



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** August 18, 2017
From: Cathy Volkering Carlile **File:** 07-3000-01/2017-Vol
 General Manager, Community Services 01
Re: **Building Our Social Future – A Social Development Strategy for Richmond:
 Initial Progress Report**

Staff Recommendation

1. That the staff report titled “Building Our Social Future – A Social Development Strategy for Richmond: Initial Progress Report,” dated August 18, 2017 from the General Manager of Community Services, be received for information; and
2. That the Building Our Social Future – A Social Development Strategy for Richmond: Initial Progress Report be distributed to key stakeholders and posted on the City website.

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

Att: 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

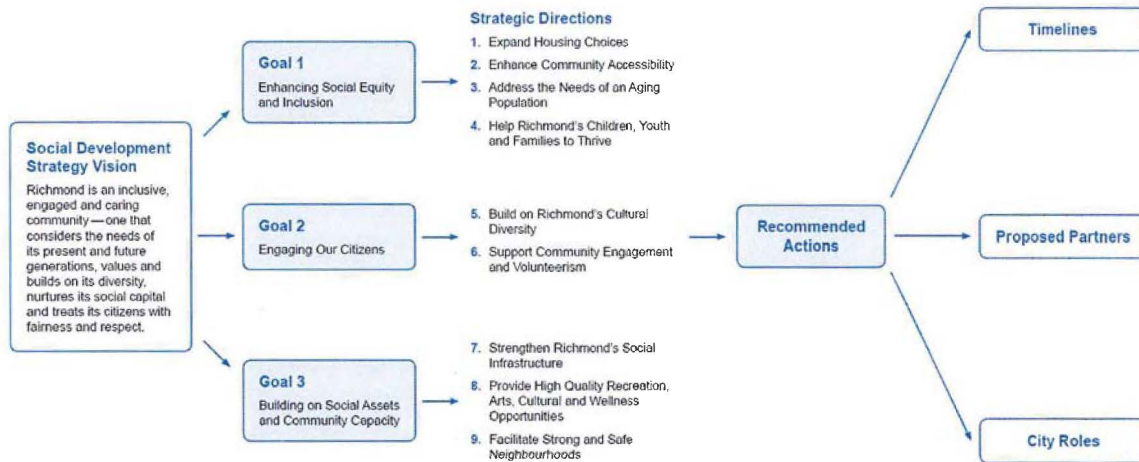
Staff Report

Origin

Building Our Social Future – A Social Development Strategy for Richmond was adopted by Council on September 9, 2013 after four years of planning and engagement with residents, community partners and other key stakeholders. It was prepared to guide the City’s decisions and resource allocations on social development matters over a ten year period from 2013 – 2022, as well as to be a resource for external stakeholders. The Strategy consists of a vision, three major goals, nine strategic directions and specific recommended actions. The actions are divided into short, medium and long term timelines, as well as reference to ongoing actions. City roles are specified for each action and proposed partners to participate in the work are also identified.

An overview of the Social Development Strategy Framework is presented below:

Social Development Strategy Framework



The purpose of this report is to provide an update on the implementation of the Social Development Strategy since its adoption in 2013, with a particular emphasis on the progress made on short term and ongoing actions. The short term actions were anticipated to take three years to complete (by September of 2016). Medium term actions are to take four to six years to address (by 2019) and long term actions are to be addressed within ten years (by 2022).

This report supports the following Council’s 2014-2018 Term Goals:

Goal #2 A Vibrant, Active and Connected City:

Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond’s demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

Goal #3 A Well-Planned Community:

Adhere to effective planning and growth management practices to maintain and enhance the livability, sustainability and desirability of our City and its neighbourhoods, and to ensure the results match the intentions of our policies and bylaws.

Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

This report also addresses the Social Development Strategy's anticipated next steps in terms of measuring and reporting on progress in achieving goals.

Analysis

The Social Development Strategy articulates a body of well-defined actions to be achieved within specified time frames and defines roles and expectations for the City and its partners in the community. Since adoption, the Strategy has subsequently been supported by multiple Council decisions to provide the necessary financial and human resources to support the planned activities. It is through the support of Council and community that the Social Development Strategy has been improving the quality life for Richmond residents over the past three and a half years.

Since the Strategy was adopted there has been significant progress in addressing the short term and ongoing actions. This is notable because of the Strategy's 53 actions (133 in total which includes sub-actions) approximately 85% are described as being short term and ongoing. In addition to addressing these actions, some of the medium and long term actions have also been addressed. The Strategy has proven to be flexible enough to accommodate and respond to changes and opportunities as they arise in the community. Overall, the Social Development Strategy has been effective in providing a strong philosophical and strategic basis for addressing social issues in the community.

Highlighted Achievements – Short Term and Ongoing Actions

The following section provides highlights of what the City and community has been able to achieve from the time the Strategy was endorsed in September 2013 to the end of 2016.

Goal 1: Enhancing Social Equity and Inclusion

Strategic Direction #1: Expand Housing Choices

- The Housing Affordability Profile was developed to assist in the preparation of the Affordable Housing Strategy;

- The Affordable Housing Resource Guide was created to provide design guidelines and technical specifications for affordable housing development;
- Cash-in-lieu contributions of approximately \$4M were allocated to the Affordable Housing Reserve Fund;
- 564 affordable housing units were secured through development in the City;
- The City contributed approximately \$20.8M towards capital construction costs and a capital grant of \$3.3M for the Kiwanis Towers development that provided 296 units of affordable seniors' rental housing; and
- Council endorsed funding for two pilot projects: (1) a Homelessness Liaison position and (2) the creation of a housing database.

Strategic Direction #2: Enhance Community Accessibility

- The Accessible Events Resource checklist was developed in consultation with the Richmond Centre for Disability;
- City buildings were audited by the Rick Hansen Foundation to assess and improve accessibility features;
- 94 special crosswalks, 43 pedestrian signals and 99 traffic signals are now equipped with Audible Pedestrian Signals;
- 80 bus stops were upgraded between January 2014 and December 2016 to become fully accessible; and
- The *Barrier Free Richmond Guide* and *Low Cost, No Cost* brochure were published and circulated.

Strategic Direction #3: Address the Needs of an Aging Population

- The Seniors Service Plan (2015-2020) was updated and is being implemented;
- Planning and design of the Minoru Centre for Active Living was undertaken with input and consultation with seniors;
- The Positive Aging Campaign conducted as part of National Seniors Day;
- Public education sessions on transit training for seniors were provided in collaboration with TravelSmart (TransLink);
- The Age-Friendly Assessment and Action Plan (2015-2019) was prepared and is being implemented; and
- The City received the Province of BC's Age-Friendly Community Award in 2014.

Strategic Direction #4: Help Richmond's Children, Youth and Families to Thrive

- Three City-owned child care facilities were constructed, and four new child care facilities and one early childhood development hub have been secured through development, and are in design or under construction;
- \$1.87M was contributed by developers to the Child Care Development and Child Care Operating Reserve Funds;
- Child Care Design Guidelines were created for the construction of City-owned facilities;
- \$151K was disbursed through annual Child Care Grants;
- School Travel Planning program was piloted at three elementary schools to encourage active transportation (walking and cycling) to and from school implemented in partnership with Richmond School District and TravelSmart (TransLink);
- The 2015-2020 Youth Service Plan was adopted and is being implemented; and
- There has been creative use of flexible spaces and increased program offerings at the new City Centre Community Centre to further meet youth needs.

Goal Two: Engaging Our Citizens

Strategic Direction #5: Build on Richmond's Cultural Diversity

- The City's Newcomer's Guides were updated and published in 5 languages (English, Chinese, Tagalog, Punjabi and Russian);
- Approximately 100 Government Assisted Refugees from Syria were provided with information and access to recreation and cultural services;
- Richmond World Festival (2015, 2016 & 2017) and other intercultural events celebrated; and
- The Diversity Symposium was launched in 2015 and held again in 2016.

Strategic Direction #6: Support Community Engagement and Volunteerism

- Over 11,000 people have registered in the "I Can Help" volunteer database and over 95,000 hours of voluntary service were contributed to the community in 2016;
- The Library expanded its social media presence through the launch of a WeChat page to reach Chinese-speaking community members;
- Increased public consultation rates have been achieved through the Let's Talk Richmond engagement platform; and
- Child Care Needs Assessment consultations in 2016 engaged nearly 5,000 people.

Goal Three: Building on Social Assets and Community Capacity

Strategic Direction #7: Strengthen Richmond's Social Infrastructure

- The City consulted and collaborated with Vancouver Coastal Health on an Education Series on Healthy Aging and a Community Forum on Drug Overdose and the Fentanyl Epidemic;
- The City consulted and collaborated with Richmond School District No. 38 on the Learning and the Brain Youth Summit, the ERASE anti-bullying campaign, the Aboriginal Educational Enhancement Agreement and Adult Basic Education;
- \$2.5M was disbursed through the City's four annual City grant programs (Arts & Culture; Child Care; Health, Social and Safety; and Parks, Recreation and Community Events); and
- Advocacy with the provincial and federal governments included input on a national housing strategy, the Child Care Licensing Regulation Review, the Early Years Strategy, increased funding for mental health services, the need for a Poverty Reduction Strategy, funding levels for settlement services and abuse of the Temporary Foreign Worker Program by some child care employers.

Strategic Direction #8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities

- A project budget of \$79.6M was approved by Council in 2014 for the new 110,000 ft² Minoru Centre for Active Living that will include an aquatic centre, seniors centre and sport amenities;
- A Community Needs Assessment was conducted in 2015 on Community Service Facilities and Programs;
- The new 28,000ft² City Centre Community Centre constructed and opened;
- Minoru Sports Fields Complex improvements were completed;
- Public Art installations increased from approximately 100 in 2012 to 185 at the end of 2016; and
- The Richmond Food Charter was endorsed to support the City's urban agriculture and food security.

Strategic Direction #9: Facilitate Strong and Safe Neighbourhoods

- Community gathering spaces were developed including the Steveston Town Square plan;
- Public consultation was conducted on long-term vibrant streetscapes visions for the Bayview/Moncton/Chatham Streetscapes;
- The Parkside Neighbourhood Bike Route, Phase 1 of the Crosstown Neighbourhood Bike Route and Railway Greenway were developed; and
- The Partners for Beautification Program contributed to a new garden at the Williams Road Pump Station, the planting of native trees at Richmond Nature Park and assisting in the creation of the Pollinator Pasture public art installation.

More details on the above highlights are available in Attachment 1. A summary of the progress made on all of the Social Development Strategy's short term and ongoing actions is available in Attachment 2.

Communication

The Initial Progress Report (Attachment 1) highlights the City's progress on the Social Development Strategy's short term and ongoing actions. This report will be used to inform the public and key stakeholders about what has been achieved and will be distributed through a variety of communication channels including the City's website, social media channels and circulated to advisory committees and Community Partners.

Financial Impact

None.

Conclusion and Next Steps

The Social Development Strategy is a comprehensive guide to the City's approach to social issues in the community. As detailed in this report, significant progress has been made with respect to the majority of the short term and ongoing actions that form the bulk of the Strategy. Staff continue to explore ways of measuring and reporting on both quantitative and qualitative impacts. These measures will be reflected in future reports that will continue to inform Council and the community about the City's progress, with a particular emphasis on the Strategy's ongoing, medium term and long term actions.



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- Att. 1. Building Our Social Future, A Social Development Strategy for Richmond (2013-2022) - Initial Progress Report (2013 – 2016)
2. Social Development Strategy, Short Term and Ongoing Actions - Progress Summary

City of Richmond

Building Our Social Future A Social Development Strategy for Richmond (2013–2022)

Initial Progress Report 2013–2016

Community Social Development Department



Introduction

The City of Richmond aspires to be the most appealing, livable and well managed community in Canada. It is generally accepted that there are at least three elements of sustainability that contribute to a community's livability: economic, environmental and social. Most municipalities focus on economic sustainability as this was the original purpose for local government and remains the primary focus for many. More recently, there has been an increased emphasis on environmental sustainability as municipalities have begun to address issues such as climate change, energy efficiency and environmental degradation. Increasingly local governments like Richmond are also turning their attention to social sustainability, acknowledging that there are many aspects of civic life outside of the economic and environmental spheres that contribute to quality of life for residents.

It was in this context that City Council adopted the Social Development Strategy on September 9, 2013 and implementation has followed ever since. The benefits of having a Social Development Strategy include:

- a strong philosophical and strategic basis for addressing social issues in the community;
- a body of well-defined actions to improve the quality of life for residents to be achieved within specified time frames;
- clear roles and expectations for the City and its partners in the community; and
- a commitment from Council to provide the necessary financial and human resources to support the planned activities.

Since the Social Development Strategy was adopted, there has been significant progress in addressing the short term and ongoing actions. The following report provides a high-level summary of what the City and community have been able to achieve since late 2013 through to the end of 2016, which was envisioned as the time period in which all short term actions would be addressed.

Social Development Strategy Action Timelines

Short Term: 0-3 years

Medium Term: 4-6 years

Long Term: 7-10 years

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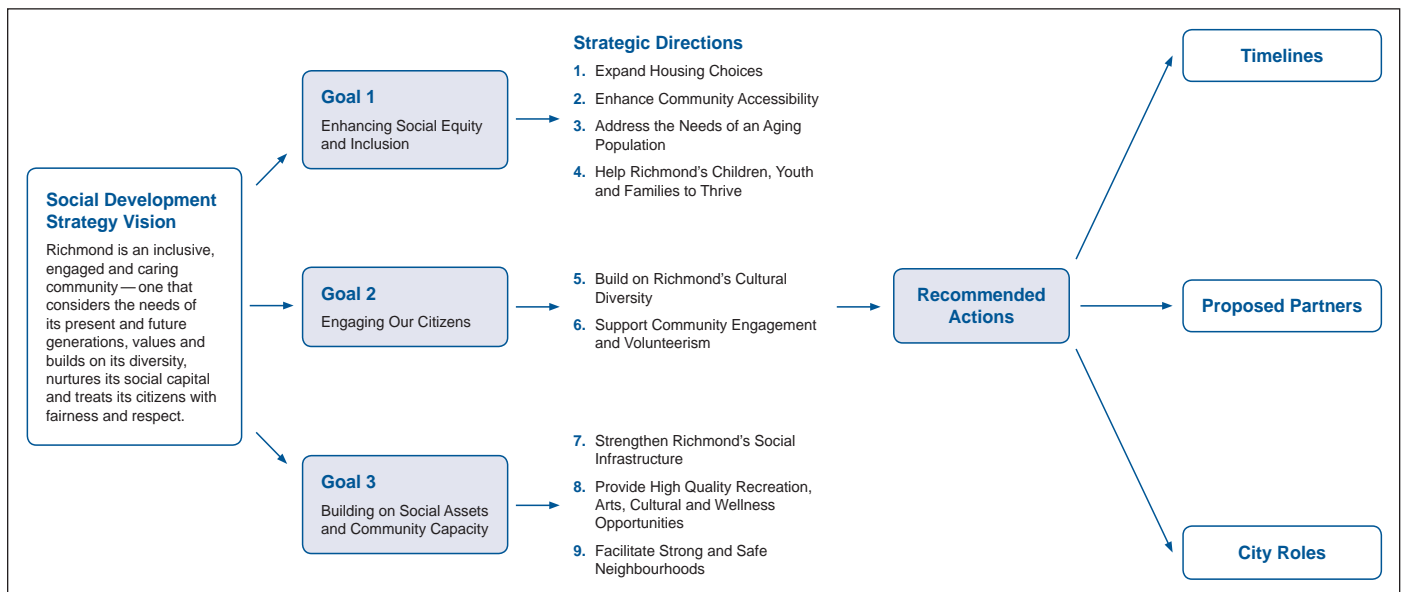
About the Strategy

Building Our Social Future – A Social Development Strategy for Richmond was prepared to guide the City’s decisions and resource allocations on social development matters over a 10-year period from 2013–2022.

The Strategy consists of three major goals, nine strategic directions and specific recommended actions. The actions are divided into short, medium and long term timelines, with reference to ongoing actions. City roles are specified for each action, and proposed partners to participate in the work are also identified.

An overview of the Social Development Strategy Framework is presented below:

Social Development Strategy Framework



Guiding Principles

The following principles adopted in the preparation of the Strategy guide its ongoing implementation:

1. Support the City's Corporate Vision – Taken collectively, the Strategy's policies will contribute to Richmond's corporate vision: for the City of Richmond to be the most appealing, livable, and well-managed community in Canada.
2. Enhance Social Sustainability – The Strategy will reflect sustainability principles, and address current and future social needs while also being financially viable and environmentally friendly. It will also clarify the social component of the City's broader Sustainability Framework.
3. Engage the Community – Both in developing and implementing the Strategy, diverse and targeted approaches have and will continue to be used to actively engage and solicit views from a broad cross section of the community.
4. Complement interests, policies, programs, services and funding priorities – In addition to setting the social development direction for Richmond, the Strategy will aim to complement other key City and non-City interests, policies, programs, services and funding priorities (e.g. OCP, sustainability initiatives, School District, Vancouver Coastal Health, BC Housing) – in short, it will seek synergies and build on existing efforts and initiatives.
5. Be strategic, visionary and realistic – While being progressive and setting a strategic and visionary social development direction for Richmond, the Strategy will also be pragmatic – identifying appropriate, realistic, and cost effective roles for the City (and its partners) for addressing social issues.
6. Focus on assets and recognize social capital – Rather than merely identifying the challenges or problems confronting Richmond, the Strategy will build on the City's and community's social capital, strengths, and initiatives (e.g. residents' knowledge and capabilities and connections within and among social networks).
7. Be flexible and resilient – While providing a progressive and sustainable social direction for Richmond, the Strategy will also recognize that unforeseen circumstances may arise, hence requiring flexibility and adaptability as implementation proceeds.
8. Provide benefits to Richmond residents and external stakeholders – In addition to assisting the City with its social development efforts, the Strategy will also provide a useful resource and planning tool for Richmond residents and external stakeholders.

