



CREATING WELCOMING & INCLUSIVE COMMUNITIES: What Will It Take?

Thursday, June 26, 2008
Morris J Wosk Centre for Dialogue

Forum Report

Submitted by:

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Director, Dialogue Programs
Simon Fraser University

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Convened by:

Sponsored by:



Ministry of Attorney General and Minister
Responsible for Multiculturalism,

Ministry of Advanced Education and Labour
Market Development, Immigrant Integration
Branch, Responsible for WelcomeBC

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Background

“We can create a caring collective society – a place called home for everyone.”

*Paula Carr
Executive Director
Collingwood Neighbourhood House*

A Place Where We All Want to Live: “We want to create a bountiful garden, not just pull weeds.”

On June 26, 2008, 140 elected officials, First Nations leaders, academics, government representatives, community leaders, city planners, businesspeople, social service representatives, educators, NGO administrators, police officials, students, artists, librarians, seniors, spiritual leaders, media representatives, and private citizens took a full day out of their busy schedules to gather in the Asia Pacific Room of the Morris J Wosk Centre for Dialogue. Their task? To explore what it means to live in a welcoming and inclusive community.

Funded and sponsored by British Columbia’s Ministry of Attorney General and Minister Responsible for Multiculturalism and convened by Simon Fraser University’s Dialogue Programs, Creating Welcoming and Inclusive Communities was developed with the guidance of the Welcoming and Inclusive Communities and Workplace Intergovernmental Steering Committee, comprised of federal, provincial, municipal officials and citizen advisors from Metropolitan Vancouver.

The culturally and ethnically diverse group of invited delegates came from eight Metro Vancouver municipalities – Burnaby, Coquitlam, Delta, New Westminster, City of North Vancouver, Richmond, Surrey, and Vancouver. Together, they turned their attention to a challenge that all of them share: Given the rapid social and demographic changes resulting from widespread immigration to our communities, how do we make everyone feel at home?

See Appendix I for event invitation.

See Appendix II for delegate pre-reading

See Appendix III for the list of delegates.

Program Highlights

“Spaces of beauty and healing are to be found in using our voices together.”

*Sara Kendall
Musical Director
Cultural Medicine Cabinet Choir*

Emerging Landscapes of Ethno-Cultural Complexity: “There is no single story.”

Daniel Hiebert, PhD, a geography professor at UBC whose research focuses on public policy related to immigration and cultural diversity, painted a picture of profound transformation of Metropolitan Vancouver’s neighbourhoods in the last eight years.

Sixty percent of this area’s newcomers are economic immigrants from Asian countries. Their education varies from graduate degrees to very little schooling, but on average, they are more educated than they have ever been. Unfortunately, their financial challenges are corresponding more onerous than ever, with average earnings of 43 cents for every dollar that a Canadian-born worker makes. This is part of the reason that “a significant diaspora” of 7000 people emigrate from BC every year. But despite the economic challenges, over half of Metropolitan Vancouver’s new immigrants and nearly one-fifth of new refugees own their own homes after living for four years in the most expensive housing market in the country.

Greater Vancouver’s multifaceted ethno-cultural landscape comprises 39% foreign-born residents – an average of 22 different cultural communities per 1000 people. There are high levels of diversity in every municipality, including the suburbs. For the most part, low-income newcomers are not concentrated in inner city neighbourhoods but are distributed throughout each community.

“We have over 80 languages in a seven square mile area. We have to be welcoming. This is how we will make our neighbourhoods work.”

*Mayor Wayne Wright
City of New Westminster*

(left to right)
Special Guests Patricia Bidart,
Elder Larry Grant, Dr. Daniel
Hiebert and Paula Carr



“We tend to think of immigration and diversity issues in simple terms, using phrases such as ‘the typical immigrant’ or ‘immigrants need’. This is not an effective way of understanding an emerging, complex situation.”

*Daniel Hiebert, PhD
Co-director, Metropolis British Columbia Centre of Excellence for Research on Immigration and Diversity*

Metropolitan Vancouver’s complex settlement patterns give rise to complex social and economic outcomes. “Super-Diversity” is the term Dr. Hiebert used to describe a situation defined by Dr. Steven Vertovec, Director of the Max Planck Institute for the Study of Religious and Ethnic Diversity, as “a dynamic interplay of variables among an increased number of new, small and scattered multiple-origin, transnationally connected, socio-economically differentiated and legally stratified immigrants.”¹

Dr. Hiebert also highlighted the corresponding “bewildering complexity” of government and nongovernmental institutions serving new immigrants, making it difficult for them to know who’s in charge and where to go to ask questions. However he finds hope in the number of institutions, including BC’s provincial government, voluntarily taking on more responsibility for issues related to diversity, and raising the level of dialogue among stakeholders.

Another important sign of hope is the significant support for immigrants and refugees among BC’s general public. More than 70% of BC residents feel that immigrants and refugees have a positive economic impact on the country, and that immigration strengthens Canadian culture. Over 90% of longstanding residents favour cultural diversity, and over 86% of BC’s newcomers feel that their culture is accepted here. Vancouver’s generous attitude toward immigrants is outstanding in Canada, which in turn leads the world in its positive approach to diversity.

While a sympathetic public is a necessary prerequisite for creating welcoming and inclusive communities, Dr. Hiebert pointed out that our models of society are outdated and that “society is changing more rapidly than is our understanding of society.” Such complexity calls for a sophisticated, multi-layered response on the part of leaders and decision-makers.

The Innisfail Model: “It’s exciting to see people who like living in our community.”

How can a small community with less than 7691 residents, no funding, and no immigrant programs create a welcoming place for foreign-born newcomers to work and live? Patricia Bidart, Chair of the Innisfail Welcoming Communities Committee, described a pilot project based in Innisfail, Alberta, that is doing just that. A community with a strong agricultural industry but a shortage of workers, Ms. Bidart and other Innisfail residents wanted to find ways to attract, retain, and integrate workers and students from Mexico, the Philippines, and Eastern Europe, who were trying to make Innisfail their home.

The committee’s action-oriented approach began with some “quick wins” that were easy to put in place and that would offer immediate benefits to newcomers:

- Getting a laptop computer with web camera for public use
- Providing free library cards to newcomers
- Offering diversity training for employers and community members
- Providing free community access to school gyms for recreation use
- Accessing the services of The Central Alberta Refugee Effort (CARE)
- Translating school information into Filipino, Spanish and Russian

The Innisfail Welcoming Communities Committee also created a “tool kit” containing a letter for employers with information to share with foreign-born employees, and a letter of welcome with a package of easily translated information for newcomers. The latter includes a Spanish, Filipino, and Russian version of the town map; information on banking, health care, schools, grocery shopping, transportation, and churches; a list of translators and contact information; a list of doctors who deliver babies; and “helpful hints” for living in Innisfail.

An English as a Second Language (ESL) Committee set up courses for parents to study ESL with their children in school; Spanish courses for children; and on-line ESL courses at Olds College. Books from newcomers’ countries of origin were also acquired. There is also a volunteer tutor program and a program matching new families with established families. Employers have made newcomers feel welcome with cultural events such as a rodeo parade, Heritage Day and other holidays.

All of these efforts have already had a positive effect on Innisfail, even though they have only been underway since October 2007. This success is attributable to broad-based community support, including Olds College, Sunterra Meats Ltd., school districts, Innisfail Chamber of Commerce, and the Town of Innisfail. Ms. Bidart describes the program, which is dependent on volunteers, all of whom are very busy, as “a work in progress.” Her advice to other communities? “Don’t get bogged down with structures and funding. Start with quick wins. Try to get the right people around the table. Make sure you have a passionate supporter from town council on the committee.”

¹ Vertovec, Steven. The Emergence of Super-Diversity in Britain. University of Oxford, 2006.

“Within any particular population from a given country, there will be important distinctions with respect to ethnicity, religious affiliation and practice, regional and local identities in places of origin, kinship, clan, and tribal affiliation, political parties and movements, and other criteria of collective belonging.”

*Steven Vertovec
The Emergence of Super-Diversity in Britain*

Collingwood Neighbourhood House: “Investing in gifts helps us feel ownership.”

Paula Carr, Executive Director of Vancouver’s Collingwood Neighbourhood House described a project that “began with a group of five people sitting around a kitchen table, wanting to create a caring community.” Twenty-three years later, that dream has become an ever-evolving reality. Its focal point is a multi-service centre that is intercultural and intergenerational. Embracing 22 different cultures, Collingwood Neighbourhood House provides childcare, youth services, recreation programs, settlement services, family programs, and computer services to its residents. It also supports the homeless, people with addictions, and residents who are socially isolated. And, with an increase from 30% nonnative English speakers in 1998 to 70% in 2008, language programs are an essential service.

“I came to Innisfail from Saskatchewan and was made to feel welcome. I want the same for other newcomers.”

*Patricia Bidart, Chair
Innisfail Welcoming Communities
Committee*

But the centre’s character truly comes to light in its stories. The senior who lost her fear of “foreign” faces when she was invited to an Indian wedding ceremony. The little girls who were best friends at school but didn’t know they lived next door to one another until neighbours came together to create a walking school bus. The student from Colombia who created a work of art from the clothes of refugees that had found their way to the Collingwood community. The First Nations youth who had planned to create a totem pole but ended up creating a gateway because they couldn’t conceive of putting any one culture on top of another.

Collingwood Neighbourhood House’s success comes from its shared values of respect, diversity, capacity-building, relationship-building, and reciprocity. Giving people within the neighbourhood the opportunity to contribute their gifts and talents to whatever the task at hand is an important priority. There is a strong focus on family and community, on encouraging collaboration and community leadership on projects such as making the local park safer, growing food, designing public spaces, and feeding the hungry.

None of this was accomplished overnight. According to Ms. Carr, “It takes time, patience, intention, and dreams to build a caring, inclusive society. We still have a long way to go.”

Municipalities in the Round: “Our community is up for the challenge.”

A round-table discussion among representatives of all eight municipalities, facilitated by program moderator, Joanna Ashworth, revealed a common theme. All communities have experienced a dramatic increase in new immigrants in the past four to ten years. A high degree of diversity is something they all share, regardless of the size of municipality.

Another quality they share is a strong commitment to support their many newcomers, and at the same time to create and maintain a sense of community. A small sampling of some of their efforts is found on page 4.

The conversation among civic leaders revealed a number of challenges. Most growing municipalities lack the funding base for neighbourhood houses and for the influx of young people into the school system. Staff shortages are also a concern. Many of the volunteers on multiculturalism advisory committees serve on several other committees as well, and burnout is an issue. The structural barriers preventing foreign-trained professionals from getting the credentials they need to work here is a huge problem for individuals and also for the communities in which they live.

Another issue concerns accommodating different and sometimes conflicting cultural and social perceptions regarding social issues such as mental health and addiction services. Indeed, having the capacity to address these issues is a concern in many municipalities. They have the resources to deal with roads, services, and the built community, but feel they have a long way to go on the social side. Ambiguity as to whether this is a municipal responsibility or a provincial jurisdiction is a complicating factor.

