



*Formal Apology to Chinese Canadians – The Government of BC formally apologized in the Legislature for the provincial government’s historical wrongs towards Chinese Canadians. Premier Christy Clark expressed sorrow and regret for discriminatory legislation and racist policies enacted by past provincial governments.*

The ministry, in partnership with the B.C. Hate Crimes Team and Abbotsford Community Services, developed a creative educational campaign and resource to raise awareness about online hate crime. The website (<http://hatecrimebc.ca/>) provides awareness and information about what constitutes a hate crime, reporting information and links to resources for victims.

From November 2013 to January 2014, the ministry undertook the Chinese Historical Wrongs Consultation to discuss the wording and delivery of an apology and legacy initiatives. The Honourable Teresa Wat travelled to Victoria, Kelowna, Vancouver, Kamloops, Burnaby, Prince George and Richmond to engage the public at Forums hosted by Chinese Canadian community associations.

The result was a unanimously accepted apology in the legislature supported by all parties and independents. The Minister responsible for Multiculturalism will work towards the success of ongoing legacy initiatives associated with this consultation.

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

## MANDATE

The Ministry of Jobs, Tourism and Skills Training and Ministry Responsible for Labour (JTST) manages key lines of government service that help create the economic prosperity needed for the success of families and communities across the province. This means taking advantage of the opportunities and responding to the challenges of a globalized economy in order to create new jobs, defend existing ones and position the province for long-term growth.



To accomplish these tasks, the ministry works to:

- » Ensure that B.C. has enough skilled, highly productive workers to meet the needs of our growing economy.
- » Develop B.C.’s regions and key industries to their full economic potential.
- » Support B.C.’s tourism industry in being globally competitive and sustainable.

- » Enhance competitiveness for small business by streamlining regulatory requirements and processes, and providing easier access to government programs and supports.
- » Promote safe and healthy workplaces and ensure that employers, workers and unions understand and apply B.C.'s labour laws.
- » Promote labour stability and protect workers, by balancing the interests of employers and workers.
- » Support growth of the creative industries, including film, television, music, book and magazine publishing, gaming and interactive digital media.



### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. The ministry has a strong commitment to providing information about B.C. programs and opportunities in languages and culturally-appropriate formats for B.C. workers, newcomers to B.C., those considering relocating to work or settle here, and to tourists.

Ministry programs present opportunities to showcase B.C.'s exciting multicultural identity to the world and also to build on our inherent linkages around the globe.

The ministry employs staff in our many offices, who are not only reflective of B.C.'s diversity, but who are also able to implement local and international programs and policies in a culturally-sensitive manner. The ministry offered continuous improvement workshops and webinars to assist employees in assessing ministry programs using a diversity lens. This provided opportunities to increase inclusiveness in program delivery.

The ministry fosters an environment of trust and respect, and works to ensure that the work environment is free of discrimination, harassment, bullying or racism.

To support a positive work environment, JTST has adopted the use of a Supervisor's Checklist for Onboarding and Orienting a New Employee, as well as acting on feedback from the Work Environment Survey.

The Supervisor's Checklist for Onboarding and Orienting a New Employee includes a review of the codes of conduct and related expectations, such as respect in the workplace, and preventing discrimination and sexual harassment in the workplace. The ministry recommends all new employees complete a Discrimination Prevention Workshop.



## EMBRACING MULTICULTURALISM IN THE WORKPLACE

It is important for us to understand both the diversity of the population we serve, and the diversity of the workforce we count on to deliver our services. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

Cross-cultural sensitivity is essential in the execution of our business. Our team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, within the Labour Market and Immigration Division, there are approximately 21 different languages spoken by employees. The ministry also supported an Aboriginal youth intern by providing the opportunity to develop their leadership skills in the work environment, and to share their culture and practices with others.

WelcomeBC is an important resource for staff and the public. WelcomeBC supports a range of initiatives that promote multiculturalism and awareness, not only at the community level, but also within the ministry.

### HIGHLIGHTS OF INITIATIVES

WelcomeBC is a broad framework that brings immigration, settlement and immigration-related labour market services under a single service umbrella. It includes services for newcomers, information about English language courses, employment, health and education services. Examples of services offered in B.C included:

- » English Language Services for Adults, which are free English classes for adult immigrants provided by the government of B.C.
- » Settlement and Integration Program, which provided services and support to help immigrants and families understand, settle, and integrate successfully in Canadian society and B.C. communities.

- » Enhanced settlement workers in schools.
- » Skills Connect for Immigrants Program, a bridging program that successfully helps skilled immigrants to connect to jobs in B.C. that build on their pre-arrival skills, training, knowledge and experience.
- » BC Provincial Nominee Program (PNP), an economic immigration program based on provincial priorities and selection criteria. It offers accelerated immigration for foreign workers and entrepreneurs, who intend to live permanently in B.C., and who demonstrate the ability to become economically established and contribute significantly to the provincial economy.
- » International Post-Graduates pilot project, conducted over the last three years, became a permanent category of the PNP. The program is critical to ensuring B.C. is able to attract and retain highly-skilled international post-graduates in the science and technology fields to support the BC Jobs Plan. By encouraging highly skilled international graduates to build their careers in B.C., we retain the skilled talent needed to fuel our companies and the growth of our industry.
- » Welcoming and Inclusive Communities and Workplaces Program, which is an innovative program with a primary goal to foster welcoming and inclusive communities in B.C., where immigrants can realize their full potential, racism is eliminated, and cultural diversity is valued and celebrated.