Implementation Priorities

When the Strategy was adopted it recognized that all of the recommended actions were important, however five key areas were a priority for the future:

1. Cultural Diversity
2. Aging of the Population
3. Social Capital and Infrastructure
4. Children, Families and Youth
5. Affordable Housing and Affordable Living

These areas are as much of a priority today as they were upon the Strategy's adoption and remain a focus for implementation. A summary of all of the Social Development Strategy Actions are shown in Appendix A.



Building Our Social Future – Progress Snapshot 2014–2016

Strategic Direction	Indicator(s)	2014	2015	2016
1: Expand Housing Choices	Number of New Affordable Housing Units Secured ¹	371	44	129
	New Cash Contributions to the Affordable Housing Reserve Fund	\$2,107,672	\$603,961	\$1,306,234
2: Enhance Community Accessibility	Value of Subsidies – Recreation Fee Subsidy Program ²	\$56,138	\$43,541	\$42,752
	Number of New Audible Pedestrian Signals	21	30	50
3: Address the Needs of an Aging Population	Number of Participants in 55+ Registered Programs	10,062	11,524	13,036
	Number of 55+ Fitness, Sports and Game Room Passes Used at Community Centres	155,535	161,624	191,127
	Number of Wellness Clinic Participants	3,015	3,225	3,850
4: Help Richmond’s Children, Youth and Families to Thrive	Total Number of Licensed Child Care Spaces	5,488	5,729	5,904
	Value of Child Care Grants	\$26,869	\$65,000	\$59,888
5: Build on Richmond’s Cultural Diversity	Number of Newcomer’s Guides Published	1,000	1,000	2,000
6: Support Community Engagement and Volunteerism	Number of Hours of Voluntary Service Contributed Through the I Can Help system	88,105	91,486	96,156
	Number of New Canadian Tours / Participants	18 / 394	15 / 305	16 / 287
7: Strengthen Richmond’s Social Infrastructure	Value of Health, Social and Safety Grants	\$556,455	\$562,449	\$566,570
	Value of Parks, Recreation and Community Event Grants	\$99,250	\$99,570	\$103,700
	Value of Arts & Culture Grants	\$104,040	\$105,080	\$107,497
8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities	Participation in Recreation ³	862,381	969,233	1,028,728
	Attendance at City Festivals (Culture Days, Doors Open, Maritime Festival, Ships to Shore, World Festival and Children’s Arts Festival)	86,158	128,722	159,340
	Number of New Permanent Public Art Installations	10	11	25
9: Facilitate Strong and Safe Neighbourhoods	Total Kilometres of Bike Routes	65.6	68.0	70.9
	Number of Community Policing Volunteers	216	192	217

¹ Includes subsidized non-market units, low end of market rental units, market rental units, entry level home ownership, secondary suites and coach houses.

² Provided by the City and Community Partners.

³ Includes participation in registered programs; fitness, sports and games room passes; swimming pool pass visits; and skating pass visits.

Goal #1: Enhancing Social Equity and Inclusion

Strategic Direction #1: Expand Housing Choices

Why is this Important?

The Social Development Strategy recognizes that housing is a fundamental human need. Without adequate shelter it is challenging for individuals and their families to reach their full potential as members of the community. Communities that don't have a range of housing opportunities for people of all income levels and abilities become less diverse as there are fewer choices for young families, seniors, people with lower incomes and people with disabilities. A lack of housing choice can also make a community less economically resilient as an increasing proportion of the workforce needs to commute from communities where there is more choice.

Since the Social Development Strategy was adopted in 2013 housing has remained a critical issue for Richmond residents. Rising prices coupled with a limited supply of inventory have had significant affordability implications for first-time buyers and renters alike. Much of the City's success in addressing this issue since the adoption of the Strategy has been through partnerships with the non-profit societies and senior levels of government.

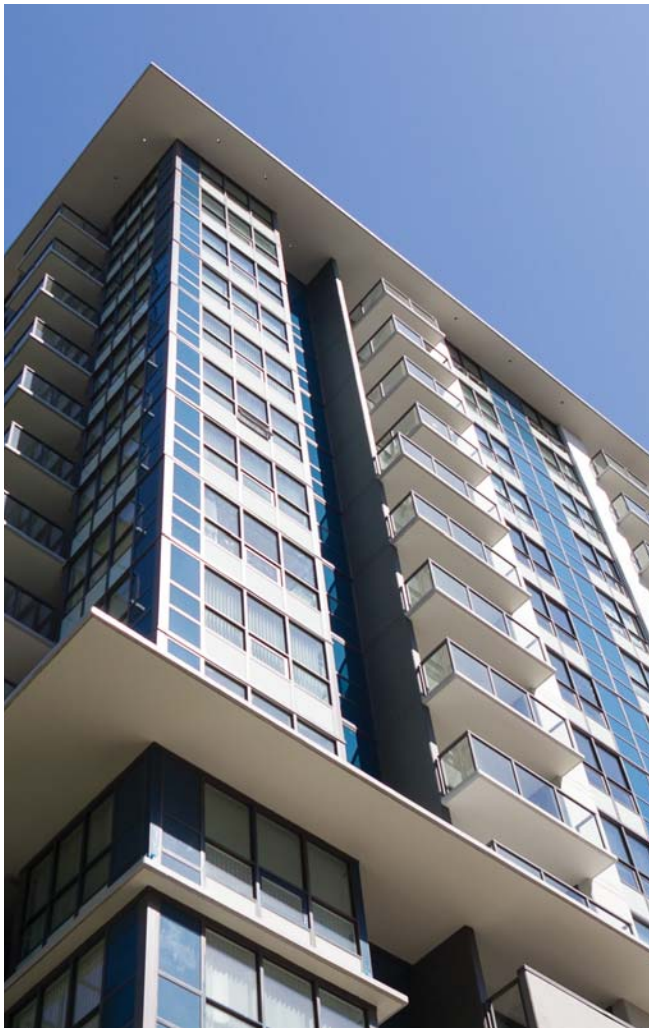
Highlighted Achievements

- The Affordable Housing Strategy helps to ensure that Richmond's response to local housing affordability challenges remains relevant, reflects key priority groups in need and addresses identified housing gaps, emerging socio-economic trends, market conditions and the evolving role of senior governments. As part of the update to the Affordable Housing Strategy, a Housing Affordability Profile was completed in 2016 to gain insight into community needs and barriers to housing, and the challenges of private and non-profit housing developers, the community service sector and the lived experiences of residents.
- The Affordable Housing Resource Guide was developed in 2015 to serve as a resource for organizations interested in the development of affordable housing in Richmond. It summarizes design guidelines and other technical specifications applicable to affordable housing projects in the city. Copies were circulated to stakeholders and an online version appears on the City's website.

- Funding from the Affordable Housing Reserve was approved in 2016 for the creation of a rental housing database. The database, managed by Atira Women's Resource Society, will maintain a list of affordable housing and market rental options in Richmond. It will assist service providers in the search for affordable rental options for their clients as well as provide information regarding unit availability and application processes.
- Affordable housing takes many different forms across a continuum that includes subsidized non-market units, low end of market rental units, market rental units, entry level home ownership, secondary suites and coach houses. Between 2014 and 2016, housing policy and practices contributed to securing a total of 564 affordable housing units in the city. Cash-in-lieu contributions to the Affordable Housing Reserve Fund during this time equalled \$4,017,867.



- Collaboration with non-profit societies, senior levels of government and private business have enabled the City to pursue innovative funding mechanisms and other leveraged investment opportunities to develop affordable housing. One example of this is the Kiwanis Towers development, built in 2015, which provides 296 units of affordable seniors' rental housing. The City contributed approximately \$20.8 million towards capital construction costs and a capital grant of \$3.3 million to offset development cost charges and associated fees. BC Housing provided up to \$16.3 million in long term financing and the Richmond Kiwanis Senior Citizens Housing Society contributed the land, valued at approximately \$12.9 million, and approximately \$21 million in equity. Polygon Homes acted as the development and construction manager for the project. The Kiwanis Towers Project won the 2015 Union of BC Municipality's Community Excellence Award for Partnerships.



- The Storeys development is anticipated to open in Fall 2017 and will have 129 units of affordable rental housing for some of the City's most vulnerable residents at risk of homelessness. Storeys is a partnership between the City of Richmond, BC Housing and a consortium of non-profit agencies consisting of Turning Point Recovery Society, Coast Mental Health, SUCCESS, Tikva Housing Society and Pathways Clubhouse. The consortium will oversee the development, ownership and management of the affordable housing and amenity spaces in Storeys. The City contributed \$19.1 million to this development. BC Housing contributed \$3 million in capital funding and provided \$43.3 million in construction financing. Service Canada provided \$1.8 million and the non-profit consortium will contribute \$11,473,293 in equity and a residential and commercial mortgage.
- The City provided a \$134,538 grant to Habitat for Humanity to cover the development cost charges for an affordable housing project that is comprised of six affordable homeownership units and six affordable secondary rental suites for low-income residents. Habitat for Humanity's project model addressed the Social Development Strategy action to enhance policies and mechanisms for facilitating affordable home ownership in Richmond.
- Actions to address homelessness in Richmond have included funding from the Affordable Housing Reserve for a pilot Homelessness Liaison that will help to coordinate outreach services, and collect and analyze data with respect to homelessness needs. The City awarded a \$35,000 contract to BC Non-Profit Housing Association in 2017. The City continues to work with BC Housing and service providers on the development of an emergency shelter. Staff also regularly participate in meetings to address homelessness with the Metro Vancouver's Housing Subcommittee, BC Housing and local service providers. An update to the Homelessness Strategy will begin in 2017.

Strategic Direction #2: Enhance Community Accessibility

Why is this Important?

Inclusive municipalities work to ensure that all community members have equal and equitable opportunities to participate in civic life. Barriers to participation can be physical, financial and attitudinal. Physical barriers can include the design of the built environment such as buildings, streetscapes and community spaces. Financial barriers include the cost of accessing services and programs. Attitudinal barriers include the negative perceptions of others based on culture, gender, appearance, age and sexual identity.

The City of Richmond prides itself on being one of the most diverse communities in Canada. To foster and enhance this diversity the City must take steps to ensure that all community members feel valued, welcomed and that they have the same opportunities as others. As Richmond continues to evolve socially, economically and culturally the challenge to enhance community accessibility becomes increasingly relevant. Significant steps have been taken to ensure that there is widespread access to programs and services in the community.

Highlighted Achievements

- The City has a strong working relationship with the Richmond Centre for Disability. The Richmond Centre for Disability identifies accessibility issues in the community and brings them to the attention of City staff for resolution. The Accessible Events Resource is a checklist that was designed to help the City and community event organizers assess and improve the accessibility of their event. Richmond Centre for Disability was involved in the development and pilot testing of the accessibility checklist for the Richmond World Festival.



- Physical accessibility is always in the forefront in the development of City facilities and the public realm. Since 2012, the City has been participating in audits of its buildings conducted by the Rick Hansen Foundation. The goal is to assess and certify the accessibility of buildings for people living with physical, visual, hearing and cognitive impairments. The audits help the City to identify opportunities for building upgrades.
- Richmond is the only municipality in Canada that has committed to equipping all special crosswalks and traffic signals with Audible Pedestrian Signals. Special Crosswalks consist of overhead illuminated signs with downward lighting and pedestrian pushbutton activated amber flashers. As of September 2016, 94 special crosswalks, 43 pedestrian signals and 99 traffic signals have been equipped with Audible Pedestrian Signals. Furthermore, 73% of active bus stops have been upgraded with accessible features.
- Richmond has over 73 kilometres of trails with wheelchair access and wayfinding features and more improvements are being made to enhance accessibility to natural areas. For example, as the City's pump stations are replaced along the dyke trail, access points are designed to be wheelchair accessible and incorporate unique features such as public art landmarks that enhance wayfinding and cognitive mapping.



- The Recreation Fee Subsidy Program provides subsidized admissions and program registrations to children and youth from low income families. On average from 2014–2016 the Recreation Fee Subsidy Program provided approximately 925 subsidies each year with a value of over \$47,400 annually. In consultation with Community Partners, revisions to the program are underway that have the potential to increase the number of eligible activities and participants. Technological and administrative improvements are also anticipated.
- An improved understanding of poverty and how it affects Richmond is critical in the design and delivery of programs and services. A number of recent initiatives have increased the knowledge base in multiple departments including the development of the Housing Affordability Profile, the Child Care Needs Assessment, participating in Richmond Children First and research into Adult Basic Education and Municipal Responses to Child and Youth Poverty. Further work to understand the nature of poverty in Richmond continues, including the update to the Affordable Housing Strategy.
- The City publishes and regularly updates two documents that facilitate access to programs and services. The Low Cost, No Cost brochure, which was redesigned in 2016, provides information on a selection of low cost and free recreation opportunities made available by the City and its Community Partners, and showcases some of the free community events. The Barrier Free Richmond Guide, first published in 2016, highlights a range of City and community resources available to individuals and families in Richmond who may face barriers because of low income, a disability or because they are new to Canada. It includes information on settlement, employment, affordable housing and support services for people experiencing homelessness, mental health issues and/or addictions.
- City grants are made available to the community on an annual basis. Many of the funded projects and services are community-based initiatives that promote independence, reduce the cost of living for low income households and support children and families. For example, grants were awarded to Pathways Clubhouse to provide meals for those with serious and persistent mental illness; the Richmond Food Security Society to support food security, including community gardens and community kitchens; and Richmond Cares, Richmond Gives to support programs including the Low Income Resource Directory. From 2014 to 2016 the City awarded non-profit agencies a total of \$1,685,474 in Health, Social and Safety grants. For further information on Health, Social and Safety grants, see Strategic Directions 4 and 9.
- The City provides land for use by non-profit organizations to increase food security for low income households. The Sharing Farm produces fruits and vegetables for distribution through the Richmond Food Bank and other service providers, and also runs the Richmond Fruit Recovery Project to ensure that fruit that would otherwise be wasted is distributed to those in need. The Richmond Food Security Society manages 300 community garden plots on behalf of the City and offers cooking classes to at-risk youth. The City has also endorsed a Food Charter that aims to improve access to food for all residents. For further information on food security, see Strategic Direction 8.



Strategic Direction #3: Address the Needs of an Aging Population

Why is this Important?

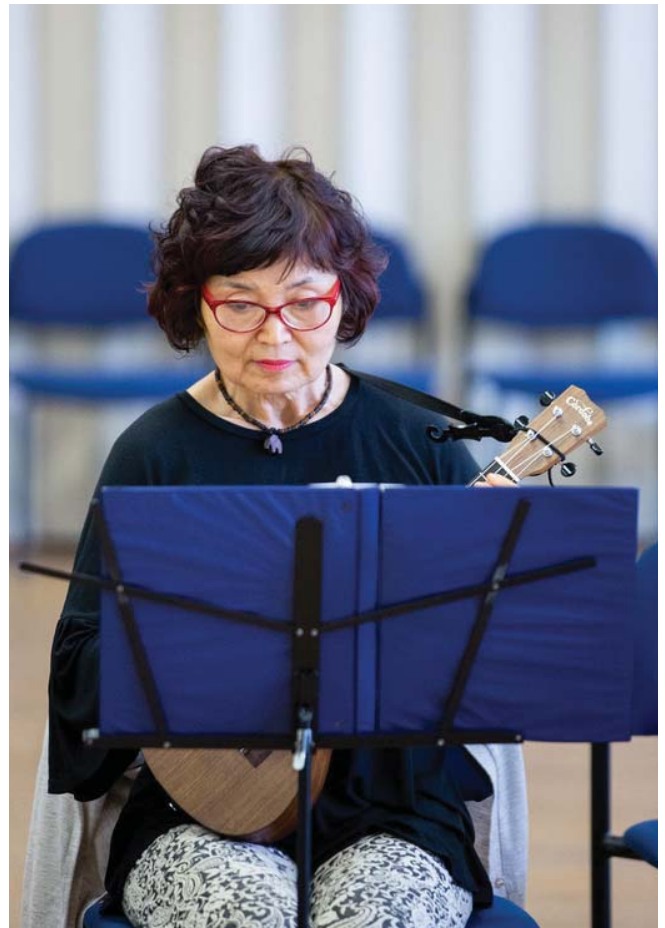
Seniors in Richmond have the highest life expectancy in Canada (85.7 years) and are living an average of four years longer than the national average of 81.1 years. It is recognized Richmond has a diverse and growing seniors population. The City and its Community Partners maintain a commitment to supporting the needs of seniors through the design of appropriate spaces, programs and services.

As the needs of seniors shift, the City needs to respond accordingly in the types of programs and services it offers, and the type of facilities it provides. Increasingly, seniors have been involved in the City's planning initiatives thereby ensuring that client needs are addressed and that seniors remain engaged and connected to their community.

Highlighted Achievements

- The 2015–2020 Seniors Service Plan, which addresses program and service needs for seniors, was updated and distributed throughout the community in 2016. The vision of the 2015–2020 Seniors Service Plan is for Richmond to be a nurturing, connected community that promotes healthy and active aging. The Plan states that this vision will be best realized by maintaining a focus on inclusion that ensures accessibility while coordinating services that collaborate with partners, volunteers and seniors.
- It is critical to involve end users in the development of services and facilities. The City's seniors' population has been engaged in the community planning through the Richmond Seniors Advisory Committee, the Minoru Seniors Society Board and Sub-Committees, and in the development of the 2015–2020 Seniors Service Plan through focus groups, surveys and evaluations. Seniors also provide their input in many other ongoing ways including serving on other advisory committees and as board members with community associations.

