



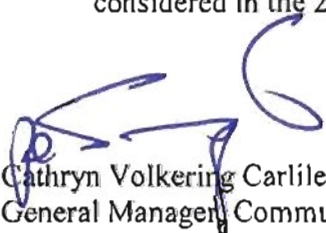
City of Richmond

Report to Committee



To: Planning Committee **Date:** August 1, 2013
From: Cathryn Volkering Carlile **File:** 08-4055-20-SPST1/Vol
 General Manager, Community Services 01
Re: Richmond Social Development Strategy

Staff Recommendation

1. That the Richmond Social Development Strategy, presented as **Attachment 1** to the report dated August 1, 2013 from the General Manager, Community Services, be adopted.
2. That the Affordable Housing Analyst and Social Development Coordinator positions, identified in the Resource Requirements section of the Social Development Strategy, be considered in the 2014 and 2015 Budget processes, respectively.


 Cathryn 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"/>		
Recreation Services	<input checked="" type="checkbox"/>		
Sustainability	<input checked="" type="checkbox"/>		
Policy Planning	<input checked="" type="checkbox"/>		
Budgets	<input checked="" type="checkbox"/>		
REVIEWED BY DIRECTORS	INITIALS: DW	REVIEWED BY CAO yes	INITIALS: 

Staff Report

Origin

At its meeting of January 14, 2013, Council received a report regarding the Draft Richmond Social Development Strategy, adopting a recommendation that the Draft be distributed for public comment.

Since that time, the Draft was made available through a variety of channels, and staff made presentations to several groups eliciting feedback. Based on the information received, staff revised the draft and prepared the Final version of the Strategy (**Attachment 1**).

The purpose of this report is to provide an overview of the process to obtain comments on the draft, summarize the key comments received, and present a Final version of the Strategy for Council adoption.

The report responds to Council Term Goal 2.1:

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

Findings of Fact

Preparation of Draft Strategy

At its meeting of November 9, 2009, Council endorsed the principles and objectives for preparation of a 10 year Social Development Strategy¹ for the City of Richmond. The Social Development Strategy was intended to guide the City's decisions and resource allocations on social development matters over the forthcoming 10 years - in essence functioning like a social planning equivalent of the Official Community Plan (OCP).

Council directed that a Council/staff liaison committee be established to provide oversight for the Strategy preparation. Councillors Linda Barnes and Greg Halsey-Brandt were the initial Council appointees, with Councillor Bill McNulty replacing Councillor Halsey-Brandt after the 2011 election. An interdepartmental staff team was assembled to assist with the strategy preparation.

The Strategy's purpose was to:

- Identify social development priorities for the City for the next ten years;
- Clarify the roles of the City, in conjunction with other stakeholders, in addressing particular social development topics; and,

¹ The Strategy was initially referred to as a Social Planning Strategy, but was subsequently re-titled Social Development Strategy. "Social development" was considered a more appropriate term, as social planning is but one of the City's many social development roles.

- Provide a foundation for a more integrated, coordinated, and sustainable approach for social development in Richmond for the future.

In addition to providing direction for the City on social development concerns, the Strategy was intended to be a resource to external community groups, institutions and organizations.

The process outlined for preparation and implementation of the Strategy involved four phases:

- Phase 1: Initial Community Engagement (November 2009 – December 2010)
- Phase 2: Analysis and Draft Strategy Preparation (January 2011 – December 2012)
- Phase 3: Consultation, Revision and Strategy Adoption (January 2012 – July 2013)
- Phase 4: Implementation, monitoring and reporting on Strategy (August 2013 onwards)

Presentation of the Draft Strategy to Council in January 2013 marked the end of the Phase 2 work. Presentation of this report, and the final Strategy document, marks the end of Phase 3. The Phase 4 work (implementing, monitoring, and reporting on the Strategy) will occur after the Strategy has been adopted by Council.

Solicitation of Comments on Draft Strategy

A concerted, multi-pronged approach was used to solicit comments from the public on the Draft Strategy. The following channels were used:

- Distribution to City Advisory Committees, community groups, and external organizations - in addition to circulating the draft through the City's diverse networks, staff also attended meetings and gave 11 PowerPoint presentations on the Strategy.
- Posting information on the City of Richmond website – a distinct Social Development Strategy page, with links to the Strategy and related documents, was created.
- Hosting a Let's Talk Richmond online discussion forum – the City hosted a discussion forum on the draft, using the Let's Talk Richmond platform. The forum was open from February 20 to March 22, 2013.
- Holding an Open House – an open house on the draft was held at City Hall on March 7, 2013. 52 people attended.

The initial deadline for receipt of comments on the draft was March 15, 2013. Several groups requested additional time for preparation of their comments. Staff accommodated these requests, accepting the final submission in mid May.

In total, 75 submissions were received, as follows:

- Eleven submissions from City advisory committees and other groups (**Attachment 2a**):
 - Heart of Richmond AIDS Society
 - Minoru Place Activity Centre (comprised of separate submissions from the Minoru Seniors Society Board and Centre staff)
 - Richmond Centre for Disability Board of Directors
 - Richmond Centre for Disability staff
 - Richmond Child Care Development Advisory Committee (including separate submissions prepared by individual committee members)

- Richmond Children First
- Richmond Community Services Advisory Committee (comprised of 10 distinct submissions; nine from non-profit agency members and one from an individual member)
- Richmond Mental Health Consumer and Friends Society
- Richmond Seniors Advisory Committee
- Touchstone Family Association
- Urban Development Institute
- Two email submissions from interested individuals (**Attachment 2b**)
- Eleven comment sheets from the Open House (**Attachment 2c**)
- Fifteen comments from the Let's Talk Richmond forum (**Attachment 2d**). In addition to the comments, the Let's Talk Richmond site elicited 508 visitors, 953 visits, 1,560 page views, and 418 document downloads.
- Thirty-six comment sheets (29 Chinese, 7 English) obtained by SUCCESS from visitors to the agency's Richmond office (**Attachment 2e**).

Analysis

The process for seeking comments on the draft was open ended. The public and stakeholder groups were invited to offer whatever comments they wished to share, or whatever thoughts they felt pertinent for improving the overall quality of the document. Also, at the request of some stakeholder groups, staff identified five guiding questions that groups and individuals might wish to consider as they formulated their comments:

1. What are your overall thoughts or impressions regarding the Draft Strategy?
2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?
3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?
4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?
5. Is there anything else you'd like to share?

A summary of key comments elicited on the draft, organized around these questions, is presented below.

1. What are your overall thoughts or impressions regarding the Draft Strategy?

The comments on the Draft were generally positive. With respect to style and format, several people commented that the document was readable, well structured, and easy to understand. With respect to content, several commented that the document was comprehensive, forward-looking, and met its purpose. While several suggestions for improvement were offered, none of the submissions expressed a fundamental dissatisfaction with the style or content of the document.

2. *Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?*

The majority of people commenting indicated that the document effectively captured the priority issues requiring attention over the next 10 years. There were some suggestions to expand or enhance attention to certain issue areas, (e.g., additional action on child care; more explicit references to various population groups such as people with disabilities, those with developmental disabilities, and people with varying sexual orientation).

3. *Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?*

As with Question 2 above, the majority of people providing comments indicated that the Draft identified an appropriate range of social development actions for the City to pursue over the next 10 years. Some people suggested, however, that some of the existing actions be revised or expanded, and that others be added (e.g., facilitate establishment of emergency and transition housing for youth). There were also suggestions for actions that were beyond the scope of the Strategy (e.g., a new hospital for Richmond, improved dental services).

4. *Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?*

The submissions included a range of comments and suggestions. Most suggestions were relatively minor in nature (e.g., clarification of terms). Some were more substantive (e.g., deleting references to particular non-profit agencies throughout the text, using the more generic term "community agencies" wherever possible). With respect to comments, several people expressed support for particular directions or actions. Others noted the challenges faced in addressing particular issues (e.g., securing affordable housing in the absence of senior government funding or programs).

5. *Is there anything else you'd like to share?*

Several people expressed appreciation to the City for initiating preparation of the Strategy, and for the extensive effort that was made to engage the community in the effort. Also, several indicated that they were anxious to work with the City in the implementation process. In addition, a number of people stressed that the Strategy would need to be flexible, recognizing that additional issues may arise which require attention after the Strategy's adoption. Others noted that the Strategy was ambitious and that sufficient resources and attention would need to be devoted to its implementation in order for it to be effective.

In assessing the comments, three conclusions emerge:

- 1) People were pleased with the consultation process (both in the preparation and review of the Draft), and appreciated the opportunities they had to have their opinions heard
- 2) People were complimentary about the Draft document (style, breadth, content), indicating strong overall support for the Strategy

- 3) Minor changes and revisions to the document are warranted; however, a major overhaul or rethinking is not required.

Strategy Revisions

Based on comments received, as well as further reflections by staff, staff prepared the revised version of the Strategy presented in **Attachment 1**. Key changes include the following:

- Minor editing for clarity and consistency
- Deletion of references to particular non-profit agencies throughout the document
- Expansion and enhancement of the appendices (e.g., including a list of member agencies in the Richmond Community Services Advisory Committee, thereby providing an indication of the key non-profit agencies currently operating in Richmond)
- Inclusion of more photographs and sidebar information
- Addition of an action for the City to pursue designation as an Age-Friendly Community
- Deletion of an action regarding establishment of a Child Care Coordinator staff position (action already completed)
- Revision to wording of 24 actions (either to the action statements themselves, or the proposed partners), and collapsing two actions into one (pertaining to community service hubs).

Implementation

Following adoption of the Strategy, staff will prepare annual Strategy work programs for Council's review and endorsement. The first work program, which will include time lines and resource requirements, will be presented later in the year.

A key assumption underlying preparation of the Strategy was that adequate resources would be available to support its implementation. In its Resource Requirements section, the Strategy identifies two staffing priorities necessary for advancing the work:

- 1) A regular full time Affordable Housing Analyst position (to be advanced in the 2014 Budget process)
- 2) A regular full time Social Development Coordinator position (to be advanced in the 2015 Budget process).

Financial Impact

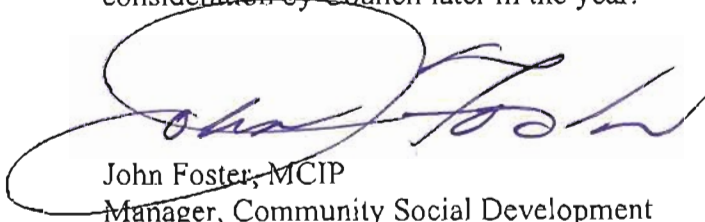
To support implementation efforts, it is proposed that the Affordable Housing Analyst (\$80,000 - \$95,000 per year) and Social Development Coordinator (\$100,000 - \$125,000 per year) positions, identified in the Resource Requirements section of the Social Development Strategy, be considered in the 2014 and 2015 Budget processes, respectively. Any additional resource requirements will be identified in annual work plans for the Strategy implementation.

Conclusion

Preparation of the Social Development Strategy has been a major undertaking, relying on extensive consultation with the public and partner groups throughout.

Following presentation of the Draft Strategy to Council in January, 2013, a concerted effort was made to reach out to the community and elicit comments on the Draft. While several suggestions were made for enhancements and improvements, public response to the Draft was overwhelmingly positive. Staff carefully considered the comments and suggestions, finding them very helpful in making revisions to the Strategy. Although the general thrust remains consistent with the Draft, it is believed that the revised Strategy is a stronger, more cohesive document than the earlier version. It is also believed that the revised Strategy will provide a valuable framework for the City to use as it moves forward with its social development agenda over the next ten years.

It is thus recommended that the Richmond Social Development Strategy, presented in **Attachment I** of this report, be adopted. Following adoption of the Strategy, staff will begin preparation of the first of what will be annual Strategy Implementation Work Programs for consideration by Council later in the year.

A handwritten signature in blue ink, appearing to read "John Foster", is written over a large, light blue circular stamp or watermark.

John Foster, MCIP
Manager, Community Social Development
(604-247-4941)

Building Our Social Future

A Social Development Strategy for Richmond | 2013-2022



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Executive Summary

The Social Development Strategy envisions the City of Richmond of 2022 as an inclusive, engaged, and caring community—one that considers the needs of the present and future generations, values and builds on its diversity, nurtures its social capital, and treats its citizens with fairness and respect. The Strategy recognizes that, for this vision to become a reality, the City must not only be ready to address existing community social issues but also develop the capacity to be responsive to the emerging needs of its diverse population.

Richmond’s City Vision:

“To be the most appealing, livable, and well-managed community in Canada.”

The Social Development Strategy is intended to be:

- **City-wide:** The City is working together with community partners
- **Time-sensitive:** From 2013 to 2022
- **Action-oriented:** Identifies concrete short, medium and long term actions

Richmond has a strong tradition of addressing social issues in its planning and service delivery. The Strategy builds on many issue-specific City social policies and strategies, incorporates City sustainability principles and is consistent with the 2041 Official Community Plan’s (OCP’s) Social Inclusion and Accessibility objectives. The Strategy aims to improve the well-being of all those who live and work in Richmond and is intended to guide the City’s decisions and resource allocations on social matters over the next ten (10) years—in essence, functioning like the social development equivalent of the OCP.

Preparation of the Strategy relied on extensive consultation with Richmond residents, community partners and other key stakeholders. The initial round of consultation took place from 2009 to 2011. Further consultation occurred from January to March 2013, when public comments were elicited on a draft version of the Strategy. A variety of community engagement approaches were used, including meeting with and receiving written submissions from City Advisory Committees and community organizations, distributing printed and online surveys, holding a public meeting and open house, hosting Let’s Talk Richmond online discussion forums, and coordinating study circles with immigrants and other residents. In addition to the public consultation, information from other sources (e.g. demographic data, best practices analysis) also informed preparation of the Strategy.

A recurring theme emerging through the consultations related to the diversity of the local population. Richmond has one of the highest concentrations of visible minorities and immigrants who do not speak English in their homes in Canada. While creating a vibrant Richmond, the population diversity presents challenges—most notably in addressing the emerging needs of newer community members while also being responsive to concerns of longer term community members.

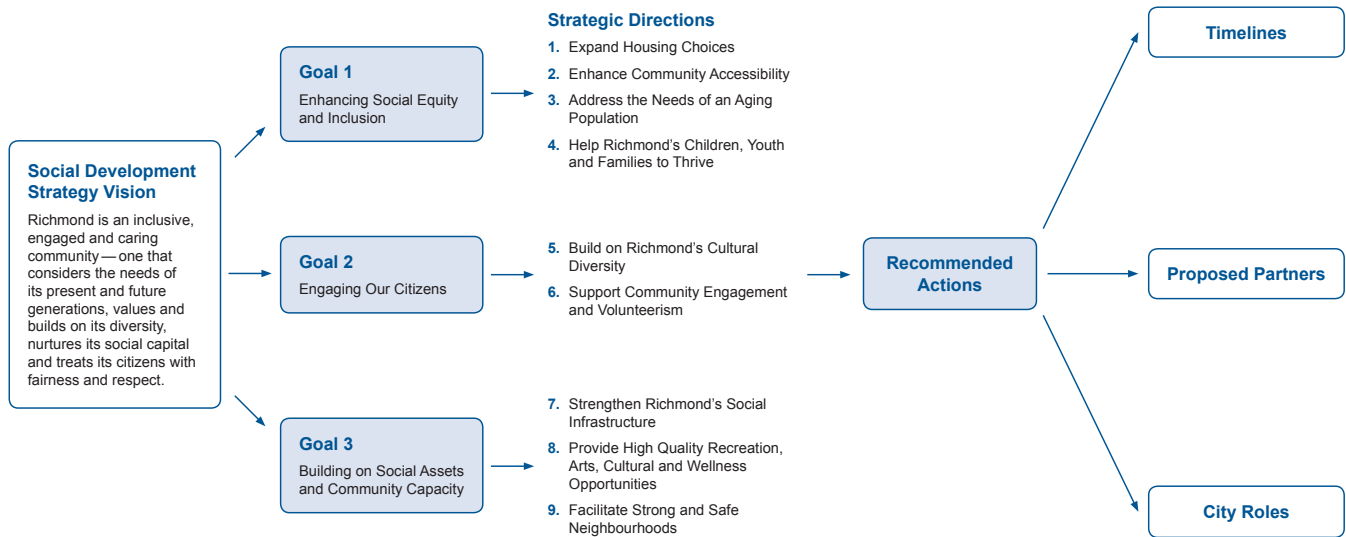
Other issues included:

- addressing the needs of an aging population
- supporting Richmond children, youth and families
- facilitating establishment of a more equitable, inclusive community (i.e. acknowledging that gaps exist between high and low income earners in Richmond, and some residents face financial, physical, cultural and other challenges in participating in community life)
- ensuring that an adequate “social development infrastructure” (i.e. facilities, programs, services and networks) are in place to meet Richmond’s future needs
- developing appropriate, effective responses to affordable housing needs

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. City roles are specified for each action, and proposed partners to participate in the work are also identified. In addition, the document presents proposed next steps for the Strategy’s implementation.

