C. to mitigate human-wildlife conflicts as well as protect resources in traditional territories, conservation officers work collaboratively with Indigenous communities. As part of this approach, the Conservation Officer Service (COS) co-develops Enforcement Memorandums of Understanding with various First Nations, including in 2019/20 the Stswecem'c Xgat'tem First Nation, the T'exelc First Nation (Williams Lake Indian Band), and the Halfway River First Nation. These partnerships address concerns around the environment, wildlife, and natural resource extraction by increasing the COS presence, including responding to human-wildlife conflict reports.

### **Land management decisions**

The ministry partnered with the Saulteau and West Moberly First Nations and the federal government to protect southern mountain caribou in northeastern B.C., finalizing a conservation agreement, a partnership agreement, and an expansion of Klin-Se-Za Park by about 30,800 hectares.

The ministry developed the Joffre Lakes Park Visitor Use Management Action Plan in partnership with the Lil'wat Nation and N'Quatqua.

The ministry partnered with local First Nations to increase Indigenous cultural and interpretive presence, including renaming parks and protected areas to reflect Indigenous history. For example, John Dean Park was renamed ŁÁU,WELNEW / John Dean Park in partnership with the WŚÁNEĆ peoples, and the Power River Watershed Protected Area was renamed the Hisnit River Watershed Protected Area, in partnership with the Ka:'yu:k't'h' and Che:k'tles7et'h' First Nations.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

On Dec 16, 2019, the *Environmental Assessment Act* was brought into force. The *Environmental Assessment Act* is structured to infuse the United Nations Declaration on the Rights of Indigenous Peoples into the environmental assessment process through the inclusion of consensus seeking points throughout the environmental assessment process. This includes opportunities for Indigenous nations to express consent at key decisions; dispute resolution; and the addition of opportunities for Indigenous nations to enter into agreements with the Environmental Assessment Office on environmental assessment process.

Numerous new policies and regulations were set in place between December 2019 and May 2020 to support the implementation of the *Environmental Assessment Act* that support the important roles of Indigenous nations in environmental assessment.

The Environmental Assessment Office recently published the Guide to Consensus-Seeking under the *Environmental Assessment Act* and the Guide to Indigenous Knowledge in Environmental Assessments. These documents are among the key policies that support the recognition of Indigenous nations, cultures and decision-making in environmental assessment.

## **SUCCESS STORIES**

The Environmental Assessment Office established an Indigenous Implementation Committee including representation from the First Nations' Leadership Council and engaged directly with over 75 Indigenous Nations, to ensure that Indigenous Nation's interests are fully incorporated into the regulations and policies developed to support the implementation of the *Environmental Assessment Act*.

In a historic partnership, the B.C. Conservation Officer Service is joining forces with the Halfway River First Nation to help ensure natural resources, fish and wildlife in their remote northern lands are protected. The collaboration will see a dedicated Halfway River First Nation Conservation Officer –the first position of its kind in the history of the Conservation Officer Service.

## MINISTRY OF FINANCE

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### MANDATE

Vision —Innovative, Collaborative, Transparent

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

### EXECUTIVE COMMITMENT

The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society. The ministry executive is committed to a work environment that values diversity and inclusiveness, and supports a respectful work environment.

Our 2020 workforce profile reports from BC Stats indicates:

- 30 per cent of our workforce is a visible minority, the same as the B.C. population
- three per cent identify as Indigenous, three per cent lower than the B.C. population

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

Our ministry has incorporated a territorial acknowledgment into all ministry job postings *"We acknowledge all Indigenous peoples on whose territories we work and play. We honour their connections to the land and respect the importance of the diverse teachings, traditions, and practices within these territories. Consider joining our team and helping us build an innovative, inclusive and rewarding workplace."*

We review all job profiles prior to posting to ensure they consider including any appropriate Indigenous relation behavioural competencies.

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

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

Our ministry provided a dedicated session to our leaders on incorporating the Draft Principles that Guide the Province of B.C.'s Relationship with Indigenous Peoples

Our ministry collaborated with the BC Public Service Agency's House of Indigenous Learning to develop our ministry Indigenous Learning Pathway to support employees to expand their knowledge and understanding of Indigenous relations.

Our ministry includes the Gender Equity Office (GEO) that facilitates GBA+ training at the learning centre and within ministries by request. GBA+ includes a range of identity factors as part of an intersectional analysis for example, e.g. gender, age, race, ability and Indigeneity.

GBA+ is an analytical process used to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives. The "plus" in GBA+ acknowledges that GBA goes beyond biological (sex) and socio-cultural (gender) differences. We all have multiple identity factors that intersect to make us who we are. GBA+ also considers many other identity factors, like race, ethnicity, religion, age, and mental or physical disability.

Various branches in the ministry focused on the work environment survey (WES) driver of "respectful environment" in their WES action plans to support a healthy and diverse atmosphere.

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
- 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.
- Moose Hide Campaign – to stand up against violence towards women and children.

The GEO actively promotes GBA+ as an analytical process across government. For example, on the @Work site, at an ADM GBA+ leads table and at the gender equity advisors table. GEO also provides GBA+ advice by request for staff across government seeking help with their GBA+ analysis.

The GEO applies GBA+ to every pillar of the gender equity framework advancing economic and political empowerment, eliminating systemic barriers to gender equality and ending gender-based violence when developing policies.

Budget 2019 included a section titled Analysis for Equity and Fairness (GBA+) signalling governments commitment to gender equity and GBA+.

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

An internal-to-government Gender Equity Policy Advisory Committee provides input into the GEO's policy work. The goal of this committee is to ensure the policy and advice developed by the GEO is reflective and inclusive of a diversity of perspectives and expertise from across the public service.

The GEO also frequently seeks input on policy from the Minister's Advisory Council on Indigenous Women (MACIW) and participates in MACIW's meetings.

The ministry conducted a multi-phased engagement process with First Nation partners and on-reserve retailers to explore options to modernize the tobacco and fuel tax exemption programs. First Nation engagement consultants worked with the ministry to develop and implement the engagement plan, including an online survey and phone interviews. The engagement assists the ministry to fully understand impacts to First Nations before proceeding with changes to the tax exemption programs and strengthens relationships with First Nations.

The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.

The ministry makes financial and program information available in a variety of languages, including French, Chinese (traditional and simplified), Punjabi, Tagalog, and increasingly in languages such as Farsi and Korean. Government Communications and Public Engagement staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. 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.

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

Enhanced data analysis capacity has been created to identify the relative impact of policy changes on various identity groups.

Government is committed to creating a fairer and more inclusive society and supporting greater diversity on public sector organization boards. Provincial appointments that represent the diversity of B.C. will better serve and support the population at large. The Crown Agency and Board Resourcing Office is working with ministry responsible partners to ensure guidelines are in place to facilitate an open, transparent and merit-based process for provincial appointments, resulting in effective public sector organization boards that reflect the diversity of B.C.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

The Lieutenant Governor's office, as part of its prescribed duties, hosts foreign dignitaries on a regular basis. This includes court calls at Government House from the Consuls General of any of the 80 plus countries that are represented in B.C., and ambassadors that are visiting from Ottawa. Consequently, the ministry is invited to participate in many of these countries' national holidays or related festivities. By having the Lieutenant Governor participate in any of these events, a light is shone on the activities of that nation.



Citizenship ceremonies are held every July 1, where new Canadians of many cultures become new citizens. An Indigenous back to school picnic is hosted at Government House, where more than 150 local Indigenous students receive back packs full of school supplies, and a BBQ is hosted for their families, where over 2,000 are served lunch.

The Lieutenant Governor is patron of multiple new immigrant and refugee organizations, as well as multicultural organizations that provide supports within their communities. In addition to being patron to these organizations, the Lieutenant Governor attends events in relation to new initiatives and provides messages of support to organizations in support of furthering multiculturalism.

In 2019, eligibility for the Lieutenant Governor's Medal has been expanded to recognize post-secondary students with outstanding contributions in support of inclusion, democracy or reconciliation, on or off campus, and now includes students in diploma and degree programs. In addition to the expansion of this program, the Office of the Lieutenant Governor has partnered with the BC Achievement Foundation to develop an awards program dedicated to recognizing organizations and individuals furthering the concept of reconciliation through their commitment to building cross-cultural understanding through employment, training initiatives, education, partnership or by engaging with the local community.

Our ministry's Provincial Treasury Division has made presentations to international exchange students at the University of Victoria's Gustavson School of Business over the past year and a half to provide students with information on the different business areas with the division. The events included staff being available to answer any of their questions in a one-on-one format.

Throughout the COVID-19 pandemic, the GEO developed and circulated information that includes a preliminary GBA+ analysis of how the pandemic impacts diverse British Columbians in different ways. The GEO also produced a weekly a round-up of publicly available news items and academic articles about emerging gender and diversity issues arising

from the pandemic. These have both been circulated to a cross-ministry distribution list.

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

Information for taxpayers related to the new speculation and vacancy tax has been provided in various languages on the public website and translation services in various languages has been promoted.

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

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### MANDATE

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

### EXECUTIVE COMMITMENT

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

The executive team works to ensure diverse perspectives are welcomed and incorporated into our workplace culture and approaches to our programs, policies and services. The ministry encourages inclusion by providing access to discrimination prevention courses

and diversity training opportunities for all levels of the organization.

One of the ministry's four goals is "Partnerships that support reconciliation with Indigenous peoples"; and is supported by the key priority to implement the *Declaration on the Rights of Indigenous Peoples Act*.

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

All ministry staff have been strongly encouraged to complete training on GBA+, Building Capacity in Indigenous Relations and to read the Truth and Reconciliation Committee Calls to Action, UNDRIP, and the 10 draft principles. Some branches are asking 100 per cent completion of the GBA+/inclusiveness training as there is specific value related to the work of these branches.

The First Nations Forestry Technician Program is in its eighth year and has been successful in building enduring relationships between the ministry and First Nations communities and is helping to fill a growing need for trained forest sector works. This program delivers the opportunity for Indigenous students to access funding to enter a forestry technician or degree program at an accredited institution. This includes critical mentored summer work experience with BC Timber Sales, often close to the student's home communities.

Our ministry is active in both the Work-Able and Indigenous Youth Internship Programs.

Indigenous Peoples' Day is promoted across the ministry and staff are encouraged to participate in the Day of Action to recognize Missing and Murdered Indigenous Women.

Heritage Branch has been working with First Peoples Cultural Council, B.C.'s Crown heritage. The branch has also done an assessment of geographical names to understand colonial impacts and is initiating a GBA+ focused focus on assessing the BC Register of Historic Places to understand themes and biases with the intent to guide further heritage recognition and designation policy.

Fish and Aquatic Branch specifically make an effort to support Black History Month, Pride and Transgender days.

Forest Analysis and Inventory Branch celebrates Chinese New Year as many of their staff are of Chinese origin.

Several stewardship initiatives, such as land use planning or collaborative stewardship initiative, are designed as partnership-based, government-to-government initiatives. These initiatives include interaction with non-Indigenous communities and participants. The land use planning program alone has engaged with over 60 Indigenous communities to gather input to support program and policy development.

The Wildlife and Habitat Branch utilizes consultation and advisory councils to gather input from Indigenous groups. For example, Indigenous representation on BC Chronic Wasting Disease (CWD) Advisory Committee and Regional Working groups. Change sentence to "They work in partnership with First Nations, including Ktunaxa and Treaty 8 Nations to develop Indigenous-specific outreach on CWD and general wildlife health issues.

The Compliance and Enforcement Branch works with multiple Indigenous groups to run various partnership programs. For example, the Guardian Watchmen, Collaborative Stewardship and Aboriginal Liaison Programs are in several areas across the province.

Our ministry is directly involved in negotiating co-governance and shared decision-making with communities from the Syilx Nation, Scwi exmx Tribal Council, Nlaka'pamux Nation Tribal Council and the Qweiminte te Secwepemc.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

First Nations Forum was established as an innovative partnership with First Nations now called the First Nations-BC Provincial and Indigenous governments, with priorities for implementation identified in the draft Together for Wildlife Strategy. Efforts have been made during the past year to follow up on the Learning for Reconciliation including doing cultural competency assessments, bias exercises and engagement with staff and stakeholders

regarding the *Declaration Act*, reconciliation and understanding colonial histories and government's role in it.

Enhanced the eLicensing system to provide the gender options X, M, or F to hunters and anglers wishing to purchase a licence.

## SUCCESS STORIES

In June 2019, Guide and Outfitters Association of BC (GOABC) and the Province of British Columbia entered into an agreement whereby GOABC was provided funds to build relationships with First Nation communities in areas where guide outfitters operate and overlap with First Nations Traditional Territories. Seven specific projects were approved and funded. For all projects, the first action by the guide was to contact the First Nation leadership to introduce themselves and bring forth the idea of a joint project. The seven projects conducted under the agreement made excellent strides in building relationships between guides and local First Nations. All projects were successfully completed. All helped to increase awareness, improve relationships and contribute toward reconciliation.

In the Surrey Regional Office — South Coast Region there are nine different languages represented by staff. These staff voluntarily provide translation services to clients, when required. Recently one of our staff from this office has assisted numerous farmers who only speak Punjabi.

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

## MINISTRY OF HEALTH

### MANDATE

The Ministry of Health has overall responsibility for ensuring quality health services are available for all in British Columbia. Working in conjunction

with the Ministry of Mental Health and Addictions, health authorities including the First Nations Health Authority, health care providers, agencies, and others, the ministry provides strategic leadership and direction for the province's health services to ensure that British Columbians are supported in their efforts to maintain and improve their health.

Ministry of Health goals are to support optimal health and wellness for all in British Columbia by ensuring a focus on service delivery areas requiring strategic repositioning, and delivering high-quality health services, and an innovative and sustainable public health-care system.

### EXECUTIVE COMMITMENT

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

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

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

The ministry participates annually in the Indigenous Youth Internship program, hosting seven Indigenous youth interns over the past three years. The ministry is providing training for supervisors, managers and senior leaders in inclusiveness as an element of leadership through the Leadership and Management Conference series. The ministry is also expanding the use of Indigenous Relations Behavioural Competencies in job profiles and incorporating Cultural Safety into MyPerformance

goal setting and planning. The ministry supports the strategies of diversity and inclusion to ensure employment equity and representation of diverse perspectives, skills, and beliefs of British Columbians.

San'yas Indigenous Cultural Safety Training is an online program administered by the Provincial Health Services Authority, designed to enhance self-awareness and strengthen the skills of those who work both directly and indirectly with Indigenous peoples. The goal of the Indigenous Cultural Safety training is to develop understanding and promote positive partnerships between those in the health system and Indigenous peoples. The training is mandatory for ministry staff. This is also a highly recommended education program for all new public health nurses delivering the Nurse-Family Partnership Program, a home visitation program supporting pregnant and parenting women and girls who are coping with socioeconomic disadvantage and adversity.

HealthLinkBC, the provincial health information and advice service in British Columbia, provides services in multiple languages and staff receive focused training on multicultural and priority population groups.

In 2019/20, the ministry's Mental Health and Substance Use branch staff completed a full day Decolonizing Relationship workshop facilitated by Indigovation Consulting, including a Blanket Exercise.

The ministry GBA+ plan includes strategies to deliver GBA+ training specific to health, resource development and opportunities to showcase GBA+ application. The ministry applies a GBA+ lens and considers the diversity and varied health needs of citizens when developing strategies, policies and IT systems to serve multicultural and Indigenous populations.

The ministry is a signatory to the Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples in B.C., July 2015, along with the First Nations Health Authority, regional health authorities, health regulatory bodies, Ministry of Mental Health and Addictions and other health system partners. The ministry has a commitment to

ensure inclusion of Indigenous partner perspectives in policies, strategies and programs, with the goal of creating a culturally safe system of care for First Nations, Métis, and Inuit peoples and all British Columbians.

The ministry is a key partner in the First Nations health governance structure and works closely with the First Nations Health Authority (FNHA) to embed the First Nations perspective on health and wellness in all policies, strategies and programs. The ministry also has strong partnerships with Métis Nation BC and BC Association of Aboriginal Friendship Centres to advance urban Indigenous and Métis health priorities.

The ministry is supporting significant collaboration with a variety of health authority, clinician, researcher and patient groups weighing in on topics of cultural safety and humility, and equity considerations. This includes the creation of an Indigenous Advisory Committee to advise the PC Patient Survey Consultation Group and the Patient Centred Measurement Steering Committee on matters impacting First Nations, Inuit and Métis patients and on Indigenous ways of knowing. A task group was also struck to more closely examine equity considerations and the representation of marginalized groups. The aim of both group activities is to improve survey tool selection and development, data collection processes and reporting frameworks to better reach underrepresented voices. The lessons learned will likely have impacts on all provincial patient surveys going forward.

The Nurse-Family Partnership program staff collaborate with First Nations communities and leaders to continue to gather input on the program, feasibility of delivering the program and interest in offering the program. Approximately 24 per cent of clients in Nurse-Family Partnership self-identify as Indigenous. In 2019, there is also a recognition of an increased number of women and girls enrolling in the program who are new immigrants. Interpreters have been available to support the program. The advanced Nurse-Family Partnership program nursing education offered in two sessions per year includes cultural safety, humility and recognizing personal bias.

The ministry supports the BC Patient Safety Quality Council's BC Health Quality Matrix (the Matrix), which was updated in 2020, to ensure the definition of quality honours the history and teachings of Indigenous peoples in B.C.. The Matrix represents a shared vision of quality for health and wellness to support people and their communities to thrive. This understanding of quality is useful for anyone engaged in the health system – including administrators, practitioners and patient partners – for planning, assessing, improving and teaching at the practice, program, site and system levels.

The ministry partnered with the FNHA, regional health authorities, and primary care partners to strengthen cultural safety and Indigenous engagement through the new strategic initiative on integrated, team-based primary care.

Through the Patients as Partners program the ministry supported UBC iCON's collaboration with the Vancouver Coastal Health Authority Aboriginal Health team to deliver education to support integration of traditional Indigenous practices into healthcare settings, and continuity of care between community and hospital care settings.

The ministry regularly works with the Ministry of Mental Health and Addictions, Office for Indigenous Health, Ombudsperson, Representative for Children and Youth, Ministry of Children and Family Development and the First Nations Health Authority on providing supports, services and ensuring timely and appropriate access for clients and patients to services.

The FNHA is represented on the Provincial Mental Health and Substance Use Working Group and on the Injectable Opioid Treatment Implementation Committee. The latter group recently initiated a working group lead by the FNHA to address access equity for rural and remote Indigenous populations.

In 2019/20 the ministry, in partnership with the Centre for Applied Research in Mental Health and Addictions at Simon Fraser University, health authorities, and key stakeholders reviewed and discussed care options for individuals with severe substance use disorders in B.C. Focus groups were held with families, caregivers and Indigenous stakeholders to provide input in the development of

cultural-appropriate settings and services, including meaningful and appropriate Indigenous models of care deemed necessary to improving health care services for people with substance use disorders in B.C. Under the guidance of Indigenous key stakeholders, recommendations were made to make services more culturally appropriate, accessible, affordable, flexible, timely, patient-centred, trauma-informed and responsive to the needs of Indigenous individuals. A final report: "Exploring Care Options for Individuals with Severe Substance Use Disorders in B.C." was completed in June 2019.

In response to the Office of the Auditor General's February 2019 Access to Emergency Health Services Report, the ministry and B.C. Emergency Health Services (BCEHS) have been working together to create an engagement plan to facilitate the creation of new collaboration agreements between BCEHS and fire first responders. The plan will include specific consultations with communities and Indigenous leaders.

The ministry continues to support BC Cancer and the Provincial Health Services Authority in their working closely with Indigenous partners to develop an updated Provincial Cancer Strategy.

The province has developed a new collaborative framework that will help ensure people living in rural, remote and Indigenous communities in B.C. have access to critical health care they can count on to meet their unique needs during the COVID-19 pandemic and into the future. The framework was developed through a partnership between the FNHA, Northern Health and Provincial Health Services Authority. The work is guided by the principles of cultural safety and humility and adds to work underway by the Rural Coordination Centre of BC.

The ministry works closely with FNHA to reflect First Nations and Indigenous needs in negotiated agreements with health practitioners.

The FNHA is represented on the governance council for Health IM/IT initiatives and provincial Health IT clinical systems.

The ministry's Emergency Management Unit continues to work with partner agencies including the FNHA, to improve emergency management



planning support to First Nations and other underrepresented communities.

The ministry works with all B.C. health authorities to support their delivery of culturally safe and appropriate health services. All B.C. health authorities have dedicated Indigenous or Aboriginal health teams that promote and maintain sustainable, respectful, responsive partnerships between Indigenous peoples and the health authority.

The ministry, in partnership with FNHA, provides support for the Doula Grants for Aboriginal Families Program, delivered by the BC Association of Aboriginal Friendship Centres.

Age-friendly grants were provided to First Nations communities to support creation of healthy, responsive communities for Elders. The Age-Friendly Communities Grant program, operated in partnership between the ministry and the Union of BC Municipalities, has been broadened to better include Indigenous communities. The application forms and program guide were updated to ensure the language is safe and culturally appropriate for First Nations' communities. First Nations' communities were invited to participate in the 2019/20 grant intake following a successful 2018/19 pilot. To make these changes, the ministry consulted with the FNHA and the ministry's Office of Indigenous Health.

The ministry supports the implementation and evaluation of the Nurse-Family Partnership program that provides culturally sensitive, responsive and appropriate services to enrolled families in BC across 60+ communities.

Starting in March 2019, the ministry has provided funding to the Comox Valley Child Development Association to support the Pathways to Healing Program. This program provides one-on-one support for pregnant and parenting women experiencing significant vulnerabilities. Pathways to Healing also leads training initiatives around the province on trauma informed practices to support perinatal women and families with vulnerabilities.

Recognizing the shared objective to improve the patient food experience between Feed BC and efforts to increase access to traditional foods and Indigenous recipes in public institutions, the

Ministry of Health and the Ministry of Agriculture wished to understand the facilitators and barriers to serving traditional foods and Indigenous recipes in public institutions. As the first phase of this project, a consulting group was contracted to complete a qualitative study to identify these barriers and facilitators.

The ministry, through the First Nations Health Council, the BC Association of Aboriginal Friendship Centres and the Métis Nation BC, has funded the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) to deliver Indigenous Healthy Living Activities since 2011. These Indigenous Healthy Living Activities are designed to build the capacity of community leaders and individuals to promote healthy living in four key areas: physical activity, healthy eating, respecting tobacco and healthy pregnancies. In addition to these program activities, ISPARC acts as a resource to communities interested in gaining information, guidance and seeking presentations that will educate those designing and/or delivering programs and services with the goal of working towards reducing barriers and creating welcoming environments for Indigenous People to be healthy and active.

The ministry is supporting the Physical Literacy for Communities BC Initiative. The initiative aims to educate and activate local decision makers, build leadership capacity, and create an environment to develop physical literacy in multiple settings and sectors. Outcomes should result in a positive impact on community health and well-being, and increase physical activity levels of children and youth.

The ministry is ensuring that the COVID-19 response within industrial camp settings and worksites is inclusive of many cultures through requiring that training, signage and prevention protocols are in the languages that workers comprehend.

811 offers free telehealth services when speaking to a navigator, nurse, dietitian, exercise professional or pharmacist in over 130 languages. HealthLinkBC.ca offers content in Chinese, Farsi, French, Korean, Punjabi, Spanish and Vietnamese. Additional languages are added for initiative specific activities. For example, since the COVID-19 response, content is translated into Hindi.

In alignment with UNDRIP commitments, the ministry is moving forward with the Virtual Care Strategic Framework that includes the First Nations Doctor of the Day program giving access to service and support addressing both COVID and non-COVID issues.

The ministry is focusing on integrated team-based primary care in urgent and primary care centres, full service primary care clinics, community health centres and First Nations-led primary health care projects.

The ministry continues to improve access to comprehensive, culturally appropriate primary care services based on patient and community population needs, including care for patients with chronic illnesses, complex medical needs, and frailty, as well as Indigenous peoples and communities.

The ministry produces the BC Seniors' Guide, which provides information on provincial and federal programs to seniors, families, and caregivers and is available in English, French, Chinese, Farsi, Korean, Vietnamese, and Punjabi.

The ministry and the Provincial Health Services Authority support the Alzheimer Society of BC for its First Link®/ Premier lien® program to support individuals and families affected by Alzheimer's disease and dementia. The services include a Dementia Helpline that provides information and support in English, Cantonese, Mandarin and Punjabi. Written resources are available in English, Chinese, Punjabi, French, Japanese, Korean and Farsi.

The ministry has replaced the term, 'residential care', with 'long-term care', in the Home and Community Care Policy Manual and in regulations under the *Continuing Care Act*. This change was made in recognition of the association of the term with residential schools, as identified by the First Nations Health Authority.

Foundry offers integrated health and wellness resources, services and supports for young people ages 12 to 24 that are provided online and through regionally-based centres in communities across the province. These centres – created in partnership with young people and families – offer primary care, mental health and substance use services, peer support, and social services under one roof.

The ministry is working in partnership with the Ministry of Mental Health and Addictions and health authorities to support on-going Foundry initiatives, including the implementation of eight new Foundry centres across the province.

Foundry centres play an important role in the delivery of health and social services to sociodemographic populations that have historically faced barriers to having equal access to appropriate services. Approximately 35 per cent of youth who accessed Foundry centres from January to December 2019 had self-identified as being BIPOC (Black, Indigenous and People of Colour). Of these youth, 12.5 per cent self-identified as being Indigenous (ranging from 5.3 per cent in the North Shore to 30.8 per cent in Prince George).

The ministry has collaborated with the FNHA to transition beneficiaries from the federal Non-Insured Health Benefits drug program to the BC PharmaCare program (Plan W). Plan W covers eligible prescription costs and certain medical supplies, certain over-the-counter drugs, some natural health products and pharmacy services.

As part of the 2019/2020 Health Workforce Planning Process, the ministry consulted with FNHA to help develop a provincial health workforce planning policy directive as well as ensure that both the health workforce as well as the services that are being provided for Indigenous populations and other equity seeking groups were integrated into this year's workforce planning process.

The summary report providing recommendations on the implementation of the *Health Sector Statutes Repeal Act (Bill 47)* incorporated GBA+ analysis into its assessment of how the *Health and Social Services Delivery Improvement Act (Bill 29)* and the *Health Sector Partnerships Agreement Act (Bill 94)* affected the predominantly female health sector support workers when services were contracted out to private providers upon their implementation in the early 2000s.

The ministry continues to lead the coordination of the response to the COVID-19 pandemic. One focus of this work is to support a cross government approach to Gender Based Violence working in partnership with Indigenous governing bodies

and front-line anti-violence organizations to expedite government policy and programs to address this challenge. The ministry also developed and delivered the online Gender Based Violence training course for B.C. Health Authorities, the FNHA and a representative from the B.C. Association of Aboriginal Friendship Centres. This is a free, voluntary, online training course that builds the confidence and competence of health sector workers to understand, identify, respond and address gender-based violence. It is available on the Provincial Health Services Authority Learning Hub: <https://learninghub.phsa.ca/Courses/17362/gender-based-violence>. As a result of this effort, new initiatives and projects have emerged, expanding on the application of GBA+.

The ministry undertook a revision of the policy on Access to Health Data for Research that incorporated a GBA+ approach, resulting in decisions to change fonts to be more accessible, change language to be gender-inclusive, for example “they” instead of “he” or “he/she”, ensure that less financially-privileged researchers have routes to data access, and that First Nations Health Authority-affiliated researchers are not potentially excluded from accessing data.

By means of the Tripartite Data Quality & Sharing Agreement and the First Nations Health Information Governance, the ministry works with the FNHA and the government of Canada to administer the First Nations Client File, which enables data on health outcomes for Status First Nations people resident in B.C. The ministry is also working in partnership with Métis Nation BC and the Office of the Provincial Health Officer to advance the Métis Public Health Surveillance Program, which will ultimately enable data on health outcomes for Métis people who live in B.C.

The Office of the Provincial Health Officer also works collaboratively with the FNHA to regularly report on the health and wellness of First Nations people, originally stemming from a commitment in the Transformative Change Accord: First Nations Health Plan.

The Nurse-Family Partnership program, by way of being a licensed program, produces an annual report from data received from the regional health

authorities. This includes the number of clients who self-identify as Indigenous and clients who are new immigrants. This helps in the provision of a high quality, adapted and enhanced program tailored to the unique needs of clients. Simon Fraser University is conducting a randomized-controlled trial and is also analyzing data of racialized and marginalized groups. This will be published in 2020.

Every three years, the ministry reports on the dental health outcomes of Indigenous and non-Indigenous children with information collected through the Kindergarten dental survey.

Several overdose-funded initiatives began utilizing Indigenous self-identifiers during intake processes and as program evaluation indicators. Capturing this data allows service providers and planners to better understand if the Indigenous population is being reached and, if not, prompts them to understand how to make programs more widely accessible.

The provincial Perinatal Substance Use Project supports pregnant and newly parenting women who use substances, and their infants. Approximately 75 per cent of clients identify as Indigenous. The Project collaborates with local Indigenous leaders and Elders to ensure that cultural safety and humility are reflected in all aspects of this work.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In September 2019, the ministry and the FNHA announced the expansion of the Lu'ma Medical Centre. The enhanced centre is the inaugural First Nations-led initiative to be announced under the provincial primary care strategy. Support for this centre will provide Indigenous peoples and other residents in Metro Vancouver with increased access to culturally safe and appropriate primary health care.

In 2019, FNHA, in partnership with the ministry, BC Women's Hospital and other partners, developed Nutsamaht, We are One. Our Voices, Our Stories, a one-day Indigenous women's pre-conference ahead of the International Women Deliver conference in Vancouver. The conference included sessions on sexual health and well-being, the sacred caregiving roles of Indigenous women,

matriarchal empowerment and Indigenous midwifery, including a baby welcome ceremony for a Squamish Nation infant.

The ministry is developing a human health climate change adaptation strategy that is inclusive of First Nations traditional knowledge and has embedded First Nation values with respect to our relationship with the land; engagement with First Nations. The FNHA is central to development of this strategy.

Provincial Language Services, which provide telephone translation for health practitioners in hospital, was extended to community midwives in February 2020, enabling better service to vulnerable women from immigrant and refugee populations.

The Patient Care Quality program is co-leading a project with the First Nations Health Authority and collaborating with all health authorities to integrate the principles of cultural safety and humility into the care quality complaints process to: increase the participation of First Nations, Métis and Inuit peoples; identify and track cultural safety concerns; and inform quality improvement through the use of disaggregated data.

The ministry developed a GBA+ Working Group and Steering Committee to support greater knowledge and use of GBA+ throughout the ministry, including the development of health-specific resources.

## SUCCESS STORIES

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

In 2019, the Nurse-Family Partnership enrolled over 600 pregnant and parenting clients into the program across 60 communities in B.C. Attrition of clients and nurses was very low in the program, demonstrating how the program is tailored to the health, social

and cultural needs of families from pregnancy until graduation when the child reaches two years of age.

Through the Doulas for Aboriginal Families Grant Program, the ministry and FNHA supported the BC Association of Aboriginal Friendship Centre to increase the number of Indigenous doulas across the province, develop cultural safety training for non-Indigenous doulas, and expand the program to better serve Indigenous families. The program supported 266 Indigenous families to access doula care in 2019/20. There are 201 doulas registered to the program, with 26 identified as First Nations, and four identified as Métis. The program has expanded the number of Indigenous doulas by approximately 25 per cent as a result of revised eligibility criteria implemented in February 2020.

In 2019/20, the Pathways to Healing program served 43 mother infant dyads directly, and 97 dyads through group care or consultations. All mothers who were supported in the past year are currently parenting their infants and have been able to remain stable in their recovery. The program has also completed three trainings called "Touchpoints" and 34 Trauma-informed Practice/Attachment trainings, serving a total 647 people, to support system transformation.

## MINISTRY OF INDIGENOUS RELATIONS AND RECONCILIATION

### MANDATE

The Ministry of Indigenous Relations and Reconciliation (MIRR) provides leadership, guidance and coordination of the government's efforts toward true, lasting reconciliation with Indigenous peoples. This work is guided by the *Declaration on the Rights of Indigenous Peoples Act (Declaration Act)*, which establishes the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) 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 and the Tsilhqot'in Supreme Court Decision.

The ministry works toward reconciliation with Indigenous peoples in the province through treaties, agreements, partnerships and other transformative reconciliation initiatives. The term “Indigenous” used throughout this submission is intended to include all people of Indigenous ancestry, including First Nations, Métis and Inuit.