- Volunteering provides many opportunities for seniors to stay involved, connected and avoid isolation. In 2016, 774 volunteers aged 55+ years volunteered with the City and its Community Partners.
- In order to expand wellness programs and services to frail and isolated seniors, the City and Minoru Seniors Society collaborated with Vancouver Coastal Health to provide the Wellness Connections program. Wellness Connections is an outreach program for isolated, vulnerable seniors who face multiple barriers to participation in traditional community centre programming. The program includes bus transportation to and from home, a hot lunch, specialized programming, recreation counselling and referrals to health care and community services. Collaboration has also occurred with housing providers to bring wellness outreach programs into buildings with a high concentration of older adults.



- To break down barriers to access and inclusion, volunteers who speak different languages assist in connecting non-English speaking seniors with appropriate recreation programs and services. Trained senior volunteers from the Community Action Ambassadors Program assist with monthly wellness clinics at four community centres. They provide up to 18 hours of their time each month and speak English, Cantonese and Mandarin at the clinics.
- National Seniors Day is celebrated annually on October 1st to honour seniors for their many and varied contributions to their families, workplaces and communities. Events and programs throughout Richmond raise awareness about seniors' contributions and the important roles they play in Canadian society, including the annual Positive Aging Campaign that features positive images of diverse seniors in the community. The Positive Aging Campaign has the goal of reducing ageism and existing stereotypes of seniors, and increasing awareness of the experience, knowledge and contributions of those 55+ years of age in Richmond.
- The new Minoru Centre for Active Living will open its doors in 2018. The facility will include an aquatic centre, seniors centre and other recreation and sports amenities. It will replace the Minoru Aquatic Centre and Minoru Place Activity Centre as well as the former Minoru Pavilion. The new seniors centre will be located on two floors with a lounge, full-service cafe, a range of activity rooms, including an arts studio, woodworking shop, billiards/games room, multipurpose rooms and a dedicated entrance and lobby. Seniors were extensively involved in its design through the Minoru Complex Building Committee.
- Richmond was a recipient of a 2014 Age-Friendly BC Grant to prepare a Richmond Age-Friendly Assessment and Action Plan. The Age-Friendly Assessment and Action Plan identifies priority actions requiring attention over five years (2015–2019) and presents an implementation plan to realize the vision "for Richmond to be the best place to age, at all stages, for all residents". The Province recognized the City of Richmond as an Age-friendly Community in 2015.



Strategic Direction #4: Help Richmond’s Children, Youth and Families to Thrive

Why is this Important?

Children and youth are the future of any community. Ensuring that they are afforded every possible opportunity to thrive is the legacy that one generation passes to the next. Research indicates that early childhood development is a strong predictor of a successful transition to adulthood. Similarly, the youth that are supported today are more likely to be healthy, happy and productive adults tomorrow. Families play the primary role in the development of children and youth, and need to have access to the information and resources that can help them succeed.

The City’s role is to work with residents, non-profit agencies, the private sector and senior levels of government to ensure that there is a seamless continuum of services affording Richmond’s children and youth the best opportunity to succeed at every stage of their lives. Since the Social Development Strategy was adopted in 2013 there has been significant activity related to child care in terms of policy development and, through the development process, with securing, constructing and leasing facilities. Programs and services for youth are extensive, are based on developing youth’s internal and external assets and are guided by the Youth Service Plan in addition to the Social Development Strategy. Support for children, youth and their families is a collaborative effort with the City and its Community Partners each taking on specific roles and responsibilities.

Highlighted Achievements

- Support for the establishment of high quality, safe child care services in Richmond is guided by the City’s Child Care Strategy. It is estimated that close to 5,000 people participated in the community engagement process for the 2017–2022 Child Care Needs Assessment and Strategy, including the extensive involvement of parents and children.
- Since the Social Development Strategy was adopted in 2013, the City has been successful in securing child care facilities from private developers through the rezoning process for lease at nominal rates to non-profit providers. Three child care facilities have been constructed, and four new child care facilities and one early childhood development hub (secured through

development processes) are in design or construction. These new facilities will have a combined total area of approximately 51,000 square feet providing close to 400 new child care spaces by 2022. All eight facilities are located close to transit, schools, parks and community centres as this creates multiple benefits for children and families.

- The development of future child care facilities will be supported by private developer sector community amenity contributions. These contributions will aid in the creation of child care facilities without placing an additional financial burden on taxpayers. Between 2014 and 2016 developers contributed \$1.87 million to the Child Care Development and Child Care Operating Reserve Funds. The construction of new City-owned child care facilities is informed by Child Care Design Guidelines that provide clarity for developers, architects and child care operators regarding the City’s expectations for the design and finish of child care facilities.



- The input of child care providers and other community partners is critical in the development of appropriate policies and programs. Input on child care issues occurs through participation on the City’s Child Care Development Advisory Committee that is appointed by Council. Committee members provided recommendations on the Child Care Grants, input into the 2017–2022 Child Care Needs Assessment and Strategy process and contributed to a brochure entitled “Creating Child Care Space in Richmond”.
- Annual Child Care Grants assist non-profit societies to support quality, affordable and accessible child care. The funding helps to upgrade facilities and to support organizations that provide professional development for Richmond’s early childhood educators. From 2014 to 2016, a total of \$151,757 was disbursed through these grant programs, funded from the Child Care Operating Reserve Fund.
- The establishment and maintenance of a comprehensive child care system requires a strong foundation of planning and policy. In Richmond this occurs through the implementation of multiple City plans and strategies including the Social Development Strategy, the Official Community Plan and the Child Care Development Policy. These strategies and plans support the Child Care Grants Program, nominal leases to non-profit organizations delivering child care programs in City facilities, land use bylaws that encourage child care uses, reduced business license requirements and the development of new City child care amenities.
- The City’s support for children and families includes its collaboration with Richmond Children First on their “Avenues of Change” initiative to reduce child vulnerability in Richmond’s City Centre neighbourhood. The City provided free family swim/skate passes to volunteers and held a presentation to more than a dozen families volunteering as “neighbourhood connectors”. As a result of the research and in response to parent feedback, the availability of low-cost programming at City Centre Community Centre has increased to include a wider variety of times and days.
- Health, Social and Safety Grants are provided to agencies supporting children and families, including Big Brothers of Greater Vancouver, Big Sisters of BC Lower Mainland, Boys and Girls Clubs of South Coast BC, Family Services of Greater Vancouver, Richmond Family Place Society, Richmond Society for Community Living and Touchstone Family Association. From 2014 to 2016, the City awarded non-profit agencies a total of \$1,685,474 in Health, Social and Safety grants. For further information on Health, Social and Safety grants, see Strategic Directions 4 and 9.
- The 2015–2020 Youth Service Plan was adopted by Council on March 9, 2015. The updated Plan extensively involved youth in its development and subsequent implementation. It identifies priority program and service areas for Richmond youth and provides the City with a strategic approach to making decisions about youth-related matters. The Youth Service Plan promotes the use of the Search Institute’s 40 Developmental Assets as the framework for the delivery of Youth Services. The 40 Developmental Assets are concrete qualities that have a tremendous influence on young people’s lives and choices that help them make wise decisions, choose positive paths and grow up responsibly.
- Providing youth with appropriate services and facilities gives them the best opportunity to thrive. Support for youth services and facilities for youth have been expanded through the construction of youth spaces and program offerings at the new City Centre Community Centre (the “Social Lounge”, a Friday night Youth Hangout, and expanded Leadership Groups and AllWays program).



- The Richmond Youth Media Program is a free program for youth, presented in partnership with Richmond Addiction Services Society and supported by the Vancouver Coastal Health. Youth participants learn media literacy skills that are relevant to their interests and are placed in a supportive environment where they can engage with positive role models. Programming includes drop-in sessions (during which supervised youth can work independently) and structured classes on a range of topics, including Acting on Camera, Build a Website, Animation, Coding and Video Game Design. The Media Lab’s “Test Drive” drop-in program for preteens continues to be popular and was designed to complement the animation and game design classes offered.
- As part of the City’s ongoing efforts to provide positive outlets for youth engagement as well as promoting arts events as an integral part of a healthy community, the Richmond Youth Dance Company was established by the Richmond Arts Centre. The Richmond Youth Dance Company performs throughout the year and presents a feature showcase in the spring. Company dancers attend multiple ballet classes each week and work with guest artists throughout the season. Admission into the company is by audition.
- Each year hundreds of youth attend Youth Week activities in the first week of May. Youth Week includes the annual U-ROC (Richmond Outstanding Community) Youth Awards that honour and celebrate Outstanding Youth and Asset Champions that have embraced the 40 Developmental Assets framework. Outstanding Youth are recognized for their mentorship, resiliency, contributions to community, leadership, teamwork and for making Richmond a better place to live. Asset Champions, adults who advocate, mentor, engage, support and make a difference in the lives of youth, are also recognized at the event.
- The Safari Program is an opportunity for young woman in Richmond to learn to surf and bond with their peers in Tofino, BC. The program is led by one of the City’s Youth Outreach Workers and an Addiction Specialist from Richmond Addiction Services Society and puts an emphasis on building skills in empathy. In 2016, Tourism Tofino financially supported Junior Leaders and staff from the past six years to come to Tofino during the Queen of the Peak surf competition and speak at a media event about their experiences with surfing and the program. Similarly, since 2011 the Band of Brothers camping trip, led by a City Youth Outreach Worker and an Addiction Specialist from Richmond Addiction Services Society, creates exciting opportunities, peer connections and positive recreational activities in an outdoor setting for young males.



- G.O. Day is an annual day-long event where grade nine girls are given the opportunity to experience unique activities and gain understanding about their personal barriers to being physically active. It is planned and delivered in partnership with the City, Vancouver Coastal Health and Richmond School District. The impact of this one day initiative has been extended through the addition of G.O. Day clubs, reducing barriers for participants to maintain their interest in healthy, active, extracurricular activities.
- The Youth Services Street Team is comprised of youth 15-18 years that attend local events over the summer to spread the word about Asset Development in the community. In 2016, the Street Team utilized an updated marketing strategy that improved the branding and information sharing of the program.
- The annual ERASE anti-bullying campaign, which runs in collaboration with the School District, has increased awareness and education in efforts to reduce the prevalence of bullying. Youth are extensively involved in the marketing of ERASE through poster and video contests which result in meaningful and youth-focused promotional pieces that address bullying.
- Youth Services works the RCMP Youth Team, the Community Action Assessment Network and Touchstone's "Street Smarts Program" to reduce the lure for young people to join gangs or intervene with youth when appropriate. The objective of the program is to support at-risk youth to recognize the impact of their current choice of lifestyle and in turn, empower them to make better life choices. This is conducted through a series of weekly workshops with the additional support of one-to-one mentorship.



Goal #2: Engaging Our Citizens

Strategic Direction #5: Build on Richmond’s Cultural Diversity

Why is this Important?

Evolving diversity brings into focus universal questions of access, inclusion, community involvement and the fundamental role of the City in serving all of its residents. A greater diversity of backgrounds, histories and talents enriches society and facilitates more creativity, flexibility and economic growth. People of different cultures and places can each bring their own unique contributions to society. Different experiences and beliefs make communities much stronger than if they only reflect one culture.

Today, Richmond is one of the most ethnically and culturally diverse communities in Canada. Approximately 60% of all Richmond residents were born outside of Canada and China is ranked as the top source country for both the total and recent immigrant population. The City works to ensure that its programs and services are open, accessible and appropriate for all; regardless of income, ability, sexual orientation, or length of time living in Canada.

Highlighted Achievements

- The City recognizes and aims to reduce barriers faced by new immigrants. The City of Richmond Newcomer’s Guide provides information about the City, municipal government and the services provided by different organizations. The Guide is printed in English, Chinese, Tagalog, Punjabi and Russian to better serve the city’s diverse population. In 2015 updated versions of the English and Chinese Newcomers Guide were produced. This was followed in 2016 by an updated Tagalog version. The updated Newcomers Guides were distributed to a wide network of non-profit agencies and settlement workers for further circulation to newcomers in Richmond.
- The City is an active participant in the Community Collaboration Table, which is Richmond’s community-based Local Immigration Partnership. The Community Collaborative Table aids the City in being more accessible and inclusive by connecting immigrant-serving agencies to information sources, program guides and event listings. The City supported the

Community Collaboration Table in developing an immigration settlement plan for Richmond and has also supported a number of their initiatives, including hosting an employment fair for newcomers at Lansdowne Mall.

- The City facilitated a coordinated approach with settlement agencies to assist approximately 100 Government Assisted Refugees from Syria to access recreation and cultural services and to make them more aware of other supports available in the community.
- Richmond Public Library contributes to the City’s cultural competence by hosting free events that celebrate the City’s diversity, providing services for newcomers and by offering materials in multiple languages. Some of the Library’s events and services include Diwali celebrations, Black History Month, new immigrants’ orientation, English as a Second Language classes, links to the Cultural Access Pass, online practice for the citizenship test and links to resources in other languages.
- Community events and festivals showcase Richmond’s cultural diversity and facilitate intercultural dialogue. Richmond World Festival, Culture Days, Filipino Independence Day, Black History Month, End of Ramadan Celebration, Lighting of the Menorah, Bodhi Meditation Day and a Public Intercultural Dialogue are all examples of events that connect residents and showcase all that Richmond has to offer. The Richmond Event Application Coordination Team (REACT) helps community groups to organize and use public spaces to bring together individuals and groups to celebrate various cultural, athletic and neighborhood events.
- The Richmond World Festival is one of the City’s signature multicultural festivals that attracted more than 35,000 people in 2016. This free event features food trucks, performance stages, diverse performances, an artisan market and numerous fun activities and activations. The inaugural 2015 event won the Canadian Event Industry Award for Best Public Entertainment Festival.

- In January 2015, the City hosted the first annual Diversity Symposium aimed at practitioners in the diversity field providing the opportunity for 90+ professional and community leaders to share best practices, information and resources in the field of neighbourhood and community building. A second symposium was held in 2016 and planning is underway for a 2017 event.
- Discussions have been initiated with the aboriginal community in Richmond regarding their needs and the opportunities for future collaboration. Staff provided support, ongoing advice and input into School District 38's Aboriginal Educational Enhancement Agreement.
- The City continues to advocate on issues of importance to newcomers with senior levels of government. In 2014 Council referred the issue of funding levels for settlement services and English language training to two advisory bodies: the Richmond Intercultural Advisory Committee and the Richmond Community Services Advisory Committee. The committees, with City staff support, carried out research into funding levels for settlement and English language training. As a result, Council requested that the Provincial Government be asked to continue funding the provision of settlement services, including English language instruction, to immigrant categories deemed ineligible as of April 2015. The City also requested that the Federal Government adopt a funding formula reflective of, and responsive to, community need, as well as ensuring funding stability for community service providers.
- The City has been developing services that recognize the needs and interests of Richmond's Lesbian, Gay, Transgender and Bisexual communities. Community facilities have been decorated in recognition of Pride Week that occurs annually in Metro Vancouver. In 2014, 2015 and 2016, the City supported West Richmond Community Association's "Rainbow Social", an informational intergenerational gathering held during Pride Week. During the same time the City in partnership with the Library and West Richmond Community Association, organized the celebration of the International Day against Homophobia and Transphobia. Other initiatives included three 55+ LGBTQ Connection sessions held since 2015, with two of these being held in collaboration with the ALLWays Youth Group that supports youth of all identities. Further exploration of how the City can improve service delivery to this community continues through outreach, focus groups and other forms of consultation.



Strategic Direction #6: Support Community Engagement and Volunteerism

Why is this Important?

Residents who are highly connected to their community and neighbours often demonstrate two distinct qualities: 1) They are engaged in the decisions that impact the community around them; 2) They are giving of their time and other resources to improve the quality of life for others and for themselves.

Community engagement is a key element in the development of services and programs, and ensures that changes to the built environment are appropriate in the local context. Many of the City's community events, programs and services would not be delivered if it were not for the active involvement of volunteers. Because of the dedication and willingness of volunteers to contribute their time Richmond is a more vibrant and active community.

Highlighted Achievements

- Volunteers are relied on by the City and various partner organizations to help deliver a variety of services and programs to the community. The Community Services Volunteer Management Strategy effectively matches volunteers and volunteer opportunities. There are now more than 11,700 people registered in the "I Can Help" volunteer database and over 95,000 hours of voluntary service **were** contributed to the community in 2016. The existing Volunteer Strategy is currently being updated to ensure that it remains at the forefront of volunteer management practices.
- Many of the programs and services that contribute to quality of life in Richmond are delivered by community partners that operate community centres and deliver programs and services. These organizations rely heavily upon their dedicated volunteer Boards as well as other volunteers to assist in service delivery.
- Richmond's non-profit sector relies on committed volunteers for front line services, fund raising and governance through volunteer boards. The City consults regularly with its partners in this sector and this often takes place through the Richmond Community Services Advisory Committee. The committee provides advice to City Council on social matters impacting services, their clients and the

community. It brings together a diverse group of government, community, and agency representatives concerned about social well-being.

- There are numerous volunteer opportunities in Richmond. The Richmond Arts Centre Internship and Volunteer program supports several paid and non-paid positions that support programs and events throughout the year. The Library's Community Volunteer Program was expanded in April 2016 to include opportunities for adult volunteers. From April to September 2016, the Library had 225 registered volunteers, of which 182 were youth and 43 were adults. Over 1,030 volunteer hours at 43 separate volunteer opportunities were contributed. The annual Charity Brighthouse Volunteerism Fair is also hosted at the Library and provides an opportunity to partner with youth community members who attend the fair to explore volunteer opportunities offered by participating Richmond businesses and community partners.