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

Social Development Strategy Framework



In pursuing preparation of the Strategy, the City has shown leadership in identifying and seeking responses to emerging social issues in the community. It must be stressed, however, that the City cannot do it alone. In implementing the Strategy, and advancing Richmond’s social development goals, a collaborative approach is required. The City will need to be strategic, build sustainable partnerships, clearly identify Richmond’s role, and work in concert with Senior Governments and others to ensure its social development vision is realized.

Introduction

Purpose

The purpose of this document is captured in its title: Building Our Social Future. The Strategy is intended to guide the City's decisions and resource allocations on social development matters over the next 10 years—in essence, functioning like a social development equivalent of the Official Community Plan (OCP). It is also intended to be a resource for external stakeholders which will:

1. Identify social development priorities for City attention between now and 2022.
2. Clarify the roles of the City (and other stakeholders) with respect to addressing particular social development topics.
3. Provide a foundation for a more integrated, coordinated, and sustainable approach for social development in Richmond for the future.

City Council Priority

Over the past decade, successive City Councils have expressed a desire that a comprehensive social development strategy be prepared for Richmond. Preparation of a Strategy was an explicit Term Goal for the 2008–2011 City Council, and reiterated by the current Council as follows:

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

Further, the City's Vision is to be the most appealing, livable and well-managed community in Canada. A Council adopted Social Development Strategy will be a valuable resource in helping the City to realize this vision.

Sustainability Perspective

The City's Corporate Sustainability Policy, adopted in April 2010, **"provides the commitment, shared vision, guiding principles and corporate strategic practices for how the City of Richmond embraces and advances sustainability."** The Policy recognizes sustainability is dependent on the collective achievement of three interdependent conditions:

- social sustainability
- environmental sustainability
- economic sustainability

The City's Corporate Sustainability Policy Vision:

"A sustainable Richmond community is a healthy, safe and enriched island community with thriving natural systems and a responsible and prosperous economy, sustained for current and future generations."

The Policy defines social sustainability as the condition whereby **“basic needs are met, wealth and resources are distributed justly, equitable opportunities exist for social enrichment at the individual and community level and resiliency exists to address challenges.”** Inherent in this Policy is the message that true sustainability can only be achieved by successfully managing all three components—economy, society and ecosystem—together. A strong economy is dependent on a skilled and educated workforce whereby trust, cooperation and social support foster economic growth. The absence of social sustainability is characterized by a cycle of poverty, violence and inequality which makes it impossible to maintain economic or environmental health.

Sustainability principles have been reflected in preparation of the Social Development Strategy, as exemplified by:

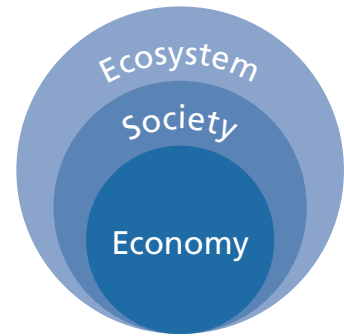
- consideration of social, economic, and environmental factors in the Strategy recommendations
- extensive and varied community consultation efforts
- establishment of a broad based inter-departmental, multi-disciplinary Strategy advisory group
- consideration of the implications of today’s decisions on future generations

The intent is that the Strategy will help to clarify and advance the social component of the City’s overall sustainability agenda.

Guiding Principles

The following principles guided the preparation of the Strategy:

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.



Interconnected Components of Sustainability

Source: City of Richmond’s Corporate Triple Bottom Line Guide

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.

Key Assumptions

1. **Building on a foundation and forging new territory**—The City already has many policies, strategies, and initiatives that pertain to social development (Appendix 1). The Social Development Strategy strives to strike a balance between acknowledging and building on existing social development policies, strategies, and initiatives, and identifying new priority initiatives that are not currently being pursued.
2. **Seeking partnerships and identifying roles**—The City cannot implement this Strategy alone. In addressing future social development concerns, the City needs to be strategic, set priorities, and work in collaboration with senior governments and other partners.
3. **Ensuring adequate resources are allocated**—City staff are already working at full capacity on social development matters. The assumption is that, if new initiatives are undertaken, existing initiatives must be scaled back or pursued more efficiently, or additional resources must be secured.

Local Context

Richmond Residents Profile

In preparing the Strategy, it was important to look at characteristics and trends of the local population. A summary of pertinent information is presented below.

Population	<ul style="list-style-type: none"> • An estimated 201,471 people live in Richmond in 2012.*
Age	<ul style="list-style-type: none"> • Roughly 28% of Richmond’s population was aged 55+ years in 2011.** • Richmond’s population aged 65–74 is expected to double in the next 10 years. ** • Median age is expected to steadily increase, nearing 50 years by 2036. ***
Ethnicity	<ul style="list-style-type: none"> • 70.4% of Richmond’s population identifies itself as visible minorities. ***** • 1.4% of Richmond’s population identifies itself as Aboriginal. *****
Immigrants	<ul style="list-style-type: none"> • Over half of the population (60%) in Richmond are immigrants. ***** • China (People’s Republic of), Hong Kong, and Philippines are the three leading places of birth for recent immigrants to Richmond. *****
Education	<ul style="list-style-type: none"> • 84% of the working age population have an educational certificate of some kind, including a high school diploma. **** • 26% have a University Degree. ****
Income	<ul style="list-style-type: none"> • The average family income in 2005 was \$74,790. **** • Recent studies show that over 30% of Richmond children under the age of 17 live in low income families, this rate being much higher than the provincial average. *****
Housing	<ul style="list-style-type: none"> • Richmond has a higher owner occupancy rate (77%) than the provincial average. **** • Richmond’s housing stock is generally newer than the provincial average and a majority of it was built in the last forty years. **** • From 2005 to 2008, the average price for detached homes in Richmond rose by 56.2%. ****
Labour Force	<ul style="list-style-type: none"> • 56% of Richmond residents in the work force either worked from home or at a workplace in Richmond. **** • In 2006, the two largest occupational categories were sales and service occupations (28%), and business, finance and administrative occupations (20%). ****
Community Health	<ul style="list-style-type: none"> • Life expectancy in Richmond is the highest in British Columbia at 84.6 years. ***** • In the 2011 Homelessness Count, 49 homeless people were identified in Richmond (15 sheltered and 34 unsheltered individuals). Community service providers believe that the actual number is much higher. *****

Source: *BC Stats estimate 2012; ** Census Canada, 2011; *** BC Stats 2011; **** Census Canada 2006, Community Profiles; ***** Richmond Health Profile, February 2011; ***** The Greater Vancouver Regional Steering Committee on Homelessness, 2011; *****National Household survey (NHS) Profile, 2011.

Addressing Social Issues

Social planning strives to strengthen communities by promoting positive social change, social justice and support for the overall population. While being similar in approach to other forms of planning, social planning places particular emphasis on improving the human condition and quality of life of people in the community. For purposes of this document, the term **social development**¹ is used, as it more accurately reflects the breadth of the actions proposed, going beyond planning to encompass the delivery of programs and services and various other social roles performed by the City.

Richmond has a strong tradition of social development—a tradition of listening, engaging, and collaboratively responding to residents’ social concerns. Examples of the City’s commitment to social development include:

- direct service delivery
- adoption of policies
- development of plans and strategies to address targeted population groups or identified community concerns
- advocacy to other levels of government
- establishment of facilities
- support of community agencies and partners
- securing child care facilities, affordable housing, and other community amenities from private development through the rezoning process

Examples of Selected Existing Social Development Policies:

- City Buildings—Accessibility
- Child Care Development
- Disabled Persons—Accessibility
- Multiculturalism
- Group Home Planning Framework
- Richmond Children’s Charter (developed by Richmond Children First, and endorsed by City Council)
- City Grant Policy

Examples of Selected Existing Social Development Strategies/Plans:

- Affordable Housing Strategy
- Older Adults Service Plan
- Intercultural Strategic Plan
- Parks, Recreation, and Cultural Services Master Plan
- Youth Service Plan: Where Youth Thrive
- Richmond Community Wellness Strategy
- 2009–2016 Richmond Child Care Needs Assessment and Strategy

A list of key policies and strategies related to social development are presented in Appendix 1.

¹ For purposes of consistency and simplicity, all references to the Strategy and its related actions use the term “social development”—even if previous City documents or Council motions used different terminology.

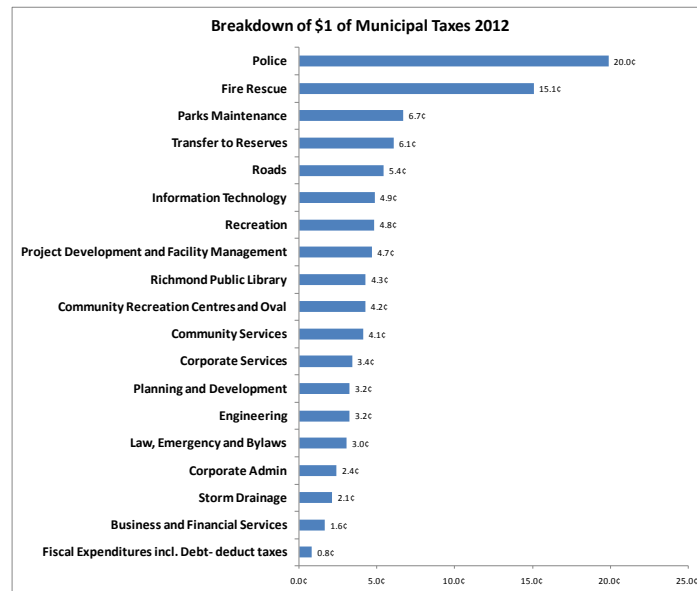
City’s Challenges in Addressing Social Issues

The social fabric of Canadian cities is very different today than it was 20 years ago. As more people migrate into urban centres, municipalities face a major challenge in keeping up with increasing demands for services and related physical infrastructure requirements.

The volume, scope, and complexity of social issues are only expected to increase in the future. Factors contributing to this trend in Richmond include population growth, increasing cultural diversity, aging of the population, escalating real estate values, growing income gaps, and continued downloading of responsibilities from senior governments. Downloading is a serious concern for municipalities across Canada. For example, since the early 1990s, the Federal Government has withdrawn from its national leadership role in addressing social issues (e.g. funding for social housing has declined, Employment Insurance eligibility has been restricted, and the Canada Assistance Plan has been eliminated).² Coupled with Federal disengagement, some provinces passed additional responsibilities onto municipalities without providing commensurate resources. It is beyond the scope of this Strategy to engage in a detailed discussion of downloading. Suffice to say, downloading has been, and will likely continue to be a major challenge for Richmond in moving forward on its social development agenda.

Richmond, like other municipalities in Greater Vancouver, relies primarily on property taxes to fund its budgets. In 2012, 50% of Richmond Municipal property taxes were allocated for direct City purposes, with the remainder allocated to other organizations including Translink, Metro Vancouver and the Ministry of Finance³. The approximate per dollar allocation of funds collected through property taxes for City programs is as follows:

Municipal Property Tax Allocation, City of Richmond Cents per Dollar, 2012



² Federation of Canadian Municipalities, 2010.

³ City of Richmond, 2012.

Richmond Community Services Department

In July 2009, Council authorized a corporate restructuring to better enable the City to address the opportunities and challenges facing Richmond in forthcoming years. The restructuring included the establishment of the Community Services Department, a multi-disciplinary department intended to address social, environmental, economic, and arts and culture concerns. In 2012 a further reorganization occurred resulting in four distinct divisions:

- Community Social Development
- Arts, Culture and Heritage
- Recreation
- Parks

The Community Social Development Division has staff responsible for social planning, affordable housing, child care, diversity, youth, and older adults. It focuses on working cooperatively with other agencies in the development of networks, programs and processes to promote social interaction and cultural enrichment. It also focuses on responding to the needs of vulnerable populations, respecting social diversity, and ensuring that the City puts priority on nurturing and enhancing the community's social capital.

The Community Social Development Division coordinated preparation of this Strategy and will assume primary responsibility for its implementation. Other City departments and divisions (e.g. Recreation, Arts and Culture, Planning and Development, Law and Community Safety) will also be involved with, or take the lead in implementing some of the actions identified herein.

Richmond's Strengths

The City retained its first Social Planner in 1973, a Diversity Coordinator in 1986, a Cultural Diversity Coordinator in 2005, an Affordable Housing Coordinator in 2007, a Social Planning Coordinator in 2008, and a Child Care Coordinator in 2013. Establishment of these positions demonstrates the City's long term commitment to supporting Richmond's social well being.



Creating the Strategy

Process

The process for preparing and subsequently implementing the Social Development Strategy involves four phases, as outlined below:

Phase I: Initial Community Engagement

November 2009–December 2010

- Endorsement of principles, objectives and overall approach to prepare the Social Development Strategy by Council.
- Endorsement of a Council/Staff liaison committee to provide oversight for the Strategy by Council.
- Facilitation of stakeholder consultation program, including:
 - ◆ presentations and discussions with 12 stakeholder groups
 - ◆ distribution of questionnaires
 - ◆ hosting of a community forum
 - ◆ hosting of a social development strategy component on the City's Let's Talk Richmond online discussion forum
 - ◆ collaborating with Richmond Civic Engagement Network in hosting study circles.

Phase II: Analysis and Draft Strategy Preparation

January 2011–November 2012

- Investigation and preparation of report on social development strategy “best practices” by UBC Masters student.
- HB Lanarc consultants retained to assist with Strategy preparation to:
 - ◆ prepare Foundation Report
 - ◆ facilitate community stakeholder workshops
 - ◆ facilitate City advisory committee workshop
 - ◆ prepare preliminary draft of Social Development Strategy.
- Preparation of draft chapters of the Official Community Plan (OCP) that support the Strategy.
- With assistance of Diversity Clues Consulting Inc., preparation of final Strategy draft.
- Submission of draft Strategy to Council.

Phase III: Consultation, Revision and Strategy Adoption

January 2013–August 2013

- Distribution of draft Strategy to elicit public comments.
- Summarization and assessment of public comments and revision of Strategy.
- Submission of draft Strategy to Council for adoption.

Phase IV: Implementation, Monitoring and Reporting on the Strategy

September 2013 and Onwards

- Preparation of Strategy work programs for Council review and adoption.
- Implementation of work programs.
- Monitoring of and reporting on Strategy.
- Renewal of Strategy.

What We Heard

Through consultations for the Social Development Strategy, community members shared a breadth of comments, suggestions and concerns (Appendix 2). There was no consensus on which issues were of highest priority; however, it was clear that Richmond residents and stakeholders care deeply about the social future of their community.

Comments received through the consultations centered around three broad themes:

Theme 1: Equity and Inclusion—e.g. improving efforts to reduce financial barriers to participation in City programs, finding ways to address affordable housing and homelessness concerns in Richmond.

Theme 2: Facilitating Citizen Engagement—e.g. increasing social connections and communication amongst residents, fostering the development of public spaces, ensuring inclusive civic involvement and recognizing the importance and significance of engaging Richmond’s culturally diverse community.

Theme 3: Building on Social Assets and Community Capacity—e.g. building capacity within community organizations, seeking options for child care, helping to ensure that appropriate facilities and resources exist to meet Richmond’s emerging social development needs, encouraging community wellness and safety.



Engaging the Community

Phase 1:

- 12 City Advisory Committees and community agencies were consulted and provided their input.
- 8 written submissions were received from City Advisory Committees.
- 55 residents participated in four study circles.
- 278 survey responses were received (Note: The printed survey was translated into Chinese to provide alternatives for Mandarin and Cantonese speaking residents to contribute their views).
- 1,000+ distinct viewers visited the Let’s Talk Richmond online forum.
- 270+ individual responses were received through Let’s Talk Richmond (social issues discussions).
- 139 policies and other City documents were downloaded through the Let’s Talk site.
- 4 targeted study circle groups were established to engage members of the community who do not usually attend traditional consultation sessions.

