



# City of Richmond

## Report to Committee

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**To:** Planning Committee **Date:** December 18, 2013  
**From:** Cathryn Volkering Carlile **File:** 01-0100-20-RIAD-01  
General Manager, Community Services  
**Re:** RIAC 2013 Annual Report and 2014 Work Program

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### Staff Recommendation

That the Richmond Intercultural Advisory Committee: 2013 Annual Report and 2014 Work Program (Attachment 1) be approved.

Cathryn Volkering Carlile  
General Manager, Community Services  
(604-276-4068)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 
APPROVED BY CAO 	

CNCL - 221

## **Staff Report**

### **Origin**

This report presents the Richmond Intercultural Advisory Committee (RIAC) 2013 Annual Report to Council, describing RIAC activities and accomplishments for the year 2013, and the proposed RIAC 2014 Work Program and Budget (Attachment 1)

### **Findings of Fact**

1. RIAC 2013 Annual Report: The highlights of the RIAC 2013 activities are described in Attachment 1.
2. Proposed RIAC 2014 Work Program/Budget: The proposed RIAC 2014 Work Program and Budget are also described in Attachment 1.

### **Analysis**

#### **1. 2013 Annual Report**

Highlights of RIAC's activities for 2013, as summarised in the Annual Report, include:

- The development and launch of the first edition of a Punjabi language version of the Richmond Newcomers Guide.
- The co-organizing and hosting of a National Aboriginal Day event which brought different communities together to celebrate Aboriginal culture.
- The implementation of multicultural and intergenerational community dialogues on attitudes towards diversity.
- Provision of input on the City of Richmond Social Development Strategy.
- Partnering with Richmond Museum and faith groups on a multicultural interfaith duologue.

#### **2. Proposed 2014 Work Program**

RIAC has identified four strategic directions from the "2012 – 2015 Richmond Intercultural Strategic Plan and Work Program", and specific initiatives pertaining to each to implement in 2014. Planned initiatives include:

- The revising and updating of all four language versions of the Richmond Newcomers Guide and identification of future funding sources for new editions.
- Partnering with SD38 and non-profit agencies to design and implement a National Aboriginal Day event for 2014.

- Work to promote the City of Richmond Intercultural vision across all City work teams and work with City staff to maximize this vision within the development of arts and cultural and recreation programming.
- Promote civic engagement education with new immigrant groups and assist in designing a project aimed at building links and understanding between neighbours.
- Assist with the implementation and feedback on the City of Richmond Social Development Strategy as and when required.

Staff will support the RIAC 2014 Work Program as City policies, work programs, time and resources permit.

### **Financial Impact**

The RIAC budget for 2014 is \$2,500.

### **Conclusion**

RIAC's 2014 Work Program presents steps to further achieve the Council approved vision for intercultural life in the City, "for Richmond to be the most welcoming, inclusive and harmonious community in Canada".

Staff recommend that the Richmond Intercultural Advisory Committee: 2013 Annual Report and 2014 Work Program (Attachment 1) be approved.



Alan Hill  
Cultural Diversity Coordinator  
(604-276-4391)

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**Richmond Intercultural Advisory Committee**

**2013 Annual Report  
2014 Work Program and Budget**

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**1. INTRODUCTION**

Richmond City Council established the Richmond Intercultural Advisory Committee (RIAC) in February 2002 to assist the City in working towards its Corporate Vision of making Richmond the “most appealing, liveable, and well-managed city in Canada”. The mandate of RIAC, as outlined in its Terms of Reference, is to “enhance intercultural harmony and strengthen intercultural co-operation in Richmond”. In 2013 the RIAC continued to work to achieve its goals as laid out in the 2012 - 2015 Richmond Intercultural Strategic Plan and Work Program.

Throughout 2013, the Committee invited guest speakers to present on current intercultural issues in our city as well as organized events and activities with the aim of assisting diverse cultures in integrating and assisting communication between communities and City of Richmond staff and elected officials.

Newly appointed members, who replaced the outgoing members, were welcomed and the collaboration between the new and the continuing members made 2013 a successful year.

In keeping with the committee’s rotational system, Chairs and Vice-Chairs were elected in January 2013 for six-month terms.