## **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 per cent of all Indigenous languages in the country. Of the more than 270,585 Indigenous peoples in B.C., 64 per cent are First Nations, 33 per cent are Métis and just under 1 per cent are Inuit (<http://www12.statcan.gc.ca/census-recensement/2016/dp-pd/hltfst/abo-aut/Table.cfm?Lang=Eng&T=101&S=99&O=A#>). Approximately 78 per cent of self-identified Indigenous peoples live off reserve. Of that 78 per cent, 60 per cent of Indigenous people live in urban areas as opposed to rural or remote areas. Indigenous youth are the fastest-growing demographic in B.C., with almost 50 per cent 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**

Reconciliation touches upon all social, economic, cultural aspects, and it includes First Nations governance and jurisdiction. B.C. is committed to relationships with Indigenous peoples based on respect and recognition. A key priority for the ministry is to work collaboratively and respectfully with Indigenous people to establish a clear cross-government vision of reconciliation to guide the adoption of the UNDRIP and the Truth and Reconciliation Commission’s (TRC) Calls to Action. This work is being undertaken through the *Declaration on the Rights of Indigenous Peoples Act*, through the development of an action plan,

in consultation and cooperation with Indigenous peoples. In addition, the ministry is working with ministries across government to coordinate implementation of the draft Principles that Guide the Province of British Columbia’s Relationship with Indigenous People, which were introduced to guide the work of the partnerships, revenue sharing, and closing gaps in health, education, skills training and employment. Government’s commitment to transforming its relationship with Indigenous peoples means deep and meaningful engagement and equally meaningful consideration of Indigenous perspectives in our decision-making processes. This is an “all-of-government” accountability, which is why the Province enacted the *Declaration on the Rights of Indigenous Peoples Act* in 2019 and why every minister’s mandate letter includes a commitment to adopt and implement the UNDRIP and the TRC’s Calls to Action.

The ministry is guided by several documents that influence the ways in which we do our work, as well as the work itself. They include, but are not limited to, the UNDRIP, TRC’s Final Report, the Métis Nation Relationship Accord II, and the Commitment Document.

Also, through collaboration with Indigenous peoples and the federal government, the Province is working to improve the quality of life for Indigenous peoples through new economic GBA+ and IGBA+. Beginning in April 2019, MIRR created a Gender Based Analysis Plus (GBA+) Working Group composed of MIRR staff from all divisions. The purpose of the working group is to act as a platform to troubleshoot challenges with implementing GBA+ across the ministry, support further development and application of GBA+ and explore additional training opportunities. It also has sub-working groups that focus on providing GBA+ support and guidance to ministry Treasury Board submissions, communications, training and Indigenous Gender Based Analysis Plus (IGBA+). The IGBA+ working group is also tasked with exploring how to best implement the principles of IGBA+ into the work that we do both within the ministry and across government. In December 2019, the ministry co-sponsored an IGBA+ workshop with the Minister’s Advisory Council on Indigenous Women. The workshop drew



a wide representation of interested parties from across the province to discuss ways to mitigate the impacts of industrial work camps in rural, remote areas that are disproportionately felt by Indigenous women and children. The workshop was successful in creating momentum and a new group of potential champions for this work, as well as a shared understanding of IGBA+ that was captured through the work of a graphic facilitator. The next step is to take the results of the workshop and create a comprehensive literature review, curriculum, and information resources.

#### National Indigenous Peoples Day

- This annual event is organized by the Indigenous staff at MIRR to celebrate and honour Indigenous people and Indigenous staff across government.
- In 2019/20, MIRR celebrations were held at Royal Roads University.

#### Moose Hide Campaign

- The Moose Hide Campaign is a grassroots movement of Indigenous and non-Indigenous men and boys who are standing up against violence towards women and children. Wearing a moose hide pin signifies one's commitment to honour, respect and protect the women and children in their life and to work together to end violence against women and children.
- As part of the government's ongoing commitment to ending violence, the BC Public Service co-sponsors and participates in the Moose Hide Campaign Annual Provincial Gathering and Day of Fasting. At the February 2020 Provincial Gathering, approximately 730 public servants participated.
- In 2018/19, the government committed \$2 million over four years to support the Moose Hide Campaign.
- Provincial funding for the Moose Hide Campaign Development Society has provided resources the past two years to work with K-12 schools, now with 27 communities participating, as well as post-secondary institutions to expand its anti-violence message with children and youth.
- The Moose Hide Campaign also collaborates with post-secondary institutions through their

Sexualized Prevention Offices, Indigenous Education Departments, student unions and residence departments. Many campuses host Moose Hide Campaign Day events.

#### Orange Shirt Day Proclamation

- On Sept. 30, 2019, the government proclaimed Orange Shirt Day. This is a day to acknowledge the survivors of residential schools and to stand with them and their families.

#### Louis Riel Day

- Each year on Nov 16, the government proclaims Louis Riel Day and recognizes the historic and current contributions of the Métis people to B.C. The Métis flag was put on display in the B.C. Legislative Buildings, and a special gathering was held on Nov. 15, 2019, in the Hall of Honour to witness the flag display and presentation of the proclamation in a sunrise ceremony.

#### 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). More specifically, 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. In early 2019, the government undertook extensive engagement with over 300 Indigenous partners, businesses and communities across the province to inform the development of the approach, the Minister's Advisory Council on Indigenous Women and recommendations for moving forward. It is clear from what was heard from the engagements that continued collaboration should form the foundation of government's approach to building a procurement approach that will better benefit Indigenous businesses and communities throughout B.C.

The B.C. Procurement Strategy Update 2020 includes the following new IPI initiatives:

- Creating a dedicated project office within CITZ to support the initiative

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

### Giving Voice

In June 2011, MIRR created the Minister’s Advisory Council on Indigenous Women (MACIW), which provides advice to the Government of British Columbia on how to improve the quality of life of Indigenous women across B.C. MACIW continues to advise MIRR on key topics including IGBA+.

As of 2013, MACIW has also advised the provincial government on ways to end violence against Indigenous women and girls. Indigenous women report being victims of violence three times the national average and the Giving Voice initiative is one of MACIW’s most important pieces of work that supports community-driven healing to address this violence.

The projects promote healing from gender-based violence by providing safe spaces for Indigenous women and girls to speak about issues of violence and create community-based solutions, both on- and off-reserve.

Through Giving Voice, small grants from \$2,500 to \$16,000 are provided to community groups to help create diverse and relevant programs that address the issue of gender-based violence and explore community solutions. In 2019/20 a total of 54 projects were funded under the Giving Voice program. These projects include traditional activities like knowledge workshops and healing circles. It also includes more community-focused projects, such as monthly dinners, guided community dialogues, cultural retreats and workshops on healthy masculinity.

Total funding for Giving Voice will be \$689,000 over two years and will be provided through the Ministry of Indigenous Relations and Reconciliation

(\$550,000) and the Ministry of Public Safety and Solicitor General (\$139,000).

### Unified Aboriginal Youth Collective

The Unified Aboriginal Youth Collective (UAYC) is a consortium of Aboriginal youth representative bodies and organizations in B.C. Their purpose is to unify the diverse groups of Aboriginal youth in B.C. to establish one common voice. Throughout 2019/20, MIRR continued to support the work of the UAYC.

### Victoria Urban Reconciliation Dialogue

In 2018, MIRR introduced the Victoria Urban Reconciliation Dialogue (VURD), which is a broad community partnership that includes the Victoria Native Friendship Centre, Métis Nation of Greater Victoria, the Indigenous arts, Elder and youth community, and all levels of governments. This initiative continued into 2019/20.

VURD convenes community members and organizations to support reconciliation plans for urban Indigenous people in Greater Victoria and has held three gatherings to help shape a reconciliation plan, referred to as the VURD Draft Blueprint. The next steps will include Indigenous citizens’ voices to help refine the Draft Blueprint.

It is hoped that the Greater Victoria urban community will feel inspired and supported to lead both short- and long-term systemic change that will strengthen the quality of life and delivery of services for urban Indigenous people and that the VURD model can be used by other urban areas across the province.

The VURD partnership is a community driven process that will strengthen reconciliation in combination with other initiatives including affordable housing, language revitalization, mental health and addictions, and improving access to justice. Together, these programs and actions will contribute to a true and lasting vision of reconciliation.

### First Peoples’ Cultural Council (FPCC)

The ministry’s mandate letter includes supporting Indigenous communities seeking to revitalize their languages. British Columbia has the greatest

diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages, and over 90 dialects that represent 60 per cent of all Indigenous languages in the country.

In Budget 2018, B.C. allocated a \$50 million grant to FPCC to help revitalize Indigenous languages in B.C. and address the current language crisis.

In 2019/20, the \$50 million continued to contribute to key language revitalization initiatives. Refer to the FPCC website at <http://www.fpcc.ca/language/> for more details.

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

MIRR and the Ministry of Jobs, Economic Recovery and Innovation partnered for a fourth year with the BC Assembly of First Nations on their 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' economic development secretariat.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

### Support for Community-Based Healing

In 2019/20, \$54,000 was provided to Quatsino First Nation to host a community-based family gathering for the families of Missing and Murdered Indigenous Women and Girls, which took place May 21-22, 2019.

Organizer Cary-Lee Calder partnered with Quatsino First Nation to host the family gathering in the Vancouver Island Kwakwaka'wakw community.

This two-day gathering offered the families a place to share their stories, let go of their grief and begin healing through their connection to culture. It provided all who attended an opportunity to experience transformation and growth while fostering mental, physical, social, spiritual and emotional well-being. Participants also increased their knowledge of cultural models of wellness that are fundamental to their identity.

## **SUCCESS STORY**

### Declaration on the Rights of Indigenous Peoples Act – Bill 41

The *Declaration on the Rights of Indigenous Peoples Act – Bill 41* passed unanimously and received Royal Assent on Nov. 28, 2019. B.C. is the first province in Canada to pass legislation to implement the UN Declaration. The B.C. government worked with the First Nations Leadership Council – BC Assembly of First Nations, First Nations Summit and Union of BC Indian Chiefs – to develop the legislation. Such collaboration on legislation is unprecedented in Canada. A commitment to the legislation was outlined in the joint Commitments Document.

This legislation:

- Provides a legislative framework for recognizing the constitutional and human rights of Indigenous peoples
- Mandates government to align provincial laws with the Declaration
- 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 the annual report by June 30 of each year. These reports 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.

## MINISTRY OF JOBS, ECONOMIC RECOVERY AND INNOVATION

### MANDATE

The Ministry of Jobs, Economic Development and Competitiveness works to make life more affordable for British Columbians by building a strong, sustainable, innovative economy that improves the standard of living for British Columbians. The ministry delivers programs and services that encourage business start-up and growth, facilitates investment and promotes innovation and adoption of new technologies throughout the province. The ministry supports Indigenous peoples, small businesses and communities with economic development activities, the revitalization of traditional industries, economic diversification, job creation, workforce development and access to open markets and export opportunities while protecting the interests of British Columbia in trade negotiations and disputes. The ministry also facilitates economic immigration to address B.C.'s labour needs and supports newcomers to settle and integrate into the province.

### EXECUTIVE COMMITMENT

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

Across the province, employees are encouraged to recognize and value the multicultural environment in which they work and live. The ministry fosters an inclusive workplace through its support of the Economy Sector Professional Development Program, which offers workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were

offered in multiple cities and in a web-based format to maximize access to staff across the province. The ministry also employs a personality assessment tool that focuses on valuing diversity.

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

The ministry has participated in the Indigenous Youth Internship Program when possible and targets Indigenous focused analyst and program development positions to Indigenous applicants.

The ministry worked to make sure co-op hiring interviews were modified to support different cultural needs of candidates. This included engaging with candidates in advance around cultural practices, ensuring cultural norms were respected (e.g. prohibitions on physical contact, gender interactions, different work history examples shared due to cultural norms). All candidates felt welcomed and feedback from co-op offices on interviews were positive and successful ensuring all cultural backgrounds were welcomed.

The ministry committed to making reconciliation training available for all staff, including temporary staff such as co-ops. By making space for all staff to attend training like the Building a Village workshop, we ensured they were aware of the role they played in helping the ministry work towards reconciliation with Indigenous peoples in B.C.

Other initiatives within the ministry included the formation of a People & Culture Committee to support and foster ongoing efforts to improve organizational culture and promote an inclusive environment conducive to participation, engagement and empowerment.

The ministry's executive has attended diversity and inclusion training and cross-government training has been promoted for all staff.

The ministry has a GBA+ Reference Group, which will be releasing a JERI-specific guide on how analysts can incorporate intersectionality into economic policy. This will be complemented by training, communications and promotion to encourage use of the guide and GBA+ generally. The Reference Group also continues to work with individual

program areas and ministry champions to build up their confidence and familiarity with GBA+.

The Cross-Government GBA+ Information-Sharing Group, in which leads from different ministries' GBA+ groups share advice, challenges and plans is led by a JERI analyst.

The ministry actively supports and promotes the Moose Hide Campaign.

The ministry also manages the Indigenous Economic Development & Reconciliation Speakers Series. The series seeks to build public sector capacity, both in terms of awareness of Indigenous economic development perspectives, and the ability to engage and support Indigenous organizations and peoples in pursuing economic opportunity.

The ministry undertook the following Indigenous projects relevant to multiculturalism:

- supported the ministry's development of a framework and implementation plan for the Draft Principles that Guide the BC Public Service on Relationships with Indigenous Peoples
- coordinated the delivery, direction and key content for an Indigenous Business Investment Council panel with the Small Business Roundtable; worked collaboratively across ministries to develop and deliver a breakout session on economic development at the B.C. Cabinet and First Nations Leaders' Gathering; and helped facilitate Indigenous representation on the Small Business Roundtable
- facilitated an Indigenous welcome song for the 2020 SBBC Awards Gala through partnership with Ay Lelum, a top five finalist in the Small Business BC Awards Marketer category.

Good policy development is supported by ensuring that all changes to B.C.'s regulatory framework use the Regulatory Impact Checklist to identify and mitigate any negative impacts that may disproportionately affect specific groups, including small business owners, immigrants and other vulnerable groups.

The ministry engages with foreign investors, building relationships with industry partners to advance B.C.'s economic interests. This includes working with rural and northern communities and under-represented/

Indigenous groups to make strategic investments that support innovation and jobs growth.

The ministry helps to diversify B.C.'s trading partners and promotes B.C.'s goods and services to international markets. We are networking to exchange business development leads to enhance trade between B.C. and other countries. By leveraging our cultural and business connections to other countries, we strengthen trade relationships, attract new investments, and support jobs in B.C.

The Indigenous Economic Development Joint Office (JO), a unique partnership between JERI and the Ministry of Indigenous Relations and Reconciliation, provides support, advice and coordination around government's Indigenous economic development efforts. The work of the JO is focused on how economic development can support and meaningfully advance reconciliation outcomes with Indigenous peoples.

The ministry is responsible for provincial immigration policy and the administration of the BC Provincial Nominee Program (PNP). B.C. welcomed 50,320 permanent residents in 2019, a 41 per cent increase from 2015 and the highest number in modern history. Admissions through the PNP grew approximately 85 per cent between 2015 and 2019, from 6,785 to 12,580, including family members of nominees.

Additionally, through the provision of settlement and integration services for newcomers, the ministry supports the social inclusion, well-being, and economic prosperity of individuals from around the world who choose to make British Columbia their permanent or temporary home, contributing to the multicultural fabric of our province.

The ministry values and pursues diversity and supports Indigenous economic development through a secretariat for the Indigenous Business and Investment Council (IBIC). IBIC's mandate is to help improve Indigenous participation in the economy, promote Indigenous businesses and entrepreneurs, and inspire First Nations and industry partnerships. Additionally, the ministry creates tools, information and networks to help support and strengthen Indigenous communities.



IBIC participated in 12 trade shows and events to support Indigenous economic development. The shows and events were an opportunity to meet and engage with Indigenous business people, First Nation community leaders, and industry representatives. They also provided an opportunity to promote the IBIC website's resource links, the Indigenous Business Listings (IBL) database, success stories and video profiles. IBIC was the lead for two reports focused on Indigenous communities and peoples' involvement in local economic development and Indigenous and industry partnerships. These reports are widely disseminated through events and online.

The ministry has a dedicated resource for outreach to Indigenous companies as part of the Export Navigator program, based in Kamloops. The ministry also has a dedicated Indigenous Business Development Manager based in Victoria to develop indigenous trade and investment programming.

The ministry engages regularly with a diverse range of external stakeholders, including the consular corps, bilateral trade associations and other key business and community partners, underscoring the importance of multicultural engagement in delivering trade programming and activities.

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. A strong commitment is made to providing information about provincial programs and opportunities in multiple languages and culturally appropriate formats, whether for newcomers, visitors or those considering coming to B.C. to settle, work or invest. For example, our employees are reflective of B.C.'s diversity and are able to provide services in over 20 different languages.

Through the delivery of BC Settlement and Integration Services, the ministry provides \$5.7 million annually in support and services to newcomer clients who are not eligible for federal settlement services, including temporary residents, refugee claimants, and naturalized citizens. This involves working collaboratively with other ministry partners, such as Advanced Education, Skills and Training, Ministry of Social Development and Poverty Reduction, Ministry of Municipal Affairs, Ministry of

Children and Family Development, as well as key municipal and community stakeholders.

The Career Paths for Skilled Immigrants Program is an employment and skills upgrading program for internationally trained professionals and recent immigrants to find work within their profession. Program outcome data demonstrates the value and success of the program, with many clients achieving strong gains in employment and wages. The ministry provides \$5.8 million in funding annually for the program, complemented by \$2 million in federal funding.

The ministry develops success stories and webinars highlighting Indigenous economic success.

Since 2019, the ministry funds \$1 million per year through the Credential Assessment Improvement Fund to enhance credential recognition for internationally trained professionals arriving in B.C., including funding for regulators to improve assessment processes and for community organizations to help employers to identify, hire and retain skilled newcomers. In 2019/20, the ministry funded 10 projects in high priority fields such as health care and applied sciences.

In 2019, the ministry, through the BC Provincial Nominee Program (BC PNP), nominated 6,550 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 66 communities in 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.

The BC PNP offers promotional materials in a variety of languages. For example, an overview of the Entrepreneur Immigration stream of the BC PNP is available in French, Arabic, simplified Chinese,

Hindi, Persian and Spanish. If a client contacts the BC PNP office and is unable to communicate in English, staff speak multiple languages (a reference list is maintained). Small business support programs and services continued to be available in multiple languages through websites, telephone lines, program guides, videos and customer support services.

Guides produced by the ministry – Starting a Small Business, Import / Export and Starting a Franchise in B.C. are available in traditional Chinese simplified Chinese, Korean and Punjabi. The Small Business Resource Handout is available in simplified Chinese, Korean and Punjabi. The ministry has also developed an Indigenous Small Business Resource handout, which summarizes the suite of small business tools and resources available for Indigenous communities and businesses.

The ministry encourages Indigenous communities to participate in the BizPaL and Mobile Business Licence (MBL) programs. Tsawwassen First Nation is the first Indigenous BizPaL program participant and Tk'emlúps te Secwépemc joined the MBL program in the Thompson-Nicola area in February 2020.

In March 2020, the ministry developed a Business Continuity & COVID-19 Small Business Resources document with versions translated in traditional Chinese, simplified Chinese, Korean and Punjabi.

Funded in part by the ministry as B.C.'s premier business services provider, Small Business BC 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, Small Business BC has added to its capacity to offer an expanded range of business services in French. Small Business BC staff are currently able to respond to clients in four languages representing the largest newcomer populations

in British Columbia – Cantonese, Mandarin, Spanish and Tagalog.

The ministry, in partnership with the Ministry of Public Safety and Solicitor General, is developing policies to support small-scale and Indigenous cannabis producers enter and succeed in the legal cannabis market. Specifically, to make the transition to the legal market easier, JERI is developing step-by-step guidance to support Indigenous and small-scale producers in understanding how to become federally licensed.

In collaboration with the BC Public Service Agency, via BC Stats, the Diversity and Inclusion survey is used to improve related human resources policies and practices, as well as the mandate of the Gender Equity Office.

The ministry also developed and shared Indigenous population estimates and projections for B.C. to support policy development and service delivery at the ministries of Health, Advanced Education, Skills and Training, and Children and Family Development. The ministry conducts surveys with Indigenous businesses and communities. In addition, two years of Regional Insights and qualitative data is supporting work that considers Indigenous insights. The ministry has worked to ensure that tools and supports are responsive to Indigenous peoples, including applying a reconciliation lens to new initiatives to ensure they are inclusive.

As a destination province, B.C. continues to receive a high number of newcomers from around the world — both those that arrive on a temporary basis and those that plan to settle in B.C. for the long-term. The ministry supports the attraction and selection of immigrants, including skilled workers, entrepreneurs and students, and facilitates their successful integration in the province.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

Hosted discussions at the Union of BC Municipalities (UBCM) and other events, fostering dialogue between Indigenous and non-Indigenous communities.

Delivered Pathways to Collaboration case studies, a joint initiative of the Province, UBCM and the First Nations Summit with funding from the IBIC.

The studies showcase the growing number of successful economic development collaborations and partnerships between First Nations and local governments, while highlighting lessons learned and key steps to success.

Developed and delivered the Pathways to Collaboration workshop in partnership with the Ministry of Municipal Affairs at the Local Government Leadership Academy Forum.

Indigenous competencies are included in many job descriptions.

In 19/20, Export Navigator was expanded to add specialized support for underrepresented businesses owned and operated by women, youth and Indigenous peoples. With this expansion there are now six regional based advisors and three provincial advisors.

The Minister of JERI 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. In January 2020, the minister invited the BC Provincial Nominee Program's Entrepreneur Immigration Regional Pilot program to deliver a presentation to the Roundtable to increase awareness of the innovative community-driven tactics being employed to create a welcoming culture to immigrants in the regions.

Through the establishment of a dedicated stakeholder engagement function, the ministry now serves as secretariat for the Premier's Chinese Canadian Community Advisory Council, advising the Premier and Minister of State for Trade on the impact of government programs on the Chinese-Canadian community in British Columbia, including multicultural programming.

The ministry established an Indigenous Economic Development Working Group to assess how it can put the Draft Principles that Guide the Province of British Columbia's Relationships with Indigenous Peoples to work, which is already underway, for example IBIC, FPT Indigenous Economic Development sub-committee, outreach, tools and

resources. This includes promoting and facilitating Indigenous peoples' participation in the economy.

## MINISTRY OF LABOUR

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### MANDATE

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

### EXECUTIVE COMMITMENT

The Ministry of Labour's approach to promoting fair, healthy and safe labour and employment relationships includes a commitment to diversity and multiculturalism and a recognition of the cultural heritage and makeup of the communities it serves. In 2019/20, ministry executive established a Learning Day for all ministry employees to grow their capacity for successfully delivering services to a diverse client base. The event promoted learning about Indigenous people through engagement with an Indigenous Elder and participation in experiential exercises. Courses included Gender Based Analysis Plus (GBA+) training customized for the labour context to support staff development.

In addition, ministry executive established a framework strategy to operationalize Diversity and Inclusiveness principles into the ministry's culture and signalled its importance by supporting PSA-led programs like the Indigenous Youth Internship and the Work Able Internship.

Ministry executive directed that all ministry legislative and policy initiatives utilize a GBA+ lens to ensure that a broad range of gender, cultural and economic perspectives were considered throughout the ministry's work. The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training and onboarding, and orientation to the Standards of Conduct for new employees. In addition, ministry executive has supported the development of a plan to implement the Draft Principles to Guide the Province's Relationship with Indigenous Peoples and incorporated Indigenous competencies into our hiring practices. Throughout

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

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

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

Employment Standards Branch (ESB) has worked to increase its diversity and expand the accessibility of its services in languages other than English with targeted recruitment strategies for new hires and the provision of live, simultaneous translation services in over 140 languages through a toll-free Information Line. ESB updated its various job profiles across the branch with Indigenous Relations Behavioural Competencies. ESB has begun hiring into some of the newly updated roles.

All ministry staff are encouraged to complete the online Introduction to Gender-Based Analysis Plus (GBA+) course. As of May 26, 2020, 42.6 per cent of ministry staff had completed the training. The training provides staff with the knowledge to recognize how various identity factors can influence the experience of government initiatives and the knowledge to identify how GBA+ can enhance the responsiveness, effectiveness and outcomes of government initiatives while applying foundational GBA+ concepts and processes. In addition, all ministry staff are required to complete the annual Diversity and Inclusion Essentials on-line training course.

The ministry formally launched a GBA+ Working Group in July 2019. The Working Group facilitates and supports the implementation and use of GBA+ analysis tools and approaches in the ministry. The ministry through the GBA+ Working Group has been engaged in the integration of GBA+ in program processes. The Employment Standards Branch (ESB) applied a GBA+ lens in the development of electronic tools for the public to engage with to increase accessibility and high service standards.

The ministry continues to implement Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples:

- The plan includes fostering a safe cultural space for ministry staff who identify as Indigenous, reviewing our public-facing service delivery model for opportunities to better serve Indigenous clients and to expand ministry staff's self-awareness and Indigenous cultural competencies.
- The ministry continues to support staff in building a culture of respect, understanding and reconciliation with Indigenous peoples and to implement Call to Action number 57 from the Truth and Reconciliation Commission (TRC).
- Indigenous Youth Internship Program – ESB and Labour Policy and Legislation Branch participated in the program and staff received the opportunity to become more familiar with Indigenous culture, issues and history.

Work Able Internship program: ESB, WAO and EAO participated in the program and staff reported it was of great value.

Ministry staff participated in the following annual events: Pink Shirt Day; Orange Shirt Day; Moose Hide Campaign; Bell Let's Talk Day; 2020 Chinese New Year and National Indigenous Peoples Day.

The ministry organised a Labour Learning day, in which staff participated in the Kairos Blanket Exercise and attended a customized, introductory training session on GBA+ that assisted in furthering staff understanding of Indigenous culture, issues and history as well as GBA+ principles.

The ministry utilizes gender-based analysis tools and resources to inform legislation development and policy analysis. In addition, the adoption of GBA+ in the ministry has promoted an evidence-based, inclusive and people-centred approach to programming and decision-making. Recent ministry accomplishments that benefitted from diversity and inclusiveness considerations include:

- Government's ongoing commitment to increase the general minimum wage to at least \$15.20/hour by 2021, and the phasing-out of the lower minimum wage for liquor servers

- Amendments to the *Employment Standards Act* to: expand existing job-protected compassionate care and parental leave provisions; enact new job-protected leaves for parents of murdered and missing children and for workers experiencing domestic or sexual violence; establish job-protected leave during the COVID-19 outbreak and establish unpaid job-protected sick leave
- Under the *Workers Compensation Act*, expanding the firefighters' presumptions and the mental disorder presumption to be more inclusive of workers who face similar risks and exposures
- The *Temporary Foreign Worker Protection Act* that contains compliance and enforcement provisions that will help protect vulnerable temporary foreign workers from exploitation and abuse.

The WAO is developing an intake process that provides an opportunity for an Indigenous person to self-identify during the branch's intake process, if they choose to do so. WAO partnered with the Workers' Compensation Appeal Tribunal to provide targeted support to workers who self-identify as Indigenous.

The ministry has a representative at the Gender Equity Office's Gender Equity Advisors table.

The ministry worked closely with the Gender Equity Office to support government's diversity and inclusiveness priorities, most notably working together to conduct stakeholder consultations on the domestic and sexual violence leave provisions under the *Employment Standards Act*.

ESB collaborates with the Committee for Domestic Workers & Caregivers Rights (CDWCR) & Migrant Workers Centre (MWC) to provide education and outreach to vulnerable foreign workers on their rights under the *Employment Standards Act*.

The ministry participates on the government of Canada's Migrant Worker Support Network BC Pilot, led by Employment and Social Development Canada. This includes cross government plenaries who collaborate and coordinate their respective services and program areas for the benefit of both migrant workers and their employers. ESB also partners with community agencies and stakeholders, such as Multi-lingual Orientation Service Association for Immigrant Communities (MOSAIC) and the

Affiliation of Multicultural Societies and Service Agencies of BC, to provide education and outreach to migrant workers and their employers.

The ESB's Compliance Team collaborates with the Mexican, Philippines and Guatemalan consulates to conduct education and outreach with Temporary Foreign Workers and the Seasonal Agricultural Worker Program.

ESB conducts presentations and engagements with the First Nations Public Service Secretariat. ESB also participates on panel discussions and presentations at various conferences with First Nations' Band leaders, community organizations/service providers and other government representatives.

Both WAO and EAO continue to utilize WorkSafeBC's language line, which allows both organizations to provide services in over 40 languages to assist injured workers and employers in B.C.

ESB launched a pilot project in January 2019 to incorporate multi-lingual service delivery and has since permanently adopted multi-lingual service delivery through partnership with Service BC into its free Information Line in October 2019. Callers can access branch staff with the support of simultaneous translation in over 140 languages. This service reflects the branch's commitment to supporting all clients in B.C.'s diverse workplaces

ESB established a Digital Experience Team that focuses on improving access to the branch's website for those clients who use screen readers or other software supports to promote an inclusive service delivery model. ESB also incorporated accessibility standards into its recent office renovations.

EAO continues to provide educational sessions to Indigenous employers to increase their understanding of their rights and responsibilities under the *Workers Compensation Act*. The TRC working group will be looking at a strategy to implement a more targeted outreach to include under represented and/or more rural communities.

EAO is continuing to review outreach material on its website and e-learning platform, where feasible, to provide these resources in a variety of languages and considering accessibility issues like closed-captioning for e-learning courses.



The Forestry Program webforms have been reviewed for cultural appropriateness and published content is in plain language for access by people with different linguistic abilities.

The WAO provides translated factsheets in multiple languages.

The WAO administers “Start a New Inquiry”, which helps clients to request advice and assistance with respect to workers’ compensation issues via an online application form.

The WAO is actively exploring opportunities to ensure Indigenous workers have equal access to its services and to create linkages with Indigenous communities.

EAO has incorporated Indigenous territorial acknowledgements into all staff meetings.

The ministry utilizes diversity data to inform legislation development and policy analysis. Recent ministry accomplishments that benefitted from diversity data considerations is the amendment to the *Employment Standards Act* to provide a new employer-paid leave of up to five days for employees experiencing, or who have specified family members experiencing, domestic or sexual violence. However, the ministry is experiencing a key challenge of insufficient and in some cases lack of data disaggregated by the different population groups. This presents a challenge in assessing how diverse groups of people may experience or be impacted by proposed policies, programs and initiatives. Another challenge can also be how best to analyze and interpret disaggregated data when they exist.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

The ministry formally launched a GBA+ Working Group in July 2019. The Working Group facilitates and supports the implementation and use of GBA+ analysis tools and approaches in the ministry. The ministry is developing a GBA+ Implementation Plan. The Implementation Plan’s focus is to strengthen the capacity of the ministry to advance GBA+ budget, legislation, policies, programs, services and communications in a way that is evidence-based, promotes gender equity and meets the needs of B.C.’s diverse population.

The EAO formed an internal TRC working group to assist with continuing to move forward on implementing the Draft Principles. The working group is focusing on recommendations to increase staff’s cultural fluency through training courses; providing training to staff on clarifying jurisdictional issues that arise in aiding Indigenous employers on WorkSafeBC matters and drafting a road map to assist the branch with targeted outreach to Indigenous employers. Continued implementation of the TRC recommendations is planned for fiscal 2020/21.

The Forestry Support Programs, administered by the ministry, has prepared a strategy for expert contractors to engage with Interior Indigenous groups and determine how best to support displaced Indigenous forestry workers.

## **MINISTRY OF MENTAL HEALTH AND ADDICTIONS**

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### **MANDATE**

The Ministry of Mental Health and Addictions sets the provincial strategic direction to transform B.C.’s mental health and addictions system. To realize 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. The ministry works with partner ministries and external stakeholders to meet government’s priorities of developing and implementing the mental health and addictions strategy *A Pathway to Hope* and responding to the overdose emergency and COVID-19 pandemic.

### **EXECUTIVE COMMITMENT**

The executive team works to ensure that diverse perspectives are embedded into the workplace culture and the approach to strategy design, policies and initiatives. The ministry encourages inclusion through its leadership and by providing equal access to training and development in areas including diversity and inclusion, gender-based analysis plus (GBA+) and Indigenous gender-based analysis plus (IGBA+), respectful workplace and cultural safety

and humility. These commitments are embedded in the MMHA strategic plan, ministry business plans and divisional plans. In addition, the three-year workforce/people plan has a pillar devoted to human rights, equity and inclusion, with a range of specific activities and actions.

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 is continuing to include Indigenous Youth Interns as an integral part of the ministry's staffing complement.

It has a continued and ongoing focus on being an inclusive organization.

Postings in the Provincial Support Office (PSO) are circulated to the local First Nations, Métis Nation and Urban Indigenous Services in the communities where the positions will be based.

Interviews in the ministry include Indigenous behavioral competencies and all job profiles include at least one Indigenous competency.