Phase 2:

- 12 City Advisory Committee and community agencies were consulted and provided their input.
- 4 written submissions were received from City Advisory Committees.
- 52 participants attended a Public Open House.
- 500+ distinct viewers visited the Let’s Talk Richmond online forum.
- 418+ copies of the draft Strategy and other City documents were downloaded from the Let’s Talk Richmond website.
- 36 comment sheets (29 Chinese, 7 English) were submitted directly from SUCCESS—Richmond office.



“The goal should be to enhance the quality of life for ALL residents and to take care of our own in a way that is inclusive and respectful.”

Community member, Let’s Talk Richmond Online Forum

Community Service Hubs

These involve the co-location of two or more compatible community services to better serve the needs of residents while strengthening the capacity of participating agencies.

Community service hubs may target specific populations or mandates (e.g. early childhood, youth, seniors) or provide services to a wide spectrum of community members. A range of spatial and governance models exists.

Theme 1: Equity and Inclusion

Housing—Community members⁴ consulted for the Strategy expressed concerns about the cost of housing in Richmond. Several suggested that more effort should be made to offer incentives to encourage developers to build affordable units, to identify suitable sites for affordable housing developments on City land, and to conduct research into best practices of other Canadian municipalities. Homelessness was also an expressed concern, with community members wanting to see measures to reduce the prevalence of homelessness in Richmond.

Child Care—Although Richmond has a well-organized and extensive network of child care, community members felt that additional spaces and facilities were needed. Specifically it was mentioned that developers and employers should continue to be encouraged to provide child care facilities. Community members also expressed support for the City adopting a “hub model” for services, and continuing to lobby senior levels of government to provide more funding to create high-quality and affordable child care.

Inequality—Richmond is characterized by people with wealth and affluence, as well as those who face challenges in meeting their basic needs due to limited incomes. Richmond residents felt that further steps should be taken to remove barriers to participate in City programs (e.g. the subsidy program) and that more should be done to support organizations that address inequality and other social inclusion issues.

Aging Population—Similar to others areas in Canada, Richmond has an aging population. Richmond residents expressed desire for the City to pursue initiatives to help people live independently in the community for as long as possible. They also urged the City to expand recreation, leisure and wellness opportunities through both facility development and outreach services.

Theme 2: Facilitating Citizen Engagement

Advocacy/Partnership/Facilitation—Community members felt there is potential for the City to play a stronger role in advocating on social development concerns to senior government, and in facilitating partnerships with service providers and community and faith groups. They believed that such efforts would help ensure that the right kinds of services would be delivered, the effectiveness and efficiency of service provision would be enhanced, and the risks of gaps or duplication in service delivery would be minimized.

Diversity—Richmond is one of the most multicultural cities in Canada. Community members felt that diversity considerations need to be better integrated into all aspects of the City’s service delivery, with additional attention being paid to encouraging and facilitating increased participation of both established immigrants and newcomers. They also felt that the City should continue to partner in and enhance initiatives that celebrate diversity, such as intercultural festivals and gathering places (e.g. Doors Open Festival, Gateway Theatre, Richmond Night Market, and interfaith dialogues).

⁴ A number of stakeholder groups participated in the consultations: Richmond residents; those who work in Richmond; and members of City’s advisory committees, community groups and organizations. The term “community members” is used to cover the various groups and individuals consulted.

Social Capital—Connectedness and a sense of belonging are important for healthy communities. Community members indicated that many Richmond residents are not adequately engaged in civic society. Youths, low income households, people with disabilities, First Nations groups, and individuals with limited fluency in English all face barriers to participate in City programs. Community members felt that the City should continue to nurture a spirit of civic engagement by providing opportunities for participation, while also improving its communications (e.g. via translation) in efforts to appeal to a wider cross-section of people.

Theme 3: Building on Social Assets and Community Capacity

Planning Good Neighbourhoods—With an inspiring natural setting and array of amenities, Richmond is a highly livable community. However, community members felt that Richmond could do more to facilitate dynamic, walkable neighbourhoods complete with local job opportunities, shops and services. Active lifestyles, reduced car dependency, and improved social connectedness were cited as desirable features of well-planned neighbourhoods.

Wellness—Richmond has extensive recreation infrastructure that promotes active and healthy living. Community members suggested, however, that the City could do more to promote health and wellness. For example, they noted that local neighbourhood hubs would facilitate walking and bicycling, and encourage people to stay active in their day-to-day lives. In addition, they suggested that there should be better access to facilities and programs for people with low incomes, children and youth, and others with special needs.

Safety—Richmond residents enjoy a relatively high level of personal safety, with low levels of crime. Nonetheless, community members felt that the sense of safety could be enhanced through programs that strengthen community, encourage participation of all residents, and build trust among diverse population groups. They also felt that there should be an increased focus on promoting community members' roles regarding social responsibility, ethics, and civic pride.

Economy—With the airport, industrial sector, and City Centre area, Richmond has a diversified economy which also supports many small local businesses. However, it was noted that increased efforts should be made to attract more corporate offices to Richmond. In addition, community members suggested that Richmond strengthen its global connections by encouraging more international trade and businesses. Community members also raised concerns over the economic challenges facing many immigrants, and felt newcomers should be able to have their qualifications recognized and find jobs commensurate with their skills and education.

Richmond's Strengths

- Richmond is home to over 200 volunteer community organizations
- In 2012, 130 Richmond volunteers distributed grocery vouchers to over 806 low-income families*

* Volunteer Richmond, 2012-2013 Annual Report



Roles of Government and Key Partners

Neither the City nor any other single entity has sole responsibility for social development. Various governmental and non-governmental parties have a role; however, areas of jurisdiction amongst different levels of government are not always clear and some overlaps exist. A summary of key social development partners and their respective roles is provided below.

Government

Municipal Governments

Local governments are “creatures of the Province” and receive their mandated authority from Provincial enabling legislation (e.g. Local Government Act, Community Charter). Examples of key areas of municipal responsibility include infrastructure, recreation, land-use planning, police and fire services.

In 1994, the Municipal Act (superseded by the Local Government Act) was amended to recognize a municipal role in social planning. Although several municipalities engaged in social planning prior to 1994, the amendments specifically authorized municipalities to include policies in their OCPs relating to social needs, social well-being and social development. Subsequent amendments required municipalities to include policies in their own OCPs regarding affordable housing, rental housing and special needs housing.

While having the authority to plan for social issues, municipalities have limited jurisdictional responsibilities and scarce funding for the delivery of social services. Further, notwithstanding their limited mandates and resources, as the level of government closest to the people, municipalities are frequently seen as the community’s “first port of call” on social matters.

Provincial Government

The Provincial Government (the Province) has jurisdiction over such social areas as health, education and welfare. In addition, it establishes the legislative framework within which municipalities operate, and is typically responsible for municipal borrowing and revenue transfers. The Province pursues its social development mandate in a number of ways: direct service provision (e.g. through Ministry of Children and Family Development programs), service provision through Health Authorities or crown agencies (e.g. BC Housing), and contractual arrangements or grant funding with non-profit service providers. For example, with respect to child care, the Province is responsible for legislation, policy, regulation and subsidies.

Federal Government

The Federal Government has oversight over such social areas as heritage, immigration, Employment Insurance, pensions, the justice system, and First Nations matters. The Federal Government provides per capita funding to Provincial Governments for child care and other early learning initiatives. It also provides funding for projects and social programs which align with Federal priorities, including funding that is accessible to municipalities, community agencies and other groups. In addition, various Federal agencies work closely with municipalities on areas of mutual concern (e.g. CMHC on housing policies and Transport Canada on transportation infrastructure development).

City Partners

Non-profit Agencies and Community Groups

Non-profit agencies provide valuable social, community, and health services to various sectors in the community. Community groups (e.g. Community Associations, issue-specific committees) coalesce around common concerns or interests and may or may not coordinate service delivery. Because of their solid knowledge and concern for the community, non-profit agencies and community groups are well positioned to identify needs, do joint planning, and advocate on priority social issues in the city. Examples of local non-profit agencies are included in Appendix 4.

Vancouver Coastal Health (VCH)

Vancouver Coastal Health (VCH) is one of five regional health authorities that governs, plans, and coordinates health services in BC. VCH delivers a variety of services (e.g. hospital services, home care, and Community Care Licensing) that directly benefit the health and well being of the Richmond population. The City and VCH consult regularly through the Local Governance Liaison Committee and collaborate on a number of joint initiatives (e.g. Community Wellness Strategy, Wellness Connections programming). VCH was also actively involved with preparation of the Social Development Strategy and the OCP.

School District No. 38

School districts are responsible for implementing the Provincial curriculum at a local level. Schools have the potential to be important partners in the delivery of social programs, as they serve families from all socioeconomic groups and can offer space and facilities outside of school hours. As with VCH, schools are also increasingly involved in social development initiatives. For example, the Settlement Workers in Schools (SWIS) program helps newcomer families get settled and connected with services and resources in the community.

Post Secondary Institutions

Colleges and universities can offer information, research, advice, venue space, and practicum students to assist with social development initiatives. The institutions can also be instrumental in providing empirical information to raise awareness of social development concerns.

Business Community

The business community has an important role to play in social development. Members of the business community are both employers and Richmond residents. Their decisions and actions have a direct impact on employment levels, labour and income, and overall quality of life in the community. Businesses can comment on proposed new initiatives, offer mentoring opportunities, and assist with fund raising and sponsorship of programs.

Developers

Developers play a role in addressing housing and community amenity needs (e.g. developing more accessible and affordable housing, building or financially contributing towards affordable housing or child care as part of the development approval process). Developers also make financial contributions to non-profit agencies of their choice and create the physical environments in which local residents live, work and play.

Local Radio, Newspapers, Blogs, and Ethnic Media

The media can be instrumental in promoting programs and raising awareness of social issues. Mainstream and emerging forms of social media can be expected to play a greater role regarding social development in the future.

Faith and Ethno-Cultural Groups

Faith and ethno-cultural groups play a particularly important social development role in highly diverse communities such as Richmond. They can help to identify service area gaps and work with local governments to develop programs that address the needs of the community. They can also provide insight on the best ways of engaging and integrating different ethno-cultural groups into civic society.

Local Residents

Well-informed, active and engaged local residents play an integral role in Richmond’s social development. Either as individuals or as part of a group, local residents raise public awareness on important social issues, often initiating action for positive change.

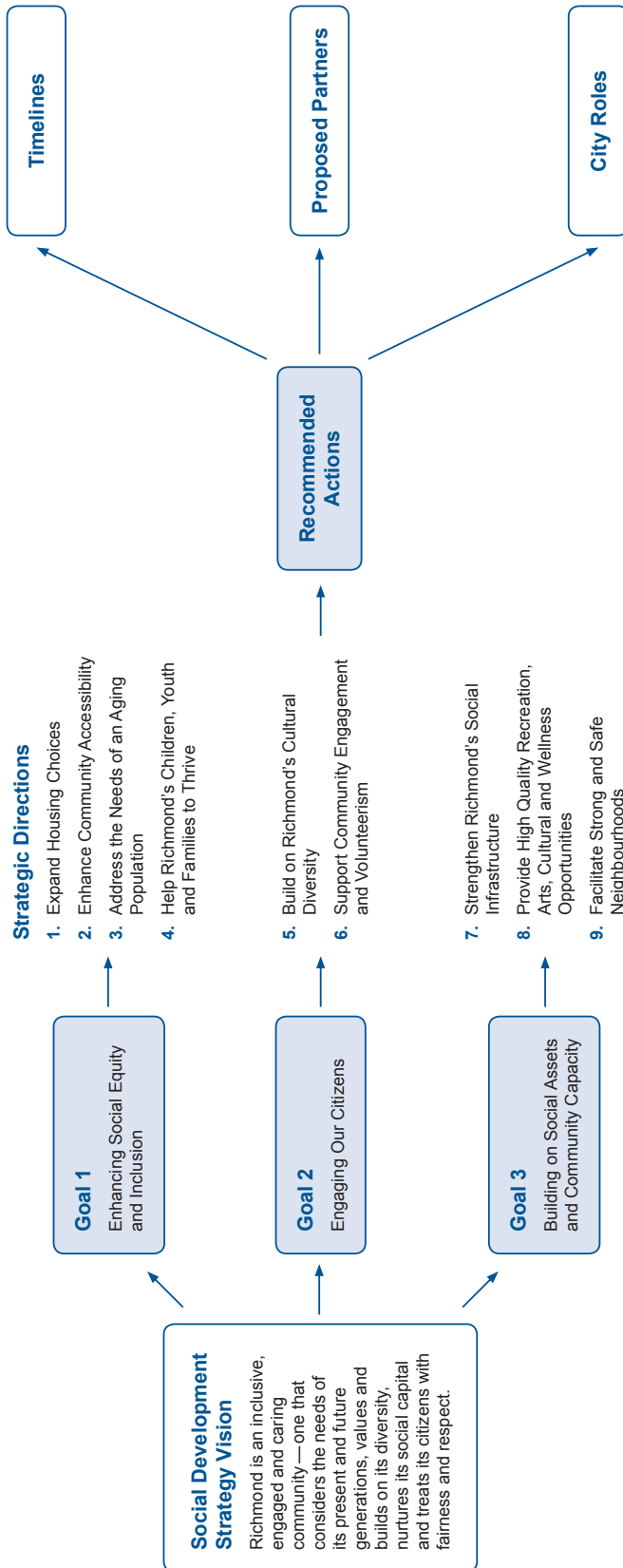
Unique Richmond

The “Highway to Heaven” section of No. 5 Road in Richmond is a unique example of multiculturalism in action. Many of the world’s major religious beliefs are represented on this five (5) km stretch of road: Christian schools, a Jewish school, a Muslim school, a Sikh temple, and a Buddhist temple. Richmond’s No. 5 Road was one of the 52 finalists in the CBC’s Seven Wonders of Canada contest along with other Canadian iconic places, such as Niagara Falls and the CN Tower. The area has also drawn the interest of academic researchers from Canada and abroad.



Buddhist Temple on No. 5 Road

Social Development Strategy Framework



Framework

Overview

The Social Development Strategy Framework consists of a vision, three goals and nine strategic directions. Further, for each Strategic Direction, recommended actions are suggested, along with associated timelines, proposed partners, and City roles. The relationship is shown graphically on page 18.

The specific Strategy proposals are presented on the following pages.



Goal 1

Enhance Social Equity and Inclusion

Strategic Directions

1. Expand Housing Choices
2. Enhance Community Accessibility
3. Address the Needs of an Aging Population
4. Help Richmond’s Children, Youth and Families Thrive

Description of housing types

Secondary suite
On a single-family residential lot, a secondary suite is an accessory, self-contained dwelling located within the single-family house.
It could be located on the 1st story, 2nd story or 1½ story in the 2½ story and 9 m (29.5 feet) height typically permitted for a single-family house.
The maximum size of a secondary suite is 90 m² (970 ft²).

Coach house
On a single-family residential lot, a coach house is a self-contained dwelling located above a detached garage in the rear yard.
It would be a maximum height of 2 stories and 6 m (20 feet) with a pitched roof (a typical single-family house can be 2½ stories and 9 m (29.5 feet) in height).
The maximum size of a coach house would be 60 m² (645 ft²).

Granny flat
On a single-family residential lot, a granny flat is a detached, self-contained dwelling located on the ground floor in the rear yard.
It would be a maximum height of 1 story and 5 m (15.4 feet) with a pitched roof (the maximum height of an accessory building like a detached garage is 1 story and 5 m (15.4 feet)).
The maximum size of a granny flat would be 70 m² (752 ft²).

Duplex
A duplex is two self-contained dwellings located either 1) side by side, or 2) front and back.
It would be a maximum height of 2 stories and 9 m (29.5 feet) (a typical single-family house can be 2½ stories and 9 m (29.5 feet) in height).
The maximum size of a duplex would be the same as a single-family house.
Note: Each of these housing types could be located with or without a back lane.

