

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.

## **PROTECTION OF BASIC LEGAL RIGHTS AND RELATIONSHIPS**

- » Family justice services.
- » Alternatives to litigation (mediation, conciliation and arbitration).
- » Maintenance enforcement and locate services.
- » Legal aid and public legal education.
- » Civil legal services to government.
- » Civil, family, administrative and criminal law policy.
- » Oversight of consumer protection policy.



## **EXECUTIVE COMMITMENT TO MULTICULTURALISM**

The Ministry of Justice works continuously to update and improve its programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

The executive team leads the ministry in the commitment to multiculturalism; in fact, a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website. Key decision makers within the ministry have also participated in a diversity and inclusiveness awareness session.

## **EMBRACING MULTICULTURALISM IN THE WORKPLACE**

The Ministry of Justice values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate.

The ministry is made up of talented and diverse teams that provide services to the people of B.C. Over the past fiscal year, over 900 employees have furthered their competence in working with diverse clientele and teams by attending training and development programs. Examples of development undertaken include:

- » Almost 600 people enhanced their capacity to manage and lead diverse teams.
- » Almost 400 employees learned ways to provide culturally sensitive programs and services to our clients.

The ministry also works with stakeholders to ensure policy and program development reflects the diversity of the province.

## **HIGHLIGHTS OF INITIATIVES**

The following section of the report highlights the many examples of the ministry's diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

### **COMMUNITY SAFETY AND CRIME PREVENTION BRANCH**

- » Offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.
- » Funds VictimLink BC, a toll-free service in more than 110 languages (including 17 Aboriginal languages) that provides information and referral services to victims of crime, including women who have experienced violence.

- » With support from the federal Department of Justice, made online Indigenous cultural competency training available for 540 service providers who work with Aboriginal victims.
- » With support from National Crime Prevention Centre Canada, is undertaking an intensive, three year, community-driven crime prevention project in three different Aboriginal communities.
- » Through civil forfeiture funds, provided over \$700K in grants to Aboriginal communities for crime prevention and remediation projects.
- » With support from the federal government, provided \$90,000 in grants for Integrated Case Assessment Teams in communities across the province to build linkages with immigrant and refugee communities and provide training to respond to high risk cases of domestic violence.
- » Through the Office to Combat Trafficking in Persons, maintain dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal 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 callers who are unable to communicate in English to an over the phone interpretation service;
  - Ongoing delivery of the first Human Trafficking Training Curriculum in Canada, "Human Trafficking: Canada is Not Immune", developed in consultation with representatives from Aboriginal, Settlement and Interpretation organizations, Multicultural Victim Services, and immigrant and refugee service networks. This training is now also available in French;

- Participated in a year-long project funded by the Government of Canada, through WelcomeBC, called "Preventing Labour Exploitation and Trafficking of Live-in-Caregivers". As part of the project, West Coast Domestic Workers Association delivered legal education sessions to live-in caregivers, created a website, and a poster translated into Filipino, Spanish, Punjabi and Chinese. A comprehensive update of the People's Law School Booklet 'Human Trafficking in Canada' was also translated into five languages; and
- Delivered three new "Train the Trainer" sessions in Northern communities with large Aboriginal populations including Prince Rupert, Quesnel and Chetwynd (Saulteau First Nation) to build community capacity to respond to human trafficking issues.

#### **CORRECTIONS**

- » Recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention for all staff.
- » Offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.
- » Recruits Aboriginal service providers to deliver spiritual leadership, counselling and cultural programs in all custody centres to facilitate offender reintegration.
- » Supports the national Aboriginal Justice Strategy with funding to support community-based services for Aboriginal offenders in 30 communities across the province.
- » Provides funding to support the Aboriginal Courtworker Program, a federal-provincial program covering 74 per cent of BC courthouses in 28 communities, which helps people from Aboriginal communities navigate the justice system.

- » The Corrections Branch and the Justice Institute of BC have partnered to provide training in relationship violence, substance abuse management, facilitation skills, and alternative measures to Aboriginal Justice Workers.

#### **COURT SERVICES BRANCH**

- » Provides ongoing support to cross-ministry and multi-lingual websites on the justice system, including links to online resources and legal publications.
- » Maintains multilingual fact sheets, pamphlets, brochures and forms regarding a variety of programs and services.
- » Provides circuit court in three First Nations communities including: Kwadacha; T'say Keh Dene; and, New Aiyansh.
- » Provides court administrative and sheriff services to First Nation courts in New Westminster, Kamloops, and Duncan.
- » Many court locations have court workers with an Aboriginal background who assist Aboriginal Peoples by guiding them through processes and providing them with referrals to legal, social, educational, employment and medical services.
- » During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.
- » Retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages and visual languages for the deaf and hard of hearing.
- » Violation ticket centre automated telephone system includes client information for clients in multiple languages.