All job profiles in MMHA state preference may be given to applicants with the following:

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

- Other foundational training includes Being a Mindful Employee: Orientation to Psychological Safety in the Workplace, Building Capacity in Indigenous Relations and Building a Respectful Workplace.
- As a part of the training modules being developed for the Integrated Child and Youth (ICY) teams, we heard from our First Nations and Métis Nation partners the importance of having a specific module on Indigenous history, local context and a focus on culture as healing. This is being created as a specific training module. All ICY team members will take this training.
- The Substance Use and Strategic Initiatives (SUSI) branch is actively undertaking a collaborative learning practice around cultural for policy and executive staff, thereby informing stronger and more inclusive policy development and analysis. This has included using the Cultural Safety Self-Assessment Tool as originally developed by the Ministry of Children and Family Development and developing a shared resource list on key topics and areas of interest.
- The implementation of the components of the people plan as related to human rights, equity and inclusion such as developing principles of community, inclusive leadership, Indigenous cultural safety and humility framework, continuing to establish formal practices within the ministry and measuring diversity through culture audits and diversity and inclusion assessments.
- The ministry recognizes and celebrates National Indigenous People's Day, Moose Hide Campaign and Orange Shirt Day. As well, the ministry recognizes Black History Month, Pink Shirt Day, Pride Week, Ramadan, Vaisakhi, Sikh Heritage Month, Gender Equality Week and Multicultural Week.
- In June 2019, the ministry released *A Pathway to Hope: A roadmap for making mental health and addictions care better for people in British Columbia*. The Pathway outlines four foundational pillars that underpin the transformational vision and all the actions outlined within the Pathway. One such pillar is

“Equitable access to culturally safe and effective care” and key intended outcomes include services and supports that are free from stigma and discrimination and that people with lived experience inform and are leaders in mental health and addictions policy, planning and delivery of services and supports. Consistent with this, it is expected that all actions and initiatives implemented under the Pathway are analyzed through an IGBA+ lens and support diversity and inclusion.

Some examples include:

The policies specific to the ICY teams are being analyzed through an IGBA+ lens and changes will be made as appropriate.

In the development of services standards for supportive recovery services, our ministry worked closely with First Nations Health Authority, Métis Nation BC and Indigenous service providers to include a focus on the foundational principle of Indigenous Cultural Safety and Humility. The standards (currently in draft) include key elements required of service providers to support equitable service delivery, and diversity and inclusion.

The Substance Use Integrated Teams (SUITS) initiative supports integrated, team-based service delivery to engage and retain adults in treatment and recovery. This initiative emphasizes equity and a diversity and inclusion lens, ensuring that the resources added through this initiative address gaps and barriers to access for diverse populations, and embeds principles of cultural safety and relationship-building throughout the design and delivery of services.

The SUSI branch is leading the development of a framework to define, re-orient and improve the adult substance use system of care, which includes a focus on promoting equity in service delivery and access and ensuring appropriate care for diverse populations.

The provincial lead committee oversees implementation of child, youth and young adult initiatives and is comprised of executive directors and directors from our partner ministries (MCFD, HLTH, EDUC) along with the First Nations Health Authority, First Nations Education Steering

Committee, and Métis Nation BC. Specific ICY team working groups also include Indigenous partners.

Strategic priorities identified by the ministry in **A Pathway to Hope** received input from Indigenous peoples across B.C. through engagement sessions led by Indigenous partners. This promotes reconciliation through meaningful inclusion of Indigenous interests and viewpoints for policies and systems that impact their populations.

The Partnerships and Engagement Branch works closely with an advisory group that specializes in the South Asian Canadian and Chinese Canadian communities in B.C.

Diverse advisory members informed the development and promotion of the Courageous Conversations stigma reduction campaign, as well as its supporting translated content covering mental health and substance use information and supports. The group continues to provide ongoing input and feedback on ongoing public awareness and stigma reduction initiatives.

The Overdose Emergency Response Centre (OERC) employs a .5 peer coordinator who assists with the engagement of People With Lived and Living Experience (PWLLE) in the development of programs and services meant to address the overdose public health emergency. In addition, the OERC includes PWLLE in its committees and working groups. PWLLE include a diverse group of people with living experience of substance use, homelessness and poverty and are a culturally diverse group of individuals.

Equitable access to culturally safe and effective care is foundational to the Pathway and in support of this, the ministry works to ensure programs and services are culturally appropriate and responsive. Some examples include:

The PSO has established an Indigenous Engagement Advisor role. Each ICY team will have an Aboriginal Support Worker or Elder on the team. The specific role and employer will be determined in conjunction with local Indigenous services and Nations.

The Courageous Conversations campaign was developed for and with the South Asian Canadian and Chinese Canadian communities to ensure

the campaign imagery, campaign messaging, supporting web and printed materials, as well as promotional activities, were culturally appropriate and relevant. For example, a heavy focus on radio ads and radio earned editorial, which included spokespeople from within the two communities, ensured that target audiences were reached, and campaign messaging was appropriately delivered and received among community members.

MMHA signed the Declaration of Commitment to Cultural Safety and Humility with FNHA, which includes a commitment to ensure cultural safety and humility are embedded in the ministry and across all levels of the provincial mental health and wellness system for Indigenous peoples.

MMHA is committed to transforming Crown-Indigenous relationships to advance reconciliation and improve the mental health and wellness of Indigenous peoples in B.C. We are working to achieve this by supporting Indigenous self-determination, partnering with Indigenous peoples in the development and implementation of mental health and wellness supports and embedding cultural safety and humility across the provincial mental health and wellness system. Examples of such relationships:

- The Tripartite MOU to Improve Mental Health and Wellness Services and Achieve Progress on the Social Determinants of Health and Wellness (Tripartite MOU) has provided funding for 29 new mental health and wellness initiatives designed and implemented by First Nations throughout B.C.
- MMHA provides funding to Métis Nation BC (MNBC) for Métis-led mental health and wellness planning, including the development of a cultural safety and wellness curriculum, harm reduction and stigma reduction campaign, and mental health promotion materials, in addition to capacity building, recruiting a Mental Health Policy Analyst and a Substance Use Program Coordinator, for future MMHA-MNBC collaboration.
- MMHA provides funding to the BC Association of Aboriginal Friendship Centres (BCAAFC) to build capacity recruiting a new Mental Health

Policy Analyst and Mental Health Engagement Coordinator and to conduct engagement sessions at BC Friendship Centres. These engagement sessions will help inform MMHA of ways to coordinate service delivery for urban Indigenous peoples in B.C.

We partner regularly with Community Action Initiative (CAI) to provide grant and training opportunities to communities to develop and deliver innovative projects around mental health and/or substance use. From our most recent funding call with CAI for Community Wellness and Harm Reduction Grants, 50 per cent of funded projects (12 of 24) included an Indigenous government partner or Indigenous-led organization on their project team.

Once established, ICY teams will use demographic data as part of the data set.

The Partnerships and Engagement Branch conducted – and continues to conduct – targeted survey research to understand and monitor trends, including public opinions and knowledge.

The ministry's workforce data is analyzed comparatively with the population of British Columbia, which shapes recruitment strategies and activities.

The OERC uses data on overdose events and deaths among First Nations provided by the First Nations Health Authority through a linkage between the First Nations Client File and other databases to understand how overdose is affecting First Nations peoples in British Columbia. The First Nations Health Authority is a key partner in all monitoring and evaluation projects undertaken by the OERC.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In 2019/20, the OERC worked in partnership with Urban Matters to host the first Rural and Indigenous Overdose Action Exchange meeting in fall 2019. This day of conversations included collaborative and compassionate conversation on stigma and shame, educational opportunities within and across communities, developing creative solutions and regionally specific strategies. The final report of this exchange includes a series of follow-up actions that guide the work of the OERC.

Peer Coordinators: Funding has been allocated to the regional health authorities and the BC Centre for Disease Control to support implementation of peer coordinators or peer-related supports for substance use. Peers help develop resources, tools and strategies to incorporate peer involvement into program and service delivery and participate in the identification, training and support of peers in some health authorities. Peer coordinators act as resources and educators for internal and external partners with respect to peer engagement.

Provincial Peer Network: In 2019/20, the OERC funded the Provincial Peer Network. This Network is coordinated under the banner of the BC Yukon Association of Drug War Survivors, which includes membership from numerous peer organizations across the province, including SOLID, New Leaf Nanaimo, VANDU, WAHRS, REDUN, CSUN, Northern Sun Helpers and many others. The network aims to be inclusive and representative of diverse peer groups from across the province and new peer organizations are invited into the network as they are identified.

## SUCCESS STORY

In June 2019 Ministry of Mental Health and Addictions released *A Pathway to Hope: A roadmap for making mental health and addictions care better for people in British Columbia*. *A Pathway to Hope* lays out government's 10-year vision for mental health and addictions care that promotes mental wellness and prevents problems from starting and getting worse, gets people the services they need in order to tackle problems early on and supports their well-being. It identifies the priority actions government will take over the next three years to create a seamless system of care where people receive help when they need it in a way that is culturally safe and respects the unique needs of the individual. The focus is on supporting the wellness of children, youth and young adults, supporting Indigenous-led solutions and improving access and quality of care. The roadmap will also build on the ongoing work to address the overdose crisis by starting to establish improved systems of addictions care. The *Pathway to Hope* was also translated into Punjabi and Chinese.

The Pathway itself was developed with targeted consultation with population groups who may not have had a voice in previous government engagement activities and who often experience systemic barriers to accessing mental health and addictions care. These groups included families whose children have died due to overdose or suicide, former youth in care, Indigenous youth and families, Chinese and South Asian people with lived experience, people in recovery and LGBTQ2S+ populations people. These engagement activities with under-represented groups served to build trust with these groups, particularly Indigenous people and populations, who are disproportionately represented in the mental health and addictions systems, and to inform the policy and actions of *A Pathway to Hope*. Through implementation of the Roadmap, the voices of these individuals and groups will assist the ministry to assess progress and identify the need to course correct along the way.

This work to break down barriers and make mental health and addictions care better will take everyone — government, communities, organizations, service providers, people with lived experience and people throughout the province. Government will report annually as it delivers on its commitment to improve care for people in B.C.

## MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

### MANDATE

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

### EXECUTIVE COMMITMENT

The ministry recognizes that a rich multicultural society helps to nurture acceptance, understanding and mutual respect, and that diversity is vitally



important in creating strong and vibrant communities for all British Columbians. The ministry executive is committed to building an empowered organization that embraces diversity in the workplace. Multiculturalism is embraced in the workplace, and the ministry strives to be a welcoming organization that values diversity and treats individuals respectfully and without discrimination. In addition to offering training and capacity building, MAH executive is using the 2020 Work Environment Survey (WES) to better understand the composition of its workforce. WES data is being used to identify stretch goals to support the organization's commitment to becoming more diverse and reflective of the citizens it serves.

The ministry works to build communities that recognize and value cultural diversity, and that promote collaborative relationships among levels of government, community groups and citizens. More specifically, the ministry provides advice and program support through partnerships to encourage improved relationships between local governments and First Nations that can lead to reconciliation at the local level. MAH delivers programs and services that are designed to treat everyone fairly, equitably and respectfully. The executive enables activities for staff that promote awareness of diversity and multiculturalism, including training, development and employee engagement activities.

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

In 2019, the ministry conducted a Hiring Approvals Process Review. Based on this review, it was decided to add a section to the Hiring Request Form to ask Hiring Managers to consider the value of adding Indigenous competencies to their job profile.

The ministry offers Gender-Based Analysis Plus (GBA+) orientation workshops and ongoing online training opportunities for all staff and has created a ministry-wide intranet site and working group to facilitate the integration of GBA+ into all aspects of the ministry's work.

The ministry formed a "Ten Principles Committee" with representation from each branch within 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; and
- Learn from, and support collaboration with other ministries, local governments, and external partners currently engaging with Indigenous governments and peoples on implementing the articles of UNDRIP and the TRC Calls to Action that apply to the ministry.

The committee created a draft plan to implement the 10 recommendations made in the provincial report. The purpose of the draft plan is to outline strategic priorities and actions that will guide the ministry's approach to implementing the 10 Principles as part of meeting its overall mandate. This plan is intended to provide a high-level report on the alignment of ministry activities and to identify strategies for implementing the principles. It sets out the ministry approach to implementing the principles and for operationalizing the plan.

The ministry actively supports multicultural events and initiatives, including promoting awareness and participation in National Indigenous Peoples Day and sponsoring Multiculturalism Week activities.

In 2019/20, via Community Gaming Grants, the ministry continued to support a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils. These activities provide an important opportunity to

celebrate the province's rich diversity and distinct cultural perspectives.

MAH is also pursuing numerous reconciliation initiatives, including:

- Contributing to the National Inquiry on Missing and Murdered Indigenous Women and Girls.
- Participating in the development of a provincial plan to address the issue of missing and murdered Indigenous women and girls.
- 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.

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

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

The Community Gaming Grants program continues to incorporate GBA+ conditions as part of the capital grants funding requirements. From April 1, 2019 to March 31, 2020, in support of multiculturalism and Indigenous culture, the Community Gaming Grants program provided:

- \$12.2 million to not-for-profit organizations that provide multicultural programming (sharing culture with the broader community), including cultural festivals, fairs, Indigenous programming, and arts, music, dance and theatre groups that share a variety of different cultural perspectives with the broader community.

- Over \$2 million to not-for-profit Indigenous organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies, and support for Elders in their communities. Some examples include: The Lillooet Friendship Centre Society that received \$54,000 to rebuild the flooring in their Community Cares Centre; the Dze L K"ant Friendship Centre Society received \$49,000 to repair the exterior of the Friendship Centre; and Savage Production Society received \$40,000 to purchase projectors and lenses for their theatre in Capital Project grants.

The ministry has participated in discussions with Indigenous leaders and organizations to discern how Indigenous people across the province have been experiencing the province's Homes for B.C., A 30-point plan for housing affordability in British Columbia. This included: The Métis Nation of BC; First Nations Summit; BC Assembly of First Nations; Union of BC Indian Chiefs; and, BC First Nations Housing and Infrastructure Council.

The ministry builds GBA+ and other multicultural, inclusive criteria into program design. An example of this is the Infrastructure Grants program. The governments of Canada and British Columbia announced the signing of the Investing in Canada Infrastructure Program (ICIP), which will invest over \$2.85 billion in green infrastructure, public transportation, community and cultural assets, and rural and northern infrastructure. These projects will be cost-shared with the Province, local governments, Indigenous recipients and other partners. Cultural benefits will be widely and fairly and distributed across the province once projects are approved and implemented. In 2019, the first intake for ICIP streams closed; project approvals will be made in 2020.

Announced as part of Budget 2018, the Building BC programs are now accessible for Indigenous partners on or off reserve. The ministry has a dedicated Build BC Indigenous Housing Program with funds devoted to both on and off reserve housing. This is the first time any provincial jurisdiction in Canada has made this commitment. This 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.

The first 1,100 new housing units in 30 projects were announced in November 2018, including almost 780 off-Nation units and close to 370 on-Nation units. These projects will be in 26 communities across the province.

As of April 30, 2020, there are 1,098 units under the Indigenous Housing Fund:

- 326 units under construction
- 98 units in development; and
- 674 units initiated.

The ministry's housing policy increasingly considers how impacts, outcomes, and accessibility vary for Indigenous peoples and other racialized or marginalized groups. This includes the analysis of disaggregated Census data to better understand the diversity of the populations most affected by our work.

Community Policy and Legislation Branch: Board appointments support inclusivity, diversity, equity and are representative of the populations they serve. Community Legislation and Policy Branch processed 117 board appointments in 2019/20 to 10 Agencies, Boards and Commissions under the responsibility of the ministry. These organizations provide services to a diverse population, and range from property assessment reviews, provision of supportive housing to governance of transportation services within the Lower Mainland (TransLink).

## HIGHLIGHTS ON INITIATIVES IN 2019/20

The ministry continues to make participation in local government by-elections and general local elections more widely accessible to British Columbians by making available digital versions of the Voter's Guide to Local Elections in British Columbia in English, French, traditional Chinese, simplified Chinese, Korean, Farsi (Persian) and Punjabi on the gov.bc.ca website.

## SUCCESS STORY

The ministry hosted a marketplace table focusing on the Investing in Canada Infrastructure Program at the 2019 B.C. Cabinet and First Nation Leadership Gathering. There were over 100 unique visits to inquire about the funding opportunities.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

### MANDATE

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

### EXECUTIVE COMMITMENT

Ministry leadership is committed to supporting the cultural diversity of its staff and providing inclusive services that are sensitive to the ministry's culturally diverse clientele. In addition to supporting the B.C. government's Diversity and Inclusion Action Plan, the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, UNDRIP and the Truth and Reconciliation Commission's 94 Calls to Action, executive commitment can be seen in:

- The 2019/20 Service Plan: "Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities" and "Reconciliation with Indigenous people and consideration of how diverse groups

of British Columbians may experience our policies, programs and initiatives.”

- The 2019-2022 People Plan: “Establish a Diversity and Inclusion Strategy that includes advancing the Draft Principles”

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

SDPR utilizes preference statements for candidates who self-identify as Indigenous, LGBTQ2S+, a visible minority, and/or a person with a disability on many job postings. We encourage and support the use of inclusive language in job postings, as well as the critical review of both location and education / years of experience requirements to ensure our candidate pools are inclusive of those in various locations and with varied experiences. We support WorkAble internships, Indigenous Youth internships and co-op placements. There are areas in the ministry that promote postings through specific channels, for example to Indigenous organizations, using broader social media channels.

Hiring Managers throughout the ministry have completed the Hiring Manager Certification pilot that includes information and methods for incorporating Indigenous Relations Behavioural Competencies (IRBCs) into their hiring processes. IRBCs have been included in the Supervisor Training Series, and the Service Delivery Division’s Essential recruiting team use IRBCs for all Employment Assistance Worker and Community Support Worker competitions.

This past year, the ministry hosted a series of 10 group mentoring sessions on diversity and inclusion. As well the ministry runs a fulsome paired and flash mentoring program and all employees are supported to join.

Our leadership reviews contain a performance accountability for cultural agility, which supports our leaders leading increasingly diverse and multicultural teams.

WorkBC Centres aim to have a staff complement that is representative of the communities that they serve.

Members of our executive took part in Alden Habacon’s Diversity & Inclusion training offered

through the PSA in late 2019/early 2020. We have provided courses at the leadership and supervisory level on inclusion, diversity and Indigenous cultural safety / reconciliation topics. All our excluded managers have been asked to take the online GBA+ course by March 31, 2020 recently extended to August 31, 2020, due to COVID-19.

A foundational Indigenous Learning Journey has been developed for all staff. A territorial acknowledgement intranet page has been developed; this information is supplemented with 30-minute workshop presentations delivered by our Manager of Cultural Safety and our Inclusion & Diversity Program Specialist. It is currently in pilot phase.

We have an Employee Advisory Network whose mandate includes supporting and championing diversity and inclusion initiatives throughout the ministry. A fulsome calendar of diverse events, festivals, celebrations and observances has been compiled and blog posts are written by employees to further understanding and learning. The Inclusion, Diversity and Cultural Safety (IDCS) team have a pilot Words Matter inclusive language workshop that can be delivered virtually throughout the organization. The corporate communications team has procedures for ensuring all communications, including both internal and external print and web publications, are inclusive and accessible.

Our deputy minister and executive promote the Moose Hide Campaign, Orange Shirt Day and National Indigenous Peoples Day, including attendance at local events where possible. We have a dedicated IDCS team, a Draft Principles working group and a Draft Principles steering committee. The existence of the Employee Advisory Network and numerous IDCS communications, including numerous blog posts by EAN members, disseminated throughout the ministry each month also promote multiculturalism.

As reflected in our ministry’s vision statement, we work to ensure everyone can participate fully in their communities and reach their full potential. We include full consideration sections for GBA+ and for Indigenous peoples in each Treasury Board and Cabinet submission.

Specifically, multiculturalism policy can be seen throughout TogetherBC, B.C.'s first poverty reduction strategy, the goals of WorkBC, the equitable provision of assistance for British Columbians in need, our homelessness action plan, Building a Better BC for People with Disabilities, including examining a framework for Accessibility Legislation, and provision of supports through community living services for adults with developmental disabilities and their families.

The ministry's Poverty Reduction Strategy Act requires government to specifically apply a GBA+ lens as an intersectional analysis tool across poverty reduction efforts.

For income assistance policy, removing the two-year financial independence requirement eliminates a barrier to accessing income assistance for vulnerable segments of the youth population, including Indigenous youth, LGBTQ2S+ youth, and youth aging out of MCFD care. These groups are overrepresented in the homeless youth population.

The Public Consultation and Engagement Strategy for B.C.'s accessibility legislation consultations carefully considered intersectionality. It was developed to reflect the significant diversity within the disability community and ensure equity of access to the process. A GBA+ profile of people with disabilities was developed to inform the engagement process.

We have continued using ministry employees who speak approximately 150 languages for interpreter services when interacting with the ministry's clients from diverse backgrounds before using external interpretation services, as well as supported WorkBC service providers who provide a full range of employment services to British Columbians in need, including immigrants, refugees, Indigenous people and Francophones.

Our internal Finance Procurement team has a Social Impact Purchasing section in our Direct Award Pre-Approval form where people must provide a brief explanation on whether Social Impact was considered.

We have convened an Employee Advisory Network of ministry employees with a focus on inviting employees who self-identify as Indigenous,

LGBTQ2S+, a visible minority, and/or an employee with a disability. We are also in the planning stages of creating an Indigenous Employees' Advisory Network where we can create a dedicated and culturally safe space for Indigenous employees to connect, dialogue and provide insights and inputs to ministry initiatives.

A member of our Accessibility Secretariat co-chairs the cross-government Employee Accessibility Advisory Committee. Our Executive Lead for Accessibility sits on the Anti-Racism, Anti-Hate Working Group convened by the Ministry of Tourism, Arts and Culture.

For the creation of external policy, we regularly consult with those citizens who will be most affected, for example recent consultations with disability communities regarding the province's accessibility legislation framework. This consultation was guided by a committee comprised of individuals with disabilities as well as representatives from disability-serving organizations, business leaders, and Indigenous organizations. First Nations, Métis Nation BC, and Indigenous serving organizations were invited to all public meetings that included an Elder or representative of the local Nation to welcome people and take part in discussion. In addition, specific outreach via Naut'sa Mawt Tribal Council was organized to ensure that 19 Nations identified as rural or remote received additional support. An Indigenous engagement session was hosted with representatives from First Nations, Friendship Centres, and Indigenous-serving organizations to inform the development of Accessibility Legislation.

The Poverty Reduction Strategy Act identifies 13 key population groups that must be considered in the development and implementation of the strategy including Indigenous persons, persons of colour, immigrants and refugees, recognizing the intersection between poverty and many other vulnerable or marginalized populations.

The Poverty Reduction Advisory Committee, appointed in March 2019, includes representation of Indigenous persons and racialized persons / persons of colour. This committee provides advice



to the minister on poverty reduction efforts via quarterly meetings.

The Accessibility Secretariat endeavours to ensure Indigenous representation on its external advisory groups, RDSP Action Group and Community of Accessible Employers – Presidents' Group.

Employment and Labour Market Services Division (ELMSD) regularly engages with Indigenous Skills, Employment Training (ISET) providers, which are federally funded Indigenous employment service providers, to better understand Indigenous clients' needs. This engagement helps bridge relationships between WorkBC Centres and ISET providers, as well as the local communities that they serve, to increase client referrals to WorkBC and improve awareness of available services.

ELMSD works closely with the Inter-Governmental Relations Secretariat and 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 options to access employment services in official languages.

SDPR has outreach and liaison teams that have created partnerships with some Indigenous-serving agencies, and front-line staff also liaise with Indigenous organizations such as Friendship Centres to provide more culturally appropriate and culturally safe service. Some of our partnerships include:

- A Community Integration Specialist works out of the Fraser Regional Aboriginal Friendship Centre
- Aboriginal Child & Family Services, the Spirit of the Children Society, and Essential Skills for Aboriginal Futures in the New West / Tri-Cities area
- Sto:lo Nation and Mission Friendship Centre
- A Vancouver Area team member co-located at the Vancouver Aboriginal Friendship Centre and Kilala Lelum, an Urban Indigenous Health and Healing Cooperative
- Virtual support is provided to the Vancouver Aboriginal Mothering Centre
- Circle of Indigenous Nations (COINS) in Castlegar, Conayt Friendship Society in Merritt, Kermod Friendship Society in Terrace and Fort St John Friendship Centre.

Community Relations Service Quality Managers work to establish local relationships or encourage partnership with local advocacy groups in order to address service delivery issues that cannot be resolved at the office level. Many relationships have been established with Indigenous organizations.

An agreement between the ministry and the Department of Indigenous Services Canada (DISC) supports the delivery of Community Living BC services for adults with developmental disabilities who live on-reserve. To support improved services for persons with disabilities on and off-reserve, the ministry has established a strong relationship and engagement mechanisms with the British Columbia Aboriginal Network on Disability Society (BCANDS), such as streamlined application processes and improved navigation supports for persons with disabilities both on- and off-reserve.

WorkBC Apprentice Services are offered in French and English. There are 10 communities with designated French Language WorkBC services around B.C. All online WorkBC services are provided in both English and French. WorkBC Centres also provide equal access to language interpretation services for all clients requiring this service. The Centres also provide services and outreach materials in a variety of languages that are customized for the communities they serve.

WorkBC contractors work with local Indigenous partners and communities to increase cultural learning, and to work together to better understand protocols to better serve Indigenous peoples. They also support ongoing staff training and development in cultural awareness and sensitivity training. In delivering employment services, WorkBC contractors and their staff have demonstrated experience in working with individuals with complex barriers and a broad range of cultural backgrounds.

WorkBC Employment Services, through targeted Basic Life Skills and Competency Based Learning, provides clients with skills and knowledge required to understand cultural employment-related issues. They support clients with diverse cultural backgrounds to integrate successfully into the workforce.

Internally, this past year our SpotLight Awards recognition program had Indigenous Reconciliation

categories added to recognize and celebrate reconciliation efforts by employees and teams.

Our Service Delivery division collects data needed to deliver services to clients – gender (binary), age and disability.

Our Strategic HR and Communications branch uses demographic data sets from the January 2019 D&I Survey as well as from WES 2018 and 2020 to analyze impacts on diverse employee groups and plan future initiatives accordingly.

ELMSD collects program and client diversity data for all client inclusion groups including: Indigenous peoples, Francophones, immigrants and refugees for analysis and program development. The division utilizes data to support strategic planning, to answer research-based policy questions and to create effective evidence-based decisions.

In 2019/20, over 9,100 clients who identify as Indigenous participated in WorkBC, representing 11 per cent of WorkBC Clients for that year.

Over 1,700 Indigenous clients have achieved employment in 2019/20 and almost 5,000 people are being supported through their first year of employment.

The table below includes total ELMSD clients served by inclusion groups in FY2019/20 (not mutually exclusive):

As of March 31, 2020	Total Client Served
Youth	21,680
Immigrants	18,325
Persons with Disabilities	15,253
Indigenous Peoples	9,107
Survivors of Violence and/or Abuse	8,730
Multi-Barriered	6,772
Francophones	1,498
<b>All Inclusion Clients</b>	<b>53,174</b>
<b>All WorkBC Clients</b>	<b>85,981</b>

ELMSD's Immigrants Employment Collaboration Project collaborates with partner ministries and the Affiliation of Multicultural Societies and Service Agencies of B.C. (AMSSA) to better support immigrants and refugees. The focus is on inter-agency referrals and employment supports.

### HIGHLIGHTS ON INITIATIVES IN 2019/20

SDPR has a fully resourced team within our Strategic HR and Communications branch whose mandate is to increase inclusion, diversity and Indigenous cultural safety within the ministry. This team researched, drafted and consulted on their two-year Inclusion, Diversity and Cultural Safety Strategy in late 2019 / early 2020, released May 2020.

Our ministry's internal intranet, The Loop, includes information pages on several diversity and inclusion topics, such as accessibility, gender equity, and relationships with Indigenous peoples.

Our ministry is leading the development of Accessibility Legislation for B.C.

Through Community and Employer Partnerships (CEP) funding, over \$1 million supported 35 projects that focused on multicultural client groups. For example:

- The Canoe Cultures Job Creation Partnership has been providing important life and work skills to up to eight unemployed participants who learn to carve or build a First Nations racing canoe. The project includes a 7th generation Squamish Nation Canoe Carver who provides cultural and protocol activities and ensures all Squamish Nation protocol is followed. There is also a Master Shipwright who oversees technical aspects of project activities such as carpentry and joinery. The project received almost \$272,500 between November 2019 and July 2020.

## SUCCESS STORY

Jasen, a WorkBC Client Success Story

Jasen is an Indigenous man from Hazelton, B.C. and was unemployed for six years and received casual jobs for short periods of time. He had a variety of work experience, such as equipment operation, construction, and tree falling. He didn't have certificates, which made it hard for him to obtain employment without already having a history with the employer.

Jasen went to his local WorkBC Centre because he had a friend previously receive their help. Jasen realized he could get help from WorkBC and apply for a job he really wanted at Pretivm Brucejack Mine.

At Jasen's local WorkBC Centre, he learned how to complete online applications and create a more professional resume. WorkBC also recommended Pretivm interview him, which was conducted at the WorkBC Centre. They had one spot at the end of the day and Jasen aced the interview and was hired for a six-month snow removal contract.

Jasen continues with the snow removal job and drives some light equipment. He feels that he has a good chance of being considered for equipment operation work when the snow removal position ends.

"I feel that I have a really good chance to stay on with Pretivm," says Jasen. "It feels great to be back at work finally."

## MINISTRY OF TOURISM, ARTS AND CULTURE

### MANDATE

The Ministry of Tourism, Arts and Culture (TAC) integrates the tourism sector with the vibrant arts, culture and sport sectors to promote British Columbia as an inclusive place to live, visit and invest. The Mandate Letter for the ministry emphasizes the importance of moving forward on the Calls to Action of the Truth and Reconciliation Commission and reviewing policies, programs and legislation to determine how to bring the principles of the United Nations Declaration on the Rights of Indigenous Peoples into action in British

Columbia. As the ministry for multiculturalism, the ministry has a mandate to develop new strategies to combat racism and increase respect and tolerance among British Columbians.

### EXECUTIVE COMMITMENT

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

This year the ministry launched Pathways to Sport: A Strategic Framework for Sport in B.C. 2020-2025 that aims to promote inclusive sport in a way that supports all British Columbians regardless of age, gender, language, culture, ability or socio-economic status so that B.C.'s sport system is inclusive, diverse and welcoming.

This ministry continues to provide support for the establishment of a Chinese Canadian Museum, which will share stories of Chinese Canadians and their shared history with Indigenous communities. The museum will further reconciliation with the Chinese Canadian community and will celebrate their living heritage.

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

The ministry regularly employs students through the Indigenous Youth Internship Program to encourage Indigenous youth to consider a career in the public service and to bring important Indigenous perspectives into program design and policy development.

In 2019/20, the ministry held two all-staff meetings that included training sessions on Gender Based Analysis Plus (GBA+) and Indigenous understanding.

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

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

In 2019/20, TAC's multiculturalism branch supported Hall of Honour events at the legislature for Vaisakhi, Islamic Heritage Month and Multiculturalism Week, that brought community stakeholders together with members of the legislature and other government officials.

During the year, TAC issued more than 30 proclamations recognizing significant holidays, months, weeks and days that are celebrated by diverse communities in an effort to increase intercultural understanding and trust between British Columbians.

TAC directly supports multiculturalism policy through the development and delivery of this annual Report on Multiculturalism, the delivery of the provincial Multiculturalism Grants program, coordination of BC Multiculturalism Week and the

annual Multiculturalism and Anti-Racism Awards ceremony and the implementation of Resilience BC anti-racism network.

Throughout 2019/20, the ministry provided secretariat support for the Multicultural Advisory Council (MAC), a legislated body created to provide advice to the minister responsible for multiculturalism on issues of multiculturalism and anti-racism. The MAC met quarterly in 2019/20 and informed the creation of the Resilience BC anti-racism network, among other initiatives.

From July to August 2019, former Parliamentary Secretary for Multiculturalism Ravi Kahlon led province-wide consultations in 13 communities across the province on racism. Findings from these consultations directly influenced the launch of the new Resilience BC program in November 2019, a new \$540,000 anti-racism network that will support up to 40 communities in BC annually in addressing racism.

Between December 2018 and February 2019, a trilingual consultation on the development of the Chinese Canadian Museum was held. More than 480 people attended meetings held in five communities, over 420 feedback forms were submitted, and there were over 8,700 visits to the engagement website.

In the spring of 2019, people from all over B.C. were invited to share their ideas for the future of the Royal BC Museum online and via meetings held in five communities. The RBCM also held focused consultations with Indigenous communities in September 2019.

In 2019/20, the ministry supported 75 non-profit community organizations with a total investment of \$300,000 through its Multiculturalism Grants Program. Organizations across the province received grants of up to \$4,000 each to undertake projects and initiatives aimed at improving cross-cultural understanding and trust between British Columbians, addressing systemic barriers and challenging racism.

Funding was provided to the Royal BC Museum to further its work to advance cultural reconciliation by supporting Indigenous peoples seeking the return of ancestral remains.

In August 2019, the BC Arts Council launched an online application system with an integrated client database. The registration process includes a voluntary self-identification form that collects a range of identity factors, including Indigeneity, ethnicity, sexuality, gender, age and ability/disability. Over 500 clients have already elected to fill out this form. The BC Arts Council analyzes the information collected to measure the impact of and identify gaps in funding, conduct internal research and evaluation, improve programs, conduct outreach activities and develop equity policies.

TAC's Tourism Branch manages the Resort Municipality Initiative (RMI) program and tracks projects incorporated in the 2019-21 strategies that support Indigenous communities and accessibility. There are currently 10 projects identified in 14 RMI community strategies that support Indigenous tourism/community development. In addition, there are currently 37 projects that support physical accessibility to amenities in 11 RMI community strategies.