Towards a sustainable community
Official Community Plan (OCP)–2041 Update: Second round public consultation

Goal 1: Social Equity and Inclusion

Strategic Direction 1: Expand Housing Choices

Why is this important? Housing is a fundamental human need. Ideally, all residents should be able to secure accommodation that meets their basic needs. Specifically, housing should be within the financial means of Richmond households and contain sufficient space and features for various household formations. Affordable and accessible housing can help ensure that current and future residents can live, work, play and thrive in Richmond.

What can we build on? Richmond has a diversity of quality housing, including single family houses, townhouses, rental and condominium apartments, market and non-market units, and supported options (e.g. group homes, assisted living and care facilities). The City has continued to facilitate a variety of new housing options in Richmond in recent years such as secondary suites, coach houses and adaptable units. The City has also increased initiatives to assist vulnerable community members in accessing housing and community supports.

Notwithstanding the inherent challenges, the City has opportunities to build on innovative policy mechanisms, multi-sector partnerships and leveraged funding models to support the delivery of diverse housing and community support solutions to meet the specific needs of Richmond’s low to moderate income households.

What are the challenges? Housing affordability is a key challenge for many residents in Richmond, with increases in the cost of housing far exceeding increases in income levels in recent years. From 2007 to 2012 Richmond had a higher than average increase in apartment price (21%), the highest in Metro Vancouver. Other challenges include reduction in senior government funding and policy commitments, homelessness, aging of purpose built rental housing stock, and provision of an appropriate range of housing options to accommodate people at various stages of the life cycle.

What is the current City policy context? The key City policies pertaining to housing choice are the OCP and the Affordable Housing Strategy.

Recommended Actions:

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)
- 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)*

Housing Affordability

- Affordable housing is defined by CMHC as “housing that costs less than 30% of before-tax household income”.
- 44% of Richmond tenants spent over 30% of their income on rent in 2005.
- Average rent in Richmond is near the highest level in the Metro Vancouver region.
- The cost for attached and apartment style homes has increased over 70% between 2005 and 2011.

- 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 governments to pursue innovative 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*

Proposed Partners:

- Provincial Government
- Metro Vancouver
- Community Committees
- Non-profit Agencies
- Private Sector
- Developers
- Federal Government
- Faith Communities
- Community Members

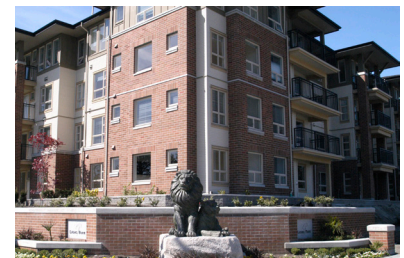
City Roles:

- Undertake planning, research and policy development.
- Provide land, space or funding.
- Collaborate and establish partnerships.
- Engage and empower community.
- Advocate for and secure external contributions.

Homelessness in Richmond

The 2011 Regional Homeless Count identified 49 homeless people in Richmond. However, it is important to recognize that the Homeless Count is a 24-hour snapshot and not an absolute count. Local RCMP and service providers estimate that there are closer to 100 homeless individuals in Richmond, not including those at-risk of homelessness or precariously housed individuals.

The Richmond Homelessness Coalition—*Homes For All*, is a multi-stakeholder community planning table, comprised of government officials, non-profit service and housing providers, faith communities, businesses, and community individuals. The Coalition’s primary aim is to address issues of homelessness with the understanding that the long-term solution is to ensure access and provision of appropriate housing and supports for individuals who are homeless or at risk of homelessness.





Affordable Housing

From July 2007 to April 30, 2013, through its Affordable Housing Strategy, the City has secured approximately 1,700 units of affordable housing. (e.g. subsidized rental, low end market rental and affordable homeownership).

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*
- 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 livability 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*

Proposed Partners:

- Developers
- Technical Experts
- Community Members
- Federal Government
- Provincial Government
- Non-profit Agencies
- Advisory Committees

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.



Strategic Direction 2: Enhance Community Accessibility

Why is this important? Reducing barriers and enhancing accessibility are essential for creating an inclusive society in which all residents feel appreciated and included. Accessibility can be framed in physical terms (e.g. design modifications to the built environment) and non-physical terms (e.g. attitudinal, financial, or cultural). The removal of barriers for residents to participate in community life by developing age and ability friendly neighbourhoods is critical to enhancing Richmond’s livability.

What can we build on? Richmond has an excellent record with respect to physical accessibility. Examples include provisions in the OCP and Zoning Bylaw to facilitate accessible building designs, employment of dedicated City staff responsible for accessibility issues, and financial and administrative support to the Richmond Centre for Disability. The City also reduces accessibility barriers by subsidizing fees for City recreation programs for low income families, providing grants to community agencies that support people with low incomes, and collaborating with various community partners to address social concerns. In addition, Richmond has a well-organized and diverse non-profit sector that offers programs and services for people with disabilities and their families.

What are the challenges? With respect to physical accessibility, key challenges include accommodating the needs of an aging population and people with disabilities, promoting aging in place, and pursuing safe barrier-free environments (e.g. retrofits of existing buildings and facilities—both for the City and others). With respect to reducing other types of accessibility barriers, the City is often hindered by resource and mandate limitations (e.g. it cannot administer income distribution programs). Also, the City cannot unilaterally shift negative public attitudes—attitudes which take time and other influences to change.

What is the current City policy context? Key City policies pertaining to accessibility include the OCP, Affordable Housing Strategy, Group Home Policy and Planning Framework, and the Intercultural Strategic Plan.

Richmond’s Strengths

The **Recreation Access Card** is available to residents of Richmond who live with a permanent disability that seriously impairs their daily living. The card entitles recipients to a 50% discount to drop-in activities at City recreation facilities. In 2012, **174** new cards were issued.

The City also reduces other types of accessibility barriers by subsidizing fees for City recreation programs for low income families and providing grants to community agencies that support people with accessibility challenges.



Recommended Actions:

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) 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*



Richmond's Strengths

The Richmond Centre for Disability (RCD) provides specialized services to people with disabilities. In 2012,

- RCD received **803** inquiries per month.
- offered **450** English Literacy classes.
- near **5,000** clients accessed RCD computer services.
- over **300** children participated in RCD activities.

Proposed Partners:

- Community Partners
- Seniors Advisory Committee
- Greater Vancouver Home Builders Association
- Urban Development Institute
- Canada Mortgage and Housing Corporation
- Non-profit Affordable Housing Providers
- BC Housing
- Non-profit Agencies

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.

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)*

Proposed Partners:

- Community Partners
- Non-profit Agencies

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Provide land, space or funding.
- Collaborate and establish partnerships.

Richmond’s Strengths

Recreation Fee Subsidy enhances access to recreation and is available for admissions and program registration in Richmond’s Community Centres, Cultural Centres, Aquatic Centres and Arenas.

Almost **4,000** recreational fee subsidies were issued, including family passes (2007–2011). The program is run in partnership with Community Partners.



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*

Low Income Cut-offs (LICO)

Low income cut-offs (LICO) are “income measures below which a family will likely devote a larger share of its income on the necessities of food, shelter, and clothing than the average family” (Statistics Canada). They are based on economic family size and community size, but do not take into account variations in the cost of living in different regions. Prevalence of low income in Richmond is considerably higher than the provincial average for all types of economic family structures.

LICO for Families in a Census Metropolitan Area (CMA) of more than 500,000 Inhabitants

Size of Family	Current dollars for CMA with 500,000 inhabitants and more
1 person	\$18,759
2 persons	\$22,831
3 persons	\$28,430
4 persons	\$35,469
5 persons	\$40,388
6 persons	\$44,791
7 persons	\$49,195

Source: Statistics Canada 2011

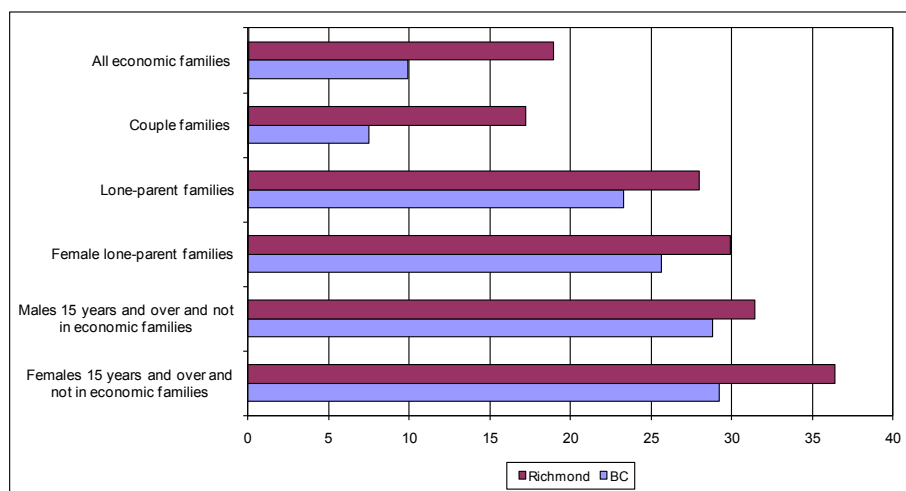
Proposed Partners:

- Non-profit Agencies
- Federal Government
- Provincial Government
- Community Committees
- School District No. 38
- Vancouver Coastal Health

City Roles:

- Undertake planning, research and policy development.
- Collaborate and establish partnerships.

Prevalence of Low Income by Economic Family, Richmond and BC, 2005



Source: Statistics Canada 2006 Census

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*

Proposed Partners:

- Non-profit Agencies
- Community Members
- Vancouver Coastal Health

City Roles:

- Collaborate and establish partnerships.
- Undertake planning, research and policy development.
- Deliver programs and services.

Richmond's Strengths

- 8 community gardens operated by Richmond Food Security Society (RFSS).
- 4 private community gardens.
- Steveston Farmers & Artisans Market.
- 26 local farms.
- Richmond's online food calendar by Richmond Food Security Society featuring events on growing food, organic gardening, and cooking.
- Community kitchens which offer meals for free or by donation.



Strategic Direction 3: Address the Needs of an Aging Population

Why is this important? Richmond’s population is aging and will continue to do so over the coming decades. The “greying of the population” coincides with the trend towards a healthier and increasingly vocal and diverse older population. Tomorrow’s older adults will have greater expectations regarding programs and services. They will also be interested in initiatives to improve aging in place, affordable housing, accessibility and healthy communities.

What can we build on? Richmond has a vibrant and engaged older adult population. It also has many plans, policies, partnerships, services and structures in place to support older adults (e.g. the Older Adults Service Plan, Minoru Place Activity Centre and the Seniors Advisory Committee). These policies and initiatives give Richmond the unique opportunity to support aging in place, ensuring that appropriate housing options, services and facilities are available throughout various neighbourhoods. Due to its flat topography, Richmond is relatively accessible from a physical perspective, and efforts are being consistently made to improve overall accessibility.

What are the challenges? An aging population presents many challenges for the future, specifically to the social safety net, health system, service delivery, and overall community planning. However, a vibrant older adult community contributes to the economy, supports extended families, participates in volunteerism and generally enhances the social health and sustainability of neighbourhoods. The City and other jurisdictions will face challenges in responding to the needs of the expanding and increasingly diverse older population—acknowledging rising expectations in light of fiscal constraints and recognizing that a “one size fits all” approach will not suffice (e.g. older adults differ significantly with respect to their mobility, capacity, interests and disposable incomes).

What is the current City policy context? Key City policies relevant to Richmond’s older adult population are the OCP, Older Adults Service Plan, and Affordable Housing Strategy.

Richmond’s Older Adults

- 40% of people 55 years and older had less than \$15,000 after tax income in 2005.
- 27% of residents 75 years and older were living alone.
- Of all individuals aged 55 years old and older, 67% were born outside of Canada:
 - ◆ 20% of Richmond older adults were born in China
 - ◆ 10% were born in Hong Kong
 - ◆ 5% were born in Philippines
 - ◆ 5% were born in India
 - ◆ 5% were born in the United Kingdom
 - ◆ 22% were born in other countries.



Recommended Actions:

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

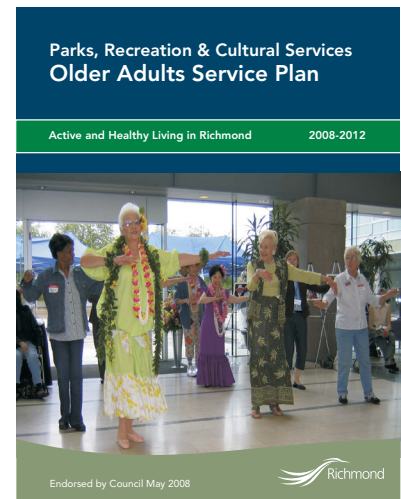
- 7.1 Pursuing approaches that involve planning with, not for, the older adult population. *Short Term (0–3 years)*
- 7.2 Expanding the volunteer base to serve the older adult population, as well as providing meaningful volunteer opportunities for older adults. *Short Term (0–3 years)*
- 7.3 Ensuring 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)*

Proposed Partners:

- Community Partners
- Non-profit Agencies
- Vancouver Coastal Health
- Strata Councils

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.
- Collaborate and establish partnerships.



Wellness Clinics

More than 3,400 people accessed Wellness Clinics between September 1, 2011 and August 31, 2012. They received free health monitoring, holistic health options and information on a variety of programs and services at seven sites throughout Richmond:

- Beth Tikvah Congregation
- Minoru Place Activity Centre
- East Richmond Community Hall
- South Arm Community Centre
- Steveston Community Centre
- Thompson Community Centre
- West Richmond Community Centre.

Participation at Minoru Place Activity Centre (2011–2012 fiscal year)

- 46,528 members swiped their card to use the facility.
- 26,448 members participated in one of the Centre's clubs and groups.
- 2,961 people registered for programs and an additional 5,097 people participated in the programs on a drop in basis.
- 796 people participated in the Centre's seven regular monthly special events.
- 3,053 people participated in other special events.
- 2,459 people took advantage of health and wellness services offered at Minoru (i.e. flu shots, blood pressure testing).
- 200+ volunteers gave their time, which totalled over 25,636 hours.

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)

Proposed Partners:

- Non-profit Agencies
- Minoru Seniors Society

City Roles:

- Provide land, space or funding.
- Establish infrastructure.
- Undertake planning, research and policy development.



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

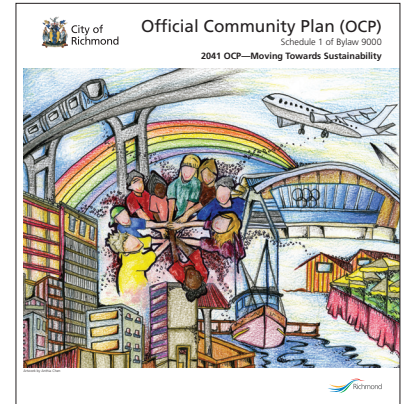
- 9.1 Pursuing the City of Richmond’s designation as an Age-friendly City, joining the World Health Organizations Global Network of Age-friendly Cities and Communities. *Short Term (0–3 years)*
- 9.2 Developing a comprehensive Aging in Place Strategy for Richmond, utilizing best practice research and 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*

Proposed Partners:

- Provincial Government
- Federal Government
- Vancouver Coastal Health
- Community Partners
- Non-profit Agencies
- BC Housing
- Developers
- Minoru Seniors Society
- Seniors Advisory Committee
- Richmond Centre for Disability
- Richmond Seniors Network
- Richmond Chinese Community Society

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.



Richmond’s Older Adults

- Number of residents aged 55 and over in Richmond: 53,565.
- Number of residents aged 65 and over in Richmond: 26,005.

Source: 2011 Census

The Richmond Children’s Charter reflects the top 12 rights identified by over 3,000 Richmond children aged 3 to 12. Its purpose is to guide the development of a child-friendly city based on the principles of the UN Convention on the Rights of the Child. In June 2012, Richmond City Council unanimously endorsed the Richmond Children’s Charter.



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

Why is this important? A positive start to life and a nurturing environment are critical factors for the health and wellbeing of Richmond’s younger population (ranging from early childhood to youth). These factors are also critical for the younger population’s future development as healthy, happy and productive adults. With respect to families, it is important to provide opportunities to be physically active, experience nature, enjoy learning and form positive relationships in pleasant, safe and accessible surroundings. The City can play a key role in helping its children, youth and families to thrive in conjunction with senior governments, the private and non-profit sectors, and other partners. In addition, the involvement of children, youth and families in planning neighbourhoods, amenities and services will help to ensure that Richmond remains a place where families of all ages and incomes can flourish.