Municipalities are responding to these challenges in a number of creative ways:

- Offering immigrant community leadership programs to encourage volunteerism and community involvement
- Reaching out to cultural groups to determine their needs and wants
- Dialoguing with other levels of government to explore opportunities for partnership
- Mapping community assets
- Engaging the business community

All of the leaders recognized that celebrating diversity and reaching out to new neighbours is at the core of creating welcoming communities. “Our populations are not vanilla-flavoured,” as one councillor expressed it. Another councillor suggested creating monuments that celebrate people from other places and the often-arduous journeys they’ve

undertaken to get here, and not just commemorating “dead rich white guys.” Equally important is acting immediately toward end goals and not spending too much time on policy development. Most important of all is to be willing to dream, to be inspired by the rich stories and resources that community members have to offer.

“The problem is not a lack of services. It’s a fundamental structural economic inequality regarding immigrants in this country. We’re promoting diversity and inclusion but we have the best educated taxi fleet in North America.”

*Craig Keating
Councillor, City of North Vancouver*

PROMISING PRACTICES AMONG LOWER MAINLAND MUNICIPALITIES

Representatives from the eight municipalities attending the forum highlighted the following efforts toward or evidence of welcoming and inclusive communities:

- Richmond has done an arts and culture scan to, among other things, take a snapshot of the talents, resources, and assets among the many cultural groups within that community.
- In Burnaby, government and nonprofit groups collaborate in reaching out to refugees. The city also cost-shares community schools with the Burnaby School District, making available community development workers to welcome newcomers, organize social events and activities, and get to know individuals and families.
- Surrey’s First Steps program is a multi-agency collaboration to provide early childhood development to refugee children from birth to age 5.
- New Westminster’s Parks and Recreation Department hosts regular family fusion dinners in which the food from one culture is blended with entertainment from another.
- Delta has responded to its influx of Indo-Canadian immigrants by translating documents and street signs in Punjabi, and establishing inclusive parks and recreation policies.
- In Vancouver’s neighbourhoods there is a commitment to bring together the built environment with the social environment. For example, Mount Pleasant has a social planner working with those planning the community’s physical surroundings.
- Coquitlam turns St. Jean Baptiste Day into an inclusive multicultural event with Chehalis First Nations dancers, the Vancouver Korean Dance Society and the Banghra Dance group joining French Canadian artists.
- In densely populated North Vancouver, seeing people from diverse backgrounds living, working, and playing together is an everyday experience.

*See Appendix IV for a summary of “promising practices” at the municipal government level
See Appendix V for the onsite program.*

“At a recent forum on citizen involvement and inclusion, 100 people turned up. All were Caucasian and over 45. There were no youth and no immigrants present. Everyone spoke with passion but no one spoke with an accent.”

*Richard Stewart
Councillor, City of Coquitlam*



Visions of a Welcoming and Inclusive Future

Visioning our Desired Future in 2013: “We are the ones we’ve been waiting for”

In the afternoon, delegates worked in groups to create a vision of their most desirable, welcoming and inclusive community five years from today: What would it be like to live in a welcoming and inclusive community? What would public institutions and agencies be like? What would community leaders be doing? What would people be talking about? What would be evidence of people feeling welcome and included?

Here are some of the qualities that the visions had in common:

- A safe, friendly community
- Ready access to housing, food, shelter for all
- Everyone’s assets and skills are welcomed and used
- People living together and supporting each other at an individual and community level
- Shared community spaces that allow for interaction – e.g., community gardens, healing centres, welcoming centres, block parties.
- Removing not just the physical walls that separate people, but also the emotional, social, and psychological walls
- Respect for who immigrants are and vice versa
- Intercultural representation on government and community bodies and institutions

Below are some of the recommendations that the visionaries made for the benefit of the decision-makers listening to their presentations.

“We come here with a big hope but when we get here there is more worry, more trouble... Governments need to go to those in need. We need to take the services to the people.”

*Charles Pioneson
Sudanese Immigrant
New Westminster*

ADVICE FOR DECISION-MAKERS

Emerging from the working groups representing a cross-section of Metropolitan Vancouver’s diverse population, were a number of valuable suggestions for leaders and decision-makers.

- Make accreditation of immigrants in the professions a priority.
- Make creating shared, usable public space that fosters Canada’s intercultural identity a priority.
- Encourage volunteering and citizen involvement.
- Use an assets-based approach in determining community strengths and needs.
- Allow for intercultural representation that reflects the composition of the community on all government bodies and institutions – at all three levels of government. This applies to community organizations and agencies as well.
- Post 2010, use an Olympic venue as a major legacy centre for multicultural community use.
- Include First Nations on all government and community bodies and institutions.
- Include youth, seniors, and representatives of minority groups in community development.
- Encourage the development of high school courses that support diversity.
- Provide realistic pre and post arrival orientation for new immigrants.
- Take care of immigrants’ basic needs such as housing and employment before teaching them how to take a bus.
- Offer government incentives for businesses to hire immigrants and for immigrants to start new businesses.
- View English as an alternative language as opposed to a second language.
- Translate documents into all languages.
- Have an information line that addresses new immigrants in their native tongue, where they can leave a message and a volunteer who speaks their language can follow up.
- Refine the use of libraries as community meeting spaces.
- Create regular festivals celebrating all cultures.
- Include First Nations in ceremonies for new citizens.

“In a society as diverse as ours, we can reach consensus on some things but not on others. Where do we need to reach consensus and where do we not need to? Not reaching full consensus can be a good thing.”

*Daniel Hiebert, PhD
Co-director, Metropolis British Columbia Centre of Excellence for Research on Immigration and Diversity*



“We have come a long way from the time my parents came here. If I had come of age then, I never would have gone to law school or entered a profession.”

*Honourable Wally Oppal
Attorney General & Minister Responsible for Multiculturalism*

Reflecting on the Visions: “We can create policies, we can enact by-laws, but it begins with ‘I.’”

The government representatives responding to the visions shared the participants’ passion for multiculturalism, characterized by Attorney General Oppal as “a pervasive issue across all ministries in BC’s provincial government.” However, one MLA pointed out the need to provide ongoing support for immigrants who often receive help when they first arrive, but after that they are on their own.

Many officials spoke of the need for personal commitment to create welcoming and inclusive communities and said that until newcomers feel that they belong and that their skills are being used, there is no inclusion. It was pointed out that established residents of the community – First Nations, seniors, youth, and people with disabilities, etc. – also need to feel as though their neighbourhood is their home.

Policy is essential but personal actions are what make the difference. Mayor Wayne Wright of New Westminster told the story of Charles Pioneson, a forum delegate originally from South Sudan, coming to his office and saying he wanted to be included in local government. Mayor Wright immediately invited Charles to participate on the city’s Multiculturalism Advisory Committee. According to Mayor Wright, “We are going to make the changes with new inclusions of good people.”

LEARNING FROM OTHER COMMUNITIES

Toronto, the only city in Canada with more immigrants than Vancouver, addresses the issue of underemployment of skilled immigrants through the Toronto Region Immigrant Employment Council (TRIEC).

TRIEC members include representatives from employers, labour, occupational regulatory bodies, post-secondary institutions, assessment service providers, community organizations, and all three levels of government.

Some of TRIEC’s projects include:

- Matching over 2800 skilled immigrants in Mentoring Partnership relationships with established professionals in the same occupation. The program has a success rate of over 80%.
- Creating the widely used hireimmigrants.ca web site.
- Placing more than 740 interns with more than 280 host organizations. Seventy-five to eighty percent have secured full-time positions in their chosen fields.

Implications for Action

“How do we do a better job of engaging communities who have typically been excluded? A multicultural advisory committee is not enough. We need to reach out.”

*Aileen Murphy
Senior Planner
City of Surrey*

“We are just beginning our life in Canada. We haven’t been acknowledged and respected. We haven’t had the chance to say, ‘You are all Canadians. We love our land, and whoever lives on this land has to love it and respect it. That is why you are all close to me.’”

*Ruth Adams, Elder
Tsawwassen First Nation*

A Journey We Have All Been Involved In: “What can we commit ourselves to?”

An overarching theme of this forum on Creating Welcoming and Inclusive Communities is that it takes small actions to make big changes, and that it is preferable to build on strengths as opposed to focusing on deficits. Another important realization was the necessity to create partnerships – it is impossible to make the required social changes without collaboration. And yet it all begins with individual choices.

In closing remarks, Alden Habacon, Manager of Diversity Initiatives for CBC Vancouver, challenged each person present to come up with one personal strategic plan that would demonstrate his or her commitment to creating a welcoming and inclusive community, and “bring it to this table the next time we meet.”

The consensus was that while we can be justifiably proud of our commitment and passion for diversity, we have a long way to go toward creating the kinds of communities that we all want to live in. The intent is to broaden the conversation to a provincial level next year, and by 2010 to hold a national and possibly an international forum on this topic. Perhaps by 2013, if we fulfill the following vision put forth by one of the working groups, dialogues on diversity will no longer be necessary:

“Imagine a place where there is infrastructure that is accessible for all and is fun and sustainable. Where governments recognize our voices. Where there is no ‘us’ and ‘them.’ Where everyone works together, including business, schools, community. Meaningful engagement for all.”

See Appendix VI for delegate feedback



Forum Advisory Committee (left to right)

Mohammed Afzal Malik, Phinder Dulai, Bill Walters, Scott Young, Connie Hong, Joanna Ashworth, Charles Pioneson, Meharoona Ghani, John Stark & Joe Greenholtz.

Missing: Craig Amundsen, Mahmood Awan, Shakat Hasan, Alan Hill & Liyang Ning,

Appendix I – Event Invitation



You are invited to attend a day-long forum

Creating Welcoming and Inclusive Communities: What Will It Take?

Metro Vancouver communities are experiencing rapid demographic change through immigration and migration and much of this change challenges provincial and local governments to find better ways to ensure that communities are welcoming and inclusive places for all residents.

In light of this dynamic urban context, this one-day forum will provide an opportunity for discussion between representatives and staff from local and provincial governments, business and community leaders and government citizen advisory bodies.

Sponsored by the British Columbia Ministry of Attorney General and Minister Responsible for Multiculturalism and convened by Simon Fraser University's Centre for Dialogue, this invitation-only forum will give delegates the opportunity to consider the key principles, policies and programs that contribute to shaping welcoming and inclusive communities.

At this forum you will:

- explore the meaning of welcoming and inclusive communities
- discuss the dimensions and hallmarks of such communities
- share approaches for implementing change
- identify the necessary capacities for local governments to act
- articulate a vision of what it will take to cultivate welcome and inclusive communities in British Columbia

Invited delegates bring a variety of backgrounds and expertise and represent eight Metro Vancouver municipalities: Burnaby, Coquitlam, Delta, New Westminister, North Vancouver, Richmond, Surrey, and Vancouver.

Thursday June 26, 2008 8 am–5 pm

Morris J Wosk Centre for Dialogue, Simon Fraser University
580 West Hastings, Vancouver (at Seymour)

There is no charge for admission to this invitation only event.
(Invitations are non-transferrable.)

Reservations are required.

Please complete the attached reply form and fax to 778-782-7892.

