

2017/18 Report on Multiculturalism



BRITISH
COLUMBIA

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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; and
- 2016/17, Ministry of International Trade
- 2017/18, Ministry of Tourism, Arts and Culture

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

FC3850.A1 M84 354.7110084'84 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 24th annual report on the operation of the Act. This report covers the activities for the 2017/18 fiscal year.

Respectfully submitted,



Honourable Lisa Beare
Minister
Ministry of Tourism, Arts and Culture

Letter to the Minister

HONOURABLE LISA BEARE MINISTRY OF TOURISM, ARTS AND CULTURE

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2017/18. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2017/18.

Sincerely,



Sandra Carroll
Deputy Minister
Ministry of Tourism, Arts and Culture

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Minister's Message

FROM THE MINISTER OF TOURISM, ARTS AND CULTURE



As the Minister responsible for Multiculturalism, it's my pleasure to present the 2017-18 Report on Multiculturalism.

B.C. is the most diverse province in Canada. Our government is committed to the

principles of inclusion, respect and equality. We recognize that advancing and strengthening multiculturalism in our province leads to a better future for all British Columbians.

In 2018, we mark the 25th anniversary of B.C.'s Multiculturalism Act. This Act recognizes the diversity of British Columbians and promotes respect for the province's multicultural heritage. The Act guides our government's actions as we work to build on British Columbia's strength as a place where diversity is celebrated, respected and honoured.

B.C. strives to be a leader in diversity and inclusion. This report outlines the commitments, policies and accomplishments that support and celebrate B.C.'s diversity and multicultural heritage. One of the key priorities of our government is "delivering services people count on." Here are just a few examples of the wide breadth of initiatives that government is undertaking to ensure public services are delivered in a culturally sensitive, accessible manner:

- » Appointing staff specifically responsible for client and customer experience within targeted communities, particularly Indigenous communities.
- » Undertaking targeted employee attraction and retention initiatives aimed at building a workforce that truly reflects our diverse population.

- » Training front line, managerial and executive staff across government on cultural agility, Indigenous cultural safety, unconscious bias and inclusive service delivery and leadership.
- » Offering telephone interpretation services in up to 170 languages at multiple ministries, agencies and crowns, along with translated brochures, fact sheets and other print materials in up to 15 languages.
- » Negotiating partnership agreements and Memoranda of Understanding with First Nations, Indigenous organizations and immigrant serving organizations to develop culturally appropriate programs, services and policies.

A key part of our work is supporting reconciliation with Indigenous Peoples. Our government is committed to moving forward on the Truth and Reconciliation Commission's Calls to Action with respect to the United Nations Declaration on the Rights of Indigenous Peoples. Currently, the Royal BC Museum is engaging with First Nations to advance cultural reconciliation by supporting Indigenous Peoples seeking the return of ancestral remains and cultural objects to their communities.

We are proud of the progress we are making on this important issue as well as the work we are doing in other areas. Many people work in our province to encourage respect, inclusiveness and understanding of other cultures. Our collective efforts are enhancing opportunities for all British Columbians to fully participate and thrive in our province. In the coming year, I look forward to continuing the work to build nurturing welcoming and inclusive communities throughout B.C.

Sincerely,

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

Honourable Lisa Beare
Minister
Ministry of Tourism, Arts and Culture

Foreword

FROM THE PARLIAMENTARY SECRETARY FOR SPORT AND MULTICULTURALISM



I am honoured to join Minister Beare in presenting the Annual Report on Multiculturalism for 2017/18. This report highlights concrete actions that the Government of British Columbia has undertaken

over the past year to advance the objectives of the British Columbia Multiculturalism Act, legislated in 1993. I am deeply impressed by the wide range of efforts that ministries, agencies and crown corporations are making to embrace multiculturalism in principle as well as in everyday practice.

Throughout the report, the sincere commitment of all ministries, agencies and crowns to reconciliation with Indigenous peoples is a key theme. The report highlights important work that has been undertaken in partnership with British Columbia First Nations and other Indigenous stakeholders in the last year to develop action plans and strategies on a wide variety of critical issues, including justice, education, employment, natural resource management and the revitalization of Indigenous languages.

The report also highlights important work undertaken in the last year to acknowledge historical wrongs experienced by British Columbia's Indigenous, Chinese-Canadian, Japanese-Canadian, South Asian-Canadian and Doukhobor communities. Several legacy projects were undertaken in 2017/18 aimed at promoting healing, understanding and celebrating our diversity.

Our work in multiculturalism reaches out to many different government ministries and Crown corporations. The ministry works closely with the Multicultural Advisory Council and the Premier's Chinese Canadian Community Advisory Committee to ensure that issues of diversity and inclusion are considered in all of government's actions.

As we mark the 25th anniversary of our Multiculturalism Act in 2018, there is no better time to reflect on our successes and look ahead to how we can continue to build a more inclusive, multicultural British Columbia together.

Sincerely,

A stylized, handwritten signature in teal ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Ravi Kahlon
*Parliamentary Secretary for
Sport and Multiculturalism
Ministry of Tourism, Arts and Culture*

Multicultural Advisory Council

As the Chair of B.C.'s Multicultural Advisory Council, it is my pleasure and honour to present the provincial Report on Multiculturalism for 2017-18.

MANDATE

Since its establishment in 1988, the Multicultural Advisory Council's mandate has been to advise the Minister Responsible for Multiculturalism on issues respecting multiculturalism, anti-racism and anti-hate, and to perform any other duties or functions outlined by the Minister as set out in British Columbia's Multiculturalism Act.

ACCOMPLISHMENTS

In 2018, we proudly celebrate the 25th anniversary of British Columbia's Multiculturalism Act, an Act that recognizes the diversity of British Columbians, encourages respect for the province's multicultural heritage, promotes racial harmony and cross-cultural understanding, and fosters the creation of an inclusive society that supports the free and full participation of all British Columbians in the economic, social, cultural, and political life of British Columbia. As the current Chair of the Multicultural Advisory Council, it's an honour to illustrate some of the accomplishments of the Council over the years.

» **SHAPING THE LEGISLATION:**

In 1993, following the province wide consultations initiated by the Multicultural Advisory Council, the Council was instrumental in providing advice on the legislation which resulted in BC Multiculturalism Act. The Act was passed unanimously by the B.C. Legislature in July 1993.

» **BC HATE CRIMES TEAM:**

In 1996, with the Council's support, the B.C. Hate Crime Team was created with a mandate to ensure the effective identification, investigation and prosecution of crimes motivated by hate.

» **REPORT ON MULTICULTURALISM:**

Another important accomplishment of the Council was to create the annual Report on Multiculturalism (ROM) as part of the BC Multiculturalism Act. The annual ROM reflects the BC government's commitment to multiculturalism and anti-racism and informs all British Columbians of how each ministry and all Crown Corporations are proactively embracing and promoting multiculturalism in their services, policies and programs.

» **ANNUAL PROVINCIAL MULTICULTURALISM WEEK:**

Upon the recommendation of the Council, for the past 25 years the province has proclaimed the third week of November "Multiculturalism Week" across British Columbia. It is a time to celebrate the contributions of our multicultural communities and to appreciate the way diversity enriches British Columbia.

COUNCIL PRIORITIES FOR 2017-18 AND BEYOND

With appointments of nine new members to the Council in late 2017, the new Council held its first meeting in February 2018 with Minister Lisa Beare and Parliamentary Secretary Ravi Kahlon.

A highlight of the Council's work for the year 2017-18 was a panel engagement in March 2018 with the province's *Organizing Against Racism and Hate Program* members, Parliamentary Secretary Ravi Kahlon, and Council representatives Melanie Mantining and myself, Naveen Girm.

We had the opportunity to share perspectives and learn from 36 community program members from all across the province on the outstanding work in anti-racism and anti-hate that is making a positive difference in our communities.

In the years ahead, we must guard not only against the ever-present discourses of hate and racism, but narratives that skim the surface of multiculturalism and do not engage with its deeper values.

The ambitious goals that have been set by this Council cannot be completed in one term. For this reason, I acknowledge the hard work of previous Multicultural Advisory Councils in furthering the Province's responsiveness to the nuances of multiculturalism and the necessity for implementing equitable strategies across all ministries.

On behalf of the Council I would like to thank Minister Beare and Parliamentary Secretary Kahlon of the Ministry of Tourism, Arts and Culture for providing us with an important opportunity to contribute to strengthening our province's multicultural foundations. I know that all the Council members share the same thoughts as me in expressing our gratitude.

At the time of writing this report, the Council was deeply saddened to learn of the death of Dr. David Chuen Yan Lai, a distinguished and passionate member for two terms. Dr. Lai will be dearly missed by many across the province, and recognized for his many contributions to B.C. The Council offers heartfelt condolences to Dr. Lai's family and friends.

Respectfully submitted with gratitude,



Naveen Girn
Chair of the Multicultural Advisory Council for B.C.

**CURRENT MEMBERSHIP OF THE MULTICULTURAL
ADVISORY COUNCIL (MAY 2018) :**

Naveen Girn (Chair)

Tracy Wideman (Vice Chair)

Amir Bajehkian

Patricia Barkaskas

Candace Campo

Angela Hollinger

Melanie Matining

Hira Rashid

Shelley Rivkin

Hana Woldeyes

David HoyTin Wong

Ministries

Ministry of Advanced Education, Skills and Training

MANDATE

It is the role of the Ministry of Advanced Education, Skills and Training to ensure that British Columbians can access affordable, relevant and responsive education and skills training that builds up our province, communities and citizens. The ministry provides leadership and direction for post-secondary education and skills training in British Columbia to ensure that citizens from across the province and from every background have opportunities to thrive, succeed and reach their full potential.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry of Advanced Education, Skills and Training acknowledges the strength gained in its workplace and in the province by embracing diversity and understands the role our organization has to play in that regard. The ministry's approach to multiculturalism is guided by the corporate *Diversity and Inclusion Action Plan* (<https://tinyurl.com/y9cr2yx8>). The actions within the plan direct its efforts to embed the principles of cultural diversity within its programs and services to reflect the diverse needs of its learners.

Its commitment to supporting multiculturalism through post-secondary education and skills training partnerships is demonstrated in its approach to English Language Learners (ELL) training and International Education. In addition to advancing multiculturalism, it is also advancing reconciliation with Indigenous peoples. The Province has committed to fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Calls to Action of the Truth and Reconciliation Commission of Canada (TRC). A number of the TRC Calls to Action are relevant to post-secondary education and training and highlight the important role education plays in lasting reconciliation by fostering access and success in post-secondary education and training.

HIGHLIGHTS OF INITIATIVES

INDIGENOUS POST-SECONDARY EDUCATION AND SKILLS TRAINING

- » An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, Métis Nation BC, the First Nations Public Service, B.C. colleges, BC Association of Universities and Institutes, the Research Universities' Council of BC, and government representatives. The ministry continues to implement the Aboriginal Post-Secondary Education and Training Policy Framework and will be engaging with Indigenous and post-secondary partners to develop a comprehensive post-secondary strategy that responds to the TRC Calls to Action and UNDRIP in 2018/19.
- » Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners, to strengthen partnerships and collaboration in Aboriginal post-secondary education, and to increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.

- » In 2017/18, the ministry provided mandate letters to all 25 public post-secondary institutions and the Industry Training Authority, directing them to incorporate UNDRIP and TRC Calls to Action within the specific mandate and context of their organizations.
- » The Aboriginal Community-Based Training Partnerships Program continues to provide funding for post-secondary education and training programs to be delivered in Aboriginal communities in partnership with public post-secondary institutions.
- » \$30 million has been committed to the Indigenous Skills Training Development Fund over the next three years. Transitioning the Indigenous Skills Training Development Fund from the Ministry of Indigenous Relations and Reconciliation to Advanced Education, Skills and Training brings the majority of Indigenous skills training under one ministry, providing an opportunity to increase access to training for Indigenous communities across the province.
- » The ministry engaged with stakeholders in the construction trades over three sessions to gather advice and guidance on an approach to requiring specified levels of apprenticeship on public projects, and to identify ways to increase participation in the skills trades of equity-seeking groups, including Indigenous people.
- » Through the Sector Labour Market Partnerships (SLMP) program, the ministry supported the development of the *Diversity & Inclusion in the BC Tech Sector* report (<https://tinyurl.com/ya9ojd97>). The project brought together key stakeholders from across B.C.'s tech sector to better understand the challenges and to identify opportunities to enhance diversity and inclusion in the sector. Project partners included organizations such as the Vancouver Economic Commission, BC Tech, The Minerva Foundation, First Nations Technology Council, and the Immigrant Employment Council of B.C.

- » The SLMP program supports Indigenous communities and organizations to identify workforce challenges, develop strategies, and pilot new workforce development initiatives. In 2017/18, the SLMP program supported work with the BC First Nations Forestry Council, the First Nations Tech Council, Aboriginal Tourism BC, Indigenous Works, and the BC Association of Aboriginal Friendship Centres.
- » Through the Canada-BC Workforce Development Agreement (formerly the Canada-BC Job Fund Agreement), the Industry Training Authority delivers pre-apprenticeship trades training for members of underrepresented groups (including women and Indigenous people) facing barriers to entering trades occupations (approximately \$10M annually).

ENGLISH LANGUAGE LEARNERS (ELL)

- » Public post-secondary institutions recognize the benefits of integrating international and domestic students in all of their courses and programming, including English Language Learning (ELL).
- » Since September 2017, the ministry has provided tuition-free ELL programs to British Columbians through 16 public post-secondary institutions.
- » Permanent residents, Canadian citizens and refugees enrol in these programs to gain the English language skills they need to transfer to post-secondary career and academic courses, and to help them find work that is commensurate with their previous education and experience.
- » Some institutions also provide settlement-based language instruction funded by the federal government. Language Instruction for Newcomers to Canada, or LINC, provides immigrants and refugees at all language levels with information and the English they need to integrate into their new communities in B.C.

- » With an annual budget of \$2.4 million, the ministry supports the Community Adult Literacy Program, which brings together language and literacy learners in more than 90 communities across the province and matches them with dedicated volunteers.
- » The Westcoast Reader, a well-respected, longstanding resource for ELL students and teachers, receives ongoing annual funding from the ministry.

INTERNATIONAL EDUCATION

- » International education is the global, two-way flow of students, educators and ideas between countries. Engaging in international education activities increases the global orientation of British Columbia's education ecosystem, and enhances diversity, innovation and intercultural awareness. It also provides opportunities for British Columbia students to study and work abroad.
- » In 2017/18 the ministry strengthened global education relationships through government-to-government engagement with officials from China, Colombia, Japan and South Korea, highlighting further opportunities for two-way student exchanges, education cooperation, and joint research initiatives.
- » The ministry works closely with key partners in international education, including the British Columbia Council for International Education, the Ministries of Education and Jobs, Trade and Technology, as well as post-secondary institutions, to support the international education sector in the province.
- » The ministry is engaging with partners to develop a balanced and strategic approach to international education that includes benefits and opportunities for all regions and communities of the province. Providing a safe, inclusive and enriched learning environment for all students is a priority for the Government of British Columbia.

- » Through StudentAidBC, the ministry supports eligible students with grant and loan funding while studying abroad at designated post-secondary institutions. In 2017/18, financial assistance was provided to approximately 1,550 students studying outside of Canada.

DEVELOPING MINISTRY CULTURE

- » The ministry continues to promote and provide access for staff to participate in cultural awareness and diversity activities and training. In February 2017, Camosun College presented on *Indigenous Leadership* and Métis Nation BC presented on the Métis in B.C. In June 2017, *Building Bridges Through Understanding the Village*[®] workshops were held for ministry staff, and on National Indigenous Peoples Day, ministry staff participated in cultural activities, including a game of Slahal.
- » The ministry's Sector Labour Market Partnerships program completed a third-party service delivery review of the cultural responsiveness of its program. As a result of the Culturally Responsive Service Delivery review, the program area has rewritten its program guidelines and is instituting a learning framework for its staff that includes specific commitments to improving cultural sensitivity, agility and awareness, leading to greater cultural safety and improved outcomes for its Indigenous partners.
- » The ministry has established a partnership with the BC Public Service Agency Hiring Centre to create and provide informal training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process.
- » The ministry continues to offer support and employment opportunities through the Indigenous Youth Internship Program.

Ministry of Agriculture

MANDATE

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

- » Revitalize the Agriculture Land Reserve and the Agricultural Land Commission.
- » Establish Grow BC to help young farmers access land, and support fruit and nut growers and processors to expand local food production.
- » Initiate Feed BC to increase the use of B.C.-grown and processed foods in hospitals, schools and other government facilities.
- » Bring back an enhanced Buy BC marketing program to help local producers market their products, and work with local producers to expand market access in the rest of Canada and abroad.
- » Work with growers, processors, colleges and universities, as well as the Minister of Advanced Education and the Minister of State for Trade, to develop a B.C. Food Innovation Centre to innovate in the processing, packaging and marketing of B.C. food products, linking local food producers with new technology, and expanding exports and access to world markets.

Grow BC, Feed BC and Buy BC are its three-pillared approach to implementing the ministerial mandate. Through these three pillars, the ministry is acting on its commitment to support the full spectrum of B.C.'s agriculture, seafood and value-added processing sectors. Recognizing the economic and social role that the agriculture sector has in our rural and urban communities, the good-paying jobs that

the industry provides, and the fresh, healthy foods provided to the people of British Columbia is the impetus for the Ministry of Agriculture to support these deserving contributors.

Grow BC, Feed BC and Buy BC are in their early stages of development, and have already accomplished so much. Through this strategic lens, the ministry has developed a long-term comprehensive Buy BC Branding Strategy; launched the Buy BC: EAT, DRINK LOCAL campaign; initiated engagement and partnerships with industry, academia, local governments and other key stakeholders to advance the creation of Food Innovation Centres and regional food hubs; inventoried land use and land cover on 500,000 hectares of potential agricultural lands; completed export market how-to guides for priority markets; and launched a pilot agriculture land-matching project for new farmers.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Agriculture is constantly working toward improving its culture of diversity. As an organization, it has asked itself: "Are our employees invited to be their whole selves at work?" Through senior leadership's annual gathering, they have reinforced the importance of diversity and inclusion by facilitating information sessions by the Public Service Agency and support, corporately, the upcoming training available for leadership and all staff.

The ministry corporately funds 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 the Indigenous Agrologist role to focus specifically on the agricultural interests of Indigenous people.

KEY PROCESSES, POLICIES AND STRUCTURES 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 (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, such as the spotted wing drosophila, in both English and Punjabi, to reach the majority of growers of these commodities affected by the plant pests.

HIGHLIGHTS OF INITIATIVES

EXPANDING INTERNATIONAL MARKETS

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

- » Worked with industry and government partners to create and implement an international marketing strategy that guides market development and trade access priorities and continues to build on the province's export successes.
- » Helped producers and processors to capitalize on new domestic and international market opportunities by supporting marketing skills training for over 250 individuals and by publishing 14 marketing how-to guides.
- » Completed Export Market How-To Guides for priority markets identified in the AGRI-JTT International Market Development Strategy, including China, South Korea, Japan, Hong Kong, Philippines, Singapore, Vietnam, Taiwan and the United Kingdom.
- » Planned, organized and delivered a coordinated B.C. presence at two of the largest international seafood tradeshow – "Seafood Expo Global" and "China Fisheries and Seafood Expo" – resulting in \$3.2M in combined sales at the shows, and \$28.5M in estimated sales by B.C. exporters over the next year.
- » Provided funding to the B.C. Ministry of Jobs, Trade & Technology to manage two B.C. Trade & Investment Representatives (TIRs) – one in South Korea and one in Hong Kong – and planned, coordinated and delivered 18 international trade activities resulting in over \$14.5M in estimated sales.
- » Provided \$0.6M in B.C. Agri-food and Seafood Export Program funding to 56 exporters and associations to support 125 international trade activities.
- » Provided \$0.5M in B.C. Agri-food and Seafood Market Development and Preparedness Program funding to 25 producers, processors, businesses and associations to support 18 market research activities, 12 strategic market development planning activities, and one marketing skills training activity.

ACTIVITIES AND ACHIEVEMENTS

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

- » Resources, workshops and skills training developed and delivered to Indigenous clients to promote and support the start-up and growth of agri-food businesses and projects.
- » Support for Indigenous producers through the Farm Business Advisory Service, Strategic Outreach Initiative, and Environmental Farm Plan program.
- » Continued support for local food initiatives and participation with the Indigenous Food Systems Steering Committee.
- » Organized and supported the Indigenous Food Systems session at the Canadian Institute of Food Science and Technology's annual conference in Vancouver. This session highlighted Indigenous peoples' approaches to food, agriculture and aquaculture business development.
- » Supported the salmon aquaculture sector where Indigenous peoples are active participants, with 78% of production coming from traditional territories.
- » Continued support for Indigenous aquaculture development, working with the Aboriginal Aquaculture Association and responding to requests for information from band offices.
- » Ongoing support for the B.C. 4-H program that works with over 2,200 youth, ages 6 to 25, in a variety of leadership and agriculture youth development programs across the province and that involves youth from many cultural backgrounds.

Ministry of Attorney General, and Ministry of Public Safety and Solicitor General

MANDATE

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

The Ministry of Attorney General is responsible for the following program areas: administrative, civil and family justice services; court services; family maintenance enforcement; legal advice and services to government; legal aid; prosecution services; protection and promotion of human rights; gaming regulation and enforcement; and liquor licensing, enforcement and distribution.

The areas of responsibility of the Ministry of Public Safety and Solicitor General are: policing and law enforcement; correctional services; restorative justice; crime prevention; victim services; coroners service; civil forfeiture; criminal record checks; private security industry regulation; cannabis legalization and regulation; road safety; consumer protection; guide dog and service dog certification; emergency management, including planning, preparedness, mitigation/prevention, response and recovery; flood protection and mitigation; and fire prevention and safety.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive teams of the Ministries of Attorney General and Public Safety and Solicitor General lead the ministries in the commitment to multiculturalism, and a diversity competency has been integrated into the performance expectations of all supervisors and managers.

The ministries have demonstrated a commitment to a representative public service by regularly reviewing hiring practices to ensure that the recruitment process is fair and transparent, and that an inclusive approach to hiring is maintained. The ministries are also committed to continuous improvement of and increased access to, cultural safety and capacity training and other developmental opportunities for all staff.

The ministries work continuously to update and improve programs and services to ensure that they are delivered equitably and in a way that reflects sensitivity towards multiculturalism, and to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*. In addition, the ministries are committed to applying the *Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples* (<https://tinyurl.com/y9rz8cgy>) to support culturally responsive and relevant policies, programs and services.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Work throughout the ministries is being informed by increasing engagement with Indigenous leadership and communities to build stronger relationships and to improve the health and well-being outcomes for Indigenous peoples across B.C.

The ministries support government's commitment to true, lasting reconciliation with Indigenous peoples in British Columbia, as they move towards fully adopting and implementing the *United Nations Declaration on the Rights of Indigenous Peoples* (<https://tinyurl.com/yb8w8ozm>) and the *Calls to Action of the Truth and Reconciliation Commission* (<https://tinyurl.com/phhrhf8>).

In September 2017, the ministries and the co-chairs of the B.C. Aboriginal Justice Council signed a *B.C. Indigenous Justice Strategy Memorandum of Understanding* (<https://tinyurl.com/ycs8ovaa>) to create an Indigenous Justice Strategy.

The strategy will focus on: reconciliation with Indigenous peoples; decreasing the overrepresentation of Indigenous peoples in the justice system; addressing violence against Indigenous peoples – especially women and girls; improving access to justice and justice services for Indigenous peoples; and designing services for Indigenous peoples that are culturally relevant and appropriate.

HIGHLIGHTS OF INITIATIVES – FOR MINISTRY OF JUSTICE

BC PROSECUTION SERVICE

- » The BC Prosecution Service's diversity strategy promotes awareness of diversity and inclusiveness in the branch, develops best practices, and ensures consistency with the broader initiative to promote the importance of diversity and inclusiveness within the ministry and the BC Public Service. The ultimate goal of the strategy is to better understand, respond to, and reflect the communities it serves. Work under this initiative includes: ensuring that branch publications, especially recruitment and retention materials, appropriately reflect inclusive language; professional development training on cultural awareness; and translation of branch publications, whenever possible.
- » With the introduction of the federal *Canadian Victims Bill of Rights*, the branch collaborated with justice partners to update the Victim Impact Statement, the Statement on Restitution, and their related Guides – which were translated into nine languages and are now publicly available on the branch's website.
- » The branch developed specialized training for both administrative staff and Crown counsel to support French-language prosecutions.

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

COURT SERVICES BRANCH

- » The Court Services Branch maintains multilingual forms and brochures.
- » Court administrative and sheriff services are provided to First Nations Courts in New Westminster, North Vancouver, Kamloops, Duncan and Prince George.
- » Aboriginal Family Healing Court Conferences address the overrepresentation of Indigenous children in ministry care. This three-year pilot in New Westminster will provide a culturally appropriate court process for Indigenous families who are already involved with the court system due to a child protection concern and is intended to try to resolve the disagreement before the case escalates to a trial.
- » The branch maintains a pool of over 240 court interpreters who provide free interpretation services at Criminal, Youth, Traffic and Family Court hearings, in over 50 spoken languages, as well as visual language interpreters for deaf and hard of hearing individuals.
- » Criminal and Youth Court proceedings are conducted upon request in French or in bilingual French/English at any location. Supreme Court proceedings where a French-speaking jury is required are conducted in New Westminster where a bilingual jury panellist pool is available.
- » Court Services Branch provides bilingual French/English language services in person at their New Westminster and Victoria locations, as well via their toll-free number.
- » The branch has translated adult criminal sentencing information sheets, which are provided to accused persons, into eight different languages.
- » The branch maintains a database of French-speaking potential jurors in B.C. and continues to explore opportunities to promote and expand the database.

- » The branch successfully worked with the Tsawwassen First Nation to finalize the *Tsawwassen First Nation Final Agreement*, which came into effect on April 3, 2009. The branch continues to work with the First Nation in implementing their treaty by facilitating civil and criminal matters arising under Tsawwassen Law to be heard in B.C. courts. This implementation represents a historic moment in the evolution of the justice system in British Columbia, particularly with respect to the province's court system, laws and legal processes of a self-governing First Nation.
- » The branch supports the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia justices when assigned to the Specific Claims Tribunal. The Specific Claims Tribunal is an initiative of the federal government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.
- » A key course in the court administration training program is "Self-Wellness and Client Service," which includes diversity in the workplace.
- » The branch has developed and implemented a policy that permits practising members of the Sikh faith to wear kirpans in public areas of courthouses, subject to various assessments and procedures.

GAMING POLICY AND ENFORCEMENT BRANCH

- » The Gaming Policy and Enforcement Branch offers clinical counselling and prevention services in multiple languages including Cantonese, Mandarin, Punjabi, Vietnamese, Korean and some First Nations languages. Interpreters are offered to clients receiving clinical services when there is no provider who speaks the client's first language, and prevention services are modified to complement each of the cultural groups identified by these languages.

- » The Responsible and Problem Gambling program provides Indigenous services provincially, which are developed and delivered by service providers with First Nations heritage.
- » The Responsible and Problem Gambling program is working with an Indigenous filmmaker to document the skills and knowledge of Indigenous communities as related to wellness and health promotion.
- » The Responsible and Problem Gambling program has developed and is implementing a train-the-trainer program that will provide Narrative Therapy instruction to allied professionals in remote and Indigenous communities.
- » 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.
- » The Responsible and Problem Gambling program has implemented an early-intervention outreach service to support at-risk gamblers, working with and offering connections to culturally diverse community services.
- » The Problem Gambling Helpline, facilitated through BC211, offers services in 160 different languages and dialects.

JUSTICE SERVICES BRANCH

- » The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish and Vietnamese languages. In addition, interpretation services and cultural supports are used in child protection mediation, where necessary, to support participation and accessibility for the diverse needs of ethnic groups in B.C.
- » More than a quarter of the mediators on the child protection roster self-identify as Indigenous – the result of a concerted effort to increase capacity to better serve Indigenous communities.

- » The Parenting After Separation Program (a free seminar to inform parents about the effects of divorce and separation on children) is offered online in English, Mandarin and Punjabi. A handbook for parents is also available in English, French, Chinese and Punjabi.
- » Family Justice Services Division local offices and maintenance enforcement outreach staff make concerted efforts to liaise and coordinate with immigrant-serving agencies within their communities.
- » Multilingual family justice mediation services are offered through the assistance of interpretive services. In addition, family justice centres carry materials that are available in a number of languages.
- » Multilingual staff provide information and services in a variety of languages to parents who are supplied with support enforcement services.
- » Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide services to complainants and respondents who require assistance with the prevention and resolution of human rights issues. These services, which include intake, triage, information provision, education, resolution and legal services to eligible persons are delivered online, by telephone, through in-person workshops, and by direct legal representation. A weekly drop-in triage clinic provides an initial evaluation, information on options, referrals and recommendations on services. B.C.'s *Human Rights Code* protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of grounds such as: race, colour, ancestry, place of origin, religion, age, marital status, family status, physical or mental disability, gender and sexual orientation.
- » The Civil Resolution Tribunal (CRT), Canada's first online tribunal, has been in operation since July 2016. For parties who are not able to communicate in English, the CRT engages telephone translation services. As well, the CRT's online model promotes the use of helpers (advocates, friends or family members) by parties who may not have a working level of English or who need assistance with CRT procedures.
- » The branch provides funding to the Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Foundation, in support of LSS's multiculturalism-related initiatives.¹ At the national level, the Justice Services Branch facilitates and coordinates British Columbia's participation in federal/provincial/territorial (FPT) criminal justice reform and justice and public safety policy discussions. As part of this work, the branch led the development of an FPT justice framework to address the issue of violence against Indigenous women and girls, which was publicly released in January 2016. B.C. has also participated in, and contributed to, the National Roundtables on Missing and Murdered Indigenous Women and Girls, as well as the work to plan and implement the national inquiry.
- » The branch developed multiple fact sheets to help British Columbians understand their rights under the *Human Rights Code*. The fact sheets have been translated into a number of languages, including Arabic, Chinese (Simplified and Traditional), French, Persian, Punjabi, Spanish, Swahili, Tagalog and Vietnamese.
- » In December 2017, the Attorney General attended an FPT Ministers Responsible for Human Rights meeting in Ottawa (the first one in 29 years) and the branch will take the lead on ensuring that the key priorities coming out of the meeting are addressed.

¹ *The Legal Services Society provides its own contribution to the Report on Multiculturalism.*

- » At a national level, the branch represents British Columbia on the FPT Continuing Committee of Officials on Human Rights (CCOHR). Through the work of this committee, the ministry reports on British Columbia's compliance on various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination) and participates in FPT discussions considering whether Canada will ratify or become a signatory to other instruments. As part of the work of the CCOHR, British Columbia also participates in several consultations every year with civil society and Indigenous organizations on human rights matters including recommendations from treaty bodies.

LEGAL SERVICES BRANCH

- » The Legal Services Branch has a specific position for Indigenous articulated students. This program allocates one articling position annually for a law student having Indigenous ancestry.
- » The branch assists the ministry and advises other client ministries to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*, as well as all other laws applicable in British Columbia.

LIQUOR CONTROL AND LICENSING BRANCH

- » The Liquor Control and Licensing Branch works with the Provincial Language Service (PLS) to obtain interpreter services for use by branch staff, when required. For example, the branch has used the PLS to translate advertising for a Punjabi Licensee Education Program (LEP) session.
- » The LEP is delivered in communities across the province. The education sessions provide licensees with practical knowledge to better navigate B.C.'s liquor laws and successfully operate their establishment. In-person education sessions were also delivered to licensees in Mandarin.

- » The branch has an agreement with ServiceBC to support members of the public applying online for a special event permit where there is no access to the Internet or when English is not their first language.

HIGHLIGHTS OF INITIATIVES – FOR MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

BC CORONERS SERVICE

- » Brochures dealing with the BC Coroners Service's roles and responsibilities are available in a variety of languages.
- » Coroners strive to ensure a culturally safe environment for families and communities of the deceased and to ensure that cultural and spiritual needs are respected.
- » Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure that coroners are able to communicate with family members in their chosen language.
- » In May 2014, the BC Coroners Service signed a Memorandum of Understanding (MOU) with the First Nations Health Authority of BC (FNHA) – the first MOU the FNHA has signed outside the health care system. As stated in the preamble to the MOU, the BC Coroners Service and FNHA "agree that it is our mutual desire to work together to improve the health, safety and well-being of First Nations in British Columbia." The FNHA was formed as a result of a tripartite agreement, involving First Nations and the B.C. and federal governments, to transfer control of First Nations health services to First Nations.
- » The BC Coroners Service has launched an initiative to engage members of First Nations as coroners in their communities. This will ensure that family and community needs are clearly understood and that culturally appropriate services are delivered in a timely manner and are consistent with spiritual beliefs.

- » Training for all new coroners now includes a component delivered by the First Nations Health Authority to assist coroners' understanding of First Nations history, spiritual beliefs and practices.
- » There is a data collection commitment that will see the Coroners Service collect accurate, relevant data to share with the FNHA in support of the community-driven and nation-based decision making of First Nations. In August 2017, a report with First Nations-focused data on the illicit drug overdose crisis was released. This is part of the Aboriginal Administrative Data Standard adopted by the Coroners Service in collaboration with the FNHA.

COMMUNITY SAFETY AND CRIME PREVENTION BRANCH

- » The Community Safety and Crime Prevention Branch offers specialized multicultural and Indigenous victim services, outreach and counselling support for women impacted by violence. For example, the branch funds Multicultural Outreach Service programs, which provide services to 10 communities in up to 24 languages to ensure that immigrants and visible minority women receive assistance by workers who speak their own language and are familiar with their culture. The branch also funds 19 victim service and violence against women programs that are contracted to deliver services to Indigenous clients and/or are delivered by Indigenous organizations.
- » In March 2015, government launched the #SaySomething campaign – a digital public awareness campaign – to focus attention on the issue of domestic violence. The campaign, which was expanded to include focusing attention on the issue of sexual assault, also ran in 2016 and 2017. It uses social media platforms to offer practical advice and tips to encourage everyone, especially bystanders, to speak up and learn safe ways to help end the silence on domestic violence and sexual assault. Information is available in Punjabi, Mandarin, Cantonese and English.

- » VictimLink BC, a toll-free service that provides information and referral services to victims of crime, including women who have experienced violence, is funded by the branch. VictimLink BC services are available in more than 110 languages, including 17 Indigenous languages.
- » Civil forfeiture and criminal forfeiture grant funding has been provided to support projects aimed at addressing violence against women, including those involving immigrant, refugee, newcomer and racial/cultural minority women. Grant funding has also been provided to Indigenous communities for crime prevention and remediation projects, with a focus on projects addressing healing and rebuilding in Indigenous communities.
- » The Supporting Healthy Relationships project introduces and provides direct services for male perpetrators of domestic violence prior to involvement in the criminal justice system. In February 2017, one-time grants of \$60,000 were awarded to 11 community organizations across B.C. that presently deliver domestic violence prevention/intervention programming to perpetrators prior to the charge, conviction or sentencing stage of the criminal justice process to enhance their programs. Some of these community organizations provide programming in Punjabi and Farsi or culturally specific programming to Indigenous men.
- » The branch has continued to implement a pilot project, supported through federal funding, to explore the feasibility of delivering victim services in rural and remote Indigenous communities. Emphasis has been placed on the importance of providing culturally safe service delivery, such as utilizing elders, as well as health and wellness and Indigenous justice workers on reserve. Provisions for emergency funding to assist victims to leave the community to ensure safety were also utilized as part of this project, as well as opportunities for community learning about victim services.

- » Founded in 2011, The Moose Hide Campaign is an Indigenous grassroots movement that aims to engage Indigenous and non-Indigenous men to stand up and speak out about the violence committed against women and children. Since 2011, men across B.C. have held a Moose Hide Gathering in February to spread the message of the campaign.
- » Through the Office to Combat Trafficking in Persons (OCTIP), the branch maintains dialogue and partnerships with immigrant, refugee, multicultural and Indigenous organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:
 - Ongoing distribution of pocket cards in 14 languages with information on human trafficking and a toll-free number to call for assistance.
 - A toll-free number (handled by VictimLink BC) that directs potentially trafficked persons who are unable to communicate in English to an over-the-phone interpretation service for referrals to services and supports.
 - Ongoing delivery of the first human trafficking training curriculum in Canada, *Human Trafficking: Canada is Not Immune*, developed in consultation with representatives from Indigenous, settlement and interpretation organizations, multicultural victim services, and immigrant and refugee service networks – and it is now also available in French.
 - The *Human Trafficking in Canada* poster by the People’s Law School on domestic servitude as a form of human trafficking was translated and printed into several languages – including Spanish, Chinese, Punjabi and Tagalog – and distributed around B.C.
 - The People’s Law School booklet on human trafficking is available in five languages (French, Spanish, Tagalog, Chinese and Punjabi) and continues to be distributed.

- Presentations to Indigenous community members were made in Prince George (November 2017), Kamloops (January 2018), and the Little Shuswap Lake Indian Band (March 2018) about human trafficking and unique vulnerabilities of Indigenous people.
- In March 2018, OCTIP trained settlement workers in Victoria and delivered a session on human trafficking and the prevention of labour exploitation for the Philippine Bayanihan Community Centre.
- In March 2018, two one-time civil forfeiture grants were provided to the Inter-Cultural Association of Victoria for a project focused on raising awareness about human trafficking amongst newcomer communities, and to the Migrant Workers Centre (formerly West Coast Domestic Workers Association) to build capacity amongst front-line service providers to assist vulnerable foreign workers at risk of exploitation.

CORRECTIONS BRANCH

- » The Corrections Branch recruits widely to exemplify cultural diversity, has sponsored student research to examine factors influencing the recruitment and retention of Indigenous staff, and also supports the Indigenous Youth Internship Program.
- » The branch provides training in multicultural awareness and discrimination prevention, as well as Indigenous Cultural Safety Training.
- » The branch offers culturally adapted relationship violence and substance abuse programs for court-ordered individuals.
- » The Aboriginal Programs and Relationships section was created in January 2008 to address the overrepresentation of Indigenous offenders in the justice system. Its purpose is to engage communities and organizations in the management of Indigenous offenders.