What can we build on? Richmond supports children, youth and families in a variety of ways. For example, it provides high quality parks, recreation, library and arts facilities and programs, as well as accessible outdoor play and amenity spaces. The City received one of the first BC Child Care Awards of Excellence for its leadership role in supporting child care, (e.g. City-owned child care facilities, reserve funds, advisory committee, grants and needs assessments). The Youth Service Plan has guided the development of outreach services for at-risk youth throughout Richmond. The City supports the non-profit sector in serving children, youth and families through such initiatives as the Richmond Grant Program, the Richmond Community Services Advisory Committee and lease of land (e.g. Caring Place Society). Many child, youth and family-friendly neighbourhood events and community festivals are also held throughout Richmond.

What are the challenges? Key challenges faced by Richmond families include the high cost of housing and child care, compounded by the lack of strong senior government policy and funding in these areas. Another challenge in Richmond involves “invisible” poverty, whereby households with low incomes often go unnoticed in the community (e.g. Richmond lacks obviously blighted or derelict neighbourhoods). Challenges faced by the non-profit sector include funding uncertainties and the need for secure, affordable, appropriately located premises for their operations. Another set of challenges relates to ensuring that families are aware of and able to access available programs, services and supports when experiencing barriers (e.g. language, culture, time, income, transportation).

What is the current City policy context? Key City policies supporting children, youth and families include the OCP, the Affordable Housing Strategy, Child Care Development Policy, Youth Service Plan, Parks and Recreation Master Plan, Arts Strategy and City Grant Policy. The Richmond Children’s Charter, prepared by Richmond Children First, was endorsed by Richmond City Council in 2012.

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*

Proposed Partners:

- Child Care Development Advisory Committee
- Child Care Providers
- Parents
- Vancouver Coastal Health
- School District No. 38
- Non-profit Agencies
- Developers
- Community Partners
- Community Committees
- Provincial Government
- Federal Government

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.
- Provide land, space or funding.
- Collaborate and establish partnerships.



Richmond’s Strengths

In January, 2013, the City established a Child Care Coordinator staff position to improve the City’s ability to plan and develop quality child care facilities in the community.

Richmond's Strengths

In 2011, Richmond was the first of two local governments to win the BC Child Care Award of Excellence in the "Municipal/Regional Government" category.

Richmond Strengths

Four city owned child care facilities are currently in operation in Richmond. The City has also secured six additional child care facilities to be built over the next five years. This will add approximately 250 new child care spaces to serve children from birth to 12 years old.

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

Proposed Partners:

- Child Care Development Advisory Committee
- Vancouver Coastal Health
- Non-profit Agencies
- Developers

City Roles:

- Undertake planning, research and policy development.



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;
 - ◆ 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 affordable and accessible child and family-friendly parks, recreation and cultural opportunities, including library programs & services. *Ongoing*
- 12.8 Supporting programs and initiatives that address domestic violence, poverty, mental health and addictions. *Ongoing*

Proposed Partners:

- Provincial Government
- Federal Government
- Community Partners
- Non-profit Agencies
- Developers
- Advisory Committees
- Public Partners
- Richmond Children First
- Community Committees

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Establish infrastructure.
- Provide land, space or funding.

Richmond’s Strengths

Richmond’s “typical family” has not changed in the last 5 or 10 years. Unchanged are the proportion of people aged 15 and over who are legally married (56%); the average number of people per family (3.0) and the number of children per family (1.2). In keeping with national trends, more young adults are living with their parents. The number of lone-parent families with children continues to rise, especially those with a female parent (85% of lone-parent families).

Source: 2006 Census



Richmond's Strengths

According to the 2011 census, Richmond had just over 32,000 residents aged 16 and under. This constitutes 18.2% of the population.

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 Developmental Assets based approach⁵ to programming for youth. *Ongoing*
- 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*
- 13.6 Supporting efforts of community-based groups to give Richmond school children access to nutritious meals. *Ongoing*

Proposed Partners:

- Community Partners
- Non-profit Agencies
- Vancouver Coastal Health
- Police Services
- School District No. 38
- Public Partners
- Community Groups

City Roles:

- Deliver programs and services.
- Engage and empower community.
- Collaborate and establish partnerships.

⁵ The Search Institute has identified 40 developmental assets, which provide the philosophical base for the City's youth service delivery. For more information see City of Richmond website: www.richmond.ca/parksrec/youth/development/about.htm

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*

Proposed Partners:

- Police Services
- School District No. 38
- Vancouver Coastal Health
- Non-profit Agencies
- Community Partners
- Richmond Community Services Advisory Committee (RCSAC)

City Roles:

- Engage and empower community.
- Deliver programs and services.
- Collaborate and establish partnerships.





Goal 2 Engaging Our Citizens

Strategic Directions

5. Build on Richmond's Cultural Diversity
6. Support Community Engagement and Volunteerism

Unique Richmond

48.5% of Richmond's population is of Chinese origin, the highest share of all municipalities in Canada.

The City of Richmond is one of only a few BC municipalities that has dedicated Diversity Services staff who focus on intercultural and other accessibility matters.



Goal 2: Engaging Our Citizens

Strategic Direction 5: Build on Richmond's Cultural Diversity

Why is this important? Richmond is characterized by an ethnic and culturally diverse population. According to the 2006 census, 57% of all Richmond residents were born outside of Canada. The largest group of immigrants are Mandarin speakers from Mainland China, followed by people from the Philippines. Richmond also accommodates a diverse group of refugees. While the City has a fairly well established refugee community from Somalia, many recent refugees have come from Iran, Iraq, and Afghanistan. The population shift has implications for the City as immigrants and refugees have unique needs and expectations in relation to civic and community life. To facilitate a socially healthy and inclusive community, it is important for the City to be able to appropriately respond to all its residents—refugees, other immigrants and Canadian born households alike.

What can we build on? The City has established the Richmond Intercultural Advisory Committee to enhance intercultural harmony and strengthen intercultural cooperation in Richmond. The City has also established strong relationships with immigrant serving agencies, faith communities and the non-profit sector. In addition, it has maintained strong networks and communication links with senior government and other municipalities, and has offered inclusive and intercultural arts and culture programming that has been effective in providing opportunities for dialogues amongst cultures. Richmond has also seen an increase in the number of agencies offering immigrant settlement assistance.

What are the challenges? An overarching challenge for the City with respect to diversity relates to fostering an environment in which all residents feel valued, respected and included. Ideally, Richmond's diversity should be seen as an opportunity to be built on. Some particular challenges include immigrant integration, inter-cultural communication, the lack of involvement by many new immigrants in civic life, and the shortage of recognition and funding given by senior governments to municipal governments for initiatives aimed at creating welcoming and inclusive communities.

What is the current City policy context? The key City policies pertaining to cultural diversity are the OCP and the Richmond Intercultural Strategic Plan and Work Program.

Recommended Actions:

Action 15—Implement, monitor and update the Intercultural Strategic Plan and Work Program. *Medium Term (4–6 years)*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Police Services
- School District No. 38
- Richmond Community Services Advisory Committee
- Vancouver Coastal Health

City Roles:

- Deliver programs and services.
- Undertake planning, research and policy development.

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:

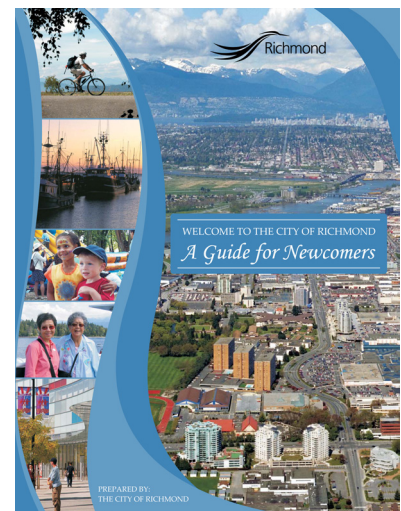
- 16.1 Establish clear guidelines for providing translation and interpretation services to conduct City business. *Short Term (0–3 years)*
- 16.2 Devise and implement a comprehensive cultural diversity training program for City and community partner staff. *Medium Term (4–6 years)*
- 16.3 Undertake a 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*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Police Services
- Community Partners
- Non-profit Agencies
- Richmond Public Library
- Tourism Richmond

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.



Richmond’s Strengths

The City of Richmond, in partnership with the Richmond Intercultural Advisory Committee (RIAC), has produced the **Richmond Newcomers Guide**. The Guide provides information about Richmond’s local community, programs available for seniors and children, City services and the services of partners.

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)*

Proposed Partners:

- Richmond Chamber of Commerce
- School District No. 38
- Vancouver Coastal Health
- Non-profit Agencies
- WorkSafe BC
- Immigrant Serving Agencies
- Immigrant Employment Council of BC

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.

Richmond’s Strengths

The City is pioneering innovative ways to engage local residents. Examples include online discussion forums, focus groups in various languages and use of social media. The City has also developed a resource guide for City staff that showcases public participation techniques.

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*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Richmond Community Services Advisory Committee
- Non-profit Agencies

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.

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*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Richmond Community Services Advisory Committee
- Richmond Public Library
- School District No. 38
- Cultural Organizations
- Non-profit Agencies
- Community Committees
- Vancouver Coastal Health
- Richmond Chamber of Commerce
- Police Services

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.

Richmond’s Strengths

The City uses the arts to engage the community on social issues. For example, during Asian Heritage Month, occurring in May each year, a range of activities are offered which explore intercultural identity, cross cultural linkages, interfaith and intercommunity dialogue.



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*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Richmond Community Services Advisory Committee
- Richmond Public Library
- School District No. 38
- First Nations, Urban Aboriginal and Cultural Organizations
- Non-profit Agencies
- Community Committees
- Vancouver Coastal Health
- Richmond Chamber of Commerce
- Police Services

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.

Richmond’s Strengths

City Council established the Richmond Intercultural Advisory Committee (RIAC) to provide advice on cultural diversity matters. RIAC has organized public forums and undertaken various other initiatives to increase understanding and promote cross-cultural harmony in the community.

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*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- School District No. 38
- Vancouver Coastal Health
- Richmond Community Services Advisory Committee
- Non-profit Agencies
- Provincial Government
- Federal Government
- Union of BC Municipalities
- Richmond Chamber of Commerce

City Roles:

- Engage and empower community.
- Advocate and secure external contributions.

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)*
- 22.2 Collaborating on developing cross-agency staff awareness training programs on LGTB issues. *Medium Term (4–6 years)*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Richmond Community Services Advisory Committee
- Vancouver Coastal Health
- School District No. 38
- Non-profit Agencies
- WorkSafe BC
- Richmond Chamber of Commerce
- Police Services

City Roles:

- Engage and empower community.
- Undertake planning, research and policy development.

Richmond’s Strengths

In 2012, the City offered LGTB awareness training to its staff helping to ensure that the City is prepared to serve LGTB communities in the most appropriate ways.

Richmond's Strengths

The Richmond Intercultural Advisory Committee has championed the development of the 2012-2015 Richmond Intercultural Strategic Plan and Work Program. As a result, in the fall of 2012, the Committee initiated the Richmond Cultural Survey which aimed to collect information from a broad sample of citizens on their experience of intercultural relations in Richmond.

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

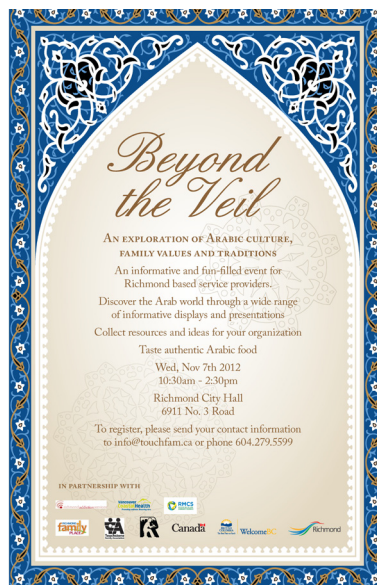
- 23.1 Participating in the establishment of media watch mechanisms with stakeholders to monitor the local media, City and community communication and work to redress misperceptions created by inaccurate or insensitive references to particular cultural groups. *Short Term (0–3 years)*
- 23.2 Developing 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. *Ongoing*

Proposed Partners:

- Richmond Intercultural Advisory Committee
- Richmond Community Services Advisory Committee
- School District No. 38
- Vancouver Coastal Health
- Community Partners
- WorkSafe BC
- Non-profit Agencies
- Richmond Chamber of Commerce
- Faith Communities
- Property Management Companies
- Police Services

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.



Strategic Direction 6: Support Community Engagement and Volunteerism

Why is this important? Volunteering is one of the most fundamental acts of citizenship and philanthropy in society and is a primary contributor to building a strong community. Through citizen engagement and work with volunteers, the City is able to provide an increased scope and variety of activities, and maximize service provision across the community where financial resources may otherwise be limited. This engagement helps to create a healthy and vibrant Richmond.

What can we build on? Richmond has a long history of community engagement and developing a strong volunteer base. The City, through its Community Services Department, has a Volunteer Management Strategy that has helped to preserve a volunteer spirit within the community. The City has also hosted large scale successful events, such as the 2010 Winter Olympics and Tall Ships Festival. These events played a role in increasing the number of volunteers, identifying training opportunities and key roles that volunteers can fill, and enhancing the City’s capacity to deliver effective programs and events. In addition, the City has a strong collaboration with Volunteer Richmond, which has helped to nurture the development and support of the local volunteer base.

What are the challenges? The changing demographic profile of Richmond’s volunteers presents a challenge for supporting community engagement and volunteerism. Many of the new volunteers are young, new Canadians, older adults, or persons with disabilities. These volunteers are looking for meaningful ways to be involved, as well as learning opportunities to help develop their skills to enhance employability. An immigrant’s previous experience with authorities in their home countries might also present some challenges. Further, some newer immigrants may mistrust government and may have had limited exposure and understanding about how to participate in civic life and volunteering.

What is the current City policy context? The key City policies relevant to community engagement and volunteerism are the OCP, Community Services (formerly Parks, Recreation and Cultural Services (PRCS)⁶) Volunteer Management Strategy, the Wellness Strategy and the Public Participation Toolkit.

Richmond’s Strengths

Youth Now, one of four Richmond Volunteer programs, is designed to enhance leadership opportunities for young adults, who are high school graduates and under the age of 26, and trains them to serve as board members for local non-profit organizations.



⁶ Through a corporate reorganization in 2012, the former Parks, Recreation and Cultural Services (PRCS) Department was incorporated into the broader Community Services Department.

Recommended Actions:

Action 24—Implement, monitor and update the Richmond Community Services Volunteer Management Strategy.

Short Term (0–3 years)

Proposed Partners:

- Volunteer Richmond
- Community Partners
- Non-profit Agencies
- Community Sports Groups

City Roles:

- Collaborate and establish partnerships.
- Engage and empower community.



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 Increases 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)*

Proposed Partners:

- Non-profit Agencies
- Media
- Community Partners

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.

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;
 - ◆ work programs that reflect Council Term Goals. *Medium Term (4–6 years)*

Proposed Partners:

- Advisory Committees
- Non-profit Agencies
- Community Partners
- Issue-specific Stakeholders

City Roles:

- Undertake planning, research and policy development.

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*

Proposed Partners:

- Advisory Committees
- Non-profit Agencies

City Roles:

- Deliver programs and services.
- Collaborate and establish partnerships.

Richmond’s Strengths

The City of Richmond is committed to bridging the gap between newcomers and City institutions. In 2012, the City conducted over 50 tours of City Hall and City facilities for new immigrants. Over 1,000 people participated.

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)*

Proposed Partners:

- Non-profit Agencies
- Ethno-cultural Groups
- Richmond Civic Engagement Network
- Post-secondary Educational Institutions
- Business Community

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.





Goal 3

Building on Social Assets and Community Capacity

Strategic Directions

7. Strengthen Richmond's Social Infrastructure
8. Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities
9. Facilitate Strong and Safe Neighbourhoods

Goal 3: Building on Social Assets and Community Capacity

Strategic Direction 7: Strengthen Richmond’s Social Infrastructure

Why is this important? Richmond’s population is growing and demands for social services are rising. The City does not have the mandate or ability to deliver the broad range of social services required. If the City is to realize its vision of being the most appealing, livable, well managed community in Canada, it is essential that social services, and the facilities used for delivering those services (i.e. social infrastructure) keep pace with Richmond’s growth. Additionally, many non profit organizations have a long tradition of involvement in public policy and are known for representing the voices of the most marginalized community groups. Concurrently with efforts to meet the needs of a growing and increasingly complex population, many non-profit agencies have also been struggling to secure or maintain affordable spaces for their service provision.

