

- » 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.



The ministry strives to ensure that British Columbians have access to safe, affordable and appropriate housing through:

1. Market and non-market housing policy and programs;
2. Building and safety policy and the development of technical codes and standards; and
3. Services for landlords and tenants. With regard to housing issues, the ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses and industry associations. Key to the ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

GOALS

As stated in the ministry's Revised 2013/14 – 2015/16 Service Plan published in June 2013, the ministry's four goals are:

- » **Goal 1:** An internationally competitive natural gas sector that contributes to jobs and the economy.
- » **Goal 2:** Safe and environmentally responsible natural gas resource development and use.

- » **Goal 3:** Communities, First Nations and all British Columbians are supported by responsible resource development and use.
- » **Goal 4:** Safe and sustainable homes for all British Columbians.

WHO WE SERVE

The ministry's stakeholders are the citizens of B.C. and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, businesses, industry and industry associations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- » The MNGD Executive remains committed to respectful, honest, trustworthy and ethical behaviour, and diversity in all its communications and actions. The executive is ethnically diverse in its composition.
- » Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. The Natural Resource Sector (NRS) ministries began work on this in January 2012 with the release of a Diversity and Inclusiveness Plan. This work continues in Natural Resource Sector Transformation Plan. The purpose of the initiative is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that our services meet the diverse needs of our communities.
- » Through a sector-wide online survey, the NRS established a baseline understanding of and awareness of what diversity and inclusiveness is, perceived barriers and areas of opportunity. The contributions of our employees informed our plan on how to move forward.
- » Our current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

- » Corporate Services for the Natural Resource Sector developed a toolkit with practical aids to build employee understanding and awareness; showcased diversity and inclusiveness on their employee learning and development site; and launched an inclusion tool to evaluate policies, programs and services to ensure it meets the diverse needs of the citizens we serve.
- » In June 2014, the Upstream Development Division held an Open Space Discussion involving all staff, which included topics of respect, inclusiveness and team building.
- » The corporate mission statement and values support the goals of multiculturalism by ensuring policies, programs and decisions across government support the establishment of a thriving, competitive Liquid Natural Gas (LNG) industry that is environmentally and socially responsible.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- » The ministry is comprised of staff who speak the following languages: Cantonese, Dutch, English, Farsi, French, German, Gujerati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish and Tagalog.
- » Ministry employees have a wide variety of ethnic backgrounds: Argentinean, Australian, Austrian, British, Chinese, European, Fijian, Filipino, Iranian, Irish, Italian, Japanese, Korean, Métis, Namgis First Nation, Persian, Polish, Portuguese, Quebecois, Russian, Scottish, South Asian (Hindu and Punjab), Taiwanese, Tla-O-Qui-Aht First Nations and Tsawataineuk First Nation cultures.
- » The Oil and Strategic Initiatives Division held presentations on different cultures and sampling of foods/beverages (e.g. tea from Sri Lanka, presentation on Indonesia and indigenous coffee).
- » Diversity training in the work place provided a greater understanding of cultural diversity.

- » Articles/highlights/notices on ethnic holidays (e.g. Chinese New Year's; Aboriginal Day, etc.) were posted on the ministry intranet.
- » The Upstream Development Division is focused on building employee understanding and awareness; ensuring our recruitment and retention practices are inclusive and creating a community of healthy diversity.
- » LNG revenue-sharing agreements were signed by B.C. and the Lax Kw'alaams and Metlakatla First Nations.
- » The Haisla First Nation in Kitamaat Village was successful in establishing a LNG partnership.

HIGHLIGHTS OF INITIATIVES

- » The international LNG in B.C. Conference was hosted by the LNG Task Force in 2014. International delegates from the U.S.A., Australia, China, France, Hong Kong, India, Italy, Japan, Korea, Netherlands, Norway, Taiwan and the United Kingdom were in attendance.
- » A publication titled Fuelling the Future will be available in languages other than English, including Cantonese-Chinese, Mandarin-Chinese and Punjabi.
- » The Assistant Deputy Minister of the Upstream Development Division represented the ministry at the Kormarime Conference in Korea in October 2013.
- » In 2013–14, the Residential Tenancy Branch held the following public education sessions on landlord–tenant responsibilities:
 - April 2013 – 3 Healthy Babies sessions for mothers new to B.C.;
 - May 2013 – Camosun College International Students;
 - August 2013 – University of Victoria International Students;
 - September 2013 – Mosaic Immigrant's Centre; multicultural, non-profit organization;
 - September 2013 – Options Settlement and Integration Program;

- October 2013 – Radio Sher-e- Punjab – focused on providing information to the South Asian community;
 - November 2013 – Ready to Rent – Hiye Yu Lelum First Nations group;
 - November 2013 – Ready to Rent – Pauquachin First Nation;
 - February 2014 – Ready to Rent – Victoria Multicultural Centre; and
 - February 2014 – Settlement Services Department for the Tri-Cities (Coquitlam).
- » The Residential Tenancy Branch launched the French version of the Guide for Landlords and Tenants. The Branch continues to publish the Guide for Landlords and Tenants in B.C. in the Punjabi and Chinese languages.
- » The Residential Tenancy Branch continues to offer the general Residential Tenancy Branch brochure in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.
- » In addition, the Residential Tenancy Branch built on its ongoing relationship with the Francophone community by providing a public information session in French at the Vancouver Francophone Community Centre.

Ministry of Social Development and Social Innovation

MANDATE

The vision of the Ministry of Social Development and Social Innovation is to make a difference in the lives of British Columbians trying to overcome social and economic barriers. To support this vision, the ministry provides a system of supports and services to eligible British Columbians needing temporary income assistance, disability services and programs, training for employment and supports for community living services that help adults with developmental disabilities and their families.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry understands the need to provide services and supports to a diverse client community in a way that meets their needs. As part of the ministry's vision of achieving positive outcomes for our clients, the ministry has developed a framework consisting of a set of goals and values that are integrated with the B.C. Government's corporate diversity plan: Reflecting Our Communities as well as Being the Best and Citizens @ the Centre.