**2. RIAC’s 2013 ACTIVITIES**

**2.1 Guest Speakers**

**2.1.1 February Guest Speaker**

**John Foster- Manager, Community Social Development, City of Richmond**

Mr. Foster gave a presentation on the draft City of Richmond Social Development Strategy and asked for feedback from the Committee. The Social Development Strategy, once adopted will be the major document to direct the social development agenda at the City and the City’s relationship with its community partners in relation to social service provision.

**2.1.2 March Guest Speakers**

**Kerry Starchuk and Anne Meridian**

Two community members presented to RIAC on issues around signage and language in Richmond and their personal impressions of there being too many Chinese language signs in the City.

### **2.1.3 May Guest Speakers**

#### **Nan Capogna and Lyn Chen – Richmond Art Gallery**

Two speakers from Richmond Art Gallery presented to RIAC on the outreach taking place at the Richmond Art Gallery to connect with and engage Richmond's diverse demographic. The Committee gave feedback and were invited to hold a future meeting in the gallery.

### **2.1.4 October Guest Speaker**

#### **Andrea Arnott- Richmond Multicultural Concerns society (RMCS)**

Andrea described the RMCS 'Welcoming and Inclusive Communities' programs. This program is funded by the Government of British Columbia to create innovative and informed dialogue between newcomers to Canada and more established Canadians. Potential future collaborations and link with the work of RIAC were discussed.

## **2.2 Major Projects for 2013**

### **2.2.1 National Aboriginal Day**

The event was organised by the RIAC Youth Sub-Committee in partnership with SD38, VCH, Pathways Aboriginal Project and the City of Richmond. This year's celebration was the first time that National Aboriginal Day had been held at Richmond City Hall. More detail of the event can be found in the subcommittee report below.

#### **Goals/RIAC objectives:**

- platform for promoting and laying the groundwork for youth involvement in RIAC's cross-community dialogue re: racism and inclusion
- dispelling cultural stereotypes
- programs focusing on commonality
- organization of cultural events
- more intercultural events at community centers and schools

#### **General partner objectives:**

- giving Aboriginal youth a public voice
- raising awareness regarding Aboriginal history in Richmond and SD38
- potential federal funding through Inter-Action, proposal deadline may have passed already
- cultural center booked for June 21
- targeting local SD38 elementary schools

### **2.2.2 Community Dialogue**

The Civic Engagement Committee continued with their work embarked of engaging citizens who normally don't participate in intercultural dialogues or other such events by providing them with an opportunity to express their concerns about how changes to Richmond's cultural dynamic are impacting them.

Building on a 2012 questionnaire intended to 'take the pulse' of Richmond's citizens with respect to diversity and Richmond's evolving cultural composition a day of dialogue was held at South Arm Community Centre on January 19<sup>th</sup> 2013, with sessions in English, Punjabi, Cantonese and Mandarin.

A concluding community forum was then held in May at Richmond City Hall which brought together and was themed around information received from both the questionnaires and the January dialogue. One encouraging factor in this dialogue was the number of youth participants. A full report of the findings of the May forum was subsequently sent as a memo to Mayor and Council.

### **2.2.3 Newcomers' Guide**

A Punjabi version of the Newcomers Guide was produced and launched in December 2013. The launch event was a great success with participation from Punjabi speaking newcomers and the more established Punjabi speaking community in Richmond.

## **3. RIAC SUB-COMMITTEES**

The following sub-committees are actively working on issues pertaining to their areas (please see sub-committee reports below):

- Newcomers Guide
- Civic Engagement/Intercultural Vision and Outreach
- Youth Integration

## **4. RIAC 2014 WORK PROGRAM**

The 2014 work program is based on an extensive evaluation and review of the 2012-2015 RIAC Intercultural Plan, adopted by Council in February 2012. The main focus areas of this new plan are civic engagement and fulfilment of the RIAC intercultural vision and these priorities are reflected in the 2014 Work program.

## **5. RIAC 2014 PROPOSED BUDGET**

RIAC is requesting an operating budget of \$2,500 for 2013. This will cover costs incurred by meetings, forums, interpretation/translation of materials and consultant fees (should these be required) associated with the implementation of the 2013 Work Program.