What can we build on? Richmond has effective partnerships with many non-profit agencies and has developed strong relationships with other public partners to deliver services in the community. The Richmond Community Services Advisory Committee, funded by the City of Richmond, is a network of more than 30 local non-profit agencies and community stakeholders which are working collectively on community issues of mutual concern. Further, Richmond has an array of City and non-City facilities used for service provision. For example, Caring Place, a community hub for non-profit agencies, has proved to be an effective solution for agencies to deliver services in a convenient one-stop location. The facility is situated on a centrally located City owned site leased to the Caring Place Society at a nominal rate.

Agencies in Caring Place

- Alzheimer Society of BC
- BC Centre for Ability
- Canadian Hemochromatosis Society
- CHIMO Crisis Services
- Family Services of Greater Vancouver
- Heart and Stroke Foundation of Canada
- Richmond Caring Place Society
- Richmond Hospice Association
- Richmond Multicultural Community Services
- Richmond Society for Community Living
- Richmond Women’s Resource Centre Association
- S.U.C.C.E.S.S.
- Volunteer Richmond Information Services



Richmond’s Caring Place is a purpose-built facility that houses many of Richmond’s non-profit service agencies.

What are the challenges? The increasing demand for social services is a key challenge for Richmond. Non-profit agencies will need additional office and program space to meet further needs; however, the cost of land and construction inhibits service expansion. Additionally, while some agencies may receive federal and provincial government support, funding is not guaranteed, which creates instability and uncertainty for service providers. Other challenges include the need to define City roles in addressing social issues and the impact of decisions made by senior levels of government on the City. Being the level of government closest to the people, the City is frequently approached for support by non-profit agencies on items that are not part of Richmond’s mandate.

What is the current City policy context? Key City policies relevant to social infrastructure are the OCP, the Parks, Recreation and Cultural Services Master Plan and City Grant Programs.

Recommended Actions:

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)*

Proposed Partners:

- Developers
- Richmond Community Services Advisory Committee
- Richmond Seniors Advisory Committee
- Child Care Development Advisory Committee
- Non-profit Agencies

City Roles:

- Undertake planning, research and policy development.

Richmond’s Strengths

The City provides permissive property tax exemptions for places of public worship, private schools and various other not-for-profit operations (e.g. child care, recreation, seniors housing and care facilities), in accordance with provisions of the Community Charter.

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)*

Proposed Partners:

- Richmond Community Services Advisory Committee

City Roles:

- Deliver programs and services.
 - Engage and empower community.
 - Undertake planning, research and policy development.
-

Richmond’s Strengths

The Richmond Community Services Advisory Committee provides information and advice to Richmond City Council regarding community social services. It also enhances community capacity by providing a network for non-profit and statutory service providers.

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);
- 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)*

Proposed Partners:

- Community Agencies
- Non-profit Agencies
- Developers
- Child Care Providers
- Richmond Community Services Advisory Committee
- Child Care Development Advisory Committee
- Community Committees

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.

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)*

Proposed Partners:

- Richmond Community Services Advisory Committee
- Non-profit Agencies
- Child Care Providers
- Child Care Development Advisory Committee
- Community Committees

City Roles:

- Undertake planning, research and policy development.



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)*

Proposed Partners:

- Non-profit Agencies

City Roles:

- Collaborate and establish partnerships.
- Engage and empower community.
- Deliver programs and services.

Richmond's Strengths

The Richmond Public Agency Partners Group consisting of representatives of the five major public agencies in Richmond champions the wellness of children and youth in the community through leadership, partnership, advocacy and policy development. The membership consists of Vancouver Coastal Health, the City of Richmond, Richmond School District, Ministry of Children and Family Development and the RCMP.



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. *Ongoing*

Proposed Partners:

- Vancouver Coastal Health

City Roles:

- Collaborate and establish partnerships.

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*

Proposed Partners:

- School District No. 38
- Richmond Community Services Advisory Committee
- Child Care Development Advisory Committee
- Public Partners
- Youth Coordinators
- City and School Board Liaison Committee
- Non-profit Agencies

City Roles:

- Collaborate and establish partnerships.



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)*

Proposed Partners:

- School District No. 38
- City and School Board Liaison Committee
- Non-profit Agencies
- Richmond Community Services Advisory Committee

City Roles:

- Collaborate and establish partnerships.
- Undertake planning, research and policy development.

Action 37—Expand opportunities for partnering with Richmond Public Library on community engagement and social development initiatives. *Ongoing*

Proposed Partners:

- Richmond Public Library

City Roles:

- Collaborate and establish partnerships.
- Deliver programs and services.

Richmond’s Strengths

In 2012, the Richmond School District had an enrolment of approximately **22,000 students**. Facilities included:

- **38** elementary schools
- **10** secondary schools
- **1** alternative school.

Richmond’s Strengths

- **5** libraries
- **97,096** cardholders
- **2,590** library programs
- **124,030** program participants
- **4,359,215** items borrowed



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

Proposed Partners:

- Richmond Community Services Advisory Committee
- Non-profit Agencies
- Community Committees
- Networking Groups

City Roles:

- Engage and empower community.

City Grant Programs

The City has been disbursing City Grants for many years. In 2011, a revised City Grant Policy was adopted and implemented establishing three separate programs, all with increased budgets. In 2012, the Health, Social and Safety Grants budget increased by \$87,000, resulting in a total of **\$530,637** being awarded to **29 community service agencies**.

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*

Proposed Partners:

- Non-profit Agencies
- Community Committees
- Richmond Community Services Advisory Committee

City Roles:

- Provide land, space or funding.
- Undertake planning, research and policy development.

Child Care Grant Program

In 2011, a total of **\$26,050** was allocated in capital grants to non-profit societies supporting or providing child care. Additionally, in 2012, Council approved the establishment of a **Child Care Operating Reserve Fund** whereby developer contributions are collected to support the provision of quality care through professional and program development. In 2012, \$49,999 was awarded in capital grants and \$15,000 in professional and program development grants.

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*

Proposed Partners:

- Community Committees
- Advisory Committees

City Roles:

- Undertake planning, research and policy development.
- Collaborate and establish partnerships.

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*

Proposed Partners:

- Federal Government (including MPs, and key Federal staff)
- Provincial Government (including MLAs and key Provincial staff)

City Roles:

- Collaborate and establish partnerships.

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*

Proposed Partners:

- School District No. 38
- Vancouver Coastal Health
- Non-profit Agencies
- Advisory Committees
- Public Partners
- City and School Board Liaison
- Community Committees
- Seniors Planning Network

City Roles:

- Collaborate and establish partnerships.
- Undertake planning, research and policy development.



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

Why is this important? Active involvement in recreation, arts, cultural and wellness opportunities helps Richmond residents lead healthier lives and be better connected in their communities. Through recreation and sports, residents enjoy themselves, become physically active, and engage in lifelong learning. Arts and cultural opportunities give residents a sense of identity, shared pride and a way to communicate across cultures. A breadth of opportunities and an engaged community may also offset other social costs (e.g. for health, police and community services). By ensuring a diversity of choices, Richmond offers residents an increased sense of belonging and a more dynamic and sustainable quality of life.



What can we build on? An abundance of opportunities are available for residents throughout Richmond. Examples include pools, arenas, the Richmond Cultural Centre, libraries, heritage facilities, a professional theatre and eight community centres. As a legacy of the 2010 Winter Olympics, the Richmond Olympic Oval has evolved into a multi-use sport facility that offers both traditional and unique programming for residents and visitors alike. Planning for the City’s recreation, arts and cultural opportunities has been guided by the Parks, Recreation, and Cultural Services Master Plan.

What are the challenges? The growth, aging and diversity of Richmond’s population present challenges in the provision of high quality recreation, arts and cultural and wellness opportunities (e.g. accommodating different needs and uses). In planning for the future, it is critical that the City understand and respond to emerging community values and needs. Additionally, as Richmond’s facilities continue to age, careful attention needs to be placed on planning new facilities and ensuring accessibility is maintained in aging facilities.

What is the current City policy context? Key City policies relevant to Richmond’s recreation, arts and cultural opportunities are the OCP, the Parks, Recreation and Cultural Services Master Plan, Community Wellness Strategy, Arts Strategy, Youth Service Plan and Older Adult Service Plan.



Recommended Actions:

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*

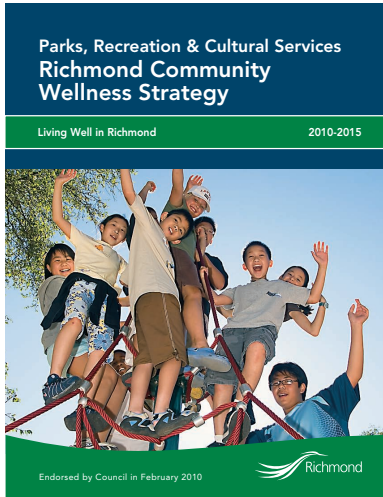
Proposed Partners:

- Community Partners
- Non-profit Agencies
- Vancouver Coastal Health
- Developers
- School District No. 38
- Richmond Public Library

City Roles:

- Undertake planning, research and policy development.
- Provide land, space or funding.





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

Proposed Partners:

- Community Partners
- Non-profit Agencies
- Vancouver Coastal Health
- School District No. 38
- Advisory Committees

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.

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);
- employment (e.g. providing jobs for people in arts related fields). *Ongoing*

Proposed Partners:

- Arts Community
- Community Partners
- School District No. 38
- Developers

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.



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*

Proposed Partners:

- Non-profit Agencies
- Post Secondary Institutions
- Vancouver Coastal Health

City Roles:

- Undertake planning, research and policy development.
- Deliver programs and services.
- Engage and empower community.
- Collaborate and establish partnerships.
- Provide land, space or funding.



Steveston Farmers Market

Action 47—Explore opportunities for use of the Richmond Olympic Oval for social development initiatives.

Medium Term (4–6 Years)

Proposed Partners:

- Richmond Oval Corporation
- School District No. 38
- Vancouver Coastal Health
- Richmond Community Services Advisory Committee
- Non-profit Agencies
- Advisory Committees
- Community Committees

City Roles:

- Undertake planning, research and policy development.
- Engage and empower community.



Strategic Direction 9: Facilitate Strong and Safe Neighbourhoods

Why is this important? Strong and safe neighbourhoods promote social inclusion, encourage active living, and contribute to economic viability. When people feel safe in their neighbourhoods, they venture outside of their homes, use parks and public spaces, connect with their neighbours and experience a more enriched community life. This sense of security is important for enhancing Richmond’s livability and ensuring residents have a good quality of life.

What can we build on? The City has a solid base of community safety services delivered through its Law and Community Safety Department (e.g. policing, Richmond Fire-Rescue and Emergency Preparedness). The City works in partnership with local and provincial agencies to ensure safety is considered in all aspects of community life. Additionally, Community Policing Initiatives (e.g. Block Watch, Pedestrian Safety, DARE) are delivered through the Richmond detachment of the RCMP.

What are the challenges? Cost pressures present a key challenge in provision of services to ensure residents feel safe in their neighbourhoods. As with other service delivery, it is important that sufficient funding and resources are available to provide necessary community safety services for Richmond’s growing population. Richmond’s population diversity also presents a challenge, as developing strong neighbourhoods requires active participation of all residents.

What is the current City policy context? Key City policies relevant to Richmond’s safety are the OCP, the RCMP Strategic Plan (2011–2013) and the Richmond Fire Rescue Plan (2012–2015).



Recommended Actions:

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*

Proposed Partners:

- Provincial Government
- Non-profit Agencies
- Vancouver Coastal Health

City Roles:

- Undertake planning, research and policy development.
- Provide land, space or funding.
- Collaborate and establish partnerships.

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*

Proposed Partners:

- Corporations
- Non-profit Agencies
- Citizens

City Roles:

- Engage and empower community.
- Undertake planning, research and policy development.
- Provide land, space or funding.



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

Proposed Partners:

- School District No. 38
- Community Associations

City Roles:

- Undertake planning, research and policy development.
- Collaborate and establish partnerships.
- Provide land, space or funding.

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*

Proposed Partners:

- Richmond Community Services Advisory Committee
- School District No. 38
- Faith-based Groups
- Non-profit Agencies

City Roles:

- Engage and empower community.



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

Proposed Partners:

- Police Services
- Richmond Chamber of Commerce
- Tourism Richmond
- Community Partners
- Non-profit Agencies

City Roles:

- Collaborate and establish partnerships.
- Deliver programs and services.



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

Proposed Partners:

- Vancouver Coastal Health
- Richmond Community Services Advisory Committee
- Non-profit Agencies
- School District No. 38

City Roles:

- Collaborate and establish partnerships.
- Provide land, space or funding.
- Advocate and secure external contributions.

The Richmond RCMP Detachment Strategic Plan, 2011–2013

The Strategic Plan cites a priority focus for youth related to the “*prevention and reduction of youth involvement in criminal activity and the criminal justice system, both as victims and offenders.*”

Richmond’s Strengths

The City of Richmond’s “+POS” Positive Ticket initiative with the RCMP has garnered international attention and represents a key piece in the RCMP’s Strategic Plan. The posi-curve symbolizes the positivity of youth and acts as a reminder of the supports youth need to be healthy, caring and responsible people.

Implementation and Next Steps

Implementation Priorities

By promoting mutual understanding and encouraging involvement from all community members, the goal is to build and maintain a unified, inclusive, community—one that is welcoming and offers a high quality of life for all residents.

All of the foregoing recommended actions are considered important, hence their inclusion in this document. With respect to priorities, it is difficult to say that any one particular social issue is more important than another. That said, based on comments received through the consultations for this Strategy, an assessment of socioeconomic data and trends, and staff’s understanding of service gaps and needs, the following five issue areas emerged as key concerns for the future:

- **Cultural Diversity**—The diversity of Richmond’s population permeates all issues in this Strategy. While many of the issues faced by Richmond are similar to those of other communities (e.g. child care, poverty, affordable housing), the issues take on a unique “made in Richmond” perspective because of our diversity. A key challenge for the City in moving forward will be to strike a balance between addressing the needs of the immigrant population, while also recognizing the needs of the non-immigrant population.
- **Aging of the Population**—Another key demographic trend facing Richmond is the aging of the population. The growth of the older adult population will have implications for several areas, including the built environment, housing, community services, the economy, and the health care system. Today’s older adults are generally more vocal, healthy, and better educated than those of previous generations. They increasingly expect to have a voice in decisions that affect their lives—a trend that will continue as more people from the “baby boom” generation move into retirement. In planning for the future, a key challenge will be to ensure that the needs of older adults are reflected, and that the needs of other age groups are also addressed (i.e. promoting mutual understanding and support, seeking to prevent inter-generational conflicts and resentment).
- **Social Capital and Infrastructure**—Community agencies are facing significant challenges (e.g. providing quality services with limited funding, securing appropriate and affordable office space, competing for contracts and short term project grants). If the City is to be successful in addressing its social development goals, it is essential that vibrant community agencies and a healthy overall social infrastructure be in place. A key challenge for the City will be to ensure community agencies have the necessary facilities and assistance to meet the growing demands. City roles could include enhancing networks (e.g. inter-agency collaboration to address social issues) and providing support to local community agencies (e.g. through the City Grant Program and assistance with securing appropriate and affordable office and program space).
- **Children, Families and Youth**—The well-being of Richmond’s children, youth and families is essential to a socially sustainable community. The availability of child care and affordable housing, as well as a stable, supported non-profit sector and a vibrant network of parks, recreation and cultural opportunities will provide a foundation for healthy development and supportive connections. In planning for the future, a key challenge for the City will be to ensure sufficient access to child care, affordable housing and family support services, as well as the development of family-friendly neighbourhoods and communities that will strengthen Richmond’s “sense of place”.