Convened by:

Sponsored by:



Dialogue Programs
Continuing Studies,
Simon Fraser University



Ministry of Attorney General and
Minister Responsible for Multiculturalism,
Settlement and Multiculturalism Division

Appendix II – Delegate Pre-reading

THE BELOW SUMMARY OF READINGS WERE SUGGESTED TO ALL DELEGATES PRIOR TO THE FORUM.

THE READINGS ARE AVAILABLE ONLINE AT THE FORUM WEBSITE: [HTTP://WWW.SFU.CA/DIALOGUE/WIC/](http://www.sfu.ca/dialogue/wic/).

From Mosaic to Harmony: Multicultural Canada in the 21st Century – Result of Regional Roundtables

Jean Lock Kunz & Stuart Sykes

Government of Canada – Policy Research Initiative 2007

This macro study documents the results of eight roundtables the Policy Research Initiative, in partnership with key stakeholders, conducted across Canada. The roundtables addressed two questions: how to foster diversity without divisiveness and 2) whether Canada's multiculturalism policies need review in light of today's social and geopolitical realities. In a nutshell, the paper examines the evolution and changing paradigm within which multiculturalism exists in Canada and how this reality must be reflected in policy development.

Working Paper No. 01-05: Urban Governance, Multiculturalism and Citizenship in Sydney and Vancouver

David W. Edgington, Bronwyn Hanna, Thomas Hutton & Susan Thompson

Research on Immigration and Integration (Metropolis BC) 2001
In both Canada and Australia the provision and financing of services and programmes arising from high levels of immigration issues involve federal, state/provincial and municipal levels of government. National governments manage immigration but the impacts are expressed sub-nationally, so there is an on-going process of negotiation between national and state/provincial governments over who pays for the services and programmes needed by immigrants. At the local level, the same types of issues arise. This paper focuses on municipal services in Sydney and Vancouver and through survey research addresses the success with which local government has initiated multicultural planning in response to cultural diversity across its range of functions. We ask, how multiculturally ready are local governments in the two metropolitan areas to serve their diverse populations?

Working Paper No. 02-06: Multiculturalism and Local Government in Greater Vancouver

David W. Edgington & Thomas A. Hutton

Research on Immigration and Integration (Metropolis BC) 2002
This 2002 paper reports on a survey of multicultural policies and programs used by metropolitan Vancouver's municipal councils. The survey reports on the use of: interpreting and translation services; distribution of policies to a range of sites and organizations; consultation and participation programs; targeting of specific groups in the community; and contact with cultural advocacy groups. The results show that while these policies are more common in 'older' municipalities with high numbers of immigrants they are rarely used in municipalities at the metropolitan periphery which are likely to take large numbers of immigrants in future years. To provide a framework for the survey the paper discusses the role played by local governments in developing multicultural policy and programs.

Welcoming and Inclusive Communities Toolkit Alberta Urban Municipalities Association

This toolkit was developed by the Alberta Urban Municipalities Association to meet their organizational long-term strategic objectives to help foster communities that "are tolerant and caring places where citizens realize their individual potential, and form strong bonds of mutual support." The AUMA Welcoming and Inclusive Communities Toolkit is not simply about fighting racism. It is about creating communities with positive reputations, where diversity adds to the social and economic vibrancy of the community and the quality of life enjoyed by all residents.

Attracting & Retaining Immigrants: A Toolbox of Ideas for smaller centres

National Working Group on Small Centre Strategies
2nd Edition, 2007

Many communities are interested in attracting more immigrants to boost their population or fill labour force needs. However, attracting immigrants is not always easy, especially for municipalities outside major metropolitan centres. Furthermore, many immigrants who move to smaller centres end up leaving due to a lack of services and social opportunities. The National Working Group on Smaller Centres Strategies has created Attracting and Retaining Immigrants: A Toolbox of Ideas for Smaller Centres. The Toolbox provides a variety of ideas municipalities can put to use in developing a plan to recruit newcomers who will stay for the long term.

Note: A hard copy of this document was handed out to all delegates at the event.

Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Parks Services

SPARC BC March 2006

Many program and service planners face the challenge of creating a welcoming environment for all community members. Because there are many aspects to identity and because exclusion can relate to a wide range of barriers, developing effective strategies to support full participation can be difficult and complex. The concept of "social inclusion" provides a useful framework that can help guide the development of comprehensive strategies to support the open and welcome participation of all people in community life. The Everybody's Welcome booklet has been developed for use by people planning recreation and parks services and programs in BC. The publication is intended to support program and service planners who want to understand more about the concept of social inclusion so they can work to create community facilities, programs, and services that are open and responsive to the needs of all members of the community

How Strangers Become Neighbours: Constructing Citizenship through Neighbourhood Community Development

Val Cavers, with Paula Carr & Leonie Sandercock

Gathering places and public spaces are increasingly rare in our urban neighbourhoods. Places in our cities that allow you to communicate with your neighbours, share ideas and collaborate on projects. Places where people can come together. Vancouver, like other cities, was not designed with public squares, and although malls may seem to be the new public space, they do not fulfill the purpose of being free, open to all, and a connecting force. Neighbourhood Houses fill that void. The purpose of this manual is to describe how a neighbourhood institution called Collingwood Neighbourhood House approaches citizenship and community building.

Appendix III – List of Delegates

a

Elder Ruth Adams
Elder Tsawwassen, First Nation
Delta

Craig Amundsen
Human Resources, City of Surrey
Surrey

Siobhan Ashe
Visiting Faculty
Simon Fraser University

Joanna Ashworth
Director, Dialogue Programs
Simon Fraser University

Shashi Assanand
Member Richmond Intercultural Advisory Committee
Richmond

Haji Mahmood Awan
Member BC Multicultural Advisory Council
Province

b

Councillor Linda Barnes
Councillor, City of Richmond
Richmond

Cpl. Nycki Basra
Strategic Communications and Media Relations-
Richmond RCMP
Richmond

Sue Bauman
Executive Director, Family Services of the North Shore
North Vancouver

Patricia Bidart
Chair Innisfail, Welcoming Communities Committee
Special Guest

c

Ann Carlsen
Private Citizen
Coquitlam

Paula Carr
Executive Director, Collingwood Neighbourhood House
Special Guest

Nadia Carvalho
Planner, Community Planning City of Coquitlam
Coquitlam

Sherman Chan
Member, NW Multicultural Advisory Committee
New Westminster

Tung Chan
President & CEO, SUCCESS
Vancouver

Nick Chopra
Member, Richmond Intercultural Advisory Committee
Richmond

Doris Chow
Recorder
Simon Fraser University

Jenny Cleathero
Research Associate, United Way of the Lower Mainland
Province

Jill Cook
Executive Director, Tricities Chamber of Commerce
Coquitlam

Maylen Crespo
Representative, Family Services of Greater Vancouver
New Westminster

d

Joan D'Angola
Affordable Housing Coordinator City of Richmond
Richmond

Chinu Das
Member, NW Multicultural Advisory Committee
New Westminster

Inspector John de Haas
Inspector, Diversity Unit Vancouver Police Department
Vancouver

Lorena Dexter
Facilitator
Simon Fraser University

Maria Devries
President, Delta Chamber of Commerce
Delta

Councillor Sav Dhaliwal
Councillor, City of Burnaby
Burnaby

Brian Dodd
Executive Director, Downtown New Westminster Business
Improvement Society
New Westminster

Edie Doepker
General Manager, Leisure & Parks Services City of Coquitlam
Coquitlam

Phinder Dulai
Multiculturalism Coordinator, Anti-racism & Multiculturalism
Unit
Ministry of Attorney General and Ministry Responsible for Multi-
culturalism
Province

e

Joanne Edey-Nicoll
Assistant Director, Parks & Recreation City of New Westminster
New Westminster

Sireen El-Nashar
Member, Surrey Multicultural Advisory Committee
Surrey

Morgan Evans
Facilitator
Simon Fraser University

f

Heather Forbes
Recorder
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Appendix IV – **Municipal Promising Practices**

CREATING A WELCOMING AND INCLUSIVE COMMUNITY A Sample of Promising Practices in Metro Vancouver

prepared for

Creating Welcoming and Inclusive Communities: What Will It Take?

Thursday, June 26, 2008 Morris J Wosk Centre for Dialogue

sponsored by



Ministry of Attorney General and Minister
Responsible for Multiculturalism

Ministry of Advanced Education and Labour
Market Development, Immigrant Integration
Branch, Responsible for WelcomeBC

featuring



CREATING A WELCOMING AND INCLUSIVE COMMUNITY IN BURNABY

1.0 PREAMBLE

Burnaby is one of the most ethnically and culturally diverse municipalities in Metro Vancouver. Also, it has a long tradition of being a welcoming and inclusive community. Key City initiatives to foster a welcoming and inclusive Burnaby are summarized below.

2.0 KEY INITIATIVES

• **Policy development:** The City of Burnaby adopted a Multicultural Policy in 1986 (one of the first municipalities in BC to do so). The City also established an interdepartmental staff working group to coordinate the Policy's implementation. This year, the City is launching preparation of a Social Sustainability Strategy, which will guide the City's decisions and practices on a range of social concerns, including integration of newcomers.

• **Staff development:** – The City has sponsored several cross-cultural awareness and diversity training sessions for City employees – both on a multi-department and department-specific basis. Also, in the 1990s, the City collaborated with the Hastings Institute to organize mandatory two day diversity training retreats for all senior exempt employees.

• **Awareness raising** – During Multicultural Week and at other times of the year, the City has organized activities to raise awareness and appreciation of the diverse cultures in Burnaby. Examples include arranging for guest speakers, performing arts events, and multicultural art displays at City Hall and other venues.

• **Collaboration** – The City has worked with non-profit agencies, other levels of government, and the community on numerous initiatives to foster a welcoming and inclusive Burnaby. Recent examples include participation in the Burnaby Intercultural Planning Table, Burnaby Settlement Workers in Schools Advisory Committee, and Refugee Action Project for the Burnaby Early Childhood Development Planning Table.

• **Orientation** – The City organizes information sessions and tours of City Hall and other civic facilities for newcomers to Canada.

• **Communication** – Burnaby has established a volunteer staff language bank, whereby City employees can call upon fellow employees to provide them with assistance in serving members of the public who speak languages other than English. The City has also translated important brochures and information materials into various languages. In addition, it has offered multi-lingual break out groups at community planning meetings, ensuring that the views of residents with limited English language skills can be considered in decisions affecting the future of the community.

• **Welcoming and inclusion** – Burnaby has a strong tradition of including people of diverse ethnic and cultural backgrounds on City boards, committees, and commissions. Also, the Parks, Recreation & Cultural Services Department has established the Inclusive Services Committee, which meets twice a year to i) address programming and training issues around diversity and inclusive services, and ii) provide cultural diversity workshops for staff in conjunction with Burnabybased immigrant support service agencies. Further, the Parks, Recreation & Cultural

Services Department has a Service Credit Program which enables low income Burnaby residents (many whom are immigrants and refugees) to use recreation facilities or participate in programs at no cost. The Burnaby Public Library has also responded to the city's changing demographics. It recently adopted a strategic plan which, among other things, called for an increase in ESL collections, enhanced outreach to recent immigrants, and development of a strategy to help immigrants and refugees successfully integrate into the community.