- » The branch, in partnership with the Sts'ailes First Nation, has developed a Memorandum of Understanding for Supported Reintegration into the Sts'ailes Community. This MOU allows for the sharing of information within the parameters of applicable legislation, and with the consent of the client, in order to develop a community case management plan that will enhance community safety and support the healing and successful reintegration of Sts'ailes members back into their community. The branch has also entered into a letter of intent to create a memorandum of understanding with the Tl'etinqox (Anaham) Government to support community members under Corrections supervision. Efforts to enter into letters of intent with additional First Nations are ongoing. The letter of intent signals the initiation of a process that may take many months to complete. Continuing to build these agreements with First Nations communities is a priority for the justice and public safety sector.
- » The branch has been working with the First Nations Health Council (FNHC) and has been supporting community engagement that focuses on the social determinants of health for Indigenous peoples and a government-wide approach to supporting mental health and wellness. This relationship helps to increase our understanding of how to improve health outcomes for Indigenous people, improve access to services, and support community-based prevention and restorative justice initiatives.
- » The branch has partnered with the Justice Institute of British Columbia (JIBC) to provide training to Indigenous justice workers in relationship violence prevention, substance abuse management, facilitation skills and alternative measures. Approximately 176 Indigenous justice workers have been trained to co-facilitate these programs with probation officers, with a specific focus on culturally appropriate practices.
- » The branch also partners with the federal government and Indigenous communities to implement various culture-based programs, including:
 - The Indigenous Justice Program (IJP), which operates in 34 communities and provides community-based services that range from court diversion to the reintegration of offenders returning from custody centres. Partnerships with the federal Department of Justice and the provincial ministries of Attorney General and Children and Family Development provide approximately \$4.4 million in cost-shared funding for IJP services.
 - The Native Court worker and Counselling Association of BC (NCCABC) offers services in 28 communities and in 50 percent of the province's courthouses. NCCABC seeks to ensure that Indigenous persons in conflict with the law receive fair, equitable and culturally sensitive treatment by the criminal justice system. Joint provincial and federal Department of Justice funding of approximately \$3.2 million supports NCCABC to ensure continued involvement throughout provincial courts, including the Vancouver Downtown Community Court initiative.
- » Indigenous liaison workers provide a variety of services for Indigenous offenders incarcerated in the province's nine custody centres. Liaison workers are responsible for developing and managing the programs for each centre, coordinating Indigenous cultural education and counselling programs, and providing release planning services. The ministry continues to enhance the Indigenous Liaison Program, in recognition of the importance of culture in rehabilitation and recovery, through increased resources and support, standardization of the program, and building stronger relationships to ensure that programs are community-driven.

- » The branch provides Community Corrections supports to First Nations courts in New Westminster, North Vancouver, Kamloops, Merritt, Prince George and Duncan.
- » The branch and the JIBC also work with Indigenous justice partners to revise, develop and deliver training to make sure that staff are trained in a manner that ensures that they understand the impacts of colonization and the unique needs and socioeconomic challenges and barriers facing Indigenous peoples to better inform programs and services. Additionally, the branch is a member of the JIBC's Aboriginal Education Advisory Committee to support the cultural safety of the JIBC's learning environment and cultural relevancy of their educational programs.
- » To address violence by men within intimate male-female relationships in certain cultural communities, the branch developed the Relationship Violence Prevention Program – Cultural Edition. The program is adapted from the 10-session Respectful Relationship Program and the 17-session Relationship Violence Program. This program introduces offenders to the range of abuse that occurs in relationships, including abuse that occurs in cultural communities. The program requires the men to explore some of the underlying factors that contributed to their resorting to abusive behaviours. The sessions and exercises are done in the client's native language.

EMERGENCY MANAGEMENT BC

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

- » EMBC supports local authorities in the development of culturally appropriate emergency preparedness, response and recovery plans.

- » EMBC is co-chair of the Integrated Disaster Council of BC, which is comprised of government agencies, ministries, NGOs and volunteer organizations experienced in working with multicultural groups, in order to coordinate essential support to those individuals impacted by an emergency or disaster.
- » On April 1, 2017, a 10-year bilateral agreement with Indigenous Services Canada came into effect to enhance emergency management support for First Nations communities. Through the implementation of the agreement, EMBC has:
 - Adapted its recruitment process to incorporate Indigenous Relations Behavioural Competencies into all job profiles and invited people of Indigenous heritage to participate as part of the hiring panel.
 - Provided all EMBC employees with diverse learning opportunities to increase their awareness, understanding and knowledge of cultural safety and agility.
 - Hosted two Indigenous Youth Interns for the 2017/18 term.
- » In March and April 2017, EMBC held several engagement sessions with First Nations communities from across the province to learn about their strengths and limitations concerning emergency management programming.
- » EMBC currently offers some public education materials in languages other than English. Examples of those materials can be found here (<https://tinyurl.com/y8h9f55w>).
- » PreparedBC, EMBC's public education program, is also in the process of identifying which of its core guides and plans should be translated and into which languages.
- » At the request of the RCMP, coroners and First Nations Communities, the Office of the Fire Commissioner (OFC) has supported fire investigations for serious injury and fatality fire incidents.

- » EMBC/OFC supports local fire departments through public education and fire safety awareness initiatives.
- » Due to their remote and rural location, wildland interface fires can have a devastating effect on First Nations communities. The OFC and BC Wildfire Service administer the Structure Protection Program and have provided Structure Protection Specialists and their crews with training for working with and offering assistance to First Nations communities.
- » An EMBC strategic goal is “equitable emergency management for every person in B.C.” and a strategic priority is to “engage in culturally appropriate ways to support the distinct needs of all people.”

POLICING AND SECURITY BRANCH

- » Police Services Division cost shares with Public Safety Canada (48/52 percent) the provision of a dedicated policing service to many First Nations communities in the province. The goal of the First Nations Community Policing Service is to ensure that First Nations communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend 100 percent of their time policing the First Nations communities. Where possible, the police officers assigned to a First Nations community are Indigenous or are familiar with the culture and traditions of the First Nation. Since 2014/15 there has been an authorized strength of 108.5 police members providing an enhanced service to 132 First Nations communities throughout B.C. through 55 Community Tripartite Agreements. Ten First Nations communities within the Stl’atl’imx Nation receive service from a Designated Police Unit called the Stl’atl’imx Tribal Police Service that provides culturally sensitive policing and law enforcement to participating

communities in the Stl’atl’imx territory. In addition, the treaty Tsawwassen First Nation has an agreement with the City of Delta for the dedicated services of one Delta police officer to provide an enhanced service to their citizens. The Province also supports an Integrated First Nations Policing Unit to provide enhanced policing services to the Squamish First Nation and Tsleil-Waututh First Nation with members from the RCMP and West Vancouver Police Department.

- » British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. As a result, the Policing and Security Branch leads the Provincial Committee on Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-cultural minorities in B.C. The Committee is composed of senior police officers, other law enforcement partners, and representatives from B.C.’s ethnic communities.
- » As part of the Province’s annual delegation grant to the Police Academy of the Justice Institute of British Columbia to fund, recruit and advanced training, the Policing and Security Branch outlines specific deliverables and strategic priorities for the fiscal year. For 2017/18, one deliverable of the delegation letter included the development of a mission and vision statement that promotes and reinforces the themes of ethics and accountability, crisis intervention and de-escalation, as well as cultural competency and bias-free/fair and impartial policing concepts with a particular emphasis on vulnerable persons.
- » Work on provincial policing standards to promote unbiased policing is underway and a public consultation process was held in March/April 2018, which included an online feedback form and public submissions from organizations. A report of what was heard during the engagement was made public in May 2018 and will further inform the development of policing standards.

- » In 2017, the branch launched a new course entitled British Columbia Fair and Impartial Policing (BC FIP) which aims to promote an understanding of the science of implicit bias, how bias may impact decision making, and to recognize and reduce its influence. To date, four sessions of the BC FIP Train-the-Trainer course have been delivered. Seventy-two BC FIP facilitators have now been trained, providing all B.C. police agencies, the JIBC and the RCMP in the province with access to BC FIP instructors and training materials. The branch continues to track the implementation of this initiative throughout the province.
- » As part of British Columbia's Enhanced Traffic Enforcement Program, public awareness radio messages promoting the B.C. Chiefs of Police's targeted road safety campaigns are broadcast on multi-ethnic radio stations in Cantonese, Mandarin and Punjabi, as well as on the northern B.C. First Nations radio station, to help combat impaired, distracted and high-risk driving.

ROADSAFETYBC

- » RoadSafetyBC has created a comprehensive training program for new and existing staff. New employees are provided with an onboarding and orientation package that includes program-specific information and diversity training, which must be completed within the first 60 days of work. The branch also requires all supervisors to complete the Supervisor Development Certificate Program, which includes courses on discrimination prevention and appreciating diversity in the public service.
- » The Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat alcohol and/or drug-related motor vehicle collisions and convictions. British Columbia contracts with Stroh Health Care to deliver the program province-wide. In addition

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

STRATEGIC PUBLIC SAFETY INITIATIVES

- » The Province continues to fully participate in the National Inquiry into Missing and Murdered Indigenous Women and Girls. This includes participation in community, expert and institutional hearings; coordinating responses to requests for information/summons; and facilitating the creation of submissions to the National Commission, among other roles.
- » In addition to providing provincial leadership on the National Inquiry, the Strategic Public Safety Initiatives unit also oversees B.C.'s Family Information Liaison Unit (FILU). BC FILU is a provincial front-line victim service unit for families of missing or murdered Indigenous women and girls—designed to assist them in accessing information they are seeking related to the loss of their loved one.

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 – Indigenous² 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, culturally respectful, responsive and accessible services that support the well-being of children, youth and families in B.C.

The ministry delivers on its mandate through approximately 4,825 ministry staff working in partnership with Delegated Aboriginal Agencies, Indigenous service partners, approximately 5,400 contracted community social service agencies and foster homes, as well as cross-government and social-sector partners. The ministry is also responsible for a number of provincial services, such as youth custody, youth forensic psychiatric services, services for deaf and hard of hearing children and youth, and the Maples Adolescent Treatment Centre and Complex Care Unit which supports youth who have mental health concerns or troubling behaviour.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry embraces cultural diversity in the workplace through a commitment to providing programs, training and services that support a culturally safe, sensitive and competent approach to building relationships and to how it supports children, youth and families.

² In this document, the terms "Indigenous" and "Aboriginal" refer to Inuit, Métis and First Nations. We acknowledge that these terms are not all-inclusive and the use of them are not intended to exclude any group.

A critical focus for the MCFD is working in partnership with Indigenous communities to improve services and outcomes for Indigenous children, youth and families. Indigenous cultural training provided to staff encompasses cultural safety, awareness, sensitivity and agility training.

The ministry has made it its first strategic goal to address the overrepresentation of Indigenous children, youth and families in the child welfare system. It also recognizes that issues associated with Indigenous peoples should not be grouped in with "multiculturalism." They see their work around reconciliation and jurisdiction associated with Indigenous child welfare as consistent with the commitment to the *UN Declaration on the Rights of Indigenous Peoples* (<https://tinyurl.com/yb8w8ozm>) and the ministry's commitment to working together with Indigenous peoples to improve outcomes.

The ministry has refocused its strategic priorities and actions, taking into consideration a number of reports and recommendations made to the ministry, including Grand Chief Ed John's report: *Indigenous Resilience, Connectedness and Reunification – From Root Causes to Root Solutions* (<https://tinyurl.com/y7d5xw6s>) and the *Truth and Reconciliation Commission Calls to Action* (<https://tinyurl.com/phhrhf8>). Efforts have been redirected towards reconciliation, prevention, cultural connections, child care and early years services, youth transition to adulthood, and supports that help families to stay together. The ministry continues to respond to the priorities identified to achieve its long-term vision that children and youth live in safe, healthy and nurturing families.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » Collectively, ministry staff throughout B.C. speak over 60 different languages and represent over 80 different cultures, and the ministry embraces this diversity as part of our corporate culture.

- » B.C. has 24 Delegated Aboriginal Agencies throughout the province, delegated at various levels to deliver child welfare services.

TRANSLATION SERVICES

- » Access to translation services helps to ensure that families from different cultures can fully communicate their needs. The ministry continues to increase our translation capacity so that language is not a barrier in accessing our services.
- » Brochures, like the Early Childhood Developmental Wheels, are printed in different languages – Chinese, Korean and Farsi – and staff are working with the Burnaby Neighbourhood House volunteer translators to translate these wheels into Arabic.
- » Brochures on Autism, Family Support Services, and Children and Youth with Special Needs have been translated into three languages: Chinese, Arabic and Punjabi. This information is included in orientation packages that are mailed out to families and shared with other service delivery areas.
- » Autism Information Officers provide support, information and referral services to individuals with autism, as well as their families and the service providers who support them. Services are provided in English, Cantonese, Mandarin, Punjabi and Tagalog.

INTERNS

- » The B.C. Government's Indigenous Youth Internship Program (IYIP) provides unique employment experiences for Indigenous youth. Over the past 11 years, the ministry has employed an average of four Indigenous interns per year. It is aiming to double the average and currently has submitted 12 proposals to the IYIP to match and host interns for the upcoming year. Interns are involved in various positions; for example, an Aboriginal Youth Intern at the Maples and Complex Care Unit has been integral to the diversity and inclusion of Indigenous youth voices in the organization.

HIGHLIGHTS OF INITIATIVES

CULTURAL ENHANCEMENT WORK PLAN

- » During the 2017/18 fiscal year, the Maples and Complex Care Unit has worked on the four goal areas in its Cultural Enhancement Work Plan: Policy, Training, Culturally Safe Worksites and Indigenous Recruitment and Retention. They developed a two-day training module for staff on the history of Indigenous people in Canada and cultural agility, reviewed hiring practices, and collaborated with the Indigenous communities to guide non-Indigenous staff in their work with Indigenous youth and families.

PARTNERSHIPS

Every year, the ministry is doing more and is achieving greater collaboration with its Indigenous and multicultural partners to find more and better ways to keep children and youth living safely with their families and in communities. Here are some of our partnerships with other organizations that have supported multiculturalism:

- » The Falcon Program in Kamloops – led by MCFD, in partnership with the Boys and Girls Club, School District #73, MCFD, The Royal Canadian Mounted Police (RCMP) and Thompson Rivers University – meets the therapeutic needs of children who have difficulty managing in traditional academic settings. The program provides trauma-informed and culturally safe opportunities for children five to nine years of age (half of whom are Indigenous) who have had adverse life experiences and events. In the program, they learn to self-regulate, develop coping/life skills, and feel good about themselves.
- » The Youth Forensic Psychiatric Services' (YFPS) new building in the interior region is a multicultural site with Indigenous-themed rooms and décor. Westbank First Nations (WFN) band consulted with the designers on correct language and terminology for the new site and smudged the new site before YFPS moved in.

- » MCFD's Child Welfare, Innovation & Indigenous Policy Branch co-leads the Indigenous Employee Network – a cross-government network with monthly gatherings for Indigenous employees.
- » The Indigenous Recruitment & Cultural Safety branch facilitated a Change-Makers Forum in Comox to support a community model of cultural diversity and inclusion. Their Cultural Safety Innovation Circle is a partnership with the Tsow-Tun Le Lum Society, B.C. Government and community non-profit organizations supporting inclusion and diversity; they co-created a model of action towards cultural safety through conversations on cultural awareness, sensitivity, agility and safety.
- » Cariboo Local Service Area (LSA) partnered with Denisiqi Services Society, the local Delegated Aboriginal Agency, to meet with Chief and Council of each of their five Indigenous communities to review children and youth in care and to discuss culturally appropriate services.
- » Autism Information Officers attend the following parent support groups to provide support and to present information about Autism Information Services B.C.:
 - Filipino Parents with Special Needs Children Group;
 - Chinese parent support groups (attending programs through the Developmental Disabilities Association and Chinese Christian Mission); and
 - Reach Child and Youth Development Society Punjabi-speaking parent support group.
- » In the Gold Trail LSA, a gathering – P'án'tlhalh Ita Tmicwsa i Skelkekla7lhkálha (Returning to the Land of our Relatives Family Gathering) – took place in the summer of 2017. This gathering welcomed home children in care throughout the province and is part of the ongoing partnership and collaboration with the St'at'imc Nation.
- » In the Cariboo LSA, dialogue with Chief and Council is ongoing, leading to better planning for Indigenous children and youth in care, increased focus on preserving Indigenous families, and better collaboration with Indigenous communities.
- » Across the province, MCFD is in regular discussion with community agencies to identify programs that will respond to and meet the needs of newcomer families. Through partnerships with multicultural agencies, MCFD is better able to respond to the changing needs of our diverse communities.
- » MCFD also made presentations to newcomer and refugee parents around issues such as abuse and neglect, duty to report, and services for children and youth with special needs. For example, staff in Kamloops held Duty to Report sessions with the Kamloops Cariboo Regional Immigrants Society for newcomers to Canada.
- » The South Island Service Delivery Area (SDA) continues to work closely with the Victoria Intercultural Association (ICA) and runs a psychoeducational parent group with them. The ministry also works closely with the Victoria Immigrant and Refugee Centre Society (VIRCS) community services and, in particular, their mental health navigator, and continues to consult with schools, agencies and its fellow Child and Youth Mental Health (CYMH) teams and supports them in utilizing translators when necessary.

TRAINING

Ministry staff participated in various cultural competency training offerings, including:

- » San'yas Indigenous Cultural Safety training, delivered by the Provincial Health Service Authority (PHSA), is offered in three streams: Child Welfare, Core Mental Health and Youth Justice. In total, ministry staff have completed 4,908 hours of training in these streams:
 - Indigenous Child Safety (PHSA) = 331 participants
 - Core Mental Health (PHSA) = 44 participants
 - Youth Justice (PHSA) = 34 participants

- » “Building Bridges through Understanding the Village,” developed and delivered within the ministry, is an experiential course which offers an opportunity for participants to explore the effects of colonization on Indigenous children, youth, families and communities, to understand traditional Indigenous ways and values, and to become part of the healing that is happening. Last year, 618 participants completed this training, for a total of 5253 hours of training.
- » As part of its reconciliation dialogue sessions, 250 leaders have participated in guided workshops about leading reconciliation within MCFD. 1500 hours of training have been provided.
- » 200 hiring managers were oriented to the Indigenous Recruitment & Retention eGuide, the Cultural Self-Assessment Tool, and the Public Service Agency Indigenous Relations Behavioural Competencies – to support the recruitment and retention of Indigenous employees through culturally safe and wise practices, and to improve the culturally relevant and meaningful services available to Indigenous children, youth, families and communities. 700 hours of training have been provided.
- » Cultural Agility Workshops have supported service delivery staff in their awareness, sensitivity and ability to respond appropriately when engaging with Indigenous children, youth, families and communities.
- » Staff in the Cariboo LSA attended cultural events and cultural camps in the communities; medicine hikes in the mountains; and the Tsilhqot’in Chiefs exoneration event.
- » The Child Welfare and Adoptions training programs curriculum was revised to incorporate numerous lenses of practice in relation to different cultures. This includes cultural safety, with a view to recognizing that each child, youth and family is unique and therefore requires an individually tailored approach to service delivery.

- » Staff at the Fort St. John office spent two days with Doig River First Nations Elders and community members to learn more about their specific culture, including a walk on the land.

ONGOING MULTICULTURALISM INITIATIVES

A number of internal activities regularly occur and support multiculturalism:

- » The Maples and Complex Care Unit contracted with four elders and integrated them into various aspects of work. The elders were available to youth and staff in every program for consultation, support and cultural events.
- » In the Complex Care Unit, the ministry’s Aboriginal Outreach Clinician began conducting meetings in a Circle process as a way to practice in a culturally safe way. The Circle process brings the right people together to collectively plan, make decisions, and commit to actions that ensure the well-being of Indigenous children, youth and families.
- » In response to diverse urban Indigenous populations in South Fraser SDA, a STAR Elder started attending Surrey Family Court to support families, as well as social workers, in child protection proceedings. Under the guidance and support of the STAR Elder, families are being encouraged to advocate for themselves in a culturally supportive environment.
- » Throughout the year, the ministry celebrates and recognizes statutory events like National Indigenous Day on June 21, with activities and discussions to foster better appreciation and understanding of Indigenous communities. For example, an event was held in the Surrey-Delta area in collaboration with the Fraser Regional Aboriginal Friendship Centre and the City of Surrey. This celebration included traditional arts and crafts, singing and drumming, face painting, games, a community BBQ and feast, and solo and group dance performances from several bands and upcoming artists. Community groups and service providers also set up their information booths to provide information and to generate awareness on the issues impacting the community at large.

- » A program called Strength Through Aboriginal Resourceful (STAR) Elders was developed in the South Fraser SDA. At STAR, Indigenous Elders empower urban Indigenous children, youth and families to see the strength and virtues within themselves. They assist families and MCFD staff in seeking solutions and guiding meetings, such as Family Case Planning Conferences and Family Group Conferences. They also provide cultural teachings to sensitize the front-line social workers and administrative staff to the socio-cultural needs of the Indigenous community, to help them understand the historical trauma that Indigenous communities in Canada have experienced, and to find ways to heal and reconcile with our colonial past. This program was a regional finalist for the 2017 Premier's Awards.
- » The ministry's contracted agencies continue to hire staff with a focus on the cultural and language needs of the Tri-Cities communities. North Fraser SDA is developing additional youth services and additional child and youth mental health services that will consider meeting Indigenous cultural needs.
- » The Indigenous Social Policy & Innovation team hosted a Cultural Safety Learning & Awareness event throughout the month of February 2018. This event included an interactive art installation that visually represented the values that support culturally safe workplaces.
- » In the East Fraser SDA, MCFD's Punjabi-speaking clinicians provided "Chat and Chai" groups at a local middle school, information sessions about mental health at a local Sikh temple, and worked with the South Asian Community Resource Office to provide educational sessions about mental health for Punjabi-speaking families and youth.
- » Youth Forensic Psychiatric Services Outpatient Clinics and the Inpatient Assessment Unit received funding to purchase Indigenous books, crafts, music (drum), artwork (commissioned pieces and visual arts), maps and books on First Nations languages and territories.

- » Drum making and drum painting workshops for staff and clients were hosted at the Burnaby Outpatient Clinic.
- » South Fraser has established the Multicultural Family Preservation Program through OPTIONS Community Services. The main languages spoken by the counsellors are Punjabi, Mandarin, Cantonese, Tagalog and Arabic. The program became operational in late January 2018.

ILLUMINATING THE JOURNEY AT THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT: INDIGENOUS RECRUITMENT & CULTURAL SAFETY

We are being called to a journey – a journey towards cultural safety. This call is echoed through the Truth and Reconciliation Commission's Calls to Action, Grand Chief Ed John's Report on Indigenous Child Welfare in B.C., and the United Nation's Declaration on the Rights of Indigenous Peoples. It is a call that is seen, heard and felt – a call that places us on a journey with both ourselves and others. On this journey, we can picture ourselves in a canoe, where we are responsible for our own paddle and also responsible to our team as we work together to navigate our canoe through the landscape. Throughout our journey, we can see our ancestors behind us, reminding us to keep the best of ourselves throughout our journey. We can see our ancestors around us, encouraging us to develop a rhythm together. We can see our ancestors in front of us, beckoning us to the shores of cultural safety to celebrate together.

The Indigenous Recruitment & Cultural Safety Team with the Ministry of Children and Family Development is there to support our staff through the journey towards cultural safety. Located in the Talent Management Branch within the Finance and Corporate Services Division, the team's goal is to increase Indigenous employee representation and cultural safety within MCFD through the promotion of an Indigenous worldview, relational practice and Indigenous innovation.

By doing so, the team supports and contributes to the development of culturally relevant, meaningful and safe services for Indigenous children, youth, families and communities.

In 2017/2018, the Indigenous Recruitment & Cultural Safety Team created and provided a variety of guides, tools and learning experiences to support MCFD staff to feel prepared:

- » Indigenous Recruitment & Retention eGuide for Hiring Managers and Supervisors (<https://tinyurl.com/yam89ack>)
- » Cultural Self-Assessment Tool for Supervisors and Teams (<https://tinyurl.com/y7j2sv22>)
- » Building Bridges Towards Understanding the Village experiential workshops
- » Indigenous Recruitment and Retention: Exploring the Journey workshops
- » Reconciliation Dialogue and Cultural Agility workshops
- » Beginning the Indigenous Identities, Cultures and Rights Training Project

The team has had the honour of visiting MCFD staff across the province, travelling to service delivery areas, and hosting and facilitating events and workshops for leadership, service delivery staff and community. From Fort St. John to Smithers, Campbell River, Victoria, the Lower Mainland, Kelowna, Castlegar, Prince George and places in between, the Indigenous Recruitment & Cultural Safety team has connected with and provided learning opportunities and individualized support for close to 1,500 staff in 2017/2018. The team's guides, tools and learning experiences offer an invitation to explore possibilities that will support personal intentions, shared responsibility and tangible actions to support cultural safety and reconciliation.

We invite everyone to become change-makers: to transform policy, practices and processes through appreciative inquiry, openness and curiosity. Come join us on the journey: walking together, celebrating culture.

BURNABY YOUTH CUSTODY SERVICES WORKED WITH A KENYAN FAMILY AND THEIR SON WHO WERE NEWCOMERS TO B.C.

TK was a 17-year-old male who came to B.C. with his family as a refugee at the age of three. The family led a tumultuous life and experienced many hardships while in Africa, having left Kenya and moving from village to village in the Congo region before arriving in B.C. While TK spent time in custody, he was disconnected with his family and siblings. He also felt disconnected with his culture and language. He was trying to make reparations with his family and wanted to pursue connecting with them again in the hopes of rebuilding their relationship, as he wanted to become a better son.

During his attendance in the Healthy Relationship program, he presented as arrogant and entitled. He was demanding, and he expected others to do work for him. We worked with him to build trust and connected with his family to offer them the same support. During our one-to-one visit, TK shared his experiences with his family and conveyed his goals and dreams. He began to open up about the atrocities and violence he witnessed and endured in Africa and the traumatic life he led.

After several one-to-one visits with him, we worked on his personal goals and achievements. He expressed a desire to speak his language with someone, as he really missed it, and had no one to talk to while in custody. He was connected with a support worker from his community who not only spoke his language, but also understood his culture and experiences in Africa.

TK received regular visits from the support worker and was able to speak in his language and receive counselling during the visits. TK felt appreciative of having this opportunity and felt good after each visit. He also felt cared for and valued as a person. He felt this was the only time that he was able to be himself. Speaking in his own language was a start in helping him to reconnect with his culture and with his parents and siblings.

Ministry of Citizens' Services

MANDATE

The Ministry of Citizens' Services is focused on providing key services that British Columbians depend on and creating opportunities for communities and businesses to benefit from government's purchasing power. The ministry is continuing to support government's three key commitments: to make life more affordable for people; to deliver the services that British Columbians count on; and to build a strong, sustainable, innovative economy that works for everyone.

The Ministry of Citizens' Services is the face of government, with 62 Service BC offices that provide front-line support to residents, businesses and visitors. The ministry also supports the function of government – procuring products and services; managing provincial property; overseeing government records and access to information legislation, policy and practices; and delivering the information technology infrastructure that provides citizens with secure public services and ensures that staff can help people to access programs and services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Citizens' Services embraces the rich multicultural diversity of its employees and the people of British Columbia. The ministry is committed to providing citizens in urban, rural and Indigenous communities with better access to services; greater accessibility options; the highest quality service experience possible; and the ability to participate in the design or delivery of these services.

The Real Property Division supports ministry clients in building and designing spaces to meet the needs of citizens and employees. This past year, the ministry was involved in constructing a healing room for use by First Nations clients in the treatment centre at 255 East 12th Avenue in Vancouver.

In collaboration with the Rick Hansen Foundation, the ministry is also exploring ways to develop new accessibility standards for citizen-facing government offices as part of the government's commitment to Building a Better B.C. for People with Disabilities by 2024.

Provincial connectivity is a powerful socio-economic enabler, providing the foundation for digital opportunities throughout B.C. High-speed Internet provides further access to education and health services, grows local economies, and helps people to stay connected. The ministry is partnering with federal and local governments in rural and Indigenous communities to ensure that local digital infrastructure is affordable, accessible and business-friendly. Connectivity also plays an important role in the ministry's support of the United Nations Declaration on the Rights of Indigenous Peoples by increasing opportunities to access and participate in the digital economy.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry of Citizens' Services has a diverse multicultural employee base that embraces the strength found in their diversity.

Employees across the ministry speak more than 33 different languages, including Akan, Albanian, Bosnian, Cantonese, Croatian, Czech, Danish, Dutch, Farsi, Filipino, French, German, Greek, Guyanese, Hindi, Hungarian, Italian, Jiangxi, Malay, Mandarin, Nepali, Portuguese, Punjabi, Romanian, Russian, Serbian, Spanish, Swahili, Swedish, Tagalog, Telugu, Urdu and various First Nations dialects.

Service BC offices regularly welcome new residents as their first stop in accessing B.C. Government services, such as medical care, driver licensing and identification. Located in 62 communities across the province, Service BC is diverse in both the citizens it serves and its workforce. Staff are hired and trained for their friendly and professional customer service skills and they recognize the importance of a strong multicultural community.

With many different cultures and backgrounds, several Service BC staff are fluent in multiple languages and provide translation assistance to citizens who may not speak English. Collectively, Service BC staff speak Greek, Dutch, Spanish, Punjabi, Italian, Czech, German, Filipino, French, Hindi and Mandarin. As well, digital signage is displayed in each Service BC office, welcoming citizens in 10 languages including English.

The Service BC Contact Centre provides translation services in 110 different languages and responds to calls and e-mails from citizens, landed immigrants and temporary visitors who need access to government services. Staff are trained to work with translators to help understand the caller's request and assist them to quickly find the right government program(s).

HIGHLIGHTS OF INITIATIVES

Ministry executive are invested in building a corporate culture that embraces the strength of diversity and focuses on collaboration and learning from each other. The ministry hosts an employee annual learning and development event with one of the key focus areas being diversity and inclusiveness. The 2017 agenda featured sessions focused on gender diversity in the workplace; supporting transgender, non-binary and two-spirit staff and clients; cognitive biases that impact decision making; and engaging all generations in the workplace. Employees were able to learn from others, share their own experiences, gain valuable insight, and develop ways in which they can create a more inclusive workplace. The ministry continues to support building employee capacity and knowledge of the unique and diverse communities and citizens of B.C.

Creating a public service that reflects the demographics of the province, along with the desire to integrate students or recent graduates, are two of the key drivers of the ministry's growing student engagement program and activities.

The ministry's Corporate Services Division has continued to build on the Co-op Connect program, incorporating the continuous feedback from co-op students following their work term. The ministry has welcomed 43 co-op students, including a number of international students from countries such as China, India, Nigeria and Brazil.

In 2017/2018, Service BC continued to acknowledge the importance of multiculturalism by working with a variety of local community organizations and government agencies to find the best programs and services to fit citizens' needs. Service BC staff are engaged in a variety of multicultural activities throughout the year. Although not exhaustive, the list below offers examples of these activities at the community level:

- » In Vernon, staff took part in Bollywood 2018 – with Bhangra dancers and a live DJ – which brought people from the community together while raising money for the local Family Resource Centre.
- » The Smithers Service BC office welcomed an employee through the Indigenous Youth Internship Program who worked with Indigenous youth across the province to identify barriers to accessing provincial services and co-facilitated a session at the 2018 Unified Aboriginal Youth Collective in Parksville.
- » In the community of Prince George, Service BC works with the Immigrant and Multicultural Services Society, a non-profit agency providing settlement and integration services throughout Prince George and the northern region of B.C. Prince George, like many cities across Canada, has become home for many Syrian refugees. Recently, the Prince George Service BC staff assisted a refugee and client of the Immigrant and Multicultural Services Society to become an ICBC-approved translator. Many Syrian refugees have benefited from this new service, increasing accessibility in this community.
- » In Revelstoke, Service BC staff volunteer for the Revelstoke Multicultural Society Annual Carousel of Nations celebration.

- » Recognizing the need to further expand services to B.C.'s diverse communities, Service BC increased its partnership with Social Development and Poverty Reduction (SDPR) in fiscal 2017/2018. Through this partnership, 14 offices were modernized and integrated. In these locations, Service BC can now better serve citizens seeking SDPR services, including new immigrants requiring assistance in their transition to Canadian citizenship.

Australia, Austria, Brazil, Canada, China, England, Germany, Ghana, Hong Kong, Hungary, India, Ireland, Malaysia, Nigeria, Philippines, Poland, Portugal, Russia, Scotland, Slovakia, Slovenia, Syria, Taiwan and Wales. It reads like an itinerary for an around-the-world adventure. These countries of origin, however, represent the cultural diversity of the staff working in the Real Property Division within the Ministry of Citizens' Services.

Through some creative ideas, a small team found a way to visualize their group's diversity and make it a central focus of the branch's strength. A world map was created, and photographs of all staff members were taken and posted to the map, linking them to their place of birth and a brief family history and background. The hope is to share more personal stories, and the journey it's taken for people to get to where they are today – sharing, working and living on the traditional territories of the Coast Salish Peoples.

Ministry of Education

MANDATE

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

Over the years, B.C. has made an increasing commitment to a school system, with teaching and operational practices, that honours diversity and promotes human rights. The Ministry of Education – and all boards of education and independent school authorities – are committed to ensuring that every student across B.C. has the same 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. Ministry staff are united in their commitment to expanding success within the school system, for students of all cultures, and to promote, through our curriculum and related resources, global and cultural understanding.

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

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

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

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

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

The ministry provides supplemental funding to boards of education to enable school districts to provide necessary supports and services to school-age students who need language development assistance. In the 2017/18 school year, the Ministry of Education provided supplemental funding to 66,283 students who required additional language development support. The Ministry of Education also provides learning resources to school districts to assist educators in meeting the needs of students who require additional language development support. These resources are updated regularly. This year, school districts are field-testing the recently revised ELL Standard document. The following documents for English Language Learning (ELL) are available on the Ministry of Education website:

- » ***ELL Students: A Guide for Classroom Teachers*** (<https://tinyurl.com/yactoggg>)
 - This guide supports K – grade 12 classroom teachers who have had limited experience working with ELL students.
- » ***ELL Students: A Guide for ELL Specialists*** (<https://tinyurl.com/ycedtgbs>)
 - This guide is aimed at ELL specialists, including district consultants, school-based teachers and itinerant teachers who work with students at several different schools.
- » ***ELL Standards*** (<https://tinyurl.com/y7yke4kp>)
 - This resource provides descriptors of language proficiency in reading, writing and oral language, and supports educators to plan and deliver relevant instruction and assessment of ELL students.
- » ***ELL Policy and Guideline*** (<https://tinyurl.com/yavh8atz>)
 - This document provides policy and guidelines to school districts in the delivery of ELL services to students.
- » ***ELL Planning Tool*** (<https://tinyurl.com/yCleuwwe>)
 - This tool is used to facilitate planning processes and to determine the instructional support needs of ELL students with diverse learning abilities.

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

Diversity in B.C. Schools: A Framework

(<https://tinyurl.com/ybqajmjq>) outlines the overarching goals of British Columbia's school system with respect to multiculturalism. Goals or purposes both for multiculturalism and for Aboriginal Peoples include:

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

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

HIGHLIGHTS OF INITIATIVES

ONGOING EXTERNAL INITIATIVES

ERASE Bullying Strategy – The ministry continues to support and enhance the ERASE Bullying Strategy, a comprehensive prevention and intervention initiative designed to promote positive mental health, foster school connectedness, and address bullying and other harmful behaviours in schools. All 60 school districts are required to have in place school Codes of Conduct – the content and conduct expectations in all codes must meet the provincial standards set out in the *Provincial Standards for Codes of Conduct Order*. Everyone in the school system is expected to live up to the conduct standards set out in their school codes, including respecting the rights of all individuals as expressed in the *Canadian Charter of Rights and Freedoms*, the *B.C. Human Rights Code* and the *School Act*.

The ERASE Bullying Strategy includes a comprehensive five-year training program for educators and community partners – to date, more than 17,000 have been trained across the province. A key goal of the strategy is to ensure that every child feels safe, accepted and respected, regardless of their gender, race, culture, religion or sexual orientation. The ERASE website, launched in November 2012, continues to provide resources, tools and tips for parents (www.erasebullying.ca). As part of the ERASE Bullying Strategy, government launched a reporting tool for students to report concerns anonymously (www.reportbullyingbc.ca). The tool provides a safe place to report bullying or other safety issues using technology that students are using every day, and more than 1100 incidents have been reported to date. The reporting tool is currently available in English and French to students in both public and independent schools.

DIVERSE LEARNING OPTIONS

Consistent with the calls to action of the Truth and Reconciliation Commission of Canada, the Ministry of Education continues to demonstrate its commitment to establishing a new and respectful relationship between Aboriginal and non-Aboriginal people. These respectful relationships are at the root of several of the recommendations provided in the November 2015 report on Aboriginal education by British Columbia's Office of the Auditor General.

The ministry supports partnerships between school districts and First Nations communities to develop language curriculum documents for First Nations language study within the public school system. To date, 17 First Nations language curriculum documents have been approved for addition to the K-12 curriculum, and additional documents are currently in development. The ministry is providing network advice and technical expertise to the First Nations Education Steering Committee for the Internet Connectivity Project for all First Nation Schools funded under the Tripartite Education Framework Agreement.

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

One of the ways the Ministry of Education promotes the richness and importance of multiculturalism is by making it mandatory for all students to learn a second language from grade 5 to grade 8. Moreover, the ministry works closely with the Government of Canada to support education in French and French language learning in the province.

The ministry supports the establishment of French education programs in school districts and administers a number of cross-Canada student exchange programs that promote language and cultural learning.

- » Destination Clic (grades 8 and 9): Francophone students are immersed in French language and culture on university campuses in Ontario, Quebec or New Brunswick for three weeks during the summer.
- » British Columbia/Quebec Exchange Program (grades 10 and 11): Each fall, French Immersion or Francophone program students and their families welcome Quebec students, with whom they were matched, into their homes. For three months, the British Columbian and Quebec students attend school and participate in local activities together. In late January, B.C. students travel to Quebec. They spend three months there living with the Quebec students they hosted (and their families), attend school, and experience Quebecois culture. Participating students receive credit towards graduation.
- » Explore (grade 11 and up): Students are immersed in French language and culture for five weeks on university campuses across Canada. Participating students receive credit towards graduation.
- » Odyssey (requires one year of post-secondary): Participants work full time as language assistants in classrooms across Canada, teaching English to Francophone students, or French to English-speaking students. Participants gain teaching experience, while being immersed in the local language and culture. Host teachers and learners benefit from having a native speaker of whichever official language is being taught in the classroom.