- » Court proceedings are conducted in French or in bilingual French/English in two court locations: Victoria (Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings), which, on occasion, travels to other court locations to conduct bilingual or French trials.
- » Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009, allowing for some civil and criminal matters arising under Tsawwassen Law to be heard in BC courts. This successful implementation represents an historic moment in the evolution of the BC justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.
- » Maintains the database of French-speaking potential jurors in BC that was created by Court Services in 2011/12.
- » 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. Note: 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.
- » In partnership with the Justice Institute of BC, continues developing The Centre for Court Administration, a standardized education and training program for court administration staff. A key course in the Foundational Studies curriculum is, "Self Wellness and Client Service", which includes appreciating diversity in the workplace and providing opportunities to give back to the community.

- » Developed and implemented policy in consultation with the World Sikh Organisation which permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

### **CRIMINAL JUSTICE BRANCH**

- » The Criminal Justice Branch (CJB) Diversity strategy was created to promote awareness of diversity and inclusiveness in the Branch, to research best practices and offer recommendations for initiatives to implement Branch-wide, and to ensure consistency with a broader initiative to promote the importance of diversity and inclusiveness within the ministry of Justice and the BC Public Service. By increasing awareness, we can better understand, respond to, and reflect the communities we serve. Work under this initiative includes ensuring CJB publications appropriately reflect inclusive language, especially our recruitment and retention materials, professional development training on cultural awareness, and translation of CJB publications whenever possible.
- » Due to one-time available federal funding, the Branch was able to undertake several cultural awareness training sessions across the province. In addition, two senior Crown Counsel were able to host training sessions aimed at junior to mid-level Crown Counsel regarding vulnerable victims and witnesses, especially new immigrants and children, regarding prosecuting violent and/or sex-based crimes.
- » The Criminal Justice Branch developed two information sheets regarding the Role of the BC Prosecution Service and the Role of Crown Counsel, which were translated into nine languages and made publically available on the CJB Internet site.
- » The Branch developed specialized training, for both administrative staff and Crown Counsel, to support prosecutions conducted in French.

- » In 2013/14, the Criminal Justice Branch collaborated with our justice partners to update the Victim Impact Guide and related form, which were then translated into nine languages. These will be made publically available on the CJB Internet site.
- » In addition, as in previous years, the Branch:
  - Ensures inclusive language is used in our internal and external communications that promotes multiculturalism, diversity and inclusiveness.
  - Participates in First Nations Courts (located in New Westminster, Duncan, North Vancouver and Kamloops), which are a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic “healing plan” for the offender to address the underlying issues that may have led to the crime being committed.
  - Resource Counsel made available to work with the Hate Crime Team providing legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters. Assessment of whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code is conducted.
  - Maintains a Resource Counsel position within the Branch to assist the Crown with files which may have an element of hate or bias to them.
  - Maintains a liaison with the Vancouver Police Department Diversity Policing Section.
  - Staffs a French language prosecutions team.

- Committed to alternative measures programs that recognize the traditional values and customs of aboriginal 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 BC (JusticeBC).

#### **EMERGENCY MANAGEMENT BC**

- » Supports local authorities' development of culturally appropriate emergency preparedness, response and recovery plans.
- » Established the Integrated Disaster Council of BC, comprised of disaster response agencies, and multicultural groups.
- » A Letter of Agreement with Aboriginal Affairs and Northern Development Canada (formerly Indian and Northern Affairs Canada) confirms Ministry support for First Nations communities if support is required in emergency response and recovery operations.
- » Developed public safety brochures in Punjabi, Cantonese and Mandarin.
- » Office of the Fire Commissioner supports First Nations communities in fire investigations via a direct request from RCMP, Coroners or the First Nations communities for serious injury and fatality fire incidents.
- » Support local fire departments through culturally diverse fire safety initiatives.
- » Brochures dealing with the Coroners Service roles and responsibilities are available in a variety of languages.
- » Coroners perform their duties with respect for and consideration of the cultural practices and beliefs of the deceased and next of kin as circumstances allow.

- » Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.
- » The BC Coroners Service was most pleased on May 2 2014, to sign 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 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 the result of a tri-partite agreement involving the First Nations and the BC and federal government to transfer control of First Nations health services to First Nations control. If you would like to read more about the FNHA, it can be found on their website: [www.fnha.ca](http://www.fnha.ca)

#### **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 British Columbia.
- » Almost a quarter of the mediators on the child protection roster self-identify as Aboriginal, the result of concerted effort to increase capacity to better serve Aboriginal communities.
- » The Parenting after Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered online in Chinese, Mandarin, French, and Punjabi. A handbook for parents is available in Chinese, French and Punjabi.