- **Affordable Housing and Affordable Living**—The availability of suitable, affordable housing in Richmond is a key concern. Given the high cost of housing and real estate, many households are either excluded from the housing market or spending a large percent of their incomes on accommodation. Others may be living in substandard accommodation because of a lack of affordable alternatives. In planning for the future, a key challenge for the City will be to provide an appropriate range of housing options to accommodate all aspects of Richmond’s population, and to ensure the building and nurturing of innovative partnerships to address housing concerns.

The City cannot address these concerns on its own and the City has a limited ability to address income disparity or overall community affordability concerns; however, it can make an important contribution in conjunction with other partners.

In setting priorities and developing an implementation plan for this Strategy, particular attention will need to be given to the foregoing issue areas. That said, a balanced approach will be required, whereby attention is paid to actions pertaining to all the identified Strategic Directions. Work is already proceeding on several of the actions proposed in this document. Other proposed actions have yet to be initiated—or will require additional time or resources to be effectively implemented.

Resource Requirements

A key assumption underlying preparation of the Strategy was that adequate resources would be required for its implementation. Existing staff are currently functioning at full capacity and taking on additional tasks will prove challenging for the City to address its social development goals.

Full details regarding resource requirements will be provided in the annual work programs for the Strategy. A preliminary determination of necessary staff resources is outlined on page 75.

Social Development Strategy: Resource Requirements ⁷ Staffing		
Resource	Rationale and Scope	Cost and Funding Source
Affordable Housing Analyst	The volume, scope, and complexity of the City's affordable housing responsibilities have risen dramatically since adoption of the Affordable Housing Strategy in 2007. To ensure that the affordable housing portfolio continues to be well managed and that future demands are effectively addressed, additional staff support is required. A research analyst position was recommended following the City's 2009 Corporate reorganization.	\$80,000–\$95,000/year Source: Additional Level 2014 Annual Operating Budget 2015 ongoing; funded through Affordable Housing Reserve
Social Development Coordinator	The volume, scope, and complexity of responsibilities for the City's Community Social Development Section have risen dramatically since the Section was established in 2009. Addressing the priorities of the Social Development Strategy will place further demands on staff resources. An additional regular full time (RFT) social development/social planning staff position will be needed to lead various projects; policies and programs identified herein and ensure that the Strategy is effectively implemented. A liaison/coordinator position was recommended following the City's 2009 Corporate reorganization.	\$100,000–\$125,000/year Source: Additional Level 2015 Annual Operating Budget 2016 ongoing; funded through General Revenues

Next Steps: Adoption to Action

Filling in the Details and Preparing for Action—Fall 2013 to Winter 2014

- Develop work program for Strategy implementation: Following adoption of the Strategy, staff will prepare the first of what will be annual Strategy Work Programs for Council review and adoption. The program will include ongoing, previously initiated, and new items. It will also include a combination of “quick wins” and initiatives that require a longer term investment to produce results. The work program will identify time lines, resource and budget requirements, and indicators for each recommended priority action to determine the success of Strategy implementation.

⁷ Note: This list does not include additional staff required for the expanded Minoru Place Activity Centre. Those requirements will be identified through the planning and budgeting process for the expanded facility. Also, the list does not include a Child Care Coordinator—a position that has been funded and filled since the Draft Social Development Strategy was prepared.

Ongoing Implementation, Monitoring and Renewal—Winter 2014 onward

- Implement, monitor, and report: Guided by the work programs, staff will coordinate implementation of the Strategy. On an annual basis, they will provide a report to Council which summarizes achievements made over the previous year, and present proposed priorities to be addressed in the following year. It is recognized that new, unforeseen issues or opportunities will likely arise after adoption of the Strategy, therefore, flexibility will be required, and periodic adjustments may need to be made to the Strategy—especially in the later years of implementation.
- Renew Strategy: The term of the Strategy is for 2013 to 2022. Work will need to proceed well before the expiration of the term to develop the next iteration of the Strategy for 2023–2032.

Guiding Principles for Implementation:

In determining work program priorities, the following guiding principles will be adhered to:

- The action addresses a recognized need and is compatible with the City Vision, Council Term Goals, and the Corporate Plan.
- The action contributes to the City’s sustainability objectives.
- The action provides opportunities for leveraged funding and/or strategic partnerships.
- There is strong likelihood of success for pursuing the action.
- There are existing resources to pursue the action or adequate resources will be assessed on a cost-benefit basis and allocated accordingly.
- The action builds on and enhances social capital, contributes to social infrastructure, and promotes community engagement.

Measuring Progress in Achieving Goals:

1. For each action, action outcomes and performance measures will be developed, including:
 - 1.1 Baseline indicators (i.e. current state).
 - 1.2 Targets: short term (0–3 year), medium term (4–6 year) and long term (7–10 year) targets (i.e. desired state).
2. Reporting mechanisms:
 - 2.1 Annual Reports featuring progress on the nine Strategic Directions.
 - 2.2 Reporting on target progress every three years.



Concluding Comments

The Richmond Social Development Strategy is intended to provide long term direction to the City in addressing social development priorities. Its purpose is to function like a social development equivalent of the Official Community Plan (OCP), consistent with the City's commitment to sustainability and its vision of being the most appealing, livable and well managed community in Canada.

The Strategy was developed through a participatory process that engaged community members and other key Richmond stakeholders. It clearly maps out goals, strategic directions and recommended actions which will act as the framework for implementation.

From the Strategy, it is clear that:

- Richmond has a strong, proud, and effective legacy of social development.
- The City is currently devoting considerable resources to social development concerns.
- The City faces numerous challenges—but it also has a host of opportunities for planning to meet future social needs.
- To effectively address and implement future social development needs, the City must be increasingly strategic and follow a multi-partnership approach.

The Social Development Strategy is an ambitious and challenging initiative which will require careful management to ensure that its scope does not expand beyond the City's capacity and resources. The implementation of the Strategy will also not be possible without the commitment of all key stakeholders. The City cannot do it alone. The City needs to continue to build sustainable partnerships with community partners and work collaboratively with senior governments and other partners. This Strategy ultimately sets the stage for collaboration and will be a valuable resource for guiding future social development efforts of the City and its partners.

Acknowledgements

Richmond City Council

Mayor Malcolm Brodie
Councillor Linda Barnes
Councillor Derek Dang
Councillor Evelina Halsey-Brandt
Councillor Ken Johnston
Councillor Chak Kwong Au
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Councillor Harold Steves

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Members of the Richmond Community Services Advisory Committee, City Advisory Committees and the many others in the community who provided thoughts, comments and insights in preparation of the Draft Strategy

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Appendix 1—Social Development Policies and Strategies

City of Richmond Policies Relevant to Social Development⁸:

Policy Name	Policy Number	Adopted by Council
Affordable Housing	5005	December 18, 1989
Affordable Housing Strategy—Interim Strategy	5006	July 24, 2006
Affordable Housing Statutory Reserve Fund	5008	December 9, 1991
Casino Funding Guidelines	3706	June 12, 2000
City Buildings—Accessibility	2008	February 14, 1994
Child Care Development Policy	4017	January 24, 2006
City Grant Program	3712	July 25, 2011, amended July 9, 2012
Cooperative Housing	4400	May 29, 1984
Corporate Sustainability Policy	1400	April 26, 2010
Disabled Persons—Accessibility	4012	October 13, 1981
Disabled Persons—Custom Transit	4011	October 26, 1981
Disabled Persons—Housing	4014	August 12, 1982
Disabled Persons—Need versus Resources	4010	May 26, 1990
Display of Religious Symbols at City Hall	2019	November 14, 2005
Full Service Gaming Policy	5040	May 29, 2002; amended June 9, 2003; February 27, 2006
Group Home Locations for Richmond	4001	February 25, 1991
Multiculturalism	6000	March 25, 1991
Parks and Leisure Services—Community Involvement	8701	March 28, 1978
Provision of Administrative Staff Support Services to Statutory and Other Council Appointed Advisory Bodies	1009	April 25, 1994; reconfirmed September 13, 1999
Provision of Administrative staff support services to Statutory and Other Council Appointed Advisory Bodies—Administrative procedure	1009.1	April 25, 1994; revised August 28, 2002
Senior Services	4016	August 23, 1982

⁸ Note: Many of these policies are very old. A broad review took place in 2012, with several obsolete City policies being deleted. Over time, it is expected that new policies will be introduced and existing ones will be updated, maintained or possibly deleted.

City of Richmond Planning Strategies Relevant to Social Development:

Title	Type	Timeframe	Endorsed by Council
Intercultural Strategic Plan	Report	2004–2010	October 22, 2004
Affordable Housing Strategy	Report	2007	May 28, 2007
Older Adults Service Plan	Report	2008–2012	May 2008
Youth Service Plan: Where Youth Thrive	Report	2008–2012	September 2008
Child Care Needs Assessment	Report	2009–2016	October 2010
Richmond Community Wellness Strategy	Report	2010–2015	February 2010
City Centre Area Plan	Bylaw 2.10	2031	September 2009
Richmond Official Community Plan	Bylaw 9000	2012–2041	November 26, 2012
Richmond RCMP Strategic Plan	Report	2011–2013	November 22, 2010
Richmond Substance Abuse Strategy	Report	n/a	July 28, 2003
The Fire-Rescue Plan	Report	2012–2015	March 26, 2012
Richmond Arts Strategy	Report	2012–2017	October 8, 2012
Sustainability Framework	Report	2010	January 25, 2010

Appendix 2—Key Stakeholder Consultation

Phase I—Initial Community Engagement:

Stakeholder Meetings	
Stakeholder Group	Date
Council/School Board Liaison Committee	November 18, 2009
Child Care Development Advisory Committee	January 13, 2010
Richmond Seniors Advisory Committee	January 14, 2010
Richmond Community Services Advisory Committee	January 15, 2010
Richmond Centre for Disability	January 19, 2010
Richmond Intercultural Advisory Committee	January 20, 2010
Richmond Community Committee	January 27, 2010
Richmond Local Governance Liaison Committee	February 5, 2010
Health Liaison Committee	February 11, 2010
Richmond Children First	March 2, 2010
Canadian Federation of University Women – Richmond	April 20, 2010
Vancouver Coastal Health (VCH) Mental Health and Addiction Coordinating Committee	November 8, 2010

Summary notes were kept from the meetings and groups were asked to submit briefs with further comment. Written submissions were received from the following eight organizations:

- City Centre Community Association
- Richmond Community Services Advisory Committee
- Richmond Seniors Advisory Committee
- Child Care Development Advisory Committee
- Richmond Intercultural Advisory Committee
- Richmond Health Advisory Committee
- Richmond Poverty Response Committee
- Richmond Children First

Public Survey

As a means of gaining broader community input, staff developed a public survey for the Strategy. The survey was available in both a printed and online version. The printed version was also translated into Chinese to provide alternatives for Mandarin and Cantonese speaking residents to contribute their views.

Public Forum (May 26, 2010, Richmond Cultural Centre)—This forum was facilitated by Lani Schultz, Director, Corporate Programs Management Group. Twenty-four people attended, including members of the public and representatives of community organizations. Despite the relatively low turnout, the session generated interest in the project and elicited useful insight on key social planning priorities facing the City.

Let’s Talk Richmond—The City engaged SustainNet Software Solutions to develop Let’s Talk Richmond, an innovative online discussion forum for both the Social Planning Strategy and the OCP. The forum provided an opportunity for residents to express their comments and opinions on a variety of topics from their home or workplace. During two six week time periods (one in the summer 2010 and one in the fall 2010), residents had the opportunity to discuss and comment on various topics including affordable housing, youth, older adults, social planning, and civic engagement.

The tool generated strong public interest, with 1003 distinct viewers visiting the social development section of the forum. Comments and discussion were lower than would have been desired, but increased from the first to the second forum. During the engagement period, the site was visited 2,964 times with 7,562 page views. In addition, 139 documents were downloaded from a menu of eight available publications (including the Older Adult Service Plan, Affordable Housing Strategy and Youth Strategy).

Study Circles—In partnership with the Richmond Civic Engagement Network (RCEN), the City conducted a series of study circle sessions—a facilitated process through which a small group of people meets multiple times to discuss a particular issue. Study circles are particularly beneficial in eliciting the views of people who may have difficulty in contributing through more traditional consultation methods.

Four study circle groups were established for the Social Development Strategy: a Cantonese, Mandarin, new immigrants and an open group. Eight volunteer facilitators and fifty-four participants took part in the circles. Each group met three times over a three-week period in September 2010.

In October, the City and RCEN co-hosted a wrap up forum to which all study circle facilitators and participants were invited. Twenty-eight participants, exclusive of City staff, attended. The aim was to summarize the key information generated through the circles, ensure that information was accurately captured, and gather additional ideas to contribute to the Strategy. Participants were very positive about the overall study circle experience and expressed strong interest in continued involvement as work on the Strategy proceeds.

Phase II—Analysis and Draft Strategy Preparation:

Key channels of consultation for the Phase II activities involved the following:

Council/Staff Liaison Committee—The Council/ Staff liaison committee met on six (6) occasions between March 2011 and November 2012. Council representatives provided guidance and suggestions regarding the Strategy preparation.

Staff Consultation—Five (5) consultation meetings with staff from across the organization were held. These were designed to ensure that the Social Development Strategy would help all parts of the organization proceed with their goals and objectives in a complementary manner. Meetings took place between June 2011 and May 2012 and involved staff from Parks and Recreation, Sustainability, Richmond Public Library, Community Social Development, Arts, Cultural and Heritage Services, Richmond Fire Rescue, Law and Community Safety, Policy Planning, and Economic Development.

Targeted Community Consultation—As part of its contract with the City, HB Lanarc /Golder Associates coordinated and facilitated three (3) public consultation meetings in June 2011. These sessions were attended by representatives of non-profit agencies, community committees (e.g. Poverty Response Committee) and City advisory committees.

Phase III—Consultation, Revision and Strategy Adoption:

As directed by City Council, in January 2013, staff circulated the draft Strategy for public comment. The following channels were used:

Circulation to Stakeholders—The draft Strategy forwarded to key City Advisory Committees, community groups, and external organizations. In addition, staff attended 11 stakeholder group meetings giving PowerPoint presentations and seeking comments on the draft.

City of Richmond Website—A distinct Social Development Strategy page was created on the City of Richmond website, with links to the draft Strategy and related documents.

Let’s Talk Richmond Online Discussion Forum—The City hosted a discussion forum on the draft, using the Let’s Talk Richmond platform. The forum was open from February 20 to March 22, 2013. It elicited 15 questions, over 1,500 page views and over 400 document downloads.

Open House—An open house was held at City Hall on March 7, 2013. It was attended by 52 people including members of the public, representative of non-profit organizations, a local MLA and City staff. The Open House featured display boards and brochures, printed in Chinese and English, that offered descriptions of the framework, goals and sample actions for the draft Strategy.

Appendix 3—Glossary

Accessible: Able to physically, financially and attitudinally access and participate in a wide choice of community facilities, programs and services.

Adaptable Design: Housing that is designed and built with features that add considerable utility to an occupant with mobility challenges.

Affordable Housing: Shelter costs that do not exceed 30 percent of a household’s income, whether in market or non-market housing.

Aging in Place: The ability for people to grow older without having to move from their current residence in order to secure necessary support services in response to changing needs.

Baby Boomer: Someone who was born between 1946 and 1964.

Barrier: A visible and/or invisible obstacle that prevents a person from using available programs and services.

Barrier Free Housing: Housing that is designed and built for universal access at the time of construction for an occupant with mobility challenges.

Coach Houses: A self-contained dwelling located above a detached garage in the rear yard.

Collaboration: The process of exchanging information, modifying activities, sharing resources and enhancing the capacity of involved parties to achieve a common purpose.

Community: A group of individuals, families or organizations that share common values, attributes, interests and/or geographical boundaries.

Community Capacity: The assets and capabilities of a community, which can be developed and applied through community development.

Community Development: A dynamic process in which all citizens are encouraged to participate in enhancing the quality of life for their community.

Community Engagement: The process of working collaboratively with groups of people who are affiliated by geographic proximity, special interest, or similar situations, to address issues affecting their well-being.

Community Partner: Community organizations with which the City operates community facilities. The City provides the facilities and core staffing, while the partners plan and fund programs and events.

Community Service Hub: A central, multi-use facility that involves the co-location of two or more compatible community services to better serve the needs of residents while strengthening the capacity of participating agencies. These hubs may target specific populations or mandates (e.g. early childhood, youth, seniors) or provide services to a wide spectrum of community members.