The ministry supports free and equitable access to public library services across British Columbia as a key mandate under the *Library Act* and our strategic plan. Through the Libraries Branch, the ministry continues to work with library partners, including the BC Library Trustees Association, the BC Library Association, and Public Library InterLINK, to assist libraries in building strong multicultural, inclusive, multi-lingual and culturally sensitive collections, resources and programs, as well as staff and trustee training on multicultural awareness and inclusion. This past year, the ministry partnered with the BC Library Association to improve accessibility of the *Summer Reading Club* (<https://tinyurl.com/ybleevp7>) through promotional materials in more languages and an American Sign Language video. *NewToBC* (<https://tinyurl.com/y7vhd93b>), managed through Public Library InterLINK, continues to provide key supporting materials for new immigrants, and the *Library Champions program* (<https://tinyurl.com/yag7z7pk>) creates strong community connections between newcomers and public libraries in the Lower Mainland.

British Columbia's leadership on international education also enhances multiculturalism:

- » Across the province, everyone benefits from the cultural diversity that the approximately 21,130 K-12 international students bring to our schools, communities and families.
- » International education underscores the value for young people to become fluent in different languages, to experience other cultures, and to develop skills in a variety of international competencies that contribute to B.C.'s respect for and celebration of cultural diversity.
- » British Columbia Certified Offshore Schools are active in eight countries across four continents. These 45 schools, which provide a B.C.-certified high school education to approximately 12,000 international students, regularly partner with our elementary and secondary schools to promote exchanges, short-term study opportunities and other learning collaborations.

- » The ministry encourages the efforts of school districts and independent schools that annually send groups of students to study and participate in academic, sporting and cultural events and programs in other countries.
- » The ministry's International Education Branch supports three scholarship programs that assist multiculturalism, by promoting foreign language study among students, facilitating study and teach abroad opportunities for students and teachers, and encouraging international students to study here at both the K-12 and post-secondary levels.

The Ministry of Education supports a number of early learning initiatives, including *StrongStart BC* and *Ready, Set, Learn (RSL)*.

- » *StrongStart BC* programs are daily drop-in programs for families and their children aged 0-5. These programs are often reported as being invaluable for newcomers to Canada and those who speak languages other than English.
- » *StrongStart BC* programs are required to use the British Columbia Early Learning Framework (ELF) as a guide for their programs. The ELF states that children's learning experiences in the early years have long-term implications for their whole lives. Children benefit from opportunities to build relationships, to learn about their own heritage and culture and that of others, and to recognize the connection between their own actions and the wider world. These activities help build the ethical foundation for social and environmental health and well-being, now and in the future.
- » The *Ready, Set, Learn (RSL)* program supports school and community-based events that foster positive connections between families and the school system, as well as with community agencies and other early childhood services. A parent booklet, *Ready, Set, Learn: Helping your pre-schooler get ready for school*, offers parents helpful tips and

easy and fun learning activities for three to five-year-olds and is available to support these events. The booklet has been translated into 13 languages and can be accessed online from Ministry of Education web pages (<https://tinyurl.com/ya5aoc8m>).

- » In association with B.C. Budget 2018, which includes a strong focus on expanding early care and learning (ECL) services in B.C., the Early Learning Team at the Ministry of Education is revising the Early Learning Framework (ELF), which was originally created in 2008. The aim of this revision is to ensure that the Early Learning Framework continues to be current and relevant in guiding early learning programs and early learning professionals. Integrating new content focused on supporting multiculturalism, diversity and inclusion, as well as Indigenous worldviews and perspectives is a key priority in this revision project.

NEW EXTERNAL INITIATIVES

Curriculum Redesign – The Continuing Work – The Province’s redesigned curriculum includes equity and inclusiveness as an underlying principle. These principles are also embedded in provincial assessment policies.

Central to the redesigned curriculum are the core competencies of communication, thinking, and personal and social. Most relevant to multiculturalism are the personal and social competencies that include the abilities students need to thrive as individuals, to understand and care about themselves and others, and to find and achieve their purpose in the world, including:

- » Positive personal and cultural identity involves the awareness, understanding and appreciation of all facets that contribute to a healthy sense of oneself. It includes awareness and understanding of one’s family background, heritage(s), language(s), beliefs, perspective and sense of place.

- » Social awareness and responsibility involves the ability and disposition to cooperate and collaborate with others, to consider the interdependence of people with the natural world, to resolve conflicts peacefully, to value diversity, to empathize with and appreciate others’ perspectives, and to create and maintain healthy relationships within one’s family, community, society and the natural environment.
- » Personal awareness and responsibility involves developing all aspects of personal well-being, making ethical decisions and taking responsibility for one’s actions and how they impact themselves and others.

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

One key part of the implementation of the new curriculum will be to evaluate how it is integrated into classrooms and its effect on students, through the Student Learning Survey (SLS). The SLS is administered to all students in grades 4, 7, 10 and 12, and contains a number of questions that measure student and system attitudes towards a host of topics including diversity and multiculturalism.

The SLS is a regular and widespread source of information, as it relates to the school environment, curriculum, learning processes, achievement, satisfaction, and health and wellness. The ministry is currently developing a parent component of the SLS, intended to engage parents from a variety of backgrounds in the education of their children. The Student Learning Survey has now been translated into 17 different languages.

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

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

ASIA PACIFIC FOUNDATION

- » The Ministry of Education awarded the Asia Pacific Foundation (APF) a sum of \$250,000 for the development of Asia-themed teaching resources and professional development activities. This project intends to educate B.C. students on the socio-political and economic contexts of Asian countries, for the purpose of generating greater understanding and collaboration, as well as harnessing professional possibilities between B.C. citizens and Asian populations. This program will ultimately help B.C. students to become more productive and informed global citizens.
- » The Foundation proposes to develop the resources over a three-year period. Open School BC (OSBC) began working with APF on this project in May 2017. The first set of resources (two for grade 6 and two for grade 9) will be completed in August 2018 and will be available on APF's website in fall 2018. Following the launch of the first resources, OSBC will continue to work with APF to develop additional resources for grades 10-12.

ONGOING INTERNAL INITIATIVES

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

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

The ministry also continues its commitment to becoming a truly inclusive employer that reflects the diversity of the communities it serves. The ministry continues to support the work of the BC Teachers' Council (BCTC), including their review of regulatory standards. The BCTC has recently approved, in principle, a revised set of Professional Standards for B.C. Educators that modernizes and strengthens the language regarding diversity and Indigenization.

The revised Standards reflect that educators contribute towards truth, reconciliation and healing, acknowledging the history and contributions of First Nations, Métis and Inuit in Canada. Through the application of these Standards, educators contribute to a safe and inclusive learning environment that reflects the diversity of all students. Educators honour the profession through their commitment to these Standards.

Bullying Awareness Day, also known as Pink Shirt Day, is celebrated provincially each year, as well as within the ministry. On February 28, 2018, employees were encouraged to wear pink to promote the prevention of bullying.

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

NEW INTERNAL INITIATIVES 2017/18

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

The ministry remains committed to hiring employees who reflect the diversity of our classrooms and province. In 2017/18, the ministry hired four co-op students, under the age of 30, to fill short-term, project-based roles.

This helped the ministry to leverage the benefits of an age-diverse workforce and, in addition, some of the students came from diverse cultural backgrounds, which added to an already diverse workplace.

The People and Workplace Initiatives (PWI) team reports quarterly to ensure that all employees complete the mandatory Discrimination Prevention Workshop (half-day session).

The purpose of this training is to ensure that all ministry employees know the policies, procedures and definitions related to a respectful workplace. Necessary completion of this course is noted in the ministry's onboarding procedures for new employees.

The Moose Hide Campaign, which is a grassroots movement of Aboriginal and non-Aboriginal Men standing up against violence towards women and children, was sponsored by an executive member in 2017.

This initiative was promoted throughout the ministry. Men within the ministry took this opportunity to show their support for the cause by wearing a moose hide pin and completing a fast, to raise funds for donation.

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

In celebration of Pink Shirt Day 2018, the ministry hosted a social media education workshop for staff. Ministry employees attended the workshop to learn about current apps and social media trends, how to promote independence in youth while protecting them from online dangers, and how "digital footprints" can impact future career and post-secondary opportunities.

An outcome this past year includes: Social media education workshop provided to staff on Pink Shirt day – February 28, 2018.

Ministry of Energy, Mines and Petroleum Resources

MANDATE

The Ministry of Energy, Mines and Petroleum Resources (EMPR) is responsible for British Columbia's electricity, alternative energy, oil, natural gas and related infrastructure, and the province's mining and mineral exploration sectors. These sectors are made up of diverse interests that explore for and produce oil, natural gas, coal and other valuable minerals – and that develop electricity generation, transmission and distribution infrastructure, clean or renewable energy sources, including biomass, biogas, hydrogen, geothermal, hydro, solar, ocean, wind and low-carbon transportation fuels, and advance energy efficiency.

Through teamwork and positive working relationships with its clients and stakeholders, the ministry facilitates thriving, safe, environmentally responsible and competitive natural gas, oil, energy and mining sectors in order to create jobs and economic growth in communities across the province.

In fulfilling its mandate, the ministry consults with other ministries and levels of government, energy developers and marketers, regulators, mineral exploration and mining companies, Indigenous people, communities, environmental and industry organizations, and the public.

The ministry supports the Minister in her governance responsibilities for the following Crown corporations: British Columbia Hydro and Power Authority (BC Hydro); and the Oil and Gas Commission (OGC).

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EMPR is composed of staff who speak a wide variety of languages. Some of the languages spoken in EMPR include: Afrikaans, Cantonese, Czech, Dutch, English, Farsi, Filipino, French, German, Gujerati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Norwegian, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, Swedish, Taiwanese, Tagalog, Toishenese, Ukrainian and Yoruba.

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

Some ministry-wide examples of internal diversity activities that took place in 2017-18 include:

- » The Indigenous Youth Internship Program (IYIP);
- » Student Co-op Program;
- » Work-Able Program;

- » Lunch potlucks that provided an opportunity for employees to come together;
- » Recognition Program with a focus on competencies related to inclusiveness and diversity;
- » A cultural change approach to project implementation and inclusiveness; and
- » A coaching approach to performance management.

HIGHLIGHTS OF INITIATIVES

- » EMPR's Community Energy Leadership Program supports local government and First Nations investments in energy efficiency and clean energy projects and is currently implementing projects funded under its third funding intake (2017-18).
 - » The main goals of the program are to:
 - Support vibrant and resilient communities in the province to increase energy efficiency; and
 - Reduce greenhouse gas (GHG) emissions in their capital infrastructure and stimulate economic activity in the clean energy sector.
 - » Although EMPR manages the program, advisors from several other provincial ministries and BC Hydro provide input into the project evaluation process. These include: Indigenous Relations and Reconciliation (MIRR); Environment & Climate Change Strategy (ENV); and Municipal Affairs and Housing (MAH).
 - » In late 2017, the ministry created the Strategic and Indigenous Affairs division to lead engagement with its Indigenous partners and to support First Nations policy development in relation to mining, natural gas and other initiatives, treaty land negotiations, UNDRIP implementation, and the implementation of the Environmental Stewardship Initiative.
- » EMPR continues its work with the Environmental Stewardship Initiative (ESI), working in partnership with MIRR and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNR). This includes:
 - Leading the overall program design and development;
 - Provincial negotiation strategy co-ordination;
 - Corporate co-ordination of team support, finances, contracts and administration;
 - Governance and financial policy development; and
 - Oversight of the development of regional demonstration projects.
 - » Approximately 30 B.C. First Nations are in the ESI. The ESI promotes First Nations' opportunities to bring a cultural perspective to the development of environmental information that the Province uses in its decision-making processes on the land base. The ESI also directly supports the development of traditional knowledge for the use of governments, First Nations and proponents in their respective lines of business and creates a bridge for these parties to share space and to talk about environmental stewardship in the province.
 - » EMPR continues to collaborate with MIRR and First Nations to support the development of government-to-government agreements and to ensure that First Nations are engaged in oil and gas developments in the province.
 - » In January 2018, EMPR representatives joined a B.C. Government delegation on an overseas trade mission to strengthen cultural and economic ties with three of B.C.'s largest trading partners: China, Japan and South Korea.

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 set and meet carbon pollution reduction targets, and it oversees provincial environmental assessment.

The ministry delivers services directly through staff based in regional offices across the province, as well as through partnerships and agreements with stakeholder groups, local governments, Indigenous groups and the federal government.

The Climate Action Secretariat (CAS) coordinates the government's efforts to reduce B.C.'s contribution to greenhouse gas emissions in accordance with legislated targets and prepares for – and adapts to – the expected changes in our natural and built environment as a result of climate change. The CAS also administers the *Greenhouse Gas Industrial Reporting and Control Act* (<https://tinyurl.com/ybeyscdc>) and the *Climate Change Accountability Act*.

The Environmental Assessment Office (EAO) administers the environmental assessment process as defined in the *Environmental Assessment Act* (<https://tinyurl.com/yckz5x3y>), which requires proposed major projects to be assessed for potentially significant adverse environmental, social, economic, health and heritage effects. The EAO seeks to meaningfully engage the public and Indigenous groups in the environmental assessment process and is responsible for overseeing compliance and enforcement of reviewable projects throughout the life of the undertaking.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry executive's leadership on multiculturalism is demonstrated in ministry planning and reporting. Ministry planning documents detail executive commitments to cultural values and engagement with Indigenous peoples. Specifically, the *2018/19-20/21 Ministry of Environment and Climate Change Strategy and the Environmental Assessment Office Service Plan* (<https://tinyurl.com/yb4cmyre>) outlines numerous commitments to multiculturalism, including working with Indigenous peoples, preserving and caring for cultural assets, providing new and diverse heritage and cultural visitor experiences in parks, and considering heritage effects in the environmental assessment process.

Ministry executive are accountable for these multicultural activities. This commitment extends to how the ministry embraces the diversity of its stakeholders, both in consultations and in developing partnerships, as different perspectives provide unique solutions to complex issues.

The ministry is actively implementing the United Nations Declaration on the Rights of Indigenous Peoples in the context of its programs, initiatives and commitments, including but not limited to the revitalization of the environmental assessment process, the development of Species at Risk legislation, and the development of a climate action strategy.

The ministry continues to be committed to involving Indigenous peoples in economic development projects. A key priority of the environmental assessment process is to address and, where appropriate, accommodate any potential effects of major development on established or asserted Aboriginal rights and title. Project proponents are encouraged to meet with Indigenous communities at their earliest opportunity to learn about their communities, issues and concerns. Revitalizing the environmental assessment process presents an opportunity to develop a new legal framework and to make organizational shifts based on recognition of Indigenous title, rights and jurisdiction, treaty rights, and the legal pluralism that exists in Canada.

The ministry also works with Indigenous communities on economic development agreements for activities appropriate within protected areas when reconciliation agreements or collective management agreements are in place. It works in collaboration with Indigenous communities on park management plans to identify and recommend strategies for protecting Indigenous interests. The ministry also supports large forestry offset projects with coastal Indigenous communities, as well as the development of carbon benefit sharing agreements and forestry modelling on behalf of and with Indigenous partners.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry encourages outreach and understanding with non-English-speaking British Columbians in a variety of ways. For example, a list of translators allows staff in the ethnically diverse Surrey location to communicate with clients in a variety of languages including: Afrikaans, Cantonese, Danish, French, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdu and Vietnamese.

The ministry also strives to accommodate the many different languages spoken by B.C. residents and visitors in its online and printed materials. For example, the BC Parks Lower Mainland brochure is available online in English, French, Simplified Chinese, Traditional Chinese and Punjabi.

Similarly, the ministry's Integrated Pest Management Program accommodates agricultural producers for whom English is a second language by offering pesticide certification exams in Punjabi, Chinese and Vietnamese.

HIGHLIGHTS OF INITIATIVES

INDIGENOUS RELATIONS AND RECONCILIATION

- » The natural resource ministries jointly developed a diversity and inclusiveness toolkit, which is a collection of practical aids to build employee understanding and awareness of diversity issues. The toolkit provides managers, groups and individuals with team building exercises, a diversity assessment tool, and links to additional resources.
- » The new BC Parks Student Ranger program was launched to provide young people throughout B.C. with an opportunity to acquire a diverse range of job skills while working in the province's spectacular natural environment. The program features a 30% Indigenous hiring target and a range of projects including community outreach and Indigenous relations.
- » To reflect ancestral connections and to support reconciliation efforts, three parks are being renamed with Indigenous titles:
 - Brooks Peninsula Park on Vancouver Island will be renamed Mquqwin/Brooks Peninsula Park, as originally intended when the name was changed in 2009. The word Mquqwin means "The Queen" in the Nuuchahnulth language.
 - Boya Lake Park near the northwestern B.C. border will be renamed Tā Ch'ilā Park, meaning "holes in a blanket," at the request of the Kaska Dena First Nation.
 - Roderick Haig-Brown Park in the Shuswap will be renamed the traditional Secwepemc name Tsútswecw Park, which translates to "many rivers," at the request of the Little Shuswap Indian Band.

- » Provincial land purchases on southern Vancouver Island will protect the Juan de Fuca Marine Trail, while advancing reconciliation with the Pacheedaht First Nation. Between 2015 and 2017, the Province purchased 182 hectares of private property located 75 kilometres west of Victoria, near Juan de Fuca Provincial Park. The parcels outside the trail corridor will be offered to the Pacheedaht First Nation as potential treaty land. Through treaty negotiations with B.C. and Canada, Pacheedaht has indicated that the lands align with its economic development and treaty goals.
- » The ministry is in discussion with three southern communities of the Syilx/Okanagan Nation and Parks Canada to establish a national park reserve in the South Okanagan. This represents a valuable opportunity to advance reconciliation and nation-to-nation engagement, potentially leading to a new partnership model for management of the proposed national park reserve.
- » The Conservation Officer Service continues to support, implement and provide training on using a restorative justice approach to engage Indigenous peoples in addressing environmental violations committed within their communities. Restorative justice is a form of justice traditionally used by North American Indigenous cultures based on healing circles.
- » The ministry participates in the Indigenous Youth Internship Program, hiring skilled Indigenous youth in various business areas.
- » The ministry meets at least once per year with the Indian Forest Service on B.C. stakeholder relations and sustainable development to help them understand how the ministry approaches intergovernmental relations in the province. Forests in India are a critical national resource with a significant influence on both rural livelihoods, as well as the national economy. This University of British Columbia program was created with the objective of equipping Indian Forest Services to function effectively in a changing global scenario. The sharing of experiences through this program creates opportunities to improve national, regional and international policies.
- » BC Parks continues to collaborate with the Vancouver Korean Hiking Club and has completed successful volunteer projects including trail work, most recently on the Elsay Lake Trail in Mount Seymour Provincial Park. Projects like these help to forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

MULTICULTURALISM AND INTERNATIONAL RELATIONS

- » BC Parks provided Indigenous cultural awareness training to all BC Parks staff in Spring 2018.
- » This past year, the ministry hosted several foreign delegations from countries in Europe and Asia interested in learning about environmental practices in B.C. such as water management practices and climate action policies.

Ministry of Finance

MANDATE

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

- » Developing forecasts of the provincial economy; developing and monitoring government's capital plan and three-year fiscal plan; and managing significant risks and opportunities relating to the plan.
- » Oversight for financial, procurement and administrative governance as well as banking, accounting, and risk and debt management services for the broader public service.
- » Policy development, regulation and enforcement for specific sectors including financial services, capital markets, pension plans, mortgage broker sectors, real estate services and societies.
- » Performance and financial management audits of ministry, agency and Crown corporation programs and functions to help improve efficiency and to ensure that governance, management and control systems are operating effectively.
- » Providing policy advice with respect to federal-provincial fiscal arrangements and developments, and the stewardship of the Canada Pension Plan.
- » Identifying and collecting amounts owed to the government in relation to statutes that the ministry directly administers, as well as statutes administered by other ministries.
- » Oversight of Crown governance and corporate accountability; supporting an open, transparent and merit-based public appointment process; and overseeing the delivery of mandate letters, service plans and annual service plan reports.

- » Operation of the Government House and accountability for the BC Securities Commission, Partnerships BC, and Real Estate Council of BC.

VISION

Trusted financial and economic leadership for a prosperous province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The ministry ensures that 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.
- » The ministry executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.
- » The Ministry of Finance Demographic Report from the 2018 Work Environment Survey indicates the following self-reported representation: visible minorities 26.2%, Indigenous peoples 2.7%, persons with disabilities 4.1%, LGBTQ2S+ spectrum 3.3%, female 53.2%, and male 36.0%.
- » The ministry's workforce is generationally diverse with 0.3% Traditionalists, 27.3% Boomers, 44.4% Generation X, and 28.0% Generation Y.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

HOW THE MINISTRY EMBRACES MULTICULTURALISM IN ITS WORKPLACE

- » The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.
- » The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the Minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- » The ministry continues to offer recruitment outreach opportunities to diverse organizations in the community.
- » Ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.
- » Wellness and social events reflect the varied interests of the ministry's workforce and are designed for people of all ages and cultural backgrounds (e.g. Public Service Week activities and picnic).
- » Flexible work options are supported, which respects employees' needs while meeting business requirements.
- » The ministry continues to include a diversity lens on its leadership and supervisory development programs and incorporates information and concepts in its sessions with all levels of employees.
- » The ministry supports the corporate Indigenous Youth Internship Program each year including one intern in 2014/15, three in 2015/16, one in 2016/17, and one in 2017/18.

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

HIGHLIGHTS OF INITIATIVES

- » The ministry provides services, programs and consultations in several languages to meet the needs of its diverse client base and the citizens of British Columbia.
- » Government is committed to creating a fairer and more inclusive society and to 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 that 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.
- » Along with the Ministry of Education, the Ministry's Provincial Treasury won a Premier's Award in 2017 for securing the participation of local banks to offer the BC Training and Education Savings Grant program to British Columbians working to save for their families' education.
- » In September 2017, the Provincial Treasury participated at a UVIC job fair for the Faculty of Management, organized by Human Resources International, which gave them the opportunity to interact with many foreign students. A few of these foreign students subsequently met with senior leaders in the Debt Management Branch for coffee to learn more about the Branch and the type of experience sought in prospective hires.

- » The Debt Management Branch in the Provincial Treasury helped the Moose Hide Campaign to raise a charitable donation from one of its banks, and two staff from the branch participated in the campaign fasting.
- » The Lieutenant Governor, as part of their 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+ countries that are represented in B.C., and Ambassadors who are visiting from Ottawa. Consequently, we are 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.
- » Proactively, the Lieutenant Governor aims to interact with as many cultural groups as possible. These include groups based on country of origin, religion and sexual preference.
- » Government House has a public garden and operates a seasonal tea and costume museum where visitors from around the world are welcomed. Volunteer and paid hosts speak a multitude of languages and are encouraged to use their language and cultural knowledge to welcome all visitors in order to be as inclusive as possible.
- » Through Government House social media outlets, notes of congratulations or encouragement are sent to as broad a range of cultural groups as possible.
- » Multicultural foods are served and incorporated into the 150+ events hosted at Government House each year. This creates a welcoming and inclusive atmosphere for those in attendance.
- » Citizenship ceremonies are held every July 1st, where new Canadians of many cultures become new citizens. Last year, 150 new Canadians were sworn in for Canada's 150th year.
- » An aboriginal "back to school" picnic is hosted at Government House, where 150+ local Indigenous students receive backpacks full of school supplies, and a barbeque is hosted for their families, where over 2000 are served lunch.
- » The ministry continued its support of the Indigenous Youth Internship Program in 2017/18, providing an interesting and challenging assignment in the Revenue Division.
- » The ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training and employee communications, and will continue this practice.
- » The ministry remains committed to following government hiring practices that are fair and equitable and that are based on the principles of merit.
- » The ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands, Natural Resource Operations and Rural Development

MANDATE

The Ministry of Forests, Lands, Natural Resource Operations and Rural Development is responsible for providing British Columbians with integrated access to a wide range of natural resource management services. Anchored by the vision of economic prosperity and environmental sustainability, the ministry aims to balance conservation of the province's vast natural resources with appropriate public and industrial uses. The ministry works to ensure a sustainable, long-term stewardship of forests, lands, water and wildlife while delivering streamlined, cost-effective services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is committed to building an organization that recognizes and celebrates diversity. This includes fostering a corporate culture of diversity that is built on trust and respect, is free of barriers, and where government policies (such as merit-based recruitment and hiring and the intolerance of discrimination and harassment) are followed.

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure that they are fair, equitable and free of barriers. It recognizes the many benefits of eliminating discrimination from the workplace and continues to support programs on building diversity and respectful workplaces in the public service. The ministry continues to uphold the standards of conduct and to develop policies aimed to create an inclusive work environment and to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

HIGHLIGHTS OF INITIATIVES

NATURAL RESOURCE SECTOR

TRANSFORMATION PLAN

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

Having established a baseline understanding of awareness of what diversity and inclusiveness is and using the contributions of our employees to inform us on how to move forward, the ministry developed a toolkit with practical aids to build employee understanding and awareness. The ministry showcases diversity and inclusiveness on its employee learning and development intranet site and has launched an inclusion tool to evaluate policies, programs and services to ensure that it meets the diverse needs of the citizens it serves.

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

PROVINCIAL HISTORIC PLACES RECOGNITION PROGRAM

The Provincial Historic Places Recognition Program seeks to identify and celebrate historic places for their diverse heritage values, with a goal of telling a more complete story of the people, places and events that have contributed to the development of British Columbia.

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

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

FIRST NATIONS FORESTRY TRAINING PROGRAM

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

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

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

HIGHLIGHTS OF OTHER INITIATIVES

- » Ministry offices provide services to the public in more than one language:
 - The South Coast Regional Operations office in Surrey can currently provide services in 15 languages; and
 - FrontCounter BC, which operates 30 offices across the province, has made pamphlets in Punjabi and can produce materials in additional languages upon request.
- » Ministry commitment to the implementation of *Draft 10 Principles that Guide the Province of B.C.'s Relationship with Indigenous Peoples*, including the development of a ministry-specific Implementation Plan to bring the principles into operation.
- » Staff participation in the *Building Capacity in Aboriginal Relations: We Are all Here to Stay* course.
- » Assistant Deputy Minister participation in *Building Bridges Through Understanding the Village*.
- » Executive commitment to inclusive language, as outlined in the document *Words Matter: Guidelines on Using Inclusive Language in the Workplace*.
- » Training opportunities encouraging staff to eliminate racism and to appreciate cultural diversity.
- » Training on government policies prohibiting discrimination in the workplace.
- » Continued employment of dedicated Aboriginal fire unit crews.
- » Ongoing support for and participation in the Aboriginal Youth Internship Program.
- » Training for First Nations in Crown Land policies and procedures.

Ministry of Health

MANDATE

To guide and enhance the province's health services to ensure that British Columbians are supported in their efforts to maintain and improve their health.

VISION: A sustainable health system that supports people to stay healthy and, when they are sick, provides high-quality, publicly funded health care services that meet their needs.

GOALS: To support the health and well-being of British Columbians by ensuring a focus on key cross-sector change initiatives, delivering a system of responsive and effective health care services for patients, and ensuring an innovative and sustainable public health care system.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health (MoH) is responsible for quality, appropriate, cost-effective and timely health services in B.C. and works with health authorities, care providers, agencies and other groups to ensure that care addresses the unique needs of patients and specific patient groups. Guiding values to serve all British Columbians include:

- » Focus on patients and respect for specific needs and diversity.
- » Equitable access to services.
- » Access for all to quality, culturally safe health services.
- » Appropriateness – providing the right service, at the right time, in the right setting.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry works to build cultural safety and humility to increase understanding among employees about the diverse cultural backgrounds of British Columbians and their unique health needs:

- » The ministry considers the diversity and health needs of British Columbians when developing strategies, policies and programs to serve multicultural and Indigenous populations.
- » The Provincial Health Officer and the ministry regularly report on the progress of the Tripartite Framework Agreement on First Nations Health Governance and on the promotion of the health of First Nations and Indigenous peoples in B.C. Strengthening cultural safety in the health system is an important step on our journey toward reconciliation. The B.C. Government has a mandate to fully adopt and implement the Truth & Reconciliation Commission Calls to Action and the UN Declaration on the Rights of Indigenous Peoples (UNDRIP).
- » In July 2015, MoH, First Nations Health Authority (FNHA), and regional health authorities signed the Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples in B.C. In March 2017, 23 health regulatory bodies signed onto the Declaration, and in March 2018, Doctors of BC also endorsed the Declaration.
- » The ministry reviews documents to ensure the inclusion of culturally appropriate First Nations and Indigenous perspectives and considers urban Indigenous and Métis population health issues when developing policies, strategies and programs.
- » The ministry supports the First Nations Client File through the development of baseline measures in First Nations programming and outcomes.
- » Through provincial health workforce planning, the ministry works closely with the First Nations Health Authority and the Regional Health Authorities to ensure that First Nations and Indigenous needs are reflected in workforce-related data collection, analysis and strategy.

EMBRACING MULTICULTURALISM IN OUR WORKPLACE

- » Ministry staff have diverse cultural backgrounds and speak a variety of languages.
- » The ministry promotes the BC Public Service Agency's (PSA) online course *Building Capacity in Aboriginal Relations* and implemented its Indigenous relations behavioural competencies.
- » In 2017-18, the ministry hosted three interns as part of the Indigenous Youth Internship Program and is applying to do so again in 2018-19.
- » Over 1,100 people have taken the Provincial Health Services Authority's (PHSA) *San'yas* Indigenous Cultural Safety Training through the ministry, and nearly 24,000 allied health professionals have completed the training across B.C.
- » The Health and Human Services Library book and video acquisitions include topics related to multicultural and multiracial communities of B.C. and Canada. Examples from 2017-18 are: *Cross-cultural dialogues: 74 brief encounters with cultural difference*; *Addressing cultural complexities in practice: assessment, diagnosis, and therapy*; and *Indigenous cultures and mental health counselling: four directions for integration with counselling psychology*.

Knowledge Exchange organized the following presentations: *Understanding the Context of Physical Activity Promotion among Indigenous Peoples*; *Understanding the historical political context of Indigenous Health Policy in Canada, and the roles of community-driven priorities, traditional knowledge, best practices, research and surveillance in the development of Indigenous health policy*; *the role BC Friendship Centres play in Indigenous communities*; *how Métis have been recognized within the BC Indigenous landscape since the early 19th century*; and *Métis governance and Métis health*.

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

- » The ministry works with PHSA to provide Shapedown BC (a weight management program for obese children) including a program designed for ethnic Chinese families in Richmond.
- » In 2015/16, the ministry participated in the Pan-Canadian Roundtable on supporting the mental health of refugees in Canada to reduce disparities in risk factors and to increase access to mental health services for immigrant, refugee, ethno-cultural and racialized people in Canada. Roundtable members produced a Summary Report with their findings.
- » The ministry is working with the FNHA, regional health authorities, and Doctors of BC to develop guidance for primary and community care redesign to provide culturally safe care for Indigenous peoples.
- » The ministry is working with FNHA, the Cannabis Secretariat and others to ensure that effective and appropriate public messaging/ education resources are developed to protect youth and to minimize health harm and costs of legalization.

HIGHLIGHTS OF INITIATIVES

EXAMPLES OF ONGOING AND NEW PROGRAMS

- » ProcessSafe is being developed to provide basic food safety education to workers at food processing facilities. ProcessSafe reflects the multicultural and Indigenous aspects of B.C. At least one of the planned videos for ProcessSafe will focus on food processing facilities primarily operated by First Nations workers.
- » FOODSAFE Level 1 is undergoing a process to reflect B.C.'s Indigenous population.
- » The ministry is working to increase Indigenous children's access to traditional foods in childcare settings, taking into account food safety and food security. This is to align with the UNDRIP and the Canadian Truth and Reconciliation Commission Report.

- » The Ministry of Health's Patients as Partners Initiative supports multicultural populations and organizations across B.C. by funding the following: UVic Chronic Disease Self-Management Program, Family Caregivers of BC, Pain BC, Centre for Collaboration, Motivation and Innovation, and UBC Intercultural Online Health Network. This facilitates patient and family engagement and education about chronic disease self-management in Punjabi, Chinese and Indigenous populations; the translation of resources into other languages; and the creation of training materials (e.g., videos) related to health literacy, cultural humility and the inclusion of elders into the broader health care system.
- » The Newcomer Immigrant Women's Project seeks to improve services to meet newcomer immigrant women's health and settlement needs. The Newcomer Women's Health Clinic at BC Women's Hospital and Health Centre provides services to new arrivals.
- » Vancouver Coastal Health offers a cross-cultural mental health clinic, staffed with psychiatrists who provide culturally sensitive and language-specific psychiatric assessment and treatment in the following languages: Cantonese, Farsi, French, Hindi, Hungarian, Japanese, Mandarin, Punjabi, Spanish, Russian, Urdu and Vietnamese. A Hospital Interpreter Service is used for other languages.
- » Support is provided to the Mental Health and Substance Use Crisis Line network to use the Multilingual Community Interpreter Services. This service supports callers in: Spanish, Punjabi, Farsi, Mandarin, French, Korean, Cantonese and Arabic.
- » Through the Joint Standing Committee on Rural Issues, the ministry, in partnership with Doctors of BC, provides funding and governance support to the Practice Ready Assessment program to assess internationally educated family physicians for licensure in B.C. Over 50 physicians are now practicing in over 30 communities across B.C.
- » Support for the BC Emergency Health Services initiative to increase emergency medical service professionals in First Nations communities by delivering licensing examination sessions in remote areas across B.C.
- » The Mental Health Review Board panel members, overseen by the Ministry of the Attorney General, are trained and funded to accommodate patients' language needs at hearings, as requested or suggested by the patient's advocate, the hospital representative or ministry staff.
- » Funding support of language translation services for patients and their families provided through Provincial Language Services (PLS) of the PHSA.
- » The ministry's Patient and Client Relations Unit and the Patient Care Quality Review Boards contract with the PLS to serve British Columbians in over 150 languages.
- » In March 2018, the ministry, BC Women's Hospital, and the Ending Violence Association of B.C. released a training course to help health sector workers identify and respond to gender-based violence (Indigenous and newcomer women are at increased risk).
- » The Kelty Mental Health Resource Centre and the provincial mental health and substance use health literacy website: Heretohelp.bc.ca provide information regarding cross-cultural mental health.
- » Health Authority websites list languages and cultural affiliations associated with assisted living residences and residential care facilities.
- » Registration services for Fair PharmaCare are offered in Mandarin, Cantonese, French and Punjabi through Health Insurance BC's Contact Centre.
- » Funding for The *Farmers' Market Nutrition Coupon Program* provides coupons for B.C.-produced healthy foods to low-income pregnant women, families and seniors from diverse backgrounds.

- » Provision of funding support for: BC School Fruit and Vegetable Nutritional Program, Farm to School BC (includes First Nations schools), and the Food Skills for Families program that teaches cooking and healthy eating skills, respecting multicultural, new immigrant and Indigenous families diversity.
- » The ministry (with Indigenous partners) led a working group on Indigenous women's and girls' health to advance the health of Indigenous women and girls.
- » Every three years, the ministry releases a provincial report on dental survey results of kindergarten children in participating public, private and First Nations B.C. schools, and a second report for Indigenous children.
- » Working with FNHA to implement the maternal and child health actions in the Transformative Change Accord: Tripartite First Nations Health Plan, as well as other key health actions intended to advance family health. The Doulas for Aboriginal Families Grant Program has 121 approved doulas participating and provides doula services to over 725 Indigenous families.
- » Most FNHA clients are now PharmaCare beneficiaries under Plan W (First Nations Health Benefits).
- » The ministry sponsors a practice support program in an Indigenous health centre in Prince George, along with three other non-Indigenous-focused practices across B.C., to implement a trial alcohol screening, prevention and intervention program.
- » The ministry's Senior Advisor, Cultural Safety and Indigenous Employment works on the ministry's five-year Cultural Safety and Humility Action Plan and connects with the PSA to explore opportunities within its diversity initiative.
- » Patient Centred Measurement surveys are conducted in several languages including: Chinese, Punjabi, German, Vietnamese, Spanish, Korean and French. The results from the self-reported responses on ethnicity, respect for culture and traditions, and liaison services, help to inform Health Authority policy.

A number of ministry resources were translated into multiple languages, including:

- » Workbooks that help food processors develop their food safety and food sanitation plans were translated into Korean, Chinese and Punjabi.
- » FOODSAFE Level 1 workbooks were recently translated into Arabic and were already available in French, Chinese, Korean and Punjabi. The FOODSAFE Level 1 exam is available in French, Arabic, Chinese, Farsi, Japanese, Korean, Punjabi, Spanish, Tagalog, Vietnamese and Portuguese.
- » *BC Seniors Guide* is available in French, Chinese, Punjabi, Vietnamese and Korean and the *Healthy Eating for Seniors Handbook* is available in Punjabi, French and Chinese. The Seniors' Falls Can Be Prevented brochure is available in Chinese and Punjabi.
- » HealthLink BC provides non-emergency health information for residents in more than 130 languages through healthlinkbc.ca and 8-1-1 phone services and through the translated *BC HealthGuide Handbook* and other culturally adapted materials.
- » The QuitNow smoking cessation service offers phone coaching translation services in 350 languages, including Indigenous languages from Canada. The QuitNow rack card is available in English, Chinese, Punjabi, Korean and French, and Help Fathers Quit is available in French and Chinese.
- » Fair PharmaCare materials, diabetes supplies, and the BC Smoking Cessation Program and materials are available in French, Chinese (Simplified and Traditional), Filipino, Farsi, Punjabi, Korean and Vietnamese. Online Birth Registration FAQs are available in German, Chinese, Punjabi and Tagalog. BC Services Card materials are available in Punjabi, French and Chinese.

- » *The Journey to Perinatal Wellbeing: eTools and Resources to Identify and Support Women with Perinatal Depression and Anxiety* resource was developed with multiple agencies to help providers deliver culturally safe care, including perinatal depression screening in multiple languages.
- » *Every Sleep Counts* has been translated into multiple languages. *Safer Sleep for my Baby* was updated to assist families to develop safe, culturally appropriate infant sleep plans with their care provider.
- » *Baby's Best Chance* and *Toddler's First Steps* were updated to respond to cultural diversity improving cultural safety and inclusivity. *Baby's Best Chance* and the *Child Health Passport* are now available in French.

Ministry of Indigenous Relations and Reconciliation

MANDATE

The Ministry of Indigenous Relations and Reconciliation (MIRR) leads the Government of British Columbia in efforts toward true, lasting reconciliation with Indigenous peoples³ in the province.

In collaboration with Indigenous peoples, the ministry is developing a reconciliation vision that will guide the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the Truth and Reconciliation Commission (TRC) of Canada's Calls to Action, and the Tsilhqot'in Supreme Court Decision.