Le Centre culturel francophone de Vancouver (Le Centre) received provincial funding through the BC Arts Council for support related to the delivery of over 30 concerts and performances in four annual event series and festivals. The concerts involved the work of Francophone and Francophile artists.

At the February 2019 Federal-Provincial/Territorial Sport Ministers Conference, B.C. endorsed the Red Deer Declaration that calls for collective action to prevent and address harassment, abuse and discrimination in sport. The ministry tasked viaSport with taking the lead in working across B.C.'s sport sector to implement the Declaration within B.C. and is currently developing a made-in-B.C. safe sport plan. This will help foster a more inclusive and diverse sport sector as Indigenous and cultural groups are most vulnerable to harassment, abuse and discrimination.

The Strategic Framework for Tourism in British Columbia 2019-2021 was released in March 2019. An objective of the Framework is to support people and communities to improve the quality of life and increase support and celebration of Indigenous cultures through tourism. To this aim,

actions have been taken to increase investments into arts, culture, heritage, sport, and multicultural events and festivals as well as preserve and promote the living culture and rich heritage of Indigenous peoples through tourism.

The Tourism Events Program contributed over \$4 million to support marketing and promotion to attract visitors to special events across the province. Events ranged from local celebrations of community culture to major sporting and cultural performances. Examples include the 2020 LunarFest & Coastal Lunar Lanterns, Women Deliver 2019 Culture Night in Vancouver, the International Mural Festival in Nelson, and Ryga Arts Festival in Summerland.

The Resort Municipality Initiative (RMI) provides support to tourism-dependent communities. In 2019/20, new three-year Resort Municipality Strategies were developed and investments of \$13M were made that helped stage a variety of community cultural events and build and diversify their tourism infrastructure, experiences and products in resort communities throughout the province.

Indigenous Tourism BC, the Ministry of Tourism, Arts and Culture, and the Ministry of Indigenous Relations and Reconciliation, signed an Indigenous Tourism Accord at the International Indigenous Tourism Conference in Kelowna. This accord acknowledges a long-standing positive working relationship and collaboration for Indigenous tourism development with an emphasis on cultural tourism.

In collaboration with Destination BC, the Ministry of Tourism, Arts and Culture, launched the accessible and inclusive tourism plan to promote B.C. as an inclusive and welcoming destination for everyone. While the first-year actions focus primarily on access for people with mobility issues, the year two and three actions will focus on diversity and inclusion of all people.

The BC Sport Participation Program – funded equally by the Province and the Government of Canada – provides grants to provincial and community organizations to deliver sport programs to under-served population groups including Indigenous and new Canadians. In 2019/20, this funding supported initiatives such as Wrestling



BC's Beat the Streets and a 2020 Winter Spirit grant program that provided outreach to new Canadians and celebrated the spirit of the 2010 Olympic and Paralympic Winter Games, by bringing people of all cultures and backgrounds together. As well, the program is funding the development of the Indigenous Sport, Physical Activity and Recreation Council's Indigenous Cultural Awareness initiative, which will provide sport and recreation providers with training on cultural safety and engagement of Indigenous people.

B.C.'s Crown Agency, the Knowledge Network, has a mandate to promote equity, diversity and inclusion, and these values are reflected in the ministry's annual service plan and ministerial mandate letter to the organization. Knowledge Network is mandated to submit their own separate annual report on multiculturalism; it will provide additional details on their work carried out through 2019/20.

The provincially-funded independent agency Creative BC delivers a suite of programming in support of the creative sector, including motion pictures, music, book publishing and interactive and digital media. These funding programs have equity, diversity and emphasis on under-represented groups built into both their eligibility guidelines and overall scoring considerations.

Through the BC Music Fund and Amplify BC, Creative BC fostered a strategic partnership with the First Peoples Cultural Council. 2019/20 marks the fourth year of the Indigenous Music Initiative, which empowers an Indigenous led organization to direct supports for Indigenous artists across the province. \$500,000 was invested in the initiative in 2019/20.

In alignment with New Foundations – Strategic Plan for the British Columbia Arts Council: 2018-2022, the BC Arts Council integrated principles of equity, diversity and access throughout all funding programs and policies to ensure fair and equal access to cultural production and enjoyment.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

On November 18, 2019, TAC launched Resilience BC, a new \$540,000 anti-racism network, which will support up to 40 communities to respond to racism through a hub and spoke service delivery model.

### **SUCCESS STORY**

A key success in 2019/20 was the creation of the new Resilience BC anti-racism network, a new \$540,000 program that will support communities at the local, regional and provincial level to address racism and hate. As the victims of racism and hate include British Columbians with multiple intersecting identities of race, ethnicity, faith, sexual orientation, gender identity, ability and age, it was important to ensure that consultation to inform the new program took place with diverse stakeholders in a safe and respectful manner. TAC supported 23 small group consultations with more than 300 people throughout the province, including focused sessions for people who identified as belonging to the following groups: Indigenous, Black, Chinese Canadian, South Asian, Jewish, Muslim and LGBTQ2S+. Through these sessions, TAC was able to have nuanced discussions with stakeholders and deepen its understanding of the complexities of the issues from a wide range of perspectives that will greatly inform the new program.

## **MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE**

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### **MANDATE**

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

## EXECUTIVE COMMITMENT

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 strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians, including participating in initiatives such as the Indigenous Youth Internship Program (IYIP), two interns in 2019/20, and WorkAble Internship Program, one intern in 2019/20.

Engineer-in-Training (EIT/GIT) and Technician Entry-level (TELP) programs provide participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path in engineering and technical disciplines.

The ministry's orientation program includes information on GBA+ training, Journey Towards Reconciliation, Words Matter: Inclusive Language Guidelines, and other diversity, inclusion and reconciliation information. The organization also

uses preference statements, including preference for those who self-identify as Indigenous, especially for IR team postings.

To increase staff awareness, education and promote cultural safety the ministry has developed and is facilitating a six-part webinar series - "Indigenous Cultural Awareness." Topics include: Understanding our Shared History; Violence Against Indigenous Women, Girls and Community; Key Legislation – Evolution of Our Relationship; Importance of Language and Unpacking Stereotypes; Canada's Fastest Growing Demographic: Indigenous Youth; and Engaging in a Meaningful Way.

1,394 staff have participated to-date. Four of the six workshops have been delivered as of May 31, 2020.

The ministry offered four sessions of a workshop called 'The Village', which supports Indigenous cultural safety and agility, to ministry work-units in Victoria, Kamloops and Smithers. Approximately 160 employees attended these sessions.

The ministry also supports and actively promotes corporate training opportunities. For example, since June 2019:

- 151 employees have completed or are enrolled in Indigenous training through the Learning Centre.
- Approximately 85 per cent of the ministry has completed the Introduction to Gender-Based Analysis Plus training.
- The ministry works closely with staff at the House of Indigenous Learning (HIL) to promote training and education on anti-racism, cultural agility, Indigenous cultural safety. The HIL has provided a training session to one branch within the organization, approximately 30 people.

Within the ministry's Journey Towards Reconciliation framework, in response to the Draft Principles that Guide the Province's Relationship with Indigenous Peoples, five pillars have been identified, two of which focus on providing employees with training, tools and resources to support Indigenous relations and cultural awareness.

A comprehensive inventory of the ministry's current and future workforce programs was developed to integrate the Principles, the *Declaration of Rights of Indigenous Peoples Act*, along with information

from the United Nations Declaration of the Rights of Indigenous Peoples and the Truth and Reconciliation Commission Calls to Action. As part of this work, all new workforce programs put a lens on reconciliation during development.

A committee, the Journey Towards Reconciliation Circle, has been struck with representation from across the ministry and partners beyond to help implement the robust framework, which was launched in June 2019.

The ministry has released territorial acknowledgement guidelines for staff.

Since June 2019, 12 presentations have been delivered to departments and large ministry groups in support of this work.

In early 2020, the ministry established a diverse GBA+ committee of 38 employees from across the ministry. Four sub-committees have been established to support the GBA+ initiative and teachings within the ministry: Communication and Education/Tools; Data and Evaluation (including COVID-19 impacts); Cross-Ministry Collaboration; and Indigenous Relations and Reconciliation.

Web/multimedia and internal communications provide online information to all employees about the resources available to promote inclusiveness and diversity, including 42 diversity-focused intranet articles, a 66 per cent increase from the prior year, six executive emails promoting multiculturalism, and an enhancement to the resources, tools and supports on an intranet page.

Through social media, the ministry highlights its work that aligns with diverse communities. This content is also shared via the ministry's Facebook page, Instagram account, and Flickr albums as visuals, news and updates. In all platforms, TranBC website, Twitter, Facebook, Instagram and Flickr, the ministry interacts with a diverse public that asks questions, to which the ministry responds, makes comments, and shares our content with their communities and contacts.

The ministry promotes, supports and celebrates significant cultural days and events, such as the Moose Hide Campaign, Orange Shirt Day, and

National Indigenous Peoples Day, and we encourage staff to attend and participate in some way.

In 2019/20, the ministry hosted a Moose Hide Campaign Founders webinar, where 109 employees participated; 42 employees registered for the Moose Hide Campaign Workshops; and approximately 2,500 pins were ordered for distribution to TRAN employees, partners, stakeholders and clients, a 33 per cent increase from 2018/19.

In June 2019, the ministry began a replacement project for its intranet. The content developed for the new intranet was created using accessibility guidelines and standards including supporting the use of screen readers and other accessibility tools, and in consideration of Words Matter: Inclusive Language Guidelines.

Web/social media provide both internal and external online information to all employees about the resources available to promote inclusiveness and diversity, including diversity focused intranet articles, TranBC Twitter, Facebook, Instagram and blog posts, executive emails promoting multiculturalism, and an enhancement to the resources, tools and supports on an intranet page.

The ministry's employee newsletter, Road Runner, included articles written by Aboriginal Youth Interns. Road Runner has also featured articles on the Moose Hide Campaign, the importance of making a territorial acknowledgement and the ministry's educational offerings to increase Indigenous cultural awareness among employees in 2019/2020.

A high-level review of TRAN legislation and regulations has taken place to assess if any sections are drastically inconsistent or out of line with the spirit and intent of UNDRIP, TRC and the Principles. A more thorough assessment of where legislation, regulations and policies can align with UNDRIP legislation will be completed in 2020/21 once more time has passed since the ***Declaration on the Rights of Indigenous Peoples Act*** is introduced.

The important regulation of the commercial passenger vehicle sector now includes the development of policy surrounding driver training requirements as a result of legislation that came into effect September 2019. Consultations with diverse groups and local governments – including those

of B.C.'s more remote communities— is currently underway. One recommendation that has surfaced from the consultations includes the need to train on cultural etiquette tips to support the multicultural pool of drivers in providing service excellence to an equally multicultural clientele. Providing opportunity for many voices to contribute during these consultations will ensure a holistic and informed policy now in 2020, one that promotes cultural understanding and respect in the industry.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

The *Passenger Transportation Amendment Act* came into effect on September 16, 2019, modernizing the legislative framework for passenger-directed vehicles and allowing ride hail to legally enter the province. Knowing that multinationals were eager to enter the market, one goal of the legislation was to enable our diverse B.C. population to also compete in this new market, which was accomplished by prescribing a low annual licence fee for operators—much lower than other jurisdictions in North America.

Another principle guiding the development of the legislation was a concern for public safety, and we are proud to now have the highest safety standards in North America with regards to passenger-directed vehicle travel. With such a strong commitment to safety, it was unknown how many companies would be willing to comply with the government standards, whether it would be a handful, a dozen, far more or far less.

By May 2020, the Passenger Transportation Board had received a large amount of applications representing 35 companies, of which the vast majority (27) were B.C.-based. Our province is experiencing and benefitting from the equal opportunity provided to our local entrepreneurs and the public can have confidence in the safety measures in place. These operators reflect our multicultural landscape and can participate economically in pioneering these new transportation services here in British Columbia.

On December 19, 2019, an expanded Active Transportation Grant Program was announced that provides cost-share funding of up to \$500,000 per project to Indigenous, municipal, regional governments and Islands Trust to help build safe,

active transportation networks. To help address the limited active transportation infrastructure that exists in many rural and Indigenous communities, the ministry will seek increased funding to support expanded provincial grant programs specific to these communities. Working with leadership to create more safe and integrated transportation infrastructure in their communities is one way in which our government is working toward reconciliation and equity.

### **SUCCESS STORY**

The Highway 16 Action Plan is an innovative partnership between the Province, First Nations, BC Transit, local governments and others, to deliver inclusive, community-inspired solutions to ensure safe, reliable and affordable options for First Nations and remote communities along Highway 16. The plan includes:

- The Community Transportation Grant Program, which through 12 supported services operated by community organizations provides over 3,000 rides per month in Indigenous and remote communities. Additional funding to extend service to March 31, 2022 has been approved, in collaboration with the Federal Government.
- The First Nations Driver Education Program, which provides training for Class 7L, 7N, 5 and 4 licences, has seen over 200 students participate to-date.
- Four BC Transit routes that support over 1,000 rides per month in the Smithers-Burns Lake segment of the Highway 16 corridor.

The Stop of Interest (SOI) sign program was introduced in 1958 as a B.C. Centennial Project. These signs are intended to provide a familiar, durable and highly-visible roadside format for the interpretation of people, places and events that shaped B.C. Recently installed Stop of Interest signs include the Kamloops Indian Residential School Stop of Interest Sign, which was unveiled in the fall of 2019. It acknowledges the horrific impact the Kamloops Indian Residential School has had on several generations of Secwépemc children and families.

Quote from News Release: *Residential school Stop of Interest Sign unveiled.* "This was a dark time in

our province's history," said Claire Trevena, Minister of Transportation and Infrastructure. "Although markers like these can be painful reminders of historical wrongs, they also provide an opportunity to recognize past mistakes and educate future generations. It is important that we acknowledge the existence of the Kamloops Indian Residential School and the tragic impact it has had, and continues to have, on the Secwepémc people."

## CROWN CORPORATIONS

### BC ASSESSMENT

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#### MANDATE

BC Assessment (BCA) is a provincial Crown corporation, created in 1974 under the *Assessment Act*, and governed by a board of directors. BCA's mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Act*. BCA produces an annual assessment roll for over 2 million properties across the province. The annual roll provides the basis for local taxing authorities to generate property taxes that fund a variety of essential community services. BCA's vision is to be a dynamic and reliable assessment services provider that supports strong and vibrant communities in B.C.

#### EXECUTIVE COMMITMENT

BCA's executive management supports multiculturalism initiatives and employment diversity at the operational level, with the overall responsibility within the office of the president and chief executive officer.

BCA's service plan outlines the goals, strategies and performance measures for the organization, including assisting Indigenous communities in the exercise of their jurisdiction over real property taxation, helping building capacity in Indigenous communities to administer their taxation system to establish a stable tax base to support their local community.

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

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

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

We develop and implement people strategies that successfully support the business and the people of BCA. The Strategic People Programs team is located at our head office and oversees learning and development, leadership development, the Performance Development Program and Engagement for all BCA employees. Mentorship, coaching and leadership development are valued practices in the management of all our people.

BCA is a safe and respectful workplace that values diversity among our people. All employees must adhere to our Standards of Conduct Policy and Procedures Policy. All management are trained to ensure that employees comply with the standards including upholding respectful and safe workplace standards related to anti-racism, cultural agility, Indigenous cultural safety, unconscious bias, inclusive service delivery, Gender Based Analysis Plus (GBA+) or other related training and supports.

BCA is a safe and respectful workplace that values diversity among our people. All employees must adhere to our Standards of Conduct Policy and Procedures Policy. All employees are required to read, review, understand and agree to the standards including conducting themselves with intercultural understanding and respect for diversity in the workplace.



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 of our Cantonese, Mandarin, Hindi, Punjabi and French speaking employees to conduct ethnic language media relations on behalf of BCA, assisting with multicultural relations and engagement.

BCA is an equal opportunity employer that values diversity. Each year, BCA prepares an internal human resources report entitled People Metrics: Year End Profile that provides data on our annual employee demographics and helps with guidance in the development of our employee policies, practices and programs.

New for 2020, to further strengthen and reflect our organizational priority of diversity and inclusion, BCA incorporated a new General Principle to guide our hiring practices, as follows:

Diversity and Inclusion – We strive to attract and retain the best talent from all cultures, identities and abilities across generations. A diverse and inclusive workplace leads to a healthier and more productive organization with better outcomes. In hiring, we action our commitment to a diverse and inclusive workforce by applying GBA+ to ensure our selection processes give all qualified applicants an opportunity to demonstrate their suitability for the position. Our goal is to ensure our selection decisions are free from bias and based on defined bona fide occupational requirements. To this end, we hold open competitions, compete for promotions, and within competitions, the selection process is consistently applied to all applicants.

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. We are in continuous conversation with our Indigenous customers in how we can better serve Indigenous peoples.

Through our extensive Language Skill Bank of multilingual BCA employees, we strive to provide translated customer service whenever possible in order to be responsive to British Columbia's multicultural demographics.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In preparing the 2020 Assessment Roll, BCA provided assessment services to eight Taxing Treaty First Nations, the Sechelt Indian Self Government District, and through private contracts, 86 other Indigenous communities that have the authority to establish independent real property taxation systems.

Members of BCA's People Division (HR) volunteer on behalf of the organization at the Intercultural Association (ICA) in Victoria, providing ICA members, many of whom are new to Canada, with in person/ group or phone sessions regarding recruitment best practices in Canada.

BCA continues to grow its internal volunteer Language Skill Bank, currently representing 23 different languages. This bank is a resource for staff to connect employees with customers who require support in a language other than English.

Staff with additional language skills are available to make presentations to and respond to ethnic media, local governments and community organizations to ensure timely and accurate information about the property assessment process and annual assessment roll.

BCA's 2020 Property Assessment Communications Campaign included advertising for radio and print media in both Punjabi and Chinese.

### **SUCCESS STORY**

BCA's customers include all British Columbia's property owners of the province's 2,091,135

properties (as of 2020). B.C. property owners include a diversity of ethnicities, many of whom do not speak English as their first language. To better connect across cultures for 2019-2020, BCA utilized additional media spokespeople with Chinese and South Asian language skills. These represent the most commonly spoken non-English languages in B.C. Also, new in 2019-2020, BCA implemented a new 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.

## BRITISH COLUMBIA COUNCIL FOR INTERNATIONAL EDUCATION

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### MANDATE

The purpose of 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, Skills and Training and partner ministries, including the Ministries of Education and Jobs, Trade and Technology, BCCIE increases the knowledge, expertise and capacity with a broad spectrum of education partners by providing opportunities for schools, institutions and communities in all areas of the province to engage in international education activities.

### EXECUTIVE COMMITMENT

BCCIE's work aligns with the values of multiculturalism and encourages respect of other cultures. BCCIE incorporates this into hiring practices and supports staff to engage in professional development opportunities to build intercultural competencies. BCCIE also incorporates these values into all programs and events hosted by the organization that support internationalization and global citizenry, two of BCCIE's core values.

Supporting reconciliation with Indigenous people is a key commitment of government, including moving forward on the Truth and Reconciliation

Commission (TRC) Calls to Action and consideration of the principles of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). BCCIE actively supports the Indigenization of schools and institutions through education and training and seeks opportunities to promote connections between Indigenous and international students.

BCCIE has received training and is preparing to adopt a Gender-Based Analysis Plus (GBA+) lens to budgeting, as well as policy and program development.

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

BCCIE has undertaken significant enterprise-wide training for all staff, including the GBA+ training and Intercultural Development Inventory (IDI) training to build intercultural competencies amongst the staff. The training examined the organization's overall approach to intercultural practices and policies.

BCCIE has implemented a Respectful Workplace Policy followed by staff training, which outlines forms of discrimination that will not be tolerated in the workplace.

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 inter-culturalization, Indigenization and multiculturalism. In 2019-20, BCCIE delivered several workshops and events in the Lower Mainland and in Prince George to discuss relevant topics and build greater awareness of the Indigenization of schools and institutions.

BCCIE's mandate letter 2019-2020 provides specific direction for BCCIE to actively promote diversification in the international education sector in the province.

Capacity-building efforts, including the BCCIE Summer Conference in Whistler in June 2019, focus on fostering diversity in the classroom, understanding the intercultural dynamics within classrooms and campuses, and ensuring a positive experience for international students. The BCCIE Summer Conference focused specifically on

supporting awareness of the history of Indigenous peoples in B.C. among international students.

International partnerships are an essential part of a globally aware education system. In 2019-20, BCCIE facilitated 10 key partnership development opportunities for B.C. schools and institutions with international partners. BCCIE also coordinated and implemented two Team B.C. missions to South East Asia and Latin America and hosted two inbound familiarization tours from South East Asia partners. Through these efforts, BCCIE signed two strategic agreements: one in Mexico and the other in South East Asia that includes an additional 11 member countries.

In 2019-20, BCCIE hosted two Intercultural Symposiums, one in Vancouver and another in Prince George, attracting 150 attendees. BCCIE also supported over 800 international education practitioners to build capacity through hosting events on topics such as study abroad, intercultural competencies, immigration and marketing and recruitment. BCCIE hosted over 12 events through the year.

BCCIE also supports the two-way flow of students, instructors and ideas between B.C. and international partners, a foundation for future business relationships. In 2019-20, BCCIE worked with the Ministry of Education to administer study abroad scholarships for B.C. students and teachers to China, Japan, Colombia, Spain, France and Netherlands. BCCIE also facilitated a study abroad opportunity for a group of K-12 First Nations students to study in New Zealand.

## **SUCCESS STORIES**

As described above, BCCIE promotes and facilitates study abroad programs and opportunities for students and teachers. The following success stories promote multiculturalism and demonstrate the impact to intercultural learning:

<https://bccie.bc.ca/news/university-of-victoria-student-gains-intercultural-experience-through-co-op-with-seameo/>

<https://www.bcstudyabroad.ca/blog/home-sweet-home-0>

## **BRITISH COLUMBIA FAMILY MAINTENANCE AGENCY**

### **MANDATE**

The BC Family Maintenance Agency (BCFMA) is a newly established Crown agency incorporated June 17, 2019, mandated to provide family justice services to families by operating the Family Maintenance Enforcement Program (FMEP). FMEP is delivered under the *Family Maintenance Enforcement Act (FMEA)*, which provides the authority to monitor and enforce maintenance orders and agreements, ensuring that families receive the financial support that they are entitled to under provincial and federal law. The BCFMA works with the Ministry of Attorney General, affected ministries and relevant stakeholders to determine opportunities to continue to strengthen the delivery of family maintenance services in British Columbia.

### **EXECUTIVE COMMITMENT**

The BCFMA board of directors and executive are committed to the development of a diversified organization in support of vulnerable British Columbians. With this being the first year of the BCFMA's Crown agency status a comprehensive multicultural program will be established as transition activities are addressed.

BCFMA programs ensure that families receive the financial support that they are entitled to under provincial and federal law. In doing so the BCFMA has the ability to reduce child poverty, provide support to Indigenous populations and improve the standard of living of vulnerable members of our society.

Violence, hatred and discrimination have no place in society. The BCFMA is committed towards developing specific policies and practices to apply a GBA+ lens to our operations and programs and by promoting staff equality. Equity and diversity, including gender diversity and Indigenous inclusion, are important to the BCFMA's growth as a Crown agency as we build a cross-culturally strong organization and public board of directors.

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

The BCFMA is establishing strategic hiring processes in order to ensure a diverse workforce. Recruitment strategies, mentoring staff, and retention initiatives will be developed and implemented to further improve the diversification of our team.

The BCFMA contracted with Proactive Resolutions to provide Inclusion in the Workplace training sessions. These half-day diversity and inclusion workshops were delivered to all staff at each of the BCFMA's three office locations in Burnaby, Kamloops, and Victoria in December 2019. The sessions focused on the need to foster a sense of inclusion, or belonging, based on respect and a sense of value. Groups were small and sessions were interactive. This training session was the first step in the BCFMA's broader diversity and inclusion strategy, which will be further developed and implemented during 2020/21.

The BCFMA is committed to creating and maintaining a workplace environment that fosters mutual respect, integrity and professional conduct. All employees must be treated in a fair and respectful manner. The BCFMA is making every reasonable effort to prevent and eliminate bullying and discriminating and harassing behaviour in the workplace.

Employees are encouraged to treat each other with respect and dignity and to not engage in discriminatory conduct prohibited by the Human Rights Code. Further, the BCFMA has established codes of conduct to ensure employees in the workplace meet acceptable social standards and contribute to a positive work environment.

British Columbia has well established Indigenous support organizations and services and understands that meaningful engagement is required to nurture our relationships with Indigenous peoples. The BCFMA will be looking to improve upon our work with Indigenous support organizations and services to collectively improve our relationship of trust with Indigenous communities.

The BCFMA supports vulnerable populations by helping to reduce child poverty and improve standards of living for the marginalized. By

enforcing orders of the court, the BCFMA provides support to families.

The BCFMA provides written and spoken interpretative services for our clients. Brochures addressing child support are available to clients in 11 languages. BCFMA staff are able to provide direct staff to client service (spoken or written) in eight languages and are able to interact with clients in over 200 languages using an interpretation provider.

## **BRITISH COLUMBIA FINANCIAL SERVICES AUTHORITY**

### **MANDATE**

BC Financial Services Authority is a new, independent Crown agency that regulates credit unions, insurance and trust companies, pensions and mortgage brokers. BCFSFA safeguards confidence and stability in British Columbia's financial sector by protecting consumers from undue loss and unfair market conduct. The BCFSFA operates under its own governing legislation and is responsible for administering six additional statutes that regulate the pension and financial services in British Columbia.

### **EXECUTIVE COMMITMENT**

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

The executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment.

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

BCFSFA commenced operations in November 2019 and implemented Standards of Conduct training to all employees. Themes included respectful workplace and bullying/discrimination standards.

BCFSFA promotes cross-cultural events including celebrating diverse backgrounds through employee pot-luck lunch events. BCFSFA sponsored/celebrated Pink Shirt Day and Moose Hide Day.

## BC GAMES SOCIETY

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### MANDATE

Established in 1977 by the Province under the *Societies Act*, the BC Games Society is the leadership organization that guides the BC Winter and BC Summer Games (Games) and prepares Team BC for national multi-sport Games. We build on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers and communities.

### EXECUTIVE COMMITMENT

The society's board is gender-balanced and geographically representative and it continues to seek nominations for members with varying skillsets and population groups such as age, disability, Indigenous and multi-cultural in order to help ensure diversity and effective leadership.

The BC Games Society continues to help others lead, using our Vision and Values as our guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust and respect are the core of the organization's programming.

The society continues to work with the Indigenous Sport, Physical Activity and Recreation Council (I•SPARC) to build capacity to host events and support Indigenous athletes, promote event management expertise and facilitate Indigenous participation in BC Games and on Team BC.

The Team BC program provides mentorship opportunities for Indigenous leaders, thereby helping to build capacity in Indigenous communities to host events.

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

The BC Games Society uses a broad-based outreach approach when hiring new staff, creating the opportunity for cultural balance and diversity within the staff. The society strives to have balanced management teams working within each host community for the Games.

All BC Games Society staff had free access and were required to complete GBA+ training.

Team BC Mission staff received cultural training to ensure an inclusive environment for Indigenous athletes and volunteers at the Canada Games.

Guided by the BC Games Society, host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games' time entertainment and hospitality.

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.

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 that 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.

Through the society's partnership with I•SPARC the organization supports culturally appropriate and responsive programs by facilitating agreements with targeted Provincial Sport Organizations (PSOs) to increase opportunities for Indigenous athletes in the society's programming.

Through the Culture of the Games initiative, the BC Games Society promotes a positive, respectful, inclusive, accessible, and supportive environment that fosters exceptional Games experiences. In addition to providing resources for participants, the society also ensures that everyone associated with the Games is aware of the disciplinary action that the society takes on any behaviour contrary to the policies and rules of the organization and that acts of discrimination, harassment, abuse, bullying, hazing or similar behaviour will not be tolerated.

For reporting purposes and to improve the organization's programming, the society collects diversity data.



## HIGHLIGHTS ON INITIATIVES IN 2019/20

We continue to collaborate with sport system partners to promote the involvement of participants and volunteers from diverse backgrounds. We ask host societies to have their volunteer recruitment practices be broad and inclusive so that the Games and the volunteer pool are reflective of the diversity their community.

In 2018 we undertook a formal partnership with the Indigenous Sport, Physical Activity and Recreation Council to create more participation opportunities for Indigenous athletes and coaches at the Games. This initiative is a partnership with I•SPARC and the respective PSOs. The PSOs are key partners as they establish the parameters for inclusion and work with I•SPARC to develop programs and training initiatives that reach out to First Nations communities and Indigenous people around the province. This initiative was continued for the 2020 BC Winter Games in February and was expanded upon from the 2018 Games by increasing the numbers of sports involved in the program.

In order to facilitate connection and integration, a meeting between the local First Nations and the local Games host society was added to the planning process for the Games. The purpose of this meeting is to determine the participation parameters of the First Nations based on their local traditions and customs.

Beginning with the 2020 Games two formal discussions were added to the host society planning schedule. These sessions focussed on the Culture of the Games, which is the BC Games Society's initiative to ensure the Games are a positive, respectful, inclusive and accessible environment for everyone. The first of these sessions provides an overview of this initiative and outlines how and where the host society can incorporate these principles into their planning and materials. The second session is closer to the Games and focuses in more detail on these principles, what processes the BC Games Society has put into place regarding Culture of the Games, and the role the host society plays in this initiative.

Beginning with the 2020 Games, the BC Games Society has implemented a Culture of the Games Awareness Session for all participants attending

the Games. The session outlines the Culture of the Games principles, the expectations of the BC Games Society, and the role and obligations of each participant. For the 2020 BC Winter Games this was an in-person session that participants attended when they arrived at the games.

## SUCCESS STORY

The partnership with I•SPARC and the respective provincial sport organizations resulted in an increase in overall Indigenous participation at the BC Winter Games, 2.97 per cent in 2016, 3.3 per cent in 2018 and 4.02 per cent in 2020. The direct result 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.

## BC HOUSING MANAGEMENT COMMISSION

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### MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers subsidized housing options across the province. We also license residential builders, administer owner builder authorizations and carry out research, education and programming that benefit the residential construction industry, consumers and the affordable housing sector. BC Housing's mission is making a positive difference in people's lives and communities through safe, affordable and quality housing. We work with about 800 non-profit housing providers and other partners to help over 117,000 households in 300 communities throughout British Columbia. By March 31, 2020, over 113,000 households benefitted from provincial housing programs for affordable and supportive housing and over 1,100 units are in progress under the Indigenous Housing Fund.

### EXECUTIVE COMMITMENT

Our 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.

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

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

Ongoing initiatives that support the objectives of the *Multiculturalism Act*:

- Diversity & Inclusion Framework led by our CEO, outlining our strategy to positively impact the workplace experience of employees, improve our ability to attract and retain diverse talent, enhance the capabilities of our employees in all interactions and ensure a culture of inclusion.
- Respect in the Workplace Training mandatory for all employees, in-person and experiential.
- Diversity & Inclusion Committee employee resource group, championing multiculturalism throughout the organization.
- Annual Inclusion Cafe, an employee forum to learn about and discuss various D&I topics. Recent topics have included Understanding the Refugee Experience with guests from Immigrant Services Society of BC.
- Diversity & Inclusion Did You Know (DYK) articles providing insight and learning for staff on D&I topics.

- Webinars and e-learning opportunities offerings on topics including leading diverse teams, how to be inclusive in a crisis, intercultural competencies, gender diversity, Indigenous relations, cultural inclusion and accessibility.
- Director, Indigenous Relations who works in our executive office, advises and supports all branches and works with Indigenous housing sector.
- Director, Indigenous Asset Management and Indigenous Development Manager work directly with First Nations communities and organizations to develop housing and culturally appropriate supports.
- National Indigenous Peoples Day events in every office with speakers, Elders, food, music and art activities.
- Working Effectively with Indigenous Peoples training in every branch.
- Multiculturalism Day Celebrations in every BC Housing office around B.C., over 300 employees celebrated with speakers, multicultural food, music, dance and traditional dress from around the world.
- QMUNITY's Understanding LGBTQ Communities training throughout B.C., including understanding of intersectionality.
- Support for Immigrants and Refugees through core services, including housing and support for immigrants and refugees via our housing registry, rent subsidy programs and partnership with Immigrant Services Society of BC (ISSBC) on the build of Welcome Centre, a transitional housing and support services hub for newcomers, participation in a community-based working group with newcomer-service organizations and other 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 in culturally appropriate ways and aligned with principles of cultural safety; includes building in supports/advocates, accessing local cultural resources/agencies, and the practice of humility (being

humble and not assuming one knows what is best for the client).

- Menstrual Access and Equity Project provides personal care items for menstruating people who are experiencing homelessness, in partnership with a range of non-profit organizations and cultural societies.
- Indigenous Homeless Outreach provides urban and rural off-reserve Indigenous people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally sensitive manner.
- Training Support for Indigenous Communities through our SkillsPlus Program, helping individuals and Band employees build their skills and capacity in housing and building maintenance.
- Aboriginal Housing Management Association (AHMA) partnerships to address the need for appropriate Indigenous social housing through a range of housing options.
- Progressive Aboriginal Relations (PAR) Gold Certification by the Canadian Council of Aboriginal Business (CCAB).
- British Columbia Multicultural Awards 2017 Government Award.