- Since 2011, through the Let's Talk Richmond website the City has significantly increased participation rates in various public consultation and engagement activities by providing 24-7 online access for people to learn about and provide input on key issues. There has also been direct outreach by holding focus groups and other meetings specifically for Chinese language speakers. Online engagement has been supported by an expanded social media program, which allows the City to reach a broader cross section of the community than traditional media and targets select user and interest groups.
- The Library expanded its social media presence through the launch of a WeChat page to reach Chinese-speaking community members. The adoption by the target demographic was swift with hundreds of community members following the WeChat page within the first few months in 2015, indicating a strong need by the community for this type of communication channel.
- The City ensures that opportunities for public engagement in its planning and decision making processes reach all members of the community through extensive promotion by providing multiple ways of seeking input and taking steps to break down barriers to participation. For example, the Child Care Needs Assessment consulted with Community Partners on the best ways to gather input from people who do not normally engage with the City in its plans. Based on that input, staff arranged for translation services at community events and coffee chats, travelled to child care programs where there were large numbers of newcomers and went to the Food Bank to gather the perspectives of parents with low income.
- The City's New Canadian Tours are an opportunity to assist and engage newcomers to Richmond by helping them to gain an understanding of the City and its programs and services through guided tours of City Hall and other facilities. New immigrants and their families learn about accessible and affordable recreational and cultural opportunities, meet new people, practice English language skills, and become integrated and settled in their new community. A review is underway that is looking at ways of improving the program.



Goal #3: Building on Social Assets and Community Capacity

Strategic Direction #7: Strengthen Richmond’s Social Infrastructure

Why is this Important?

The non-profit sector delivers critical programs and services to help those in time of need, to provide opportunities for growth and development and to strengthen connections. Dedicated community service agencies and their staff play an essential role in the concept of “community helping community”. While many of these programs and services are within the purview of senior levels of government, cities are often called upon to provide support.

As Richmond’s population continues to grow, so does the demand for services offered by the non-profit sector. Supporting the non-profit sector is critical to community well-being. The City’s role in strengthening social infrastructure is one of developing partnerships, facilitation, advocacy and prudent financial support.

Highlighted Achievements

- Multi-use, multi-agency community service hubs are highly efficient in delivering community services and were supported in the City Centre Area Plan that was part of the Official Community Plan, adopted in late 2012. An Early Childhood Development Hub is currently in development in City Centre that will feature at least two types of child care co-located with other services to provide easy access for families and seamless services for children from birth to 12 years of age. It will be leased to the non-profit sector to operate.
- The City and Vancouver Coastal Health consult regularly on emerging health issues facing the community and partner on priority community and social development initiatives. Examples of this have included working collaboratively on the delivery of child care services and facilities, partnering on the Community Wellness Strategy update and participating in Richmond Children First. Both organizations have discussed the delivery of mental health services and advocated to the provincial government for increased funding. A partnership

between Minoru Seniors Society, City Seniors Services and Vancouver Coastal Health resulted in a six-session Education Series on Healthy Aging. The City, Vancouver Coastal Health, Richmond Fire-Rescue, BC Emergency Health Services, Richmond District Parents Association, Richmond RCMP and Richmond School District also held a Community Forum on Drug Overdose and Fentanyl in late 2016 to help community members understand the current epidemic in the region.



- The City and Richmond School District consult and partner regularly on emerging children, youth and education issues facing the community. Examples of collaboration include the Learning and the Brain Youth Summit, the ERASE anti-bullying campaign, reporting on Adult Basic Education, support and advice on the Aboriginal Educational Enhancement Agreement, Youth Outreach Worker liaison with the Adolescent Support Team and Alternative School Programs and partnering on the Community Wellness Strategy update. The City and School District also have a partnership agreement whereby schools may be used for community recreation activities when not in use for school purposes, in exchange for the City undertaking school park grounds maintenance. This partnership was expanded in 2013 to include social service agencies' use of schools.
- Richmond Public Library has been engaging community in a variety of social development initiatives. Community outreach has included targeted visits to seniors' residences, low-income housing complexes and other at-risk groups to ensure that individuals identified as having barriers to access are given the opportunity to utilize the programs, services and materials offered by the Library. The Library also partnered with community organizations to create the first provincial "Early Years Centre site" in BC to be located within a library. It will provide Richmond families with one-stop access to a range of community services, information and referrals.
- The City Grant Program is reviewed to ensure that the program continues to have adequate resources, targets priority community needs and makes efficient use of staff resources. The City's four grant programs support Richmond's social infrastructure in the areas of arts & culture; child care; health, social & safety; and parks, recreation & community events. The City augments the grant budget annually to assist agencies faced with rising costs. The City also reviews the web-based grant application system annually, resulting in several enhancements to streamline the application process for applicants.
- The City's advocacy with senior levels of government includes input to the provincial government, organized by BC Housing and other stakeholders to develop a national housing strategy; the Child Care Licensing Regulation Review; child care funding; the Early Years Strategy; increased funding for mental health services including the need to establish a full-time Richmond Assertive Community Treatment team; the potential impacts of Vancouver Coastal Health staff changes on mental health services; and the need for a Poverty Reduction Strategy. Advocacy with the federal government has included issues such as funding levels for settlement services and English language training and abuse of the Temporary Foreign Worker Program by some child care employers.



Strategic Direction #8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities

Why is this Important?

The opportunity to pursue arts, culture and recreation activities plays a critical role in a community's well-being. Creative expression, physical activity, lifelong learning, social connection and wellness all contribute to a sense of personal fulfillment. Parks, recreation, arts, culture and wellness activities provide opportunities for growth and development and can lead to healthier more inclusive lives. These also enable connections with others, regardless of socio-economic or cultural differences, and help build a sense of community.

The City has a long history of supporting arts, culture and recreation through programming and facility development. A number of strategies exist to build upon this legacy including the Parks, Recreation and Cultural Services Master Plan, the Community Wellness Strategy and the Richmond Arts Strategy. These strategies are regularly monitored and updated to help guide the City in its effort to ensure a high quality of life for Richmond residents. Many of these programs and facilities are supported in collaboration with the City's Community Partners.

Highlighted Achievements

- In 2014, Council approved the development of the Minoru Centre for Active Living with a project budget of \$79.6 million. The new 110,000 ft² facility, expected to open in 2018, includes an aquatic centre, seniors centre and sport amenities and will be an iconic, legacy facility for the community. The facility program for the facility was developed through a comprehensive community engagement process including Council, stakeholders and the public.
- The 2015 Community Needs Assessment was conducted to better understand the public's perspectives on Community Service Facilities and Programs. It reached over 1,000 Richmond residents. The results showed that over 90 per cent of residents are using City facilities and parks, are very satisfied with services the City provides and that the City was doing a great job in meeting resident's needs. The study also showed that the use of technology as a preferred communication tool has increased since the last Needs Assessment.
- The new 28,000 square foot City Centre Community Centre officially opened on September 19, 2015. The facility provides recreation and arts opportunities for

the City Centre, which is the fastest area of growth in the City. The Centre includes a 4,000 square foot fitness centre, fitness studio, art studio, music rooms, community living room and multipurpose rooms for all ages. The facility is co-located with satellite campus which Trinity Western University occupies the third and fourth stories of the building and shares a common entrance and lobby with the Community Centre.

- The Minoru Sports Fields Complex improvements include the installation of a Public Address system, cricket and throwing facility upgrades, tennis court surfacing and a covered shade structure for the spectators viewing area. The new field complex provides year-round use and increased capacity for training and hosting tournaments.
- The Community Wellness Strategy was created in cooperation with three local public agencies: the City of Richmond, Vancouver Coastal Health and the Richmond School District. The Strategy is based on the principle that physical wellness cannot happen independently. It correlates strongly with residents having a sense of connectedness to their community, and a commitment to wellness and well-being. Thus, the strategy promotes community connectedness in association with promoting physical activity, as the two go hand-in-hand. The Strategy is currently being updated in consultation with the community and stakeholders.



- The Arts Strategy helps to facilitate the growth of the arts in Richmond by creating an environment and culture in the City that ensures the arts play a strong role in placemaking, community building, tourism and economic development. The Strategy envisions Richmond as “an arts destination with a thriving community and a rich offering of festivals and events”. An update to the Arts Strategy is underway that will include a Cultural Facilities Plan to determine the best types and balance of facilities and programming to support and meet the needs of the community.
- Ongoing and extensive arts and culture events and initiatives continue to help fuel the arts scene in Richmond. This includes the annual Lulu Series: Art in the City speaker series; the Arts Awareness Campaign, How Art Works; the annual Richmond Arts Awards, created in partnership with the Richmond Arts Coalition; the Arts and Culture Grant Program; the Minoru Chapel Opera; Culture Days; the Richmond Maritime Festival and the Writer-in-Residence and Branscombe House Artist-in-Residence programs.
- The Public Art Program offers a stimulating program of educational and community engagement activities to increase public awareness of the arts and encourage public dialogue about art and issues of interest and concern to Richmond residents. The collection of artworks enriching the public realm has grown from just under 100 in 2012 to nearly double, with 185 high quality artworks marking the end of 2016.
- The Summer Art Truck reaches community members with barriers to accessing regular Arts Centre programs. Art Truck activities have included an after-school Intergenerational Art Program which, in partnership with Minoru Place Activity Centre and City Centre Community Centre, connected students from elementary schools to work with creative seniors. In 2015, free programs were offered in partnership with the Richmond Centre for Disability, Richmond Public Library and Richmond School District. In 2016, the Art Truck program enabled children to experience and experiment with a variety of arts during after school hours with the support of School District No. 38 staff. With the involvement of community centres, the Art Truck added a physical literacy component and a nutritionist, working in conjunction with Richmond Public Health, to offer a Healthy Eating segment, where each participant was able to enjoy a nutritionally balanced snack mid-program.
- Facilitating food security has taken on increased significance in recent years and is now recognized as a critical element in supporting the well-being of residents. The Richmond Food Charter was endorsed by Council in 2016 and is a key step towards supporting urban agriculture, strengthening the local food system, increasing access to affordable and healthy food and promoting environmentally sustainable food production, distribution and disposal practices. It informs the ongoing expansion of urban agriculture and food security through the City’s partnerships with the Richmond Food Security Society, the Sharing Farm Society and the Richmond Farm School. The Richmond Food Security Society manages the City’s 300+ community garden plots at nine locations throughout Richmond. Additional community garden plots will be considered in future park planning throughout the city.



Strategic Direction #9: Facilitate Strong and Safe Neighbourhoods

Why is this Important?

One of the most positive aspects of living in Canada is the sense of safety and security that most residents enjoy. At a local level this means safe neighbourhoods where strong social connections foster feelings of inclusion, engagement and community.

The City of Richmond continues to build the type of community infrastructure that supports the development of strong neighbourhoods and connected residents. This includes the development of spaces where people gather and interact, as well as the development of active transportation networks to facilitate the connection of neighbourhoods and residents.

Highlighted Achievements

- Richmond has been actively developing community gathering spaces as focal points for residents to connect with each other and their neighbourhoods. These community gathering spaces build upon the City's network of community centres operated by Community Partners that are already the focal points for many neighbourhoods. Recent examples of other community gathering spaces include: The Steveston Town Square plan that was developed to improve circulation, tie the park area to both the Steveston Museum and Japanese Fishermen's Benevolent Society Building, and to create an opportunity to celebrate the Japanese historic connection to Steveston; Mary's Barn, a 3,500 square foot barn located at Terra Nova which is vital to the Sharing Farm Society's mission to provide fresh, sustainably grown produce for low-income families in Richmond; and the Seine Net Loft Exhibits at the Britannia Shipyard National Historic Site which features five new permanent exhibit zones within the building's 13,000 square feet that explore the fishing and boatbuilding industries on the waterfront, and showcases new research with interactive components.
- To connect Richmond's vibrant community gathering spaces and neighbourhoods, the City has also been developing vibrant streetscapes, bicycle networks and walkways. These connections also support physical activity, the use of active transportation and community socialization. Recently enhanced connections include the Bayview/Chatham Streetscapes, the Parkside Neighbourhood Bike

Route, the Crosstown Neighbourhood Bike Route, the Railway Greenway, and the 7th Avenue Sidewalk in Steveston.

- The Partners for Beautification Program is a unique and ongoing opportunity for community involvement in adoption programs relating to civic beautification. The Program's volunteers have made significant improvements to the City's gardens, parks, trails and streets. In 2016, approximately 1,300 people contributed over 9,000 volunteer hours, participating in invasive species pulls, habitat restoration projects and community clean ups. Some of the major projects for the Program from 2013 to 2016 include a new garden at the Williams Road Pump Station, the planting of native trees at Richmond Nature Park to enhance the Pond Trail and assisting in the creation of the Pollinator Pasture public art installation.
- Actions to enhance community safety and to promote Richmond as a safe and livable community rely on the City's ongoing collaboration with Police Services through programs such as Community Policing, Block Watch, Business Link, a Joint Operations Team and connections between the City's Youth Services Team and the RCMP Youth Team. One aspect of this latter relationship is the Positive Ticket Program that is a partnership between the City and RCMP. Youth "caught" doing positive actions are given a "POSITicket" that entitles them to a free single admission to the City's aquatics, arenas, or Pitch and Putt facility. The card also lists important crisis and contact telephone numbers relevant to youth.



- The Community Safety Committee’s safety partners are to respond directly to Council on community safety issues. The City’s primary public safety providers are Police, Fire-Rescue, Emergency Preparedness and Community Bylaws. These providers work closely with other key City departments such as Transportation; Business Licensing; Building Approvals; Community Social Development, Parks, Recreation and Sport; and Arts, Culture and Heritage Services. They also work closely with other external agencies including: BC Ambulance; Coast Guard and Richmond Health Services
- The City supports multiple efforts of government and community-based partners to address mental health, substance abuse and addictions concerns in Richmond. Health, Social and Safety Grants are

provided to organizations addressing mental health, substance abuse and addictions, including grants to the Canadian Mental Health Association for the Super Fun Kids Program that supports children of parents with serious and persistent mental illness or addictions; to Chimo Community Services for support crisis response services; to Community Mental Wellness Association of Canada for social support programs; to Pathways Clubhouse for the Meal Program; to Richmond Addiction Services Society for the Centre of Excellence in addiction prevention; to Richmond Mental Health Consumer and Friends Society for peer support; and to Turning Point Recovery Society to assist with drop-in centre expenses. For further information on Health, Social and Safety grants, see Strategic Directions 2 and 4.



Next Steps

The City continues to enhance the quality of life for its residents through the implementation of “Building Our Social Future, A Social Development Strategy for Richmond (2013–2022)”. This report provides information on the City’s progress in meeting the Social Development Strategy’s short term and ongoing actions since it was adopted in 2013. Future reports will focus on the progress made in meeting the Strategy’s medium term, long term and ongoing actions.

When the Strategy was adopted it was recognized that there were five key areas that were a priority for the future. Those priority areas are just as relevant today as they are for tomorrow. Future anticipated highlights for each priority area are shown below:

1. Cultural Diversity
 - Expansion of the New Canadian Tours program
 - Cultural Harmony Strategy development and implementation
 - Revised Recreation Fee Subsidy Program
 - Renewed building audit program in collaboration with the Rick Hansen Foundation
2. Aging of the Population
 - Further implementation of the 2015–2020 Seniors Service Plan and the Age-Friendly Assessment and Action Plan (2015–2019)
3. Social Capital & Infrastructure
 - Opening of the Minoru Centre for Active Living
4. Children, Families and Youth
 - 2017–2022 Child Care Needs Assessment and Strategy implementation
 - Further development of child care facilities and Early Childhood Development service hubs
 - Enhancements to the Roving Leader Program
5. Affordable Housing and Affordable Living
 - Affordable Housing Strategy Update adoption and implementation
 - Update to the Homelessness Strategy

Conclusion

The Social Development Strategy has proven to be an effective guide in the coordination of the City of Richmond’s response to social issues in the community. Considerable progress has been made in addressing the Strategy’s short term and ongoing actions since it was adopted in late 2013. The Social Development Strategy has been, and will continue to be, a critical resource in aiding the City of Richmond to realize its vision “to be the most appealing, livable and well managed community in Canada.”

Regardless of the successes that have been achieved, the City and its Community Partners must remain diligent to ensure actions within the Strategy are fully realized. Communities are constantly evolving, as new trends emerge and others lose relevance over time. Accordingly, implementation of the Social Development Strategy must continue to be flexible to meet the demands and increase the well-being of an ever-evolving community.