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

The ministry's work includes understanding and supporting the opportunities and identified needs of Indigenous peoples. A key component of reconciliation involves enhancing relationships and respecting how Indigenous communities⁴ choose to define themselves.

³ *Recognizing that Canada's Indigenous population is distinct and diverse, and identities are defined by language, the ministry name has changed to reflect "Indigenous" in its title. The term "Indigenous" used throughout this document is intended to include all people of Indigenous ancestry, including First Nations, Métis and Inuit.*

⁴ *The term "communities" means the diversity of Indigenous communities as defined by Indigenous peoples and includes descriptions such as urban, rural, metropolitan, land-based and reserve. The Ministry of Indigenous Relations and Reconciliation works with all Indigenous peoples wherever they may live in British Columbia.*

The ministry is also responsible for the First Peoples' Cultural Council, a provincial Crown corporation formed by the Government of British Columbia in 1990 to administer the First Peoples' Heritage, Language and Culture Program. B.C. is the only province in Canada that has an established Crown corporation that leads First Nations heritage, language, culture and arts initiatives.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. is home to 203 First Nations, with the greatest diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages, and over 90 dialects, representing 60% of all Indigenous languages in the country. Of the more than 270,585 Indigenous peoples in B.C., 64% are First Nations, 33% are Métis, and just under 1% are Inuit.⁵ Approximately 78% of self-identified Indigenous peoples live off-reserve. Of that 78%, 60% of Indigenous people live in urban areas as opposed to rural or remote areas. Indigenous youth are the fastest growing demographic in B.C., with almost 50% of the Indigenous population under age 25.

Although First Nations, Métis and Inuit share many similarities, they each have their own distinct heritage, language, cultural practices and spiritual beliefs. Given these unique demographics, the ministry recognizes that it is essential for staff to have a full understanding of the cultural and historic diversity of Indigenous peoples in B.C. To build this understanding, ministry executive members support diversity in the workplace through a number of initiatives such as:

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

⁵ <https://tinyurl.com/yal9zz2d>

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

B.C. is committed to a relationship with Indigenous peoples that is based on respect and recognition. A key priority for the ministry is to work collaboratively and respectfully with Indigenous people to establish a clear cross-government vision of reconciliation to guide the adoption of UNDRIP and the TRC Calls to Action. Reconciliation touches upon all social, economic and cultural aspects, and it includes First Nations governance and jurisdiction.

In May 2018, B.C. released the draft, "Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples," to guide the work of the public service. More specifically, the 10 principles are a tool for the BC Public Service to use as the ministry works to implement UNDRIP and the TRC Calls to Action. They are considered "draft" because they represent a starting point for government's engagement and may evolve as government engages with Indigenous peoples on their content.

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

The ministry is guided by several documents that influence the ways in which it does work, as well as the work itself. They include, but are not limited to, the *Truth and Reconciliation Commission Final Report*, the *Métis Nation Relationship Accord II*, and the *Proposed Commitment Document*.

<https://tinyurl.com/ycdddc9j>

TRUTH AND RECONCILIATION COMMISSION FINAL REPORT

All ministers have been mandated to adopt and implement the TRC's 94 Calls to Action and have pledged to work with Indigenous people and the federal government to achieve this. In addition, ministers have also been mandated to review policy, programs and legislation to determine how to bring the principles of UNDRIP into action in B.C.

Provincial efforts to respond to the TRC Calls to Action include initiatives related to children and families, economic development, education, health, languages and culture, and justice and public safety. A recent example of the Province's leadership to implement the TRC Calls to Action was the recent announcement in Budget 2018 to provide \$50 million for Indigenous language revitalization in partnership with the First Peoples' Cultural Council.

To read the Final Report, please visit:

<https://tinyurl.com/y9pkh8ue>

COMMITMENT DOCUMENT

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

The document outlines the work need to be done together to close economic and social gaps, to collaborate on land and resource decisions, and to be full partners in the economic life of the province.

To read the Proposed Commitment Document, please visit: <https://tinyurl.com/ya8sb8xq>

To read the Proposed Commitment Document Work Plan, please visit: <https://tinyurl.com/ya9ebzuv>

MÉTIS NATION RELATIONSHIP ACCORD II (UPDATED)

The Métis Nation Relationship Accord (MNRA) was a bi-lateral Accord non-truncated agreement between B.C. and the Métis Nation British Columbia (MNBC) on May 10, 2006. The MNBC identified that Métis people in B.C. face a significant quality-of-life gap, inhibiting full participation in B.C.'s economy. Comparative per capita gaps between the non-Indigenous and Indigenous population are lower levels of education, lower high school completion rates, higher unemployment rates, higher instances of chronic disease, lower incomes and higher incarceration rates. The MNRA provided a framework to achieve the goals of closing social and economic gaps between Métis people of B.C. and other British Columbians, and to establish a new relationship based upon mutual respect and recognition.

On November 16, 2016, a revised and strengthened MNRA II was announced and signed by B.C. and MNBC. The Minister of Indigenous Relations and Reconciliation, Scott Fraser, has re-affirmed the importance of the relationship the Province shares with the 90,000 self-identifying Métis in the province. MIRR and MNBC staff have worked in close partnership through 2017 into 2018 on mutually identified areas of priority importance, including strengthening the Federal/Provincial/Métis relationship, addressing implications related to Métis Social Determinants of Health, advancing Economic Development opportunities, and exploring Wildlife Stewardship opportunities and initiatives.

In addition, the MNRA II has driven meaningful engagement between the MNBC and the province on initiatives such as the Poverty Reduction Strategy, the Indigenous Justice Strategy, as well as the Environmental Assessment revitalization initiative.

HIGHLIGHTS OF INITIATIVES

MOOSE HIDE CAMPAIGN

February 15, 2018 was proclaimed Moose Hide Campaign Day. To mark the campaign's eighth year, events were held in Victoria, Kamloops and Prince George, where Indigenous and non-Indigenous men and women stood together in solidarity to raise awareness to end violence against women and children. Members of the British Columbia (B.C.) public service and elected officials showed their support by making a personal sacrifice, fasting from dawn to dusk, demonstrating their commitment to taking action and being part of the solution.

The Moose Hide Campaign is a grassroots movement started in B.C. and is symbolized by a small square of Moose Hide worn as a visual representation of the commitment to end gender-based violence. This year, the campaign passed a significant goal, with Premier John Horgan presenting the one millionth Moose Hide pin to Lorelei Williams, a leading advocate for the missing and murdered Indigenous women.

Participation in the Moose Hide Campaign is an act of reconciliation that supports our collective implementation of both the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), and the Truth and Reconciliation Commission of Canada (TRC) Calls to Action. To further the work of the Moose Hide Campaign, Premier Horgan announced the Province's commitment of \$2 million of sustained funding to support and grow the Moose Hide Campaign and to expand its training and engagement in schools, the public service, the RCMP and other key institutions. With one million Moose Hide pins now in communities, B.C. supports the Campaign's vision for one million men across the province to fast on Moose Hide Campaign Day.

OFF-RESERVE ABORIGINAL ACTION PLAN

In B.C., 78% of all Indigenous peoples live in off-reserve communities, both urban and rural. Acknowledging the importance of working with the off-reserve Indigenous population in B.C., the now Ministry of Indigenous Relations and Reconciliation (MIRR) leads the development of an Off-Reserve Aboriginal Action Plan (ORAAP).

ORAAP is a government-community partnership initiative focused on bringing together collective resources, knowledge and creativity at local and provincial levels, to contribute to positive change and to improve socio-economic outcomes for urban First Nations and Métis peoples in B.C.

To help achieve these goals, the ministry convened a Provincial Coordination Team (PCT) with representation from the Métis Nation British Columbia (MNBC), the BC Association of Aboriginal Friendship Centres (BCAAFC), Department of Indigenous Services (DISC), the Union of British Columbia Municipalities (UBCM), and MIRR.

B.C. has funded three key off-reserve Indigenous agencies – the BCAAFC, the MNBC and the Metro Vancouver Aboriginal Executive Committee (MVAEC) – to enable proposed activities in four priority areas aligned with the PCT Terms of Reference: Indigenous community capacity building, socio-economic development, Indigenous participation in the economy, and reconciliation.

ORAAP First Nations and Métis partners have committed to working closely together in a coordinated approach to close socio-economic gaps and to better advance the needs of the communities they serve. In the coming year, there will be a greater focus on engagement with local governments to increase awareness and recognition of the challenges faced by urban First Nations and Métis peoples and to encourage opportunities and solutions to advance reconciliation and improve social, economic and cultural well-being.

INDIGENOUS SKILLS TRAINING

B.C. is committed to increasing the Indigenous workforce in the province. Essential for participation in the economy is access to education and skills training. B.C. continues to invest in new Indigenous skills training projects and partnerships, providing \$30 million through the Indigenous Skills Training Fund for training programs delivered in Indigenous communities, primarily in northern B.C. This fund is one of the key investments aimed at closing the socio-economic gaps between Indigenous and non-Indigenous peoples in B.C. Since the fund was launched in 2015, more than 2,700 Aboriginal people were trained from 2015/16 to 2016/17 and another 1,000 people were projected to access training in 2017/18.

FIRST PEOPLES' CULTURAL COUNCIL

MIRR's mandate letter for 2018/19 includes supporting Indigenous communities seeking to revitalize their languages. B.C. has the greatest diversity of Indigenous languages in Canada. There are 34 unique Indigenous languages and over 90 dialects, representing 60% of all Indigenous languages in the country.

In Budget 2018, B.C. allocated a \$50 million grant to the First Peoples' Cultural Council (FPCC) to help revitalize Indigenous languages in B.C. and to address the current language crisis. Investing in languages aligns with the TRC Calls to Action and UNDRIP, which recognize that knowing and speaking one's language is a human right.

The FPCC is an Indigenous Crown Corporation with a mandate to support the revitalization of Indigenous languages, arts, culture and heritage in B.C. The FPCC will work in partnership with Indigenous communities to develop and implement revitalization plans for each of the living Indigenous languages in B.C. and to reverse the disruption to Indigenous languages from Canada's history of colonization and residential schools. While MIRR is the ministry responsible for the FPCC, readers can refer to the FPCC's Report on Multiculturalism for more information.

FIRST NATIONS SUSTAINABLE ECONOMIC DEVELOPMENT AND FISCAL RELATIONS STRATEGY

MIRR and the Ministry of Jobs, Trade and Technology (JTT) have partnered with the BC Assembly of First Nations (BCAFN) to deliver their vision to increase First Nations' involvement in the provincial economy, strengthen communities, and support Indigenous businesses and entrepreneurs. Objectives under the Strategy include: developing a sustainable economic development growth plan for First Nations; public education to increase visibility and awareness of First Nations issues related to the economy, environment and quality of life; and increasing institutional capacity and fostering relationship building across the province. The BCAFN has delivered three rounds of regional workshops with First Nations, has established a Champions Roundtable of First Nations and business leaders in collaboration with the Business Council of BC, launched an online economic development resource centre and hosted two annual Indigenous Business forums. In 2016/17, the Province committed to providing \$2.5 million over three years for the development and implementation of Strategy deliverables.

OMINECA REGIONAL OFFICE

MIRR staff in the Omineca Region have adopted an approach to their work that is founded on an appreciation for the multiple cultures within the area and within the communities they serve. For example, staff have taken the time over the past year to meet with First Nations in their communities for negotiations and consultation activities. They have also participated in cultural events and community celebrations, whether it is celebrating the initialling of the Lheidli T'enneh First Nation Treaty or commemorating colleagues and community members at memorial events. Staff have invested in their own education by working with local First Nations and learning about the triumphs and challenges of local communities – for example, by attending Moose Hide Campaign events and workshops. Lastly, the Omineca team has incorporated a sharing circle approach to meetings and has been discussing Indigenous Relations Behavioural Competencies as part of standing agendas in order to encourage multicultural learning in all aspects of their work.

KTUNAXA CULTURAL WORKSHOPS

The Ktunaxa Cultural Workshops held in February and October 2017, in Cranbrook and Castlegar, respectively, exemplify the commitment of the Ktunaxa Nation (KN) to their vision statement: "Strong, healthy citizens and communities, speaking our languages and celebrating who we are and our history in our ancestral homelands, working together, managing our lands and resources, within a self-sufficient, self-governing Nation."

Working together with MIRR and the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD), KN developed the cultural workshop framework with the following objectives: to increase understanding of Ktunaxa culture, language, worldview and history amongst provincial government staff; to enhance understanding of Ktunaxa Governance Structures; to build opportunity for dialogue and relationships among B.C. and KN citizens and staff; to strengthen relationships between KN and B.C. and build a stronger path forward – working together; and to have an open and safe environment to discuss reconciliation and how to achieve this at the operational and strategic levels.

The workshop included presentations on Ktunaxa Culture, Title and Rights, Land Stewardship, Ktunaxa Governance and Reconciliation. The KN Council also led discussions on post Tsilhqot'in and the New Commitments Document, the 10 Federal Guiding Principles for Relationships with Indigenous Peoples, UNDRIP, treaty as a tool, and how reconciliation can be realized in our daily lives and work.

Staff from across ministries who took the opportunity to listen, learn and take part in discussions alongside Ktunaxa government, staff, youth and community members, and to share a meal prepared and offered by Ktunaxa community members, were deeply impacted. MIRR supports Ktunaxa's continued reach out, impacting personal perceptions on reconciliation.

NUU-CHAH-NULTH MISSING AND MURDERED INDIGENOUS WOMEN AND GIRLS FAMILY GATHERING

From September 12-14, 2017, in Port Alberni, the Nuu-chah-nulth Tribal Council hosted a community-based Gathering for murdered and missing Indigenous women and girls (MMIWG). The Gathering was the first time a First Nation held their own healing event for the families of MMIWG in Canada. B.C. provided \$48,000 to support the Gathering.

Gathering and eating a meal together has been practiced for thousands of years as a traditional way to begin healing after the loss of a loved one. The Nuu-chah-nulth Teechuktl mental health department hosted the three-day Gathering and provided a culturally safe environment for the 26 families of the MMIWG who gathered from the Nuu-chah-nulth nations to share their stories. Cultural support workers offered the families traditional brushings and the opportunity to take part in a Letting Go ceremony that helped family members release painful memories. Families were honoured with songs from several different Nuu-chah-nulth nations, were served a traditional foods feast, and were honoured with traditional cultural sharing by Nuu-chah-nulth nations after the feast.

FIRST NATIONS LIAISONS – EMERGENCY MANAGEMENT

Many First Nations were critically affected by the record-breaking floods and wildfires in 2017. Homes were lost, thousands of people were displaced, and communications were hampered by power outages and overwhelmed resources.

Recognizing the need for a culturally appropriate response tailored to the needs of each community, Emergency Management BC (EMBC), in partnership with MIRR, created and resourced First Nations Liaison positions. These individuals worked directly with First Nations to provide them with available emergency service resources. Liaisons also involved First Nations in decision making and they effectively shared information.

Working together with the First Nations Emergency Services Society (FNESS) and First Nations, EMBC and MIRR provided a collaborative emergency response, helped to build better relationships with First Nations, and delivered emergency services in a new way. This is a profound example of reconciliation in action in B.C., with benefits that will continue.

ABORIGINAL RELATIONS RESOURCE CENTRE SITE

The Aboriginal Relations Resource Centre (ARRC) is a website located on the B.C. Government's @Work site, dedicated to sharing Indigenous cultural competency information with the BC Public Service. The ARRC site's content manager tracks and promotes over 30 National Indigenous Peoples Day (NIPD) events occurring across the province, building and strengthening relationships with First Nations and Métis communities.

This provincial inventory of NIPD events list is provided to MIRR's communications department, to create communication materials informing the province about upcoming NIPD events.

During fiscal year 2017/18, the ARRC site posted five Indigenous-focused blogs and resourced and posted over 50 reconciliation events happening across the province, raising awareness of Indigenous cultures and building on knowledge towards working respectfully with Indigenous and Métis peoples.

The ARRC site can be accessed by the entire BC Public Service through the @Work site. Special attention is paid to National Indigenous Peoples Day events, Louis Riel Day, the Moose Hide Campaign and the Stolen Sisters Memorial March. In coordination with the @Work team, the @Work site features Indigenous-themed blogs as front page news items. This results in raising the profile within the BC Public Service for unique Indigenous perspectives, issues and celebrations.

THANK YOU SONG – MULTICULTURAL LANGUAGE APPRECIATION

MIRR staff member, Patricia Watts, performed an inspiring multicultural *Thank You Song* at the Socio-Economic Partnerships Divisional Meeting in the spring of 2018 and dates are scheduled for her to teach the song to MIRR staff, to sing during National Indigenous Day week celebrations and Public Service week. The song features the spirit of gratitude, singing Thank You in 11 different Indigenous and multicultural languages. To hear the *Thank You Song* performed by Patricia Watts, go to: <https://tinyurl.com/y7c2qsgw>

BLOG ON THE WITNESS BLANKET TOUR @ ROYAL ROADS UNIVERSITY AUGUST – SEPTEMBER 2017

*By Carl C. Mashon
Policy and Relationship Development Officer,
Community and Social Innovation Branch,
Ministry of Indigenous Relations and Reconciliation*

The Witness Blanket returned to Victoria in August 2017 for the last time as it continued its journey across Canada to communities wanting to share in this important national treasure. It was on loan to the Royal Roads University (RRU) in the Library Interpretation Centre from August 11 through Sept 5 and is a remarkable work of art and history.

The Witness Blanket is a large-scale art installation made from 887 pieces of residential schools, churches, government buildings and cultural structures collected from across the country. Each of the pieces represents a part of the Indian Residential School Era, mounted on 13 large panels of interlocking cedar. The 800-plus pieces represent a fraction of the thousands of stories that are a common experience to the over 150,000 Indigenous children who were forcibly removed from their communities to satisfy a Canadian social policy to "Take the Indian out of the Child." This project picked up the physical fragments of that social policy and wove them into a "true story of loss, strength, reconciliation and pride."

I attended the reception for the Witness Blanket on August 11 at the RRU library, which formally welcomed the return of the Blanket to the South Island and acknowledged and honoured the Coast Salish creator and Master Carver, Carey Newman (Ha-yalth-kingeme). Carey spoke of his inspiration in proposing this national initiative to the Truth and Reconciliation Commission in their call for legacy projects.

This was a very personal story on many levels, but one of his primary motives was to honour his own father and others who were either survivors of residential schools or are part of the intergenerational trauma that still echoes through Indigenous communities today. He said how important this labour of love was to his own healing and how the Blanket is a positive force in facilitating reconciliation at an individual level, at community levels, and with the nation as a whole.

The project has also produced a documentary on the making of the Witness Blanket and the Producer, Cody Graham of Media One, shared a 10-minute clip of the feature. This film was ready for public distribution in the fall and the short screening brought the audience into the heart and soul of this work. The clip highlighted the story of the last two pieces mounted on the final panel, which were braids of hair gifted to Carey by his two sisters, Ellen and Marion.

They both went through six days of ceremony, bathing in the ocean each day, laying down prayers for all those children who attended the schools – and then cutting their braids for spiritual offering to the Blanket. The cutting of hair upon arrival at the schools was one of the methods that the Churches used to break the spirit of the children and further alienate them from their culture and families. In many First Nations cultures, hair is highly spiritual and is only ever cut upon the death of a loved one.

During many of these kinds of events, which are anchored in reconciliation, the local community shares the gift of song, dance and teachings.

Elder, Alex Nelson, brought in a group of Kwakwaka'wakw singers and dancers and treated the audience to several songs with one dedicated specifically to Carey. In respect of this offering, Carey donned traditional regalia and did a solo dance to the “Kan’na’hai” Thunderbird song. Alex then connected the event and song through a teaching about the Thunderbird who brings a powerful lightning force that circles around Mother Earth, uniting everyone in a common purpose and with common gratitude. The Witness Blanket, he went on to say, is doing the same thing – bringing people together in the spirit of reconciliation towards a new relationship, understanding and responsibility. Witnessing is a traditional principle of collective accountability, so the Blanket pulls us together to bear witness to our common history, as difficult as it might be to acknowledge – but necessary to move forward as a unified nation.

For background information on the project and the Canadian tour please go to:

<http://witnessblanket.ca/>

OUR LAND, OUR FUTURE

By Ricky-Lee Watts

Wednesday, March 7, 2018

Ricky-Lee Watts is an Indigenous intern as part of the Aboriginal Youth Internship Program with the Ministry of Indigenous Relations & Reconciliation.

NOTE: this article first appeared on the @Work site.

In November 2017, I had the opportunity to attend the Our Land, Our Future: National Summit on Indigenous Youth and Natural Resource Development in Calgary. This summit featured a gathering between industry and Indigenous and government leaders from across Canada alongside Indigenous youth.

This gathering was valuable and important for a number of reasons. Most prominently, it brought Indigenous youth to the forefront of Canada's discourse on sustainable natural resource development. Meaningful engagement of Indigenous youth in relation to natural resource development at this scale has been very scarce, and an event like this is the first of its kind to bridge the gap.

Having Indigenous youth engaging in these conversations is vital to the life of our communities. As the fastest growing population in Canada, and a demographic that will live with and support decisions made into the future, it's important to empower our communities to better prepare for a future they will inherit.

Our Land

At the summit, conversation was rich and multiple ideas were shared. Most noteworthy was the discussion based on our relationship to land. Many speakers at the summit echoed the sentiment that the health of our land is equivalent to the health of our people. This is forcefully the truth. Without consideration of our land, this fractures the cultural confidence and identity, and heavily affects the health and well-being of Indigenous people.

Not only does this affect our Indigenous peoples, but for all people, this ruptures our connection with the land and all of the wealth that nature shares that nurtures us physically, mentally and spiritually.

Our Future

In consideration of natural resource development, what do we want in our future and for our children? Is it prosperity and wealth? How do we define wealth? Perhaps if we have not done so already, it is time to rethink how we see wealth: not just for immediate economic prosperity, but also for a future that is sustainable, and contributing to the health of our people.

Thankful for my invitation to attend, I came in with many questions, but have left with many more. Inspired, reflective, curious and hopeful, I look towards our communities and know that we are in good hands and that we will grow a healthy and prosperous future for all Canadians.

Ricky-Lee is an Indigenous intern at MIRR, working in the Community and Social Innovation Branch. He is Nuuchah-nulth on his mother's side; his father's side is a mystery. He spent his earlier years growing up in the town of Port Alberni and has lived the past seven years on Coast Salish territory.

B.C. CABINET-FIRST NATIONS LEADERS' GATHERING – A VOLUNTEER'S VIEWPOINT

By Donna Longley

Updated: 2 October 2017

Donna Longley is a Project Coordinator in the Socio-Economic Partnerships Branch with the Ministry of Indigenous Relations and Reconciliation. Note: this article first appeared on the MIRR Intranet site.

I was lucky to have the opportunity to volunteer for the BC Cabinet-First Nations Leaders' Gathering held at the Vancouver Convention Centre on September 6 – 7, 2017, which the Province hosted in partnership with the First Nations Leadership Council.

It was thrilling to be part of this exciting, productive, two-day event featuring 566 meetings and inspiring plenary lectures in the main ballroom. In total, over 596 First Nations leaders, ministers, deputy ministers, youth and others attended the event.

When I arrived at the Convention Centre early Wednesday morning, everyone was busy gathering identification badges at the registration desk and then filing into the main ballroom. The main stage was set up with house posts, plants and two totem poles on either side, creating a warm and welcoming image.

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The day began with welcoming remarks from the master of ceremonies, Harold Tarbell, an opening prayer and a welcoming song.

Premier John Horgan then spoke and was followed by Grand Chief Edward John of the First Nations Summit; Acting Regional Chief Maureen Chapman of the B.C. Assembly of First Nations; and Grand Chief Stewart Phillip of the Union of B.C. Indian Chiefs. Each leader spoke passionately about the opportunity for a new beginning with government to address the socio-economic gap between Indigenous people and the rest of the people of the province. They also spoke about the needs of First Nation communities across B.C., especially those affected by the devastation and loss resulting from both wildfires and the opioid crisis.

Day two started with welcoming remarks and opening prayers and a panel, which included Melanie Mark, Minister of Advanced Education, Skills and Training. Minister Mark is the first First Nations woman to serve in the B.C. Legislature. She gave a moving speech about her journey as a Nisga'a, Gitksan, Cree and Ojibway woman who struggled in high school and became a provincial cabinet minister. There was not a dry eye near me after her speech.

My volunteer role was as a "Meeting Time Keeper" for four separate ministers, which meant I was running from room to room to ensure that the meetings started and ended on time. There were only 15 minutes from start to finish, with five minutes between meetings. Delegates joked about needing to wear track shoes to make it on time.

Shawna French, MIRR's lead organizer for FNLG, brought her outstanding organizing team – Karen Williams, Jeff Keene, Matthew Howie and Danielle Root – to put together a successful event with many moving parts. Team MIRR volunteers also worked tirelessly escorting participants to the right rooms, providing help and information, registration, taking meeting notes and so much more. Also, many staff helped to prepare briefing materials, booked travel, and performed other tasks.

All of our hard work was worth it; I believe that this event is another step towards reconciliation with Indigenous people in B.C.

A DAY IN THE LIFE OF A FIRST NATION LIAISON, B.C. FIRES 2017

*By Camellia Bhatti
Senior Community Developer, Ministry of
Indigenous Relations and Reconciliation*

The Early Days

The First Nations Liaison (FNL) served an important role during the 2017 Provincial Fire Emergency. At the height of the emergency, we spent long hours (15-hour workdays) at the North East Area Provincial Response Emergency Operations Centre (NE PREOC) in Prince George. We worked directly with First Nations to ensure that they had consistent support and timely information during the emergency. By assisting First Nations to work through Emergency Management BC (EMBC) protocols, we also assisted the NEA PREOC in maintaining its objectives, and operated in an effective and culturally sensitive way.

The FNL ensured that there was steady communication with First Nations, and that they were receiving the information needed to support their members during the emergency. Daily check-in calls were established to ensure safety and to support the flow of information pertaining to fire status, weather updates and safety concerns.

First Nations were assisted with navigating through EMBC procedures, including the necessary paperwork for State of Local Emergency Declarations, and applicable Band Council Resolutions (BCRs). In addition, when needed, the FNL assisted First Nations with the submission of resource requests for much needed emergency supplies, including food and fuel. In cases where First Nations had no access to telecommunications, supply lists were created using the best available information. Further, as communities began to evacuate, the FNL assisted First Nations in registering with Provincial Emergency Support Services. This included keeping track of evacuees and issues and managing problems that arose. In order to ensure that evacuees were receiving the support they needed, the FNL worked with the Prince George Reception Centre to arrange culturally appropriate support through local Indigenous organizations.

The FNL assisted NEA PREOC in improving their skill set for working with Indigenous communities. This included educating colleagues on cultural protocols (i.e. traditional territory acknowledgement), social norms (i.e. status of elders within a community), and better understanding the historical contexts. The FNL was situated in the NEA PREOC and had the opportunity to liaise with partner agencies including the RCMP and Department of National Defense. These connections were particularly useful when dealing with situations involving at-risk individuals or pre-planning for tactical evacuations.

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Ongoing

Throughout the summer, the FNL functioned as the “go-to” problem solvers for both First Nations and the NEA PREOC. FNL made themselves available, at all hours, to support the technical and emotional needs of First Nations affected by the wildfires. The emergency continued on for months, and the FNLs continued to provide support and assistance through all phases of the active emergency and into re-entry.

APPENDIX: DEFINITIONS

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

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

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

INDIGENOUS PEOPLES: Indigenous peoples, also known as First peoples, Aboriginal peoples or Native peoples, are the original inhabitants of a given region, in contrast to groups that have settled, occupied or colonized the area more recently.

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

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

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

Ministry of Jobs, Trade and Technology

MANDATE

Premier Horgan’s July 18, 2017 Mandate Letter to the Honourable Bruce Ralston, Minister of Jobs, Trade and Technology included direction to advance the following priorities:

- » Establish B.C. as a preferred location for new and emerging technologies by supporting venture capital investment in B.C. start-ups, taking measures to increase the growth of domestic B.C. tech companies, and removing barriers to attracting and repatriating skilled workers.
- » Ensure that the benefits of technology and innovation are felt around the province by working with rural and northern communities and equity-seeking groups to make strategic investments that support innovation and job growth.
- » Establish an Emerging Economy Task Force and establish an Innovation Commission to advocate for the technology sector.
- » Work with the Minister of Forests, Lands, Natural Resource Operations and Rural Development to advocate for a fair deal for B.C. in softwood lumber negotiations with the United States, and to increase employment in the forestry and innovative wood manufacturing sectors.
- » Work with the Ministry of Finance to cut the small business tax rate and create a Small Business Task Force.
- » Create a framework to promote local hiring on government projects.
- » Work with the Minister of Advanced Education, Skills and Training to improve credential assessments and to create a centre to coordinate and educate newcomers.

The Ministry of Jobs, Trade and Technology manages key lines of government services that help to support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. Its programs promote a supportive and attractive business and investment environment; maximize investment potential in communities across B.C.; support growth and export opportunities for our expanding small business sector; develop a skilled labour force that is ready to meet the challenges of expanding industries; and foster thriving business sectors. One of the ways the ministry accomplishes this is through the attraction and support of newcomers to Canada and British Columbia so that they can find work at their skill level and, in turn, contribute to our economy.

The ministry also works with communities, Indigenous peoples and organizations, and industry to promote regional economic growth and diversification and to help facilitate economic development opportunities.

The ministry also plays a key role in implementing the #BCTECH Strategy, with an ongoing focus on deepening B.C.'s technology talent pool. The technology sector is a key driver of growth for the B.C. economy, with more than 106,000 jobs that pay wages 85 percent more than the B.C. average. B.C.'s world-class, high-tech clusters in areas such as information and communications technology, clean-tech, engineering, life sciences and digital media are driving the need for a workforce that is more creative and skilled than ever before.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive is committed to promoting cultural diversity and to providing a respectful environment, free from discrimination and harassment. Cultural diversity and increased participation and engagement by all cultures are vitally important to create a strong and vibrant social and economic future for all British Columbians.

The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training and onboarding, and orientation to the Standards of Conduct for new employees.

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

In 2017/2018, the Integrated Data Office (IDO) employed one Science Policy Fellow (Mitacs); the International Business Development (IBD) division and Technology, Innovation and Economic Development (TIED) division each employed an intern through the Aboriginal Youth Internship Program (AYIP); and IBD, TIED and the International Strategy and Competitiveness (ISC) division each employed a co-op student.

In future fiscal years, IDO, IBD, ISC and the Workforce Immigration and Major Investments (WIMI) division plan to use the AYIP, Work-Able Program, and co-op work placements, budget permitting, to attract a younger and more diverse workforce. The ministry has also supported the Federal Internship for Newcomers (FIN), which offers newcomers a chance to gain valuable temporary Canadian work experience and training opportunities.

The Integrated Data Office division participated in the BC First Nations Data Governance Initiative Gathering, which improves the division's understanding of the First Nations perspective in data collection, management and use.

Coming out of this work and in alignment with a review of the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Calls to Action, the division will complete a corporate consultation to understand existing and forecast indigenous data governance issues, as well as business and program linkages to Indigenous data. Additionally, division leadership regularly supports staff to attend awareness events including “Called to Action: Meeting Government Commitments to Reconciliation, Cultural Safety and Indigenous Rights, the Path to Economic Reconciliation” event.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

The following 23 languages are spoken by ministry staff within the International Business Development Division: Bengali, Cantonese, Croatian, Filipino, French, Fukien (Chinese Dialect), German, Hakka (Chinese Dialect), Hindi, Indonesian, Japanese, Korean, Malay, Mandarin, Portuguese, Punjabi, Romanian, Russian, Serbian, Shanghai (Chinese Dialect), Spanish, Urdu and Vietnamese.

HIGHLIGHTS OF INITIATIVES WORKFORCE, IMMIGRATION AND MAJOR INVESTMENTS

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

The federal government has announced a three-year national immigration levels plan, growing from 300,000 permanent resident admissions in 2017 to 340,000 in 2020. These are some of the highest immigration targets in modern Canadian history. The largest growth is in Provincial Nominee Programs, an economic immigration pathway allowing provinces to select in-demand workers and entrepreneurs to meet labour market needs.

- » BC Settlement and Integration Services provided \$4M in support and services to newcomer clients who are not eligible for federal settlement services, including temporary foreign workers, provincial nominees awaiting permanent residence approval, refugee claimants, post-secondary international students and naturalized citizens.
- » In 2017/18, over 820 clients started services through Career Paths for Skilled Immigrants – an employment and skills upgrading program for internationally trained professionals and recent immigrants to find work in their field of training.
- » \$619,000 was invested in projects 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.

TECHNOLOGY, INNOVATION AND ECONOMIC DEVELOPMENT DIVISION

The Technology, Innovation and Economic Development division values and pursues diversity, and supports Indigenous economic development, through the secretariat for the Indigenous Business and Investment Council (IBIC) (formerly the Aboriginal Business and Investment Council – ABIC). IBIC’s mandate is to help improve Aboriginal participation in the economy, promote Indigenous businesses and entrepreneurs, and inspire First Nation and industry partnerships.

A new chair, Chief Aaron Sumexheltza of the Lower Nicola Indian Band, was formally appointed in February 2018. New term council appointments and re-appointments are in process.

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, Aboriginal business listings, success stories and video profiles. IBIC created 12 new micro-videos for a social media advertising campaign promoting Indigenous business success, and pro-active industry and First Nation partnerships.

IBIC also partnered with Indigenous Tourism BC (ITBC) for Indigenous tourism engagement sessions in the Upper Fraser Valley, Kootenays, Northwest B.C. and Campbell River. The benefits of these sessions were awareness of tourism opportunities and industry trends, connection to the ITBC team and local regional partners, and support in the cultural and business development aspects of tourism development.

IBIC also partnered with the BC Association of Aboriginal Friendship Centres (BCAAFC) for the 3C Youth Entrepreneurship Program, a group and community-oriented introduction to entrepreneurship. The program was held in two communities, reached 80 participants, and was a major input for BCAAFC's Gathering Our Voices Conference.

SMALL BUSINESS, REGULATORY AND SERVICE IMPROVEMENT DIVISION

The Small Business Branch works to support a diverse small business sector by jointly funding Small Business BC (SBBC) in partnership with the federal government. SBBC, B.C.'s primary service delivery agent in this area, is able to respond to clients in a number of languages including French, Spanish, Mandarin, Cantonese, Tagalog and Bengali.

The Small Business Branch translates two key small business guides in four languages. The Import/Export Guide provides Information and resources to help navigate the world of international trade and the Starting A Small Business Guide provides information and resources useful to anyone interested in starting a small business in British Columbia. In 2010, the web versions of both of the guides were translated into four languages (Simplified Chinese, Traditional Chinese, Korean and Punjabi), aiming to reach a diverse audience.

The Société de développement économique de la Colombie-Britannique (SDECB), with financial support from the Small Business Branch and the Intergovernmental Relations Secretariat (Francophone Affairs Program), offered French-speaking entrepreneurs the opportunity to have their questions answered by francophone experts during Small Business Week. From October 16-20, 2017, entrepreneurs were able to access advice on issues related to accounting, marketing, legal, social media and websites. Twenty-five businesses were able access the 30-minute sessions. On October 2, 2017, working in collaboration with Small Business BC, the SDECB also presented a workshop in French at the Small Business Summit.

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

In 2017/18, the Regulatory and Service Improvement Branch developed and launched a new policy training course that includes consideration of social inclusion and equal access to government programs, services and information for all citizens and businesses in the province.

Ministry of Labour

MANDATE

To build a better British Columbia, the *Ministry of Labour* (<https://tinyurl.com/y8tce9ns>) promotes fair, healthy and safe labour and employment relationships in support of a strong, sustainable and innovative economy.

In this context, the ministry has overall responsibility for British Columbia's labour and employment statutes – including the *Labour Relations Code*, the *Employment Standards Act*, and the *Workers Compensation Act* – and for the effective administration and enforcement of those statutes. The ministry has legislative responsibility for *WorkSafeBC* (<https://tinyurl.com/y7vj9979>), the *Labour Relations Board* (<http://www.lrb.bc.ca/>), the *Employment Standards Tribunal* (<https://tinyurl.com/y842hqzq>) and the *Workers' Compensation Appeal Tribunal* (<https://tinyurl.com/ycucaesh>).

The Employment Standards Branch and the ministry's three administrative tribunals are involved in managing complaints and issues that have been brought before them. In all cases, timely and accurate disposition of those complaints or issues is an essential component of a fair and balanced system of labour and employment laws that is readily accessible to all stakeholders.

In this context, Premier Horgan's July 18, 2017 Mandate Letter included direction to:

- » Establish a Fair Wages Commission to support implementation of the \$15-per-hour minimum wage.
- » Create a Temporary Foreign Worker Registry.
- » Update employment standards and ensure that they are applied evenly and that they are enforced.
- » Review and develop options with WorkSafeBC to increase compliance with employment laws and standards put in place to protect the lives and safety of workers.

- » Review the Labour Relations Code to ensure that workplaces support a growing, sustainable economy with fair laws for workers and businesses.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

The ministry's executive supports this commitment by promoting cultural diversity and by providing a respectful environment, free from discrimination and harassment. Cultural diversity and increased participation and engagement by all cultures are vitally important to creating a strong and vibrant social and economic future for all British Columbians.

The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training and onboarding, and orientation to the Standards of Conduct for new employees. Last year, labour staff attended offerings on "Building Capacity in Aboriginal Relations," hiring workshops, empowerment and effective communication, among others.

The assessment tool that focuses on valuing diversity – Lumina – will also continue. The ministry's executive also receives and reviews semi-annual and annual workforce analytics reports, which include data on the diversity of the ministry's workforce. This allows the executive team to ensure that diversity remains top of mind as a ministry-wide standard.

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

The ministry fosters an inclusive workplace through its support of the Economy Sector Professional Development Program, which offers workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were offered in multiple cities and also in a web-based format to maximize access to staff around the province. The ministry also introduced a personality assessment tool that focuses on valuing diversity.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism.

A strong commitment is made to providing information about employment rights and responsibilities in multiple languages and culturally appropriate formats, whether for newcomers, visitors or those considering coming to B.C. to settle, work or invest.