• **Leadership and advocacy** - In 2006, Council committed to provide a 0.85 acre City site (with an estimated value in 2006 of over \$2.4 million) for establishment of a multi-service hub facility primarily targeted to immigrants and refugees in Burnaby and surrounding municipalities. The hub was intended as a "one stop" location for such services as: ESL and literacy classes

- Settlement services and newcomer integration programs
- Ethno-specific support groups pre and post natal services
- Youth services and youth leadership programs
- Family programs
- Community resource and referral services
- Community kitchen and food security courses
- Skills training and employment enhancement
- Volunteer-facilitated programs and opportunities
- Community outreach.

Despite widespread community support and concerted advocacy by the Mayor and Council, no senior government commitments have been made to date to support establishment of the facility.

3.0 CONCLUDING COMMENTS

Burnaby has one of the most ethnically and culturally diverse populations in Metro Vancouver

- The diversity is expected to become increasingly pronounced in the future
- While adding to the richness of the social fabric in Burnaby, the diversity also presents challenges – most notably with respect to integration and community cohesion
- Refugees, many who have experienced war and other serious hardships in their home countries, are a particularly vulnerable group.
- Through its Multicultural Policy and various implementation initiatives, the City has taken a proactive stance with respect to multiculturalism and immigrant settlement over the years. The City is committed to continue this tradition, seeking to make Burnaby an increasingly welcoming and inclusive community into the future.

CITY OF COQUITLAM PROMISING PRACTICES

- 1 Multicultural Advisory Committee - group of citizens advising Mayor and Council on priorities for a welcoming and inclusive Community
- 2 Community dialogues: - Womens' forum and multiculturalism and diversity (Fall 2007) - Community showing of Al Gore's An Inconvenient Truth with subtitles (organized by Multiculturalism Advisory Committee) (Fall 2007)
- 3 Community workshop on being a Welcoming and Inclusive Community with students from ISS (June 2008)
- 4 Cross agency community proposal, on reception services within Coquitlam, identified as a high priority by the Multiculturalism Advisory Committee
- 5 Multicultural Strategic Plan process over next two years with goal of developing a community vision and strategy for Coquitlam to be a culturally inclusive and prosperous community that is respectful of diversity and recognizes the value of global citizenship.
- 6 Named a Cultural Capital of Canada for 2008, primarily in recognition of our extensive work in addressing our multicultural populations.
- 7 Coquitlam is home to a wide variety of cultural festivals, including:
 - Scottish Highland Games
 - Korean Heritage Festival
 - Festival du bois, celebrating our community of Maillardville as the largest French-Canadian community in Western Canada
 - Chinese New Year celebrations
 - Multicultural Days at Dogwood Pavilion, our Seniors' Centre
 - St-Jean Baptiste Day Celebration, a city-sponsored event which this year included not only a celebration of that traditional French-Canadian festival day, but also celebrated our South Asian, Korean and other multicultural communities.
 - A unique Persian Festival for the Lower Mainland, held in Coquitlam.
- 8 Council is working with the Kwikwetlem Band in addressing issues of common interest with our aboriginal community

CORPORATION OF DELTA

Over the last decade, Delta has witnessed a large influx of South East Asian immigrants to the municipality. Of the 96,500 people residing within the municipality, approximately 27,700 are immigrants. A large percentage of this group is also a visible minority (26,000 residents) – this number has increased by 10,000 since 1996; the majority of these immigrants reside in North Delta. In an effort to welcome and integrate these new residents, Delta has undertaken the following initiatives:

1. Delta Materials Printed in Several Languages – Many of the notices that are sent to residents are written in both English and Punjabi (e.g., water sprinkling regulations, public safety brochures). When important information is distributed to the public, Delta includes a note written in several languages (Punjabi, Chinese, French, Spanish) that says “This notice contains information which may affect you, please ask someone to translate it for you”.

2. Punjab Street Signs and Banners – The street signs along Scott Road between 96th and 92nd are written in English and Punjabi. Delta invested in street banners for this area that are representative of the Punjab culture.

3. Delta Staff Language Translators – Delta has identified a list of staff who speak a second language. These staff can be called upon when needed. Often times our front line staff (e.g., Bylaws, Police) is assigned to areas where they can speak the language of the community.

4. Participation in Cultural Events:

a. Spirit of Vaisakhi – Delta provides barricades (including staff to set up and take down), police personnel, for the event which takes place on Scott Road (draws crowds of 5,000 people).

b. Trinjan Folk Group – provided barricades for traffic, police personnel, use of facilities for the event – Celebrating Mothers and Daughters – attended by 1500 women at the North Delta Sungod Arena.

c. Ladner Village Market – provides opportunity for local farmers (many of which are immigrants) to sell produce.

5. Settlement Worker Staff in Public Schools – the Delta School District has Settlement Workers in Delta's public schools to assist new immigrants as they enter the system.

6. Housing Task Force – Delta has recently developed a Housing Task Force to work with the community in an effort to improve the relationship between neighbours.

7. Visits to Temple – Delta staff have visited the Surrey Gurdwara to educate the Punjab population about Delta Bylaws (e.g., J-walking across Scott Road).

8. Park Infrastructure – Delta has installed benches and picnic benches in municipal parks for the Punjab residents who had no where to sit when they met in the park during the day.

9. Delta Assist and Boys and Girls Club – Delta provides financial support to social service groups (Delta Assist and Boys and Girls Club) in Delta. These organizations offer community support (counseling, food provisions for low income families, daycare programs, and senior support) to all Delta residents in need - many of which are low income immigrant families and seniors.

10. History of the Indo-Canadian Community – Delta Archives created a ‘History of Indo- Canadians in Delta’ display that was showcased around the municipality.

11. Deltassist – which is Delta's major non profit social service provider - has addressed the need to be responsive to Delta's changing demographics by first, addressing its internal capacity to respond to Delta's diversity, and equally important, joining with its community partners to ensure that barriers to community inclusion are recognized and addressed to ensure that all residents will have the opportunity to participate in the programs and services that they need to fully participate in Delta's rich community life. We have learned that Multiculturalism and diversity are more than race and culture. Deltassist, through its internal dialogue on diversity now emphasizes the concept of cultural humility which involves curiosity and the motivation to understand our community and to examine our own cultural values and assumptions in developing community-based services. By adopting this concept, Deltassist is moving from considering not only ethnicity but diversity in all of its dimensions. Deltassist's approach to multiculturalism/diversity is rather than offer ethnic - specific services, is to recognize and remove barriers to full participation in all of its programs for Delta residents regardless of age, gender, language, culture and ability.

CITY OF NEW WESTMINSTER'S MULTICULTURAL INITIATIVES

Official Community Plan:

The City of New Westminster's Official Community Plan includes the following goals related to "Quality of Life Issues:"

- foster multicultural understanding and promote harmonious intercultural relations;
- continue to work towards meeting the cultural needs of the community;
- promote New Westminster as a healthy community and encourage diversity at the neighbourhood scale and the provision of complete communities.

Multiculturalism Advisory Committee:

The City of New Westminster established a Multiculturalism Advisory Committee in November 2007. The purpose of this committee is to promote multiculturalism and race relations within the City of New Westminster and to foster engagement by all citizens in civic affairs and community life.

The committee will fulfill its purpose by:

- ensuring that the City is a leader in the area of multi culturalism and race relations;
- fostering an awareness about and understanding of the City's multicultural population;
- initiating and facilitating discussions around existing and emerging multicultural issues;
- liaising with other levels of government to address multicultural issues;
- acting as a conduit for feedback from cultural communities on civic matters affecting them;
- encouraging and facilitating civic events that celebrate multiculturalism and social inclusion;
- supporting groups/organizations that are developing projects to assist cultural communities;
- identifying barriers that restrict citizen engagement in civic affairs and community life;
- addressing concerns around discrimination and racism;
- reviewing and providing input to Council regarding the City's Multicultural Policy;
- addressing multicultural items and matters as directed by Council.

The Multiculturalism Advisory Committee includes representation from the Multicultural Action Committee, which is an agency-based body whose mandate includes information sharing and service coordination, and School District #40's Multicultural Advisory Committee.

Multicultural Policy:

The first task of the Multiculturalism Advisory Committee was to review the City's Multicultural Policy. This policy, which was adopted in April 1996 and revised in May 2000, was passive in its language and had not been operationalized. The committee

revised the policy with a view to strengthening it.

Additions included: "that diversity is a source of enrichment and strength" and "that the City does not condone discrimination or racism." The committee also made a number of recommendations to operationalize the policy, including:

- holding staff information sessions on the City's multicultural composition and Multicultural Policy;
- referring to the City's Multicultural Policy as part of the City's Employee Orientation Program;
- posting the City's Multicultural Policy in prominent locations in all City owned and operated facilities;
- holding community events to increase awareness of the City's multicultural composition and Policy.

Multiculturalism and Race Relations

Awards Program:

The above committee is recommending the establishment of a City of New Westminster Multiculturalism and Race Relations Awards Program. This program will recognize individuals and organizations for their outstanding contributions in facilitating better understanding, acceptance and positive relations among people of different cultural backgrounds. The awards will be presented at a Multicultural Dinner, which will coincide with The Royal City Multicultural Festival. Recipients will also be recognized by Council at the next scheduled Council meeting.

New Westminster Newcomers' Guide:

The above committee is exploring the development of a New Westminster Newcomers' Guide. As envisioned, this guide will include information about the City of New Westminster and other levels of government, as well as community agencies, groups and services. It will be intended for newcomers but will also be useful for long-term residents. The committee is currently developing the framework and outline for the document and is exploring possible funding and sponsorship opportunities.

New Westminster Immigrant Community Leaders Program:

The objective of this program, which is funded by the United Way of the Lower Mainland and hosted by Family Services of Greater Vancouver, is to develop immigrant community leaders who can then empower others to become more involved in their communities and in decision-making processes. Training sessions included: the roles and responsibilities of the three levels of government; community, immigrant and recreational services; and the education, health and justice systems. Leaders also learned about advocacy, effective meetings and public speaking. The City of New Westminster was involved in a number of the sessions; enabling staff to be guest speakers and providing information.

New Westminster Public Library:

According to the Access New Westminster Immigrant Survey (May 2007), 93% of the respondents who had been in Canada for less than 3.25 years and 97% of the respondents who had been in Canada for more than 3.25 years had used the New Westminster

Public Library.

The New Westminster Public Library offers the following services to immigrants and refugees:

- books and magazines in various languages;
- books in simple English;
- business directories for ethno-cultural communities;
- current newspapers in various languages;
- government publications in various languages – e.g., Road Sense for Drivers;
- mixed media materials for learning and improving English language skills;
- Ready Buddy program for elementary school children who need extra help with their reading skills;
- reference desk for information on classes or groups offering English language learning opportunities;
- service directories in various languages – e.g., New Westminster Directory of Programs;
- study guides for standard tests in English.