Appendix A: Social Development Strategy 2013–2022

Goals, Strategic Directions and Actions

Goal #1: Social Equity and Inclusion

Strategic Direction #1: Expand Housing Choices

ACTION 1: Implement, monitor, and enhance the Richmond Affordable Housing Strategy, placing priority attention on:

- 1.1** Developing a Housing Action Plan that incorporates ongoing monitoring, revisions and housing targets for people living on limited incomes (e.g. older adults, people on social assistance and youth-at-risk). *Short term (0-3 years)*
- 1.2** Exploring options for increasing the supply of “workforce housing” (e.g. helping people who work in Richmond to be able to afford to live in the city). *Short term (0-3 years)*
- 1.3** Enhancing policies and mechanisms for facilitating affordable homeownership in Richmond. *Short term (0-3 years)*
- 1.4** Pursuing development of an emergency shelter for women and children. *Short term (0-3 years)*
- 1.5** Updating the Homelessness Strategy, in collaboration with other community partners, examining housing and support service needs and options for people who are homeless or at risk of homelessness in Richmond. *Short term (0-3 years)*
- 1.6** Exploring creative financing options, to supplement developer contributions to augment the City’s Affordable Housing Reserves. *Long term (7-10 years)*
- 1.7** Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing. *Ongoing*
- 1.8** Enhancing collaboration with non-profit societies, the faith community, private businesses and senior government to pursue innovation funding mechanisms, leveraged investment opportunities and other approaches for developing affordable housing with appropriate community support services. *Ongoing*

- 1.9** Continuing participation in local and regional homelessness initiatives. *Ongoing*
- 1.10** Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs. *Ongoing*

ACTION 2: Support opportunities for people to remain in their neighbourhoods as they age, or personal circumstances or family status changes, through such means as:

- 2.1** Continuing to accommodate a variety of housing forms, with designs that facilitate aging in place, through the OCP, Zoning Bylaw and planning policies (e.g. secondary suites, laneway housing, townhouse units within high density developments; diverse unit sizes). *Ongoing*
- 2.2** Reviewing incentives to encourage homeowners to establish secondary suites, laneway housing and other desired housing forms in Richmond neighbourhoods. *Ongoing*
- 2.3** Encouraging development of housing and community spaces that incorporate physical, socioeconomic and cultural accessibility features that support liveability and aging in place. *Ongoing*
- 2.4** Continuing to pursue opportunities to increase the public’s understanding of housing challenges for people with addictions, physical disabilities and mental health issues. *Ongoing*

Strategic Direction #2: Enhance Community Accessibility

ACTION 3: Continue to play a leadership role with respect to physical accessibility, consulting with people with disabilities and other partners in efforts to:

- 3.1** Implement the policies specified in the 2041 OCP pertaining to adaptable and convertible housing requirements, visitability and overall housing accessibility. *Short term (0-3 years) and then Ongoing*
- 3.2** Establish cost-effective accessibility design specifications for affordable housing developments. *Short term (0-3 years)*
- 3.3** Review and refine universal accessibility guidelines for multiple family residential dwellings, and promote the incorporation of adaptable design features in new single family developments. *Medium term (4-6 years)*
- 3.4** Establish formal targeted approaches to increase employment opportunities with the City for people living with disabilities. *Medium term (4-6 years)*
- 3.5** Promote best practices in the assessment and upgrading of accessibility features in City and non-City facilities (e.g. continued participation with the Rick Hansen Foundation and others on the promotion and enhancement of the Planat online venue accessibility rating tool). *Ongoing*
- 3.6** Develop a comprehensive plan with associated budget requirements, for undertaking necessary upgrades to further increase accessibility of existing City facilities. *Long term (7-10 years)*
- 3.7** Ensure that, to the extent possible, City facilities and the public realm (e.g. parks, sidewalks) are accessible. *Ongoing*

ACTION 4: Conduct a comprehensive review of the Recreation Fee Subsidy Program to ensure it continues to address priority needs, within the City's means, with consideration being given to:

- 4.1** Exploring program expansion to assist more low income residents (e.g. adults, older adults, people with disabilities). *Short term (0-3 years)*
- 4.2** Using technological improvements to enhance customer service and program administration. *Short term (0-3 years)*

- 4.3** Increasing available opportunities for resident participation in community recreation, arts and cultural activities. *Short term (0-3 years)*
- 4.4** Developing enhanced communication and marketing approaches to facilitate maximum uptake of the Recreation Fee Subsidy Program by eligible recipients. *Short term (0-3 years)*
- 4.5** Exploring alternative mechanisms for administration of the program (e.g. through a non-profit agency, funded by the City and in accordance with City guidelines). *Short term (0-3 years)*

ACTION 5: Acknowledging that income data from Statistics Canada and other sources alone do not present a complete or fully reliable picture of poverty in Richmond, work with community-based organizations, senior governments and other partners to initiate a culturally-sensitive process to:

- 5.1** Improve understanding of the characteristics and challenges of low income residents in Richmond. *Short term (0-3 years) and then Ongoing*
- 5.2** Support initiatives to help individuals and families move out of poverty, specifying the roles that the City and other partners and jurisdictions can play in pursuing viable solutions (e.g. job readiness programs, affordable housing measures). *Short term (0-3 years) and then Ongoing*

ACTION 6: Support and encourage community-based initiatives that promote independence and reduce the cost of living for low income households (e.g. community gardens, community kitchens, low income resource directory, social enterprises, and community-based life skills workshops). *Ongoing*

Strategic Direction #3: Address the Needs of an Aging Population

ACTION 7: Implement, monitor and update the Older Adults Service Plan, placing priority attention on:

- 7.1** Pursuing approaches that involve planning with, not for, the older adult population. *Short term (0-3 years)*
- 7.2** Expanding the volunteer base to serve the older adult population, as well as providing meaningful volunteer opportunities for older adults. *Short term (0-3 years)*
- 7.3** Ensuring older adults and their families and caregivers are aware of available recreation, leisure, wellness and health promotion opportunities in the community. *Short term (0-3 years)*
- 7.4** Expanding recreation, leisure and wellness services and programs to frail and isolated older adults allowing them to remain in their own homes for as long as possible. *Ongoing*
- 7.5** Reviewing the pricing structure for City programs for older adults to ensure it remains equitable and sustainable, while also being affordable for those with limited incomes. *Medium term (4-6 years)*
- 7.6** Exploring partnerships with service providers, strata councils and housing providers to bring wellness outreach programs into buildings with a high concentration of older adults. *Short term (0-3 years)*
- 7.7** Connecting non-English speaking older adults with appropriate recreation, leisure and wellness services and programs (e.g. through the use of multilingual volunteers, translation services and partnerships with community groups). *Ongoing*
- 7.8** Developing a communication strategy to increase the awareness of the young-old (55-65 years) regarding health, wellness, the aging process, legislation, programs and benefits available to older adults. *Short term (0-3 years)*

ACTION 8: Build an expanded Minoru Place Activity Centre, ensuring that the new facility is adequate for meeting the needs of Richmond's growing and diverse older adult population, while also being flexible to accommodate other groups and respond to changing needs over time. *Short term (0-3 years)*

ACTION 9: Support aging in place initiatives and the ongoing development of Richmond as an age-friendly community through such actions as:

- 9.1** Pursuing the City of Richmond's designation as an Age-friendly City, joining the World Health Organizations Global Network of Age-friendly Cities and Communities. *Short term (0-3 years)*
- 9.2** Developing a comprehensive Aging in Place Strategy for Richmond, utilizing best practice research and an assessment of current and future community needs. *Long term (7-10 years)*
- 9.3** Collaborating with senior governments, Vancouver Coastal Health, and community partners in planning and delivery of programs (e.g. community wellness clinics, elder abuse prevention initiatives) which help older adults continue to live independently in their community for as long as possible. *Ongoing*
- 9.4** Collaborating with Vancouver Coastal Health and other partners to ensure that appropriate and sufficient care facilities, adult day centre spaces and other resources are available to meet the needs of older adults who are no longer able to live independently. *Ongoing*
- 9.5** Striving to ensure that City land use plans, policies and developments support aging in place (e.g. through diverse housing forms, accessible outdoor public spaces and built environments, public realm features which encourage physical activity and social connections). *Ongoing*

Strategic Direction #4: Help Richmond’s Children, Youth and Families to Thrive

ACTION 10: Support the establishment of high quality, safe child care services in Richmond through such means as:

- 10.1** Conducting periodic Child Care Needs Assessments, with interim monitoring to identify existing and future child care requirements, by type of care and geographic area of need. *Medium term (4-6 years)*
- 10.2** Exploring creative financing options to supplement developer contributions to augment the City’s Child Care Development Reserves. *Long term (7-10 years)*
- 10.3** Securing City-owned child care facilities from private developers through the rezoning process for lease at nominal rates to non-profit providers. *Ongoing*
- 10.4** Encouraging the establishment of child care facilities near schools, parks and community centres. *Ongoing*
- 10.5** Encouraging private developers to contribute to the City’s Child Care Development Reserve Fund, as appropriate. *Ongoing*
- 10.6** Consulting and collaborating with child care providers and other community partners on child care issues. *Ongoing*
- 10.7** Administering the City’s Child Care Grant Program to support the provision of quality, affordable, accessible child care in Richmond. *Ongoing*
- 10.8** Advocating for senior governments to contribute funding and improve policies to address local child care needs. *Ongoing*

ACTION 11: Implement policies identified in the 2041 Official Community Plan to promote the establishment and maintenance of a comprehensive child care system. Ongoing

ACTION 12: Seek opportunities to provide support for children and families through:

- 12.1** Working with Richmond Children First and other partners to:
 - advance the objectives of Richmond’s Children’s Charter; and
 - develop and implement strategies to best support children and families. *Short term (0-3 years)*
- 12.2** Seeking opportunities to negotiate space for family-oriented community service hubs through the rezoning process (e.g. co-location of child care, family support and health services). *Ongoing*
- 12.3** Providing children and families with the opportunity to participate, as appropriate, in plans, policies, and programs affecting them and the community. *Ongoing*
- 12.4** Making Richmond an increasingly child and family friendly community through progressive City land use planning and design practices. *Ongoing*
- 12.5** Supporting the establishment of family-oriented affordable housing. *Ongoing*
- 12.6** Providing community grants to organizations that offer services to support children and families. *Ongoing*
- 12.7** Providing adorable and accessible child and family-friendly parks, recreation and cultural opportunities, including library programs and services. *Ongoing*
- 12.8** Supporting programs and initiatives that address domestic violence, poverty, mental health and addictions. *Ongoing*

ACTION 13: Monitor and update the Youth Service Plan, striving to create an environment that generates opportunities for Richmond’s youth to have a safe and healthy journey into adulthood, placing priority attention on:

- 13.1** Expanding services for youth in the City Centre. *Short term (0-3 years)*
- 13.2** Enhancing dedicated, safe, youth-friendly spaces in various facilities throughout Richmond. *Short term (0-3 years)*
- 13.3** Engaging youth in City and community-based planning processes. *Short term (0-3 years)*
- 13.4** Promoting and applying the 40 Development Assets based approach to programming for youth. *Ongoing*
- 13.5** Supporting community-based initiatives to provide children and youth from diverse background with opportunities to receive common leadership training and volunteer to serve others in the community. *Ongoing*
- 13.6** Supporting efforts of community-based groups to give Richmond schools children access to nutritious means. *Ongoing*

ACTION 14: Work with Police Services, the School District, youth serving agencies and youth groups on initiatives to:

- 14.1** Increase awareness and education in efforts to reduce the prevalence of bullying. *Short term (0-3 years)*
- 14.2** Improve information and referral amongst youth serving agencies in the City. *Short term (0-3 years)*
- 14.3** Reduce the lure for young people to join gangs. *Ongoing*

Goal #2: Engaging Our Citizens

Strategic Direction #5: Build on Richmond’s Cultural Diversity

ACTION 15: Implement, monitor and update the Intercultural Strategic Plan and Work Program.
Medium term (4-6 years)

ACTION 16: Improve the City’s cultural competence through monitoring the intercultural sensitivity and inclusiveness of corporate policies and practices, making adjustments as necessary to:

- 16.1** Establish clear guidelines for providing translation and interpretation services to conduct City business. *Short term (0-3 years)*
- 16.2 Devise and implement a comprehensive cultural diversity training program for City and community partner staff. *Medium term (4-6 years)*
- 16.3 Undertake a comprehensive review of City policies and practices from a diversity perspective, identifying gaps and proposed improvements. *Long term (7-10 years)*
- 16.4** Recognize and reduce barriers faced by new immigrants in accessing City services. *Ongoing*

ACTION 17: Improve employment opportunities for immigrants with foreign training and credentials, focusing on:

- 17.1 Exploring opportunities to develop a pilot “apprenticeship” type program targeted at recent immigrants, for the City and stakeholders, including the business and intercultural sectors. *Medium term (4-6 years)*

ACTION 18: Increase awareness of and access to City employment opportunities by immigrant groups through:

- 18.1 Working with community agencies and other partners to publicize City employment opportunities to immigrant groups and improve mutual understanding of barriers and needs. *Medium term (4-6 years)*
- 18.2** Continuing to explore and develop outreach mechanisms to encourage individuals from cultural groups that are currently under-represented in the City workforce to apply for available employment opportunities. *Ongoing*

ACTION 19: Create opportunities to showcase Richmond’s cultural diversity and facilitate intercultural dialogue by:

- 19.1** Encouraging collaborative approaches to ensure that Richmond remains a welcoming and integrated community, while respecting the desires of immigrant groups to maintain their own cultures. *Short term (0-3 years)*
- 19.2** Facilitating the development and coordination of intercultural events that provide opportunities for active learning about the traditions of different cultures. *Ongoing*
- 19.3** Researching and pursuing opportunities for community-based dialogues or forums about current issues that face the community as a whole, and that build intercultural interaction and awareness regarding shared values and goals amongst residents of Richmond. *Ongoing*

ACTION 20: Consult with local First Nations and urban Aboriginal organizations and other partners to:

- 20.1** Gain a better understanding of the needs of Richmond’s urban Aboriginal population, and opportunities for future collaboration. *Short term (0-3 years)*
- 20.2** Support the Richmond National Aboriginal Day event and Richmond School District Aboriginal Enhancement Agreement initiatives. *Ongoing*

ACTION 21: In conjunction with community agencies and other partners, continue to advocate to senior governments on such matters as:

- 21.1** Funding levels for settlement services and English language training. *Short term (0-3 years) then Ongoing*
- 21.2** Licensing processes and accreditation for foreign-trained professionals. *Short term (0-3 years) then Ongoing*
- 21.3** Necessary adjustments to Federal immigration policies and recruitment campaigns. *Short term (0-3 years) then Ongoing*

ACTION 22: Collaborate with community partners on:

- 22.1** Developing services and strategies that recognize the needs, interests and safety concerns of Richmond’s Lesbian, Gay, Transgendered and Bisexual (LGTB) communities. *Short term (0-3 years)*
- 22.2 Collaborating on developing cross-agency staff awareness training programs on LGTB issues. *Medium term (4-6 years)*

ACTION 23: Establish targeted measures to prevent and respond to incidents of racism in Richmond by:

- 23.1** Participating in the establishment of media watch mechanisms with stakeholders to monitor the local media, City and community communication and work to redress misperceptions created by inaccurate or insensitive references to particular cultural groups. *Short term (0-3 years)*
- 23.2 Developing an intercultural intervention resource package and subsequent training, within City and stakeholder structures, to respond to intercultural conflicts and incidents. *Medium term (4-6 years)*
- 23.3** Collaborating with the business sector and other partners to ensure racist graffiti is removed in a timely manner both from City and non-City properties in Richmond and that any wording on business signage and/or City documentation prominently includes the English language. *Ongoing*

Strategic Direction #6: Support Community Engagement and Volunteerism

ACTION 24: Implement, monitor and update the Richmond Community Services Volunteer Management Strategy. *Short term (0-3 years)*

ACTION 25: Develop a comprehensive communication strategy for encouraging and supporting a cross section of Richmond residents, particularly those who may face barriers to participation (e.g. recent immigrants, people with disabilities, etc.) to participate in City planning and decision making processes, whereby the City:

- 25.1** Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate. *Short term (0-3 years)*
- 25.2** Works with the media, including ethnic-specific media, to disseminate information and solicit ideas from the public. *Short term (0-3 years)*
- 25.3** Increase the use of social media and other innovative communication/engagement tools (e.g. study circles, online discussion forums). *Short term (0-3 years)*
- 25.4** Undertakes best practice research to develop tools to improve City community engagement practices (e.g. updating and enhancing the Public Participation Toolkit). *Long term (7-10 years)*

ACTION 26: Review the City's advisory committee structure to determine:

- 26.1** Whether existing committee structure is the most effective for obtaining community advice on particular matters. *Medium term (4-6 years)*
- 26.2** Mechanisms for ensuring that committees are best positioned to provide helpful and timely advice to City staff and elected officials including:
 - clear Terms of Reference for each committee;
 - clear roles of elected officials and staff;
 - annual orientation program for new committee members;
 - consistent reporting procedures and feedback mechanisms;

- mechanisms for information exchange amongst committees; and
- work programs that reflect Council Term Goals. *Medium term (4-6 years).*

ACTION 27: Support and encourage community-based efforts to attract and develop the leadership potential of people who live or work in Richmond and, as appropriate, coordinate these efforts with the work of municipal advisory committees. *Ongoing*

ACTION 28: Expand the City's New Canadian Tours program by:

- 28.1** Seeking corporate sponsorships and expanding the partner base of the program. *Short term (0-3 years)*
- 28.2** Providing participants with additional information on opportunities for participation in municipal decision making processes and active involvement in civic life. *Short term (0-3 years)*

Goal #3: Building on Social Assets and Community Capacity

Strategic Direction #7: Strengthen Richmond’s Social Infrastructure

ACTION 29: Prepare an enhanced policy framework for securing community amenities (e.g. space for City services, space for lease to community agencies) through the rezoning process for new developments including:

- 29.1** Developing an administrative structure (e.g. senior staff review team) and criteria for assessing community amenity options for recommendation to Council on specific rezoning applications. *Short term (0-3 years)*
- 29.2 Establishment of a Community Amenity Reserve Policy and Fund, similar to those for affordable housing and child care, to secure cash contributions from developers for future amenity development in lieu of the provision of built amenity space. *Long term (7-10 years)*

ACTION 30: Develop and maintain a database on space needs of non-profit social service agencies to be updated annually through surveys of agencies. *Short term (0-3 years)*

ACTION 31: In consultation with community agencies and developers, establish a clear, consistent City policy framework for assisting community agencies to secure program and office space for their operations, with the framework specifying, among other things:

- eligibility requirements and criteria for support;
- application process with an emphasis on transparency, consistency and fairness;
- timing requirements
- clarification of responsibilities of participating parties (e.g. agencies, developers, City);
- examples of spaces that may be pursued (e.g. multi-service hubs, single agency spaces, strategic/specific agency groupings); and