HIGHLIGHTS OF INITIATIVES

In carrying out its mandate to promote fair, healthy and safe labour and employment relationships, the Ministry of Labour is engaged in several initiatives that support multiculturalism:

- » On March 29, 2018, the Employers' Advisers Office (EAO) presented to the Xaxli'p First Nation on the topics of violence in the workplace and bullying and harassment.
- » The EAO is developing a quarterly newsletter in multiple languages and is also looking to offer resources on its website in multiple languages.
- » As part of a new recruitment strategy, the EAO will be working with the Public Service Agency to recruit employee candidates who are fluent in multiple languages and will also be looking to offer client training seminars in additional languages.

- » The Workers' Advisers Office (WAO) continues to provide factsheets in three languages and has plans to update and add additional translated materials.
- » The WAO also administers Start a New Inquiry, which helps clients to request advice and assistance via an online application form. Discussions have begun regarding providing this service in three other languages.
- » WAO is seeking to increase its diversity through encouraging multilingual applicants for upcoming vacancies.
- » Both the WAO and the EAO utilize WorkSafeBC's Language Line, which allows both organizations to provide services in over 40 languages to injured workers and employers in B.C.
- » The Employment Standards Branch (ESB) works with the Mexican Consulate to present information on employment standards in B.C. to Seasonal Agricultural Worker Program employers and workers.
- » Information sessions are held by the ESB for new immigrant workers, temporary foreign workers and their employers, multicultural groups and business owners.
- » ESB is working to increase its diversity and to expand services in languages other than English by employing recruitment strategies, for all new hires, that target candidates who speak languages other than English, with a particular focus on Punjabi and/or Cantonese.
- » The ministry's three administrative tribunals have a commitment to recruit and identify candidates from the diverse communities they serve. The chairs of the tribunals are committed to diversity, inclusion and access.

Ministry of Mental Health and Addictions

MANDATE

The Ministry of Mental Health and Addictions (MMHA) is the first of its kind in North America and brings a much-needed leadership role to transform the provincial mental health and addictions system, to improve mental well-being, and to reduce substance use-related harms for all British Columbians. The ministry is responsible for developing a coherent, accessible and culturally safe mental health and addictions system that is effective for individuals and families across the lifespan. The ministry is also responsible for leading an immediate response to the Province's overdose public health emergency. The ministry works across government to ensure that programs and services strengthen mental health and wellness (for example: housing, employment, income, education and childcare).

The ministry sets the provincial strategic direction to transform B.C.'s mental health and addictions system. Cross-sector planning and system-level improvement is driven through research, policy development and evaluation. To realize our 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 life experience.

The ministry's focus on a multi-prong, holistic approach to mental health and addictions will ensure timely, cohesive and easily accessible services where people live. People will know where to go, who to call, and that supports are readily available. Moreover, the approach will influence a society where fewer people experience harm from substance use, with fewer deaths from overdose and finally, that mental health and addictions services are safe, culturally sensitive and respectful.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

The ministry encourages inclusion through its leadership and by providing equal access to training and development in areas including diversity, respectful workplace, and cultural safety and humility. These commitments are aligned with the MMHA strategic plan, ministry and divisional business plans, and through leadership practices such as operating principles.

The ministry's vision, mission and goals support the objectives of respect, inclusion and serving the cultural diversity of the province because they are geared towards every citizen:

VISION:

Mental well-being for all British Columbians.

MISSION:

Leading, empowering and driving transformation to ensure a seamless, comprehensive and responsive mental health and addictions system.

GOAL 1:

Collaboratively transform the mental health and addictions system in British Columbia and drive the social change needed, as a society, to improve mental well-being.

GOAL 2:

Proactively lead to identify, manage, prevent and take action to address emergent mental health and addiction issues such as the overdose emergency.

GOAL 3:

Create and sustain a strong, flexible and healthy organization.

In addition, the organization has a unit focused on Indigenous partnerships and wellness. This unit leads the ministry's commitment to reconciliation and to fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission Calls to Action (TRC-CTA) as part of the Indigenous Mental Health and Addictions Strategy. It is partnering with Indigenous people to support their priorities related to mental health and wellness and to improve mental wellness and access to culturally safe and effective mental health and addictions services.

This important focus of the ministry was formalized in 2018 through a Letter of Understanding, as well as a Declaration of Commitment for Cultural Safety and Humility between the ministry and First Nations Health Authority. The ministry is also working in close collaboration with the Métis Nation and Aboriginal Friendship Centres.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry of Mental Health and Addictions was newly formed in July 2017 and has fewer than 50 employees. As a new ministry, it is committed to building an organization that actively enlists and celebrates diversity. This includes fostering an organizational culture that is built on the values of collaboration, innovation, respect, leadership and empowerment. These values, in combination with the BC Public Service values, involve creating a respectful, trust-building environment where government policies are adhered to.

Further, the ministry's hiring practices seek out various equity groups and give preference to the vulnerable communities it serves so that our workforce represents the diversity of citizens in British Columbia and it can ensure that citizens of British Columbia have better access to the mental health and addictions services they need; options on how they access those services; a high-quality service experience; and through extensive cross-province consultations, the ability to inform the design and delivery of those services.

Employees in the ministry speak Spanish, Russian, Cantonese, French and Punjabi. Our employees represent multiple cultures including Indigenous, Russian, Scottish, Czechoslovakian, Ukrainian, Chinese Canadian, Chinese and Punjabi.

HIGHLIGHTS OF INITIATIVES

The Ministry of Mental Health and Addictions is in the process of negotiating with Canada and the First Nations Health Council on a Tripartite Memorandum of Understanding on the Social Determinants of Health (MOU). While the MOU is not concluded, the Province has committed to providing \$10 million over two years to support a partnership which ensures that First Nations have the ability to plan, design and deliver the services they need to improve the mental health and wellness of their communities. It will also enable the parties to develop a collaborative approach to assessing mental health and wellness indicators.

The Ministry of Mental Health and Addiction is also working in close collaboration with the Métis Nation, BC Association of Aboriginal Friendship Centres, Urban Native Youth, and the First Nations Health Authority on the development of a child and youth mental health and addictions plan.

The Ministry of Mental Health and Addiction is also participating in a tripartite working group titled "Indigenous Cultural Safety & Humility: Developing a Whole of Systems Change Leadership Agenda." A key goal of this working group is to promote cultural safety and humility across the health sector.

The ministry participated in the Indigenous Youth Internship Program (IYIP) in 2017/18. The IYIP intern worked on challenging assignments as part of the development of the mental health and addictions strategy. The ministry has applied to hire two IYIP interns in 2018/19.

The ministry incorporates diversity, multiculturalism and inclusion into its human resource materials, programs, training and internal communications and will continue to do so.

The ministry is committed to following government hiring practices that are fair and equitable and based on the principles of merit.

Ministry employees are encouraged to develop their knowledge through training in diversity and inclusion, building a respectful workplace, and government policies that encourage inclusion.

INDIGENOUS YOUTH INTERN IN THE WORKPLACE

By Danielle Jerowsky

When I accepted the offer for the Indigenous Youth Internship Program, my intentions were to use this as an opportunity to take a year off of school before I pursued graduate school. However, through the experience I had in this program and in the Ministry of Mental Health and Addictions, I quickly learned that the internship was the beginning of a career in the Public Service.

As the first Indigenous Youth Intern to work with the Ministry of Mental Health and Addictions, I was unsure about what to expect in terms of work and work culture. I learned that being part of a small, transformative ministry was a blessing. I began travelling and working alongside people from across my ministry – including the executive team – as well as with external partners across the province.

One of my first projects was to prepare executives for and to attend all five of the First Nations Health Council's Regional Caucuses. In each region, we were invited to introduce the communities to the new ministry and to learn what communities were doing to support their people's health and well-being. What I found most impactful at these events was that we were able to participate and to witness some of their intergenerational strengths.

The work that was done at these caucuses became the foundation for the partnership that we have with our Indigenous partner organizations and leaders.

Through listening to First Nations organizations, we were able to conceptualize the importance of listening to and working in true partnership with our Indigenous partners and communities.

One of my first projects was to prepare executives for and to attend all five of the First Nations Health Council's Regional Caucuses. In each region, we were invited to introduce the communities to the new ministry and to learn what communities were doing to support their people's health and well-being. What I found most impactful at these events was that we were able to participate and to witness some of their intergenerational strengths.

The work that was done at these caucuses became the foundation for the partnership that we have with our Indigenous partner organizations and leaders. Through listening to First Nations organizations, we were able to conceptualize the importance of listening to and working in true partnership with our Indigenous partners and communities.

Organizations that advocate for our First Nations, Métis and other Indigenous British Columbians work diligently to better the lives of Indigenous people – we need to support these groups by removing barriers that prevent them from doing the work that they know is best for their people. Attending the regional causes helped me, even as an Indigenous woman, to remember that communities know what is best for their people.

As I transition to the next part of my internship, I am sad to leave my team at the ministry. However, I know that I have carved the beginning of a path of transformation in regard to the way we work with Indigenous people. We will walk together on this path that is taking us on a shared journey toward reconciliation.

Ministry of Municipal Affairs and Housing

MANDATE

Premier Horgan's July 18, 2017 Mandate Letter for the Minister of Municipal Affairs and Housing included direction to:

- » Partner with local governments and First Nations to develop a community capital infrastructure fund to upgrade and build sports facilities, playgrounds, local community centres, and arts and culture spaces.
- » Through partnerships with local governments, the federal government, and the private and not-for-profit sectors, begin to build 114,000 units of affordable market rental, non-profit, co-op, supported social housing and owner-purchased housing.
- » Create new student housing by removing unnecessary rules that prevent universities and colleges from building affordable student housing.
- » Amend the Residential *Tenancy Act* to provide stronger protections for renters and provide additional resources to the Residential Tenancy Branch.
- » With the Minister of Finance, deliver an annual renter's rebate of \$400 dollars per rental household to improve rental affordability.
- » Work in partnership to develop a homelessness action plan to reduce the homeless population through permanent housing and services. As part of the plan, conduct a province-wide homelessness count.
- » As the Minister responsible for TransLink, support the Mayors' Council 10-Year Vision for Metro Vancouver Transportation by funding 40 percent of the capital costs of every phase of the plan, in partnership with all levels of government.

- » Work with the Minister of Finance to address speculation, tax fraud and money laundering in the housing market.

The Ministry of Municipal Affairs and Housing (MAH) helps to make B.C. communities great places to live by taking leadership in supporting local governments to build vibrant and healthy communities that are well-governed, liveable, safe, economically resilient, and socially and environmentally responsible. The ministry is providing British Columbians with access to affordable, safe and functional housing through policy and programs, technical codes and standards and services for landlords and tenants.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

Over the past year, the executive supported an inclusive and respectful workplace through initiatives such as a newly introduced personality assessment tool that focuses on valuing diversity. To create awareness about diversity and inclusion ministry-wide, MAH executive endorsed and encouraged all employees to participate in either an in-person or virtually delivered *Diversity and*

Accessibility Workshop, facilitated by the Public Service Agency in February 2018. These workshops were well-attended by both staff and supervisors. Attendees were presented with information on corporate recruitment programs, including the Aboriginal Youth Internship Program (AYIP) and the Work-Able Internship Program.

MAH executive expects to use the 2018 Work Environment Survey (WES) to better understand the composition of its workforce. WES data will be used to identify stretch goals to support the organization's commitment to becoming more diverse and reflective of the citizens it serves. Additionally, the Local Government Division sponsored a training session for staff on the roles of the ministry and local governments in working to improve relationships between Indigenous communities, with the goal of supporting reconciliation. The session also included an overview of the important work of the Truth and Reconciliation Commission (TRC), and of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

The Office of Housing and Construction Standards (OHCS) hosted a staff member from the Ministry of Indigenous Relations and Reconciliation (MIRR) at an all-staff divisional meeting in fall 2017, to educate staff on the impact of reconciliation (including UNDRIP and the TRC) on the housing and building policy. OHCS provides monthly updates on reconciliation events in the Capital Region to all division staff.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

In 2017/18, MAH continued to support the Aboriginal Youth Internship Program, which provides unique employment experiences within the ministry to Aboriginal youth. Through this program, the ministry provides a meaningful opportunity to support Aboriginal youth to build professional skills and networks, to develop leadership skills, and to share their culture with others.

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.

HIGHLIGHTS OF INITIATIVES

COMMUNITY GAMING GRANTS

Grants supported a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils. In support of multiculturalism and Indigenous culture, the Community Gaming Grants program provided:

- » Almost \$2 million to not-for-profit Indigenous organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies, and support for elders in their communities. The Wachiay Friendship Centre Society received a \$250,000 Capital Project grant to support the purchase of its Friendship Centre building.
- » \$955,322 to 27 agricultural fairs across the province to celebrate rural heritage and to reflect the economic vitality and cultural legacy of B.C. communities.
- » Over \$1.4 million to not-for-profit organizations dedicated to the promotion and support of multicultural communities. Funding supported the Multi-Lingual Orientation Service Association for Immigrant Communities (M.O.S.A.I.C.); and the Multicultural Helping House Society and the Victoria Immigrant and Refugee Centre Society received a Capital Project grant of \$197,571 to renovate a new facility.

- » Approximately \$2.3 million to community organizations that provide cultural celebrations, support networks and community education information, and to programming focused on a specific ethnicity, nationality, language and/or religion. Organizations supported last year included the Vancouver Japanese Language School & Japanese Hall, South Asian Family Association (SAFA) and Association des Francophones et Francophiles du Nord-Ouest.

COMMUNITY-TO-COMMUNITY FORUM PROGRAM

\$50,000 in funding support was provided to the Forum program, administered by the Union of British Columbia Municipalities (UBCM) and the First Nations Summit through a partnership arrangement, which enables local governments and First Nations to connect. In jointly hosted forums, participants gathered to discuss shared interests, challenges and opportunities to work together. Since 1999, over 600 regional and five provincial forums have been held – many resulting in service agreements, memorandums of understanding, protocol agreements and stronger relationships between neighbouring communities. For this coming year, the program has been expanded with additional resources from UBCM and increased scope for forums to focus on reconciliation.

Across the province, there are dozens of examples of local governments and First Nations working together on economic development, social, cultural and environmental projects.

- » Residential Tenancy Branch (RTB) public education sessions – In 2017/18, the RTB held the following sessions on landlord-tenant rights and responsibilities for Newcomers to BC:
 - June 2017
 - Kelowna Community Resources – Newcomers to BC
 - July 2017
 - BC Settlement & Integration Services (SUCCESS Services)

- September 2017
 - University of Victoria, International Students
 - Kelowna Community Resources – Newcomers to BC
 - Japanese Consulate General (students and working holiday residents)
- November 2017
 - BC Settlement & Integration Services (SUCCESS Services)
 - Mosaic Learning Society Burnaby
 - Japanese Consulate General (students and working holiday residents)
- January 2018
 - Kelowna Community Resources – Newcomers to BC
- March 2018
 - Kelowna Community Resources – Newcomers to BC
- » The Office of Housing and Construction Standards – Through OHCS headquarters in Victoria, several events were hosted featuring multiculturalism including: Chinese New Year, Black History Month and the acceptance of different faiths and beliefs at holiday times (Easter, Christmas, Hanukkah).
- » Investing in Canadian Infrastructure Program (ICIP) – On March 22, 2018, the Ministries of Municipal Affairs and Housing, and Transportation and Infrastructure, signed the ICP agreement with the Government of Canada. This agreement commits \$157 million in federal funding to the Community, Culture and Recreation stream, which will support local government, not-for-profit and First Nations projects. Program development and stakeholder collaboration are currently underway. The objective of this program is to support increased access and quality of community recreation and cultural infrastructure in communities throughout B.C.

Ministry of Social Development and Poverty Reduction

MANDATE

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on providing British Columbians in need with services that they count on. The fundamental purpose of the ministry is to tackle poverty, to deliver quality services that meet people's needs, and to ensure that people from every background have the opportunity to reach their full potential. The ministry mandate includes developing a Poverty Reduction Strategy – a plan that will help to break the cycle of poverty.

The ministry's governing legislation includes the Employment and Assistance Act (<https://tinyurl.com/y8ajzd7g>), the Employment and Assistance for Persons with Disabilities Act (<https://tinyurl.com/y7cpogzl>), and the Community Living Authority Act (<https://tinyurl.com/y9uzjldd>). The Minister is responsible for Community Living BC and supports the Parliamentary Secretary for Poverty Reduction.

The ministry's key responsibilities include:

- » Designing and implementing a province-wide poverty-reduction strategy;
- » Providing income and disability assistance to those in need;
- » Supporting community living services that help adults with developmental disabilities and their families to develop connections and inclusion with their community; and
- » Delivering employment programs and services to unemployed and underemployed individuals.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry leadership is committed to supporting the cultural diversity of its staff, to providing inclusive services that are sensitive to the ministry's culturally diverse clientele, and to supporting the British Columbia Government's three-year Diversity Action Plan focused on strengthening diversity and inclusion.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

SUPPORTING OUR STAFF

The ministry employs a diverse workforce of approximately 1700 staff members that reflects the rich cultural and ethnic diversity of the province. Employees are continually invited to engage in shaping policies and programs through various mechanisms that include the Employee Advisory Committee, employment engagement surveys, work group huddles, and online chat lines and newsletters. In addition, all employees are supported and encouraged to access training on diversity and inclusiveness.

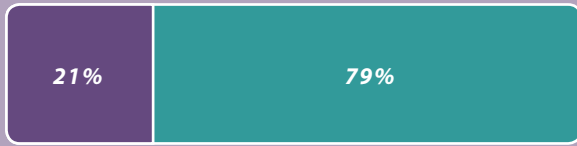
One of the contributions from the Employee Advisory Council is to act as a liaison between employees and the Ministry Executive Committee, and to make recommendations on policies and issues related to accessibility and diversity. This allows Leadership to truly understand, and act on, the needs of staff related to diversity.

To support B.C. Government's three-year Diversity Action Plan, the ministry struck a task force to look at ways in which it can continue to enhance its diverse workforce.

The ministry has also participated in ten of eleven years in the Indigenous Youth Internship Program, a 12-month internship for young Indigenous British Columbians.

EMPLOYEES SELF-IDENTIFIED AS A VISIBLE MINORITY

- Employees with Visible Minority (354)
- Employees (1,315)



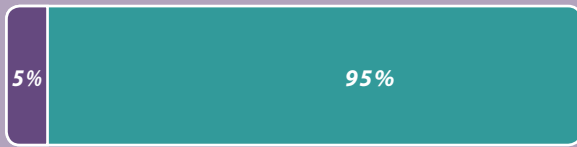
STAFF DEMOGRAPHICS

According to the 2018 Work Environment Survey, administered by the BC Public Service Agency, 21 percent of SDPR’s workforce self-identified as members of a visible minority, and five percent as Indigenous people.

SDPR staff members speak over 150 languages.

EMPLOYEES SELF-IDENTIFIED AS INDIGENOUS

- Indigenous (81)
- Non-Indigenous (1,678)



SERVICES TO CITIZENS

Through partnerships with other institutions, the ministry facilitates access to our services by supporting clients to overcome language and employment barriers. These partnerships include interpreting services and training to help clients of different cultural backgrounds integrate into the labour market and the community.

Interpreting Services are available for income and disability assistance clients who are non-English-speaking, both by phone and, if they attend an office, in person. The ministry can also rely on the 150 languages spoken by staff members, when appropriate, to greet clients in a language they are comfortable with.

WorkBC service providers, who connect ministry clients to the labour market, provide a full range of employment services to eligible unemployed British Columbians, including immigrants and refugees, Indigenous peoples and Francophones. Services include employment-related workshops and case management in languages other than English in Employment Service Centres. WorkBC print materials are also available in several languages such as English, Arabic, Chinese, Farsi, Tagalog, French, Hindi, Korean, Punjabi and Spanish. Sub-contracted, specialized immigrant service providers are also available under the WorkBC service delivery model.

Program services that are particularly relevant for these clients include:

- » Personal Counselling for Employment Readiness (for Survivors of Violence and/or Abuse)
- » Foreign Credential Evaluation
- » Prior Learning Assessment
- » Financial Supports for English as a Second Language (ESL) Training
- » Language Interpretation Services
- » Self-Serve Workshops (group workshops may be feasible in catchments where client numbers support them)
- » Job Search and/or Job Start Financial Supports

HIGHLIGHTS OF INITIATIVES

Multiculturalism-related activities undertaken by the ministry in 2017/18 included:

ORGANIZATIONAL CHANGE

- » Continued to engage an Employee Advisory Committee with diverse membership that reflects the diversity in the ministry.
- » Established a ministry task force to look specifically at ways to continue enhancing diversity in the ministry’s workforce.

PARTNERSHIP AND COLLABORATION

- » Continued to work with business and non-profit partner organizations to ensure a full range of services, which included assisting the ministry's clients to overcome language and employment barriers.
- » Continued to collaborate with partners in outreach work, such as with the Multilingual Orientation Service Association for Immigrant Communities, and with other ministries to improve employment for immigrants.
- » Continued collaboration through the Immigrant Employment Working Group, a cross-government group consisting of the Ministries of SDPR; Jobs, Trade, and Technology; and Advanced Education, Skills & Training; as well as Immigration, Refugees and Citizenship Canada. The group shares data and discusses how to best deliver employment services to immigrants and refugees in British Columbia.

DEVELOPING EMPLOYEES' MULTICULTURALISM COMPETENCE

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

MY MULTICULTURALISM JOURNEY

by Palwasha Hussainkhel

I came to Canada when I was 18 years old. That was almost 18 years ago. I came from Pakistan where I lived as an Afghan refugee for many years. Pakistan is in South Asia and is the fifth most populous country in the world, where more than 60 languages are spoken.

I was attending a women's English Language program in Peshawar, Pakistan that was funded through the International Rescue Committee when I heard of an amazing program offered through the World University Service of Canada (WUSC). The program provided scholarships in several universities across Canada to refugee students who wanted to resettle in Canada. Each participating university had a WUSC committee that helped to resettle refugee students and provided a year of funding.

I applied and passed the interview and immigration process. I was offered a scholarship from one of the United World Colleges, the Lester B. Pearson College of the Pacific in Victoria. When I landed in Victoria, I did not know anyone! I did not know where I would be staying or going. I just had the college address.

Gladly, I found out that the college had made all of the arrangements, which included my staying with a host family until school started. So, I persevered and braced myself for the challenge. After completing college, I applied at Simon Fraser University and completed my BA in social studies with a major in Economics. Soon after, I started my master's degree in Public Policy at Simon Fraser University.

After completing my studies, I faced another challenge: looking for a job. Although I had worked as a junior policy analyst with HRSDC in Ottawa through a school co-op placement, I did not have extensive work experience as a policy analyst. I started applying for many and diverse jobs in B.C.

As I applied for jobs, I began to think that I was going around in circles. While I was over-qualified for some jobs, I was under-qualified for others, as I did not have many years of job experience. I struggled to get experience. I supported myself with Canada Student Loans and by working at a gas station. After a while, I volunteered in immigrant organizations and completed a childcare course to work in a day care. I started a private day care business where I provided childcare services for two little girls.

Finally, I found a job through my volunteering with MOSAIC, an immigrant resettlement organization. Shortly after, I applied for an Employment and Assistance Worker (EAW) position at the Ministry of Social Development and Poverty Reduction (its new name) and I was hired. My career as a B.C. public servant began. Currently, I am working as a contract and partnership agent with the Employment and Labour Market Services Division of the ministry.

Ministry of Tourism, Arts and Culture

MANDATE

The Mandate Letter for the Ministry of Tourism, Arts and Culture (TAC) outlines key expectations for the ministry, including championing tourism as a job creator throughout British Columbia, expanding tourism marketing efforts internationally, and working with the Minister of Jobs, Trade and Technology to ensure that British Columbia's tourism sector is represented on trade missions.

Other Mandate Letter priorities include increasing investment in both the BC Arts Council and Creative BC, establishing an arts infrastructure fund, ensuring that B.C. film and TV makers get their fair share of federal investments, and working with the Minister of Finance to expand B.C.'s film labour tax credit to include B.C. writers.

The letter also directs the Minister to work with the Minister of Municipal Affairs and Housing to develop a community capital infrastructure fund to upgrade and build sports facilities, playgrounds, local community centres, and arts and culture spaces.

Finally, the letter 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.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that a rich multicultural society 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.

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

The BC Arts Council currently employs an intern through the corporate-wide Aboriginal Youth Internship Program (AYIP) from September 2017 to September 2018. The ministry plans to employ another intern through the AYIP in 2018/19.

The Multiculturalism Division is exploring a work placement opportunity for a post-secondary student through the Co-operative Education Training Program.

The Sport Division and the Arts and Culture Branch submitted applications for placement of post-secondary graduates through the Work-Able internship program.

Demographic questions in the 2018 Work Environment Survey (WES) have been expanded and will be used by TAC's Executive Team to better understand the diversity within the ministry's workforce. WES data will be used to identify opportunities to become a more inclusive organization made up of unique and talented individuals who reflect the diversity of all British Columbians.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

HIGHLIGHTS OF INITIATIVES

Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in cultural tourism and activities, arts and sport as well as through the ministry's dedicated multiculturalism and anti-racism programs. Key initiatives in 2017/18 included:

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

- » The Premier's Awards for Aboriginal Youth Excellence recognized athletes who have achieved excellence in performance sport, are regarded for their leadership qualities, are committed to pursuing a higher education, and are recognized as community role models both on and off the field of play. These awards recognized 48 youth from the Indigenous Sport Physical Activity and Recreation Council's six regions (Northeast, Northwest, Interior, Fraser, Vancouver Coastal and Vancouver Island), including 12 (six females, six males) provincial finalists.
- » Continued partnership between the BC Arts Council and the First People's Cultural Council (FPCC), with FPCC delivering the Aboriginal Arts Development Awards. BC Arts Council programs also supported a variety of cultural artistic practices, in all disciplines.
- » Continued use of community engagement as one of the assessment criteria and areas of focus for BC Arts Council Programs. As defined in program guidelines, community engagement includes ongoing engagement with a range of artists, arts organizations and communities – especially with Indigenous peoples, and culturally diverse and geographically isolated communities.
- » Fourteen projects were funded and received a combined \$600,000 through International Presence project grants in 2017/18. These grants will provide the opportunity for more than 200 B.C. artists and arts organizations to connect internationally, invite more than 150 international presenters and curators to B.C., and engage over 350 international organizations. Grants are designed to increase the global understanding and appreciation of British Columbia's arts, culture, creativity and innovation, cultural exchange and knowledge sharing, as well as to build new relationships with cultural institutions and artists from around the world.
- » Continued annual support for the After School Sport and Arts Initiative. This initiative supports programs that offer opportunities in sport and creativity to multicultural populations in areas such as Haida Gwaii, Prince Rupert, New Hazelton, Fort St. James, Prince George, Surrey, Alert Bay and Vancouver.
- » Sixty-one projects across 55 unique communities in B.C. were awarded small grants under \$15,000 to support community engagement, resilience and vibrancy – particularly in communities experiencing hardship – using the restorative and connecting power of arts and culture. Just over half (32) of the grants went directly to Indigenous communities (band councils, friendship centres and other Indigenous organizations), while many of the remainder were related to Indigenous bridging initiatives or cultural celebrations.
- » Funding support provided to the Conseil Jeunesse Francophone de la Colombie-Britannique to support the delivery of Parlement Jeunesse Francophone de la Colombie-Britannique (BC Francophone Youth Parliament).
- » Through the BC Sport Participation Program, grants were provided to provincial and community organizations in support of sport programs geared towards First Nations and new immigrant populations (e.g. Rugby BC's Aboriginal Rugby program, DIVERSEcity Community Resources Society's sport programs for refugee families, and the Greater Vancouver YMCA's Sport 4 Newcomers program).
- » Through Hosting BC, the ministry funded sport events that support or bring together different cultures: for example, the 2018 Pacific International Judo Tournament and the ITF Taekwondo provincial championships in Richmond; and the Field Hockey Canada, China and Pakistan Exhibition Games in Surrey.

- » Funding of \$1.4 million (from the ministry) was provided to the Indigenous Sport, Physical Activity and Recreation Council (ISPARC) to support the implementation of the Aboriginal Sport, Recreation and Physical Activity Strategy. This contributed to improving the health outcomes of Aboriginal people across British Columbia by supporting and encouraging physically active communities and by expanding access to sport, recreation and physical activity opportunities.
- » The BC Sports Hall of Fame and Museum houses the Indigenous Sport Gallery – the only one of its kind in Canada. Through ministry funding, ISPARC worked with the Hall of Fame to update the Aboriginal Sport Gallery with more interactive displays and to strengthen storytelling throughout the facility.
- » The bilingual B.C. Économusée network of nine unique “artisans at work” tourism businesses highlights the artisanal production of agricultural, craft and art products to potential visitors, in both English and French.
- » The ministry provided secretariat support for the Multicultural Advisory Council, a legislated body created to provide advice to the Minister responsible for Multiculturalism and to oversee the production of this Report on Multiculturalism.
- » In 2017/18, the ministry continued to support and expand the Organizing Against Racism and Hate (OARH) program which enabled communities across the province to collaboratively develop ways to address incidents of racism and hate crime. OARH committees in 36 communities actively worked to combat racism and discrimination. The ministry hosted an OARH Network Meeting in Vancouver on March 1-2, 2018 which was attended by more than 35 community leaders who came together to share success stories and learn from one another about how to more effectively address racism and hate issues.
- » Since the summer of 2016, the Toquaht First Nation has been part of South Central Vancouver Island destination development planning led by Destination BC and the Tourism Association of Vancouver Island. Huu-ay-aht members also met with regional tourism staff to learn about the program. Destination development is strategically planning and developing defined areas to enhance the delivery of product experiences and to increase the long-term competitiveness of destinations.
- » In 2017/18, the ministry supported 120 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 \$2,500 each to undertake projects and initiatives aimed at promoting cultural diversity and challenging racism.
- » In 2017/18, the Province continued to implement projects that highlighted the substantial contributions Chinese Canadians have made to the culture, history and economic prosperity of B.C., including unveiling a monument honouring the Chinese Canadian legacy in Victoria.

Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts, regulations and federal-provincial funding programs, including the Building Canada Fund. The ministry strives to build and maintain a safe and reliable multi-modal transportation system and to provide affordable, efficient and accessible transportation options for all British Columbians. The ministry's priorities include improving vital rural and urban infrastructure; investing in public transit, cycling infrastructure and other green modes of transportation; reducing transportation-related greenhouse gas emissions; and strengthening the economy through the movement of people and goods.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

Developing talent that is reflective of our communities is critical to the success of the ministry delivering its mandate. Participating in initiatives such as the Indigenous Youth Internship Program (IYIP) provides a mechanism to build on the diversity of our workforce. In 2017/18, the ministry welcomed an intern in the Transportation Policy branch. She supported work on programs within the Highway 16 Transportation Action Plan, which aims to improve access to safe transportation options for communities and First Nations situated along the Highway 16 corridor.

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

The Succession Planning Initiative is actively supported by ministry Executive and has committee representation across all five departments and in all regions of the province. The initiative has four areas of focus, all of which are underpinned by a common theme: diversity – which is woven into all work done within the areas. The Succession Planning Initiative's strategy also states that actions taken by the Committee must comply to and support the corporate Diversity and Inclusion Action Plan.

Going forward into 2018/19, the ministry has developed and will launch an internal communications strategy to support the release of the *Draft Principles that Guide the Province's Relationship with Indigenous Peoples* to raise awareness of the content and importance of the principles. An internal communications strategy is also currently being deployed in support of the BC Public Service's Inclusive Language Guidelines: Words Matter.

HIGHLIGHTS OF INITIATIVES

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

- » The EAF produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of the ministry's workforce.
 - » Web/multimedia and internal communications provide online information to all employees about the resources available to promote inclusiveness and diversity, including 23 diversity-focused intranet articles, eight executive e-mails promoting multiculturalism, and a combined 14 diversity-themed Twitter, Facebook, Flickr and blog posts.
 - » The Indigenous Relations intranet page has received ongoing enhancements, including a comprehensive resources and tools list, developed by a previous IYIP participant. In June 2017, the team also developed and distributed their first two-page Indigenous relations newsletter to all employees in the ministry.
 - » In early 2018, the Northern Region's Indigenous Relations team led a speaking tour to district offices to support and promote understanding and awareness of Indigenous relations.
 - » The ministry's orientation sessions and materials include the Standards of Conduct and reflect the importance we place on diversity and inclusion.
- » The ministry offers and promotes training for all employees on fostering an inclusive and respectful workplace and actively supports and promotes diversity-related learning opportunities provided by the Learning Centre, with 143 employees taking diversity-related and respectful workplace training in 2017/18.
 - » In December 2017, the ministry undertook an exercise for all employees to re-read and acknowledge the BC Public Service Standards of Conduct. This includes information on Workplace Behaviour and outlines the requirements for employees to treat each other with respect and dignity as related to race, colour, ancestry, place of origin, religion and a number of other grounds.

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

- » The ministry has an Indigenous Relations Team that works collaboratively with Indigenous people to develop a safe and efficient transportation network that supports economic prosperity and community well-being. The Indigenous Relations Team continues to support the Treaty Process by engaging with First Nations and the Ministry of Indigenous Relations and Reconciliation, as well as works towards resolving outstanding tenure issues on reserves.
- » The ministry's major projects also facilitate training and employment opportunities for First Nations, and the ministry has dedicated employees to consult with First Nations on highway corridor work including major capital, rehabilitation and locally initiated projects.
- » The ministry is also actively working with more than 40 First Nations to resolve historical tenure issues throughout the province.

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

» The ministry has committed to collaboration with First Nations for earlier involvement in the scope development and planning process for ministry projects and has continued to implement measures within our construction contracts to ensure that there are opportunities for First Nations participation. The ministry has been successful in engaging First Nations participation on work related to several projects. This work includes environmental and archaeological services, clearing, grubbing and ditching work, invasive plant management services, and traffic and control management, as well as assisting with the delivery of ministry projects.

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

SOCIAL MEDIA

Through social media, the ministry highlights its work and its alignment with diverse communities. Six blogs on the TranBC social media website focus on First Nations involvement in transportation infrastructure, and these blogs and other information about ministry work with diverse communities are promoted on the ministry's province-wide Twitter account and 13 regional Twitter accounts. This content is also shared via the ministry's Facebook page, Instagram account and Flickr albums as visuals, news and updates. On all platforms (TranBC website, Twitter, Facebook, Instagram and Flickr), the ministry interacts with a diverse public – responding to questions, making comments, and sharing our content with their communities and contacts.

MULTIPLE LANGUAGES

The Office of the BC Container Trucking Commissioner publishes all bulletins, notices, orders and other communications materials for trucking companies and has drivers in both English and Punjabi. The complaint hotline also offers both English and Punjabi language resources to respond to complaints.

Many Commercial Vehicle Safety and Enforcement team members are multicultural and fluently communicate with commercial truck drivers in their shared languages.

The Passenger Transportation Branch has been commended for their top customer service rating. This branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.

The ministry continues to provide signage, artwork and publications in multiple languages and representing multiple cultures and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with Indigenous people to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province.

All federally/provincially funded capital projects have French/English signage.

STOP OF INTEREST SIGNS

The Stop of Interest sign program was introduced in 1958 as a B.C. Centennial Project. These signs are intended to provide a familiar, durable and highly visible roadside format for the interpretation of the people, places and events that shaped British Columbia.

In September 2016, the Province offered British Columbians the opportunity to suggest new Stop of Interest signs. The public engagement resulted in more than 500 suggestions for landmarks and stories with historic or cultural meaning to communities throughout B.C.

Nominated topics included Japanese internment, Doukhobor history, South Asian immigrants and Chinese residents, and First Nations history. Approximately 40 percent of the recommended new signs have either been nominated by a First Nation or include a First Nations story.

The ministry has recently installed a Stop of Interest sign in Nanaimo recognizing Harry Manson, a Snuneymuxw soccer player and inductee, into four Sports Halls of Fame across Canada and two signs commemorating the Japanese Canadians who lived in the Tashme and East Lillooet internment camps.

The \$7.3 million, 5-point Highway 16 Transportation Action Plan was the culmination of an innovative partnership between the Province, First Nations, BC Transit, local governments and others seeking inclusive, community-inspired solutions to ensure safe, reliable and affordable options for First Nations and remote communities along Highway 16:

- » Implementation of the plan began in 2017, with the launch of the BC Transit bus service on the Smithers to Moricetown route. Transit service was launched on three subsequent inter-community routes along Highway 16 between Terrace and Prince George and enhancements were made to the existing Hazelton to Smithers route. The transit service is a first for some communities and has made it much easier for residents to get to medical appointments, go shopping, or pursue social and recreational activities. Approximately 5,000 passengers have used the buses – and demand continues to grow. Given the success of the transit component of the plan, the Province committed to extending cost-shared funding for transit operations for three to five years.
- » The community vehicle program component of the plan has also been extremely successful. By March 2018, nine of the 12 community grant recipients had their services up and running. Between summer 2017 and March 2018, more than 11,000 passengers used these services.
- » The First Nations Driver Education Program, delivered by Carrier Sekani Family Services, provides training for Class 7L, 7N, 5 and 4 licenses, as the lack of driver's licences was identified as a fundamental barrier for accessing transportation. By December 2017, the program had more than 100 First Nations students. It is anticipated that an additional 200 First Nations students will be enrolled by March 2019.

Since 2017, more than 7,000 passengers have taken advantage of a free community shuttle service to travel between the communities of Vanderhoof and Saik'uz.

The shuttle service is part of the community vehicle program component of the Highway 16 Transportation Action Plan. The Saik'uz First Nation chose the location of a traveller's shelter to support the service and they managed the procurement independently.



Crown Corporations

BC Assessment

MANDATE

BC Assessment is a provincial Crown corporation, created in 1974 under the *Assessment Act* and governed by a Board of Directors. BC Assessment's mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Act*. It produces an annual assessment roll for over two million properties across the province. The annual roll provides the basis for local taxing authorities to raise over \$7.5 billion in property taxes that fund a variety of essential community services.

The vision of BC Assessment is to be the trusted, go-to provider of property assessment information in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment (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 peoples in the exercise of their jurisdiction over real property taxation, helping to build capacity in Indigenous communities to administer their taxation system in order to establish a stable tax base to support their local community.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCA has a diverse workforce of over 680 employees located in 16 offices across B.C., representing a variety of cultures, with over 20 languages represented in written and/or spoken form.

The Communications and Government Relations department is responsible for internal communications, as well as the external distribution of public information including ethnic media relations and advertising. The Director, Local Government and First Nations Customers and the Manager, First Nations Customers attend multiple conferences each year, including the First Nations Tax Administrators Association, and they host presentations for local government agencies regarding collaboration and specific Indigenous people's assessment and taxing topics.