## HIGHLIGHTS ON INITIATIVES IN 2019/20

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

- Homeless survey for 2020 included addition of race question to better understand the racial composition of homelessness and to inform policy moving forward.
- Homeless Individuals and Families Information System (HIFIS System), modified to include collection of racial information to better inform cultural community supports and to shape policy moving forward.
- Reconciliation strategy being developed using best practice in anti-racism, decolonization and human rights. This process will create 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.

- Unconscious Bias: Understanding Bias to Unleash Potential. Delivered by Franklin Covey, this renowned workshop focused on creating high potential leadership and building an inclusive and effective culture. All managers and supervisors including our senior leadership took part in the training.
- Employee Resource Groups forming to support and celebrate diversity, including a Multicultural Committee, focused on fostering learning opportunities and promoting cultural awareness and intercultural best practice.
- Employee training on United Nations Declaration on the Rights of Indigenous People and the Truth & Reconciliation Commission Calls to Action.
- New Relationships this year include connections through our SkillsPlus skills training program with the Tla-o-qui-aht First Nation in Tofino, Stl'at'imx Nation in Lillooet, Sema:th (Sumas First Nation) in Abbotsford and the Shxw'ōwhámel First Nation from Hope.
- Expanding Partnerships continue to build with organizations including: MOSAIC, ISSBC, Vancouver Aboriginal Friendship Centre, Indigenous Corporate Consulting, QMUNITY, Muslim Friendship Centre of BC, Kwikwetlem First Nation, Musqueam First Nation and Inclusion Works Canada. We are also members of the Canadian Centre for Diversity & Inclusion (CCDI), Pride at Work Canada and the Canadian Council for Aboriginal Business.
- KFN Certification is a partnership between BC Housing, Kwikwetlem First Nation and Brown & Oakes Archaeology to ensure protection of archaeological sites identified on the Riverview Lands. Training teaches the expectations of the *Heritage Conservation Act*, and protocols when an artifact is found as well as understanding Kwikwetlem First Nation and their cultural values.
- Partnership agreements with several First Nations throughout B.C. to share knowledge and build capacity in the administration of housing and residential asset management. BC Housing has

partnership agreements with Nisga'a, Shuswap Indian Band, Tobacco Plains Indian Band, ʔaąam Community and Nicola bands.

- BC Housing took part in an Indigenous student job fair at University of Victoria, meeting with students around careers in the housing sector and participating in an interview workshop.
- Sponsored and volunteered at gathering of Indigenous Elders from throughout B.C. who come together to strengthen social and community links. Employees volunteered at the event and staffed an information booth to answer questions from attendees, provide information on our Indigenous Housing Fund, and helped people apply to housing assistance programs.
- Webinars and e-learning opportunities online training through our partners has enabled learning opportunities including Managing Bias in Hiring, Circle for Reconciliation: Best Practices, Indigenous Gender Diversity, Intersectional Allyship in the Workplace, Gender-Inclusive Workplace Policies among others.
- Diversity & Inclusion themed semi-annual meeting including a traditional welcome from Skwetsimeltxw Willard 'Buddy' Joseph and Chepximiya Siyam' Chief Janice George, keynote speaker Sarah Jama of Disability Justice Network, facilitated workshop on Diversity, Equity & Inclusion: Creating Lasting Change with a focus on Implicit Bias/Unconscious Bias.

## SUCCESS STORY

### BC Housing Took Part in Our First Pride Parade

Over 75 BC Housing employees and family members took part in BC Housing's first Vancouver Pride Parade. This employee-led event was a year in the making with a committed group of employee volunteers dedicated to its success. The team involved the entire organization in the focal point of the float. Every branch and location received large cut-outs of houses and apartment buildings that they worked together decorating in unique and personal ways. These beautiful colourful Pride houses came back to Vancouver from all over B.C. and were displayed on our float – a decorated BC Housing maintenance truck. On parade day,

employees came decked out in BC Housing rainbow shirts and danced their way through the parade route with their colleagues, friends and families, sharing an incredible feeling of belonging, respect and pride. The event and all the activities leading up to it inspired positivity and a sense of belonging. It also helped to grow an LGBTQ2S+ populations and allies Employee Resource Group that meets year-round to give voice to the LGBTQ2S+ populations employee population at BC Housing and to provide opportunities for learning, support and greater inclusion. In the words of one employee, "I was so proud and a little emotional to go on this march with BC Housing. It is so important to me to work in a progressive and inclusive organization where I can feel valued, respected and free from judgement."

## BC HYDRO

### MANDATE

BC Hydro generates and provides electricity to 95 per cent of B.C.'s population and serves over four million people. Our mission is to provide reliable, affordable, clean electricity throughout B.C. safely.

We are guided by our values: we are safe, we are here for our customers, we are one team, we act with integrity, we respect our province, we are forward thinking.

### EXECUTIVE COMMITMENT

In 2019/20 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).

President and CEO, Chris O'Riley, committed to pledges that support diversity, such as: The President's Group (B.C. business champions for accessible workplaces), the Minerva Face of Leadership Pledge (gender diversity) and the Electricity and Human Resources Canada Leadership Accord (gender diversity).

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

BC Hydro has a dedicated team to enrich our relationship with First Nations, understand regional labour supply and increase Indigenous representation.

BC Hydro has several equity programs: Youth Hires program is 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. BC Hydro's Try-a-Trade program is a paid nine-week job shadow program that provides Indigenous candidates an opportunity to rotate through three trades with BC Hydro/BC Hydro contractors.

In 2019/20 BC Hydro ran workshops across the organization on what it means to have an inclusive and harassment-free workplace.

In 2019 BC Hydro piloted Bystander Training with the field organization with the intention of formalizing the program in 2020.

BC Hydro hosted several workshops to support the implementation of government's Gender Based Analysis + process and began implementing GBA+ principles in key initiatives. BC Hydro has a mandatory half day, in-person, immersive workshop for all managers on the expectations and behaviours that support an Inclusive and Respectful Workplace. All employees also participate in mandatory Inclusion & Respectful workplace training.

Support for the implementation of UNDRIP includes a statement of Indigenous principles, a guide to support employees in communicating with Indigenous people in the course of their work and three related educational modules. Indigenous Awareness training 101 (online), 201 (facilitated by Indigenous employees) and plans to develop 301 in 2020.

At the request of Muslim employees, BC Hydro has equipped our headquarters and Burnaby campus with suitable prayer/quiet/comfort rooms.

The Cultural Exchange Network ran a series of lunch and learns on Exploring Unconscious Bias. This led to other events including a multicultural food fair at

the Victoria office, and celebrations of Persian New Year and Lunar New Year.

In June, BC Hydro engages employees on the importance of our relationship with Indigenous people and First Nations. An awareness campaign culminates in the annual celebration of National Aboriginal Day. In 2020, efforts are being redirected to plan for a virtual event given safe practices due to the constraints of the COVID-19 pandemic.

BC Hydro volunteers continue to support the engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals to provide provisional, entry-level membership to the association.

BC Hydro's Social Responsibility policy states our vision for a diverse workforce representing the communities we serve. The Employee and Workplace policy commits to equal access to employment and advancement opportunities.

Talent programs, such as leadership competencies and performance management have explicit expectations for inclusion and diversity.

BC Hydro has four employee networks: The Women's Network, the Cultural Exchange Network (Multicultural), the RAIN Network (Indigenous employees) and the PRIDE Network (LGBTQ2S+ populations). The networks all have an executive sponsor. Twice a year, the networks are invited to meet with the president and CEO to discuss emerging issues and systemic barriers as identified by network members.

Connections Networking Event: BC Hydro hosted an event in partnership with the Immigrant Employment Council of BC, the Applied Science Technologists & Technicians of BC, the Engineer & Geoscientists BC, the BC Hydro Power Pioneers, BC Hydro's Recruitment team and the Cultural Exchange Network. The purpose of the event was to provide information, tools and resources to help new immigrants be successful in finding meaningful work in the B.C. labour market.

BC Hydro continues to engage customers in their preferred language through real-time translation



services in our call centre with English, Cantonese, Mandarin and Punjabi being offered. Our “brown out” calendar helps us manage planned outages around significant religious holidays and/or cultural events to minimize impacts in the community.

All new employees are asked to participate in the BC Hydro census; data collected is compiled in quarterly workforce reports that detail the representation of women, visible minorities, Aboriginal people, people with disabilities and as of 2019, LGBTQ2S+ populations.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In 2019, more than 85 per cent of leaders at BC Hydro created a performance objective related to creating an inclusive and harassment free workplace. In 2020, we continued the practice of requiring people leaders to commit to an inclusion and diversity objective.

In 2019/20 BC Hydro had our Inclusion & Diversity program assessed by an external vendor. The vendor made recommendations for program acceleration and collaborated with BC Hydro on the development of a two-year implementation roadmap. The roadmap was approved by the executive team in 2019.

In 2019/20 BC Hydro hosted workshops at Learn at Work Month dedicated to topics that support inclusion, multiculturalism and belonging. Sessions included what to do about Unconscious Bias, Building Cultural Competence and Bringing More of Yourself to work.

In 2019/20 BC Hydro updated our communication guide to reflect changing norms in the use of personal pronouns and increased the variety of people icons to better reflect diversity in our workforce.

### **SUCCESS STORY**

BC Hydro’s annual employee survey asks questions about diversity and inclusion including questions about behaviours (discrimination/harassment), values (diversity valued) and inclusion (trust and respect, encouragement to share opinions). In 2019, response to the question “My department values diversity” was 81 per cent favourable.

The Chief Human Resources Officer, Carolyn Ryan, chairs a Safe Work Partnership; members include leaders from Planning, Operations, Safety, HR and Ethics, as well as both unions. The partnership is focused on safeguarding the well-being, mental health and safety of all employees and advancing our work on inclusion and diversity initiatives.

In 2019/20 BC Hydro developed a workshop for a large functional group on building cultural competence and raising awareness of culturally-informed conflict. The content was customized using team sourced scenarios for discussion.

## **BC IMMIGRANT INVESTMENT FUND**

### **MANDATE**

The BC Immigrant Investment Fund (BCIIF) is a Crown corporation wholly owned by the Province of British Columbia. The BCIIF supports the growth of B.C.’s venture capital ecosystem, economic development and job creation by investing in a combination of infrastructure loans, money market instruments and making venture capital investments.

### **EXECUTIVE COMMITMENT**

BCIIF’s management team and board of directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations. With a public sector lending portfolio, BCIIF responds to the diverse needs of British Columbians.

The corporation also supports opportunities to showcase British Columbia’s multicultural workforce and to attract new international talent to B.C. through investment in venture capital across British Columbia. Venture capital system building efforts have a focus on growing diverse talent, which includes helping to grow representation at the fund manager, investor and entrepreneur level.

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

BCIIF staff are BC public service employees within the organizational framework of the Ministry of Jobs, Economic Development and Competitiveness. Staff are in alignment/compliance with all broader public sector and ministry specific requirements. Internal ministry resources/policies are available to BCIIF staff.

BCIIF 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:

- 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.

## **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, people 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**

As the employer for the skilled trades workers on select public infrastructure projects, BCIB prioritizes safety and supports British Columbians' access to good-paying careers, skills development, and apprenticeships.

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 Worksite Initiative.

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

BCIB projects apply priority hiring opportunities for locals, Indigenous Peoples, women, people with disabilities and other underrepresented groups in the trades. In addition, within the CBA there is a provision for priority re-hire for seasonal projects allowing a pathway for continual work for our employees. When recruiting skilled trades workers for BCIB projects, BCIB actively reaches out to organizations across the province that work with equity groups so that we attract skilled trade workforce candidates from different economic, social, cultural, and political backgrounds.

Recognizing that everyone has different paths and needs in mentoring, BCIB has a Performance Development Program for all our corporate office staff. The program includes building a development-oriented approach by having 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 provides leadership, education, and training for an inclusive and respectful worksite across all our projects. BCIB's skilled trades employees receive Indigenous Cultural Competency Training, equity training and respectful worksite training. In addition, BCIB has an on-site presence with trained people managers to provide leadership and access to support when employees need it the most.

All our 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 developed a Respectful Worksite Initiative intended to address worksite culture and retention, which 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

This year, BCIB hired a Senior Advisor, Indigenous Relations, and an Outreach & Indigenous Relations Manager to help build relationships with local Indigenous representatives and communities. These leaders help BCIB to augment the core curriculum of our Indigenous Cultural Competency Training with local Indigenous perspectives and awareness. This training provides 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 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.

BCIB applied 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.

BCIB has on the ground community engagement specialists focused on building relationships with equity groups and supporting agencies.

Currently, BCIB has projects in two regions of the province – the lower mainland and the interior. BCIB has dedicated outreach and recruitment coordinators in these regions to work in and with communities supporting underrepresented groups in the trades to apply for work on the public infrastructure projects.

In addition to our worksite training initiatives noted above, BCIB has team meals and celebrations across our organization to celebrate diversity and key cultural events. Understanding that we have a diverse staff that celebrates a variety of holidays and cultural practices, we make accommodations for our employees to participate in these events thereby cultivating a workplace free of discrimination and harassment that is respectful of our cultural differences.

BCIB has established a comprehensive outreach, recruitment, and candidate strategy where our efforts are focused on recruiting equity groups – local, Indigenous peoples, women, people with disabilities and other underrepresented groups in the trades. This includes hosting events and information sessions both virtually, and previously in person, with organizations across the province that work with equity groups underrepresented in the skilled trades.

BCIB partners with Indigenous community leaders to also assess and analyze our corporate policies and practices, for example procurement, to ensure that Indigenous oversight is given. In addition, BCIB has requested exemptions from the Human Rights Commission for Indigenous Relations

BCIB continues to expand its relationships with key community leaders across the province to help inform a diverse range of British Columbians and equity organizations of the opportunities BCIB has for them to build a career through the CBA on public infrastructure projects. BCIB works closely with organizations such as Pride, MOSAIC, BCCWITT and ISETS to support equity groups into and throughout their work in the skilled trades. BCIB also has an established network of referral pathways for candidates that apply for skilled trades work on projects that may, due to systemic barriers, not necessarily be ready to work on a jobsite. BCIB seeks

to upskill these individuals so they can work with BCIB on CBA public infrastructure projects.

BCIB is implementing a Respectful Worksite Initiative to ensure all members of Equity Groups identified in the CBA experience a safe, respectful, and inclusive worksite on our projects. This initiative is being developed with the support of key partners such as the BC Centre for Women in the Trades (BCCWITT).

Traditionally, there has been a gap in data regarding employment of equity groups on public infrastructure projects. Therefore, BCIB has established initial data sets for tracking and reporting on the percentage of equity group hires at BCIB. While we were exempt from providing a service plan in our first year of operations, we collected and are continuing to collect diversity data. The service plan includes our declaration of what we are tracking and how we are tracking as the core of our business is to demonstrate the impacts and processes required to support a diverse and respectful worksite for skilled workers.

BCIB is accountable and collects data for reporting on key performance metrics associated with:

- Its performance as the employer for the skilled trades workforce on CBA projects
- The application of priority hiring, meeting 25 per cent apprenticeship and trainee opportunities across all BCIB projects
- Delivery of Indigenous Cultural Competency Training
- Supporting the attraction and retention of underrepresented groups in the trades through a network of projects, across multiple years – where people can enter the trades, complete their certificates, and build a career for future economic stability.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

BCIB's mandate to provide Indigenous Cultural Competency for all worksite and HQ employees have led the organization to lead in the development of an overarching Indigenous Cultural Competency Training Program. BCIB completed the training program and the initial cohort of five

intercultural teams to facilitate the training on BCIB worksites across the province.

The process to create this program included engaging an intercultural team of experts, self-identified Indigenous and one non-Indigenous person, to create a baseline Indigenous Cultural Competency training curriculum and pedagogical approach for BCIB's mandate.

BCIB's training focuses on building competency in understanding the historical context and current efforts of reconciliation as foundational for shifting worksite culture. Understanding how our communities came to be shaped the way they are and why some of our community members – such as women, Indigenous peoples and other equity seeking groups – remain underrepresented in the trades is a critical first step in shifting personal and communal understandings of how worksites can be respectful and inclusive.

B.C. based Elders were invited and participated in the development and training process for consultation and support in the development of the curriculum, and in the respective train the trainer work.

The curriculum for the program includes:

- A historical understanding of pre- and post-contact within the Canadian context
- An overview of the social, environmental, psychological, and economic impacts of post-contact, colonial policies, and practices on Indigenous peoples in Canada with attention to:
  - ◆ The *Indian Act*
  - ◆ Land rights
  - ◆ Access to education, employment, and economic development
  - ◆ Residential Schools
  - ◆ Truth and Reconciliation Commission
  - ◆ Missing and Murdered Indigenous Women
  - ◆ Principles of UNDRIP and the creation of DRIP in British Columbia
  - ◆ Space to integrate local Indigenous awareness and ways of knowing based on the location of the project

- ◆ Specific strategies and approaches to supporting awareness and inclusivity on the worksite for Indigenous colleagues and skilled trades workers
- ◆ Identifying supports and additional tools, strategies, and resources for training participants to continue their learning journey and participation in reconciliation

BCIB will have the first cohort of the newly trained intercultural teams on its public infrastructure projects starting in July 2020.

## SUCCESS STORY

BCIB's Highway 1: Illecillewaet Project marks the first time in BC's history that all employees on a public infrastructure worksite received Indigenous Cultural Competency Training and equity training. This training was also delivered to all headquarters staff and was made available to contractors and their management teams.

The skilled trades workforce numbers for the first season of the Highway 1 - Illecillewaet in 2019 had 46 per cent of total craft hours completed by priority hires, 27 per cent of total project craft hours completed by local residents, 23 per cent of total project craft hours completed by women, 11 per cent of total project craft hours completed by Indigenous peoples, 5 per cent of total project craft hours completed by LGBTQ2S+, and 5 per cent of total project craft hours completed by persons with disabilities.

BCIB's corporate office is made up of individuals who in 2020 represent about 15 different nations. This diversity has positively impacted and strengthened the workplace culture, and helped employees appreciate and recognize cultural norms and differences. This translates into a greater understanding when working with equity groups around what supports and accommodations BCIB as an employer can provide.

The BCIB team has a long-standing tradition of hosting and supporting cultural events and celebrations in the office. This has been a key part of the corporate environment, and a piece of workplace culture that our staff members have enthusiastically enjoyed taking part in. This year

for example, members of the Chinese community set up a Lunar New Year celebration where cultural practices, stories and foods were shared. BCIB also hosted an educational trip for all corporate staff to the Bill Reid Art Gallery in downtown Vancouver in celebration of our first construction season of the initial CBA project wrapping. This trip was planned to give team members a culturally diverse experience, and to support a greater understanding of cultural practices and historical events from this Indigenous art museum. These were both excellent opportunities for staff to grow their understanding of multiculturalism, and it is the organization's plan to continue to celebrate these important cultural events to heighten awareness, appreciation and understanding of our many backgrounds.

The Moose Hide Campaign is an important movement that BCIB organizationally supports, and for the past two years, BCIB has stood with Indigenous and non-Indigenous team members against violence towards women and children. This campaign focuses on promoting gender equity and speaking out against gender-based violence, in addition to how this disproportionately affects Indigenous women and their communities. BCIB will continue to act and support this issue to ensure it moves forward, and an equitable environment is available for all.

In late 2018, BCIB's management team brought Dr. Carlos Davidovich in to present and discuss unconscious bias and organizational change with the team. As BCIB is a diverse and multicultural organization, a frank discussion around unconscious bias was a key first step in successfully implementing the Community Benefits Agreement and our mandate to priority hire equity groups. As an employer of equitable individuals, it is of utmost importance that BCIB staff drive forward important multicultural competency and change, not only in the construction industry that we are a part of, but overall, in Canada's economy and culture. This was successful in supporting the team to grow, and this educational discussion provided thought-provoking reference and was appreciated by all participants.

BCIB's board of directors includes representation from diverse groups including women, people of colour, and Indigenous peoples.



## BC LIQUOR DISTRIBUTION BRANCH

### MANDATE

In British Columbia, the Liquor Distribution Branch (LDB) is one of two branches of government under the Ministry of the Attorney General 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) 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 2019/20 contributed over \$1 billion to support vital public services including health care and education for British Columbians. As one of B.C.'s top employers recognized more than 10 times over, the LDB employs approximately 5,080 people in its BC Liquor Stores, BC Cannabis Stores, Head Office, and Distribution Centres.

### EXECUTIVE COMMITMENT

In our 2020/21 – 2022/23 Service Plan, the LDB made a commitment to supporting the provincial government's 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, and adopting the Gender-Based Analysis Plus (GBA+) lens to budgeting and policy development to ensure equity is reflected in its budgets, policies, and programs.

In 2019, the LDB initiated its Diversity and Inclusion Strategy that aims to create an environment 'Where Everyone Belongs.' The vision of the strategy is to create a workplace where employees and industry partners receive high quality, non-discriminatory service, where employees feel connected to each other and to our customers, and where everyone contributes to the success of the organization. The Diversity and Inclusion Strategy aims to increase employee diversity and inclusion knowledge, make employees aware of significant dates and activities relevant to other communities and cultures and further integrate diversity and inclusion into operational policy and programming, for example HR practices and employee resource groups.

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

### BC Provincial Nominee Program (BC PNP)

The LDB recognizes the value of supporting employees who may be in Canada under temporary work status and supports these employees through the BC Provincial Nominee Program (BC PNP). The BC PNP supports B.C. employers in attracting and retaining talent by providing a pathway for immigrant workers and international students. Initiated in 2020, the LDB is currently supporting the applications of eight employees who are seeking permanent residency status in Canada.

### BC Public Service Work-Able Program

As part of the Province's larger initiative to advance diversity and inclusion within the BC Public Service, the LDB supports the BC 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. Currently, the LDB has one resource through the Work-Able program who supports its Sourcing and Vendor Performance team.

The LDB promotes a work environment that is free from discrimination, harassment and bullying where all employees are to be treated with respect and dignity. Anti-racism, cultural agility and unconscious bias training is built into the LDB's mandatory educational initiatives for all front line managerial and executive staff.

### Our Values@Work: Respect (previously known as Respect Matters)

The LDB's Our Values@Work: Respect program is an interactive and engaging program designed to build a respectful workplace. 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 2019/2020, 498 employees participated in the Our Values@Work: Respect program. To date, over 4,500 supervisors, managers and employees have completed the training and we continue to further integrate the program into everyday business through communication campaigns and staff communication.

### Indigenous Cultural Competency – Building Bridges: Through Understanding the Village

In 2019/2020, the LDB enrolled 103 leaders in Building Bridges: Through Understanding the Village, an experiential workshop where participants explore their role in supporting the revival of the values practiced by Indigenous villages for thousands of years. The course also explores the effects of residential schools and Canada's Policy of Assimilation on Indigenous communities. The workshop focuses on increasing cultural competency and encourages behavioral and cognitive change among the LDB leadership team. Going forward, the LDB is looking to enroll a larger part of the organization in the workshop.

Initiated in 2019, the LDB's Diversity and Inclusion Strategy includes a commitment to implement a variety of initiatives throughout the organization to promote intercultural understanding and respect for diversity in the workplace. Some of the events in 2019 included:

- Chinese Lunar New Year  
To promote cultural understanding, the LDB celebrated Chinese Lunar New throughout the organization. As part of this celebration, employees received a trivia crossword puzzle and information about Chinese zodiac signs. A mandarin orange and Lunar New Year themed card exchange was also organized at head office, and encouraged at stores and distribution centres.
- Pride Celebration  
To respect the diversity of its workplace, the LDB recognized Pride and celebrated LGBTQ2S+ individuals by posting pride-related flags and other materials at head office and decorating

select BC Liquor Stores in Pride-themed window displays. An external-facing Pride installation was placed outside of the LDB's head office located in the City of Burnaby and the City of Burnaby's Pride Committee attended and spoke at the unveiling.

- With BC Liquor Stores and BC Cannabis Stores located in urban and rural communities throughout B.C., the LDB is in a unique position to demonstrate its commitment to multiculturalism in the workplace and the broader communities in which it serves.

### BC Liquor Store In-Store Events

The LDB's BC Liquor Stores regularly work with a variety of liquor suppliers to promote their products by hosting multicultural food and wine pairing events for customers. BC Liquor Stores also support several cultural celebrations through in-store signage and displays, 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 Hanukkah.

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 BC Liquor Store.

### BC Liquor Store Indigenous-owned wineries

To support multiculturalism and raise the profile of B.C. Indigenous businesses, the LDB's BC Liquor Stores promote B.C. Indigenous-owned wineries such as Nk'Mip Cellars, the first Indigenous-owned and operated winery in North America, and Indigenous World Winery by carrying and highlighting their products in BC Liquor Stores.

As part of its Diversity and Inclusion Strategy, the LDB aims to embed inclusive organizational practices and multiculturalism into its operations, including the development of policies, practices and programs.

### Economic Development and Indigenous Strategy Working Group

The LDB participates on 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. Over the last several months, the LDB has worked with the Cannabis Secretariat to develop options to support Indigenous Nations, including Direct Delivery and Farm to Gate Programs 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 and nuances of the programs.

BC Liquor Stores respond to its culturally diverse and multilingual demographics by increasing the scope of languages it publishes its advertisements in. For example, BC Liquor Stores now publishes Cantonese advertisements in Sing Tao Daily, Ming Pao and on WeChat. Where possible, BC Liquor Stores hire multilingual employees to respond to the language needs of their store demographics to enhance communications with customers.

Culturally responsive programs and services are further incorporated in BC Liquor Stores fundraising efforts. Each year, BC Liquor Stores Support Dry Grad Campaign accepts applications from public school district and independent and private (First Nation, religious and other) schools throughout British Columbia. In 2019, 11 First Nation schools/programs participated in the Dry Grad campaign and BC Liquor Store employees encouraged our customers to donate \$280,376. Since 2001, over \$7 million has been raised at BC Liquor Stores to Support Dry Grad.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

### **We Care Program**

This program supports the Multiculturalism Act objective related to recognizing the inherent right of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to be treated with dignity.

The LDB's internal We Care program is an employee engagement pulse survey for all staff. As part of this survey, the LDB measures employee engagement using a smaller subset of questions from the Workplace Environment Survey (WES). The We Care survey includes questions that assess the degree

to which an individual feels their work unit values diversity in people and backgrounds as well as the degree to which people feel that their work unit is free from discrimination and harassment. The LDB reviews scores related to diversity and inclusion and uses this data to inform decisions on further integrating diversity and inclusion into its operational policies and programs.

In 2019, the results showed that:

- 89 per cent strongly agreed or agreed that their work unit values diversity in people and backgrounds
- 70 per cent strongly agreed or agreed that their work unit was free from discrimination and harassment

### **Moose Hide Campaign**

This program supports the Multiculturalism Act objective related to reaffirming that violence, hatred and discrimination based on race, cultural heritage, religion, ethnicity, ancestry or place of origin have no place in the society of British Columbia.

The LDB participated in the 2019 Moose Hide Campaign by distributing information to staff and providing Moose Hide pins to wear as a sign of a commitment to work together to end violence against women and children. In 2019, approximately 500 pins were distributed to LDB staff members, upon request. The Moose Hide Campaign is a B.C.-born, Indigenous grassroots campaign founded in 2011, where Indigenous and non-Indigenous men and boys stand up against violence toward women and children.

### **Diversity and Inclusion Strategy**

This strategy supports the Multiculturalism Act objective related to generally carrying on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

In addition to the on-going training programs and diversity and inclusion events at the LDB that build cultural competence and cultural agility, the LDB's Diversity and Inclusion Strategy includes a commitment to promote the following initiatives in the future:

- On September 30, LDB staff will be encouraged to support Orange Shirt Day, an initiative that remembers and honours survivors, families and communities impacted by Residential Schools. As part of this initiative, employees will be encouraged to wear an orange shirt and engage in conversation about how the LDB and individuals can commit to reconciliation.
- The LDB will celebrate and recognize the fundamental contributions of the First Nations, Inuit and Métis peoples on National Indigenous Peoples Day on June 21. As part of these celebrations, the LDB will encourage staff to access Indigenous language learning tools, learn more about land acknowledgements, support Indigenous businesses and services, and attend National Indigenous Peoples Day events through employee engagement communications and virtual activities.

## SUCCESS STORY

Public Service Week is an annual opportunity in June to recognize our employees and other public service colleagues for contributions made to improving the lives of British Columbians. The theme of Public Service Week 2019 was “Celebrating Our Diversity”. A cat enamel pin/pendant designed by Ben Houstie, a member of the Heiltsuk Nation, was given to Provincial Employees Community Service Fund (PECSF) volunteers and canvassers. PECSF winners were given an Indigenous art tote bag designed by Paul Windsor, who was born in Kitimat, B.C. A portion of the proceeds for these gifts goes directly back to the Indigenous artists.

## BRITISH COLUMBIA LOTTERY CORPORATION

### MANDATE

BCLC operates under the provincial *Gaming Control Act* (2002) and within the legislative, regulatory and policy framework established by the Province. We offer exceptional gambling entertainment through:

- National and provincial lotteries
- Casino gambling
- Online gambling

- Commercial bingo
- Sports Betting

Vision: We deliver exceptional gambling entertainment.

Mission: To operate gambling responsibly to benefit all British Columbians.

### Values

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

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

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

### EXECUTIVE COMMITMENT

BCLC is committed to be a leader in Diversity and Inclusion, reflecting the diverse communities we serve and maximizing the potential of our workplace and workforce to deliver widely embraced and exceptional entertainment. Our values of social responsibility, integrity and respect are embodied in our Standards of Ethical Business Conduct, Social Responsibility Charter and corporate policies. At BCLC, our executive team stands by these values by promoting a fair, open, respectful and progressive workplace and business.

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

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

BCLC is in the process of initiating unconscious bias training in the organization.

BCLC has a Diversity and Inclusion Strategy and several employee committees organized to support gender diversity. BCLC's Diversity & Inclusion Committee is comprised of executive, directors, managers and employees. The group serves as an advisory committee with a focus on building an awareness of the value of diversity across the company and supporting initiatives such as the creation and growth of employee resource groups:

- AIM – a women's group established at BCLC that stands for Acts of Kindness, Inspire and Mentor. 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 LGBTQ2S+ and the ally community. Pride was established with the mission to celebrate BCLC's diversity and provide education and support of the LGBTQ2S+ community.

BCLC continues to work with the Nicola Valley Institute of Technology, B.C.'s Indigenous Public Post Secondary Institute, and attended their Aboriginal Career and Education Fair to promote job opportunities around the province.

BCLC'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. In order 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, BCLC's GameSense Advisors can offer support in Punjabi, Hindi, Tagalog, French, Latvian, Russian, Spanish and Serbian. Support is also available online. Offering players, the opportunity to interact with GameSense Advisors in their preferred language can help provide more meaningful exchanges and better connect those who feel they need it to additional resources. Throughout the gaming venues, GameSense brochures are also available

in simplified Chinese, Vietnamese, Korean, Punjabi, French, Tagalog and English.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

BCLC's Diversity & Inclusion Committee created a new roadmap for its continued focus on practices and processes to ensure inclusivity within the organization. The roadmap includes items such as onboarding, recruitment, performance evaluations, unconscious bias training and office building accessibility requirements.

One recent accomplishment from the roadmap includes an assessment of both the Vancouver and Kamloops offices to determine accessibility. BCLC successfully received Rick Hansen Foundation Accessibility Certification (RHFAC) for both offices and will use the evaluation as a roadmap to continue to make our facilities more accessible. The RHFAC is a rating system to evaluate the meaningful access of commercial, institutional, and multi-unit residential buildings and sites.

Our Pride Committee led the initiative to install a rainbow crosswalk at the Kamloops office and Pride decals at the Vancouver office.

Our Diversity & Inclusion Committee led the initiative to install rainbow stairs at one of our Casinos and worked to install some D&I inclusive artwork at another Casino.

## **BC OIL AND GAS COMMISSION**

### **MANDATE**

The BC Oil and Gas Commission (Commission) is a single-window regulatory agency with responsibilities for overseeing oil, gas and renewable geothermal operations in British Columbia. The Commission oversees activities from exploration and development, to pipeline transportation and reclamation.

### **EXECUTIVE COMMITMENT**

The Commission is committed to providing an organizational culture of inclusiveness and diversity. The Commission continues to build a workplace where multiculturalism, inclusiveness and diversity are valued and respected. The Commission's



formalized values include “respect”, which is our commitment to listen, accept and value diverse perspectives. This supports respect for all staff, stakeholders and Indigenous groups. Embracing differences allows the Commission to attract and retain talent from diverse segments of the workforce and strengthen the organization. This includes a variety of initiatives as well as developing new measures to enhance engagement with Indigenous groups to ensure it respects those affected by energy resource development activities. The intended outcomes of the Commission’s commitment to diversity and inclusiveness are service delivery reflective of those we serve, an engaging work environment that respects individuals and their unique perspectives and maximizing innovation and creativity.