New Westminster Parks and Recreation:

New Westminster Parks and Recreation offers many opportunities for residents to gather and share cultural experiences through the use of its facilities, direct programming and partnership opportunities. For example, its facilities are 'home' to a variety of cultural organizations, including the Bangladeshi Society, the Deleboro Japanese Cultural Society, the Sikh Temple and the Trinidad and Tobago Society.

In Queensborough, monthly community kitchens bring new immigrants together in a supportive environment where they learn to prepare nutritious meals for their families with other mothers in the neighbourhood. At the monthly Family Fusion Dinners, families gather to share food from one culture and entertainment from another culture.

New Westminster Parks and Recreation also offers a subsidy program that enables individuals on a limited income to access registered and drop-in programs for a reduced rate.

New Westminster Police, Victim Services:

Victim Services is enhancing its capacity to reach more victims of crime and trauma who are recent immigrants and refugees. Through a three-year initiative, funded by the Ministry of Public Safety and the Solicitor General, a bilingual/bicultural Victim Support Caseworker working with Police will provide crisis intervention and outreach, emotional support and information about the justice system, as well as community referrals. The objectives of this service are to improve victim safety for new immigrants; to reduce barriers for victims accessing the justice system; and to lessen their risk of further victimization.

CITY OF NORTH VANCOUVER

Multicultural Practices & Strategies

The City of North Vancouver's multicultural practices and strategies include the following:

- Adoption of a Cultural Diversity Policy as part of its Social Plan (1998). The Social Plan, in turn, is now reflected in the City's Official Community Plan (2002);
- Diversity training for staff through the Human Resources Department;
- Advertising Public Hearing notifications in the ethnic media;
- Extensive translation of election-related materials;
- Acting as the host municipality for federally-funded research into multicultural policies and practices in selected BC municipalities (2000);
- Publication of a document entitled "From Far & Wide" that details cultural diversity in North Vancouver (2000);
- Recognition and support for Multiculturalism Week and the International Day to End Racism;
- Presentations to ESL students on the City, and City government;
- Maintenance of language bank that lists employees proficient in languages other than English in order to assist the public that may face language barriers while attempting to access civic services. Support for External Agencies
- The City of North Vancouver is not a direct service provider, but does provide direct and indirect support to non-profit, immigrant-serving agencies;
- Financial support is in the form of core operational funding to some larger agencies, and program/project funding to others from a variety of grant programs;

Some of the programs/projects supported by the City of North Vancouver in recent years include the following:

- **Adaptation Orientation Integration Program** (Family Services of the North Shore): An inter-cultural program which links immigrant seniors to community services, and promotes cross-cultural understanding and social inclusion through English language classes, cultural adaptation activities, settlement orientation and life skills development;
- **Persian Youth Skills Training** (NS Neighbourhood House / NS Multicultural Society): Training for Persian male youth that requires them to develop critical thinking and problem solving skills, and to discuss and develop programs that will facilitate their involvement in Lower Lonsdale community life;
- **Community Bridging** (North Shore Multicultural Society): Assists immigrants and refugees to integrate into life in Canada and the North Shore by providing information about Canadian culture, procedures, language and by building a network of support, thereby bridging the gap between mainstream services and newcomers.

CITY OF RICHMOND

An Overview of Municipal Initiatives

Richmond Intercultural Advisory Committee (RIAC), the City appointed advisory committee to Council.

Projects undertaken and underway include:

- **Intercultural Forums**, "Bridges To Community" forum, bringing cultural and faith groups together to share ideas, meet each other and build bridges between communities. These forums have been held at Richmond City Hall with the idea of bringing newcomers in to municipal buildings and creating greater community ownership of these facilities.
- **Newcomers Guide to Richmond**: Official Municipal guide for new immigrants to living and working in Richmond and accessing City services. This guide in the process of gaining Council endorsement and it will be translated into community languages.
- **Canadian Citizenship Ceremony**: RIAC is in the process of organising a Citizenship Ceremony at Richmond City Hall. This event will bring new immigrants in to City Hall.
- **RIAC 2004- 2010 RIAC Intercultural Strategic Plan**: A City Council endorsed Vision, strategic directions and action plan to promote intercultural connections.

Cross-City Initiatives

The strategic linking of intercultural advisory committees between Coastal Health, RCMP and The City. Partners have linked to share resources and information for joined up initiatives.

Parks Recreation and Cultural Services (PRCS)

Easy Guide To Recreation

A translated guide in a variety of community languages that makes it easier for new immigrants to access recreation and cultural opportunities and access subsidy and support.

Parent Education Series/Ongoing partnerships with Richmond School Board

Partnership with Richmond School Board and Richmond Chinese Parents Association, Coastal Health and the library to provide monthly informal discussion forums and information sharing forums for new immigrant parents. Information and Resource sharing with SWIS workers and Cultural Interpreters. Involvement in School Board multicultural events and activities.

Consultation Toolkit

Development of a toolkit for City staff, which will aid them to fully involve new immigrants and all sections of the community when designing and implementing public consultation

Community Development and Diversity Training

Ongoing training in three main areas -

- Communication skills and cultural awareness for front line staff
- Best practice sharing between staff and other partners.
- Presentations by community groups re: community needs

Translation Toolkit/ Translation Pilot Project- Richmond Senior Services

A tool kit to allow staff to decide when, how and what to translate and how to use interpreters. A pilot project with Richmond Senior Services to test out a large-scale translation of information, set up telephone information lines, develop a rationale for the translation of information and evaluate the results.

Information And Referral Committee

City of Richmond supported initiative to work with non profits and immigrant serving agencies to streamline Information and Referral systems that will aid immigrants access information.

Tours for New Immigrants

Ongoing bus tours for new immigrants and non profit and immigrant serving agency staff which introduces new immigrants to Parks Recreation and Cultural facilities and City Hall, City staff and the work and vision of Richmond PRCS.

Doors Open 2008

A weekend event that had over 30 City and Community cultural and religious facilities open to the public which included Mosques and Buddhist and Sikh temples. City Hall was also open during this weekend and featured live cultural entertainment.

Asian Heritage Month/Arts and Cultural Programming

Yearly month long celebrating of all aspects of Asian Culture with an emphasis on intercultural experience and understanding. Also ongoing year round arts programming and supporting of annual multicultural events e.g.: Multi-fest celebration in East Richmond. Support for the first all Richmond National Aboriginal Day event.

Educational Kits For Schools

Educational Kits for schools developed in conjunction with the Richmond School Board on the topics on a) immigration b) Chinese immigration c) Aboriginal history in Richmond.

LBTG Group

Facilitation and supporting Richmond's First LGTB support group and first National Anti Homophobia day event and also LBTG specific programming.

Richmond Civic Engagement Network

Support for Richmond's first Civic Engagement Network which has been set up to involve immigrants in community life in Richmond and connect immigrants with longer term Richmond residents.

Work Placements Through 'Multicultural Helping House'

Supporting of the Lower Mainland launch (in Council Chambers) of the "Maple Bamboo" work placement program (MHHS) for new immigrants and set up placements on a City advisory committee.

City Clerks Department

Availability of translated information and translators during Municipal elections to enable and those with little or no English language skills to participate in voting.

CITY OF SURREY

Creating a Welcoming and Inclusive Community

MultiCultural Advisory Committee

Established in 2007, the mandate of this Committee is to enhance multicultural harmony and intercultural cooperation in the City of Surrey. One of the Committee's primary activities is to host Surrey's first ever multi-cultural festival - Fusion '08 - A Catalyst for Cultural Sharing. The Fusion festival will be a three day outdoor festival in July that will bring together the music, food, costumes and dance of over 40 of Surrey's distinct cultural groups.

2008 Cultural Capital of Canada

The City of Surrey was awarded a 2008 Cultural Capital Award from Heritage Canada. The award provides approximately \$2 million in funding from the federal government, which the City has matched with \$650,000. As a Cultural Capital, Surrey will build on its cultural strengths, promote intercultural sharing and foster community cultural development and youth leadership through eight unique projects. The Fusion festival is one of these projects. The Cultural Capitals program will inspire the community towards greater cultural development possibilities through an exposure to new ideas from talented artists and speakers from our community and beyond.

Action Plan for the Social Well-Being of Surrey Residents

The Plan for the Social Well-being of Surrey Residents (Social Plan) was adopted by Surrey City Council in February 2006 to provide strategic direction for the City's actions on social issues in the City of Surrey.

Community Development and Diversity is one of the Social Plan's five themes or priority social issue areas. Key gaps identified in the Social Plan that relate to the City's cultural and ethnic diversity include:

- Need for more culturally sensitive approaches to service delivery within municipal programs and greater promotion of the benefits of cultural and ethnic diversity.
- Need for recreation and library programs inclusive of the specific needs of Surrey's diverse population, including ethno-specific programs for children, youth and families.
- Need for ethno-specific and ESL childcare programs and services.

When Council adopted the Social Plan, they also approved a \$650,000 annual Social Plan budget. The majority of these funds are being used by the Parks, Recreation and Culture Department and Surrey Public Library to make their services more inclusive and accessible to all residents, especially people of diverse multicultural backgrounds and vulnerable children and youth. Examples of new recreation and library programs and services are described below.

Parks, Recreation & Culture Services:

- Intercultural and Youth Outreach Worker has been hired.
- Gateway to Understanding Website is being developed that will provide information on various programs and events that are

- taking place to reflect and celebrate our cultural communities.
- Partnerships with community organizations are continuing to deliver special events, such as the 2nd Annual Multicultural Resource Fair.
- In partnership with OPTIONS Services to Communities Society, a recreation guide has been produced in six languages which provides an overview of Parks' facilities and a step-by-step guide to program registration.
- Outreach to the South Asian community in Newton has included hiring multilingual facility attendants for the Newton Wave Pool and conducting health and wellness workshops in Punjabi and Hindi at the Guru Nanak Nivas Temple Senior Centre.

Surrey Public Library:

- "Storytimes to Help Learn English", a new program launched to help children and their caregivers learn about the Library and to develop confidence in their English language abilities.
- One-to-one tutorials and classes that provide basic computer literacy skills in English, Punjabi and Mandarin.
- Improved services for multicultural residents through the purchase of Press Display (a database of online newspapers available in 65 languages), better collections, and programs in languages other than English.
- Continued outreach to the Chinese speaking community with numerous programs offered in Cantonese and Mandarin in partnership with SUCCESS.

Cultural Opportunities Work Plan

The Cultural Opportunities Work Plan was developed to assist the City in achieving an integrated corporate policy to create an organizational culture that is welcoming of diversity and inclusive of all people, regardless of ethnic background, race, gender, abilities/disabilities, religious beliefs or sexual orientation. To build awareness and expand the cultural knowledge of City of Surrey employees, five cultural events a year are selected to be recognized and celebrated by City staff. These celebrations provide the opportunity for all employees to understand, accept and respect cultural differences.

First Steps – Early Childhood Development Refugee Settlement Program

The First Steps is an innovative Surrey-based pilot project designed to meet the settlement needs of young refugee children aged birth to five years old. The intention is to provide an intensive early childhood development (ECD) program that will minimize the impact of trauma and the refugee experience on the development of the young children, and facilitate their successful transition into mainstream ECD programs and kindergarten.