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 advertising and outreach through ethnic media.

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 handful of recruitment outreach events, connecting BCA's Talent Acquisition team with newly immigrated Canadians, providing recruitment support and training. The attendees are encouraged to pursue career opportunities with BCA, and both temporary and permanent appointments have been filled utilizing this partnership.

HIGHLIGHTS OF INITIATIVES

- » In preparing the latest assessment roll, BCA provided assessment services to eight Taxing Treaty First Nations, the Sechelt Indian Self Government District, and through private contracts, 86 other First Nations that have the authority to establish independent real property taxation systems.
- » Members of BCA's HR department 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 hosted a course, geared at employees who are responsible for Indigenous customers and portfolios, which covered topics such as diversity amongst Indigenous peoples, culture and respect.
- » BCA continues to grow its internal volunteer Language Skill Bank, currently representing 23 different languages. The 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 annual Property Assessment Communications Campaign includes advertising for radio and print media in both Punjabi and Chinese.
- » In 2017, BCA's Vancouver Island Region hosted a delegation from Shenzhen, China for an exchange of information and ideas regarding property assessment, mapping and land registration.

British Columbia Council for International Education (BCCIE)

MANDATE

The purpose of the British Columbia Council for International Education (BCCIE) is to promote International Education in and for the Province of British Columbia, to enhance British Columbia's international reputation for education, and to support the B.C. international education sector.

In its 2018/19 Mandate Letter from the Minister of Advanced Education, Skills and Training, BCCIE is directed to make substantive progress on the following priorities:

- » Work collaboratively with the Ministry of Advanced Education, Skills and Training, partner ministries (including the Ministry of Education and the Ministry of Jobs, Trade and Technology), and schools and institutions to deliver on the international education priorities of government; and
- » Develop a three-year Strategic Plan that delivers on the provincial priorities for international education, is aligned with the BCCIE mandate, and is supported by an annual Operational Plan.

BCCIE delivers on this direction through activities that focus on the following three areas:

- » Support the two-way flow of students, instructors and ideas between B.C. and international partners by facilitating international partnership development;
- » Provide and develop international education leadership and expertise in British Columbia to ensure capacity and the ability to engage in international education; and

- » Enhance awareness of the benefits and opportunities of international education by effectively communicating with education partners.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCCIE strives for a diverse workplace that reflects B.C.'s and Canada's multicultural population and culture. BCCIE staff comes from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and the People's Republic of China), Venezuelan, Malaysian, Guatemalan and various European cultures. In addition, the staff is multi-lingual and fluent in several languages including Mandarin, Cantonese, Taiwanese, Japanese, Korean, Spanish, Indonesian, German, French, English and Portuguese.

BCCIE regularly engages in activities that support diversity and multiculturalism, including relevant Lunch and Learn sessions and the encouragement of staff to participate in BCCIE professional development events for the sector, many of which are on topics related to multiculturalism. In addition, BCCIE supports employees in the use of their annual professional development funds for language study. BCCIE also partnered with the Ministry of Education to offer Study Abroad scholarships to students and teachers in B.C. in 2017.

HIGHLIGHTS OF INITIATIVES

BCCIE promotes internationalization and interculturalization in B.C.'s education landscape, including K-12, post-secondary and language education. Their work supports the two-way flow of students, instructors and ideas between British Columbia and international partners; their activities also focus on providing and developing leadership and expertise in international education.

The list below highlights some of BCCIE's regular activities during 2017/18 that supported and advanced multiculturalism:

- » BCCIE was successful in a bid to host the Asia Pacific Association of International Education (APAIE) 2020 conference in Vancouver. This is the largest conference of its kind in the Asia Pacific, attracting several thousand international education practitioners and experts. The awarding of the conference to Vancouver marks the first time that it will take place outside the Asia Pacific and Oceania. The March 2020 event is expected to attract up to 3,000 participants from institutions and organizations around the world.
- » Strengthened the British Columbia Study Abroad Consortium – a consortium of post-secondary study abroad providers to encourage more B.C. students to study in other countries and more and smaller institutions to become engaged in this activity.

- » Partnered with the Ministry of Education to administer study abroad scholarships to China, Japan, France and Italy for students and teachers in B.C. and facilitated other study abroad opportunities for B.C. students and teachers. In 2017/18, BCCIE distributed 120 scholarships under this program.
- » BCCIE has been appointed Canada's national secretariat in the University Mobility in Asia and the Pacific (UMAP) Consortium. UMAP promotes student exchanges among 570 colleges and universities in 35 countries in Asia and on the Pacific Rim.
- » The organization hosted capacity-building events, conferences and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization. BCCIE hosted two events on intercultural awareness and capacity building in 2017/18: A Symposium on Intercultural Learning in Vancouver that offered new techniques and modules for practitioners from all sectors (K-12, Language and Post-secondary) to consider intercultural learning and understanding from various perspectives; and an Intercultural Summit in Cranbrook to share and collaborate in training on best practices when working with a diverse student population. The Summit provided an opportunity to discuss scenarios and challenges related to intercultural learning.
- » Supported both incoming and outgoing delegations. In fiscal 2017/18, BCCIE led outgoing delegations to Japan, Southeast Asia, China and Mexico. In addition, BCCIE hosted incoming delegations from China and Mexico.

BC Games Society

MANDATE

The BC Games Society is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport Games. The Society builds on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers and communities.

Established in 1977 by the Provincial Government, under the *Societies Act*, the society's success is based on the strength of its human, written and technological resources. The Transfer of Knowledge program provides community volunteers with extensive written and online resources for planning and delivering the BC Games.

Staff resources are focused on providing guidance and expertise to the key volunteers of the host societies, overseeing the hosting bid processes, securing additional revenue, and managing the travel logistics for BC Winter and BC Summer Games athletes, coaches and technical officials.

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

The Vision of the BC Games Society: We strive to inspire exceptional experiences through sport.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » Society staff have communications skills in French, Slovak, Czech, Polish, Russian, German, Estonian and Italian.
- » Staff cultural backgrounds include Estonian, Slovak, Trinidadian, Austrian and Italian, providing for some sharing of backgrounds, foods at staff functions, and holiday traditions – which encourages a greater understanding of one other.
- » Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community.
- » Host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, game time entertainment and hospitality.
- » The society continues its longstanding partnership with BC's First Nations sport sector through a Memorandum of Understanding with the Indigenous Sport, Physical Activity & Recreation Council (ISPARC).

HIGHLIGHTS OF INITIATIVES

- » The Kamloops 2018 BC Winter Games Society worked closely with the Secwepemc Peoples, specifically the Tk'emlups Indian Band, to ensure that their culture was celebrated and respected during the planning and implementation of the Games. This included identifying a Board position for a key representative and working with the Chief, Acting Chief and Elders to showcase their dance and song, and to bring blessings and greetings to guests and participants.
- » Through the society's annual mandate Letter, the society continues to collaborate with sport system partners to promote the growth of ethnic and Aboriginal sport.

- » Statistically, 47 athletes, coaches and officials attending the Kamloops 2018 BC Winter Games self-declared through their registration as being of aboriginal descent. This figure represents 2.8 percent of the Games' participants – a slight decrease from the Penticton 2016 BC Winter Games, where 52 athletes, coaches and officials declared their Aboriginal heritage.
- » In partnership with the Indigenous Sport, Physical Activity & Recreation Council (ISPARC) and BC Archery, the society has established new opportunities for increased participation by Aboriginal athletes and coaches. This pilot project created additional opportunities for the sports of Canoe/Kayak, Lacrosse and Basketball for the 2018 BC Summer Games.
- » The BC Games Society continues to work with Indigenous artist Jamin Zuroski to design a unique print to be worn by athletes and coaches attending the Red Deer 2019 Canada Winter Games.

BC Housing Management Commission

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need and oversees the residential builder licensing and home warranty insurance system in the province. Through the recently created HousingHub, BC Housing will identify and advance innovative approaches to create affordable homes, both for rent and purchase, in the communities that need them most.

With research and education initiatives, BC Housing supports consumer protection for new home buyers. BC Housing's mission is to make a positive difference in people's lives and communities through safe, affordable and quality housing. The organization works with about 800 non-profit housing providers and helps over 105,000 households in 200 communities throughout B.C.

BC Housing's mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing, as reflected in an Order-in-Council under the Housing Act establishing the B.C. Housing Management Commission (BC Housing) in 1967. Now in its 51st year, the organization's mandate includes responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing has had a multiculturalism policy in place since 1994, with many updates and renewals throughout the years. This policy formalizes their commitment to an environment that supports and advances multiculturalism in the workplace and in BC Housing initiatives and programs.

All staff members are expected to respect multiculturalism in the workplace and in working with tenants, clients, partners and the public. BC Housing's policy defines multiculturalism as:

Multiculturalism recognizes and values ethno-cultural diversity with an emphasis on fostering a society in which there are no ethno-cultural barriers to participation in employment and there are opportunities for all to enjoy full and equal participation in the community and in cultural and political life.

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

EXECUTIVE DIVERSITY & INCLUSION STATEMENT

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

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EMPLOYEE DIVERSITY & INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan emerged from a consultative process with employees.

The plan outlines both the organization's goals and their strategy to positively impact the workplace experience of employees, improve their ability to attract and retain diverse talent, and to enhance the capabilities of employees in all interactions.

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

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

RESPECT IN THE WORKPLACE TRAINING

Employees complete mandatory, experiential Respect in the Workplace training. This customized program includes principles of multiculturalism, diversity and inclusion as well as anti-harassment and anti-bullying training. Participants learn behaviours that create a cooperative and supportive work atmosphere, including understanding its Multiculturalism Policy, Respect in the Workplace Policy and Diversity & Inclusion Policy. It also focuses on principles of diversity, inclusion and multiculturalism; knowing the roles in creating a respectful workplace free from discrimination, harassment, and bullying; and exploring skills for working together respectfully.

LEADING RESPECT IN THE WORKPLACE TRAINING

New this year, BC Housing has added respectful workplace training customized for employees in leadership positions. Covering the same topics as the course outlined above, this program approaches the content from the perspective of managers and supervisors, ensuring they understand their roles and their responsibilities in terms of intervention, prevention and setting the best possible example for their teams.

MULTICULTURAL CELEBRATION

This year marked the 14th annual Canadian Multiculturalism Day Celebration and it was the biggest celebration to date. Throughout BC Housing, over 300 employees took part in events to celebrate cultural diversity. Events were held at the provincial office and every regional office throughout the province. Celebrations included:

- » World music and dance performed by guests and by BC Housing employees – this year included a staff member who performed with a Chinese Dance Troupe, bringing beautiful traditional music, costume and dance to this event.
- » Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry.
- » Our Stories: Employees shared their family coming-to-Canada stories and shared information about their cultures and heritage.
- » Culture Stations: Attendees could visit trade-show style tables where employees shared displays, information, cultural artifacts, great stories and even snacks from their ancestral lands.
- » Map Station: Continuing the annual tradition, employees use stickers to mark their ancestral homes on a large map of the world. This impressive map, which hangs in a prominent spot in the Provincial Office year-round, shows the diversity of the group, originating from over 60 countries around the world.

SUPPORT FOR IMMIGRANTS AND REFUGEES

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

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

BC Housing employees also personally contribute to supporting refugees coming to Canada through its Community Connections community investment program. Through the program, employees choose charities to which they want to contribute and then can make those contributions via payroll deductions or by donating vacation days. Through this program, employees have supported a broad range of multicultural organizations.

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

They have been active in providing training to Indigenous communities through their SkillsPlus Program. Facilitated by their maintenance and janitorial staff, SkillsPlus provides on-location training in Indigenous communities, helping individuals and Band employees build their skills and capacity in housing and building maintenance. The hands-on modules include carpentry, electrical, plumbing and janitorial skills.

BC Housing works with the Canadian Council of Aboriginal Business (CCAB) to develop best practices and to be adjudicated every three years for Progressive Aboriginal Relations (PAR) certification. This includes programming, partnerships, corporate functions such as policies and procurement, and employee engagement. They were honoured to have their certification renewed and to be awarded Gold Level PAR Certification for a three-year tenure.

BC Housing recognizes the disproportionate number of Indigenous individuals and families in British Columbia who are experiencing homelessness or living in core housing need.

BC Housing works in partnership with the Aboriginal Housing Management Association (AHMA) and Indigenous housing providers to address the need for appropriate Indigenous social housing through a range of housing options:

- » More than 200 off-reserve units have been built to provide safe, secure and culturally appropriate housing for youth, women and elders, as well as people struggling with addictions.
- » Over 4,200 subsidized Indigenous housing units are available in B.C.
- » Administration of all Indigenous housing units and programs has been transferred to the Aboriginal Housing Management Association (AHMA) to support Indigenous self-management of social housing.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

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

INDIGENOUS HOMELESS OUTREACH

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

HIGHLIGHTS OF INITIATIVES

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

- » CEO-led, executive-sponsored, D&I strategy supporting every part of their business.
- » Active, diverse, employee-led Diversity & Inclusion Committee.
- » Director of Indigenous Relations who works in the Executive Office, advises and supports all branches, and also works with external partners in the Indigenous housing sector.
- » Mandatory Respect in the Workplace training for all staff.
- » Honoured with Gold Certification in Progressive Aboriginal Relations (PAR) by the Canadian Council of Aboriginal Business (CCAB).
- » Honoured with the 2017 Government Award in the British Columbia Multicultural Awards.
- » Safe Harbour Program in storefront, providing staff with training to support people in crisis.
- » Employee-led Lunch and Learns on topics such as Black History Month and Unconscious Bias.

- » Multicultural celebrations complete with international food, music and dancing in every region of the province.
- » Hosted Pink Shirt Day anti-bullying initiative.
- » Hosted cultural celebrations including Persian New Year, Lunar New Year, Filipino Day, Christmas, Hanukkah, Diwali and many more.
- » Hosted National Indigenous Peoples Day events in every office.
- » Rolled out new offerings of Working Effectively with Indigenous Peoples and reached a milestone of having 50% of the organization to date participate voluntarily.
- » Rolled out new offerings of QMUNITY's Understanding LGBTQ Communities training.
- » Grew D&I Employee Resource Group and hosted Inclusion Café.

NEW PARTNERSHIPS WITH OTHER ORGANIZATIONS

BC Housing continues to build strong community partnerships with organizations including: MOSAIC, ISS of BC, Vancouver Aboriginal Friendship Centre, Indigenous Corporate Consulting, QMUNITY, Muslim Friendship Centre of BC, and Inclusion Works. We are also members of the Canadian Centre for Diversity & Inclusion (CCDI), Pride at Work Canada, and the Canadian Council for Aboriginal Business.

MULTIC MUL MULTICULTURAL LEARNING DAY FOR BC HOUSING EMPLOYEES

BC Housing's Fall Semi-Annual Meeting (SAM) brought together over 160 employees from throughout the province for a day that marked the organization's 50th Anniversary and provided learning around the themes of multiculturalism, diversity and inclusion.

"We are a diverse organization both in the people we serve and in terms of all of us who work here," said CEO Shayne Ramsay in his opening remarks. "At this point, diversity and inclusion are simply who we are as an organization."

A TRADITIONAL WELCOME TO SET THE PATH FOR GOOD

The November 23rd event opened with a moving traditional welcome from Elder Seis Lom of the Lil'Wat Nation. The welcome was in both English and his traditional language, of which he is one of only a few fully fluent speakers. He paid homage to the many nations of the West Coast, speaking about peoples throughout B.C. and Washington State and he also performed a traditional song to honour the past and to set the path for the good work of the day ahead.

CONNECTING WITH COMMUNITY PARTNERS

Dan Maxwell, VP of Corporate Services and CFO, who co-chairs Community Connections along with Agnes Ross, VP of HR, provided an update on BC Housing's community giving program. Guests from three charities supported by BC Housing employees through its Community Connections Program introduced their organizations and shared how BC Housing employee contributions impact the work they do:

- » **Immigrant Services Society of BC:** Providing support services for immigrants and refugees. (<https://tinyurl.com/ycksvrcp>)
- » **WISH Drop-In Centre Society:** Improving the health, safety and well-being of women involved in Vancouver's street-based sex trade. (<https://tinyurl.com/ybfcxaxf>)
- » **QMUNITY:** Advocating and providing resources and safe space for LGBTQ/2S people and their allies. (<https://qmunity.ca/>)

DIVERSITY & INCLUSION

Natasha Aruliah from the Centre for Intercultural Studies at UBC facilitated a session on some key principles of multiculturalism. Through a powerful interactive exercise, she helped participants to explore what it feels like to be in unfamiliar territory where you don't know the rules and are unable to express yourself. "It is difficult and frustrating to be on the outside," said Natasha, "but we all can play a role in ensuring everyone feels like they belong."

Keynote speaker Kuen Tang, ambassador for the *Rick Hansen Foundation* (<https://www.rickhansen.com/>), shared her "love for the challenges of life." She is the first person with quadriplegia to earn a degree in education from the University of Alberta, the first to reach the summit of Ha Ling Peak, and the first to draw for DC Comics. Kuen shared stories of these and many other accomplishments – including wheeling the Great Wall of China. "There is no impossible," says Kuen, "just things we haven't figured out how to do yet."

CULTURAL CELEBRATION

Other elements of the day included a graphic recording from artist Sam Bradd and a vibrant cultural performance from Vancouver's Karen Flamenco dance troupe.

THOUGHTS TO CLOSE ON

The day wound up with its signature CEO Q&A session with Shayne who answered questions collected from attendees.

"One of the things I take away from today," said Shayne in his closing remarks, "is what Natasha said about the Golden Rule. Rather than 'treat people as I want to be treated,' we 'treat people as they want to be treated.' That describes a lot of our programs. We meet people where they are in their lives. It's a good way to look at what we do, and we are doing that increasingly well."

BC Hydro

MANDATE

BC Hydro is one of the largest electric utilities in Canada. It generates and provides electricity to 95% of B.C.'s population and serves over four million people. They are a provincial Crown corporation with a mission to provide reliable, affordable, clean electricity throughout B.C., safely.

Their vision is to be the most trusted, innovative utility company in North America by being smart about power in all that they do. They are guided by their values, which are: "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."

BC Hydro's approach to multiculturalism is integrated within a broader diversity and inclusiveness program. In 2006, BC Hydro's Board of Directors endorsed a diversity definition for the organization, which is: Diversity at BC Hydro is about understanding, recognizing and valuing the differences that make each person unique. BC Hydro is committed to developing a diverse workforce that represents the communities it serves within B.C. and to strengthening its inclusive workplace. Subsequently, in 2007, BC Hydro's Executive Team established an aspirational 10-year goal: To have a workforce fully representative of the B.C. labour market by 2017. The Diversity and Inclusion Program is currently being refreshed, with an increased emphasis on inclusion.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Oversight of corporate strategy for diversity and inclusiveness is the responsibility of Senior Vice-President of People, Customer and Corporate Affairs and Chief Human Resources Officer Janet Fraser. Reporting to her is the Director of Human Resources who has oversight of the implementation and operational effectiveness of the Diversity and Inclusion Program. The Program Manager is responsible for research, design, program management, partnerships and community relationships.

The Diversity and Inclusion Program also sponsors four Employee Resource Groups (Women's Group, Multicultural Group, Aboriginal Employee Group and LGBT2Q+ Group).

To focus and support an action plan for Indigenous employment, BC Hydro has an Indigenous Employment and Training steering committee. The cross-functional committee is co-sponsored by the Senior Vice-President of Capital Infrastructure and Project Delivery. Established in 2016, this committee ensures an effective, company-wide approach to advancing the Indigenous strategy and statement of principles in the areas of employment and training.

BC Hydro produces quarterly reports on workforce representation. These reports provide data about the four groups protected in the *Employment Equity Act*: women, visible minorities, Aboriginal people and people with disabilities. The reports show the representation of each group as compared to the B.C. population, the B.C. workforce, "available workforce" (reflects the role distribution of BC Hydro), as well as by occupational code. Annually, a more in-depth report details the number and rate of hires with respect to promotions and separations as compared to organizational norms. This report helps us understand whether representation is increasing and may also identify equity issues in retention or advancement. A summary of the diversity data is reported to the Human Resources Governance Committee of the BC Hydro Board quarterly.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

There are two primary Corporate Policies with associated programs that support diversity and inclusiveness:

THE EMPLOYEE AND WORKPLACE POLICY (CATEGORY: CONDUCT & ETHICS)

- » All individuals will have equal access to employment and advancement opportunities and will be treated in a fair and equitable manner.

- » BC Hydro recognizes that accommodation is key to compliance with human rights legislation, and that the provision of accommodation is a shared responsibility between managers, unions and employees.
- » Managers will be held accountable for ensuring a harassment-free workplace.
- » Flexible work arrangements will be considered to help employees balance commitments to work, family, community and lifestyle and may be negotiated where all stakeholders (including customers, managers and employees) are positively affected by the changes.
- » BC Hydro is diversifying its workforce and is ensuring equitable employment systems.

**THE SOCIAL RESPONSIBILITY POLICY
(CATEGORY: COMMUNICATIONS & RELATIONS)**

- » Develop a diverse workforce and invest in employees' health, safety and capacity for leadership.
- » BC Hydro recognizes and values the differences that make each person unique. It is committed to developing a diverse workforce that represents the communities it serves within B.C. and to strengthening the inclusive workplace.

In support of these policies, all employees receive mandatory Respectful Workplace Training including diversity and inclusion content, followed by an annual refresher to remind employees to engage with each other in inclusive and respectful ways. In addition, a series of online scenarios have been developed and launched to raise social intelligence and to reinforce expectations for respectful behaviour. All managers receive a half-day, in-person Respectful Workplace Intensive, with an annual online refresher.

Support for diversity and inclusion starts with open, fair and transparent Human Resources processes from recruitment and selection practices to training and development offerings and supports for employee mental and physical well-being.

**HIGHLIGHTS OF INITIATIVES
RECRUITMENT AND SELECTION PROCESS**

- » On May 1, 2017 BC Hydro announced a strengthened approach to merit-based hiring practices (for management and professional employees). This process clarifies posting principles, applies new standards in hiring practices, and includes a merit-review to ensure that the process is performing as planned.
- » BC Hydro built a dedicated team to enrich relationships with Indigenous Peoples, to understand regional labour supply, and to increase Indigenous representation at BC Hydro.

TRAINING AND DEVELOPMENT

- » In 2017/2018, BC Hydro developed a Statement of Indigenous Principles and a guide to support employees in communicating with Indigenous Peoples in the course of their work.
- » In 2017/2018, BC Hydro developed three new educational modules to promote intercultural literacy:
 - Employee Awareness of the Statement of Indigenous Principles. This is a 30-minute, web-based session accessible to all employees. Employees learn about the context for the creation of the Statement of Indigenous Principles, the importance of strong relationships, and they build an understanding of the respectful workplace policy from the perspective of Indigenous employees.
 - Applying our Principles. This is a half-day, instructor-led session expected to reach 900 people over five years. Employees learn how the principles relate to their job and take ownership for their application, and they increase their cultural sensitivity to support positive relationships with Indigenous people.

- Putting our Principles into Practice Regionally. This is a quarter-day, instructor-led session expected to reach 500 people over five years. Employees gain regional knowledge and information about agreements that enable them to actively support local relationships.

MENTAL AND PHYSICAL HEALTH & WELL-BEING

In a diverse workforce, issues of identity, self-esteem, inclusion, connection and personal fulfillment are intrinsically connected to work and the work environment.

In 2017/2018, BC Hydro launched two campaigns across all employee groups:

- » The 2017/2018 Mindfulness Challenge resulted in more than 1700 employees trying new tools to help manage stress and conflict, improve focus and support their physical and mental health.
- » The 2017/2018 Mental Health Week Campaign reminded employees to continue the conversation about mental health. Sessions provided additional information about mental health resources such as the Employee and Family Assistance Program, finding a counsellor, and using extended health benefits.

EMPLOYEE ENGAGEMENT

- » In 2017/2018, BC Hydro surveyed employees about their experience of diversity and inclusion in the workplace. Questions covered behaviours (freedom from discrimination or harassment), values (Is diversity valued?) and inclusion (atmosphere of trust and respect; encouragement to share opinions). Overall, in this subset of questions, there was a 76% favourable response. Positive comments related to the diversity of work, learning opportunities and perspectives.

- » Each year in June, BC Hydro engages employees on the importance of their relationship with Indigenous Peoples and First Nations. An awareness campaign culminates in the annual celebration of National Aboriginal Day. At BC Hydro headquarters in Vancouver and Burnaby, cultural celebrations are held featuring traditional dance, storytelling and food. Employees are encouraged to attend events to celebrate the contribution that Indigenous Peoples have made to Canada.

SUPPORTING NEW CANADIANS

- » In 2016/2017, volunteers from BC Hydro supported the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level membership to the association.
- » BC Hydro's Multicultural Network partners with the Immigrant Employment Council of B.C. on their Mentor Connect Program, which connects recent immigrants with mentors in established local organizations. Mentors at BC Hydro help them to acclimatize to working in a new country, and provide information about working norms, tools and resources.

CUSTOMER SERVICE

- » BC Hydro continues to engage customers in their preferred language through real-time translation services in their call center (English, Cantonese, Mandarin and Punjabi).
- » In 2017/2018, BC Hydro incorporated a new "brown-out" calendar, wherein planned outages are managed around significant religious holidays and/or cultural events in order to minimize impacts in the community.

BC Immigrant Investment Fund Ltd. *and* BC Renaissance Capital Fund Ltd.

MANDATE

The BC Immigrant Investment Fund (BCIIF) is a Crown corporation wholly owned by the Province of British Columbia. BCIIF is responsible for managing B.C.'s allocation of funds committed by new immigrants to Canada under the federal Immigrant Investor Program (IIP). IIP funds are invested in infrastructure loans and money market investments to spur economic development and job creation.

BCIIF, through its subsidiary, the BC Renaissance Capital Fund (BCRCF), has committed \$90.2 million to venture capital investments in four key technology sectors: digital media, information technology, life sciences, and clean technology.

In October 2016, the BCRCF launched the \$100 million BC Tech Fund, a fund-of-funds that invests in B.C.-based venture capital funds and B.C.-based companies. The purpose of venture investments is to generate financial returns and to encourage the development of successful venture capital managers, to attract new investment capital, and to develop promising, innovative technology companies in B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIIF's management team and board of directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations.

With a diverse investment portfolio, BCIIF responded to the needs of British Columbians by supporting infrastructure projects and making venture capital available for support that benefits all British Columbians.

The corporation also targets its venture capital ecosystem-building efforts on growing diverse talent, which includes helping to grow representation at the fund manager, investor and entrepreneur levels.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

- » BCIIF is committed to hiring based on skills and competencies, while also ensuring that its employees and board of directors reflect the diversity of the province. As evidence of this, the management team and board of directors are comprised of a group of professionals reflective of B.C.'s cultural diversity.
- » Advertising, promotional materials and public reporting documents incorporate inclusive language and images.

BC Liquor Distribution Branch

MANDATE

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

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

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the Executive Members. These executive-level roles are responsible for ensuring that multiculturalism is reflected in their operational areas.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

Equity, diversity and multiculturalism are reflected in its employee recruitment materials (*Jump Into a Career* and *Step Into a Career*), which feature LDB employees who reflect British Columbia’s cultural diversity.

The LDB’s Respect Matters is an educational initiative designed to further build its respectful workplace. 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. There are two components of the Respect Matters training program – an Employee Version and a Supervisor/Manager Version. Respect Matters helps to clarify and reinforce LDB’s Standards of Conduct and encourages best practices for creating a respectful and welcoming workplace environment for employees, as well as for customers.

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

In 2017/18, 153 employees received the training. To date, over 4,000 supervisors, managers and employees have taken the training.

HIGHLIGHTS OF INITIATIVES

VALUING DIVERSITY

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

- » In select BC Liquor Stores, cultural celebrations and holidays such as Chinese New Year and Diwali are recognized. In addition to the recognition of these cultural events, the LDB ensures that a wide product selection is available to meet the cultural needs of customers throughout the year.

- » For special events like the annual *Public Service Week Breakfast* menu, the LDB has replaced pork sausage with beef and vegetarian sausages and has added gluten-free options. These actions demonstrate the LDB's sensitivity to, and inclusiveness of, various personal, religious and cultural requirements.
- » Diversity is further incorporated into fundraising efforts. Each year, the *LDB's Support Dry Grad* Campaign accepts applications from public school districts, as well as independent and private schools (First Nation, religious and other) throughout British Columbia. In 2018, BC Liquor Store employees encouraged its customers to donate \$278,158 and since 2003, over \$6.8 million to *Support Dry Grad*.
- » The LDB is also an official Disaster Partner for the Canadian Red Cross. As a Disaster Partner, the LDB facilitates the collection of Red Cross donations from BC Liquor Store customers after major disasters. Since 2003, BC Liquor Store customers and employees have raised over \$2.9 million for humanitarian crises in British Columbia and around the world. In the summer of 2016, employees and customers donated \$384,090 to the Red Cross for Fort McMurray wildfire relief. And in the summer of 2017, employees and customers raised \$417,675 for the Red Cross BC Wildfires fund.
- » Throughout the year, BC Liquor Stores host numerous multicultural food and wine pairing events for customers and support various cultural celebrations with in-store signage, the website, displays and special events including, but not limited to, Diwali, Chinese New Year, Cinco de Mayo and Hanukkah.
- » *TASTE* magazine – the LDB's complimentary in-store magazine – raises multicultural awareness by including food and beverage alcohol pairings, recipes and features from around the world, such as the cuisines of India, Italy, Portugal, Spain and France. *TASTE* magazine is available in all of the LDB's 197 BC Liquor Stores throughout British Columbia and has around 400,000 readers.
- » In-store displays routinely feature supplier displays of products from major wine regions around the world, such as British Columbia, Argentina, Australia, Chile, France, Germany, Italy, New Zealand, Portugal, South Africa, Spain and the United States.

CUSTOMER AWARENESS

- » As part of B.C.'s mixed model retail system, the LDB is committed to providing customers – wholesale and retail – with an enhanced shopping environment, increased product selection and a high level of service. The LDB purchases beverage alcohol for BC Liquor Stores from hundreds of international suppliers – featuring wine from 31 countries, spirits from 54, and beers from 27. All of these products reflect the diverse beverage alcohol needs of British Columbia's multicultural population.

BC Oil and Gas Commission

MANDATE

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

As well, the Commission provides effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects; to encourage the participation of Indigenous Peoples in processes affecting them; to participate in planning processes; and to undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

MISSION

The BC Oil and Gas Commission regulates oil and gas activities for the benefit of British Columbians. This is achieved by:

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

Through the active engagement of stakeholders and partners, the BC Oil and Gas Commission provides fair and timely decisions within their regulatory framework.

We support opportunities for employee growth, recognize individual and group contributions, demonstrate accountability at all levels, and instill pride and confidence in the organization. We serve with a passion for excellence.

VISION

To provide oil and gas regulatory excellence for British Columbia's changing energy future.

VALUES

- » Respectful
- » Accountable
- » Effective
- » Efficient
- » Responsive
- » Transparent

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Commission's Executive and Management is committed to enhancing a culture of inclusiveness and diversity. The Commission continues to build a workplace where ethnicity, gender, social, experiential, cultural, life stage and thinking styles are all valued and respected. The Commission's formalized values include "respectful," which 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 to strengthen the organization. The Commission's Executive and Management supported diversity and multiculturalism in 2017/18 through internal and external engagement as the organization went through structural changes to improve the efficiency and effectiveness of its service delivery and operations. This includes a variety of initiatives, as well as developing new measures to enhance engagement with Indigenous groups to ensure that it respects those affected by oil and gas activities.

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

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

To recognize the diverse cultures represented in its workforce, the Commission held a potluck lunch in both its Victoria and Fort St. John offices to celebrate Multiculturalism Day in June 2017 – and will continue this tradition in 2018. National Aboriginal Day also falls in June and last year, Commission employees attended celebrations in Fort St. John and Burns Lake.

The Commission also attended a number of other First Nations Community events including Doig Days, Spirit of the Peace Pow-Wow, National Indigenous Peoples Day (FSJ and Burns Lake), Prophet River First Nation Treaty Days, Blueberry River First Nations Culture Camp at Pink Mountain, Paddle for the Peace, West Mo Days, McLeod Lake Annual General Assembly, Orange Shirt Day – Beatton Building, and Orange Shirt Day – Fort Nelson Theatre.

HIGHLIGHTS OF INITIATIVES

Externally, the Commission has sustained its focus on building relationships with Indigenous groups in B.C. and to guide these efforts, it continued its execution of the Indigenous Groups Engagement Strategy. In 2017/18, a total of 101 Indigenous groups were consulted on 3,853 applications. The number of Indigenous groups engaged by the Commission has increased significantly over the past few years, reflecting the Commission's increased focus on, and commitment to, building and maintaining its relationships with Indigenous groups in B.C.

The Commission initiated the Aboriginal Liaison Program in 2014 to provide Indigenous people with an opportunity to observe and participate in the post-permit regulatory framework. That program has expanded to include all of the natural resource ministries in B.C., as well as the Ministry of Indigenous Relations and Reconciliation. The program is now housed within the Ministry of Forests, Lands, Natural Resource Operations and Rural Development, but remains a full-sector program. It is currently undergoing a review of design and structure in order to identify improvements, as well as to be a means of bringing all Indigenous monitoring programs together.

As well, the Commission continues to reach out to and receive delegations from around the world, providing its regulatory expertise to a broad, multicultural audience. In the previous year, the Commission hosted and presented to the lead from the Scientific Inquiry into Hydraulic Fracturing in the Northern Territory of Australia.

It hosted representatives from Ghana and a Columbian/Mongolian delegation. In addition, there were meetings with a Columbian official and the British Consulate-General, plus attendance at business meetings in Oklahoma with North American regulators.

Internally, the Commission continues to work on ways to increase Indigenous group cultural awareness, including the creation of the First Nations Resource Centre: Compendium, blogs, community profiles, a learning zone and the Rule Book. The Commission has also provided mandatory United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) training to all staff to increase an understanding and awareness of UNDRIP and what it means for the organization. Finally, the Commission held a Theatre Day for National Indigenous Peoples Day where the Commission invited local communities and Indigenous groups to view movies on Indigenous people and to share information.

In addition to the Commission's recognition of staff diversity at the annual Multicultural Day potluck event, the Commission continues to focus on staff engagement, maintaining a respectful workplace, and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The Commission also has a Student Employment Program attracting young and diverse talent to bring differing perspectives to the organization. In appreciation of Canada's unique Indigenous history, the Commission has a display case in the front lobby of the Fort St. John Building with Indigenous artifacts from across British Columbia and Alberta. The Commission also facilitates Indigenous Cultural Awareness events throughout the year. The Commission will continue to celebrate multiculturalism and diversity through these formalized programs and informal events.

BC Pavillion Corporation

MANDATE

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of PavCo's business, clients and staff is highly valued, and discrimination among its workforce or clients is not tolerated, as outlined in PavCo's Code of Conduct. Ongoing support is provided to enhance and integrate multicultural sensitivity within the organization.

All employment advertisements to fill vacant positions within PavCo include an employment equity statement and encourage applications from 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 to develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves, while providing equal access to hiring, advancement and training opportunities.

The culturally diverse workforce represents a variety of backgrounds, including Chinese, East Indian, Indo-Fijian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian and Taiwanese. Front-line and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

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

HIGHLIGHTS OF INITIATIVES

- » During 2017/18, PavCo maintained a diverse staffing level of approximately 590 employees at BC Place, 220 at the Vancouver Convention Centre, and 35 at the 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.
- » In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about PavCo's commitment to diversity in the workplace. The organization continues to recruit from a wide variety of sources, including a number of colleges, job boards and social networks, where there is a high representation of multicultural and diverse individuals.
- » The Vancouver Convention Centre is the provincial flagship for conventions, trade and consumer shows, meetings and special events. The facility hosted more than 500 events in 2017/18 that brought to the province over 700,000 people from around the globe who represent different cultures and backgrounds.

BC Transit

MANDATE

BC Transit is charged with coordinating public transportation systems throughout British Columbia, outside of Metro Vancouver. BC Transit operates under the *British Columbia Transit Act* (<https://tinyurl.com/y7n2estk>), which provides it with a mandate to:

- » Plan, acquire, construct or cause to be constructed, public passenger transportation systems and rail systems that support regional growth strategies, official community plans and the economic development of transit service areas;
- » Provide for the maintenance and operation of those systems and;
- » Enter into commercial revenue opportunities in respect of the authority's assets and resources.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

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

BC Transit's strength is its people. To demonstrate this commitment and accountability in multiculturalism, one of BC Transit's objectives is "Strong People and Partnerships." BC Transit's 2017/2018 Annual Service Plan Report supports this objective by having a performance measure called "Strengthen Our People," which is measured through bi-annual employee engagement scores.

In 2017, BC Transit's overall engagement score increased by four points since the previous work environment survey conducted in 2015. As part of the bi-annual work environment survey, employees are asked to rate the statement: "My workplace values diversity in people and backgrounds." In 2017, the score for this statement increased by three points since 2015.

BC Transit's success depends on creating an adaptable, socially responsible organization that lives its values and attracts new employees and partnerships, while developing and retaining its existing employees and partnerships. BC Transit's values include:

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

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

- » **RECRUITMENT AND SELECTION:** This policy ensures that 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.
- » **TRANSGENDER AND GENDER DIVERSE EMPLOYEES:** This policy confirms BC Transit's commitment to creating a safe, positive and inclusive workplace in which people of all gender identities and expressions are valued, respected and have equal access to opportunities.
- » **CODE OF CONDUCT:** A component of BC Transit's Code of Conduct is to promote a culture where all employees, customers and service providers are treated with dignity and respect and are valued as individuals. The diversity section emphasises that BC Transit values the backgrounds, experiences, perspectives and talents of all individuals and strives to create a workforce that reflects the diversity of the communities it serves. All new employees are required to sign BC Transit's Code of Conduct as a condition of employment.

BC Transit reinforces its policies through a confidential reporting process called AlertLine, which has been in place since 2010 to support employees and to promote a culture free from discrimination. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Conduct. AlertLine is available 24 hours a day, seven days a week, by telephone or website, 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.

LANGUAGES

On October 25, 2017, BC Transit provided employees with an information session on the *We Speak Translate* (<https://tinyurl.com/y9tyygnc>) project. This project is a collaboration between Google Translate and the Inter-Cultural Association of Greater Victoria (ICA) that utilizes the Google Translate app for refugee resettlement and newcomer inclusion in communities. Victoria was the first location to initiate the pilot project, worldwide. The project's objective is to address language as the number one barrier to new immigrant integration. As a public transit service, BC Transit has an important role in welcoming newcomers to Victoria, and by becoming familiar with the Google Translate app and this project, they can help break down communication barriers for newcomers and users of their service while promoting diversity and inclusion in the community.