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

The Commission’s Recruitment Policy and process directs the method of candidate choice decision be based solely on merit (experience, knowledge, education), specifically stating that the Commission will assess job applicants objectively on the basis of their skills, ability, experience, knowledge, past work performance, and in accordance with the B.C. Human Rights Code, *B.C. Employment Standards Act*, B.C. Labour Code, PEA and BCGEU Collective Agreements, and the Excluded Employee Terms and Conditions of Employment, as required.

Targeted recruitment advertisement activities – positions have been posted to external websites catering to First Nations/Indigenous job searchers and forwarded to the Treaty 8 Tribal Association and Treaty 8 communities for dissemination.

Staff throughout the organization have attended training to increase knowledge and understanding about diversity, unconscious/conscious bias and Gender Based Analysis Plus (GBA+).

The Commission provided internal training to over half the organization, including ‘Working Effectively with Indigenous Peoples’ and ‘Indigenous Consultation and Engagement’.

The Commission employs a multifaceted approach to promoting and ensuring a respectful workplace environment. Provisions are included within the organization’s collective agreements and excluded employee terms and conditions for employment, bullying and harassment policy, and its employee code of conduct and ethics. Furthermore, all employees receive respectful workplace training.

The Commission has a platform for staff to explore self-directed awareness of Indigenous Nations in B.C. that provides information on communities, opportunities for learning about Indigenous culture, reconciliation and more. These tools also include information on how the Commission is meeting its commitments to reconciliation with Indigenous peoples, such as implementation of the UN Declaration on the Rights of Indigenous Peoples, the Truth and Reconciliation Commission’s Calls to Action, and the Province’s recently adopted *Declaration on the Rights of Indigenous Peoples Act*.

The Commission sponsors and participates in cultural heritage days and National Indigenous Peoples Day in Indigenous communities across the province.

Many internal activities promote diversity and multiculturalism. For example, this year many staff participated in Spanish language lessons and multicultural events, such as Diwali and Chinese New Year luncheons.

Consistent with other provincial and federal government agencies, the Commission’s Regulatory Affairs and Corporate Strategy Branch has received training on UNDRIP and in the use of GBA+ tools and is actively applying these approaches in the development of its regulations, policies and programs.

The Commission supports Indigenous participation throughout the regulatory lifecycle, including but not limited to engaging on regulatory development and updates, consultation on applications, supporting emergency management planning, joint compliance and enforcement, and involvement in restoration initiatives.

Leave for religious observances, and spouse and dependent benefits offerings without consideration of gender, ethnicity, sexual orientation or physical/

mental capacity are embedded within the Commission's collective agreements and terms and conditions of employment for excluded employees.

The commission aims to have opportunities for information and knowledge sharing between the Commission and Indigenous Nations. For example, the Commission conducts outreach projects such as "Commission 101s", and "Water 101s", which aim to give an overview of the Commission and its mandate, and an explanation of the decision-making process employed by the Commission regarding industry water usage for oil and gas activities.

The Commission engages and interacts in various ways to better understand and weave Indigenous culture into delivery of the Commission's mandate, for example Stewardship workshops/ Training/Monitoring.

The Commission consults with Indigenous Nations on oil and gas applications that occur on Crown land that invokes conversations about how to better understand the impacts of development on culture.

The Commission implements a biennial First Nations Engagement survey to attain feedback on how to improve its interactions, including processes and programs, with communities and to understand how to improve the organization's cultural sensitivity.

The Commission plays a significant role in the Natural Resource Aboriginal Liaison Program (ALP)

The ALP is an initiative that improves communication and develops partnerships between Indigenous communities and the province's natural resource agencies to facilitate Indigenous involvement in emergency management and in stewardship and compliance monitoring of natural resource development in northern B.C.

The ALP provides opportunity for ALP Liaisons to work directly with government agencies for compliance and stewardship monitoring of natural resource development. Liaisons, employed by their First Nation, receive training and education to build their knowledge and have opportunity for mentoring from government agency staff through joint work in the field.

The ALP provides opportunity for agency staff to learn directly about Indigenous culture and

community by attending Indigenous community events. ALP Liaisons provide information on scheduled events and invite agency representatives to those events.

The ALP is a collaborative effort between agencies and participating First Nations. Each individual Nation annually identifies their priorities for field inspections, then works with agency staff to address those priorities. The ALP Steering Committee includes two ALP Liaison representatives to provide input on strategic direction for the ALP.

ALP Liaisons were provided uniforms branded with their Nation's logo. This provides a more equal appearance of authority during joint inspections with uniformed agency staff. It also raises the profile of the Liaisons within their respective communities.

ALP Liaisons attended 672 person-hours of training alongside agency staff to provide equivalent knowledge and training levels.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

The 2019/20 fiscal year saw the implementation of several initiatives with Indigenous communities, including the Indigenous Education Program. The Commission sponsored UNBC's Active Minds Camp that provides 6-12-year-olds with week long camps that engage the students in a world of science, technology and engineering. As a result, 20 kids attended the camp without camp fees. Camps were held in Prince George, Fort St. John and Vanderhoof.

New scholarships and awards were created at BCIT and NVIT that provided \$45,000 over five years in funding for Indigenous students studying in Arts & Sciences, including engineering, natural sciences and trades programs.

Training in Land Reclamation and Traditional Ecological Knowledge was provided to the Indigenous communities we work with. The Commission's funding of \$110,000 opened 42 seats for students to learn and receive certificates that can assist them in their current positions or create opportunity for new employment.

The Commission began research into Indigenous knowledge to identify gaps and opportunities to better support programs and policies and cultural continuity. The initiative will continue into

the 2020/21 fiscal year with further exploration and community outreach.

## SUCCESS STORIES

The Commission continues to celebrate and take steps to enhance the diversity of its staffing complement, including its board of directors. Although the Commission has not completed a diversity survey in recent years, or asked staff to self-identify, our general knowledge suggests the Commission's staff is about 15 per cent minority or Indigenous, over half female, 56 per cent, and is equally distributed among age segments.

During collective agreement negotiations or when updating policies and procedures, the Commission has made a practice of editing to remove gender specific language.

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

## BC PAVILLION CORPORATION

### MANDATE

PavCo is a provincial Crown corporation with a mandate to generate economic and community benefit for the people of British Columbia through the prudent management of its public facilities. These facilities are in downtown Vancouver and comprise BC Place Stadium (BC Place or the Stadium) and the Vancouver Convention Centre (the Convention Centre). The Convention Centre is the provincial flagship for conventions 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.

In fiscal 2019/20, PavCo updated its organizational value of Diversity to include Inclusivity.

A Workplace Diversity & Inclusivity policy was created by employees and approved by PavCo's executive in 1997 and was most recently updated in October 2019.

The revised policy on Workplace Diversity states: "PavCo celebrates diversity and is committed to treating all its employees, partners, suppliers and customers with dignity and respect. PavCo strives to ensure that its workforce is representative of the customers and community in which it serves and that its environment is inclusive regardless of race, religion, gender, disability, country of origin, sex or sexual orientation. All qualified persons will have equal access to hiring, advancement and training opportunities in a safe and inclusive work environment free of any form of harassment or discrimination."

Furthermore, in September 2019 PavCo updated its policy on the maintaining of a Respectful Workplace, which states: "PavCo is committed to creating and maintaining a work environment in which all individuals are treated with dignity and respect. Every employee has the right to a workplace that is free of unacceptable behaviours as outlined in this policy, such as discrimination, harassment and bullying, which are not acceptable or tolerated in the workplace. PavCo will make every practicable, reasonable effort to ensure no team member is subjected to unacceptable behaviours."

The policy outlines the processes and procedures that are designed to ensure the policy works to support all employees.

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

The multicultural nature of PavCo's business, clients and staff is highly valued and discrimination among its workforce or clients is not tolerated. This is outlined in PavCo's Code of Conduct, and ongoing communication and support is provided to staff

to enhance multicultural sensitivity and awareness within the organization.

All employment advertisements to fill vacant positions within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials.

Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

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

During 2019/20, PavCo maintained a diverse staffing level of approximately 505 employees at BC Place, 164 at the Convention Centre and 26 at PavCo's corporate office. PavCo and supplier staff at both facilities represent the diverse Canadian society and communities that PavCo serves. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

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

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. 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.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In fiscal 2019/20, PavCo updated its organizational value of Diversity to include Inclusivity.

This past fiscal year, PavCo partnered with PivotHR to create a customized program centred on diversity and inclusivity, starting with establishing focus groups to understand employee's experiences with diversity and inclusion in the workplace. Delayed due to COVID-19, the remaining focus groups will resume in summer 2020. This work will help PavCo understand the experience of team members and uncover any systematic issues to address regarding policies, processes and procedures.

In 2019/20, BC Place trained more than 450 staff members on the specialized diversity and inclusivity in the workplace program designed in partnership with PivotHR.

In 2019, all PavCo job postings were updated to include the following statement: "At PavCo, we are committed to being a diverse and inclusive employer that provides equal access to our employment opportunities based on ability. We encourage talented people from all backgrounds and experiences to apply."

During 2019/20, all new employees participated in a Respectful Workplace seminar, which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in an orientation that includes an emphasis on the organization's core values of Trust & Respect, Accountability, Innovation, Teamwork, Diversity & Inclusivity and Service Excellence. The human resources team is trained in workplace diversity and multicultural sensitivity and is able to assist employees and managers with respect to PavCo's commitments and obligations in employment equity and human rights.

## **SUCCESS STORY**

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about PavCo's commitment to diversity in the workplace. The organization continues to recruit from a wide variety of sources, including several colleges, job boards and social networks,

where there is a high representation of multicultural and diverse individuals.

The Convention Centre hosted 478 events in 2019/20 that brought to B.C. over a million people from around the globe representing myriad different cultures and backgrounds.

During 2019/20, the Convention Centre was host to many cultural events and celebrations including the 43rd Annual Elders Gathering, Eid Al-Adha Prayer & Festival, and the Coastal Lunar Lanterns display on Jack Poole Plaza, and more. Other examples include:

- “LOVE NEVER FAILS!” Convention of Jehovah’s Witnesses
- Vancouver Metropolitan Orchestra’s Live Symphony Performance 2019
- The Convention Centre’s Summer Sounds free music series on Jack Poole Plaza
- Aviation Day with the Red Arrows at Jack Poole Plaza
- Zumbathon
- World Maritime Day at the Port of Vancouver
- BC Culture Days
- First Nations Health Authority’s Gathering Wisdom for a Shared Journey X
- BC Cabinet and First Nation’s Leaders Gathering
- 2019 World Indigenous Business Forum
- Archdiocese of Vancouver 2019
- Miss Chinese Pageant 2019
- Sixties Scoop Foundation Engagement Session

In celebration of Canada Day 2019, the Convention Centre held an open house inviting the community to experience different aspects of our facility and to showcase its impact as an intersection for multicultural and diverse events both local and international. Over 25,000 people from different cultural backgrounds attended the open house.

BC Place is Canada’s premier stadium, welcoming more than 1 million people from around the world every year to the home of international sport and live entertainment in Western Canada. The team at BC Place continues to focus on delivering best-in-class experiences to a wide range of guests

from around the world. Workplace diversity and multiculturalism practices play an important role in supporting that goal.

BC Place activates its world-famous roof lighting display to help create awareness and support for a diverse range of community-based organizations initiatives and are important to B.C.’s diverse society. In 2019/20, these initiatives included support for:

- World Day of Indigenous Peoples
- Orange Shirt Day
- Diwali celebrations
- British Columbia Multiculturalism Week
- World Human Rights Day
- Chanukah
- World Day of Cultural Diversity
- World Refugee Day
- National Indigenous Peoples Day
- Canadian Multiculturalism Day

BC Place supported its team licensees, the Vancouver Whitecaps FC and BC Lions Football Club, in efforts to embrace the values of multiculturalism and diversity. An initiative launched by the Whitecaps FC and Major League Soccer titled “Soccer for All”, signifies that “everyone is welcome to MLS, regardless of race, color, religion, national origin, gender, gender identity, disability, sexual orientation or socioeconomic status.” The BC Lions and CFL continued the “Diversity is Strength” campaign in 2019/20, emphasizing that “our strength comes from diversity - be that of heritage, orientation, religion, ability, thought, and so much more.”

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's Employee Engagement Survey results are strong for questions that relate to multiculturalism.

Specifically:

- "People here are treated fairly regardless of race" received a 96 per cent rating
- "I can be myself with my team" received 90 per cent rating

## BRITISH COLUMBIA SECURITIES COMMISSION

### MANDATE

Protect and promote the public interest by fostering a securities market that is fair and warrants public confidence, and by fostering a dynamic and competitive securities industry that provides investment opportunities and access to capital.

### EXECUTIVE COMMITMENT

In alignment with the B.C. government's *Declaration on the Rights of Indigenous Peoples Act*, and in adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples, and Canada's Truth and Reconciliation Commission Calls to Action, the BCSC has implemented mandatory Indigenous awareness training for all employees.

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

The BCSC is committed to hiring practices that are fair and equitable. Wherever possible, our search committees are diverse and representative of our workforce. We review job descriptions, postings, and advertisements to ensure welcoming language that is free of unconscious bias. We ensure that the hiring practices and processes are focused on

the skills, knowledge and experience required for the position. In addition, we consider diversity in all human resources actions regarding promotion, compensation, benefits, secondment, classification, progression, and training opportunities, with a view to ensuring equitable treatment for all employees.

All staff take mandatory Indigenous Awareness training. In addition, we have a Discrimination, Bullying and Harassment prevention policy and we provide mandatory training to all employees on an on-going basis. In 2019, the board approved a new Diversity and Inclusion policy for the Commission.

The BCSC's Social Committee holds events shaped by the diverse contributions of its staff. In addition, internal communications encourage participation in diverse and inclusive events happening in the province, such as Pride Week and Pink Shirt Day.

Our recruitment practices continue to focus on developing a highly qualified and diverse workforce, with a multitude of cultural backgrounds. Approximately 45 per cent of BCSC employees have culturally diverse backgrounds.

This year the BCSC ran a multi-media advertising campaign to spread awareness of investment fraud. The Don't Be Part of a Fraud campaign highlighted a specific type of investment fraud – affinity fraud – that can take place within tight-knit communities who trust one another and who may depend on each other for advice. This could be friends, family, faith-based groups or for those adapting to a new culture. The TV commercial talent was selected to reflect the racial and cultural diversity of British Columbians. The BCSC also ran an in-language version of this campaign in Mandarin, Cantonese and Punjabi, and provides in-language resources on our investor education website, InvestRight.org.

Material from the BCSC's investment fraud awareness series was delivered to the British Columbia Assembly of First Nations. The material included a brochure highlighting investment fraud warning signs, and a poster encouraging participation in a fraud e-mail course. All material encourages further education about fraud awareness which can be found on InvestRight.org.

Multicultural community support organizations were encouraged to participate in the BCSC's Elder

Financial Abuse Awareness campaign. Several of these organizations such as S.U.C.C.E.S.S. and MOSAIC took part in a social media campaign, sharing valuable information about elder financial abuse with communities across the province.

The Commission's Ethics and Conduct Policy has specific policies in place to prevent discrimination based on the protected grounds in employment, in accordance with the BC Human Rights Code

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

This year the BCSC continued with previously initiated programs and initiatives. We shared our fraud awareness material with the BC Assembly of First Nations for the first time this year.

### **SUCCESS STORY**

The BCSC's Indigenous Awareness training helped educate staff and build understanding across the Commission. Ninety-four per cent of staff rated the training as Excellent/Very Good, and 92 per cent of staff said the training contributed valuable knowledge and skills. Staff feedback included the following quotes:

- "This is important foundational knowledge for each of us to have."
- "I felt this information is very helpful to evolve a professional (setting) respecting ... cultural values in workplace. As a new immigrant, I feel this kind of training is excellent for an ambitious permanent resident willing to grow into a Canadian citizen in future."
- "I walked into the room with a canvas with tones (of) ignorance and bias. I walked out with a canvas boasting bright colours of humanity, understanding of the struggle of the nations who rightfully call Canada their home, their fight to preserve their cultural heritage, protect their land, environment and future. My canvas exudes respect for the Indigenous Nations. I am in awe of their perseverance, resilience and success. We have much to learn as Canadians."
- "The session covered a lot about the past and history (of) relationships between Indigenous People and (the) Canadian government."

- "I do not have a Canadian education and therefore there was a lot of helpful and interesting information."

## **BC TRANSIT**

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### **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 that support growth, community planning and economic development. BC Transit's operations reflect the priorities and values of the government and its shareholders—the citizens of B.C.

BC Transit launched a new strategic plan in 2019/20 with focus on being a transportation leader.

### **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 First Nations partners, along with local government partners, to create livable 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.

### **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 complete annually, as well.

BC Transit reinforces its policies through a confidential reporting process called AlertLine, in place since 2010 to support employees and promote a culture free from discrimination by enabling BC

Transit employees to voice concerns that may compromise BC Transit's Code of Conduct. AlertLine is available 24/7 by telephone or online and is managed through a third-party provider. AlertLine is promoted through new employee orientations, brochures, posters, wallet cards and BC Transit's employee intranet, The Hub.

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

To support other languages spoken during BC Transit's business, MoveUP employees who are regularly required by the employer to use a language other than English in the performance of their job receive a second language premium.

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

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

**2019/2020** – ongoing First Nations consultation for View Royal handyDART project

**April 25, 2019** – SCAN event at Royal Roads for upcoming retirees in military

**April 25, 2019** – SD61 career fair

**April 27, 2019** – Kelowna Vaisakhi Parade

**May 10, 2019** – Victoria Paint and Body Shop opening with First Nations blessing

**May 22, 2019** – Employment Opportunity Exchange – newcomers to Canada

**May 28, 2019** – SD63 career fair

**July 12, 2019** – Work BC Transportation industry open house

*July 16, 2019* – Bridges for Woman coffee chat and tour of facility

*July 2019* – Victoria Next Ride Launch –First Nations Blessing from Songhees Nation

*July 2019* – Low Carbon Fleet Program Launch –First Nations Blessing from Songhees Nation

*July 31, 2019* – Camosun College – Met with mechanic students and discussed career options

*August 14, 2019* – Disability awareness training

*August 20, 2019* – Vancouver Island Construction Association – talked to students sampling all trades

*September 2019* – Route 70 launch connecting communities between Penticton and Kelowna

*September 2019* – Partnership with Songhees and Esquimalt Nations – UPASS program for First Nations Students

*September 25, 2019* – GT Hiring solutions career fair

*October 1, 2019* – UVIC coop career fair

*October 15, 2019* – Videos filmed to promote the Service Person and Transit Operator positions, showing diversity

*October 24, 2019* – Camosun employer of choice event, hosted coffee chats on the bus

*November 15, 2019* – Work BC/GT Hiring solutions presentation and questions

*November 26, 2019* – Camosun students visited head office, had a tour and heard from department representatives

*November 2019* – Alternative approval process concludes and project proceeds to next step – new transit system between Tofino and Ucluelet serving stops in between including the First Nations communities of Hitacu, Esowista and Ty-histan

*December 5, 2019* –Woman in Trades and Technology presented/questions about BC Transit

*January 2020* – Supporting the Province of BC with operational expertise for BC Bus North extension

*January 30, 2020* – Camosun trades career fair

*February 5, 2020* – UVIC engineering/technology career fair

*February 6, 2020* – Royal Roads University career fair and panel

*February 26, 2020* – HR networking event

*February 26, 2020* – Punjabi TV interview with Central Fraser Valley driver. First female Punjabi driver in Abbotsford.

*February 27, 2020* – MARPAC, health and wellness show at CFB Esquimalt

*February 2020* – Bus stop locations selections - Tofino and Ucluelet serving stops in between including the First Nations communities of Hitacu, Esowista and Ty-histan

*March 6, 2020* – Cowichan Valley Facility Opening First Nations Blessing.

*March 8, 2020* – International Women’s Day – highlights of the women of BC Transit

*March 12, 2020* – Camosun - trades speed recruitment

*March 18, 2020* – Transit Driver Appreciation Day includes diverse drivers

## **SUCCESS STORY**

With the launch of BC Transit’s new strategic plan in February 2020, we have put a focus on supporting communities and specifically First Nations in BC Transit’s jurisdiction. While we have been successful in engagement with First Nations communities for individual projects, both infrastructure and service, the focus moving forward will be to ensure this is incorporated as a best practice in our work.

Examples of successes in the previous year include moving forward with the new Tofino-Ucluelet transit system that will serve First Nations communities and ongoing work with the View Royal handyDART project and consultation with local First Nations.

The diversity of our staff across the province has been highlighted in various forms of media. This includes in our Transit Driver Day appreciation videos that included transit operators from diverse backgrounds. In addition, we were approached and supported an interview with Punjabi TV in the Fraser Valley about the first Punjabi female driver in Abbotsford.

BC Transit will continue to work towards improving our multicultural practices and engaging with diverse populations.

## COLUMBIA BASIN TRUST

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### MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental and social benefit of the Columbia Basin (Basin) region that is defined in the Columbia Basin Trust Act. The Trust's mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

### EXECUTIVE COMMITMENT

One of the Trust's core values is respect, including respect for diversity and individuals from different cultural backgrounds. This value helps guide how we work in the Basin and how the board of directors and staff work with one another.

The Columbia Basin Management Plan: Strategic Priorities 2016-2020 outlines how the Trust will focus its efforts. This strategic document resulted from an extensive year-long Basin-wide process that engaged a diverse cross-section of residents. It states the Trust's commitment to cultivating a sense of Basin culture, belonging, connectedness and identity, and honouring the diversity of needs and perspectives in the Basin.

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

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

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

The appointment process for the Trust board of directors and its composition are established in the Columbia Basin Trust Act. The Trust's board consistently has representation from the Ktunaxa Nation Council, through appointment by the Lieutenant Governor in Council.

The board of directors Competencies and Desired Diversity Policy recognizes that diversity in age, gender, ethnicity and geography helps the Trust to effectively engage with Basin residents, to oversee the return of benefits to Basin residents and to prudently oversee the management of the Trust's investments.

The Trust has an Employee Code of Conduct Policy that specifically addresses discrimination (including cultural discrimination) and provides options for employees to report any harassment under our Whistle Blower Policy. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.

An Indigenous cultural literacy program for our board of directors and staff is offered on an ongoing basis to ensure we have a foundation of appreciation and understanding of how to work together effectively. In developing and delivering this program and any Indigenous engagement activities, the Trust reflects on the Truth and Reconciliation Commission of Canada Calls to Action and the United Nation's Declaration on the Rights of Indigenous Peoples.

In 2017 the Trust developed the First Nations Housing Sustainability Initiative to support First Nations communities in the Basin with enhancing and increasing their local affordable housing. This three-year, \$5.5-million initiative offers support for asset management and capacity building, energy retrofits and repairs, and new builds.



## HIGHLIGHTS ON INITIATIVES IN 2019/20

The Trust also supports communities in identifying and achieving their priorities. When multicultural projects are prioritized by a community, we are able to consider providing support via a broad range of support methods. In 2019/20, Trust programs and initiatives supported the following community-initiated multicultural projects:

- Launch of a four-year project led by the Okanagan Nation Alliance to enhance the availability, value and connectivity of 400 hectares of core grizzly bear habitat west of the Arrow Lakes through the application of scientific and Indigenous knowledge and methodologies.
- Energy retrofits and improvements to 28 existing affordable housing units in the Ktuanxa community of Yaqaan Nu?kiy.
- The construction of eight new affordable rental housing units in the Secwepemc community of Shuswap.
- Development of a tech-enabled space in the Ktunaxa community of ?akisq̓nuk to support Indigenous language preservation and enhanced digital literacy for community members.
- Acquisition of 40 acres of land adjacent to the Ktunaxa community of ?aq̓am for possible housing, recreational infrastructure and economic development purposes.
- Development of an office space and traditional gathering place for the Circle of Indigenous Nations Society to provide Indigenous outreach programming including cultural awareness training and related activities.
- Multiculturalism community events in Cranbrook and Creston provided opportunities for the entire community to promote and inspire cultural interest and celebrate diversity.
- Improved the quality of 17 child care spaces at the ?aq̓amni? Daycare Centre in the Ktunaxa community of ?aq̓am.
- Development of a youth council for the Ktunaxa Nation, activities to support cultural knowledge sharing from Elders to youth, cultural activities in communities, gatherings for youth development and support youth networks.

## SUCCESS STORY

### First Nations Housing Sustainability Initiative

The Trust continued its initiative to develop new and improve existing affordable housing. Since launching in 2017, the three-year, \$5.5-million First Nations Housing Sustainability Initiative has built 49 new housing units and undertaken energy retrofits and repairs on another 160 units. It also helps communities managing their affordable housing assets through training staff and community members.

The asset management component is delivered through a unique partnership between the ?akisq̓nuk, ?aq̓am, Shuswap and ?akin?um?asnuq?i?it (Tobacco Plains) communities, supported by the Trust, BC Housing and Indigenous Services Canada. This collaborative model for Indigenous housing is the first of its kind in Canada.

In 2019/20, the Ktuanxa communities of ?aq̓am, ?akisq̓nuk and Yaqaan Nu?kiy and the Secwepemc community of Shuswap received Trust funding to support the housing needs of their citizens including the development of new units, energy retrofits as well as health and safety repairs. For the community of ?aq̓am, it is the latest step in the community's efforts to improve housing for the approximately 230 citizens living in ?aq̓am, part of its community strategic plan called Ka Kni#witiya?a – Our Thinking.

“Other than the replacement of a home in 2017, no new housing has been built in the ?aq̓am community since 1995, resulting in a need for new housing and upgrades to the existing housing,” said Nasu?kin Joe Pierre. “The community will also take advantage of the partnership to build capacity within our community for long-term asset management and basic housing maintenance and repairs.”

## COLUMBIA POWER CORPORATION

### MANDATE

Columbia Power, a commercial Crown corporation, operates under the *Business Corporations Act* and owns and oversees the operation of four hydroelectric power generation assets in the Columbia Basin (Basin), which it co-owns on a 50/50

basis with Columbia Basin Trust (Trust). Columbia Power uses 50 per cent of the income generated from these facilities to pay dividends to their Shareholder, the Province of British Columbia, as well as provide community and First Nations sponsorship programs, a bursary and scholarship program for secondary schools and community colleges and develop and deliver environmental stewardship programs. The Trust uses the other 50 per cent to support the efforts of Basin residents to create social, economic and environmental well-being for their communities and the region.

### **EXECUTIVE COMMITMENT**

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

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

First Nations Sponsorship Program

Participation in Ktunaxa Nation  
Annual General Assembly

Participation in Okanagan Nation  
Annual General Assembly

Ongoing staff training in Indigenous awareness  
and cultural literacy

Participation in the annual  
Okanagan Nation Salmon Feast

Participation in the annual Columbia  
River Salmon Festival

### **SUCCESS STORY**

A grand opening community celebration of the Beaver Creek First Nations Arbour near Trail took place in October 2019. The arbour was developed with technical and archaeological support from the Ktunaxa Nation and Okanagan Nation and its design was adopted from a traditional Indigenous arbour design shared by the Ktunaxa Nation. A

grand opening event celebrating the Arbour's completion was held at the Beaver Creek Provincial Park. The event featured participation, presentations, story-sharing and ceremonies by community members, government leaders and Elders with representatives from four Indigenous governments including the Ktunaxa Nation Council, Okanagan Nation Alliance, Shuswap Nation Tribal Council and Colville Confederated Tribes/Sinixt and several communities including the Shuswap Indian Band, Aq'am, Yaqaan Nukiy, Splatsin, Westbank First Nation and the Penticton Indian Band along with local representatives from the Kootenay South Métis Society and the Circle of Indigenous Nations Society.

The new arbour features sculptures by Waneta Expansion Project partners, the Okanagan Nation and Ktunaxa Nation.

## **COMMUNITY LIVING BRITISH COLUMBIA**

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### **MANDATE**

The *Community Living Authority Act* sets out CLBC's mandate and provides its legal basis to operate as a Crown corporation. CLBC is accountable to the B.C. Legislature through the Minister of Social Development and Poverty Reduction.

### **EXECUTIVE COMMITMENT**

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

### **Strengthening Relationships with Indigenous Communities**

CLBC's 2017-2020 Strategic Plan was updated in May 2019 to strengthen the goal: Improved Individual and Family Experience/ Strengthen Relationships to include:

- All individuals and families, including Indigenous individuals and families, have trust and confidence in CLBC
- Approaches and services reflect Indigenous cultures and values

CLBC executive engaged in a strategic planning process with the Indigenous Advisory Committee and an external contractor to develop a plan forward in improving services for Indigenous individuals and families supported by CLBC.

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

When hiring specialized positions, for example Indigenous Practice Advisor, we advertise on websites that attract candidates with experience in the type of work performed. Recruitment, promotion and succession planning efforts incorporate a D&I and GBA+ lens.

CLBC provided the following training on Indigenous Cultural Safety and Awareness:

- Building Bridges Village Training by Kathi Camilleri (executive and board of directors)
- Canada Indigenous Relations by Priscilla Sabass-Watts (executive and board of directors)
- Canada's Shared History by Raven Institute (strategic initiatives team)
- TRC Calls to Action training (strategic initiatives team)
- 10 Guiding Principles, Cultural Agility in house (front line workers).
- Online e-learn 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.
- Online e-learn modules on Unconscious Bias and Diversity & Inclusion for managers.
- Facilitated teaming principles for teams on an as-needed basis.

CLBC has done some foundational work to prepare a Diversity & Inclusion and GBA+ strategy and framework to focus efforts in three different areas: internal workforce, external talent market and external community. This work will continue into 2020/21.

CLBC has created a Strategic Initiatives Advisory position in recognition of the value that individuals with developmental disabilities bring to initiatives.

CLBC recognizes provincial, national, and global awareness dates such as Indigenous Disability Awareness Month, and we highlight actions and events associated with these in our internal and external communications.

CLBC considers accessibility and plain language when preparing documents and policies.

CLBC established and maintains a Provincial Indigenous Advisory Committee to engage Indigenous stakeholders in providing guidance and recommendations to CLBC. The committee meets quarterly, and membership reflects diverse nations, organizations, and communities from across the province. For example, the committee includes representatives from the First Nations Health Authority, BCANDS, Métis Nation of B.C. as well as self-advocates.

The Indigenous Advisory Committee has formed a Communications Working Group to help CLBC incorporate an Indigenous world view into its many communication tools and materials. This has included updates to website content, development of a guide for CLBC staff – Acknowledging Traditional Territories, the development of an Indigenous-specific poster for distribution to Indigenous communities, and the development of feature stories to highlight Indigenous voices and staff efforts to provide culturally-appropriate services and supports.

The Indigenous Advisory Committee has advised on numerous CLBC initiatives including planning with individuals, CLBC Strategic plan, Catalogue of Services, Training, Better serving people with multiple complex needs. An Indigenous Advisory Committee delegate participated in the creation of 2019 Reimagining Community Inclusion collaboration 2019.

CLBC maintains a dedicated Provincial Indigenous Practice Advisor who works to increase CLBC's visibility in First Nations Communities and applies an Indigenous world view to CLBC's internal organizational practices and processes, including

standard practice of acknowledging/honoring First Nations service recipients' traditional territory.

Where possible, the Indigenous Practice Advisor advises and/or participates in Indigenous culturally sensitive case responses. The Indigenous Practice Advisor participates in Community of Practice calls to provide practice support to staff working with individuals with multiple complex needs and to facilitators planning with individuals and families with an Indigenous lens.

CLBC uses a person-centred approach, which involves those end users in the design, development and testing of new policies, programs and services. One of the objectives of this approach is to ensure that the diversity, culture, language, perspectives and abilities, of end users is represented in work. This results in programs and services that better meet the needs of a diverse range of users. Recent examples include CLBC's Welcome and Planning process for individuals and families and the new L.I.F.E.-based service.

CLBC engages a broad range of stakeholders in planning and implementing key initiatives related to programs and services. Examples include advancing employment, improving home sharing, developing the new L.I.F.E.-based service, improving services to people with multiple complex needs and increasing access to inclusive housing. All of these initiatives have broad advisory committees that include individuals with developmental disabilities and families. CLBC has also included representation from Indigenous people within these groups.

As part of our recent round of collective bargaining with the BCGEU, we implemented gender neutral language throughout the agreement.

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. The Indigenous board member 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.

## SUCCESS STORY

CLBC offers information sheets on its services and for transitioning youth translated in six languages.

## 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 B.C.'s tourism industry:

- Market British Columbia domestically, nationally and internationally as a tourist destination
- Promote the development and growth of the tourism industry in British Columbia to increase revenue and employment in, and the economic benefits generated by, the industry, including, without limitation, by:
  - ◆ Providing support for regional, sectoral and community tourism marketing
  - ◆ Providing industry leadership in tourism marketing
  - ◆ Promoting training and development in relation to tourism marketing
  - ◆ Providing support for visitor centres
  - ◆ Conducting tourism-related market research.
- Enhance public awareness of tourism and its economic value to British Columbia
- Provide advice and recommendations on tourism-related matters
- Administer and perform agreements assigned to it by the minister.