The First Steps model was developed by a multi-agency collaboration in Surrey, led by the Surrey/White Rock Office of Early Childhood, Development, Learning and Care. The BC Ministry of Attorney General and Minister Responsible for Multiculturalism agreed to fund the pilot on condition that there were local funding partners. The City of Surrey has made a three year funding commitment to this initiative. Other local funding partners include the United Way of the Lower Mainland, Vancouver Foundation, Surrey School District, and BC Ministry of Children and Family Development.

Surrey Settlement Services Co-ordinating Committee

The Surrey Settlement Co-ordinating Committee was formed in the fall of 2007. It is facilitated by the Surrey School District, and brings together staff from the Surrey School District, City of Surrey, and settlement services agencies for: information sharing; establishing protocols and processes for co-ordinated services; sharing promising practice; joint training; monitoring/analysing trends and emerging issues; public education; advocacy; and acting as an advisory group to the District on settlement issues.

City of Vancouver Celebrates Diversity and Inclusiveness 6•24•08

VANCOUVER IS A multicultural city. Based on the latest census, about half of the population is from a visible minority background and about the same percentage is born outside of Canada. The City has responded to the increasing diversity of its residents by striving to provide inclusive and appropriate services and programs. The following are some highlights of inclusive and welcoming initiatives undertaken by the City over the years.

A. Policies

- In 1988, City Council adopted a Civic Policy on Multicultural Relations. The policy recognizes diversity as strength. It also promotes freedom from prejudice and access to civic services for all residents regardless of background, including residents who speak English as a second language.
- In 2007, City Council adopted recommendations of the Mayor's Task Force on Immigration, including a "Vision and Value Statement Concerning Immigrants and Refugees". The Task Force proposed ways for the City to continue to embrace and welcome immigrants and refugees to the City.
- The City has adopted a policy on social sustainability which addresses the social needs of its residents.

B. Civic events and celebrations:

- The City acknowledges and celebrates important community events and festivals. City Council has approved a broad listing of annual celebrations and events including International Women's Day, International Day for Elimination of Racial Discrimination, National Aboriginal Day, Cultural Harmony Awards, Diwali, Pride Week, and International Day for Disabled Persons, among others.
- The City's annual Cultural Harmony Awards recognize individuals and organizations that display a significant and sustained commitment to the promotion of cultural harmony in Vancouver.
- In 2008, the City held its first celebration of World Refugee Day in partnership with the Vancouver Public Library and numerous community organizations.

C. Civic and departmental initiatives:

- The Equal Employment Opportunity program, launched in 1977, continues to assist departments to hire a diverse workforce that reflects the community, and acts as a

source to all City staff regarding human rights issues, workplace harassment prevention and sustaining respectful workplaces. The Equal Employment Opportunity Program hosts a Diversity Day at City Hall to celebrate the diversity of City staff.

- The Hastings Institute was established in 1989, and is a nonprofit entity wholly owned by the City of Vancouver. It provides training and other services to City staff, as well as other municipalities and clients both public and private, related to preventing harassment and discrimination, and building and supporting workplaces that are respectful and welcoming of diversity.
- The City has, for many years, provided an award-winning literacy program for City staff - the "Workplace Language Program." This contextual literacy program is available to any staff who wish to improve their communication skills.
- Originating with the City of Vancouver, in partnership with community members including advocacy groups representing the community of persons with disabilities, the "Measuring Up" initiative challenges communities to assess their level of accessibility and inclusion for people with disabilities, and to set goals for improvement. Through an extensive consultation, a guide book containing a comprehensive set of criteria for full participation of individuals with disabilities and others was created. The City is now itself implementing "Measuring Up" and assessing the accessibility and inclusiveness of its own facilities, programs and services. It has added a number of features to the original process, such as an assessment of staff awareness of accessibility and inclusiveness issues.
- The City has taken on the B. C. Ministry of Employment and Income Assistance "Ten by Ten Challenge" to increase the proportion of disabled individuals it employs by 10 per cent, by 2010, and is working through a number of projects to achieve the goals set out by this initiative.
- The Directory of Aboriginal Services, Issues and Initiatives was created in 2006 by the City's Social Planning Department. This document was developed to provide City staff with a broad overview of the activities and stakeholders within Vancouver, and to help staff make informed decisions about how the City can best support the aboriginal community and their priorities.
- Storyscapes is a multimedia community arts project creating opportunities for aboriginal people to share their stories of Vancouver. This project is a partnership between community organizations, the Vancouver Agreement and the City of Vancouver.
- The Vancouver Police Department (VPD) has formed collaborative partnerships with the Lesbian/Gay/ Transgender/Two Spirited/Bi-sexual/ Queer Community (LGTTSBQ). It has formed a safety committee with PIVOT

Legal Society and other partners from the Downtown Eastside to improve public safety of marginalized communities. The VPD developed a Sex Industry Working Group to collaborate on the safety issues of sex trade workers. The VPD has also continued to work with immigrant-serving agencies such as SUCCESS. The Diversity Policing Unit was recognized by the DiverCity Resource Society with the Cultural Harmony Award for Business in the Public Institution category.

- The Diversity Policing Unit undertook a comprehensive review of the Unit's historical hate crimes record in order to ensure accurate reporting to Statistics Canada and improve safety of victimized groups. The Hate Crimes Investigators developed and implemented a stand-alone database for front-line officers to access from their patrol laptops.
- Working in partnership with the BC Aboriginal Workforce Strategy, the City is providing information about anticipated job opportunities to the aboriginal community in a much more transparent and user-friendly format. The recruitment website was fully updated, and now advertises temporary and auxiliary positions where most of the hiring takes place. Internally, this initiative has resulted in more consistent hiring practices.
- In the last four civic elections, special efforts were made to reach out to diverse cultural communities in the city and particularly to those residents who have language barriers. These initiatives will be enhanced to reach out to diverse communities to encourage people to exercise their votes.
- The City Hall Lights program is available to diverse communities to celebrate events of cultural significance by lighting the two trees outside City Hall.
- Since 2001, the City has published a Newcomer's Guide in five languages. The Guide is also online and is used by numerous civic and non-governmental agencies serving newcomers.
- Social Planning undertook various activities to support the City's multiculturalism work, such as a needs assessment of Chinese seniors in the Chinatown and Strathcona areas, discussions with Neighborhood Houses to address new and emerging needs of newcomers, secretariat support to the Mayor's Task Force on Immigration, and organization of a summit conference on immigrant employment issues in the fall of 2008.
- Social Planning administers the City's Community Service Grants program, which provides financial support to more than a hundred community service organizations including many which serve immigrants and newcomers.
- The City will be implementing 311, a new information and referral service that will provide citizens with one phone number to access City information and non-emergency services. The 311

service will be available 24 hours a day, seven days a week, in multiple languages.

• Parks and Recreation continues to make significant impacts on the lives of residents through its innovative programs offered through local community centres which bring together residents of diverse backgrounds. Parks and Recreation have taken a lead in celebrating local events and festivals such as Chinese New Year, Diwali and Canada Day. The department's annual report is now available in Chinese which increases its accessibility and accountability to its diverse population.

• With funding made available from the B.C. Arts Council and Spirit of B.C., a First Nations/Chinese opera was inspired by the Storyscapes Project. In April 2007, the Office of Cultural Affairs began the process of creating a new large-scale community opera, to be staged in June 2009, on the relationship between First Nations and Chinese communities in Vancouver.

• The Carnegie Centre participated for the fifth year in organizing the summer Chinatown Arts and Cultural Festival. The festival is organized by the Vancouver Chinatown Revitalization Committee, Chinese Cultural Centre, Vancouver Chinatown Business Improvement Association, Dr. Sun Yat-Sen Chinese Classical Gardens, Carnegie Community Centre and Powell Street Festival Society. New partners included Alliance Francaise, Kathara Dance Theatre and Vancouver Moving Theatre. Held in the Dr. Sun Yat-Sen Park Courtyard, the aim of the festival is to "bring the world to the heart of Chinatown".

• The City's Engineering Department has supported diversity in the community at large, including providing multilingual mail-outs advising residents of work to be done on streets or facilities in their neighbourhoods, and about Engineering services provided to the community.

• The Vancouver Public Library's website has access information available in seven languages in addition to English, as well as in various size fonts. Vancouver Public Library's multicultural division provides outreach services and literature in many different languages to serve the needs of the diverse communities of Vancouver.

*Prepared for Welcoming and Inclusive Forum 2008,
by Equal Employment Opportunity Office and Social Planning*

Appendix V – Onsite Program

Creating Welcoming and Inclusive Communities: What Will It Take?

Thursday June 26, 2008 8 am–5 pm

Morris J Wosk Centre for Dialogue, Simon Fraser University
580 West Hastings, Vancouver (at Seymour)



Convened by:

Sponsored by:



Dialogue Programs
Continuing Studies,
Simon Fraser University



Ministry of Attorney General and
Minister Responsible for Multiculturalism,
Settlement and Multiculturalism Division



Creating Welcoming and Inclusive Communities: What Will It Take?

Thursday, June 26, 2008 8:00 am–5:30 pm

Morris J Wosk Centre for Dialogue, Simon Fraser University

Purpose

In the context of increasingly complex demographic and social changes, it is also critical to examine the necessity of creating welcoming and inclusive communities. At this forum delegates will explore the meaning of welcoming and inclusive communities; discuss the dimensions and hallmarks of such communities; share approaches for implementing change; identify the necessary capacities for local governments to act; and finally, articulate a vision of what it will take to cultivate welcome and inclusive communities in BC.



Context

Metro Vancouver communities are experiencing rapid demographic change through immigration and migration and much of this change challenges provincial and local governments to find better ways to ensure that communities are welcoming and inclusive places for all residents. In light of this dynamic urban context, this one-day forum provides an opportunity for discussion between representatives and staff from local and provincial governments, business and community leaders and governments citizen advisory bodies.

This forum has been developed in partnership with the Welcoming and Inclusive Communities Inter-Governmental Steering Committee; a planning table of provincial, federal and local government officials from the Metro Vancouver region. A specific Forum Planning committee also included citizen advisory members. The funding sponsor is the British Columbia Ministry of

Attorney General and Minister Responsible for Multiculturalism, and convened by Simon Fraser University's Dialogue Programs, Centre for Dialogue. This invitation-only forum offers delegates the opportunity to consider the key principles, policies and programs that contribute to shaping, welcoming and inclusive communities. Sponsored by the British Columbia Ministry of Attorney General and Minister Responsible for Multiculturalism and convened by Simon Fraser University's Dialogue Programs, Centre for Dialogue, this invitation-only forum offers delegates the opportunity to consider the key principles, policies and programs that contribute to shaping, welcoming and inclusive communities.

Invited delegates bring a variety of backgrounds and expertise and represent eight Metro Vancouver municipalities: Burnaby, Coquitlam, Delta, New Westminster, City of North Vancouver, Richmond, Surrey, and Vancouver.

Location

The Morris J Wosk Centre for Dialogue at Simon Fraser University is an intellectual home and an advocate for dialogue. The Centre promotes dialogue in and outside Simon Fraser University through applied, theoretical, and collaborative research, education and professional development, as well as convenes dialogue forums on complex questions that matter to organizations, communities and citizens, such as this June conference. The conference, sponsored by the Ministry of Attorney General and Minister Responsible for Multiculturalism, will be held in the Asia Pacific Hall.