To support other languages spoken during the course of BC Transit's business, MoveUP employees, who are regularly required by the employer to use a language other than English in the performance of their job, receive a second-language premium.

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

HIGHLIGHTS OF INITIATIVES

NEW INITIATIVES

In support of the provincial government's Highway 16 Transportation Action Plan, BC Transit collaborated with local communities to implement new transit services to provide safe, reliable and affordable transportation options along the highway corridor. BC Transit initiated a detailed analysis and public engagement process to confirm the feasibility, scope and costs of new transit services.

Following approval of proposed service options by local government partners, new services were implemented along three sections of Highway 16. An initial section was implemented in January 2017, connecting the communities of Smithers and Moricetown (Witset). The second section involved the creation of the new Bulkley-Nechako Transit service, connecting communities between Smithers and Prince George. Finally, in November 2017, an expansion of the Hazelton Regional Transit system provided new service between Terrace and Kispiox, as well as an additional day of service between Kispiox and Smithers.

BC Transit also introduced new service into the Tsawout First Nation in the Victoria Regional Transit area on December 12, 2017.

INTERNAL AND EXTERNAL ACTIVITIES

- » On September 29, 2017, BC Transit participated in *Orange Shirt Day*. This day supports a national movement to recognize and honour survivors of residential schools.
- » On November 1, 2017, BC Transit participated in the *WorkBC Job Fair* that was organized in partnership with GT Hiring Solutions and the Inter-Cultural Association of Greater Victoria.
- » On February 28, 2018, BC Transit participated in *Pink Shirt Day*. This day raises awareness of bullying in schools, workplaces, homes and online, and raises funds to support programs that foster healthy self-esteem in children.
- » On March 7, 2018, BC Transit participated in the *Tsawout First Nation Career Fair* that was organized by GT Hiring Solutions and WorkBC Employment Services Centre.

PARTNERSHIPS

Since 2016, BC Transit has been an active partner with the Victoria Refugee Program – a partnership between the Victoria Regional Transit Commission and the Inter-Cultural Association of Victoria. The program is designed to help refugees get settled in the Greater Victoria community by providing free access to transit for one year. The program distributed 2,560 transit passes in the Victoria region during the fiscal year 2017/2018.

STUDENTS

BC Transit employs students from a number of local post-secondary providers through co-operative education positions. During the fiscal year 2017/2018, BC Transit employed 16 co-op students.

On September 15, 2017, BC Transit opened a new exchange at the University of British Columbia, Okanagan Campus.

On February 28, 2018, BC Transit attended the Youth Career Fair through Beacon Community Services.

COMMUNITY EVENTS

- » 7th Annual Vaisakhi Parade on April 29, 2017 in Kelowna, B.C.
- » 6th Annual Victoria Goddess Run on June 4, 2017 in Victoria, B.C.
- » Victoria Pride Parade on July 9, 2017 in Victoria, B.C.

British Columbia Lottery Corporation

MANDATE

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

Their vision is: Gambling is widely embraced as exceptional entertainment for adults.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

BCLC is committed to being a leader in diversity and inclusion, reflecting the diverse communities they serve and maximizing the potential of the workplace and workforce to deliver widely embraced and exceptional entertainment. Their values of social responsibility, integrity and respect are embodied in their Standards of Ethical Business Conduct, Social Responsibility Charter and corporate policies. At BCLC, the executive team stands by these values by promoting a fair, open, respectful and progressive workplace and business. In fact, 44 percent of their executive team are female, and 41 percent of senior managers and directors are female – a testament to their success in creating an equal playing field for all employees.

Being diverse and inclusive is fundamental to who BCLC is as an organization for their employees, customers and stakeholders.

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. This includes their recruitment process, where they are committed to respecting human rights and upholding the *Canadian Human Rights Act*. Their policy is to hire the best candidate for the role, regardless of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or a conviction of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of a candidate.

To build on their Diversity and Inclusion Strategy, which was developed in 2016 under the support of the board and executive team, they created a BCLC Diversity & Inclusion Committee in 2017, comprised of both executive and employees at BCLC. The committee meets on a regular basis to continue to look for opportunities to build out the Diversity and Inclusion Roadmap. Members of the board and executive team established the roadmap in March 2017, which includes four pillars: Inclusive Leadership, Employee Value Proposition, Bias-Free Processes and Community Engagement.

Vice-presidents are responsible for driving BCLC's Diversity and Inclusion initiative forward and ensuring that they are an inclusive organization. They have also developed a communications plan which will help to increase awareness of the Diversity and Inclusion Roadmap at BCLC by providing employees with updates on the program, context on what diversity and inclusion means, and educating them about the topic. As a way to be accountable to Diversity and Inclusion, the executive team regularly provides a status report on the pillars for which they are responsible.

BCLC's President & CEO, Jim Lightbody, signed a pledge to support workplace diversity with the Minerva Foundation, an organization that offers programs for women to develop their leadership skills. As well, he is a member of the Presidents Group, a network of B.C. business leaders who are champions for a more accessible and inclusive workplace.

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

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

BCLC's cultural drivers of trust, collaboration, customer focus and embracing change play an important role in fostering respect, empowerment and teamwork in their inclusive workplace. Their commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin is reflected in their Standards of Ethical Business Conduct, which is reviewed and signed each year by all employees.

BCLC has established mandatory annual respectful workplace training for leaders and employees in order to ensure that all employees are aware of what is considered harassment, and what they can do if they experience or witness it in the workplace. BCLC has a zero-tolerance policy for harassment and is committed to ensuring that all of their employees work in a respectful environment that is free from harassment.

They have communicated the Diversity and Inclusion Roadmap to senior leaders and managers. To keep employees informed, they have created Diversity and Inclusion pages on their intranet site, as well as quarterly "Myth Busters" communication for employees. BCLC is looking to create greater organizational awareness of diversity and inclusion through various internal communications channels, including Lunch and Learn sessions. They will also be providing educational training to leaders and employees about workplace diversity.

An employee-driven committee, AIM (Acts of Kindness, Inspire and Mentor), was initiated in 2016 and has since grown to more than 170 members, including both men and women. The group encourages diversity by supporting the success of women at BCLC. More recently, their newest grassroots resource group for LGBTQ2 was formed with six members.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCLC employs a team of approximately 950 people who live and work in 35 communities across British Columbia and represent the diversity of their province. They understand the multicultural diversity of their market, customers, service providers and retailers, and take that into consideration with every aspect of BCLC's operations.

They provide responsible gambling information brochures and materials to players in seven languages, including English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog. Players can also access responsible gambling information through discussion with interpreters in Lower Mainland facilities.

In addition, their Customer Support Centre is able to access translation services when assisting players and lottery retailers who have English as a second language. Lottery retailer certification paper exams are provided in English, Korean and Chinese.

HIGHLIGHTS OF INITIATIVES

Some highlights from 2017/18 include:

INCLUSIVE LEADERSHIP

- » Updating Leadership Competencies to include Diversity and Inclusion language.
- » Communicating the Diversity and Inclusion Roadmap to Senior Leaders, Managers and Employees.
- » Holding inclusive leadership and unconscious bias training for Executive, with training for Senior Leaders, Managers and Employees to follow in 2018/2019.

EMPLOYEE VALUE PROPOSITION

- » Updating recruitment policy to include Diversity and Inclusion language, which is pending approval.
- » Ongoing efforts to make interview accommodations for applicants with diverse abilities and continuing to partner with organizations to help find qualified job candidates with diverse abilities.
- » Partnering with Open Door Group to help find qualified candidates with diverse abilities for vacant positions.
- » Actively engaging with organizations such as the Nicola Valley Institute of Technology (NVIT), a First Nations educational institution, to build out a broader network for recruitment initiatives.

BIAS-FREE PROCESSES

- » Identified and removed biases in systems and processes.
- » Implemented a plan to utilize Diversity and Inclusion tools within the HR Management System (HRMS).
- » Updated cultural competencies to include Diversity and Inclusion language.

COMMUNITY ENGAGEMENT

- » Currently looking at procurement practices to ensure that they include a Diversity and Inclusion component/requirement and ensuring that Request for Proposals include Diversity and Inclusion language.
- » Included Diversity and Inclusion language on their Lottery Retailer Hub and are in the process of identifying which Key Accounts and Service Providers have Diversity and Inclusion policies and practices.
- » A summary is currently being developed as a means to help provide more robust education to employees on Diversity and Inclusion.

British Columbia Securities Commission

MANDATE

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

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BCSC is an employment equity employer and welcomes and values diversity in the workplace. They want stakeholders to have their voices heard on policy projects where diversity is a key issue.

There is a Discrimination, Bullying and Harassment Prevention Policy and BCSC provides relevant training to all employees on an ongoing basis.

The Commission translates publications and multi-media presentations into Chinese and Punjabi to provide information to community-based groups on fraud and help them to make more empowered investment decisions. As well, they occasionally conduct media interviews in Chinese and translate relevant news releases into Chinese.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BCSC workforce is diverse, with a multitude of racial, religious and cultural backgrounds. Approximately 38% of all permanent full-time employees are visible minorities.

Employees of BCSC speak 25 different languages, including Afrikaans, Austrian, Cantonese, Czechoslovakian, Dutch, Fijian, French, German, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Shanghainese, Spanish, Swahili, Tagalog, Tamal, Turkish and Ukrainian.

The Commission's personal leave policy allows employees to take paid leave to observe religious holidays of their faith.

HIGHLIGHTS OF INITIATIVES

- » The BCSC's investor education website, InvestRight.org, provides information, resources and tools about investing and fraud awareness and prevention in languages for the South Asian and Chinese communities.
- » Every year, members of the BCSC Social Committee organize International food-themed events that highlight and celebrate cultural heritage, including food and music.

Columbia Basin Trust

MANDATE

The mandate of Columbia Basin Trust (the Trust) is to manage its assets for the ongoing economic, environmental and social benefit of the Columbia Basin (Basin) region, which is defined in the *Columbia Basin Trust Act* (<https://tinyurl.com/y7zdpbc5>). Their mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of the Trust's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide how the Trust works in the Basin and how the Board of Directors and staff work with one another.

The *Columbia Basin Management Plan: Strategic Priorities 2016-2020* (<https://tinyurl.com/y6vj3l74>) outlines how the Trust will focus its efforts to 2020. This was a result of an extensive, year-long, Basin-wide engagement process that gathered input from a diverse cross-section of residents. This document states the Trust's commitment to cultivating a sense of Basin culture, belonging, connectedness and identity, and honouring the diversity of needs and perspectives in the Basin. It also sets out a specific strategic priority around 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 its work with Indigenous Peoples, while still enabling responsive and innovative collaboration.

An Indigenous cultural literacy program for the Board of Directors and staff is offered on an ongoing basis to ensure that it has a foundation of appreciation and understanding of how to work together effectively. In developing and delivering this program, the Trust considers the Truth and Reconciliation Commission of Canada Calls to Action and the United Nation's Declaration on the Rights of Indigenous Peoples.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The appointment process for the Trust Board of Directors and the composition of the Trust Board are established in the *Columbia Basin Trust Act* (<https://tinyurl.com/y7zdpbc5>). 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* (<https://tinyurl.com/yap72357>) 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* (<https://tinyurl.com/y8uyh4vw>) that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under its *Whistle Blower Policy* (<https://tinyurl.com/y7jzn8uz>). Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.

HIGHLIGHTS OF INITIATIVES

The Trust continues its strategic focus and dedication of resources toward Indigenous relationship building and initiatives. As an example, the First Nations Housing Sustainability Initiative supported five Indigenous communities over the past year to develop new or to improve existing affordable housing units and to enhance their affordable housing management capacity.

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

In 2017/2018, the Trust supported community-initiated projects like the following:

- » Akisq'nuk First Nation constructed a sports, fitness and recreation facility that is accessible to all members of the Columbia Valley community and includes business and office space for the Akisq'nuk First Nation.
- » Four Nations Coalition of Indigenous Medicines engaged Indigenous youth and elders around the traditions of ethnobotany.
- » Ktunaxa Nation Council systematically catalogued and transferred collections of historical material into a digital management system to organize them and provide ease of use.
- » Golden Opportunity for Refugees prepared for sponsoring a Syrian refugee family's settlement into Golden.
- » Shuswap Indian Band held a Native Plant Workshop to teach participants how to identify traditional and medicinal Native plants, along with their cultural importance.
- » Ktunaxa Nation Council supported the Ktunaxa Nation Youth Employment and Education Summit.
- » ?aq'am hosted gatherings for Aqamnik youth to enhance their traditional knowledge about water and to support their development as water stewardship leaders in their communities.
- » Okanagan Nation Alliance removed logjams at the north end of Slocan Lake to support upstream fish passage and access to additional spawning habitat.
- » Lower Kootenay Band improved the infrastructure used for drainage control on Band land used for agriculture production, allowing them to diversify the crops that can be grown.
- » Shuswap Indian Band held the 7th annual Columbia Salmon Festival that aims to build public understanding of the cultural and ecological importance of salmon and to strengthen relationships between Indigenous and non-Indigenous communities in Upper Columbia.
- » ?aq'am facilitated summer camps for children and youth to build leadership skills and confidence, life skills and survival tactics, engage with elders to understand traditions of the territory, and coming-of-age development.
- » Métis Nation Columbia River Society held the Blanket Exercise as a means of sharing Aboriginal culture and building belonging and leadership.
- » Okanagan Nation Alliance organized a youth fun run to create awareness of violence in the Syilx Nation and to promote healthy living among youth.
- » The Sikh Cultural Society hosted the Golden Sikh Temple Nager Kirtan parade.

**SHUSWAP MEMBERS GET
NEW AFFORDABLE HOUSING**

When it comes to housing, members of the Shuswap Indian Band in the East Kootenay often face high rents and few options. They may have to live in overcrowded homes with other family members, especially if they've left the community and then decided to return.

To help remedy this, in spring 2018, the band built two new duplexes in the Old Village. The buildings' two- and three-bedroom units can house approximately 13 tenants with low-to-moderate incomes.

"Homes have not been built in our community for 30 years," said Dolores Nicholas, Social Development/Housing Manager for the band. "This is very exciting for the community, especially since it allows for family members to finally come home. We're hoping that the new duplexes will allow people to have more pride in their community and give them a comfortable place to live."

The project was achieved with \$100,000 in support from Columbia Basin Trust. This was provided as part of the Trust's First Nations Housing Sustainability Initiative, a three-year, \$4.5 million commitment to help First Nations enhance and increase stocks of affordable housing. For more information, visit: ourtrust.org/fnhousing.

Columbia Power Corp.

MANDATE

January 31, 2018 *Mandate Letter*
(<https://tinyurl.com/yaj7k82p>).

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Respect and integrity are core values of Columbia Power. In pursuit of Columbia Power's mandate, and consistent with the regulatory environment of B.C., Columbia Power's goal is to continuously build and maintain positive and meaningful relationships with Indigenous groups that have traditional territories where Columbia Power operates and maintains their facilities. This goal is supported by the participation of Columbia Power management and staff in Indigenous government and community events and sponsorship of cultural, youth, wellness and educational activities through Columbia Power's First Nations Sponsorship Program. In 2017/18, this included:

- » Participation in the Ktunaxa Nation Annual General Assembly;
- » Participation in the Okanagan Nation Annual General Assembly;
- » Participation in the Okanagan Nation Salmon Feast and Celebration;
- » Sponsorship of the Columbia River Salmon Festival;
- » Sponsorship of the Yaqaan Nukiy Pow Wow (Lower Kootenay Band);
- » Sponsorship of the Okanagan Nation Youth Unity Run; and
- » Sponsorship of the Ktunaxa Nation Traditional Knowledge and Language Sector.

Project work undertaken by Columbia Power has included meaningful consultation of Indigenous Peoples, and Columbia Power continues to engage in the development of relationship protocol frameworks with the Okanagan Nation and Ktunaxa Nation.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Columbia Power has an established operational technical committee with the Okanagan Nation, which meets twice per year. Both the Okanagan Nation and Ktunaxa Nation have seats on the Waneta Expansion Project Community Impact Management Committee, which meets when required.

HIGHLIGHTS OF INITIATIVES

SLOCAN POOL EROSION CONTROL PROJECT – ELDERS’ VISIT AND FIELD WORK

- » In 2017/18, Columbia Power worked closely with First Nations to select an erosion mitigation solution and to stabilize an area where archaeological remains were discovered at Columbia Power’s Slocan Pool property in 2014.
- » In May 2017, Columbia Power hosted 17 Okanagan Nation Elders, technical and archaeological staff at the Slocan Pool repatriation site to provide an overview of low-impact, bi-engineering methodologies and to seek a decision from ONA Elders on whether or not they wanted erosion controlled at the site and, if they did, to reach consensus on a preferred approach. The visit concluded with a spiritual and cultural ceremony led by Elders Richard Armstrong and Madeline Gregoire.
- » In November 2017, six Okanagan Nation members and one Ktunaxa Nation member worked alongside Columbia Power staff at the site to successfully complete erosion control activities, including infill placement of aggregates, placement of rip rap, planting and seeding. Following completion of the field work, Okanagan Nation and Ktunaxa Nation representatives held separate ceremonies to bless the project site.

Community Living in British Columbia

MANDATE

The *Community Living Authority Act* sets out Community Living British Columbia (CLBC)’s mandate and provides the 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.

CLBC’S MISSION

CLBC serves adults with developmental disabilities, as well as those with a diagnosis of Fetal Alcohol Spectrum Disorder or Autism Spectrum Disorder who meet the eligibility criteria.

In collaboration with stakeholders, CLBC facilitates and manages a responsive, sustainable network of disability-related services that supplement other supports to assist adults with developmental disabilities to have lives filled with possibilities and be full participants in their communities.

It offers a range of options in the way in which services and supports are provided to the individuals that the organization serves. The options provide for choices that allow services and supports to be tailored to the circumstances and preferences of each individual.

CLBC takes a holistic approach that acknowledges the supports and responsibilities of all stakeholders including individuals, families, service providers and community resources. This collaboration supports individuals to achieve the best possible outcomes.

VISION

Lives filled with possibilities in welcoming communities.

GOALS

Over the next three years, CLBC will focus on four key Improvement Areas – achieving Better Outcomes for the adults we serve, Improved Individual and Family Experience as they interact with CLBC, achieving More Efficient Operations internal to CLBC, and Enhanced Service Provider Partnerships for better quality of services and outcomes.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

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

HIGHLIGHTS OF INITIATIVES

STRENGTHENING RELATIONSHIPS WITH INDIGENOUS COMMUNITIES

CLBC has an Indigenous Advisory Committee (IAC), with representatives from across the province, to provide information and advice to CLBC staff. The IAC provides valuable input into how CLBC can improve service delivery to Indigenous Peoples. The CLBC 2017-2020 strategic plan includes a goal to enhance relationships with Indigenous communities and to develop staff and organizational cultural competency.

In 2017, CLBC hired an Indigenous Practice Advisor to engage CLBC's Indigenous Advisory Committee and to facilitate improved CLBC service delivery to Indigenous Peoples in British Columbia. In 2017/18, CLBC did extensive community outreach and engagement to First Nations Health Authorities, First Nation communities and Indigenous/Indigenous-focused stakeholders.

In 2017/18, CLBC developed a staff Indigenous cultural awareness training plan, which will begin rolling out in summer 2018.

ADVANCING NEW SUPPORT OPTIONS (ANSO) PROJECT

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

Design of the new service continued in 2017/18 and was approached through a user-driven design lens, which means directly involving "users" in the design process. Those involved in the design phase of ANSO include diverse stakeholders from a variety of cultural backgrounds, the objective being to ensure that the new service is responsive to individuals and families from a range of cultural backgrounds.

INCREASING INCLUSIVE HOUSING OPTIONS

While CLBC does not have a mandate to provide housing, feedback from its stakeholders (individuals, families, service providers, CLBC staff, community councils and partner entities) consistently identifies the need for more inclusive housing opportunities as a key issue to be addressed.

In 2017/18 CLBC launched a Task Force with Inclusion BC to develop a plan to increase inclusive housing in B.C. Part of the process included a forum to access the expertise in the community. A concerted effort was made to ensure that Indigenous groups were included in the forum so that their perspectives would be included in the plan.

In addition, CLBC again partnered with the BC Non-Profit Housing Association at their Housing Central Conference in November 2017 to present inclusive housing workshops. In these presentations, CLBC sought to highlight lived experience of people in need of housing and also used this as an opportunity to include people from diverse cultural backgrounds.

QUALITY OF LIFE SURVEY

There were 1,235 individuals who participated in CLBC's "Include Me!" survey in 2017/18 that measures quality of life outcomes in the areas of independence, social participation and well-being. The information collected informs CLBC's decision making and helps service providers to improve the quality of life of the individuals they support.

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

RA Malatest & Associates, the research firm involved with this initiative, hired surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participated by phone were able to complete the survey in a variety of languages.

EDITORIAL BOARD

The Editorial Board helps to ensure that the perspectives of the people CLBC serves are present in the development of CLBC's communications, publications and other CLBC-related projects and initiatives. Board members support CLBC communications and community relations by helping to bring information from CLBC to their communities and vice versa.

The Editorial Board recruits members with diverse backgrounds from around the province. The board recognizes the importance of sharing and publishing stories that resonate with the diversity of those that CLBC serves and works to include stories that represent different cultural backgrounds in CLBC's newsletter, Celebrate Diverse Abilities.

STAFF TRAINING

An "Our Common Purpose" module remains an important part of CLBC's staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff who have a background working with diverse groups.

INTERPRETER SERVICES

CLBC offers interpreter services for individuals and families in multiple languages, if requested for meetings with CLBC staff.

Destination BC

MANDATE

Under the *Destination BC Corp. Act* (<https://tinyurl.com/yaj7k82p>), the Crown corporation, Destination British Columbia (Destination BC), is responsible for:

MARKETING BRITISH COLUMBIA DOMESTICALLY, NATIONALLY AND INTERNATIONALLY AS A TOURIST DESTINATION:

- » The tourism industry in B.C. is comprised of many stakeholders including tourism operators, product sectors, communities, associations, regional destination marketing organizations, and federal, provincial and municipal governments, all playing a role in destination marketing and management.
- » Through Destination BC's consumer marketing, travel trade, travel media and industry programs, millions of consumers from around the world are encouraged to visit B.C. every year.
- » Tourism operators can reach these consumers in a cost-effective way through various marketing initiatives including digital and social media, listings programs, advertising campaigns, public relations programs and other promotional activities offered by the Corporation.

PROVIDING SUPPORT FOR REGIONAL, SECTORAL AND COMMUNITY TOURISM MARKETING:

- » Through a variety of province-wide programs and partners, Destination BC invests over \$10 million annually in regional, sectoral and community tourism marketing.
- » *Tourism Business Essentials* is a series of informative guides designed to help B.C.'s tourism businesses become more successful. First-time tourism entrepreneurs, many of whom are new Canadians, find these guides to be useful in setting up and managing their business. (<https://tinyurl.com/ycg3brac>)

PROVIDING INDUSTRY LEADERSHIP:

- » Destination BC works collaboratively with tourism stakeholders across the province to coordinate tourism marketing at the international, provincial, regional and local levels. A regionally representative Tourism Marketing Committee provides strategic advice to Destination BC's Board and CEO.

PROMOTING TRAINING AND DEVELOPMENT IN RELATION TO TOURISM MARKETING:

- » *Remarkable Experiences* is a comprehensive learning program that supports small and medium sized businesses to enhance their visitor experience with a focus on Experience Design, Digital and Social Media Marketing. The two-month program includes workshops, one-to-one coaching and assessments of participants' online presence. (<https://tinyurl.com/y9un5j7u>)

PROVIDING SUPPORT FOR VISITOR CENTRES:

- » Visitor Services creates a positive visitor impression and encourages longer stays and travel in all regions of the province, generating economic benefit to tourism businesses and communities. More than 100 community-based Visitor Centres throughout B.C. comprise the Visitor Services Network. In 2017, Visitor Centres across B.C. provided service to over 2.52 million visitors and interacted with a further 377,000 visitors through new "roaming ambassadors" and "mobile street teams."

CONDUCTING TOURISM-RELATED MARKET RESEARCH:

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Destination BC's commitment to multiculturalism is reflected in its *Standards of Conduct* (<https://tinyurl.com/yalgwmj3>). The document defines how the organization creates a safe and healthy work environment, where staff and all stakeholders are treated with dignity and respect. In addition, as an organization that conducts business around the globe, the Corporation contracts with many international agencies and implements in-market activities in such a way that respects the diverse interests and cultural sensitivities that exist worldwide.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a core principle at Destination BC. Embracing diversity and inclusion as part of its organizational culture is key to the organization's ability to achieve service expectations and to effectively partner with industry to promote and develop B.C.'s tourism sector. The organization adheres to and supports the Human Rights Code of British Columbia and the *Canadian Human Rights Act*, which protect individuals from harassment and other forms of discrimination. Destination BC's success depends on the integrity of its systems and the people involved in providing products and services. The organization requires every employee to fulfill the promise to conduct business with professionalism and honesty, as reflected in the *Standards of Conduct* (<https://tinyurl.com/yalgwmj3>).

HIGHLIGHTS OF INITIATIVES

- » Destination BC works with key international tour operators and other tourism partners to develop itineraries and promote tourism experiences, and partners in a number of marketing activities with the objective of increasing 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 continues to fund and work with the Aboriginal Tourism Association of BC (AtBC) 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 AtBC also supports Indigenous communities and entrepreneurs to participate in Destination BC's Destination Development program. Together with AtBC, Destination BC is working on new ways to advance the quality of visitor experiences, which will assist in sustaining long-term demand for B.C.'s tourism industry.
- » Destination BC works with key travel media outlets in B.C. and around the world to generate awareness of the tourism experiences B.C. has to offer. This includes providing story ideas for the locally based multicultural media outlets.
- » Destination BC has an English and French language consumer website, as well as other foreign language consumer websites for the following markets: France, Germany, Japan, Korea, Mexico and China (both Simplified and Traditional Chinese language).

REMARKABLE EXPERIENCES PROGRAM

Supporting small and medium size tourism businesses with learning solutions designed to support new or enhanced visitor experience development and digital marketing excellence. Participating businesses explore ways in which they can increase their business revenue and enhance their online presence. The program is made available in communities across the province, supporting collaboration among participants who are from the same region. In 2017, Destination BC and Aboriginal Tourism BC (AtBC) formed a partnership to encourage AtBC stakeholders' participation in the program for the 2017-18 year. This partnership has been met with pronounced enthusiasm. Twenty Indigenous businesses participated in the program. This represents almost 10% of the businesses expected to participate in the program this year.

First Peoples' Heritage, Language and culture council

(ALSO KNOWN AS FIRST PEOPLES' CULTURAL COUNCIL)

The First Peoples' Cultural Council (FPCC) is a unique, First Nations-led Crown agency, serving 203 B.C. First Nations, 34 language groups, more than 90 dialects, and a number of Indigenous arts, cultural and educational organizations.

MANDATE

LIVING EXPRESSION OF INDIGENOUS LANGUAGES, ARTS AND CULTURE

The First Peoples' Cultural Council's mandate is to assist B.C.'s Indigenous Peoples in their efforts to revitalize their languages, arts and cultures. Since 1990, the FPCC has successfully distributed over \$45 million to British Columbia's Indigenous communities for language, arts and culture projects.

FPCC is committed to providing communities with a high level of support and quality resources. Its cultural heritage, and living expression of identities, is integral to the health of all members of the Indigenous communities, as well as to the well-being of all British Columbians.

VISION: EMBRACING INDIGENOUS LANGUAGES, ARTS, CULTURE AND HERITAGE

The vision of FPCC is one where B.C.'s Indigenous languages, arts, cultures and heritage are thriving and accessible, and the cultural knowledge expressed through Indigenous languages, cultures and arts is recognized and embraced by all citizens of B.C.

We are heartened by the growing interest in our programs from Indigenous Peoples of all ages, but especially our young people, who will carry this work forward into the future.

TRC AND UNDRIP

As the B.C. Crown corporation responsible for Indigenous languages, arts and culture, and an Indigenous-led organization, FPCC is key in supporting the B.C. Government's commitment to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission's (TRC) Calls to Action.

CELEBRATING DIVERSITY OF INDIGENOUS CULTURES

FPCC promotes and celebrates the diversity of Indigenous languages, arts and cultures. The Board and staff recognize that pride in languages, arts, songs, dances, wisdom and traditional knowledge contributes to the health and optimism of First Nations individuals and communities – and this benefits all citizens of B.C.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The FPCC Board is supported by a 34-member Advisory Committee, with one representative from each of the First Nations language groups in B.C. The Advisory Committee acts as a bridge to First Nations communities and brings community-based ideas and issues to the attention of FPCC. Other activities of the organization include:

- » Facilitate opportunities for First Nations communities in B.C. to receive funding for language and arts projects.
- » Offer advice and assistance to First Nations funding applicants.
- » Develop programs and community development resources to encourage the revitalization of Indigenous languages, arts and culture.

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

HIGHLIGHTS OF INITIATIVES

SUPPORTING RECONCILIATION

FPCC has been supporting mainstream heritage organizations to be more inclusive of Indigenous heritage in their work. For example, FPCC staff had the opportunity to host a workshop at the "Heritage: Imagining Futures" conference in May 2017, in Victoria. Each workshop participant at the event was asked to make a commitment to "reconcili-action" over the next year.

FEDERAL INDIGENOUS LANGUAGES LEGISLATION

FPCC held five regional community engagement sessions in May and June 2017 to talk about the promised Indigenous languages legislation for Canada. These sessions were held in Kelowna, Prince George, Richmond, Nanaimo and Terrace. The goal was to ensure that B.C. language experts would be well-informed so that when the national Assembly of First Nations (AFN) conducted its consultations, everyone would be prepared to provide input.

In June 2016, FPCC was funded by the Department of Canadian Heritage to host Indigenous language experts from across Canada at a three-day dialogue in Victoria to share "best practices" in the areas of language revitalization, language education, and language legislation and policy.

Following the session, FPCC issued the report *Indigenous Languages Recognition, Preservation and Revitalization: A Report on the National Dialogue Session on Indigenous Languages*, which makes a number of important recommendations to the federal government and AFN about language-related human rights, constitutional obligations, and legislation and policy. In particular, it was an opportunity to assert that Indigenous experts themselves must be the ones to determine the future of Indigenous languages.

More information:

<http://www.fpcc.ca/language/Legislation/>

ENDANGERED LANGUAGES PROJECT:

www.endangeredlanguages.com

The Endangered Languages Project (ELP) connects language revitalization experts and anyone interested in language and culture from around the world who can share their videos, stories, audio recordings, music, word lists, photos and more on the website. The project is guided by a global council of volunteer experts who bring a diverse range of perspectives and talents to the project.

The languages included – and the information displayed about them – are provided by the Catalogue of Endangered Languages (ELCat), which was produced by the University of Hawaii at Manoa and Eastern Michigan University. Both have been contributing (in kind support) since the launch of the website to ensure that this valuable resource will continue to be available and useful to those working in Indigenous language revitalization around the globe.

On February 6, 2018, ELP announced the release of the ELCat reference guide, which provides the research information behind the online catalogue. It is the most comprehensive source of accurate and up-to-date information on endangered languages.

More here: <http://goo.gl/PZP7y7>

SILENT SPEAKER PROJECT

In 2015, the partnership began with the First Nations Health Authority – Interior Region (FNA – IR) for the Silent Speaker Pilot Project. This project is for people who understand but do not speak their First Nations language.

The Pilot course was based on a successful program developed in Norway and Sweden for and by Indigenous Sami people, which uses Cognitive Behaviour Therapy (CBT) to help silent speakers overcome blockages to using their Indigenous language in their communities.

Silent Speakers, also known as “latent speakers” or “receptive bilinguals,” are engaged through weekly classes to help them begin to speak their languages, as well as to heal and re-imagine themselves in a positive relationship with their language and the knowledge they carry. In 2017, we translated Jane Juuso’s *Sami Language Blockage Project Handbook* into English, which was used to develop the Silent Speaker pilot project. They also developed a workbook for course participants, with context and examples specific to First Nations in B.C.

LANGUAGE FACT SHEETS

On March 21, 2018, FPCC released a series of 10 fact sheets related to Indigenous language revitalization, on a variety of topics from the connection between language and health, to language writing systems. The fact sheets share information for community language champions, as well as other interested parties.

<https://tinyurl.com/y7glegd4>

FIRSTVOICES LANGUAGE DICTIONARIES

The First Peoples’ Cultural Council was excited to announce that its ground-breaking FirstVoices Dictionary Apps are now available for free download on all Android devices. The apps, which were initially launched in 2011, were previously available only on Apple iOS, due to the limited availability of First Nations language character sets in the Android operating system.

The 13 FirstVoices Dictionary Apps are available in the following B.C. First Nations languages in both Android and iOS versions:

Ehattlesaht, Halq’emé ylem, Hlgaagilda Xaayda Kil (Skidegate Haida), Ktunaxa, Kwak’waka, Nazko-Dakelh, Nisga’a, Northern St’át’imcets, Secwepemc, SENĆOŦEN, Sliammon, Líl’wat-Ucwalmí cwts and Xeni Gwet’in.

The apps were developed as a mobile version of the language archives available at: FirstVoices.com. A platform where First Nations communities can upload words and phrases in their languages. They were built using open-source software and are not only the largest collection of open-source Indigenous language apps in the world, but also the first to be available for both iOS and Android.

Forest Enhancement Society of BC

MANDATE

In its Constitution, the purposes of the Forest Enhancement Society of British Columbia (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.
- » Do all other things that 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. It is generally intended to spend the monies over the next five-year time horizon.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Core Values of the Forest Enhancement Society of BC are:

- » **SAFETY:** A belief in safe, responsible and productive work environments.
- » **WORKING COLLABORATIVELY:** A belief that working collaboratively with our partners in a transparent manner can substantially extend our ability to enhance B.C.'s forests.

- » **STEWARDSHIP:** A belief in a strategic approach to stewardship that balances environmental, economic, social, cultural and First Nations values, while helping to ensure the responsible and sustainable use of B.C.'s forests for the lasting benefit of British Columbians.
- » **OPEN AND PROACTIVE COMMUNICATION:** A belief that open, proactive communication is critical to its success.
- » **SCIENCE-INFORMED DECISION MAKING:** A belief that the management of B.C.'s forests relies on sound science and the guidance of professionals while, at the same time, respecting the value of traditional knowledge.
- » **ACCOUNTABILITY:** A belief in managing with integrity and fiscal prudence in a manner that ensures accountability to the public, funders and partners.
- » **EXCELLENCE:** A belief that a culture of organizational excellence, continuous improvement and professionalism is essential in maintaining the trust of the public and partners.

HIGHLIGHTS OF INITIATIVES THE FOREST ENHANCEMENT SOCIETY OF BC – ENDORSEMENT OF TRC AND IMPLEMENTATION OF UNDRIP

Minister Doug Donaldson wrote in a January 8th, 2018 letter to FESBC Chair Wayne Clogg: "To support true and lasting reconciliation with Indigenous Peoples in British Columbia, our government is fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), and the Calls to Action of the Truth and Reconciliation Commission (TRC). Please ensure that, going forward, your organization incorporates the UNDRIP and TRC, given the specific mandate and context of your organization."

FESBC (<https://fesbc.ca/>) has placed the following on its website: "FESBC endorses the recommendations of the Truth and Reconciliation Commission and its calls to action, as well as the implementation of the United Nations Declaration of the Rights of Indigenous Peoples.

Up to 2018, 30% of the projects funded by FESBC are led by First Nations proponents or have significant First Nations participation (49 projects valued at \$44 million). This is not surprising given that both First Nations and FESBC have a great interest in the enhancement of B.C.'s Crown forests."

Links to TRC and UNDRIP Documents:

- » *Truth and Reconciliation Commission of Canada: Calls to Action*
<https://tinyurl.com/phhrhf8>
- » *UNDRIP Document*
<https://tinyurl.com/ydgfaxzn>

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 to strengthen employment throughout the province. By doing so, FII works to support the government's commitment to building a strong, sustainable, innovative economy that works for the people of B.C.

FII's mandate is specified in a Mandate Letter issued by the Minister of Jobs, Trade and Technology. FII's mandate is also set out in a Board-approved, five-year strategic plan available on FII's website at: www.bcfii.ca.

FII's human resources mandate is to:

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

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

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

FII's head office staff of 21 speak a combined six languages including English, Japanese, Hindi, Guajurati, German and French. In addition, staff of FII subsidiary companies in China and India speak multiple local languages and regional dialects. FII also provides funding to partner organizations to deliver programming in multiple markets, including Japan, South Korea, Europe and the U.S.

Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitors, outgoing travel to foreign markets undertaken with and on behalf of industry and government, as well as through annual planning sessions that include the local and foreign staff from FII and its partners in government, industry and the research community.

HIGHLIGHTS OF INITIATIVES

» Since its establishment in 2003, FII promoted and funded the cost of local language training for Canadian staff working in its overseas offices. FII's staffing in its China subsidiary subsequently evolved to be comprised entirely of persons of Asian ancestry, and its initiatives are tailored to the cultural needs of the local communities in which it operates. In 2012, FII established a second operating subsidiary based in Mumbai, India. The India operation has since expanded to include an office in the north of India (National Capital Region, Delhi) and an office in the south (Bangalore). Employees of FII India are all Indian nationals recruited in India.

- » In 2017/2018, FII funded an extensive suite of market development efforts in regions around the world, including China, Japan, South Korea and Vietnam in east Asia; India in South Asia; the United Kingdom in Europe; and the U.S. and Canada in North America. The 2016 provincial budget provided an additional \$5 million over three years for FII to accelerate market development in India, and 2017/2018 represented the second year of that effort. Efforts during the year spread across the country and included education outreach, market and product promotion, and increased investments in demonstration projects and manufacturing trials using B.C. products.
- » 2017/2018 saw FII organize the largest forest sector delegation to ever visit Asia. Led by the Honourable Doug Donaldson, B.C. Minister of Forests, Lands, Natural Resource Operations and Rural Development, the mission visited Japan (Tokyo) and China (Shanghai and Jiangsu Province) to expand opportunities, enhance relationships, and raise the profile of B.C. forest products and companies in key Asian markets. During the year, FII also coordinated activities attended by the Premier; the Minister of Jobs, Trade and Technology; and the Minister of State for International Trade in both China and South Korea, as part of the Premier's mission to Asia in January 2017.
- » Undertaking market development activities in other countries not only delivers economic growth and jobs to British Columbia's forest sector, but also contributes greatly to deepening the bonds between the people and the communities of British Columbia and its partners in markets around the world. Many of the programs funded by FII become catalysts for building technical, educational and community exchange with British Columbia, thereby enhancing cross-cultural understanding and mutual respect.