- alternative mechanisms for the securing or provision of space (e.g. lease of City premises, space secured through private rezoning as an amenity contribution, space secured for lease as part of a private development approvals process, space secured through City partnerships with other levels of government). *Short term (0-3 years)*

ACTION 32: Implement the City Centre Area Plan policy of exploring opportunities to establish multi-use, multi-agency community service hubs in appropriate locations in the City Centre, while also pursuing other types of agency space, as appropriate, throughout Richmond. *Short term (0-3 years)*

ACTION 33: Develop mechanisms and guidelines to expand use of the City’s communication channels (e.g. website) to help community agencies publicize their services, programs and events. *Short term (0-3 years)*

ACTION 34: Strengthen the City’s already strong collaborative relationship with Vancouver Coastal Health, consulting on emerging health care issues facing the community, advocating for needed services, partnering on priority community and social development initiatives and soliciting input in the health implications of key City planning matters. *Ongoing*

ACTION 35: Strengthen the City’s already strong collaborative relationship with the Richmond School District, consulting with the district on emerging children, youth and education issues facing the community, advocating for needed programs, and partnering on priority community and social development initiatives. *Ongoing*

ACTION 36: Encourage the Richmond School District to:

- 36.1** Expand community access and use of its schools.
Short term (0-3 years)
- 36.2 Explore the potential for working together to establish a pilot community school in the city.
Long term (7-10 years)

ACTION 37: Expand opportunities for partnering with Richmond Public Library on community engagement and social development initiatives.
Ongoing

ACTION 38: Nurture and enhance existing communication channels and networks with community agencies (e.g. through staff support to the Richmond Community Services Advisory Committee, participation in networking groups.)
Ongoing

ACTION 39: Administer, monitor and enhance the City Grant Program, undertaking reviews as required to ensure that the program continues to have adequate resources, targets priority community needs and makes efficient use of staff resources.
Ongoing

ACTION 40: Continue to improve mechanisms and enhance timely interdepartmental collaboration to ensure that in City planning and decision making, social factors are given appropriate consideration, in conjunction with economic and environmental factors.
Ongoing

ACTION 41: Develop and maintain strong networks and communication channels with senior government partners to seek their policy and financial assistance in addressing Richmond social issues.
Ongoing

ACTION 42: Participate in joint planning and networking initiatives with community partners (e.g. Richmond School District, Vancouver Coastal Health, Metro Vancouver, non-profit agencies), working collaboratively to address social development concerns in the community.
Ongoing

Strategic Direction #8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities

ACTION 43: Implement, monitor and update the Parks, Recreation and Cultural Services Master Plan, based on updated Community Needs Assessments, developing and enhancing an appropriate range of parks, recreation and cultural facilities throughout Richmond. *Ongoing*

ACTION 44: Implement, monitor and update the Community Wellness Strategy including development of community wellness indicators in partnership with Vancouver Coastal Health. *Ongoing*

ACTION 45: Implement, monitor and update the Richmond Arts Strategy recognizing that the arts can be an important social development tool with respect to:

- education (e.g. increasing public awareness of social issues through theatre or visual media);
- engagement (e.g. providing opportunities for people to become more involved in the community); and
- employment (e.g. providing jobs for people in arts related fields). *Ongoing*

ACTION 46 – Facilitate food security for Richmond residents by:

- 46.1** Supporting retention of agricultural lands and efforts to make these lands economically viable. *Ongoing*
- 46.2** Encouraging development of community gardens and farmers markets. *Ongoing*
- 46.3** Supporting the Richmond Farm School as an important component for the agricultural sector in the region. *Ongoing*
- 46.4** Working with the Richmond Food Security Society and Vancouver Coastal Health to facilitate food security related initiatives. *Ongoing*

ACTION 47: Explore opportunities for use of the Richmond Olympic Oval for social development initiatives. *Medium term (4-6 years)*

Strategic Direction #9: Facilitate Strong and Safe Neighbourhoods

ACTION 48: Ensure that the City's land use planning and transportation policies and bylaws create neighbourhoods that support Richmond's active living, social development and wellness objectives through such measures as:

- 48.1** Identifying locations, funding options, and planning mechanisms for the development of community gathering spaces in various parts of the city. *Ongoing*
- 48.2** Facilitating development of vibrant streetscapes with a diverse range of uses and amenities in appropriate neighbourhood locations throughout Richmond. *Ongoing*
- 48.3** Completing a network of bike routes and walkways linking neighbourhood hubs and gathering places to one another and to regional amenities. *Ongoing*

ACTION 49: Support local community building initiatives, focusing on:

- 49.1** Developing community gardens, boulevard planting areas and other informal gathering places in local neighbourhoods through the existing Partners for Beautification Program. *Ongoing*
- 49.2** Supporting community clean up events and community arts activities. *Ongoing*

ACTION 50: Continue to co-locate recreation and other community facilities with or near school sites. *Ongoing*

ACTION 51: Encourage community agencies and faith-based groups to make spaces available in their premises at reasonable rates for local community users (e.g. meetings, drop-in programs). *Ongoing*

ACTION 52: Collaborate with Police Services and community partners to promote Richmond as a safe and livable community. *Ongoing*

ACTION 53: Support the efforts of government and community-based partners to address mental health, substance abuse and addiction concerns in Richmond. *Ongoing*



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CNCL - 128

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Legend:

- Significant Progress – 50% or more of the work to address this Action has been completed.
- Work Initiated - There has been some progress towards addressing this Action, but more work remains.
- Work Not Yet Begun – Work towards achieving this Action has not been initiated.

Goal #1: ENHANCE SOCIAL EQUITY AND INCLUSION			
Strategic Direction #1. Expand Housing Choices			
Action	Timeline	Status	Achievements to Date
Action #1—Implement, monitor, and enhance the Richmond Affordable Housing Strategy, placing priority attention on:			
1.1 Developing a Housing Action Plan that incorporates ongoing monitoring, revisions and housing targets for people living on limited income (e.g. older adults, people on social assistance and youth-at-risk).	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Nov 2016: Completed Housing Affordability Profile; and • Fall 2016: Commenced Policy Review Phase of the Affordable Housing Strategy update.
1.2 Exploring options for increasing the supply of “workforce housing” (e.g. helping people who work in Richmond to be able to afford to live in the city).	Short Term (0 – 3 years)		
1.3 Enhancing policies and mechanisms for facilitating affordable home ownership in Richmond.	Short Term (0 – 3 years)		
1.4 Pursuing development of an emergency shelter for women and children.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • The City continues to work on this issue with BC Housing and service providers.
1.5 Updating the Homelessness Strategy, in collaboration with other community partners, examining housing and support service needs and options for people who are homeless or at risk of homelessness in Richmond.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Capital submission to update the strategy in 2017
1.7 Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Received direction to purchase land for a shelter; and • Council approved \$50,000 from the Affordable Housing Reserve Fund to fund a Homelessness Liaison pilot and for the creation of a centralized housing data base.
1.8 Enhancing collaboration with non-profit societies, the faith community, private businesses and senior governments to pursue innovative funding mechanisms, leveraged investment opportunities and other approaches for developing affordable housing with appropriate community support services.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • City staff worked with executive members of the Richmond Homelessness Coalition to update their Terms of Reference to increase collaboration for funding and projects; • Affordable Housing Resource Guide developed in 2015 to serve as a resource for organizations interested in the development of affordable housing; • Completed Richmond Housing Affordability Profile, highlighting the priority groups in need and housing gaps in Richmond; and • 564 affordable housing units secured by legal agreements.
1.9 Continuing participation in local and regional homelessness initiatives.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Staff participation in Metro Vancouver’s Regional Housing Subcommittee; • Regular informal meetings with BC Housing; and • Monthly Richmond Homelessness Coalition meetings.
1.10 Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • BC Housing committed to funding for the operation of winter shelter; and • Applied for Innovative Solutions to Homelessness (Project Contribution) Grant in November 2016.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action #2—Support opportunities for people to remain in their neighbourhoods as they age, or personal circumstances or family status changes, through such means as:			
2.1 Continuing to accommodate a variety of housing forms, with designs that facilitate aging in place, through the OCP, Zoning Bylaw and planning policies (e.g. secondary suites, laneway housing, townhouse units within higher density developments; diverse unit sizes).	Ongoing	Significant Progress	<ul style="list-style-type: none"> Selected consultant to review affordable housing policies and determine vulnerable populations; Draft market rental policy endorsed by Council in October 2016; and Staff continue to encourage Low End Market Rental units that meet adaptable and convertible housing guidelines.
2.2 Reviewing incentives to encourage homeowners to establish secondary suites, laneway housing and other desired housing forms in Richmond neighbourhoods.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Selected consultant to review affordable housing policies, including small builder contributions and secondary suites.
2.3 Encouraging development of housing and community spaces that incorporate physical, socioeconomic and cultural accessibility features that support livability and aging in place.	Ongoing	Work Initiated	<ul style="list-style-type: none"> Draft market rental policy endorsed by Council in October 2016; and Staff continue to encourage Low End Market Rental units that meet adaptable and convertible housing guidelines.
2.4 Continuing to pursue opportunities to increase the public's understanding of housing challenges for people with addictions, physical disabilities and mental health issues.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Nov. 2016 - Completed housing affordability profile to understand community housing needs.
Strategic Direction #2 - Enhance Community Accessibility			
Action #3—Continue to play a leadership role with respect to physical accessibility, consulting with people with disabilities and other partners in efforts to:			
3.1 Implement the policies specified in the 2041 OCP pertaining to adaptable and convertible housing requirements, visit ability and overall housing accessibility.	Short Term (0 – 3 years) then Ongoing	Work Initiated	<ul style="list-style-type: none"> Staff continue to encourage Low End Market Rental units that meet adaptable and convertible housing guidelines.
3.2 Establish cost-effective accessibility design specifications for affordable housing developments.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> Staff continue to encourage the use of the Affordable Housing Design Guidelines resource when developing new affordable housing buildings/units.
3.5 Promote best practices in the assessment and upgrading of accessibility features in City and non-City facilities (e.g. continued participation with the Rick Hansen Foundation and others on the promotion and enhancement of the Planat online venue accessibility rating tool).	Ongoing	Significant Progress	<ul style="list-style-type: none"> Partnerships with Rick Hansen Foundation leading to ongoing audits of City building; and Assisted with City Hall media event to launch new Rick Hansen Foundation building assessment program.
3.7 Ensure that, to the extent possible, City facilities and the public realm (e.g. parks, sidewalks) are accessible.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Ongoing link between Richmond Centre for Disability and City departments to report accessibility issues in the public realm; Commitment to equip all special crosswalks and traffic signals with Audible Pedestrian Signals; Upgrade of 80 bus stops to become fully accessible; and Expansion of trails with wheelchair access and wayfinding features.
Action #4—Conduct a comprehensive review of the Recreation Fee Subsidy Program to ensure it continues to address priority needs, within the City's means, with consideration being given to:			
4.1 Exploring program expansion to assist more low income residents (e.g. adults, older adults, and people with disabilities).	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> Recreation Fee Subsidy Program Review initiated and presented to Parks, Recreation and Cultural Services Committee in April 2016; and Consultation meetings held with Community Partners in June and November 2016.
4.2 Using technological improvements to enhance customer service and program administration.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> Concepts for customer service and program administration improvements identified.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
4.3 Increasing available opportunities for resident participation in community recreation, arts and cultural activities.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Recreation Fee Subsidy Program Review initiated and presented to Parks, Recreation and Cultural Services Committee in April 2016; and • Consultation meetings held with Community Partners in June and November 2016.
4.4 Developing enhanced communication and marketing approaches to facilitate maximum uptake of the Recreation Fee Subsidy Program by eligible recipients.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Research conducted on promising practices in communication in neighbouring municipalities; and • Drafts of a short term and long term communications plan initiated.
4.5 Exploring alternative mechanisms for administration of the program (e.g. through a non-profit agency, funded by the City and in accordance with City guidelines).	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Options explored for streamlining the application process, particularly related to accepting clients with social assistance documentation and engaging local community social service agencies in submitting pre-screened client referrals.
Action 5—Acknowledging that income data from Statistics Canada and other sources alone do not present a complete or fully reliable picture of poverty in Richmond, work with community-based organizations, senior governments and other partners to initiate a culturally-sensitive process to:			
5.1 Improve understanding of the characteristics and challenges of low income residents in Richmond.	Short Term (0 – 3 years) and then Ongoing	Significant Progress	<ul style="list-style-type: none"> • Richmond Community Services Advisory Committee (RCSAC) Communication Tool re: Adult Basic Education Fees presented to Council on September 26, 2016; • Housing Affordability Profile endorsed by Council Nov. 14, 2016; • Draft Child Care Needs Assessment provided enhanced knowledge of child care needs; and • RCSAC Communication Tool developed re: Municipal Responses to Child and Youth Poverty.
5.2 Support initiatives to help individuals and families move out of poverty, specifying the roles that the City and other partners and jurisdictions can play in pursuing viable solutions (e.g. job readiness programs, affordable housing measures).	Short Term (0–3 years) and then Ongoing	Significant Progress	<ul style="list-style-type: none"> • Health, Social and Safety Grants delivered to the community annually; • Publication and updates to the Low Cost, No Cost brochure and the Barrier Free Richmond Guide; and • Ongoing advocacy to Senior Governments, e.g. letters to Province re: Persons with Disabilities Bus Pass Fee Increase, Provincial Poverty Reduction Strategy, Adult Basic Education.
Action 6—Support and encourage community-based initiatives that promote independence and reduce the cost of living for low income households (e.g. community gardens, community kitchens, low income resource directory, social enterprises, and community-based life skills workshops).			
Support and encourage community-based initiatives that promote independence and reduce the cost of living for low income households (e.g. community gardens, community kitchens, low income resource directory, social enterprises, and community-based life skills workshops).	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Health, Social and Safety Grants, as well as Parks, Recreation and Community Events grants to non-profit societies; • Participation in Richmond Children First "Avenues of Change" initiative to support City Centre families and recommendations for Success by 6 Grants; • RCSAC supports members offering these types of programs by networking, information sharing and presentations; and • The City provides land for use by the Sharing Farm and the Richmond Food Security Society to increase food security for low income households.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Strategic Direction #3 -Address the Needs of an Aging Population			
Action 7. Implement, monitor and update the Older Adults Service Plan, placing priority attention on:			
7.1 Pursuing approaches that involve planning with, not for, the older adult population.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • 2015-2020 Seniors Service Plan, updated and distributed throughout the community. Extensive seniors' involvement in the development of the Seniors Service Plan through focus groups, Surveys, and evaluations; • Minoru Complex Building Committee; • Seniors Advisory Committee; • Minoru Seniors Society Board & Sub-Committees; and • Seniors input through service on other advisory committees and as board members with community associations.
7.2 Expanding the volunteer base to serve the older adult population, as well as providing meaningful volunteer opportunities for older adults.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Increased utilization of iCanHelp, the City's volunteer website; • Created opportunities based on the individual. Job descriptions and training manuals to enhance the experience; and • Expanded opportunities to include all ages allowing for intergenerational and cultural integration.
7.3 Ensuring older adults and their families and caregivers are aware of available recreation, leisure, wellness and health promotion opportunities in the community.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Created Mini-guide highlighting programs and services at Minoru Place Activity Centre that was circulated in non-traditional settings (Richmond General Hospital, doctors' offices, faith organizations etc.); • Revamped the Minoru Place News in the Richmond News to be more relevant and easier to read; and • Annual Positive Aging Campaign.
7.4 Expanding recreation, leisure and wellness services and programs to frail and isolated older adults allowing them to remain in their own homes for as long as possible.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Provided transportation for more programs and events; • Expanded Wellness Connections program to 2 days per week; and • Enhanced partnership with Vancouver Coastal Health (VCH) for referrals.
7.6 Exploring partnerships with service providers, strata councils and housing providers to bring wellness outreach programs into buildings with a high concentration of older adults.	Short Term (0 –3 years)	Significant Progress	<ul style="list-style-type: none"> • Built connections with housing providers to bring wellness outreach programs into buildings with a high concentration of older adults.
7.7 Connecting non-English speaking older adults with appropriate recreation, leisure and wellness services and programs (e.g. through the use of multilingual volunteers, translation services and partnerships with community groups).	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Trained multilingual senior volunteers from the Community Action Ambassadors Program assisted with monthly wellness clinics at four community centres; • Translation of citywide material for Seniors Week and workshops; • Utilizing staff skills in community facilities to provide customer service in languages other than English; and • Partnerships developed with multicultural agencies to promote programs and services.
7.8 Developing a communication strategy to increase the awareness of the young-old (55–65 years) regarding health, wellness, the aging process, legislation, programs and benefits available to older adults.	Short Term (0 – 3 years)	Work not Yet Begun	<ul style="list-style-type: none"> • Has not yet started.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action 8—Build an expanded Minoru Place Activity Centre, ensuring that the new facility is adequate for meeting the needs of Richmond’s growing and diverse older adult population, while also being flexible to accommodate other groups and respond to changing needs over time.			
Build an expanded Minoru Place Activity Centre, ensuring that the new facility is adequate for meeting the needs of Richmond’s growing and diverse older adult population, while also being flexible to accommodate other groups and respond to changing needs over time.	Short Term (0–3 years)	Significant Progress	<ul style="list-style-type: none"> Seniors extensively involved in facility design through the Minoru Complex Building Committee.
Action 9—Support aging in place initiatives and the ongoing development of Richmond as an age-friendly community through such actions as:			
9.1 Pursuing the City of Richmond’s designation as an Age-friendly City, joining the World Health Organizations Global Network of Age-friendly Cities and Communities.	Short Term (0–3 years)	Significant Progress	<ul style="list-style-type: none"> Age-friendly recognition was awarded to the City of Richmond in 2015.
9.3 Collaborating with senior governments, Vancouver Coastal Health, and community partners in planning and delivery of programs (e.g. community wellness clinics, elder abuse prevention initiatives) which help older adults continue to live independently in their community for as long as possible.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Collaboration with BC Recreation and Parks Association and Centre for Hip Mobility to offer Choose to Move and ActiveAge fitness programs to sedentary seniors; Public education sessions on transit training for seniors provided in collaboration with TravelSmart (TransLink); and Continued Collaboration with VCH to offer programming to vulnerable, frail and isolated seniors – Wellness Connections.
9.4 Collaborating with Vancouver Coastal Health and other partners to ensure that appropriate and sufficient care facilities, adult day centre spaces, and other resources are available to meet the needs of older adults who are no longer able to live independently.	Ongoing	Significant Progress	<ul style="list-style-type: none"> In 2016, Vancouver Coastal Health referred proponents to the City interested in submitting proposals to VCH to operate a new adult care facility; and City staff met with proponents and offered advice regarding proposed locations from a zoning and land use perspective.
9.5 Striving to ensure that City land use plans, policies and developments support aging in place (e.g. through diverse housing forms, accessible outdoor public spaces and built environments, public realm features which encourage physical activity and social connections).	Ongoing	Significant Progress	<ul style="list-style-type: none"> Support through the Official Community Plan and in the Age-Friendly Plan (2015 - 2019) endorsed.
Strategic Direction #4 - Help Richmond’s Children, Youth and Families Thrive			
Action 10. Support the establishment of high quality, safe child care services in Richmond through such means as:			
10.3 Securing City-owned child care facilities from private developers through the rezoning process for lease at nominal rates to non-profit providers.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Three child care facilities have been constructed, and four new child care facilities and one early childhood development hub (secured through development processes) are in design or construction; Child Care Design Guidelines were published in January 2016 to assist developers providing child care amenity contributions to the City and for staff implementing City Capital child care projects; and A compendium of guidelines and policies to assist developers providing child care amenities to the City was published in May 2016 and updated in December 2016 (includes the child care design guidelines, high performance building standards, lighting, landscape irrigation, etc.).