Speaker Biographies

Daniel Hiebert



Dr. Hiebert's research focuses on public policy related to the issues of immigration and cultural diversity, in Canada and internationally. He is Co-director of the Metropolis BC Centre and is currently focused on Canadian immigration policy in an international framework, with a particular interest in Australian and European comparisons as well as the economic impact of immigration in Canada, including the labour market participation of immigrants. Other areas of interest include: immigration and the transformation of Canadian metropolitan areas, immigration and housing in Canada, including the issue of homelessness and the role of non-governmental organizations in the settlement and integration of immigrants.

Pat Bidart



Patricia Bidart is the Chair of the Innisfail Welcoming Communities Committee, an initiative committed to create a welcoming and inclusive community in Innisfail, Alberta. She also serves on the Central Alberta Economic Partnership Welcoming Communities committee. The IWCC has created a toolkit to help other communities create a welcoming environment and they are currently developing an employer's toolkit. Patricia is also the Associate Vice-President of Academic Services at Olds College. She has worked on a variety of projects and in a number of capacities, including work in the Dominican Republic, Argentina, Chile, Japan, China, Mexico, Russia, Philippines, England, United States, Kyrgyzstan and Kazakhstan. Pat is presently working to finish her Doctorate of Higher Education from the University of Calgary.

Paula Carr



Paula Carr has been working in the community services sector for the last 30 years as an Executive Director of many charitable and non-profit organizations. In the last 20 years Paula's work focused supporting neighbourhood leadership to develop a large multiservice organization in East Vancouver called the Collingwood Neighbourhood House. This organization has created innovative models, which have led to awards and recognition such as the City's Cultural Harmony Award, and the BMW International Award for Intercultural Learning.

Her work includes developing diverse and integrated service delivery in areas of health, education, social services, childcare, culture, settlement, recreation, community safety and employment within a geographic area of the City of Vancouver. The approach is to engage and support community leadership as well as promote collaborative working relations to ensure initiatives and services are relevant to people who live and work in the neighbourhood and that community capacity and positive relations are developed over time.

Cultural Medicine Cabinet Musical Director: Sara Kendall

"The Cabinet" is a fusion of singers come together through the desire for beautiful truthful experiences of song. With songs of political struggle, spiritual journey and community upliftment, this radical choir will make your heart thump, out loud. Weaving elements of: Funk, Gospel Folk & Sacred Sensibilities. Contact: Sara Kendall at heartandrevolution@yahoo.com

Joanna Ashworth: Forum Moderator



Joanna Ashworth is the director of dialogue programs at Simon Fraser University. Prior to this she spent many years as an educational planner and designer with the United Nations, universities, health authorities, government and community organizations.

Note: This forum will be recorded for educational purposes.

Schedule

Thursday, June 26, 2008

8:00 am

Registration & Continental Breakfast

8:45 am

Welcoming Remarks & First Nations Greeting

Joint Steering Committee Co-Chairs: Bill Walters & John Stark, Elder Larry Grant, Musqueam First Nation

9:00 am

Session I: Clarifying the Purpose of the Forum

Bill Walters, Director of Settlement and Multiculturalism Division, Ministry of Attorney General

9:15 am

Session II: Setting the Context

Dr. Daniel Hiebert, Director, Metropolis BC

In this session, Dan Hiebert will draw from his research at Metropolis BC and provide an overview of the changing demographics of our communities, settlement patterns and their implications for planning welcoming communities.

Questions and Dialogue

9:30 am

Session III: The Innisfail Model

Patricia Bidart, Chair, Innisfail Welcoming & Inclusive Committee

It is important that all communities, urban and rural, develop welcoming communities strategies to assist newcomers in feeling a part of their community. Alberta is experiencing a significant growth in population. People are on the move and many are trying hard to meet the needs of newcomers from other areas in Canada and from other parts of the world. Patricia Bidart will present a case study on how her community of Innisfail, Alberta has met the challenge of developing a "Welcoming Communities" strategy and how their work as a community is a work in progress.

Questions and Dialogue

10:15 am

Break

10:45 am

Session IV: Turning Strangers into Neighbours: Collingwood Neighbourhood House

Paula Carr, Executive Director, Collingwood Neighbourhood House

The Renfrew Collingwood area of Vancouver has experienced huge shifts in immigrant population from 30% English as a second language in 1988 to over 70% today. Over the

last 20 years, Collingwood Neighbourhood House has worked with numerous partners and local leadership to create a place where strangers become neighbours. Paula Carr will share stories and learnings from the work accomplished at a neighbourhood level in building a welcoming and inclusive community.

Questions and Dialogue

11:15 am

Session V: Best Practices & Continuing Challenges in Metro Vancouver

John Foster (Burnaby)
 Clr. Richard Stewart (Coquitlam)
 Clr. Jeannie Kanakos (Delta)
 John Stark (New Westminster)
 Clr. Craig Keating (North Vancouver)
 Alan Hill (Richmond)
 Clr. Judy Villeneuve (Surrey)
 Clr. Raymond Louie (Vancouver)

In this lively conversation with moderator Joanna Ashworth, representatives from eight municipalities in Metro Vancouver will share their promising practices, challenges, opportunities and questions about what it takes to create communities that welcome and include all who live there. For your reference, highlights of these promising practices are documented and available in your handout materials.

12:05 pm

Musical Interlude: Cultural Medicine Cabinet

12:15 pm

Lunch (Concourse)

1:15 pm

Session VI: Creating a Vision: Working Groups Session

A vision articulates and describes a desired future and this is the work of your afternoon working groups. Moving into pre-assigned groups and supported by skilled facilitators, you will have the opportunity to share your personal perspectives, reflect on what you have heard today and collaboratively create a vision for a desirable welcoming and inclusive community. (See sidebar, next page.)

2:45 pm

Break

3:00 pm

Session VII: Sharing the Vision: Report from Working Groups

3:30 pm

Session VIII: Roundtable with The Honourable Wally Oppal, Attorney General and Minister Responsible for Multiculturalism and Municipal Leaders

Attorney General Oppal and eight municipal leaders will have the opportunity to listen to and reflect on the collective vision offered by conference delegates and then



share their thoughts on what it takes to create welcoming and inclusive communities.

4:10 pm

Dialogue Weavers

Meharona Ghani, Manager, Anti-racism and Multiculturalism Unit, Settlement and Multiculturalism Division, Ministry of Attorney General
Alden Habacon, Manager, Diversity Initiatives, CBC Television
Dan Hiebert, Director, Metropolis BC

4:25 pm

Closing Remarks

Joint Steering Committee Chairs: Bill Walters and John Stark

4:30 pm

Reception

Please join us in the Atrium to continue the conversation

5:30 pm

Adjourn

Session VI: Creating a Vision Working Groups

A vision is:

- an image of our desired future
- a vivid description of what a welcoming and inclusive community looks like at the day to day level
- compelling, tangible and immediate
- described in the present tense
- a richly detailed and visual image

Working Group Guidelines:

It is five years from today's date and you have, marvelously enough, created your most desirable, welcoming and inclusive community.

While you are creating the vision with your group consider these questions:

- what has changed in your public institutions and agencies?
- what have you done differently as citizens?
- what are the community leaders doing differently?
- in this place what is possible?
- what are people talking about? What's the evidence that they feel welcome and included?

Once you have agreed to the general shape of your vision, your team will be brimming with excitement about sharing this future with the world (or at least the rest of us at the Forum).

Get ready to sell us on this future state – as if you were able to see it, living and breathing around you. Prepare the story about what is happening that most excites and inspires you.

Keep it short (no more than five minutes!) simple and focused, but full of energy and passion. If you can, show us what the vision is rather than tell us.

Location of Groups at SFU's Morris J Wosk Centre for Dialogue

- Group 1 – Room 480 Rix Boardroom (4th floor)
- Group 2 – Room 380 Bill & Ruth Hamilton Meeting Room (3rd floor)
- Group 3 – Room 470 Hamber Foundation Boardroom (4th floor)
- Group 4 – ICBC Salon 3 (downstairs)
- Group 5 – Asia Pacific Hall, Richards side (by the AV booth)
- Group 6 – Asia Pacific Hall, Seymour side (by the windows)

Checklist

The following excerpt is from the Inter-Cultural Association of Greater Victoria's "A Tool Box of Ideas for smaller centres; Attracting and Retaining Immigrants" (p, 69-70, 2nd edition, 2007). A special thank you to Jean McRae, Executive Director of the ICA, for giving us permission to distribute this excerpt.

Factors needed to create welcoming communities

Respect for diversity

Creating a welcoming and inclusive community does not occur easily or quickly. It happens over time. A thoughtful, organized and committed community can enhance this process. Many useful tools are available to assist a community wanting to increase its understanding and respect for diversity. Some of these can be accessed through the Canadian Heritage website at <http://www.pch.gc.ca/march-21-mars/>.

Accessible public service and facilities

Your community will have a range of public services and facilities appropriate to its needs, including day care programs, recreation centres, housing programs, libraries and seniors' centres among others. You will need to assess them to identify any real or potential barriers preventing accessibility by newcomers.

A basic accessibility checklist for any public service or facility should include:

- Mission statement that reflects agency's commitment to serve culturally diverse populations
- Policy and procedure manual that recognizes and makes reference to provision of services to culturally diverse populations
- Promotional and publicity materials that recognize and ensure services are provided to culturally diverse population and are available in key languages other than English or French
- Staff members and volunteers who have received training in cultural competency
- Staff members and volunteers who speak different languages and/or have specific cross-cultural skills (for example, those familiar with customs in other countries) to assist newcomers when required
- Physical environment of the public service or facility that reflects an inclusive community with culturally representational artwork and pictures on the wall, a welcome sign in several languages, etc.
- Organization accommodates diverse clients in effort to ensure programs and services are available to all (for example, people who cannot eat certain foods in the seniors' centre cafe due to religious beliefs are offered healthy, tasty and appropriate alternatives) or libraries that offer specialized services to immigrants
- Inviting regular feedback (questionnaire, survey) at least once a year from culturally diverse clients to ensure organization's services are accessible and to identify potential or emerging barriers

Some practical questions for your community to consider include:

- How can your public services and facilities be made sensitive and tolerant of culturally determined differences in dress, if they aren't already?
- In what ways are your medical services equipped to cope with translating and interpreting challenges?
- How will community services offices and facilities deal with those who don't speak English or French?
- What things can you do to make basic information in print or electronic form understandable by non- English or non-French speakers?
- What cultural dietary requirements are your food-serving community institutions familiar with and sensitive to?
- How does the 911 system deal with newcomers? Can law enforcement agencies and medical emergency staff respond equitably to calls from international newcomers?
- Does your community have a community 'welcome wagon' program? Does your 'welcome wagon' use a 'one size fits all' approach or does it take into account newcomers of different ethnocultural, religious or sexual orientation backgrounds?
- Where would a newcomer turn for information? For advice? For helpful tips?
- What would happen if a newcomer doesn't speak a community's common language? Are translators available in your community?
- How will your schools deal with new kids in class, ones who may be culturally different and speak another language?
- How can your community meet the needs of newcomers who have lost their family or ethnic ties?
- Where would a newcomer go for assistance with employment information For recognition of foreign credentials?
- Is housing (and location) advice available? Are there vacancies in a range of prices?
- If racial or other forms of discrimination happen to a newcomer, how will your community deal with this?
- How many community stakeholders are on side with your welcoming community strategy? Does it include:
 - law enforcement agencies
 - media
 - schools and learning institutions
 - businesses
 - community organizations
 - faith communities and churches
 - government
 - culture, sport and recreation organizations

This is not an exhaustive list of questions, but it illustrates that a welcoming community has many facets and involves the commitment of a great number of stakeholders.