## **6. ACKNOWLEDGEMENTS**

I would like to take this opportunity to thank all RIAC members who have worked so diligently with great enthusiasm throughout the year, Mayor and Council for their ongoing support and Councillor Derek Dang (RIAC Council Liaison) for attending the meetings and supporting us. I would also like to extend our greatest appreciation to Alan Hill, Staff Liaison, for undertaking extensive work to ensure that committee needs are met and its goals reached.

Prepared by:  
Christopher Chan  
Chair, Richmond Intercultural Advisory Committee  
December 2013

## **RIAC 2013 Membership**

### **Citizen Appointees**

Joe Greenholtz  
Shawkat Hasan  
Diane Jubinville  
Lawrence Lim  
Philip He  
Jamie Hudson (ex Makutra)  
Christopher Chan  
Mohinder Grewal

### **Organizational Representatives**

Diane Bissenden, Vancouver Coastal Health- Richmond  
Shashi Assanand, Ministry of Children & Family Development  
David Purgart, RCMP Richmond Detachment  
Richard Lee, Richmond Community Services Advisory Committee  
Nick Chopra, Richmond Community Services Advisory Committee  
Parm Grewal, Richmond Community Services Advisory Committee  
Aileen Cormack , Richmond Seniors Advisory Committee  
Stephen Le Blanc, Richmond Community Services Advisory Committee  
Viet Vu, Richmond Centre for Disability  
Diane Tijman, School District #38

## **RIAC 2013 SUBCOMMITTEE REPORTS**

### **RIAC - Newcomer's Guide Sub-Committee**

The First Edition of the Newcomers' Guide in Punjabi was launched in December, 2013. Unlike the other 3 Editions that were sponsored by private corporations, the Punjabi Edition was wholly sponsored by the City of Richmond.

Special thanks go to our sub-committee member Mohinder Grewal and his associate Pritpal Garg for their valuable contribution in the translation of the Newcomers' Guide to the Punjabi language. We would also like to thank the City Staff and in particular Alan Hill for assistance in making this Edition possible and for organizing the Punjabi edition launch which was well attended by the Punjabi Community with media coverage provided by OMNI TV.

During the course of 2014 we also monitor any material changes in the other Editions that may require updating in the web-edition to keep it relevant and up to date. For future years, the sub-committee will seek to review the Guide on a regular basis and to publish additional revised versions when funds are available and required.

Lawrence Lim  
Chair, Newcomer's Guide Subcommittee

## **Youth Integration**

The Youth Integration Committee had a busy 2014. The major project for 2014 was the planning and implementation of a National Aboriginal Day event that was held in partnership with Richmond School District, Pathways Aboriginal Centre and Vancouver Coastal Health. It was the first National Aboriginal Day event to be ever held at Richmond City Hall and the City Hall Plaza was full of activity and Richmond residents from all sections of the community.

Diane Jubinville  
Chair, Youth Integration Subcommittee

## **Civic Engagement/Intercultural Vision and Outreach**

The Civic Engagement Committee has continued to work to engage Richmond residents who would normally not participate in intercultural dialogues or other such events by providing them with an opportunity to air their concerns about how changes to Richmond's cultural dynamic are affecting them. The process culminated in a community dialogue in January and a large public forum that was held in Richmond City Hall Council Chambers in May. The resulting findings of this forum were shared with Mayor and Council.

In February RIAC partnered on an Inter-faith with Richmond Museum to celebrate the United Nations 'World Inter-faith Harmony Week'. This event, which was well attended by Richmond's faith communities, was also held in support of the faith related exhibition that was being held in the Museum at that point.