Industry Training Authority

MANDATE

The Industry Training Authority (ITA) oversees, manages and improves the provincial industry training system. It promotes trades training and careers, supports the progression of training participants, certifies individuals with existing skills, and works to align training outcomes with workplace needs. Issuing credentials, which is the core outcome of ITA's work, is done based on either successful completion of a training program or a formal validation of existing skills. ITA invests in training services delivered in part through two sets of partnerships and collaborates with many other stakeholders. ITA serves two customer groups:

- » Training participants and Challengers⁶ benefit from skill development and/or recognition, which facilitates improved employment and advancement opportunities.
- » Employers and industry benefit from access to a growing pool of workers with verified skills that align with labour market needs.

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

ITA's mandate and accountabilities are defined in Part 3 of the *Industry Training Authority Act*, and are elaborated on each year through a Government Mandate Letter that is signed by ITA's board members and by the Minister of Jobs, Tourism and Skills Training and the Minister Responsible for Labour (<https://tinyurl.com/y7pc8y5y>).

VISION: To create a world-class training and apprenticeship system for British Columbians.

MISSION: To build the trades that build B.C.

⁶ Challengers are individuals seeking certification based on existing skills.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EMBRACING MULTICULTURALISM IN ITA'S WORKPLACE

ITA's Customer Service team members, who interact daily with apprentices and employer sponsors and who answer general inquiries from the public about trades training, speak the following 11 languages:

- » Cambodian
- » Cantonese
- » French
- » Hindi
- » Kannada
- » Malayalam
- » Mandarin
- » Punjabi
- » Spanish
- » Swedish
- » Tagalog

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

ITA staff is also encouraged to attend graduation ceremonies around the province, like the Vancouver Lower Mainland Aboriginal Community Career Employment Services Society (ACCESS), that celebrate students graduating from their trades courses. These programs are offered to under-skilled/under-employed Indigenous Peoples. For example, the Vancouver Community College (VCC)'s *Introduction to Culinary Skills Training Program*, which is funded through the Workforce Development Agreement, offers unemployed and non-EI-eligible immigrants the opportunity to explore the professional cook trade and to gain experience in major downtown hotels through a work experience agreement. Many of these participants go into employment in those same kitchens and continue on with their training and start an apprenticeship.

HIGHLIGHTS OF INITIATIVES

In 2017-18, ITA continued to deliver programs for three target groups, using funds made available through the Workforce Development Agreement (WDA). ITA has agreements with 13 service providers, delivering 23 programs and offering a range of pre-apprenticeship and employment programs.

- » Four Indigenous Peoples in Trades Training Programs
- » Four Women in Trades Training Programs
- » 15 programs serving a range of underrepresented populations (Indigenous Peoples, Women, Immigrants and Youth) and other British Columbians facing barriers to entering trades occupations.

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

PARTICIPANT & EMPLOYER QUOTES

To reduce barriers associated with trades training accessibility and to redefine First Nations home-building in their own territory, ITA worked with the Nuxalk Nation in B.C.'s Bella Coola and Camosun College to bring technical training into the community for carpentry apprentices. Participants ranged from 17 to 63 years of age, and included Grade 10/11/12 students from Acwsalcta School, Nuxalk Nation's K-12 school. These are single parents with children and without much resources to attend school in the city. When they did attend school, the success rate was 10%; however, with program hosted in community 85% success rate was delivered in the trades. To date, participants of this program have built six energy-efficient homes within the Nuxalk Nation. These family homes have been developed and designed with barrier-free concepts, structural grade trusses, standardized sizes of rooms, doors and windows, and the utilization of natural resources from the community such as lumber/siding, gravel from the gravel pit, and soon a new concrete batch plant to minimize building costs. Additionally, with hope, the construction of a new youth center will soon begin.

The Following are feedback quotes from VCC's Intro to Culinary Skills Program Participants and Employers:

Rukhsana

"I am extremely grateful for having been given the opportunity to join the Introduction to Culinary Skills Training (ICST) at Vancouver Community College.

I have always been fond of cooking and experimenting with different types of food, e.g. Indian, Arabic etc. as a hobby and this program has given me a valuable knowledge of continental cuisine. The instructor (Chef Paul) is extremely knowledgeable in the field and I have the benefit of studying with a team that is dedicated to the culinary arts. This program has been a stepping-stone for me to pursue further studies in this profession. This will help me turning my hobby into an exciting career by finding a job in a field that I love very much. In fact, it has just come to my knowledge today that I have been chosen for a part time prep-cook position at the Vancouver Convention Center. I will not be exaggerating to say this is program has been the best thing that has happened to me since my arrival in Canada.

My sincere thanks once again for giving me this opportunity to turn a hobby into a career. "

Julia

"Thank you for giving good chance to change career in my life. I have worked as Nurse in Korea of 8 years. I was getting tired about my job and I came to Canada for studying English. Then, I met my husband and get immigration to Canada. After immigration, I was trying to think. What kind of Job is good for me. Actually, I would like to cook at home. So, my husband recommended me to get culinary course and I found this program unexpectedly. I studied 6 months at VCC. And I did practicum at Fairmont Pacific Rim Hotel. While I had practicum, I did my best and used skills that I learnt from school. Finally, I got a job at Fairmont Hotel which I did practicum. If I don't know this program, I would still think about my second job. Thank you for giving me chance to me again!"

Pacific Gateway Hotel Richmond

"[The student] has shown excellent skills in her preparation, execution and clean-up. It shows that she had been trained properly. That was what Chef Lectner said. She has worked at all areas of the hotel and has been an asset not a hindrance."

Delta Hotel Burnaby

"It was a pleasure to have [the student] in our kitchen. She got along with everyone great. She is always positive and always smiling. She spent time in all areas of our kitchen, even pastry. She was always on time and cooked for everyone on her last day. Staff meal tasted good."

	WOMEN IN TRADES TRAINING https://tinyurl.com/yccd3wjw	IMMIGRANTS IN TRADES TRAINING https://tinyurl.com/yb7753xq	INDIGENOUS PEOPLES INITIATIVES https://tinyurl.com/y832y454	GENERAL https://tinyurl.com/ycv2d5p3
THE OPPORTUNITY	<p>Only 10% of apprentices are women, and while that's up from 3% since 2008, the female labour force is still badly under-represented in traditionally male-dominated skilled trades.</p> <p>Only 5% of apprentices are women in the construction sector trades.</p>	<p>New immigrants make up 20% of the Canadian population, but only 3–5% of apprentices; many already have valuable trades skills but may face language barriers and other challenges in getting certified.</p>	<p>The Indigenous population is younger and growing faster than the general population, and many communities are located close to major projects that need trades skills.</p>	<p>Programs are also available for other eligible British Columbians facing barriers to entering trades occupations.</p>
THE RESPONSE	<p>ITA partners with post-secondary institutions, industry and labour organizations, employment agencies and community groups.</p> <p>Programs offered are designed to enable the target groups to explore trades careers, and to develop and certify trades skills.</p> <p>Assistance with essential skills like numeracy, literacy and document use, and help with covering costs such as tools, safety gear, child care and transportation are also available, as is mentorship and peer support.</p>			
2017-18 WDA-ESS FUNDING	\$1.9 million	--	\$1.9 million	\$6.9 million
# OF CLIENTS TARGETED FOR SERVICES	245 people	--	273 people	1,115 people (2016/17 numbers, as 2017/18 are not yet available)

Innovate BC

MANDATE

Innovate BC encourages the development and application of advanced or innovative technologies to meet the needs of industry in B.C, accelerating the commercialization and the adoption of technology by working closely with industry, government and tech entrepreneurs. With its partners, Innovate BC delivers programs and initiatives that promote company growth, resulting in jobs, increased revenue and economic development in B.C. Innovate BC is a Crown agency of the Province of British Columbia.

Innovate BC supports the expansion of technology in B.C. through a variety of programs, events and initiatives. Its goal is to drive innovation development and adoption in British Columbia.

Its Vision: A strong and rapidly growing innovation economy, creating rewarding careers for British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Innovate BC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs and services to technology entrepreneurs, established companies and post-secondary students of all ethnicities, cultures and orientations. Innovate BC's partners in industry and academia uphold the same principles – that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in Innovate BC-supported education and entrepreneurial training programs that benefit their company.

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

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Innovate BC management supports and respects multiculturalism in the workplace. Recruitment and hiring are based on the qualifications, skills and training of all candidates. Its team reflects B.C.'s multicultural and diverse population. A wide range of cultural origins can be seen around the Innovate BC office. Team members have been born on every continent, except for Antarctica and Australia. Further, Innovate BC team members are proficient in 15 languages combined, including English, German, Spanish, French, Cantonese, Mandarin, Arabic, Gujarati, Hindi, Portuguese, Italian, Japanese, Polish, Shanghainese and Croatian.

Innovate BC is committed to creating fun and engaging activities and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. Innovate BC staff are also encouraged to initiate opportunities for all staff to give back to its community and benefit others of varying economic, social and cultural backgrounds.

HIGHLIGHTS OF INITIATIVES

All Innovate BC programs are created to benefit British Columbia-based businesses and entrepreneurs of all ethnicities and cultures. Additionally, several initiatives in 2017/2018, both one-time as well as ongoing initiatives, have fostered multiculturalism. Examples of these initiatives are below:

- » Innovate BC was a co-host of the #BCTECH Summit on May 14-16, 2018. The three-day event was not only the largest tech conference in Western Canada, but also offered opportunities for multiculturalism:
 - The First Nations Technology Council and First Peoples' Cultural Council were exhibitors at the Summit.
 - Elder Bob Baker of the Squamish Nation opened both plenary sessions with an indigenous performance.
 - Delegates came from 23 countries across four continents.

- A panel session entitled *Reconciliation Through Indigenous Language and Technology* discussed best practices and issues related to technology for Indigenous language documentation, revitalization and learning.
- A session entitled *Women Who Tech – Collaborating on Action* to Create an Inclusive Tech Sector discussed what it can do, as a community, to cultivate a truly inclusive tech sector.
- A session entitled *Inclusive and Accessible Workplaces Lead to Better Products* discussed why creating a diverse team allows you to build more meaningful experiences for customers.
- » The 2018 #BCTECH Summit garnered high levels of media coverage, and Innovate BC ensured a multicultural media landscape. To supplement English language reporting, French, Cantonese and Indian reporters also provided media coverage of the event. Additionally, Innovate BC secured a media partnership with Sing Tao Daily, and received coverage on Omni TV news and Asian Global Press.
- » Innovate BC provides financial support to 11 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 hosts and attends sessions with international delegations seeking information about British Columbia's approach to accelerating technology commercialization. In 2017/2018, Innovate BC's CEO attended a roundtable discussion with the UK High Commissioner, and the organization hosted or attended meetings with delegates from Germany, Singapore, Netherlands, India, Spain and the EU.
- » When hosting or promoting an event, Innovate BC attempts to generate a multicultural group of attendees.
- » The BC Government launched the Leading Edge Endowment Fund (LEEF) in April 2002 to encourage social and economic development in the province. Using a cost-sharing partnership with the private sector, LEEF helped to establish Leadership Research Chairs and Regional Innovation Chairs at public and post-secondary institutions across the province in medical, social, environmental and technological research. Initially, the LEEF fund had a foundation (also called LEEF) to run the operations of awarding the Chairs and monitoring them.
- » The LEEF Foundation wound down in 2012, having fulfilled the mandate by establishing all Chairs. BCIC (now Innovate BC) was appointed by the Province in 2012 to oversee the ongoing delivery of the established Chairs. These Chairs include research in the following areas: Aboriginal Environmental Health, Cultures and Ecosystems at Risk, Canada-India Partnership Development and Aboriginal Early Childhood Development (two Chairs).

The Insurance Corporation of British Columbia

MANDATE

ICBC is a provincial Crown corporation that provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. ICBC is committed to providing policy holders with insurance products and services they count on and the coverage they need, while making insurance rates more fair and affordable. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC recognizes B.C. and Canada's commitment to the United Nations Declaration on the Rights of Indigenous Peoples and the Calls to Action from the Truth and Reconciliation Report. Likewise, ICBC is committed to supporting diversity and inclusion as a way to improve both employee and customer experiences. As the province becomes increasingly diverse, ICBC continues to see the opportunity and responsibility to understand and better respond to the changing needs of the workforce and customers.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect between ICBC employees and towards customers of diverse backgrounds. The success of ICBC's multicultural initiatives and services is largely due to its commitment to maintaining a diverse and inclusive workforce and engaging with business partners who represent the multicultural customer base that it serves.

HIGHLIGHTS OF INITIATIVES

EXTERNAL INITIATIVES

- » Real-time translation services are available in more than 170 languages for all customers calling ICBC about driver licensing, insurance services or claims.
- » ICBC.com has information translated into Traditional and Simplified Chinese characters, as well as into Punjabi.
- » ICBC provides two dedicated 1-800 telephone lines to better assist Punjabi and Cantonese or Mandarin-speaking customers who have had a crash. This service offers customers the ability to immediately report a claim in Punjabi, Cantonese or Mandarin so that they fully understand the claims process and can more easily get access to their eligible benefits.
- » ICBC provides multilingual adjusters to support customers injured in a crash who speak Cantonese, Mandarin, Korean, Punjabi, Tagalog (Filipino) and Farsi.
- » ICBC actively works with Autoplan brokers in ethnic communities to better address the needs of their multicultural clients. For example, broker promotional brochures about insurance coverage are available in Punjabi and Traditional Chinese at some broker offices in communities where those languages are commonly used.
- » In 2015, B.C.'s driver licensing reciprocity program was expanded with the addition of agreements with Ireland and Taiwan. B.C. now has reciprocal licensing agreements with each Canadian province and U.S. state, along with the jurisdictions of Australia, Austria, France, Germany, Ireland, Japan, Netherlands, New Zealand, South Korea, Switzerland, Taiwan, the United Kingdom, Guernsey, Isle of Man and Jersey. With the exception of South Korea and Taiwan, new residents from these jurisdictions are also eligible to obtain a B.C. motorcycle licence without retesting if they currently hold a motorcycle licence.

- » Pre- and post-arrival communications for new B.C. residents are in place to help customers better understand how to transfer their current driver's licence, their driving record and their automobile insurance claims history from their jurisdiction of origin.
- » To assist customers from other jurisdictions, ICBC's Driver Licensing Department maintains a list of approved translators that customers may contact to help them authenticate and translate out-of-country documentation – e.g. a licence or driving record, if it is in another language. The list is available on icbc.com.
- » ICBC offers interpreter services at all ICBC-operated Driver Licensing locations. For example, if a customer visits a driver licensing office and English isn't their first language, the customer is connected with an interpreter on the phone to help them speak with the customer service representatives. This over-the-phone interpretation service is available in 170 languages.
- » As well, it offers two dedicated language lines in Chinese and Punjabi that allow customers to speak immediately to an interpreter in their language over the phone. Similarly, translated versions of icbc.com are available in Punjabi and Chinese.
- » Written driver's licence knowledge testing for passenger and motorcycle licences can be taken in English, French, Arabic, Cantonese, Croatian, Farsi, Mandarin, Punjabi, Russian, Spanish and Vietnamese.
- » An online practice knowledge test for a Learner's Licence is available in Punjabi.
- » ICBC's Learn to Drive Smart guide is available in English and French (online only, via icbc.com). Third party translations are available in Chinese, Punjabi, Vietnamese, Farsi and Arabic.
- » Information is made available through consular offices and multicultural networks to outline the driver licence surrender policies for new B.C. driver's licences.
- » As well, ICBC delivers "New to BC" information presentations at multicultural centres to 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.
- » ICBC routinely grants permission for third parties to use the material and images in its driving guides for the purpose of translation into other languages, including French, Arabic, Traditional and Simplified Chinese, Farsi, Punjabi and Vietnamese.
- » To ensure a broad reach to multicultural customers, ICBC purchases ongoing radio advertisements in Cantonese, Mandarin and Punjabi, and print and online advertising in Punjabi and Traditional and Simplified Chinese.
- » For each driver's licence issued, ICBC customers must respond to a series of declaration questions – these questions have been translated into 13 of the most common languages.
- » Proactive media outreach campaigns are designed to build relationships and increase coverage with multicultural media outlets.
- » ICBC's road safety campaigns are routinely publicized in different languages using ethnic broadcast media. Available languages include Cantonese, Mandarin, Hindi and Punjabi.
- » Information about the proper use of child car seats and keeping child passengers safe is provided on icbc.com in Chinese and Punjabi.
- » ICBC provides pedestrian education tip cards in Simplified Chinese and Punjabi, and Commercial Vehicle Distractions tip cards are translated into Punjabi.
- » Access to Road Safety Curriculum materials for First Nations schools is provided through the First Nations Schools Association.
- » Select brochures providing information on insurance, claims and driver licensing are produced in high-demand languages.

- » ICBC proactively seeks input from community stakeholder groups when considering multicultural initiatives and outreach.
- » ICBC conducted an information session at the WorkBC location in Victoria to introduce ICBC to WorkBC clients as a potential employer. ICBC also attends WorkBC job fairs, most recently in the fall of 2017.
- » In 2017, ICBC participated in multiple career fairs with organizations that target the employment of Indigenous Peoples.

INTERNAL INITIATIVES

- » ICBC's employee intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.
- » ICBC continues to see progress in its Diversity & Inclusion strategy, introduced in 2016. ICBC increased representation in two under-represented employee groups in its workplace: Indigenous Peoples and visible minorities.
- » ICBC has seven Employee Resource Groups (Aboriginal, Living with Disabilities, LGBTQ2+, Ethnicity, Parents@ICBC, Wellness, and Women in Leadership) as a way to increase a sense of inclusion and community among all employees. Each is comprised of individuals who either represent or are supporters of that group. This grassroots movement empowers group members to discuss current issues and opportunities – and helps ICBC to identify barriers to inclusion and encourages suggestions to enable the full participation of all employees.
- » In 2018, ICBC celebrated Multiculturalism Week with leadership from the Ethnicity ERG, celebrating traditional dress and food, and sharing stories and other traditions with co-workers.
- » ICBC maintains corporate memberships with associations that support diversity and inclusion, including: Minerva (leadership development for women with whom ICBC's President & CEO signed a pledge to create opportunities to support women's advancement and leadership at ICBC), WXN (Women's Executive Network), and Kids and Company (child and elder care services). ICBC is also a founding partner of the Canadian Institute of Diversity and Inclusion.
- » In 2017, The Indigenous Peoples Employee Resource Group celebrated National Aboriginal Day, which featured a presentation from a Squamish First Nations Elder and traditional Indigenous cuisine.
- » ICBC remains committed to providing unconscious bias training and inclusive leadership training, which began in 2016 with the executive and senior leadership team. In 2017, the training was expanded to include manager-level employees.
- » As of March 2018, 48% of ICBC's leadership roles are held by women, and while the majority of employees are between the ages of 40-54, staff range in age from 19-70+.
- » According to an internal survey conducted in 2015, ICBC staff speak more than 55 different languages. A follow-up survey in 2017 also showed that ICBC improved the representation of Indigenous Peoples (from 1.84% in 2011 to 3.1% in 2017) and visible minorities (from 21.45% in 2011 to 31% in 2017) in its workforce in the past six years. The survey will be repeated in 2018.

Knowledge Network Corporation

MANDATE

Knowledge Network is British Columbia's viewer-supported public broadcaster. Its mandate is to:

1. Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
2. Promote lifelong learning in British Columbia by providing quality educational programming;
3. Inform and educate British Columbians about their province and about issues that are relevant to them;
4. Provide British Columbians with a unique television experience; and
5. Collaborate with the independent television and web media production sectors in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to its role as B.C.'s public broadcaster.

Trust is one of three Knowledge Network corporate values to inform decision making. It serves the public interest and reflect diverse points of view within the organization and through its programming, on-air and online.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Reflecting the diversity of the province through programming is an important part of its public mandate, which is continually reinforced at seasonal broadcast schedule reviews and staff meetings with employees at all levels.

HIGHLIGHTS OF INITIATIVES

EAST IS EAST

A weekly anthology series dedicated to content about life in the rapidly changing Asia Pacific region. East is East Highlights Include:

- » *Dangerous Borders* – An epic journey by journalist Babita Sharma and Adnan Sarwar along the still contentious border between India and Pakistan.
- » *The Mekong River with Sue Perkins* – A life-changing, 3,000-mile journey up the Mekong, Southeast Asia's greatest river, exploring lives and landscapes on the point of dramatic change.
- » *Joanna Lumley's Japan* – A journey from the icy Siberian seas of the north to the subtropical islands of the south, experiencing all that this enchanting nation has to offer.
- » *Lands of the Monsoon* – Explores the lands of the monsoon, offering a taste of the region's most extraordinary wildlife and cultures that are faced with this tumultuous weather system.

OTHER PROGRAM HIGHLIGHTS INCLUDE:

- » *Africa and Britain: A Forgotten History* – Historian David Olusoga reveals the surprising history of the African Romans who guarded Hadrian's Wall in the 3rd century A.D.
- » *Ai Weiwei: Never Sorry* – China's Ai Weiwei is a dissident for the digital age who inspires global audiences and blurs the boundaries of art and politics.
- » *Britain's Forgotten Slave Owners* – Historian David Olusoga explores Britain's black history.
- » *Cedar and Bamboo* – Explores the unique relationships shared by early Chinese immigrants and First Nations peoples on Canada's west coast.
- » *Chinese New Year: The Biggest Celebration on Earth* – An amazing window into this monumental annual occasion, delving into every part of the extravaganza.

- » ***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.
- » ***Echoes*** – Twenty years after China opened its doors to international adoption, connections are made between mothers who sacrificed their daughters, those who adopted them, and the daughters themselves.
- » ***Exodus: Our Journey to Europe*** – The stories of the people undertaking one of the largest migrations in recent history as Syrian refugees document their attempts to flee war, poverty and persecution.
- » ***Everything Will Be*** – Filmmaker Julia Kwan captures the subtle nuances of Vancouver’s once-thriving Chinatown.
- » ***Haida Gwaii: On the Edge of the World*** – Featuring the Haida First Nation, it captures the story of a dedicated community uniting to protect land and sea for the next generation.
- » ***Konnected.TV: Awakening a Generation*** – Host Pakesso Mukash meets Ta’Kaiya Blaney, a 15-year-old environmentalist and Indigenous rights activist from B.C.
- » ***Marathon Boy*** – The story of a four-year-old boy who is plucked from the slums of India by his coach and trained to become India’s greatest runner turns into a tale of greed, envy and broken dreams.
- » ***Masters of the Pacific Coast*** – Explores the history of the extraordinary and resilient Indigenous cultures of the Pacific Northwest.
- » ***Museum Diaries: Raja Deen Dayal Revealed*** – Curator Deepali Dewan prepares to open an exhibition about Raja Deen Dayal, the prolific 19th-century Indian photographer.
- » ***Ninth Floor*** – Reopens the file on a watershed moment in Canadian race relations, the infamous Sir George Williams Riot.
- » ***One Big Hapa Family*** – Filmmaker Jeff Chiba Stearns’ story about his Japanese-Canadian family marrying interracially.
- » ***The Backward Class*** – Filmmaker Madelaine Grant follows the twelfth graders of Shanti Bhavan, a small school in rural southern India devoted to “untouchable” caste students.
- » ***The Chinese Mayor*** – The mayor of the Chinese city of Datong embarks on an immense demolition and building project to transform his city into a tourist attraction.
- » ***The Indian Doctor*** – Set in a 1960s Welsh mining village which is forever changed by the arrival of the new doctor, a high-flying Delhi graduate.
- » ***The People of the Kattawapiskak River*** – Exposes the housing crisis and poor living conditions faced by 1,700 Cree in northern Ontario.
- » ***The World Before Her*** – Follows young women on completely divergent paths in the new, modern India: contestants vying for the title of Miss India, and fierce Hindu nationalists prepared to kill and die for their beliefs.
- » ***Photographing Africa*** – Photographer and film director Harry Hook, who grew up in Sudan and Kenya, uses his images to tell a personal story as he visits remote tribal groups.
- » ***Precious Life*** – Documents an Israeli and Palestinian doctor’s attempts in an Israeli hospital to save the life of a four-month-old Palestinian boy born without an immune system.
- » ***Watchers of the North*** – Follows Canadian Rangers in two remote Nunavut communities who combine traditional Inuit knowledge and contemporary military training to perform surveillance, search and rescue missions, and mentor the next generation of Rangers.

Legal Services Society

MANDATE

The Legal Services Society (LSS) is B.C.'s legal aid provider. Established by the Legal Services Society Act in 1979, LSS is an independent agency that provides legal information, advice and representation services to people with low incomes. The society also provides legal education programs for community advocates and social services providers throughout B.C. LSS receives 95 percent of its funding from the Ministry of the Attorney General, with additional funding from the Law Foundation of BC and the Notary Foundation of BC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS's commitment to multiculturalism reflects the society's commitment to serving its diverse clients in ways that address their unique cultural needs. LSS has policies to ensure that it delivers legal aid services in an environment where all individuals are treated with fairness, dignity and respect.

Employees are expected to recognize the importance of diverse cultures at LSS and to help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all of its forms.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

LSS ensures that its services are accessible to all communities. Its intake team can arrange interpretation services for clients applying for representation and advice services, and LSS staff can also communicate with and assist clients in more than 20 languages.

During Aboriginal History Month, LSS supports a series of educational programs for staff that are led by the society's Indigenous staff.

The Guiding Principles of LSS Administrative Policies and Procedures include its Standards of Conduct; the Discrimination, Bullying, and Harassment Policy; and the Employment Equity Policy, as well as collective agreements.

HIGHLIGHTS OF INITIATIVES

LSS LEGAL REPRESENTATION SERVICES

- » LSS offers legal representation for eligible clients with a criminal, family, child protection or immigration matter. When a client qualifies for representation by a legal aid lawyer, LSS staff consider each client's language and/or culture when determining which lawyer should be offered the opportunity to represent them. While this is not always possible, every effort is taken to find a lawyer who speaks the client's language and who understands the impact that their culture may have on their legal matter.
- » Should a client need to be connected with a lawyer who does not speak their language or does not have a full understanding of their cultural background, that lawyer is able to employ interpretation and translation services as part of their contract for representation services.

LSS INDIGENOUS LEGAL AID SERVICES

Although Indigenous people make up less than six percent of B.C.'s population, they constitute about 30 percent of legal aid clients who are referred for representation by a lawyer. In child protection matters, more than 40 percent of clients receiving representation services are Indigenous.

LSS is committed to helping Indigenous people resolve their legal problems in ways that recognize both their unique needs and their unique cultures. In 2017/18, LSS did the following:

- » Processed legal aid applications and performed outreach in various Indigenous communities.
- » Began planning for a new Indigenous Services Division.

- » Provided support through an Aboriginal Community Legal Worker in Duncan and Nanaimo who can assist with legal information and advice, support for meetings with MCFD staff, assistance with legal forms, etc.
- » Funded 131 Gladue reports for Indigenous clients for sentencing hearings.
- » Developed new publications about Gladue submissions and Gladue reports.
- » Assisted clients 1,338 times through its Aboriginal community legal worker.
- » Supported existing First Nations Courts by providing honoraria for elders, providing dedicated duty counsel, and hosting an Elders Conference. Provided duty counsel services and supported elders to participate in the new Nicola Valley First Nations Court (Merritt) that opened in October 2017.
- » Met with Indigenous leaders and community service providers throughout the province regarding expansion of the Parents Legal Centre model. Managed a website for LSS's Indigenous services.

PUBLIC LEGAL INFORMATION AND EDUCATION

- » LSS produced public legal information and education materials, in both online and paper formats, in 12 different languages.

COMMUNITY OUTREACH AND DEVELOPMENT

- » The society's 26 community partners provide primary services in 33 locations and perform outreach to over 60 locations in the province, 23 of which are on-reserve communities. In 2017/18, community partners referred 1,147 people to a legal aid office and referred 1,298 people to the LSS Call Centre. They also refer people to Family LawLINE, publications and websites, and other places that provide assistance. Some of its partner agencies have a multicultural focus; however, all CPs provide information about legal aid services to a multicultural clientele.

- » LSS continued its community partner program, allowing people in small and rural communities to have a local trusted intermediary to identify legal problems and link them to appropriate legal services.
- » In 2017/18, LSS hosted four workshops (in Fort St. John, Terrace, Victoria and Comox Valley) and two conferences (Provincial Advocates Conference and Legal Aid Bootcamp) and were involved in the Ending Violence Association of BC Conference, the Decoda Conference, PSA Super Conference, BCSTH Annual Training Forum, and the BC Library Conference. These workshops and conferences brought together 1,233 participants from different sectors, including multicultural organizations, to provide information on developments in the law and information about legal aid.

TELEPHONE ADVICE SERVICES (AVAILABLE IN MULTIPLE LANGUAGES)

- » The Family LawLINE (FLL) provided advice to 2,606 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
- » The Brydges Line is a province-wide, toll-free telephone service with interpretation services available to all callers, 24 hours a day, to assist people who are arrested and/or detained and need legal advice. This year, the Brydges Line provided advice to 17,381 clients.

Partnerships BC

MANDATE

Partnerships BC's (<https://tinyurl.com/ybgnsspo>) mandate is to support the public sector in meeting its infrastructure needs by providing leadership, expertise and consistency in the procurement of *complex capital projects* (<https://tinyurl.com/ycykgtdw>) by utilizing private sector innovation, services and capital to deliver measurable benefits for taxpayers.

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing delivery solutions for complex public infrastructure projects while consistently delivering value to its clients. The following goals support Partnerships BC's vision and mandate:

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

COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of B.C.'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 a client's cultural background.

HIGHLIGHTS OF INITIATIVES

There were no new policies or structures implemented in support of multiculturalism in fiscal 2017/18. 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.

Royal BC Museum

MANDATE

The Royal British Columbia Museum was created under the *Museum Act* (2003) to fulfill the government's fiduciary role as a public trustee of specimens, artifacts, the archives of government, and private archival records and other materials that illustrate the natural and human history of British Columbia; to communicate knowledge of human history through exhibitions, research and programs; and to hold collections for current and future generations of British Columbians.

In its 2018/19 Mandate Letter, government directed the Royal BC Museum and Archives to continue its focus on the following strategic priority actions:

- » Continue to address the Truth and Reconciliation Commission (TRC) recommendations;
- » Work closely with First Nations to advance cultural reconciliation by supporting Indigenous Peoples seeking the return of ancestral remains and cultural objects to their communities;
- » Continue to take a leadership role by increasing the Royal BC Museum's presence across the province with regional outreach – with the goal of making the museum and archives more available to all British Columbians; and
- » Offer unique visitor experiences, both onsite and online, by continuing to offer relevant and engaging exhibitions and educational programs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The Royal BC Museum has a clearly articulated Diversity Policy, and diversity (embracing our differences) is one of its corporate values.
- » The Royal BC Museum and Archives supports researchers interested in the impact and knowledge of Indigenous Peoples, the stories of immigration, multiculturalism and cultural activities within British Columbia.

THE ROYAL BC MUSEUM AND ARCHIVES

- » 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 the First Nations Repatriation program and provides support to the Treaty Negotiations office.
- » Creates learning programs that reflect a diversity of interests.
- » Supports the development of exhibitions, undertakes research, and acquires collections which provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.
- » Documents its activities – which are directly related to the Truth and Reconciliation Commission's Final Report: Honouring the Truth, Reconciling for the Future – by specifically outlining thematic areas and projects that the Royal BC Museum and Archives will undertake; supports major initiatives at the national level related to multiculturalism, such as the CEO of the Royal BC Museum's participation with the Federal Culture Minister's recent cultural exchange mission between Canada and China, and his signing of an MOU with national museums in Beijing and Dunhuang.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- » Staff at the Royal BC Museum speak the following languages, in addition to English: Arabic, Cantonese, Cebuano, Dutch, German, French, Japanese, Mandarin, Polish, Spanish and Xaad Kil (Haida). Volunteers who greet visitors (Lobby Hosts) also speak multiple languages. Both groups of people make visitors from all cultures feel welcome in their own language, when possible. The Royal BC Museum has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language to those who have English as a second language. Over 49 languages are spoken by a large group of volunteers, including three First Nations languages.
- » Offer international internships to university students in various museum studies.
- » Partner with Indigenous communities, specialists and elders to deliver a number of learning programs.
- » Consult with Indigenous communities and continue to foster a strong relationship with the First Peoples Cultural Council and continue to enhance its award-winning exhibition "Our Living Languages." Planning has already begun to create a modified transportable format to travel this important exhibition to communities around B.C. in 2019 and into the future.
- » Provide no-charge admission to all Indigenous Peoples; and all Indigenous Peoples have direct and free access to their belongings, both in the museum and archives collections.
- » The First Nations Repatriation Program Strategic Plan 2017-2020 identifies nine principles through which the museum and archives will transform its approach to working alongside Indigenous Peoples 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 2017, the Royal BC Museum feature exhibition, *Families: Bonds and Belongings*, integrated multiple voices, perspectives and communities, challenging tired old clichés about what constitutes a family.
- » The First Nations & Repatriation department increased staffing resources to help build internal capacity to action the four priorities identified at the March 2017 Symposium on Repatriation.
- » *Kwädq Dän Ts'inchj: Teachings from Long Ago Person Found*, a comprehensive book (and nominated for a series of literary awards), was launched. This story of a young Indigenous man, frozen for hundreds of years (found 18 years ago in a northwest glacier), featured a series of essays and research papers written by members of his community (including living relatives), historians, scientists and conservators associated with the discovery of his ancestral remains.
- » Hosted the Aboriginal Cultural Festival, June 19 through June 21. Songhees and Esquimalt Nations led the celebrations of National Aboriginal Day weekend with music, dance, food and the arts. Welcomed special guests from the Maori performing arts group, He Waka Kotuia, from New Zealand.
- » First Nations Newsletter first edition published in fall 2017.
- » Established the First Nations Advisory and Advocacy Committee to provide direction to the First Nations and Repatriation Program. This committee is comprised of Indigenous leaders from across the province.
- » Implemented the first of many planned and significant interventions within the First Peoples Gallery to ensure that Indigenous voice, content and participation is included in a modern perspective. The first display, woven by artisan weaver Willie White, features a video of his work in progress, as well as a modern interpretation of the traditional woven dance apron.
- » Continue to create and install information kiosks throughout the galleries, which allows for visitors to read information about what they are seeing, in seven different languages (English, French, Spanish, German, Japanese, Chinese & Korean).
- » Research Day included many presentations demonstrating the multicultural aspect of research at the museum and archives, including the Punjabi Canadian Legacy Project; *Orcas: Art, Stories and Indigenous Knowledge*; Spindle Whorls in the museum's Indigenous collections; and the remarkable audiovisual, textual and photographic recordings of Indigenous Peoples of the Pacific Northwest of Canada, which were recorded by Ida Halpern and which document their important songs, ceremonies and culture. In recognition of their importance to Canada, these recordings have been placed on UNESCO Canada's Memory of the World Register.
- » The British Columbia Association of Aboriginal Friendship Centres invited four learning staff, including two Indigenous educators, to present at the Gathering Our Voices First Nations Youth Conference in Kelowna B.C. Workshop sessions included a digital tutorial on how to conduct family research using the BC Archives, and a facilitated discussion about repatriation and what it means to Indigenous youth today. Over 150 Indigenous youth attended the five workshops over two days.
- » Launched new themed gallery tours on immigration, Indigenous legends, biodiversity, gender identity and literature inspired by landscape.

- » The Punjabi Canadian Legacy Project moved into its second year of community engagement. In partnership with the University of Upper Fraser Valley, learning and curatorial staff are working on the establishment of six regional hubs and the development of collected family histories for the South Asian Community.
- » In partnership with the University of Victoria, the Royal BC Museum has supported four years of research into Japanese Internment and Displacement (Landscapes of Injustice). This seven-year project will now move into the development of an exhibition arising from the research, which it will assist the Nikkei National Museum in Vancouver to develop as part of the ongoing partnership for this project.
- » The Learning Portal received funding support from Francophone Affairs to translate four content pathways into French. The Royal BC Museum will continue to apply for future grants. French immersion teachers have identified a critical need for bilingual learning resources.
- » 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 [5000+ students] registering for this museum-based cultural awareness program in the 2017-18 school year.
- » Digital fieldtrips continue to expand across the province. School District 23 from Kelowna partnered with the museum to conduct two digital fieldtrips, reaching over 1500 students, to experiment with existing platforms and technologies in the First Peoples Gallery.
- » *The It's Complicated: Repatriation* discussion series had a strong attendance and generated meaningful discussion about museums and repatriation and was held on National Aboriginal Day (June 21).

- » The popular program, "Wonder Sunday," was designed for children and their families and included the celebration of Chinese New Year throughout the month of February.
- » The newest travelling exhibition, *First Nations Masterworks from BC*, opened at the Museo del Oro in Bogotá, Colombia. The exhibition featured contemporary First Nations cultural treasures, primarily from Indigenous communities along B.C.'s Pacific Coast. Through the lens of exemplary artifacts and images, the exhibition highlights the dynamic artistic contributions of living Indigenous cultures in B.C.

INITIATIVES FROM THE TRC RESPONSE

- » Digital repatriation of Indigenous materials:
 - Prioritizing materials with Indigenous content for digitization;
 - Providing digital copies of records to Indigenous families and communities; and
 - An 1887 government file, describing in detail early settler-Indigenous conflict in the East Kootenays, was provided to the Ktunaxa Nation Council.
- » On March 27, 2018, two important collections from the Royal BC Museum – the Vancouver Island Treaties (signed between 1850 and 1854, these document the agreement between 14 Indigenous Communities and the Governor of the Crown Colony of B.C.) and the Ida Halpern fonds (featuring Indigenous music, dance and sacred ceremonies) – were accepted for inscription on the Canadian Commission for UNESCO's Memory of the World Register.
- » Identification of and sharing of information in collections on Residential Schools, through the creation of a reference guide dedicated to helping those researching the history of Residential Schools in B.C.
- » Indigenization of the BC Archives catalogue by reviewing its description standards and consulting with archival institutions across North America to create a plan to incorporate traditional knowledge, community restrictions and Indigenous language diacritics into its catalogue entries.

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

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

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

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

FOR MORE INFORMATION VISIT US ONLINE:
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