The document from which the above excerpt is drawn is available on the forum website: <http://www.sfu.ca/dialogue/WIC/>

Other suggested readings are available online, including:

Metropolis BC Working Paper No. 01-05 -- "Urban Governance, Multiculturalism and Citizenship in Sydney and Vancouver" (by David Edgington, Bronwyn Hanna, Thomas Hutton and Susan Thompson)
Government of Canada -- "From Mosaic to Harmony:

Multicultural Canada in the 21st Century - Results of Regional Roundtables" (by Jean Lock Kunz and Stuart Sykes)

SPARC BC -- "Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Parks Services"

Alberta Urban Municipalities Association "Welcoming and Inclusive Communities Toolkit"

Special Acknowledgements

There have been many people who have contributed to the program.

Joint Steering Committee

John Foster, City of Burnaby
Jennifer Wilkie, City of Coquitlam
Jeannie Kanakos, Corporation of Delta
John Stark, City of New Westminster
Richard White, City of North Vancouver
Lesley Sherlock, City of Richmond
Craig Amundsen, City of Surrey
Aileen Murphy, City of Surrey
Mary Clare Zak, City of Vancouver
Baldwin Wong, City of Vancouver
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Deb Zehr, Ministry of Attorney General
Meharoon Ghani, Ministry of Attorney General
Phinder Dulai, Ministry of Attorney General
Sarah Campbell, Ministry of Attorney General
Lois Reimr, Citizenship and Immigration Canada

Forum Advisory Committee

Joe Greenholtz, Richmond Intercultural Advisory Committee
Shawkat Hasan, Richmond Intercultural Advisory Committee
Alan Hill, City of Richmond
Connie Hong, Surrey Advisory Committee
Muhammad Afzal Malik, Surrey Advisory Committee
Craig Amundsen, City of Surrey
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Liyang Ning, New Westminster Advisory Committee
John Stark, City of New Westminster
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Mahmood Awan, BC Multicultural Advisory Committee
Joanna Ashworth, Simon Fraser University

Forum Conveners & Planning Team

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Donaleen Saul, Writer
Steffen Quong, Graphic Design

All 'Radiant Clip' video clips courtesy of the National Film Board of Canada, produced by Burns Films Ltd. in co-production with the National Film Board and in association with CBC Television.

All musical excerpts are from the "Make A Case Against Racism: a collection of music and student art from British Columbia" musical compilation project, a joint initiative between Music BC and the Province of British Columbia/Welcome BC.

Appendix VI – Delegate Feedback

The below selection shares some of the feedback organizers received from forum delegates.

Question: What have you most appreciated about this forum?

- I appreciated the thoughtfulness with which this forum was put together;
- The forum prompted deeper thinking on my part and provided an open and inviting atmosphere to share.
- For me, the value of the forum was in how everybody was trying to listen carefully to the views of other, particularly the breakout dialogues, where everybody's position was apparent, but everybody gave each other room to share openly and honestly
- The wide variety of delegates and speakers, including NGOs, aboriginals, municipal politicians and staff was very helpful and the speakers shed light on topics I thought I knew well
- The entertainment was awesome! Thank you! The politicians in the afternoon were unnecessary.
- I appreciated the opportunity to learn more about other initiatives that are in the Metro Vancouver area, and the space to express needs and opinions in a municipal-government exchange.
- I particularly appreciated the opportunity to network and engage with others involved in key decision-making positions, addressing various issues. [This was] a good opportunity to hear/feel the 'temperature' of municipalities in Metro Vancouver.
- I appreciated the passion and support toward successful integration of immigrants and refugees, both from the forum attendees and government. However, I was disappointed that the day seemed to be more about general platitude and a chance for politicians to 'salute the multicultural flag'! I would have appreciated more concrete discussion about specific immigrant issues and solutions.
- Coming together is a beginning, keeping together is progress, working together is success.
- I also appreciated the goal of determining the role of municipalities in creating welcoming communities.
- I enjoyed the opportunity to meet others working with similar issues – and to hear about their experiences, bad practices, etc.
- [It was] good to hear what we are all doing and to hear that all levels of government will finally be working together to provide services and create opportunities for inclusive dialogue
- I enjoyed the morning presentations that brought back the importance of working on a personal and community level in small and large ways to make communities welcoming to all. I always appreciate the opportunity to meet and exchange ideas with people from other areas.
- The informal discussion in the afternoon when people spoke their mind on concerned issues. There were sincere recommendations and could be a great help for integration and welcoming immigrants

■ [I appreciated] recognition of First Nations at opening and including Elder Ruth Adams of Tsawwassen First Nation at the last minute

Question: What is your vision of a welcoming and inclusive community?

- A space, a neighbourhood, a city, a country, a world where everyone is comfortable with themselves and each other. Where no one is afraid to say hello, ask for help or make a friend. Where everyone is safe to promote their differences.
- Where our values of designing a welcoming community is embodied in our actions.
- It's a mindset and attitude around all people – openness to differences but also striving for common values.
- Two specific examples (among many) of creating an inclusive community are:
 - i) Resolving once and for all the issue of credentialing immigrant skills/knowledge must be acknowledged and effectively Canadianized so that immigrants can earn a fair living and contribute to the economy, and feel good about themselves; and
 - ii) Supporting immigrant/refugee children and their parents so that the children can succeed in school-ESL, pre-school skill development, extra support, etc as needed. Inclusivity depends on removing these barriers and making relatively small initial investments that will be paid back many times over!
- One which works proactively to help everyone reach their potential and contribute their gifts.
- A slower pace with the physical space – and the time for people to open to each other – to explore their similarities and their differences and to create a community based on the values of justice, harmony and hospitality.
- Individual families, already settled here, welcoming and befriending new arrivals. Family to family. Families create a belonging and are the building blocks of society. Healthy families = healthy future. Families are a natural and enjoyable and inexpensive way to teach and instruct new families in policy, language, systems, etc, etc. Adoptive families replace loss and loneliness for those who have no family here.
- In Canada: A community that is open and engages in active participation to people of all identities. A community that represents and acknowledges their background, their capacity, and their abilities. A community where people live in harmony and prevents them from discrimination and bias. A community that celebrates and is proud of being Canadian.
- A community that is made up of people who are non-patronizing, non-defensive and non-judgmental.
- My vision is social cohesion at the community/individual level. A welcoming and inclusive community is a bottom-up, intercultural process.

■ Love for all, hatred for none. We are all from the same parents (Adam and Eve). Some of us are cooked in the sun a little longer than others.

■ Where everybody feels involved – all ethnic backgrounds, class and income levels, working poor, people with disabilities, and new immigrants.

■ One where we don't need to do these meetings because it is a given that we are different but all the same – we are all Canadians/British Columbians/community members.

■ User-friendly policies for the use of all. Please ensure that grants (particularly for BC 150 years grants) are navigated without undue stress on the submitters. My hope is that when we offer grants to celebrate our diversity, that they are really meant to be given out. It doesn't appear so. Fix the software programs.

■ A community where every individual has the opportunity to realize her/his dreams and potential.

■ A safe community in which people and families can grow and learn together; share cultural experiences; find meaningful social, volunteer, and employment experiences; and in which the most vulnerable people are supported.

■ A Collingwood Neighbourhood House/community/school/ welcoming "one-stop" community centre in every neighbourhood with shared indoor/outdoor public spaces to encourage shared experiences and relationship building.

■ Indoor and outdoor spaces in neighbourhoods where all people are welcomed first and then start to feel ownership for spaces. Where strangers can connect. Where they can learn from each other and where they can build relationships and trust – interculturally.

■ Who is Welcoming Whom to this land? This is the key question. A formal ceremony of welcome is NEEDED BY FIRST NATIONS of Metro Vancouver, BC, Canada. Such a welcome would be the first step of reconciliation and truth.

■ Respecting each other, equal opportunities, non-discriminatory policies and institutionalizing the 'Concept of Welcome.'

Question: How will this event today inform what you will do to create a welcoming and inclusive community?

■ Inspired me to develop neighbourhood events such as block parties...hopefully.

■ The connection I made with other people will help me with my work to create a more inclusive community.

■ I know that we will continue these discussions at our own Intercultural Planning Table. Because most of our committee was here, I think that our discussion at our table will be taken to the next level.

■ Gives me a sense of where other people would feel comfortable starting – with the practical, the tangible and the personal.

■ I found the morning very useful. I found the afternoon exercise quite superficial – the discussions stayed at the level of platitudes. I would hope there would be more dialogue that allows for more in-depth analysis. Community consultation is so important – we should ensure that there is the space and time for people to

develop the complex ideas and strategies necessary.

■ I will spread the word to people who are not represented in this forum: the business community, the Arts and Culture community, the entertainment community, the mass media and communications community and the education community.

■ Mostly to know that municipalities are looking at and addressing the issues and want to be stronger, better, welcoming communities.

■ It was refreshing to hear the various speakers. I was sorry there were not representatives from the next wave – the Middle East. The whole outlook from these people can be a totally different vision on life.

■ Continue my and others advocacy – share stories of success and despair and work towards stories of acknowledgement, inclusivity and safety; where the laws of our land are respected, that women will be respected; that all humanity will be cared for and live together in peace and harmony.

■ I'm not sure it has added much to what I already knew.

■ It gave me some ideas on how to assist the business area in my area be more welcomed and welcoming.

■ Need for some successes and quick wins.

■ A broader understanding of all the different groups that need to feel welcome.

■ "Building and supporting a social environment (of recreation services) that reflects the values of caring, welcoming and inclusivity." – being intentional in regards to that vision. – Quoted from Paula Carr's presentation.

■ There are few forums that I attend where I come away with a list of ideas that I can take back to my community and implement. My list today is long and full of real possibilities – real actions!

■ Be part of the change. Be active in social events and help in creating ones. Be a leader and advocate for social and civic engagement for the new comers to be part of the community as participants not observers.

■ Reach out to all neighbours to work together to find ways of welcome. Form Neighbourhood Associations/work with First Nations and all governments to try to get a Welcome Ceremony to welcome all of us to BC at BC 150. Tsawwassen First Nations to welcome the Leaders and New Comers to Tsawwassen traditional lands at Rivermania. Aboriginal Peoples of BC should not be part of the Welcoming Committee, but rather Aboriginal Peoples must be the Welcoming Committee – as the first step.

■ Identified need to establish an intercultural committee.