Shawkat Hasan  
Chair, Civic Engagement/Intercultural Vision & Outreach Subcommittee

## RIAC 2013 SUBCOMMITTEES

Committee/RIAC Actions	Members
<p><b>Civic Engagement</b>  <i>Participation in governance:</i></p> <ul style="list-style-type: none"> <li>- Advise RIAC re: research and information</li> <li>- Advise RIAC re: research initiatives</li> <li>- Advise Council as appropriate</li> </ul> <p><i>Information re: rights and responsibilities:</i></p> <ul style="list-style-type: none"> <li>- Advise RIAC and community partners re: existing awareness materials and information campaigns</li> <li>- Advise Council as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Shawkat Hasan*</b></li> <li>- Shashi Assanand</li> <li>- Nick Chopra</li> <li>- Lawrence Lim</li> <li>- Jamie Hudson</li> <li>- Joe Greenholtz</li> <li>- Stella Au (Community Volunteer)</li> <li>- Mohinder Grewal</li> </ul>
<p><b>Intercultural Vision and Outreach</b></p> <ul style="list-style-type: none"> <li>- Expand on civic engagement exercise in partnership with community civic groups</li> <li>- Annual meeting with Richmond newcomers</li> <li>- Annual meeting with help providers for newcomers in need in Richmond. Better statistical and evaluation processes will be encouraged.</li> <li>- Promote a more “open door” policy among community religious and ethnic groups</li> <li>- Direct community feedback to Council, recommendations as appropriate</li> </ul>	
<p><b>Newcomer’s Guide</b></p> <ul style="list-style-type: none"> <li>- Continue updating the Newcomers’ Guide</li> <li>- Seek corporate sponsorship and governmental support for translation (e.g., Punjabi, Tagalog)</li> <li>- Seek corporate sponsorship and governmental support for 2<sup>nd</sup> edition of English and Chinese versions</li> <li>- Explore possible role for Volunteer Richmond Information Services (VRIS) and advise Council</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Lawrence Lim*</b></li> <li>- Nick Chopra</li> <li>- Mohinder Grewal</li> </ul>
<p><b>Youth Integration</b></p> <ul style="list-style-type: none"> <li>- Continue to explore opportunities for youth to participate in open and respectful dialogue in a variety of venues</li> <li>- Support and promote access to information that addresses the understanding of intercultural issues in the community</li> <li>- Encourage access to cultural events for youth and their families</li> <li>- Advise Council as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Diane Jubinville*</b></li> <li>- Parm Grewal</li> <li>- Lawrence Lim</li> <li>- Diane Bissenden</li> </ul>

**\*Sub Committee Chairs**

### Council Term Goals 2011-2014

This Work Program supports the following Council Term Goals (2011-2014). RIAC will give priority to providing Council with advice regarding the following Council Community Services Goals in 2014. Topics monitored by RIAC are outlined in the table below.

2.1 - Completion of the development and implementation of a clear social service strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to the public in order to appropriately target resources and help manage expectations.

2.9 - Encourage the development of community volunteer programs and strategies that build a broad, knowledgeable and keen volunteer base and that provide positive and meaningful opportunities for volunteers to utilize their talents while helping to provide important services to the community.

<b>Draft RIAC 2014 Work Program</b>						
<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>	<b>Status</b>
<b>1. Address language and information and cultural barriers.</b>						
1. Encourage civic involvement by actively recruiting and promoting city job opportunities across all sections of the community	Meet with City Human Resources to discuss opportunities for strategies for Job promotion across the Richmond community.	Greater diversity of applicants for City employment from a more representative cross section of the community.	Recruitment and promotion campaign designed and implemented.	Civic Engagement	City HR/ City Corporate Communications	Ongoing
2. Civic education program to encourage greater participation in civic and community life	Meet with civic education groups to identify strategies for the encouragement of newcomers in community and civic life	More new Canadians and underrepresented groups involved in civic and community life	Civic education project identified and implemented	Civic Engagement	Immigrant serving agencies/ Civic education groups	Ongoing