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
10.4 Encouraging the establishment of child care facilities near schools, parks and community centres.	Ongoing	Significant Progress	<ul style="list-style-type: none"> All recently constructed or secured child care facilities are, or will be located close to transit, schools, parks and community centres; and The Thompson Community Association established the new Terra Nova Nature School offering an innovative child care option in the City.
10.5 Encouraging private developers to contribute to the City's Child Care Development Reserve Fund, as appropriate.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Between 2014 and 2016 developers contributed \$1.87 million to the Child Care Development and Child Care Operating Reserve Funds that will assist in the development of future facilities and programs.
10.6 Consulting and collaborating with child care providers and other community partners on child care issues.	Ongoing	Significant Progress	<ul style="list-style-type: none"> The input of child care providers and other community primarily occurs through participation on the City's Child Care Development Advisory Committee (CCDAC) appointed by Council; CCDAC provided recommendations on the Child Care Grants, input into the 2017-2022 Child Care Needs Assessment and Strategy process and contributed to a brochure entitled "Creating Child Care Space in Richmond" published in May 2016; CCDAC held a professional development event for child care providers in May 2016; and Child Care Needs Assessment Community consultation process engaged providers and partners in the community.
10.7 Administering the City's Child Care Grant Program to support the provision of quality, affordable, accessible child care in Richmond.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Enhancement to the Child Care Capital Grants online grant application completed August 2016; and From 2014 to 2016 a total of \$151,757 was disbursed through these grant programs funded from the Child Care Operating Reserve Fund.
10.8 Advocating for senior governments to contribute funding and improve policies to address local child care needs.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Provided input into Provincial Child Care Licensing Regulation Review and conveyed advice from the CCDAC; Participated in a Richmond public partner meeting with Early Years Strategy senior staff about municipal role in child care & how the City supports an early childhood planning table; Provided feedback on child care needs to local MP at meeting he held on community needs in Richmond; and At CCDAC's request, shared information on complaints made to individual committee members about abuses of the Temporary Foreign Worker Program rules by some Richmond child care employers.
Action 11—Implement policies identified in the 2041 Official Community Plan to promote the establishment and maintenance of a comprehensive child care system.			
Implement policies identified in the 2041 Official Community Plan to promote the establishment and maintenance of a comprehensive child care system.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Actions noted in Section 11.3 of the OCP (Building on Social Assets and Community Capacity) are being realized as noted above.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action 12—Seek opportunities to provide support for children and families through:			
<p>12.1 Working with Richmond Children First and other partners to:</p> <ul style="list-style-type: none"> • Advance the objectives of Richmond’s Children’s Charter; • Develop and implement strategies to best support children and families. 	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • City participated in the Richmond Children First Avenues of Change project funded by the United Way of the Lower Mainland; • The City provided free family swim/skate passes to volunteers and held a presentation to more than a dozen families volunteering as “neighbourhood connectors” in the Avenues of Change” project that supports City Centre families; and • As a result of the research and in response to parent feedback, the availability of low-cost programming at City Centre Community Centre has increased to include a wider variety of times and days.
<p>12.2 Seeking opportunities to negotiate space for family-oriented community service hubs through the rezoning process (e.g. co-location of child care, family support and health services).</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Multi-use, multi-agency community service hubs were supported in the City Centre Area Plan that was part of the Official Community Plan adopted in late 2012; and • An Early Childhood Development Hub is currently in development in City Centre that will feature at least two types of child care co-located with other services to provide easy access for families and seamless services for children from birth to 12 years of age. It will be leased to the non-profit sector to operate.
<p>12.3 Providing children and families with the opportunity to participate, as appropriate, in plans, policies, and programs affecting them and the community.</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • It is estimated that close to 5,500 people engaged in the community engagement process for the Child Care Needs Assessment (CCNA).
<p>12.4 Making Richmond an increasingly child and family friendly community through progressive City land use planning and design practices.</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Actions noted in Section 11.3 of the OCP (Building on Social Assets and Community Capacity) are being realized.
<p>12.5 Supporting the establishment of family-oriented affordable housing.</p>	Ongoing	Work Initiated	<ul style="list-style-type: none"> • Draft purpose built rental policy presented to Council in Fall 2016; • Completed community profile in order to understand housing needs; and • Continue to advocate for larger Low End Market Rental units.
<p>12.6 Providing community grants to organizations that offer services to support children and families.</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Health, Social and Safety Grants are provided to agencies supporting children and families, including Big Brothers of Greater Vancouver, Big Sisters of BC Lower Mainland, Boys and Girls Clubs of South Coast BC, Family Services of Greater Vancouver, Richmond Family Place Society, Richmond Society for Community Living and Touchstone Family Association; and • From 2014 to 2016 the City awarded non-profit agencies a total of \$1,685,474 in Health, Social and Safety grants.
<p>12.7 Providing affordable and accessible child and family-friendly parks, recreation and cultural opportunities, including library programs & services.</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Low Cost No Cost brochure; • Parks, Recreation and Community Events Grants; • A wide range of free special events are offered in community facilities and neighbourhoods in conjunction with community partners; • Children’s Art Festival; • Barrier Free Richmond includes section on children and youth; and • Library services and programs (e.g. Babytimes, Storytimes, Homework Clubs and Parent Programs).

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
12.8 Supporting programs and initiatives that address domestic violence, poverty, mental health and addictions.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • RCSAC annual operating grant supports organizations offering these services; • Health, Social & Safety Grants support organizations; • Chimo pays a nominal lease for the operation of Nova House; • Turning Point Recovery Society pays below-market rent; • Stories development, on City land, will house several agencies addressing these issues; • Richmond Homelessness Coalition attended by City staff and secretarial support is provided; and • Homelessness Outreach Worker and Database funded by City.
Action 13— Monitor and update the Youth Service Plan, striving to create an environment that generates opportunities for Richmond’s youth to have a safe and healthy journey into adulthood, placing priority attention on:			
13.1 Expanding services for youth in the City Centre.	Short Term (0 –3 years)	Significant Progress	<ul style="list-style-type: none"> • Construction of youth spaces and program offerings at the new City Centre Community Centre (the “Social Lounge”, a Friday night Youth Hangout, and expanded Leadership Groups and AllWays program); • The Richmond Youth Media Program; • Roving Leader program partnerships with City Centre Community Centre (room bookings, special events, SD 38 programs); and • Roving Leader partnership created with the Richmond Olympic Oval (climbing wall, use of courts and equipment).
13.2 Enhancing dedicated, safe, youth-friendly spaces in various facilities throughout Richmond.	Short Term (0–3 years)	Significant Progress	<ul style="list-style-type: none"> • RYMP (Richmond Youth Media Program) drop-in program introduced a new program for younger youth. (Test Drive); • Media Lab offers programs for youth outside of RYMP; • Youth Week expanded to include more diversity in terms of locations/facilities for events and activities; and • Youth Active Pass provides preteens and youth aged 9-18 with free access to Games Rooms, fitness hours, room bookings, study space, etc.
13.3 Engaging youth in City and community-based planning processes.	Short Term (0 –3 years)	Significant Progress	<ul style="list-style-type: none"> • Broad Youth Engagement during Youth Service Plan Update Process; • Roving Leaders engage with low-asset youth to design programs that work for them, connect with youth in the program on specific issues/ask for input, and communicate with Facilities to improve youth access and participation in facilities outside of regularly scheduled youth programming; • Youth participated in the public art selection panel for the Minoru Centre for Active Living Public Art project; • RMUN (Richmond Model UN) held at Richmond City Hall 2014-17, and was supervised by Youth Services; and • Youth were invited to submit their rendering of what ERASE bullying means to them via the Respectful City-Youth Artist Poster Submission Initiative (2016/2017).