### EXECUTIVE COMMITMENT

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

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

Respect for the individual is a core principle at Destination BC. Embracing and leveraging diversity and inclusion is fundamental to our organizational culture and is key to our ability to achieve service expectations and to effectively partner with industry to promote and develop B.C.'s tourism sector. Destination BC has a multicultural workforce that represents the diverse demographic composition of Vancouver. Destination BC adheres to and supports the Human Rights Code of British Columbia and the *Canadian Human Rights Act*, which protect individuals from harassment and other forms of discrimination. Our organization's success depends on the integrity of its systems and the people involved in providing tourism products and services. Each Destination BC employee is required to fulfil the promise to conduct business with respect, professionalism and honesty, as reflected in the Standards of Conduct.

In 2019, Destination BC provided financial support for all staff and Visitor Centre Information Counsellors and volunteers to take SuperHost's Service for All course. Service for All provides practical knowledge to serve and accommodate customers from various backgrounds, abilities and identities. Additionally, Destination BC employee training includes learning topics such as unconscious bias, accessible employment and mental health in the workplace.

In 2020, all Destination BC employees will participate in a half-day workshop focused on how to better leverage diversity and inclusion in our workplace.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

Destination BC continued to fund and work with Indigenous Tourism BC (ITBC) on the implementation of programs that develop and market Indigenous tourism products in all of Destination BC's key markets. These programs support the growth of Indigenous owned and controlled businesses and their employees.

Destination BC's partnership with ITBC also supported Indigenous communities and entrepreneurs to participate in Destination BC's

Destination Development program. Together with ITBC, Destination BC is working on ways to advance the quality of visitor experiences, to assist in sustaining long-term demand for B.C.'s tourism industry.

Destination BC worked with key travel media outlets in B.C. and around the world to generate awareness of the tourism experiences B.C. has to offer. This includes providing story ideas for the locally based multicultural media outlets.

Destination BC worked with key international tour operators and other tourism partners to develop itineraries and promote tourism experiences and partners in a number of marketing activities with the objective to increase visitor volume and revenue from key target markets. Destination BC has in-market representation in Australia, Germany, Japan, China, the United Kingdom and Mexico.

Destination BC relaunched their consumer websites in English and in local language for the following markets: Germany, Mexico and China (simplified Chinese language).

### **SUCCESS STORY**

Over the past two years, Destination BC has sought out opportunities to improve service delivery and build relationships through understanding. Both Destination BC staff and over 80 Visitor Centre managers from across the province have now participated in Working Effectively with Indigenous Peoples, a daylong session to increase attendants' understanding of Indigenous history in Canada and assist with creating a better toolkit for building more productive relationships with Indigenous peoples.

In addition, some employees who participated in the K'tunaxa Nation branding initiative were able to apply learnings from this course in starting a conversation around working together to strengthen recognition of the K'tunaxa homelands and to introduce the nation's story to travellers and locals. In addition to a good group discussion about priorities and tangible actions, the collective desire in the room to understand the K'tunaxa goals and to contribute meaningfully to their progress was inspiring.



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

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### MANDATE

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

### EXECUTIVE COMMITMENT

The FPCC board of directors is supported by a 34-member advisory committee, with one representative for each of the First Nation language groups in B.C. The advisory committee acts as a link to First Nations communities and brings community-based ideas and issues to the attention of FPCC. Internationally, we are involved in the Endangered Languages Project and the UNESCO Decade of Indigenous Languages. FPCC has also work with Canada and First Nation governments to influence proposed federal Indigenous languages legislation.

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

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

Offer advice and assistance to First Nations funding applicants.

Develop programs and community development resources to encourage the revitalization of First Nations languages, arts, and culture.

Provide training in language revitalization, archiving, and immersion programs.

Work in partnership with First Nations communities to revitalize and archive First Nations cultures and languages and restore literacy and fluency in First Nations languages.

Offer a network of information and opportunities to First Nations artists and language champions.

Advise government on programs and issues related to First Nations languages, arts, and culture.

Educate and share information with people in B.C. about the true cost to revitalize First Nations languages, arts and culture.

Advocate for B.C. First Nation languages, arts and culture.

Staff participate in wellness workshops and can access mental health supports.

Committed to achieving a work environment where all employees are valued for the diversity they bring to the organization.

### HIGHLIGHTS ON INITIATIVES IN 2019/20

FPCC Online Grant Portal – A new online portal to make it simpler and quicker to apply for programs.

Reclaiming my Language - A new course for Silent Speakers, launched in 2019, which assists those who know their language but because of personal barriers are unable to speak it.

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

Language Archiving and Digitization - FPCC worked to digitize our language resources and is developing a funding program for community language digitization projects to be launched in 2019.

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

Cultural Heritage Program - Through this funding, FPCC will be able to increase inter-generational transmission of Indigenous heritage and cultural knowledge; increase community capacity to support Indigenous cultural heritage through grants for best practices, increase capacity building, increase mentorships and cultural infrastructure development, develop more training programs and

tools, and continue with advocacy efforts. We will continue to invest in and develop a strong network of experts on the revitalization of Indigenous heritage and cultural knowledge.

## SUCCESS STORY

The Province's commitment to implement UNDRIP and the TRC's Calls to Action supported the allocation of \$50 million to help revitalize Indigenous languages in B.C. We created strong inter-ministry partnerships, as well as a cross-government commitment to the revitalization of Indigenous languages, arts, and heritage that are critical to our work.

As a result of increased grant funding in the arts and languages, FPCC delivered \$11.4 million in grants-to-communities, a much higher result than the target of \$3.8 million. We also trained 885 people and participated in many events.

Nationally, we dedicated efforts to develop and support federal Indigenous language legislation informed by the input of First Nations people. FPCC also continues to work with B.C. Assembly of First Nations on issues related to our mandate and is a technician on the National Assembly of First Nations Chiefs' Committee on Languages.

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

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

FPCC developed a monitoring and evaluation plan that is underway but is incomplete. It involves in-depth engagement with staff, the board of

directors, and the advisory committee. Work on this initiative has supported us to adjust and strengthen several performance measures. As a result of this new work, new measures will be introduced in the 2019/2020 Service Plan.

FPCC's technology improvements to the FirstVoices.com website have made it faster, more stable and more secure. First Nation communities can document their languages much easier - increasing archiving of language data. As a result, in 2018/19, FPCC saw a significant increase in the percentage of B.C. First Nation languages and dialects archived on FirstVoices.com from 9.8 per cent to 15.7 per cent. As an added resource, FPCC invested in training and outreach, including providing video conferencing support to communities to upload data.

## FOREST ENHANCEMENT SOCIETY OF BC

### MANDATE

In its Constitution, the purposes of Forest Enhancement Society of BC (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 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:

- Prioritize FESBC investments to support workers, Indigenous and non-Indigenous communities and contractors impacted by the current downturn and continue to identify and fund projects that meet the purposes of FESBC and the Provincial Forest Carbon Initiative objectives.

On the FESBC website, FESBC endorses The United Nations Declaration on the Rights of Indigenous People (UNDRIP). FESBC also endorses the recommendations of the Truth and Reconciliation Commission and its calls to action as well as the implementation of the United Nations Declaration of the Rights of Indigenous Peoples.

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

FESBC's first Key Strategy in the 20-21 Service Plan, from Objective 1.1 is to Support the delivery of the Community Resiliency Investment Program in cooperation with existing agencies including FLNRORD, Union of BC Municipalities, and First Nations Emergency Services Society 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 2019/20

In 2019/20 FESBC began a search for a new board director with a First Nations cultural background. The search is ongoing.

## SUCCESS STORY

Here is an example of one of the projects FESBC has done that exemplifies our commitment to working with First Nations:

Project Title: Riparian Restoration Project

Organization: The Cowichan Tribes

Primary purpose: Habitat improvement

FLNRORD Region: South Coast Region

FLNRORD District: South Island District

First Nations involved: The Cowichan Tribes

Closest community: Adjacent to Cowichan River Provincial Park in the Cowichan Valley of Vancouver Island.

Jobs (estimated direct, indirect and induced FTE's): 3

FESBC APPROVED FUNDING: \$300,894

Project Description Summary:

This project's goals were to: 1) restore a significant part of the riparian ecosystems within the Cowichan Tribes traditional territories that are outside of the Timber Harvesting Landbase to a higher level of ecosystem functionality and Cowichan First Nations cultural values 2) increase the carbon stocks of restored sites that have protected status over the mid to long term and 3) increase the value of red alder and mixed hardwood stands that are entering a period of senescence/decline.

## FORESTRY INNOVATION INVESTMENT

### MANDATE

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

## EXECUTIVE COMMITMENT

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

FII's human resources mandate is to:

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

FII is committed to providing a healthy, safe and inclusive workplace where respect and diversity are recognized assets.

FII has a comprehensive set of policies and procedures, including those relating to standards of conduct, workplace behaviour and whistleblower protection. Staff are required to review and acknowledge annually these policies and their commitment to following them.

In 2019, FII implemented an equal opportunity employment statement and practice. As noted on FII's corporate website, FII publicly encourages and welcomes applications from qualified women, visible minorities, Indigenous peoples, individuals with disabilities, persons of any sexual orientation or gender identity and all people committed to meaningful work that makes a difference.

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

In addition to FII's head office in B.C., FII maintains subsidiary operations in China, India and Vietnam. Recognizing the importance of having local resources who understand local languages, cultural and business practices, FII places a

priority on locally engaged, experienced staff. Most staff at the subsidiary operations are 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 B.C.

FII delivers mandatory workplace behaviour and Standards of Conduct training to FII staff. In 2019, FII expanded on this training to include insights from a local law firm on areas related to appropriate workplace behaviour, Human Rights Law and avenues for bringing forward complaints.

In 2020/21 FII is planning on conducting a GBA+ analysis of its policies and processes to ensure barriers to marginalized groups are identified.

Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitors, outgoing travel to foreign markets undertaken with and on behalf of industry and government, as well as through annual planning sessions that include local and foreign staff from FII and its partners in government, industry and the research community.

FII organizes and leads trade missions to priority markets on an annual basis to help strengthen relationships with key stakeholders and to connect B.C. suppliers with overseas partners and buyers. These trade missions are an important piece of the cross-cultural understanding and relationship building required to do business in these markets.

FII regularly participates in bilateral business association and foreign Consulate events to foster business and cultural exchange, including speaking engagements related to FII's activities in its priority Asian markets. FII is an active member of the BC-India Business Network, the Canada-India Business Council and the Canada-China Business Council.

Recognizing the importance of key cultural holidays in its subsidiary locations, FII Vancouver regularly celebrates our subsidiary companies' cultural events such as Diwali and the Chinese Lunar New Year.

One key document used to instill multiculturalism principles at FII is our Standards of Conduct Policy. This document contains information and guidelines

in support of the company's values and workplace behaviour expectations and is reinforced to all employees through inclusion in FII's Policy Manual, Employee Orientation and Onboarding Plan and regular workshops on Standards of Conduct.

FII encourages the participation of First Nations groups along with other participants in the forest sector to utilize its programs. For example, FII's Wood First program is supporting the Construction Foundation of B.C.'s efforts to increase youth exposure to B.C. wood products and forestry careers – starting with First Nations schools. In 2020/21, FII will also be supporting a First Nations school in Witsset First Nation - the Kyah Wiget Education Society – to provide trades training on advanced wood construction techniques for energy efficient building projects.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In 2019/20, FII developed a high-level statement on FII's commitment to equity and inclusiveness in its hiring practices. The text has been posted on FII's website and incorporated into hiring documents.

### **SUCCESS STORY**

In June 2019, FII organized a training program for business development and technical staff from FII and Canada Wood offices in China, India and Vietnam. In addition to enhancing the skills and technical knowledge of key staff, the program allowed overseas staff to interact directly with Vancouver-based staff and industry stakeholders, enhancing cross-cultural understanding and strengthening relationships.

FII participated as a panel presenter at the Canada-India Business Council's Annual BC-India Partnership Summit in February 2020. The event focused on fostering bilateral business ties and utilizing the deep connections that already exist in B.C. to expand engagement.

In 2019/20, FII organized the annual forest sector mission to Asia with more than 30 delegates from B.C.'s forest sector and government. Led by Honourable Doug Donaldson, then B.C. Minister of Forests, Lands, Natural Resource Operations and Rural Development, the mission visited Shanghai (China) and Tokyo, Japan. The 2019 mission

focused on supporting the industry to reinforce relationships with major customers and to confirm B.C.'s position as a leading global supplier of high quality, competitively priced and sustainably harvested forest products.

## **INDUSTRY TRAINING AUTHORITY**

### **MANDATE**

Vision: To create an inclusive, world-class training and apprenticeship system that meets the needs of British Columbia's economy.

Mission: To build the trades careers that build B.C.

### **EXECUTIVE COMMITMENT**

The first goal of four in the Industry Training Authority (ITA) Strategic Plan is: B.C. has an inclusive trades training and apprenticeship system that reflects our diverse population.

The first action identified in the ITA Service Plan is:

- Lead the cultural and behavioural change needed in the trades training and apprenticeship system to remove barriers for under-represented groups.

In 2019, an Indigenous Inclusion Strategy was developed after an eight-month provincial tour of listening and learning. For the first time, ITA has created a department that will be focused on equity. According to the Equity Department Workplan, "ITA will provide supports to underrepresented groups including women, Indigenous peoples, youth, immigrants, LGBTQ+, people of colour, people with disabilities and others who face challenges entering and working in the skilled trades. The Equity Department will be a resource for other ITA departments in providing these supports."

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

In a male-dominated industry, we have a woman CEO, seven of 10 senior leadership roles are filled by women, and four of 10 senior leadership identify as people of colour. All male staff have either attended or will be attending Be More Than A Bystander training. Executive and outward facing male staff attended "train the trainer" and will provide training



for the rest of the staff. All senior leadership have completed GBA+ training. The target is for the rest of the staff to complete by May 31, 2020, and GBA+ will become part of the onboarding. ITA has created an Equity Department – one of the priority goals of the Equity Department is doing an internal audit of policies, practices, and programs.

Indigenous cultural inclusion is a priority of the ITA. Our HR strategy is designed to use a three-tiered approach to inclusion and competency. Tier One – Essential: Increasing sensitivity. Everyone at ITA, part of onboarding. Tier Two – Providing Awareness. Tier Three – Indigenous community experiences. Inclusion and competency. The past two years we have had several Indigenous cultural activities during all staff meetings and during other staff functions.

Through the year our staff recognize different cultural events with educational opportunities or the sharing of food or ceremonies. Examples include Mental Health Week; Indigenous staff share traditional means to supporting the mind, body, spirit and soul. In June, we recognize National Indigenous Peoples Day. In September, we have recognized Orange Shirt Day with everyone wearing a custom ITA orange shirt and by sharing stories regarding the purpose of the day and in recognition of those who survived residential school. During Chinese New Year, the office is decorated and food is shared.

We have an Indigenous Initiatives team whose focus is creating strong relationships within the Indigenous communities while promoting the trades in B.C. They regularly attend and present at events throughout B.C. Special events are also planned at the ITA for staff, including National Indigenous Peoples Day. We support activities that bring together communities, such as the regional Indigenous Employer Forums.

ITA has completed an eight-month consultation process with First Nations communities, organizations and training providers to inform our procurement and contracting model for Indigenous Peoples in Trade Training program. It provided the research and means for the completion of ITA's Indigenous Inclusion Strategy and Indigenous Multi-Year Trades Training Plan.

ITA aligned the consultation to the Truth and Reconciliation Commissions (TRC's) Calls to Action and the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). It also supports government's Bill 41 – *Declaration on the Rights of Indigenous People's Act*.

ITA utilizes the following networks:

- ITA's Indigenous Advisory Committee
- Various Ministry of Advanced Education and Training departments
- Indigenous Skills Employment Training Service providers - ISETS
- Canadian Council for Aboriginal Business of which ITA became a member during the consultation process noted above
- BC Tradeswomen Society
- We also created equity seats and seats for self-identified Indigenous individuals on all our Sector Advisory Groups.

ITA collects and analyzes data associated with gender, age and self-identified 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.

### Indigenous Programs

The ITA developed a Community-Based Training Model (CBTM) to provide programming in rural and remote regions of B.C. It has also provided an internal fund to support trades training based on using the CBTM.

Our IPTT programs are funded by Workforce Development Agreements and they utilize the ITA's CBTM.

### Immigrant Programs

ITA offered immigrant trades programs. An example is the Vancouver Community College "Introduction to Culinary" program that offered newcomers the opportunity to learn culinary skills that would allow them to work in large hospitality kitchens in

the Lower Mainland as a line cook and start their Professional Cook Apprenticeship.

### Women in Trades and Equity Seeking Group programs

ITA's Women in Construction project focuses on Attracting, Training and Retaining Women in Construction. We serve women across the province, with special attention to Indigenous women in rural and remote communities. Through the Women in Construction project, we offer a continuum of services from attraction and promotion, to engagement, learning and development, of both women and women in trades stakeholders.

### Women in Trades Training (WITT)

Women in Trades Training Program, offer employment readiness assessments, essential skills (reading, document use, numeracy), trades exploration programs, pre-apprenticeship technical training, job search and employment support services.

These programs are currently offered in the Thompson Okanagan Region (Kamloops, Williams Lake, Kelowna, Penticton, Vernon), in the Lower Mainland/Southwest Region (Langley, Abbotsford and other Lower Mainland locations), and Vancouver Island/Coastal Region (Victoria and Duncan).

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

ITA has signed a total of 12 Memoranda of Understanding with First Nations, ISETS, and a Hereditary Chieftain group with the goal of increasing trades sponsorship and apprenticeships within their regions. This leads to greater local skills creation and employment opportunities, economic development and a sustainable work force. In return, the Indigenous communities and groups share their culture with ITA so we can better understand those we work closely with.

ITA partners with a minimum of four ISETS annually in the delivery of First Nation/Industry Forums. These forums help bridge the cultural understanding between Indigenous people and industry with the goal of forging new partnerships. We are in the third year of partnering with Okanagan Training Employment Council and will be funding North

Vancouver Island Aboriginal Training Society, Prince George Nechako Aboriginal Employment and Training Association, and the North East Native Advancing Society.

Through the Canada-BC Workforce Development Agreement, ITA provided \$12.4 million to support seven new programs to help 2,036 women and other under-represented groups access opportunities for pre-apprenticeship training, apprenticeship services and employment.

Through the Canada-BC Workforce Development Agreement, ITA provided \$7.5 million to support six new Indigenous trades training programs for 475 people in Indigenous communities throughout B.C. to access trades training, leading to apprenticeship and employment opportunities.

ITA partnered with Nuxalk First Nation and Camosun College to complete the delivery of a four-year community-based training program in carpentry for 12 Indigenous individuals in Bella Coola, which concluded in December. The program removed barriers to their success in trades training, such as travel costs and time away from their families. The carpenters will be involved with building 50 to 60 new homes over the next five years, along with a Big House, a cultural centre and a museum.

The ITA's CBTM is being used currently with 10 First Nations that are either rural or remote in B.C. These communities are experiencing training that individuals would otherwise never have the opportunity for.

ITA provided funding to support a trades sampler program for immigrant women, offered by Progressive Intercultural Community Services and Vancouver Community College. Ten women from multicultural backgrounds participated in hands-on exploratory training in hair design, culinary and baking.

## **SUCCESS STORIES**

### Community Comes Together to Help Carpentry Apprentices Succeed

Seven carpentry apprentices from Gitksan villages completed their training despite COVID-19 restrictions, thanks to their training institute and

employer sponsor. The Carpentry Level 1 program is the first trades training to be completed under the Memorandum of Understanding (MOU) between ITA and the Gitxsan Development Corporation (GDC) signed in November 2019. The MOU allows GDC to sponsor apprentices working on local projects, supporting them to achieve their Red Seal and ensuring meaningful employment for their communities.

### First Nations School Ignites Passion for Trades

Timothy Christian School, Surrey Christian School, and Seabird Island Community School all came together to build friendship benches. As an ITA Youth Discover event, it was aimed at showing the elementary students how exciting the trades can be.

### Helping New Canadians Find Their Path to Success

This year ITA partnered with Progressive Intercultural Community Services Society (PICS), which provides programs and services to assist new immigrants, seniors, farm workers, women, and youth, and attended the PICS Mega Job Fair. Thousands attended and ITA was able to raise awareness of trades as a career option and offer support to those interested in becoming an apprentice.

### New Initiatives Support Indigenous People in Trades

The ITA Indigenous Initiatives team works closely with Indigenous communities, organizations, training providers, and employers across the province to make trades training accessible to rural, remote and urban communities. New initiatives include Indigenous Inclusion Strategy, Multi-Year Indigenous Skills Training Plan, Indigenous Professional Cook Level 1 & 2, First Nation & Industry Trades Training Forums and Mentorship Matters vs 3.

## **INNOVATE BC**

### **MANDATE**

Innovate BC is a Crown agency with the mandate to help companies to start, scale, and stay in British Columbia and ensure that the benefits of technology and innovation are felt in all regions of our province. Innovate BC funds and delivers

programs that support the growth of B.C. companies by helping them access and develop talent, secure capital and connect with customers.

### **EXECUTIVE COMMITMENT**

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

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

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

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

Recruitment and hiring are based on the qualifications, skills and training of all candidates. A wide range of cultural origins can be seen around the Innovate BC office. Team members have been born on every continent except for Antarctica and Australia. Further, Innovate BC team members are proficient in 13 languages combined, including: English, French, Spanish, Japanese, Mandarin, Cantonese, Portuguese, Polish, Croatian, Arabic, Italian, Ukrainian and Shanghainese.

Innovate BC's board of directors is made up of professionals with diverse background and 40 per cent of members identify as woman. In addition, Diversity & Inclusion is an organization-wide value adopted by all staff. 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 that prevent access to equal opportunity. Innovate BC has a plan for annual presentations

on anti-discrimination, harassment and bullying in the workplace.

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 aims to support equity seeking groups through sponsorship of diverse events. When hosting or promoting an event, Innovate BC attempts to generate a multicultural group of attendees. For example, Innovate BC sponsored international events like the Global VR/AR Summit and Traction Conference, which welcome delegates from multiple nationalities. In addition, Innovate BC funded the BC Tech Association's What Works Series that focused on strategies for including more women in the technology sector.

Members of the Innovate BC team are part of HR Tech Group's Diversity and Inclusion in Tech Project Coalition. Innovate BC has supported them by making connections to key industry players in the B.C. tech sector and spreading awareness of the work they are doing through the organization's communications channels. The project aims to develop diversity audits for companies, a diversity and inclusion resource hub, videos to showcase underrepresented groups in the tech sector and diversity and inclusion benchmarking.

Innovate BC aims to support equity seeking groups through our various programs. Innovate BC is working on a Diversity and Inclusion data collection initiative to include diversity-related questions in all of our program applications. This will allow us to better understand program reach and inclusivity and tailor program outreach and delivery accordingly to ensure all groups benefit from our funding and support.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

This year Innovate BC sought to build new international relationships. Innovate BC met with delegations from 20 countries: Italy, Brazil, Vietnam, India, United States, United Kingdom, Belgium, Hong Kong, China, Israel, Germany, Croatia, Netherlands,

Korea, United Arab Emirates, Estonia, Japan, European Union, Uruguay and Mexico.

### **SUCCESS STORY**

Approximately 2-5 per cent of Innovate BC grants this year went to organizations that support equity-seeking groups and companies in remote areas of B.C. To increase that number, Innovate BC has engaged with stakeholders who work with Indigenous and female entrepreneurs, and those who support companies that work in remote communities, to raise awareness of our programs and get feedback on ways we can further expand our reach. Innovate BC has also hosted information sessions in several cities, including Castlegar, Cranbrook, Kelowna, Kimberly, Nanaimo and Prince George.

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.

Innovate BC helped fund Launch Academy's Maple Program that helps tech companies expand their business to North America and supports their access to Canadian work visas and permanent residency for entrepreneurs, executives and their families.

The Innovate BC CEO went on trade missions to India, the Netherlands and Germany.

## **INSURANCE CORPORATION OF BRITISH COLUMBIA**

### **MANDATE**

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

## EXECUTIVE COMMITMENT

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

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

ICBC's recruitment team actively reached out to multicultural communities with the purpose of attracting qualified candidates in 2019. In addition to conducting targeted social media campaigns, the recruitment team participated in multicultural and Indigenous career fairs and information sessions. Some examples of events are:

- UBC - Aboriginal Career Fair (May 2019)
- Immigrant and Multicultural Services Society (Oct 2019)
- Katzie First Nation Career & Post Secondary Information Event (Nov 2019)

Inclusive Leadership principles and best practices are embedded in ICBC's Leadership Fundamentals program. In 2019, nine cohorts and more than 40 per cent of ICBC leaders completed a five-module program, which includes topics such as unconscious bias, mental health leadership and inclusive leadership behaviours. The remaining leaders and all new leaders will complete the training within the current year.

In 2019, ICBC rolled out its new Leadership Framework and Employee Expectations, which include descriptive behaviours that support a diverse and inclusive work environment. Being there for each other, including and respecting others and seeing diversity as a strength, are now expectations of all leaders and employees.

ICBC supports seven Employee Resource Groups (Indigenous Peoples, Disability Inclusion, LGBTQ2+, Ethnicity, Caregivers, Wellness, and Women in Leadership) as a way to increase a sense of inclusion and community among employees. Each comprises

employees who either represent or are supporters of that group. This grassroots movement empowers group members to discuss current issues and opportunities and helps ICBC to identify barriers to inclusion and learn new ways to enable the full participation of all employees.

ICBC's senior leadership team is committed to sponsoring the ERGs. Each ERG is sponsored by a member of the executive leadership team who supports the group, learns about barriers to inclusion faced by employees from non-dominant groups, and shares their perspectives with the senior leadership team to promote meaningful change. ERG sponsors rotate every 18 months to increase their cultural competencies in different areas of diversity.

Throughout the year, several stories celebrating unique experiences of employees are published on the ICBC intranet. These stories highlight employees' cultures and traditions and celebrate our diversity. Hanukkah, Diwali, Saint Patrick's Day and Thanksgiving are some examples of topics highlighted. In May 2019, ICBC marked Multiculturalism Week led by the Ethnicity Employee Resource Group, celebrating traditional dress and food, sharing stories and other traditions with co-workers.

The Indigenous Peoples ERG celebrated National Indigenous Peoples Day on June 21, 2019, featuring a presentation from a Squamish First Nations Elder and traditional Indigenous cuisine. ICBC employees participated in the Friendship Walk down Commercial Drive and the celebrations at Trout Lake Park, where an ICBC booth was set up to connect with customers about the ERG, especially the Indigenous Peoples ERG.

In 2019, ICBC approved the Diversity & Inclusion Policy, which replaced the Employment Equity Policy. The updated policy continues to address employment equity in relation to jobs, training and promotion while setting standards and guidelines to create a positive and inclusive working environment for all employees and customers.

ICBC is a founding member of the Canadian Center for Diversity and Inclusion (CCDI). Through our partnership with CCDI, we offer learning



opportunities to employees and leaders, such as the opportunity to participate in the CCDI annual conference, communities of practice and webinars. In August 2019, ICBC participated in a research project led by CCDI to identify success factors for implementing diversity and inclusion initiatives by an ERG.

ICBC is a member of the Nexus and the Presidents Group communities of practice. The goal of these networks is to share and improve best practices with other public and private organizations to continue building inclusive and respectful work environments for all.

ICBC's employee intranet includes a Diversity and Inclusion sub site. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.

ICBC delivers "New to BC" information presentations at multicultural centres to help new residents (primarily immigrants to Canada) understand ICBC claims, insurance and licensing policies and services, along with an overview of B.C.'s road rules and driving tips. In 2019, ICBC made 62 presentations to newcomers to Canada, a 140 per cent increase over four years. ICBC was nominated for the Fraser Valley Cultural Diversity Award in the categories of ***Innovative Initiative*** and ***Marketing***, recognizing our work helping newcomers to Canada.

ICBC provides two dedicated 1-800 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 knowledge tests for cars and motorcycles in 11 languages.

ICBC collects diversity data through its Employee Opinion Survey. All ICBC employees are invited to participate every two years, and a pulse check is

conducted with a random sample of employees between full surveys. This data is used when designing policies and programs that impact employees and inform future tactics.

ICBC's co-op program offers work experience to students, including international students who aspire to legally immigrate to Canada. We have employed some throughout their permanent residency application process, and who are now permanent ICBC employees.

## **HIGHLIGHTS ON INITIATIVES IN 2019/20**

New Diversity and Inclusion strategic priorities were approved by ICBC's executive team. The 2019-2021 strategic plan continues with the direction established in the 2015 strategy, while updating priorities based on the maturity level the organization has achieved in the past three years.

A Diversity and Inclusion Council was launched to advance initiatives that remove or mitigate barriers to inclusion faced by employees, including those with diverse backgrounds. The council is comprised of leaders from all ICBC divisions who focus on improving a designated area of diversity during their 18-month mandate.

An Inclusion Audit was conducted to identify barriers to inclusion employees experienced. As a result of the consultation with employees and leaders, a report with recommendations to remove or mitigate barriers was presented. These recommendations have informed the Diversity and Inclusion Strategic Plan for 2020-2021.

ICBC's Community Relations team introduced new ICBC-designed eagle feather reflectors for engagement with First Nations communities. The reflectors have been so well received that BC Hydro has asked ICBC for permission to use the design.

## **SUCCESS STORY**

Currently fewer than half First Nations people in B.C. hold a driver's licence. This can be a major barrier to obtaining employment, especially in rural areas. In 2018, ICBC helped the Haisla First Nation in northwestern B.C. establish the first driver training school run by and for B.C. First Nations

people, with a training curriculum adapted to an Indigenous context.

In 2019, ICBC performed outreach in 143 of 203 First Nations communities, a 38 per cent increase from the previous year.

According to an internal survey conducted in 2015, ICBC staff speak more than 55 different languages. A follow up survey in 2019 showed ICBC improved the representation of Indigenous peoples (from 1.8 per cent in 2011 to 4 per cent in 2019).

A quiet room was launched at ICBC's head office with the purpose of providing a space where employees can take a few minutes to unwind, stretch, meditate or pray. It's hoped that this room will become a valuable space for employees with diverse backgrounds and belief systems.

## KNOWLEDGE NETWORK CORPORATION

### MANDATE

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

### EXECUTIVE COMMITMENT

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

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

In 2019/20, the Knowledge Original documentary *Haida Modern* was selected for screening at the Vancouver International Film Festival (VIFF) where it won the Most Popular Canadian Documentary Award. Knowledge Network sponsored the documentary screening with Haida artist Robert Davidson in attendance. The documentary was also selected for screening at the Kamloops Film Festival and the Victoria Film Festival.

Seasonal programming priorities include providing British Columbians with documentaries that reflect and support B.C.'s diversity. Knowledge Network's *East Is East*, is a weekly anthology series dedicated to documentaries about life in the Asia Pacific region. *East Is East* programming highlights from 2019/20 include:

- *Asia in the Great War* - honours and remembers the sacrifices made by over two million men from across Asia who fought in the First World War, and how their participation changed Asia.
- *The New Silk Road* - explores China's new trade routes that will cross one quarter of the globe from coastal China through Asia and into Europe and Africa.
- *Oceans Apart* - traces the impact of the West's contact with the Pacific, featuring Indigenous people and artists from across the Pacific reflecting on the painful legacy of encounter for their society and culture.

B.C. Indigenous stories by Indigenous filmmakers include:

- *Now is The Time* - On the 50th anniversary, Haida filmmaker Christopher Auchter revisits the raising of Haida carver Robert Davidson first new totem pole on British Columbia's Haida Gwaii in 1969.
- *Konnected TV* - From a Mi'kmaq healer using traditional methods to battle social ills to a 15-year-old environmentalist and Indigenous rights activist from B.C. Indigenous champions are leading a cultural revival.
- *Haida Gwaii: On the Edge of the World* - Featuring the Haida First Nation, captures the story of a

dedicated community uniting to protect land and sea for the next generation.

- ***Cry Rock*** - A quest to capture the true meaning and value of oral traditions with less than 15 Nuxalk language speakers and storytellers remaining in Bella Coola, B.C.
- ***Our First Voices*** - Celebrates 13 B.C. First Nations languages and pays tribute to the drive to preserve and revitalize them for future generations.
- ***The Story of the Coast Salish Knitters*** - Combining the ancient wool-working traditions of the Coast Salish people and knitting techniques of English and Scottish settlers, Cowichan sweaters have become a symbol of Canada's West Coast.
- ***Looking at Edward Curtis*** - B.C. Indigenous filmmaker Marie Clements explores the Pacific Northwest work of photographer Edward Curtis from an Indigenous perspective.
- ***How A People Live*** - Traces the history of the Gwa'sala - 'Nakwaxda'xw Nations, forcibly relocated by the Canadian government from their traditional territories on the coast of British Columbia in 1964.
- ***časna?əm, the city before the city*** - The story of the Musqueam First Nation's 200-day vigil to halt a Vancouver condo development that unearthed ancestral remains.
- ***The Road Forward*** - Musical documentary connects the beginnings of Indigenous nationalism with First Nations activism today.