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**Draft RIAC 2014 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>	<b>Status</b>
3. The continuing development and updating of the Richmond Newcomers Guides.	Identify future languages for the Guide and funding sources  Identify funding mechanisms for updating existing versions of the Guide	Public empowered and able to make more informed choices conceding their settlement in Richmond.	Newcomers Guides updated and new versions identified and funded if and as required.	Newcomers	Corporate partners/ Immigrant serving agencies.	Ongoing
4. Breakdown language barriers by supporting the City and its partners in their plans to develop clear translation guidelines	Work with City staff to offer ongoing advice and review on translation guidelines for the City	Clear lines of communication between the City and all section of the Richmond community.	City Translation and Interpretation Guidelines developed.	Civic Engagement	City of Richmond Corporate communications	Ongoing
<b>CNCL 231</b>						
<b>2. Address racism and misconceptions.</b>						
1. Encourage workplaces to consider allowing newcomers to gain Canadian experience through volunteering and job shadowing.	Research and develop 'best practice' examples of volunteering and job shadowing for new immigrants.	New Canadians empowered and gaining work and volunteering experience.	Job shadowing and volunteer work opportunities identified	Civic Engagement	City of Richmond Human Resources/ Immigrant Serving Agencies	
2. Develop, promote and assist with implementation of the "HI Neighbour" project.	Develop a project proposal for the 'Hi Neighbour' project.  Meet with City and partner programming staff to investigate opportunities for the development of a pilot project.	Neighbours connected- newcomers and more established Richmond residents connected around common goals	Project plan developed/ partnership sought.	Civic Engagement	Immigrant serving agencies/RC SAC/ City of Richmond Community Services.	

**Draft RIAC 2014 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>	<b>Status</b>
3. Encourage intercultural activities with an emphasis on aboriginal groups and cultures.	Partner with non profit and statutory agencies to develop a National Aboriginal Day celebration for 2014.	Aboriginal culture celebrated and links made between aboriginal and non aboriginal communities	Aboriginal day planned and successfully implemented.	Youth	SD38/ Richmond Youth Service Agency.	
4. Reach out to all city departments and offer support and influence with RIAC mandate.	Intercultural Strategic Plan and 2014 Work Plan distributed to all City departments	Intercultural vision and mandate understood and incorporated across all City Departments	Intercultural Work plans distributed to all City departments.	Civic Engagement	City of Richmond.	
<b>Ensure that City &amp; other governmental and stakeholder systems, policies and planning processes are aligned with the Intercultural Vision</b>						
1. Review application and recruitment processes for City of Richmond employment.	Meet with City Human Resources to discuss recruitment processes at the City of Richmond and how these could be improved.	City recruitment processes inclusive and transparent	Review undertaken of Employment and recruitment processes.	Civic Engagement	City of Richmond Human Resources.	
2. Working with the education system to actively encourage intercultural education and understanding.	Meet with Key SD38 managers to discuss RIAC assistance with intercultural activities and programs.	Attendees in the Public School system actively more aware, understanding and supportive of the City of Richmond Intercultural Vision.	Practical actions identified and implemented to encourage intercultural education and understanding in the public school system in Richmond.	Youth	SD38	
3. Informed outreach to immigrant communities and visible minorities	Work with community partners to develop outreach strategies to immigrant communities	Immigrants connected – lines of communication secured with underrepresented communities.	Outreach strategies planned and partnerships identified and developed.	Civic Engagement	City of Richmond Community Services/ Immigrant Serving Agencies	

**Draft RIAC 2014 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>	<b>Status</b>
4. Intercultural education and the endorsement of cultural programs to celebrate diversity.	Meet with Community Service programmers to discuss City of Richmond Intercultural Vision.	City programmers designing and delivering programs that incorporate the City of Richmond Intercultural Vision.	Meeting held with City of Richmond programming staff.	Civic Engagement	City of Richmond Community Services Recreation Staff	
<b>4. To support the development and integration of Richmond's immigrants while doing this in a way that respects family and cultural traditions.</b>						
1. Put interculturalism on the map – intercultural media/education campaign to put Richmond on the map as the first intercultural City.	Plan out media education campaign and present draft campaign to City council for input and approval.	Interculturalism and the City of Richmond's role in promoting it promoted and understood by metro Vancouver wide audience.	Media campaign planned.	Civic Engagement	City of Richmond Corporate Communications	
2. Encourage cross cultural bridging and understanding through celebrations and events e.g.: Richmond Day	Richmond Day concept developed into proposal paper and presented to Council.	Inclusive Richmond wide event held that promotes life in Richmond for all residents.	Proposal paper written and delivered.	Civic Engagement	City of Richmond Community Services	