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
13.4 Promoting and applying the 40 Developmental Assets based approach to programming for youth.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • 40 Developmental Assets Video and Communications Plan developed; • Positive Ticket Program; • Roving Leader Program; and • Youth Services Street Team comprised of youth ages 15-18 years attend local events over the summer to spread the word about Asset Development to the community.
13.5 Supporting community-based initiatives to provide children and youth from diverse backgrounds with opportunities to receive common leadership training and volunteer to serve others in the community.	Ongoing	Work Initiated	<ul style="list-style-type: none"> • Created more youth diversity by expanding types of leadership programs and initiatives; • Roving Leader Jr. Leadership training opportunities on occasion; and • Targeted recruitment of low asset youth.
13.6 Supporting efforts of community-based groups to give Richmond school children access to nutritious meals.	Ongoing	Work not Yet Begun	<ul style="list-style-type: none"> • Has not yet started.
Action #14 Work with Police Services, the School District, youth serving agencies and youth groups on initiatives to:			
14.1 Increase awareness and education in efforts to reduce the prevalence of bullying.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Respectful City Committee (City & School District partnership) meets on a regular basis to identify ways to coordinate and promote the ERASE anti-bullying campaign; and • ERASE Youth Artist Poster Initiative: opportunity for youth in Richmond to submit artwork on what ERASE bullying means to them. Two youth submissions were chosen and their work displayed as a poster across Richmond.
14.2 Improve information and referral amongst youth serving agencies in the City.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Youth Services staff regularly participate in Youth Network Meetings; • Community Centre Youth Coordinators regularly liaise with Richmond School District Staff and other youth serving agencies; and • CORe Committee created (Collaborative Opportunity for Resources) and Youth Services regularly attends and contributes.
14.3 Reduce the lure for young people to join gangs.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Youth Services participate in CAAN (Community Action Assessment Meetings) that addresses these issues; • Roving Leader Program works in partnership with Touchstone's "Street Smarts Program" that focuses on gang intervention; and • Youth Services facilitates ongoing meetings and communication with RCMP Youth Team and Community Services Youth staff.
Goal #2: Engaging Our Citizens			
Strategic Direction #5 - Build on Richmond's Cultural Diversity			
Action 16—Improve the City's cultural competence through monitoring the intercultural sensitivity and inclusiveness of corporate policies and practices, making adjustments as necessary to:			
16.1 Establish clear guidelines for providing translation and interpretation services to conduct City business.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • Draft Administrative Directive on Translation Services in process.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
16.4 Recognize and reduce barriers faced by new immigrants in accessing City services.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Richmond Newcomer's Guide is printed in English, Chinese, Tagalog, Punjabi and Russian to better serve the city's diverse population; In 2015 updated versions of the English and Chinese Newcomers Guide were produced, followed in 2016 by an updated version of the Tagalog version; The City participates on the Community Collaboration Table, Richmond's community-based Local Immigration Partnership. The Table assists the City in being more accessible and inclusive by connecting immigrant-serving agencies to City information sources, program guides and event listings; and The City facilitated a coordinated approach with settlement agencies to assist approximately
Action 18—Increase awareness of and access to City employment opportunities by immigrant groups through:			
18.2 Continuing to explore and develop outreach mechanisms to encourage individuals from cultural groups that are currently under-represented in the City workforce to apply for available employment opportunities.	Ongoing	Work Initiated	<ul style="list-style-type: none"> Initial networking held with the Immigrant Employment Council of BC to identify potential partnerships.
Action 19—Create opportunities to showcase Richmond's cultural diversity and facilitate intercultural dialogue by:			
19.1 Encouraging collaborative approaches to ensure that Richmond remains a welcoming and integrated community, while respecting the desires of immigrant groups to maintain their own cultures.	Short Term (0 –3 years)	Significant Progress	<ul style="list-style-type: none"> Ongoing dialogue opportunities identified with Richmond Intercultural Advisory Committee (RIAC) and community stakeholders; RIAC Intercultural Plan updated with draft implementation plan that identifies potential strategic partnerships and stakeholder involvement; Formation of World Festival Steering Group; and Participation on the Community Collaboration Table.
19.2 Facilitating the development and coordination of intercultural events that provide opportunities for active learning about the traditions of different cultures.	Ongoing	Significant Progress	<ul style="list-style-type: none"> The Richmond World Festival attracted more than 35,000 people in 2016 to this free event that features food trucks, performance stages, diverse performances, an artisan market and numerous fun activities and activations. The inaugural 2015 event won the Canadian Event Industry Award for Best Public Entertainment Festival; Other community events and festivals: Culture Days, Filipino Independence Day, Black History Month, End of Ramadan Celebration, Lighting of the Menorah, Bodhi Meditation Day, etc.; and Event support guidelines and assessment form created to identify events that need City support and levels of support to be given. Applications for support reviewed and events given appropriate levels of support as agreed.
19.3 Researching and pursuing opportunities for community-based dialogues or forums about current issues that face the community as a whole, and that build intercultural interaction and awareness regarding shared values and goals amongst residents of Richmond.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Public Intercultural Dialogue with Canadian Race Relations Foundation; First annual Diversity Symposium (2015) aimed at practitioners in the diversity field providing the opportunity for 90+ professional and community leaders. A second symposium was held in 2016 and planning is underway for a 2017 event; and RIAC involvement in organizing and supporting the City's signage bylaw public forum and ongoing consultations.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action 20—Consult with local First Nations and urban Aboriginal organizations and other partners to:			
20.1 Gain a better understanding of the needs of Richmond’s urban Aboriginal population, and opportunities for future collaboration.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • Need identified in RIAC’s Intercultural Plan; and • Discussions initiated with the aboriginal community in Richmond regarding opportunities for future collaboration.
20.2 Support the Richmond National Aboriginal Day event and Richmond School District Aboriginal Enhancement Agreement initiatives.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Ongoing advice and input into SD38 Aboriginal Educational Enhancement Agreement.
Action 21—In conjunction with community agencies and other partners, continue to advocate to senior governments on such matters as:			
21.1 Funding levels for settlement services and English language training.	Short Term (0 – 3 years) then Ongoing	Significant Progress	<ul style="list-style-type: none"> • In 2014 Council referred the issue of funding levels for settlement services and English language training to the Richmond Intercultural Advisory Committee and the Richmond Community Services Advisory Committee; • The committees, with City staff support, carried out research into funding levels for settlement and English language training. • As a result, Council requested that the Provincial Government continue funding the provision of settlement services, including English language instruction, to immigrant categories deemed ineligible as of April 2015; and • The City also requested that the Federal Government adopt a funding formula reflective of and responsive to community need, as well as ensuring funding stability for community service providers.
21.2 Licensing processes and accreditation for foreign-trained professionals.	Short Term (0 – 3 years) then Ongoing	Work Initiated	<ul style="list-style-type: none"> • The Community Collaboration Table has identified licensing and accreditation as issues to be addressed in their Richmond Immigrant Settlement Strategy Implementation Plan.
21.3 Necessary adjustments to Federal immigration policies and recruitment campaigns.	Short Term (0 – 3 years) then Ongoing	Significant Progress	<ul style="list-style-type: none"> • As noted under 21.1; and • Abuses of the Temporary Foreign Worker Program rules by some Richmond child care employers reported to the federal government.
Action 22—Collaborate with community partners in:			
22.1 Developing services and strategies that recognize the needs, interests and safety concerns of Richmond’s Lesbian, Gay, Transgendered and Bisexual (LGTB) communities.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • In 2014, 2015 and 2016 the City supported the West Richmond Community Association’s “Rainbow Social”, an informational intergenerational gathering held during Pride Week; • During the same time the City in partnership with the Library and West Richmond Community Association, organized the celebration of the International Day against Homophobia and Transphobia; • In 2015 and 2016 Community Facilities were decorated in recognition of Pride Week; and • Other initiatives included three 55+ LGBTQ Connection sessions held since 2015, with two of these being held in collaboration with the ALLWays Youth Group that supports youth of all identities.
Action 23—Establish targeted measures to prevent and respond to incidents of racism in Richmond by:			
23.1 Participating in the establishment of media watch mechanisms with stakeholders to monitor the local media, City and community communication and work to redress misperceptions created by inaccurate or insensitive references to particular cultural groups.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • The City joined the provincially-funded Organization Against Racism and Hatred Committee in 2016 that aims to establish these types of mechanisms in the community.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
23.3 Collaborating with the business sector and other partners to ensure racist graffiti is removed in a timely manner both from City and non-City properties in Richmond and that any wording on business signage and/or City documentation prominently includes the English language.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Graffiti of all kinds is removed immediately from City property.
Strategic Direction #6 – Support Community Engagement and Volunteerism			
Action 24—Implement, monitor and update the Richmond Community Services Volunteer Management Strategy.			
Implement, monitor and update the Richmond Community Services Volunteer Management Strategy.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • There are now more than 11,700 people registered in the “I Can Help” volunteer database, and over 95,000 hours of voluntary service contributed to the community in 2016; • Starting in April 2015, the City volunteer website has been upgraded to a mobile friendly version that can be used in all smartphones and tablets; and • In April 2016, the Richmond Public Library has started using the City volunteer system and it has its own volunteer portal on the City volunteer website.
Action 25—Develop a comprehensive communication strategy for encouraging and supporting a cross section of Richmond residents, particularly those who may face barriers to participation (e.g. recent immigrants, people with disabilities, etc.) to participate in City planning and decision making processes, whereby the City:			
25.1 Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • Draft Administrative Directive on Translation Services in process.
25.2 Works with the media, including ethnic-specific media, to disseminate information and solicit ideas from the public.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • There has also been direct outreach by holding focus groups and other meetings specifically for Chinese language speakers.
25.3 Increases the use of social media and other innovative communication/ engagement tools (e.g. study circles, online discussion forums).	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • Since 2011, through the Let’s Talk Richmond website the City has significantly increased participation rates in various public consultation and engagement activities by providing 24-7 online access for people to learn about and provide input on key issues.
Action 27—Support and encourage community-based efforts to attract and develop the leadership potential of people who live or work in Richmond and, as appropriate, coordinate these efforts with the work of municipal advisory committees.			
Action 28—Expand the City’s New Canadian Tours program by:			
28.1 Seeking corporate sponsorships and expanding the partner base of the program.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • Sponsorship opportunities to be re-explored once a review of the New Canadian Tours Program review has been completed.
28.2 Providing participants with additional information on opportunities for participation in municipal decision making processes and active involvement in civic life.	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • To be linked to the New Canadian Tours Program review and Cultural Harmony project.
Goal #3: Building on Social Assets and Community Capacity			
Strategic Direction #7- Strengthen Richmond’s Social Infrastructure			
Action 29—Prepare an enhanced policy framework for securing community amenities (e.g. space for City services, space for lease to community agencies) through the rezoning process for new developments including:			
29.1 Developing an administrative structure (e.g. senior staff review team) and criteria for assessing community amenity options for recommendation to Council on specific rezoning applications.	Short Term (0 – 3 years)	Work not Yet Begun	<ul style="list-style-type: none"> • Has not started.
Action 30—Develop and maintain a database on space needs of non-profit social service agencies to be updated annually through surveys of agencies.	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • RCSAC Non-Profit Space Needs Subcommittee received Richmond Community Foundation funding to gather agency-specific data; and • RCSAC presented the results of the Social Services and Space Needs Survey to Planning Committee on December 6, 2016.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
<p>Action 31—In consultation with community agencies and developers, establish a clear, consistent City policy framework for assisting community agencies to secure program and office space for their operations, with the framework specifying, among other things:</p> <ul style="list-style-type: none"> • eligibility requirements and criteria for support; • application process with an emphasis on transparency, consistency, and fairness; • timing requirements; • clarification of responsibilities of participating parties (e.g. agencies, developers, City); • examples of spaces that may be pursued (e.g. multiservice hubs, single agency spaces, strategic/specific agency groupings); • alternative mechanisms for the securing or provision of space (e.g. lease of City premises, space secured through private rezonings as an amenity contribution, space secured for lease as part of a private development approvals process, space secured through City partnerships with other levels of government). 	Short Term (0 – 3 years)	Work not Yet Begun	<ul style="list-style-type: none"> • Has not started.
<p>Action 32—Implement the City Centre Area Plan Policy of exploring opportunities to establish multi-use, multi-agency community service hubs in appropriate locations in the City Centre, while also pursuing other types of agency space, as appropriate, throughout Richmond.</p>	Short Term (0 – 3 years)	Significant Progress	<ul style="list-style-type: none"> • An Early Childhood Development Hub is currently in development in City Centre that will feature at least two types of child care co-located with other services to provide easy access for families and seamless services for children from birth to 12 years of age. It will be leased to the non-profit sector to operate; and • RCSAC presented the results of the Social Services and Space Needs Survey to Planning Committee on December 6, 2016.
<p>Action 33—Develop mechanisms and guidelines to expand use of the City’s communication channels (e.g. website) to help community agencies publicize their services, programs and events. Short Term (0–3 years)</p>	Short Term (0 – 3 years)	Work Initiated	<ul style="list-style-type: none"> • RCSAC piloted use of their website to post addictions and mental health programs.
<p>Action 34—Strengthen the City’s already strong collaborative relationship with Vancouver Coastal Health, consulting on emerging health care issues facing the community, advocating for needed services, partnering on priority community and social development initiatives, and soliciting input on the health implications of key City planning matters.</p>	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Examples of the City working with Vancouver Coastal Health have included collaborating on the delivery of child care services and facilities, partnering on the Community Wellness Strategy update and participating in Richmond Children First; • Both organizations have discussed the delivery of mental health services and advocated to the provincial government for increased funding; and • A partnership between Minoru Seniors Society, City of Richmond Seniors Services and Vancouver Coastal Health resulted in a six-session Education Series on Healthy Aging.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action 35—Strengthen the City’s already strong collaborative relationship with the Richmond School District, consulting with the district on emerging children, youth and education issues facing the community, advocating for needed programs, and partnering on priority community and social development initiatives.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Examples of the City working with School District 38 have included partnering on the Community Wellness Strategy update and participating in Richmond Children First; • Other examples of collaboration have included the Learning and the Brain Youth Summit, the ERASE anti-bullying campaign, support and advice on the Aboriginal Educational Enhancement Agreement, an Adult Basic Education report presented to Council in October 2016, and Youth Outreach Worker liaison with the Adolescent Support Team and Alternative School Programs; and • SD#38 staff participate in RCSAC as their availability permits.
Action 36—Encourage the Richmond School District to:			
36.1 Expand community access and use of its schools.	Short Term (0 –3 years)	Significant Progress	<ul style="list-style-type: none"> • Reference made in RCSAC Municipal Responses to Child and Youth Poverty report; and • The City and School District No. 38 have a partnership agreement whereby schools may be used for community recreation activities when not in use for school purposes, in exchange for the City undertaking school park grounds maintenance. This partnership was expanded in 2013 to include social service agencies.
Action 37—Expand opportunities for partnering with Richmond Public Library on community engagement and social development initiatives.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Richmond Public Library’s community outreach has included targeted visits to seniors’ residences, low-income housing complexes and other at-risk groups to ensure that individuals identified as having barriers to access are afforded the opportunity to utilize the programs, services and materials offered by the Library. • The Library also partnered with community organizations to create the first provincial “Early Years Centre site” in BC to be located within a library. It will provide Richmond families with one-stop access to a range of community services, information and referrals; • Diversity Services worked with the Library to connect Syrian refugees to library services and partnered with them on Anti Homophobia Day events, Diwali celebrations and Black History Month celebrations; and • Richmond Public Library and City staff participate in Richmond Children First.
Action 38—Nurture and enhance existing communication channels and networks with community agencies (e.g. through staff support to the Richmond Community Services Advisory Committee, participation in networking groups).	Ongoing	Work Initiated	<ul style="list-style-type: none"> • Staff liaisons participate in Advisory Committee information-sharing; and • Staff participate in community initiatives, e.g. Richmond Children First, Richmond Homelessness Coalition.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
Action 39—Administer, monitor and enhance the City Grant Program, undertaking reviews as required to ensure that the program continues to have adequate resources, targets priority community needs and makes efficient use of staff resources.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • The City's four grant programs support Richmond's social infrastructure in the areas of arts & culture; child care; health, social & safety; and parks, recreation & community events; • The City augments the grant budget annually to assist agencies faced with rising costs; • The City also reviews the web-based grant application system annually, resulting in several enhancements to streamline the application process for applicants; and • From 2014 to 2016, \$2,456,548 was disbursed through the City Grant Program.
Action 40—Continue to improve mechanisms and enhance timely interdepartmental collaboration to ensure that in City planning and decision making, social factors are given appropriate consideration, in conjunction with economic and environmental factors.	Ongoing	Work not Yet Begun	<ul style="list-style-type: none"> • Has not yet started.
Action 41—Develop and maintain strong networks and communication channels with senior government partners to seek their policy and financial assistance in addressing Richmond social issues.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Advocacy with senior levels of government includes input to the provincial government, organized by BC Housing and other stakeholders to develop a national housing strategy; the Child Care Licensing Regulation Review; child care funding; the Early Years Strategy; increased funding for mental health services including the need to establish a full-time Richmond Assertive Community Treatment team; the potential impacts of Vancouver Coastal Health staff changes on mental health services; and the need for a Poverty Reduction Strategy; and • Advocacy with the federal government has included issues such as funding levels for settlement services and English language training and abuse of the Temporary Foreign Worker Program by some child care employers.
Action 42—Participate in joint planning and networking initiatives with community partners (e.g. Richmond School District, Vancouver Coastal Health, Metro Vancouver, non-profit agencies), working collaboratively to address social development concerns in the community.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Ongoing participation in Metro Vancouver Social Issues and Affordable Housing Subcommittees, Richmond Children First, Richmond Homelessness Coalition, Richmond Community Services Advisory Committee, Community Collaboration Table, BC Youth Week Committee, Community Action Assessment Network, etc.
Strategic Direction #8 - Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities			
Action 43—Implement, monitor and update the Parks, Recreation and Cultural Services Master Plan, based on updated Community Needs Assessments, developing and enhancing an appropriate range of parks, recreation and cultural facilities throughout Richmond.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Completed an updated Community Needs Assessment in 2015 that reached over 1,000 residents; and • Continue to monitor and implement Parks, Recreation and Cultural Services (PRCS) Master Plan, including planning facility and parks upgrades and new developments.
Action 44—Implement, monitor and update the Community Wellness Strategy including development of community wellness indicators in partnership with Vancouver Coastal Health.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Project Charter for Community Wellness Strategy Update developed and endorsed by the Project Leadership Team comprised of senior staff from City of Richmond, Vancouver Coastal Health and School District No. 38; and • Consultants engaged and have begun execution of a Work Plan.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
<p>Action 45—Implement, monitor and update the Richmond Arts Strategy recognizing that the arts can be an important social development tool with respect to:</p> <ul style="list-style-type: none"> • education (e.g. increasing public awareness of social issues through theatre or visual media); • engagement (e.g. providing opportunities for people to become more involved in the community); • employment (e.g. providing jobs for people in arts related fields). 	Ongoing	Significant Progress	<ul style="list-style-type: none"> • In 2015, a public awareness campaign was launched about the value of the arts which included those social and economic benefits; • Arts Services continues to advance the arts through programs, activities, public art initiatives, performances and exhibitions that engage the community both as audiences and creators to do all of these things; • The Public Art Program provides employment opportunities for artists through Artist Calls, and the Richmond Arts Gallery, Public Art, Media Lab and Cultural Development sections offer professional development opportunities through workshops and other programs for those in arts related fields; and • An update to the Arts Strategy is underway that will include a Cultural Facilities Plan.
Action 46—Facilitate food security for Richmond residents by:			
46.1 Supporting retention of agricultural lands and efforts to make these lands economically viable.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • In May 2014 Council endorsed a five-year agreement for The Sharing Farm Society to continue to engage in growing organic produce on 2.8 acres in Terra Nova Rural Park; and • Council endorsed the Metro Vancouver Regional Food System Action Plan in December 2016.
46.2 Encouraging development of community gardens and farmers markets.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Richmond Food Security Society (RFSS) manages the City’s 300+ community garden plots at nine locations throughout Richmond; • Richmond farmers with Roadside Stand Businesses Licences sell direct to consumers from their farms; and • Steveston Farmers and Artisans Market supported and promoted.
46.3 Supporting the Richmond Farm School as an important component for the agricultural sector in the region.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • KPU leases City land at the south end of No. 3 Road for incubator farming and a research orchard, which are opportunity for graduates of the Richmond Farm School program to continue learning.
46.4 Working with the Richmond Food Security Society and Vancouver Coastal Health to facilitate food security related initiatives.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • The Richmond Food Charter was endorsed by Council in 2016. It informs the ongoing expansion of urban agriculture and food security through the City’s partnerships with the Richmond Food Security Society, the Sharing Farm Society and the Richmond Farm School.
Strategic Direction #9 - Facilitate Strong and Safe Neighborhoods			
Action 48—Ensure that the City’s land use planning and transportation policies and bylaws create neighbourhoods that support Richmond’s active living, social development and wellness objectives through such measures as:			
48.1 Identifying locations, funding options, and planning mechanisms for the development of community gathering spaces in various parts of the City.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Recent examples of community gathering spaces include: Branscombe House Rehabilitation (2014); Edwardian Cottage Rehabilitation (2014); Japanese Fisherman’s Benevolent Society Building Rehabilitation (2015) and City Centre Community Centre (2015).
48.2 Facilitating development of vibrant streetscapes with a diverse range of uses and amenities in appropriate neighbourhood locations throughout Richmond.	Ongoing	Significant Progress	<ul style="list-style-type: none"> • Recent examples of vibrant streetscapes include Bayview / Chatham Streetscapes, the Railway Greenway and the 7th Avenue Sidewalk in Steveston • New 20-year contract signed in 2016 for the provision of 200 transit shelters and 600 benches to complement the existing 56 bus shelters.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
48.3 Completing a network of bike routes and walkways linking neighbourhood hubs and gathering places to one another and to regional amenities.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Recent examples of bike routes and walkways include the Parkside Neighbourhood Bike Route (2016), the Railway Greenway and the Crosstown Neighbourhood Bike Route.
Action 49—Support local community building initiatives, focusing on:			
49.1 Developing community gardens, boulevard planting areas and other informal gathering places in local neighbourhoods through the existing Partners for Beautification Program.	Ongoing	Significant Progress	<ul style="list-style-type: none"> In 2016, approximately 1,300 people contributed over 9,000 volunteer hours, participating in invasive species pulls, habitat restoration projects and community clean ups; and Some of the major projects for the Program from 2013 to 2016 include a new garden at the Williams Road Pump Station, the planting of native trees at Richmond Nature Park to enhance the Pond Trail and assisting in the creation of the Pollinator Pasture public art installation.
49.2 Supporting community clean up events and community arts activities.	Ongoing	Significant Progress	<ul style="list-style-type: none"> The Arts and Culture grants program supports local community arts organizations; several City festivals, including the Children’s Arts Festival; showcase local community arts organizations and artists and provide opportunities for hands-on experiences with artists.
Action 50—Continue to co-locate recreation and other community facilities with or near school sites.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Where recreation and community facilities are already co-located with or near school sites, opportunities for co-programming, efficiencies in use of facilities, and joint leadership continue to be prioritized; and As new community facilities are contemplated, proximity to schools is a location criterion.
Action 51—Encourage community agencies and faith based groups to make spaces available in their premises at reasonable rates for local community users (e.g. meetings, drop-in programs).	Ongoing	Work Initiated	<ul style="list-style-type: none"> Discussions of this nature take place at the RCSAC table.
Action 52—Collaborate with Police Services and community partners to promote Richmond as a safe and livable community.	Ongoing	Significant Progress	<ul style="list-style-type: none"> Actions to promote and enhance community safety rely on the City’s ongoing collaboration with Police Services through programs such as Community Policing, Block Watch, Business Link, a Joint Operations Team and connections between the City’s Youth Services Team and the RCMP Youth Team; Community police stations continue to enhance the Detachment’s policing service by providing an array of crime prevention resources and community safety initiatives; and The Positive Ticket Program is a partnership between the City and RCMP. Youth “caught” doing positive actions are given a “POSI-ticket” that entitles them to a free single admission to the City’s aquatics, arenas, or Pitch and Putt facility. The card also lists important crisis and contact telephone numbers relevant to youth.

SOCIAL DEVELOPMENT STRATEGY, SHORT TERM ONGOING ACTIONS – PROGRESS SUMMARY

Action	Timeline	Status	Achievements to Date
<p>Action 53—Support the efforts of government and community-based partners to address mental health, substance abuse and addictions concerns in Richmond.</p>	<p>Ongoing</p>	<p>Significant Progress</p>	<ul style="list-style-type: none"> • Health, Social and Safety Grants are provided to organizations addressing mental health, substance abuse and addictions, including grants to the Canadian Mental Health Association for the Super Fun Kids Program that supports children of parents with serious and persistent mental illness or addictions; to Chimo Community Services to support crisis response services; to Community Mental Wellness Association of Canada for social support programs; to Pathways Clubhouse for the Meal Program; to Richmond Addiction Services Society for the Centre of Excellence in addiction prevention; to Richmond Mental Health Consumer and Friends Society for peer support; and to Turning Point Recovery Society to assist with drop-in centre expenses; and • The City, Vancouver Coastal Health, Richmond Fire-Rescue, BC Emergency Health Services, Richmond District Parents Association, Richmond RCMP and Richmond School District held a Community Forum on Drug Overdose and the Fentanyl Epidemic in late 2016 to help community members understand the current opioid overdose and fentanyl epidemic in the region.