- » Multilingual family justice mediation services are provided on an ad hoc basis, as needed in Mandarin, Cantonese, Spanish, French, German, Farsi and Portuguese.
  - » The branch provides core funding to Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Society and Notary Foundation, in support of LSS's multiculturalism-related initiatives. LSS delivers public legal education and information; a significant number of materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets, such as radio and newspapers and many public legal education and information programs have been tailored for First Nations audiences.
  - » Additionally, LSS has increased Aboriginal services being delivered through the:
    - Gladue report disbursement pilot project, which supports Aboriginal clients who face sentencing in court;
    - Legal aid intake on reserves;
    - Gladue report writing and training for lawyers and advocates;
    - Access to First Nations Courts; and
    - New public legal education and information materials for Aboriginal peoples.
  - » At the national level, British Columbia chairs a subcommittee of the federal/provincial/ territorial (FPT) Aboriginal Justice Working Group and is leading the development of a justice framework to address the issue of violence against Aboriginal women and girls. The Group is preparing a report on their work to FPT Ministers Responsible for Justice and Public Safety in fall 2014.
- » Using federal funding provided via the ministry of Jobs, Tourism and Innovation, and which concluded on March 31, 2014, the branch enhanced public legal education and information for new immigrants. This funding provided increased access to law related classes for English Language Services for Adults, expansion of the Court Information Program for Immigrants and enhanced training and collaboration between Public Legal Education and Information and settlement agencies, resulting in better web access to tools and resources about employment standards, housing issues, family law and increased use of multicultural media.
  - » Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide information, general advice, and advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code. The 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 race, colour, ancestry, place of origin and religion (other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation).
  - » Education about rights and obligations under the Human Rights Code is provided through the ministry-funded British Columbia Human Rights Coalition, which includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which includes information in English, Chinese and Punjabi; and, seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout British Columbia.

- » At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in federal/provincial/territorial discussions considering whether Canada will ratify or become a signatory to other instruments.

#### **LEGAL SERVICES BRANCH**

- » In conjunction with Criminal Justice Branch, has a specific articulated student position for Indigenous articulated students. This program allocates one articling position annually for a law student having indigenous ancestry.
- » Assists the ministry to ensure compliance with the Charter of Rights and Freedoms, the Human Rights Code and the Multiculturalism Act.

#### **LIQUOR CONTROL AND LICENSING BRANCH**

- » Educational videos on provincial liquor laws as they apply to bars and restaurants are available via the Liquor Control and Licensing Branch website. A version of the video for restaurants has been available for several years in simplified and traditional Chinese, Cantonese, Mandarin, and Korean.
- » The Liquor Control and Licensing Branch maintain a contract with the Provincial Language Service for interpreter services for use by liquor inspectors and licensing staff when required.
- » Discussions have taken place to include another large licensee group – Punjabi speakers – but this will wait until the completion of the liquor policy review and resultant changes.

#### **POLICING AND SECURITY PROGRAMS**

- » Police Services Division cost shares with Public Safety Canada (48 -52%) the provision of a dedicated policing service to First Nation communities. The goal of the First Nation Community Policing Service is to ensure that First Nation 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 one hundred per cent of their time policing needs of the First Nations communities. In 2013/14 there were a total of 108.5 police members providing an enhanced service to 131 First Nation communities throughout BC through 54 Community Tripartite Agreements. Ten First Nation communities with the Stl'atl'imx nation have organized a tribal service police unit to provide culturally sensitive policing and law enforcement on their lands. In addition, the treaty Tsawwassen First Nation has an agreement with the Corporation of Delta for the dedicated services of one Delta Police officer to provide an enhanced service to their citizens.
- » British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. Policing and Security Branch sponsors the Provincial Committee on Cultural Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-racial minorities in British Columbia. The Committee is comprised of senior police officers, other law enforcement partners and representatives from British Columbia's racial and ethnic communities. This committee is co-chaired by the Director of Police Services and the Chairman of the Canadian Race Relations Foundation. The latter is a Canadian government agency responsible to foster racial harmony and cross-cultural understanding and help to eliminate racism.

- » The Police Academy of the Justice Institute of British Columbia has received a \$205,000 grant through the Civil Forfeiture Office to develop cultural sensitivity training for police officers. This will include a review of present training and best practices related to cultural awareness and sensitivity training, as well as consultation with community and First Nations stakeholders.

**ROADSAFETYBC (FORMERLY THE OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES)**

- » 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. BC 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.

## Ministry of Natural Gas Development and Minister Responsible for Housing

### MANDATE

The Ministry of Natural Gas Development (MNGD) and Minister Responsible for Housing is the provincial ministry responsible for British Columbia's petroleum and natural gas sector, which comprises public and private interests that explore for, develop and use oil and gas. Through teamwork and positive working relationships with its clients, the ministry facilitates B.C.'s thriving, safe, environmentally responsible and competitive natural gas and petroleum sectors to create jobs and economic growth in communities.

A key component of the ministry's mandate is to develop tenure, royalty and regulatory policy for British Columbia's oil and gas industry, thereby promoting the effective and environmentally responsible management of the province's oil and gas resources. In developing policies, legislation and guidelines, the ministry consults with other ministries and levels of government, natural gas and petroleum companies, First Nations, communities, environmental and industry organizations, and the public.

The ministry provides a range of oil and gas related services, including the issuance of Crown subsurface resource rights, royalty programs, public geoscience and policies to address potential future resource opportunities, such as unconventional oil and gas resource development. The ministry has created a Liquefied Natural Gas Task Force, which is leading an inter-agency team to support the development of a new liquefied natural gas industry in B.C.