Labour programs focussed on being responsive and supportive of the evolving world of work, and communicating workplace requirements and processes to employers, (new) workers, and other stakeholders. Initiatives included:

- » ESB partners with the Economic Immigration Programs Branch to provide education sessions around the province specifically targeted to Temporary Foreign Workers and their employers;
- » Since 2007, Employment Standards Branch (ESB) has conducted approximately 75 guest appearances on Punjabi, Mandarin, Cantonese and English-speaking radio and television programs to answer questions about employment standards and employee rights;
- » Informational seminars targeted for First Nations, new immigrant workers, multicultural groups and business owners on employment rights;
- » Compilation of a Cultural Intelligence Inventory that details the various multicultural resources and services available at Labour;
- » The ESB undertook train-the-trainer projects with multicultural organizations to assist them to share information with their clients; and
- » In conjunction with the Mexican Consulate, ESB continued outreach and educational initiatives on employment standards, workers' compensation system, and labour relations that included delivering training sessions for employers of workers engaged in the Seasonal Agricultural Worker Program (SAWP). ESB also expanded these sessions for SAWP workers and delivered them in Spanish.

In 2013/14, the ministry invested in skills training programs for Aboriginals, including entrepreneurial training for youth, community-based employment and skills training for unemployed people, and job supports to prepare youth to enter the labour force.



The province invested in welding and metal fabrication training, as well as forestry-specific training and work experience for people from First Nations communities under a Labour Market Sector Solutions partnership. In addition, the province provided funding for a new 'Workplace Essential Skills: Bootcamp for the Construction Industry program' for participants from First Nations communities.

JTST also provided funding to support the growth of Aboriginal tourism in B.C. by highlighting B.C.'s aboriginal history and culture that are vital to our province's social tapestry.

The Pine Beetle Epidemic Response Branch supported the development and implementation of the 'Green Energy as a Rural Focus of Economic Development Tool Project'. A focus of the project is to work directly with a number of small rural interior communities and First Nations in the mountain pine beetle epidemic zone to assist with the identification and development of green energy development opportunities in their respective communities. The ministry's partnership in this project demonstrates respect for the cultural, geographic, social and experiential diversity of the various rural communities and the First Nations impacted.

OpportunitiesBC is a partnership between JTST and the Economic Development Association of BC (EDABC). OpportunitiesBC is a searchable database with up-to-date listings of investment prospects across the province. It connects potential foreign investors with B.C. business. OpportunitiesBC is featured on British Columbia's official international marketing website at [www.opportunitiesbc.ca](http://www.opportunitiesbc.ca).



The site is linked to B.C.'s foreign language sites in China, Japan and Korea as well as localized English languages sites for India, Europe and the USA.

Many of the resources and tools offered by the ministry in 2013/14 were available in languages for diverse audiences. Websites, telephone lines, key tools, program guides, videos, and customer support services were offered in numerous multilingual formats for workers, tourists, business partners and immigrants. This included:

- » Publishing the Starting a Small Business Guide in nine languages including English, French, Japanese, Korean, Punjabi, Simplified Chinese, Traditional Chinese, Tagalog (Filipino), and Vietnamese.
- » WelcomeBC provided materials (e.g. the B.C. Newcomers' Guide and videos) to assist newcomer and multicultural communities across B.C. in 13 different languages including Arabic, English, Farsi, French, Hindi, Japanese, Korean, Portuguese, Punjabi, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Vietnamese.
- » English Language Services for Adults brochures were available in a multitude of languages.
- » The WorkBC website offers a translation service using Google Translate to ensure labour market information and employment opportunities are accessible to diverse audiences.
- » Educational materials were translated for workers and employers, including several Employment Standards Factsheets in 10 languages.
- » The ministry launched a new online mapping tool that will help French speaking citizens pinpoint services in their communities.

# Ministry of Justice

## MANDATE

The mandate of the Ministry of Justice is to lead law reform in British Columbia, see that public affairs are administered in accordance with the law, and ensure that British Columbia is a province where people are safe.

The portfolio of the ministry is extensive and diverse, and includes the following responsibilities:

## ADMINISTRATION AND DELIVERY OF JUSTICE

- » Law enforcement and oversight of policing (also a public safety function).
- » Prosecution of offences under the *Criminal Code*, as well as provincial regulatory offences.
- » Court administration and security services.
- » Civil forfeiture.
- » Services to victims of crime.

## PUBLIC SAFETY AND REGULATORY

- » Correctional services and programs.
- » Crime prevention and reduction.
- » Criminal record checks and protection order registry.
- » BC Coroners Service.
- » Road safety and driver behaviour.
- » Emergency planning and recovery.
- » Fire safety and prevention.
- » Flood protection and mitigation.
- » Liquor licensing, enforcement and distribution.
- » Regulation of the private security industry.