Knowledge Network partners with B.C. independent producers in the creation of documentaries. In 2019/20, Indigenous stories by B.C. Indigenous filmmakers Banchi Hanuse and Lyana Patrick went into production as part of the B.C. Documentary History Project. Nuxalk Radio, a short film by Banshee Hanuse, was selected for screening at the Hot Docs Film Festival.

### **2019/20 Documentary Highlights**

***Two Soft Things, Two Hard Things*** - Filmmakers Mark Kenneth Woods and Michael Yerxa explore the complexities of a remote Arctic community holding an LGBTQ pride celebration.

***Africa with Ade Adepitan*** - Journalist and wheelchair athlete Ade Adepitan travels across Africa to discover the very best of the continent, including the city of Lagos where he was born.

***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.

***Jiro Dreams of Sushi*** - In the basement of a Tokyo office building, 85-year old sushi master Jiro Ono works tirelessly in his world-renowned restaurant, Sukiyabashi Jiro.

***Hokusai: Old Man Crazy to Paint*** - An in-depth look at the work, life and times of the world-renowned Japanese artist Katsushika Hokusai.

***The Jazz Ambassadors*** - Louis Armstrong, Duke Ellington, Dizzy Gillespie and Benny Goodman's deployment to fight on the frontlines of the Cold War, giving the Civil Rights movement in the United States a voice on the world stage.

***Journey into the Danger Zone: Iraq*** - Journalist Adnan Sarwar returns to Iraq 15 years after fighting as an Iraq soldier, meeting people trying to rebuild their lives after decades of dictatorship, war and conflict.

***Everything Will Be*** - Filmmaker Julia Kwan captures the subtle nuances of a culturally diverse neighbourhood - Vancouver's once-thriving Chinatown.

***From C to C: Chinese Canadian Stories of Migration*** - Stories of the historical injustices faced by Chinese migrants during the last century, and the little-known affects of migration on the families and communities of migrants.

***One Big Hapa Family*** - Filmmaker Jeff Chiba Stearns' story about everyone in his Japanese-Canadian family marrying interracially after his grandparent's generation.

### **HIGHLIGHTS ON INITIATIVES IN 2019/20**

In partnership with the National Film Board (NFB), Knowledge Network launched the NFB Indigenous Cinema Collection on its streaming platforms, comprising of documentaries by B.C. and Canadian Indigenous filmmakers. Highlights included:

- *Hands of History* - Profiles four contemporary female artists: Doreen Jensen, Rena Point Bolton, Jane Ash Poitras and Joanne Cardinal-Schubert, by B.C. Indigenous filmmaker Loretta Todd.
- *Finding Dawn* - A human face on a national tragedy - the epidemic of missing or murdered Indigenous women in Canada by B.C. Indigenous filmmaker Christine Welsh.

## LEGAL AID BC

### MANDATE

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

### EXECUTIVE COMMITMENT

In our 2019/20 Service Plan LABC stated its commitment to supporting true and lasting reconciliation with Indigenous people in British Columbia. LABC outlined a priority action to continue to work with Indigenous communities and leaders, the Attorney General (AG), and other ministries to identify ways to improve access to justice for Indigenous people. Our second priority actions also confirmed our commitment to help better meet the legal needs of families with low incomes by continuing to work with the AG, affected ministries and other relevant stakeholders.

The commitment to achieve the two actions outlined above is further confirmed through the following two strategic goals from our strategic framework:

- LABC advances reconciliation with Indigenous people by improving access to justice
- LABC delivers services tailored to people's needs

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

LABC has implemented 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.

Training for front line staff at our yearly intake training conference has an Indigenous component and sessions that look at cultural differences, biases, GBA + and mental health. Training offered to frontline staff throughout the year via online, in-person or teleconferences also encompass these elements. In 2019/20, LABC delivered an online cultural competency course for staff designed to increase cultural awareness of Indigenous peoples. LABC managers are provided with an overview of unconscious bias during the recruitment orientation process.

LABC has developed an Indigenous Cultural Competency training programme and a Reconciliation Action Plan, which are focused on promoting further understanding and respect of Indigenous peoples.

LABC partners with Indigenous Works and the Canadian Centre for Diversity and Inclusion.

LABC hosted National Aboriginal History Month Lunch and Learns, encouraged staff to attend Indigenous events and supported staff to observe the Indigenous courts in B.C.

LABC has designated various positions in the organization as Indigenous only or Indigenous preferred and have sought the necessary human rights exemptions.

Incorporating multiculturalism policy into the development of policies, practices and programs is driven by our Reconciliation Action Plan.

The plan sets out 20 strategies and 52 related actions LABC will take to implement three goals: advance reconciliation through education, advance reconciliation by fostering equity for Indigenous peoples, and advance reconciliation by empowering Indigenous peoples.

In 2019/20 LABC undertook 12 online and seven in-person community dialogues with clients and service providers. These dialogues helped LABC to better understand Indigenous clients' needs, current barriers and service gaps, and learn how we can improve access to and the quality of our services delivered in their communities. Additionally, we have led numerous other Indigenous engagement sessions to seek input and inform the development of services such as the Parents Legal Centres.

LABC has an Indigenous Services division dedicated to ensuring our services are culturally appropriate and better meet the needs of Indigenous peoples in B.C. These services include the Parents Legal Centres, Gladue and Aboriginal community legal workers. The Indigenous Services division consists of over 24 per cent Indigenous staff with overall Indigenous staffing at LABC exceeding 10 per cent.

LABC tracks diversity data, such as the proportion of clients that are Indigenous, to identify service needs and gaps.

## **SUCCESS STORY**

An objective of LABC in 2019/20 was to continue to focus on increasing the cultural competence of staff and our service providers. LABC sought to increase the knowledge and awareness of Indigenous peoples and culture, stereotyping, and the consequences and legacies of colonialism.

Cultural competency training was delivered to staff through an online-courses and was completed by 98.5 per cent of staff. LABC also sponsored 294 hours of training for service providers that was designed to increase their cultural competency.

Feedback from staff indicated that 96 per cent of staff believed the cultural competency training meet the objectives of:

- Promoting continuous learning and education to advance reconciliation and develop cultural competence within LABC
- Increasing cultural awareness of Indigenous peoples in British Columbia and across Canada
- Providing knowledge about historical and modern treaties, recent rulings by the Supreme Court of Canada and what they mean in practical terms

- Educating about the importance of cultural traditions and values of Indigenous peoples and ways to strengthen relationships with Indigenous peoples
- Providing staff with flexible schedule and learning environment

LABC will measure the impact of cultural competency training on clients through our service plan measure of "per cent of Indigenous clients who say they received culturally appropriate legal aid services" in 2020/21.

## **PARTNERSHIPS BC**

### **MANDATE**

Partnerships BC's vision is to improve people's lives and communities through infrastructure. Partnerships BC's mandate is to work with owners to deliver complex public infrastructure in an evolving world.

Partnerships 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 Partnerships BC's vision and mandate:

- Planning and procurement associated with complex infrastructure projects supports government priorities
- Deliver value to our clients and engage stakeholders; and
- Maintain a responsive and resilient organization.



## EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

## HIGHLIGHTS OF INITIATIVES IN 2019/20

There were no new policies or programs implemented in support of multiculturalism in fiscal 2019/20. However, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

## REAL ESTATE COUNCIL OF BC

### MANDATE

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

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

In its 2019/20 Service Plan, RECBC committed to:

- enable and promote a workplace culture where all employees support RECBC's values,
- enhance employee satisfaction and commitment, continuing to build a strong culture of service excellence in which all employees are invested in and accountable for implementing our strategic priorities, and
- launch a new consumer-focused website and online resources to promote increased awareness among real estate consumers in B.C.'s diverse communities about the duties and obligations to expect from a real estate professional.

In 2019, RECBC developed and approved a Workplace Diversity & Inclusion Policy, committing to "continue to promote a barrier free workplace and support and foster a diversity of perspectives with the aim of providing programs and services to meet the diverse needs of its employees and the licensees it supports."

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

RECBC works with an insourced recruitment partner to do additional outreach to increase applicant diversity with Indigenous peoples, persons with disabilities, LGBTQ2S+ individuals and others who may contribute to diversity, to fill open employment positions. RECBC is committed to equality, diversity and inclusion, and we know the positive impact that welcoming and inclusive environments have on the achievements and experiences of our people.

In 2019/20 RECBC provided the following training opportunities:

- Gender Based Analysis+ training, considering many identity factors, including race, ethnicity, religion, age, and mental or physical disability. All managers, as well as employees in other targeted roles participated in this training.
- Reconciliation training was provided to all employees, facilitated by Reconciliation Canada – A New Way Forward Society.
- Respect in the Workplace training was provided to all employees, including

discussion of discrimination and rights under the Human Rights Code.

- Unconscious bias training was provided for hiring managers as part of our diversity and inclusion efforts.
- Three RECBC managers participated in leadership programs offered by Minerva BC – a community-based charity dedicated to the leadership development of women, with a focus on Indigenous women.
- RECBC regularly provides additional seminars and learning opportunities for employees to promote and enhance understanding and respect for diversity in the workplace, such as team building exercises to appreciate different communications styles among team members.

RECBC promotes multiculturalism through workplace initiatives organized by human resources and its cultural committee, including recognizing diverse cultural and religious holidays, holding workplace events to celebrate them, allowing substitution of religious-based paid holidays with preferred leave.

RECBC successfully developed a Workplace Diversity & Inclusion Policy that commits to achieving a workforce reflective of the qualities and differences in the population it serves. To increase inclusion, we have updated our maternity and parental leave policy to include parental leave top up.

In the past year, RECBC has engaged with organizations including Clicklaw, operated by Courthouse Libraries BC, and the BC Non-Profit Housing Association, to gather input from Indigenous and under-represented groups around housing and real estate issues, for example, through attendance at Housing Central – BC’s Affordable Housing Conference in 2019.

RECBC provides free interpretation/translation services to complainants, witnesses and licensees in investigative processes and in hearings, upon request.

RECBC provides key consumer resources in multiple languages on its website: English, French, Spanish, Punjabi, Persian, simplified and traditional Chinese,

and seeks opportunities to promote those resources through multicultural media channels.

RECBC considers diversity, such as ethnicity, gender, geographic, age, background and perspective, as one of the factors in determining appointment of members to hearing panels.

RECBC’s mandatory Legal Update course for real estate professionals discusses First Nations’ lands, particularly the modern treaty lands in B.C., to help professionals build competence to navigate real estate services with these lands.

RECBC collected diversity data in its employee surveys in 2019. In aggregate, resulting percentages show RECBC is higher than representative of LGBTQ2+ as compared to the labour market average in B.C. RECBC is on par with First Nations representation. RECBC continues to seek candidate representation from under-represented groups.

RECBC’s style guide and communications procedures call for the use of gender-neutral language in all internal and external communications.

### **HIGHLIGHTS OF INITIATIVES IN 2019/20**

RECBC has undertaken office renovations to increase accessibility, including adding automatic doors to facilitate mobility-impaired access.

RECBC partnered with Minerva BC to sign the Diversity Pledge, committing to promote diversity, inclusion and foster the development of women leaders in the organization.

### **SUCCESS STORIES**

In June 2019, RECBC became Great Place to Work Certified™ by Great Place to Work®, a global authority that recognizes excellence in workplace cultures.

RECBC is proud to be on the 2019 list of Best Workplaces™ Managed by Women — based on direct feedback from employees and as determined by Great Place to Work.

RECBC demonstrated success building a culture of service excellence and an engaged and motivated workforce through its first annual employee survey conducted in December 2019, which garnered a 90 per cent employee response rate. A follow-up “pulse check” survey on a subset of the Great Place to Work

survey questions captured all new employees in the organization and saw an increased response rate of 96 per cent. In addition, 89 per cent of our employees answered positively to “Taking everything into account, I would say this is a great place to work,” an 11 per cent increase of the Trust Index.

## 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, artefacts, the archives of government and private archival records and other materials that illustrate the natural and human history of British Columbia; to communicate knowledge of human history through exhibitions, research and programs; and to hold collections for current and future generations of British Columbians. In its 2019/20 mandate letter, government directed the Royal BC Museum and Archives to continue its focus on the following strategic priority actions:

- Continue to address the Truth and Reconciliation Commission (TRC) Calls to Action
- Work closely with First Nations to advance cultural reconciliation by supporting Indigenous people seeking the return of ancestral remains and cultural objects to their communities.
- Continue to take a leadership role by increasing the RBCM’s presence across the province with regional outreach – with the goal of making the museum and archives more available to all British Columbians.
- Offer unique visitor experiences, both onsite and online, by continuing to offer relevant and engaging exhibitions and educational programs.
- Continue work with the Ministry of Tourism Arts and Culture to adopt a Capital Maintenance Framework and develop, at minimum, a three-year Capital Maintenance Plan.
- Work with the Ministry of Tourism Arts and Culture to develop options for the safeguarding and storage of the RBCM’s

collections to better protect the artifacts that are currently not on display.

- Work with the Ministry of Tourism Arts and Culture to develop a business case for the RBCM’s facilities.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The RBCM has clearly articulated the Diversity policy, and Diversity (embracing differences) is one of its corporate values. The RBCM supports researchers interested in the impact and knowledge of Indigenous people, the stories of immigration, multiculturalism, and cultural activities within British Columbia.

The Royal BC Museum:

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

- Supports major initiatives at the national level related to multiculturalism.

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

Staff at the RBCM speaks the following languages in addition to English: Arabic, Cantonese, Cebuano, Dutch, German, French, Japanese, Mandarin, Polish, Spanish and xaad kill (Haida). Volunteers who greet visitors also speak multiple languages. Both groups of people make visitors from all cultures feel welcome in their own language when possible. The RBCM has approximately 600 volunteers who reflect the diversity of the community. Volunteers contribute over 46,000 hours of their time and are acknowledged for their length of volunteer service, up to 40 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language. Over 49 languages are spoken by a large group of volunteers, including two First Nations languages.

RBCM continues to commit to diversity in the workplace through hiring practices that encourage applications from under-represented groups for all positions – including temporary staff, students and volunteers; and provides specific diversity/cultural awareness training for front line customer service staff; and Gender Based Analysis Plus (GBA+).

RBCM:

Offers international internships to university students in various museum studies.

Partners with Indigenous communities; specialists and Elders to deliver a number of learning programs.

Consults with Indigenous communities and continues to foster a strong relationship with the First Peoples Cultural Council.

Continues to enhance the award-winning exhibition “Our Living Languages.”

Provides no-charge admission to all Indigenous peoples and all Indigenous people have direct and free access to their belongings, both in the museum and archives collections.

The Indigenous Repatriation Program Strategic Plan 2017-2020 identifies nine principles through which

museum and archives will transform its approach to working alongside Indigenous people to create meaningful change in its structure and operations. The Indigenous Operational Policy ensures that sacred objects and ancestral remains be repatriated quickly upon request and acknowledges the museum and archives responsibility to support reconciliation and collaboration with Indigenous peoples of the province.

## **HIGHLIGHTS OF INITIATIVES IN 2019/20**

Jan. 22, 2019 - Significant upgrades to Wawaditla, an Indigenous cultural treasure located at the RBCM. Thanks to funding from the Department of Canadian Heritage, the RBCM has recently installed a new cedar roof on the Mungo Martin House.

Jan. 22, 2019 - The Inter-Cultural Association of Greater Victoria hosted an Anti-Racism Community Conversation at the Royal BC Museum in partnership with the Department of Canadian Heritage (PCH) Anti-Racism Engagement team as part of national Anti-Racism Engagement Sessions. The aim of this specific consultation was to meet with and engage racialized communities and Indigenous peoples, to hear about their lived experiences and recommendations to end racism and discrimination.

May 17-Dec. 31, 2019 – Maya: ‘The Great Jaguar Rises,’ an extraordinary exhibition highlighting Maya culture, past and present. The exhibition spotlighted the mystery, legacy and resilience of one of the world’s great civilizations, the Maya of Central America, a powerful culture that rose in the tropical rainforests of Guatemala thousands of years ago.

June 20, 2019 – RBCM published the Indigenous Repatriation Handbook by and for Indigenous peoples working in repatriation. The work of repatriation—the return of Indigenous objects and Ancestral remains from museums to home communities—is challenging, essential and often fraught with uncertainty for Indigenous communities across B.C., if not the world. The RBCM published the handbook, a collaboration of the museum and the Haida Gwaii Museum at Kay Lnagaay. The authors are Jisgang Nika Collison, Executive Director and Curator at the Haida Gwaii Museum at Kay Lnagaay and a member of the RBCM Board of Directors; Sdaahl K’awaas Lucy Bell,

Head of the Indigenous Collections and Repatriation Department at the RBCM; and Lou-ann Neel, Repatriation Specialist at the RBCM.

Indigenous Voices: A Report on the RBCM Indigenous Community Engagement on Modernization - Feb. 12, 2019. The Indigenous Collections and Repatriation department with the support of the Ministry of Tourism, Arts and Culture, engaged with First Nations communities and Indigenous people from across B.C. to obtain advice, guidance and input regarding modernization of the museum from an Indigenous perspective and how the museum can be of service and benefit to Indigenous people. In September 2019, a diverse group of 40 representatives participated. They represented Indigenous communities including Songhees First Nation, Esquimalt Nation, Tsawout First Nation, Victoria Native Friendship Centre and Hilye Yu Lelum Friendship Center, among many other First Nations communities and Indigenous organizations. Over four days, participants toured the Indigenous Collections and Repatriation departments and BC Archives, and partook in a facilitated critical dialogue. The framework for dialogue was organized around four key themes: a) Indigenous Rights and Treaty Rights; b) Cultural, Spiritual, and Protocol; c) Capacity Strengthening; and d) Physical. As part of the process, a thematic analysis was conducted from the 2017 Repatriation Symposium transcripts, artist charrettes and 2019 Summer Artists program. This report focused primarily on the voices and perspectives of the participating First Nations communities, Indigenous people and organizations. Information provided in this report is framed within the context of the ancestral and inherent rights of Indigenous people that have been affirmed by various government and international processes. The report is prefaced with excerpts from the United Nations Declaration on the Rights of Indigenous People (UNDRIP), the TRC Calls to Action, the Royal Commission of Aboriginal People (RCAP) as well as the Report on the Task Force on Museums and First Peoples and the Rod Naknakim Declaration adopted by the BC Museums Association. The information from the September sessions will inform the development of a business case and a broader process of engagement.

2019 - Our Living Languages - A travelling exhibition by the Royal BC Museum to commemorate the UN's International Year of Indigenous Languages. The RBCM has produced three custom-built travelling versions of its permanent exhibition Our Living Languages: First Peoples'Voices in BC. The travelling exhibition highlights what First Nations communities throughout the province are doing to help 34 different languages survive and flourish. Through interactive stations, video and audio, Our Living Languages provides visitors with the opportunity to learn more about the history of disrupted languages in B.C., the complexity of these languages, and the people—and entire communities—that are working tirelessly to document and revitalize them. The travelling exhibition is designed to be flexible and meet the logistical needs of a range of spaces. It's ideal for regional museums and community centers alike. The RBCM is grateful for the ongoing sponsorship of Our Living Languages by the First Peoples' Cultural Council.

May 22, 2019 - RBCM held a participatory discussion, A Case for Inclusion, tackling perspectives and definitions, upending assumptions to help us better understand ourselves and community.

Haida Mortuary Pole - In Spring 2019, the museum and First Nations communities agreed that the Haida mortuary pole replica had reached the end of its lifespan. The pole was taken down on June 5, 2019. The occasion marked by members of the Haida Nation, who offered song and dances in Thunderbird Park. The pole was then transported to Fort Rupert, where Mungo Martin's great-grandson, Chief David Knox of the Kwakiutl First Nation, welcomed the pole. Chief Reg Young, the hereditary descendant chief for this pole, had already given his permission for the replica pole to remain at Mungo Martin's village.

June 2019, Annual Victoria Indigenous Cultural Festival - Nations gather for Indigenous cultural celebrations at RBCM. Songhees and Esquimalt First Nations host a three-day international event including celebrating National Indigenous Peoples Day and recognizing the cultures and contributions of the First Nations, Inuit and Métis Indigenous peoples in Canada.



June 29-July 1, 2019 - Three Day Celebration-Canada Day Weekend – The multi-cultural event included Lekwungen Dancers; Ocean Rain Chinese Dancers; Viva Mexico! Forklore Dancers Association; BC Fiddle Orchestra; Cookeilidh; Taiko Drummers and Annual Penny Carnival.

July 6, 2019 – Heritage Fairs; Exploring Canadian heritage, 60 passionate youth from around B.C. bring history alive telling stories of Canadian heroes, contributions, sacrifices and tragedies.

July 29 – Aug. 2, 2019 Maya History and Culture Camps, inspired by the Maya ‘The Great Jaguar Rises’, were held at the RBCM. The many camps were set up for appropriate age groups and held over a period of weeks. Archaeologists led the groups through cultural games and stories.

Sept. 15, 2019 - An informative talk on Agnes Deans Cameron (1863-1912) by Cathy Converse. Agnes Dean Cameron was the first female high school teacher, school principal and one of the 150 most significant individuals in the history of the province.

Gitxsan Replica Poles - In January 2020, two Kwakwaka'wakw poles that stand near Douglas Street were temporarily laid down so staff could upgrade them. This work took place in February and March 2020. The original version of pole 20123 was a Gitxsan memorial pole, which stood in the village of Gitsegukla (Skeena Crossing) on the upper Skeena River. While the poles are lying down, conservation staff members will take advantage of the easier access to remove biological growth from the surfaces.

Mid-July – Mid-September 2019 Indigenous Summer Arts Studio – In the picnic area next to Thunderbird Park at the RBCM, emerging Indigenous artists connected with senior artists and art mentors to create, share, learn and network with peers and meet visitors from around the world.

Learning programs for K-12 students continue to build in popularity with teachers and students alike. The E.A.G.L.E. (Education and Appreciation Garnered through Listening and Exploring) program, delivered by an Indigenous educator, has sold out with nearly 170 classes (over 5000 students) registering for this museum-based cultural awareness program.

## SUCCESS STORIES

Living Cultures Indigenous Artist's Project received \$150,000 in federal funding through the Canadian Heritage's Community Support, Multiculturalism and Anti-Racism Initiatives program. Community engagement events will garner Indigenous advice and direction for future onsite programming. An additional outcome will be the creation of an "empathy toolkit." The toolkit will become a resource for public program planners and for any Indigenous artist who participates in interpretation in cultural institutions. It is in its final draft phase and will be vetted and approved by Indigenous people through an iterative evaluation across the province and tested when on-site programs begin at the museum in the future. It will be shared out to all museums and interpretive centres through the B.C. Museums Association and through Open School BC to schools to help students understand how best to approach and appreciate Indigenous expressions of identity in an open and respectful way. It will be a guide for people with tips on respectful inquiry-based learning for observers and how best to navigate difficult conversations for artists on the frontline with advice directly from Indigenous Elder advisors and senior artists.

Two Indigenous staff were hired under this project. Roles and responsibilities included program development and delivery; skills development in event coordination and intersectionality between museum and community; coordination of territorial protocols; recommendations for visitor experience improvements; gained valued ability to collaborate and problem-solve across museum environment and Indigenous communities and merged the two ways of knowing and functionality.

Metrics: Community Engagements reached more than 750 Indigenous people and an estimated 60 artists involved in the project to date. Tens of thousands of visitors interacted with the on-site programming that included a summer artist studio, Indigenous Winter Market and Totem Pole Restoration Project.

On Jan. 27 & 29, 2020 the museum delivered digital field trips to Indigenous students from the University of the Fraser Valley and their instructor,

Dr. Lolehawk (Laura Buker). Learning designed the program in collaboration with the instructor to meet her classroom needs. The first program was for an "Introduction to Indigenous Studies" class with eight students and the second was for an "Indigenous Art: Stories and protocols" class with 26 students.

The instructor reached out to the museum hoping that there were resources that could be shared digitally because she could not afford the time or cost to bring her classes in person to the provincial museum. As a result, we were able to design a program that introduced students to the breadth of Indigenous collections, archival material and other resources and how they can further investigate these on their own for personal and academic research. Each program included three components of 15-minute sessions with archives, archaeology and ethnology staff, all with a focus to demonstrate what is available and how to access it. In total there were 45 minutes of programming and 15 minutes for questions and answers between students and staff. This model can now be easily replicated for other post-secondary and secondary Indigenous students.

BC Archives - Joint event with BC Archives and BC Black History Awareness Society (BCBHAS) - In 2019 the BC Archives celebrated 125 years of collecting and managing archival material; at the same time, BCBHAS celebrated its 25 anniversary. To mark the occasions, we held a reception for their organization in the reference room on the evening of June 25. The newest G.T. Brown acquisition was on display, along with other records relating to B.C.'s Black history. The event was well attended and received. Of the approximately 40 attendees, many had never visited the archives before, and some went on to sign up for memberships and book research visits. The event succeeded in strengthening our relationship with the BCCHAS and was a way for us to acknowledge bias in the archives and rectify it by bringing records of marginalized communities to the fore.

BC Archives - Indigenous consultation regarding newly acquired residential school records - The BC Archives recently acquired the records of the Missionary Oblates of Mary Immaculate, a religious organization that operated missions and residential schools throughout the province. Consultation with

Indigenous communities started within the first few months of the project. As these records provide evidence and insight into the histories of Indigenous communities and people, consultation has been an important element of the project from the start. We have reached out to the 10 communities in which the residential schools were located, and we are working with representatives from six of those communities. Consultation has taken place on site at the archives, in the communities and virtually. For example, a large group travelled to Victoria from Cranbrook in February – the Ktunaxa community is planning an event to mark the 50th anniversary of St Eugene's Residential School closing. The consultation is a key component to meeting the requirements of the TRC's Calls to Action, as well as the UNDRIP – particularly the right to free, prior, and informed consent regarding managing and sharing information about Indigenous history. This work is informing access protocols related to the records.

Landscapes of Injustice - Japanese Teahouse - The Fieldtripper programs are a way to engage visitors with the museum outside the walls of the museum and in the community. The emphasis is on outside, most of the programs are science and nature focussed but some have focussed on cultures and human histories as they can be explored outside in a landscape. For example, in 2018 Fieldtrippers explored Chinese Canadian and South Asian history at Tod Inlet in Gowlland Tod Provincial Park.

On Jan. 18, 2020, we partnered with the Landscapes of Injustice project to deliver a Fieldtripper that delved into the history of Japanese Canadians during WWII by walking through an historic landscape that used to house a Japanese Teahouse. It was a cold January day, but 88 people showed up. This is the kind of attendance we tend to get at a beach program on a summer day, not for a winter history program, which would usually get 15-25 people. Visitor interest in the subject was palpable. Dr. Yasmin Railton from Landscapes of Injustice was the main presenter, but also a descendent of the teahouse owner attended, spoke at length and answered questions.

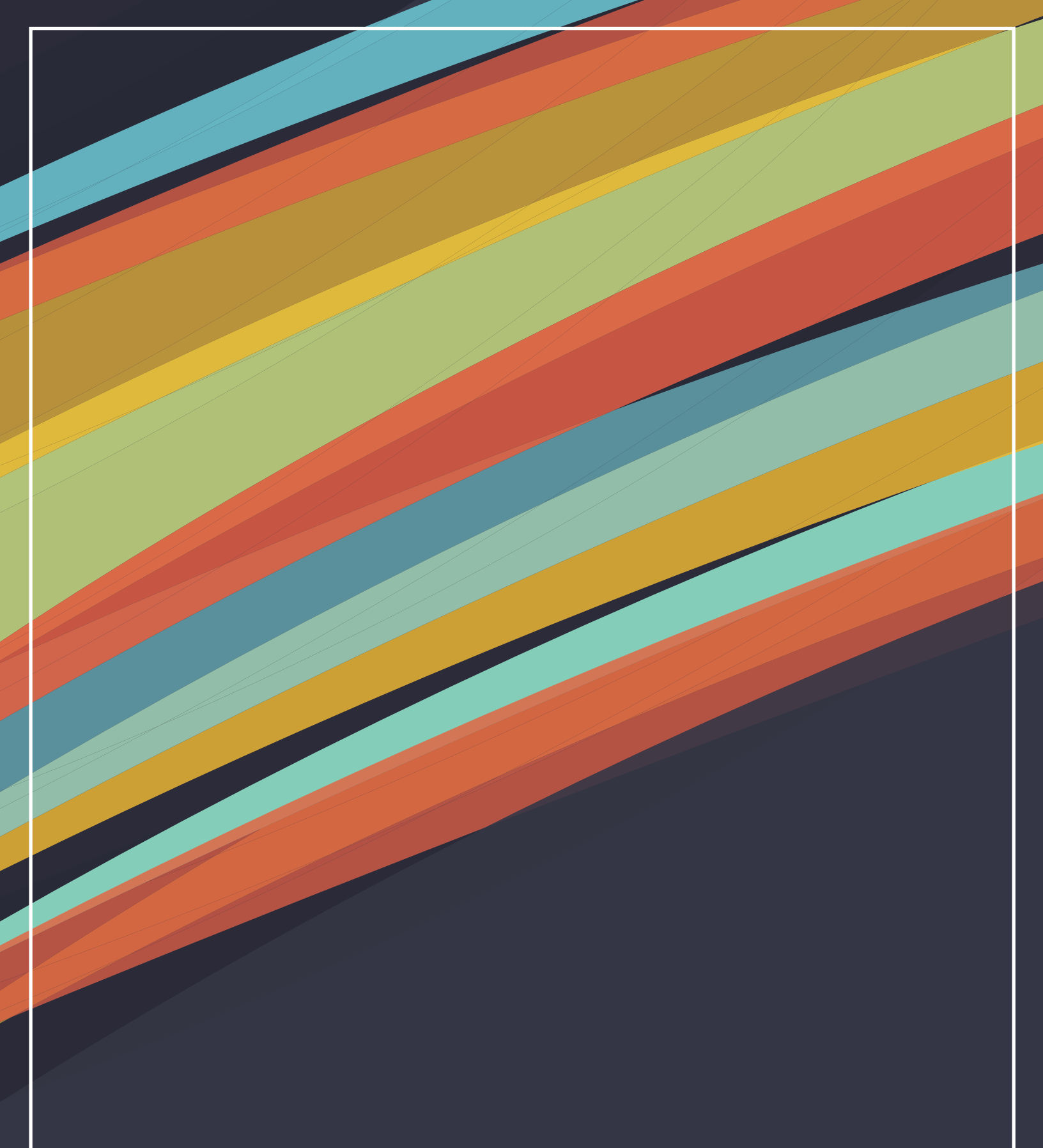
Working with the Victoria Nikkei Cultural Society and Landscapes of Injustice on Fieldtrippers programming also nurtured community ties

between the museum and external groups. Offering programming related to a diverse cultural group with a significant, little known, local history proved to be of interest to many people. The representative of the Nikkei Cultural Society was unable to attend at the last minute, but knowing they were consulted and promoted as an important contributor to the success of the program enhances the museum's relationship with this community group and paves the way for future programming.

December 2019-February 2020 - Volunteer Services Office - In collaboration with the Indigenous Collections and Repatriation (IC&R) department, Volunteer Services Office welcomed participants from the Victoria Native Friendship Centre Indigenous Model for Delivering Employment and Economic Success (IMDEES) Program. Eight individuals were trained and have volunteered in Archives, IC&R Front of House, the Royal Museum Shop and the Volunteer Services Office. The participants contributed over 120 hours of their time from December 2019 through February 2020 and were able to gain experience and utilize their skills. Volunteer Services Office provided a welcome environment for all the positions and the participants thrived in their roles. This partnership will continue and all participants from the IMDEES Program are welcome to return for another term or to continue in a volunteer role after their term ends. In volunteer services the participants helped organize objects for the upcoming Our Volunteer Family Pocket Gallery, assisted with Recognition 2020 Awards Ceremony and worked on the Better Impact Database. The volunteer services office receives about 20-25 visitors a day, giving participants an opportunity to engage with and support internal and external clients.

Following two rounds of province-wide consultations with Punjabi Canadian communities, stakeholders and partners, we completed extensive oral history projects with our research partner at the South Asian Studies Institute at the University of the Fraser Valley. The project team and advisors visited the regions with deep community roots. Based on the 15 consultations and over 100 oral histories, the RBCM worked closely with partners and communities to develop the Haq & History

exhibit, presenting the community-identified themes of Punjabi Canadian history in B.C. It served as a feature exhibit for the Sikh Heritage Month and Asian Heritage Month in April and May 2019. Sixty-five people, including community members, interviewees featured in the exhibit, government officials and project advisors, attended the community gathering at the Royal BC Museum on May 4, 2019. During this run in Victoria, several government officials and a few thousand visitors saw it, including those attending Vaisakhi celebrations in Victoria. The Haq & History exhibit then travelled to the University of the Fraser Valley. The local MLA, the university president, many local leaders and students attended the official opening on Feb. 5, 2020. During its short run, over 300 visitors saw it, including guests and several classes. It is ready to travel next to the National Historic Site the Gur Sikh Temple in Abbotsford, B.C., followed by many communities. The project also continues the work on educational tools, research, and other initiatives to promote community history.



BRITISH  
COLUMBIA