Complete Communities: Communities where people can live, work, shop, and play. They include local access to options for food, transportation, housing, recreation, education, retail, and employment.

Cost of Living: Average costs of the basic necessities of life such as food, shelter and clothing.

Cultural Diversity: The presence and participation of many different cultural communities within society, and the explicit recognition that the contribution and participation of all cultural communities have equal value and benefit to society.

Developmental Assets: Factors or qualities which have an influence on the social and personal development of youth. Examples include support, empowerment, commitment to learning, and positive values. These developmental assets help young people make wise decisions, choose positive paths, and grow up to be caring and responsible.

Diversity: The unique characteristics that people possess that distinguish them as individuals and that identify them as belonging to a group or groups. Notions of diversity include culture, ethnicity, class, gender, religion, sexual orientation or disability and other.

Established Immigrants: Community members who have come to Canada more than 10 years ago.

Homelessness: People are considered homeless if they do not have a dwelling place where they can expect to stay for more than 30 days and if they do not pay rent. Homelessness can be broken into two categories; Absolute Homelessness which refers to those without any physical shelter, and At Risk of Homelessness which refers to individuals or families whose living spaces do not meet minimum health and safety standards, and do not offer security of tenure, personal safety and/or affordability.

Inclusive: Welcoming and enabling participation from everyone.

Intercultural: The interaction, cooperation and collaboration between or among people of different cultures.

Inter-generational: The intermingling or coming together of multiple generations (e.g. youth, older adults).

Metro Vancouver: Previously known as the Greater Vancouver Regional District (GVRD). Metro Vancouver operates under provincial legislation to deliver regional services, policy and political leadership on behalf of 24 local authorities.

Needs: The gap between what is considered essential for an adequate quality of life and what actually exists. These needs are not absolute but are relative to the criteria used by whoever is defining them.

New Immigrants/Newcomers: Community members who have come to Canada less than five years ago.

Older Adult: An individual who is older than 55 years of age.

Policies: A set of broad government objectives to be attained through a number of related specific programs.

Poverty: The inability to satisfy basic needs due to a lack of money, goods, or means of support.

Quality of Life: The degree to which a person enjoys life. Quality of life is measured both subjectively (how someone feels about things, spiritual health, being satisfied with status, safety) as well as objectively (material and physical well-being, political stability, climate and geography, job security, political freedom, gender equality).

Recent Immigrants: Community members who have come to Canada five to ten years ago.

Research: The collection of information about a particular subject. For purposes of the Social Development Strategy, the City's research could be relatively minor (e.g. reviewing website material) or extensive (e.g. undertaking a comprehensive community needs assessment).

Secondary Suite: A self contained additional dwelling unit located on a residential property which usually contains living, sleeping, cooking and toilet facilities.

Senior Government: This includes the Government of the Province of BC, and the Federal Government of Canada.

Settlement Services: Services that aim to support newcomers to integrate into Canadian society. Examples include language assessment and training, social or work-related skill development, referrals, and orientation to day-to-day aspects of life in Canada.

Social Assets: The resources and abilities of people and organizations within a community that contribute to social well being.

Social Capital: The network of social organizations in a community, their cumulative abilities, and their channels of communication and association.

Social Development: The process of improving quality of life for all members of society. Involves the sharing of community resources, commitments and responsibilities, with the aim of achieving a better state of society for all.

Social Equity: Ensuring that all segments of the population have equal opportunity and that their needs are recognized and addressed in a fair manner.

Social Infrastructure: All assets that accommodate and support social services and social development. These include physical buildings as well as social capital and the provision of services.

Social Media: A form of internet-based communication that provides immediate and interactive information sharing across different platforms. Social media promotes two-way communication, rather than simple information dissemination.

Socially Inclusive Communities: Communities that strive to eliminate poverty and provide opportunities for meaningful engagement and participation of all members of society regardless of their socioeconomic status.

Stakeholder: Any organization or individual that has a direct interest in an action or decision either because they have a role in implementing the decision, or because they will be affected by the decision.

Values: What a community/individual believes in and stands for. Values provide motivation to keep people focused on why and what is done.

Vision: Based on values, a vision describes the desired state of the future. It uses language to convey a sense of how success will look and feel.

Walkable Neighbourhoods: A type of compact urban living where streets are designed in such a way that residents can safely walk and bike to accomplish daily tasks.

Wellness: An approach to personal and community health that emphasizes individual and collective responsibility for well being, specifically through the practice of health-promotion lifestyle behaviours.

Workforce Housing: Housing that is affordable to working households that do not qualify for subsidized rental housing, yet cannot afford market-rate housing in their community.

Appendix 4—Selected List of Richmond Non-profit Agencies

Boys and Girls Club of South Coast BC
Canadian Mental Health Association – Richmond
CHIMO Crisis Services
Developmental Disabilities Association
Family Services of Greater Vancouver
Heart of Richmond Aids Society
Richmond Addiction Services Society
Richmond Caring Place Society
Richmond Children First
Richmond Centre for Disability
Richmond Family and Youth Court Committee
Richmond Family Place Society
Richmond Food Bank Society
Richmond Food Security Society
Richmond Multicultural Concerns Society
Richmond Poverty Response Committee
Richmond Society for Community Living
Richmond Therapeutic Equestrian Society
Richmond Women’s Resource Society
Richmond Youth Service Agency
The Salvation Army Richmond
S.U.C.C.E.S.S.
Touchstone Family Association
Turning Point Recovery Society
Volunteer Richmond Information Services

*This list includes the non-profit agency membership of the Richmond Community Services Advisory Committee (RCSAC). While not all the agencies are represented, the RCSAC membership includes many of Richmond’s non-profit community service providers.

SUBMISSIONS RECEIVED ON DRAFT SOCIAL DEVELOPMENT STRATEGY

Components:

Attachment 2a – Submissions from City Advisory Committees and other groups:

- 2a(i) Heart of Richmond AIDS Society
- 2a(ii) Minoru Place Activity Centre (comprised of separate submissions from the Minoru Seniors Society Board and Centre staff)
- 2a(iii) Richmond Centre for Disability Board of Directors
- 2a(iv) Richmond Centre for Disability staff
- 2a(v) Richmond Child Care Development Advisory Committee (including separate submissions prepared by individual committee members)
- 2a(vi) Richmond Children First
- 2a(vii) Richmond Community Services Advisory Committee (comprised of distinct submissions from Developmental Disabilities Association, Jennifer Larsen, Richmond Addiction Services Society, Richmond Caring Place Society, Poverty Response Committee, Richmond Society for Community Living, Richmond Youth Services Agency, Salvation Army, and Turning Point Recovery Society)
- 2a(viii) Richmond Mental Health Consumer and Friends Society
- 2a(ix) Richmond Seniors Advisory Committee
- 2a(x) Touchstone Family Association
- 2a(xi) Urban Development Institute

Attachment 2b - Email submissions from interested individuals:

- 2b(i) Guillaume Dufesne
- 2b(ii) Mohinder Grewal

Attachment 2c - Comment sheets from the Open House

Attachment 2d - Comments from the Let's Talk Richmond forum

Attachment 2e - Comment sheets obtained by SUCCESS from visitors to the agency's Richmond office



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John Foster
Manager, Community Social Development
City of Richmond

Dear John,

Re: Social Development Strategy

I am pleased to have the opportunity to provide feedback on the Social Development Strategy and applaud the rigor and foresight the strategy provides.

In particular I am pleased that the strategy included the recommendation made by the RCSAC sub-committee as outlined on page 55. A better understanding of funding timelines and application processes are critical for small non-profits.

In reference to the documents statements about inclusion I would like to suggest that, in my experience, sexual orientation is often the last mentioned when the discussion of diversity is included; often seen by some as an afterthought. Most likely this is in part because our culture and community is uncomfortable with the topic and because of the stigma associated with sexually transmitted diseases. It is for this reason that a change in the ordering of the inclusion listing would be appreciated.

Thank you again for all the work you and your team have done on to create this document.

Sincerely,

Carol White
Executive Director

Social Development Strategy Feedback Minoru Place Activity Centre

Minoru Seniors Society:

- **Page 23:** Compliments to the City in the work they're doing re. housing. More affordable housing built now than ever. Kudos to staff. Also more information re housing options.
- **Page 31, 7.7:** "How are you going to integrate the whole community with the diverse groups? Issue of creating ghettos by doing translation and allowing "Cantonese groups, Mandarin Groups, Filipino groups", etc. Get them involved at finding a solution to this as the Minoru Society is forever struggling to find space but the groups don't integrate themselves: bring original country identity feuds to Canada"
- "I found the document too long: need to have a 2 pager"
- **Resources:** Is there a plan to give more resources to the seniors area, as the population continues to increase? The Community Centres don't seem to care for us, there is little space and appropriate furniture. It appears that the City and Associations are not responding to the changing reality: more seniors and more diversity".

Seniors Services Staff:

- Lots of positive comments regarding the readability and coherence of the doc. It's obvious that a great deal of research and thought has been given to it.
- "I was specially looking for issues regarding homelessness, and I'm satisfied at what was presented. It made me feel as if my concerns as a citizen of the city have been taken into consideration, well done".
- "I'm pleased to see timelines attached to action items: it creates a feeling of purpose/ accountability for the City".
- "Very comprehensive, broad range of issues covered"
- **Page 2:** who's Vision: confused this with the City's Vision on next page. **Suggestion:** maybe clarify by labelling it as "Social Development Strategy Vision".

- **Page 26:** Age Friendly Cities initiative. Suggestion to incorporate the concept in this section.
- **Page 31, bullet 7.8:** there's an update to the Marketing Plan and we gave feedback re. same: need to segment the population to better identify target market, similar to what's done for children and youth- 4-5, 6-8, pre-teens, etc) We have a draft Marketing Plan for our section, but haven't implemented due to funding. **Suggestion:** add a bullet to cover this issue, or incorporate into 7.8.
- **Page 31: Suggestion:** Change highlighted items to on-going.
- **Page 32:** Importance of creating a CRN, Community Response Network to address elder abuse issues. We already had talks with the Coordinator, and need to prioritize this as protections for seniors is a priority for the Provincial Government, they just launched the: *Together to Reduce Elder Abuse – B.C.'s Strategy* (TREA Strategy)
Suggestion: add a bullet to cover this issue as it's already a priority and a concern.

Notes of meeting to discuss the Draft Social Development Strategy

March 5, 2013

Present: Eliana Chia, Frances Clark, Tom Parker, Angela Gauld, Vince Miele

The questions posed in Alan Hill's letter dated February 5, 2013 were reviewed, with the group's responses noted below.

1. What are your overall thoughts or impressions regarding the Draft Strategy?

- The document is very comprehensive and touches on disability issues throughout.
- The document is somewhat wide-ranging, and covers areas where the City has no jurisdiction, authorisation or ability to make changes. Suggestions:
- Beside each action item, indicate where there are Federal or Provincial regulations that limit action by the City.
- Some consistent omissions were noted, under "Proposed Partners" and we suggest that the following statement be inserted prominently in the document:
 "In addition to those that are specifically highlighted as a key partner, the City will include consultation with other agencies, individuals or associations that express interest in social issues."

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?

- Under action item 2 on page 25: Housing could be expanded in terms of Aging in Place, as accessibility ties in with this concept...2.1 In the (eg list add "aging in place features", ...
 Universal housing concepts should be adopted "for all new housing, as benefits would affect many in the community—families with a disabled member, seniors aging in place.
- There is a trend towards increasing the maximum building height and a heavy push for wood structures, without thought to safety for seniors or people with a disability. Consider also disasters: First responders will not always be immediately available or may be overwhelmed.
- Suitable housing in which seniors or people with limited mobility will remain safe in spite of declining physical abilities, keeping in mind freedom of choice. The entire population is aging and City structures need to allow for this.
- It is the responsibility of the City to ensure that new residential and other developments include some adjustments for people with a disability, aging in place, and declining physical abilities. Add an additional action (2.5) to convey that all housing should include features for aging in place. Advertisements for new developments tend to emphasize amenities like pools or exercise rooms. Developers must be educated to understand the desirability of universal design.

3. *Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?*

Yes.

4. *Do you have specific comments regarding particular sections of the Draft.*

Comments follow:

Page 14, Theme 3: Building on Social Assets and Community Capacity

When planning good neighbourhoods, the following features are essential:

- Complete, welcoming accessibility for all
- Dependable public transport
- Engaging, human-scale streetscapes, which foster social interaction
- Public washroom facilities
- Safety
- Public “living rooms”, i.e., plazas, gardens

Page 25, Action 2.4: Continuing to pursue opportunities to increase the public’s understanding...” etc.

Change “*pursue*” to “*improve*”.

Add: 2.5 “housing of all types. in all neighbourhoods to be built to facilitate aging in place”

Page 27, Action 3.5: Promote best practices in the assessment and upgrading accessibility features...etc.

We suggest this action item should read:

3.5 Promote best practices in the assessment and upgrading of accessibility features in city and non-city facilities, which are well addressed on the Richmond Centre for Disability’s Access Richmond website, through support of the Rick Hansen foundation venue accessibility project assessment tool and website.

Page 30, Action 7.1:

We commend the idea of pursuing approaches that involve planning *with not for*, the older adult population, and strongly suggest that this notion also has a place on page 26, i.e.: “*Pursuing approaches that involve planning with, not for, people in the community with a disability.*”

Page 36, under Action 13: Monitor and update the Youth Service Plan...etc.”

Add an additional action, or amend 13.3 as follows: *Engaging post-secondary students by providing research internship opportunities at City Hall.*

Under City Roles: Add

- *facilitate learning opportunities for post-secondary students of Social Planning and Recreation.*

Page 44, Action 19.1. Examining collaborative approaches...etc.

We suggest removing reference to “ethnic silos”, and amending the wording of the action as follows: “*Encouraging collaborative approaches to ensure that Richmond remains a welcoming*

and integrated community, *while respecting the desires of immigrant groups to maintain their own culture.*”

Pages 44-46, Actions 19-23

All of these actions should list the same proposed partners.

Page 45: Action 22: Collaborate with community partners, etc.

Add: 22.3: *Promoting awareness training in schools to support LGTB student safety.*

Also: Gender diversity should be given the same weight as cultural diversity throughout the document.

Page 47: Paragraph 3, “Newer immigrants tend to mistrust government and might have had ...”

This statement could be construed as contentious and we suggest amending to “*Some newer immigrants*”.

Page 54, Action 30: Develop and maintain a database on space needs...etc.

We agree, and commend this action.

Page 62, Action 46.2: Supporting retention of agricultural lands and efforts to make these lands economically viable. We suggest that this should be 46.1 to give it highest priority in this section, followed by the other items.

This needs to be given a higher priority in the Plan, perhaps should be a Strategic Direction, given the attrition of available land for agriculture, and the contingent effect on food security for local residents. Perhaps added to the list of strategic directions on page 2 under goal 3 “Foster and protect richmond’s food growing capacity and security”

Page 66: Action 53: Support the efforts of government and community-based partners to address mental health, substance abuse and addictions concerns in Richmond.

Add, under proposed partners: *School District 38.* (Some of the population in Richmond schools might be affected by some or all of the above, and the increasing incidents of depression and suicide-risk for youth.



Richmond Centre for Disability

“Promoting a new perspective on disability”

2012 Business Excellence Awards – Association of the Year Winner

Feedbacks for Social Development Strategy Draft

Stakeholders: RCD Staff Team
Composition: 13 individuals, 10 are Richmond residents
8 females, 5 males
Years of service range from 1 year to 12 years
Includes people with disabilities and of different ethnicities

Overall Impression Regarding the Draft Strategy

It is an impressive document and it shows that a lot of works have gone into it. Our group feels that most of the content is relevant and the flow of the document is logical. It provides very good background information to how the strategy was developed and formulated.

It has been brought up that some of the Action Points seemed to show only loose relationships to social development, for instance Action 48 and 49. Sometimes when the coverage is too broad, it may dilute the main flavour of the strategy to focus on social development.

All participants agree that the Social Development Strategy Framework is easy to understand and makes sense. The graphic presentation is effective; especially it illustrates a clear picture of “Proposed Partners” and “City Roles”. That hopefully will bring transparency to the work program to be developed and subsequently its implementation, as well as outcome evaluation and success measurement. We hope that the work program will be a concrete one outlining the success indicators, which will go on to reflect the impacts they will make in Richmond and on its citizens.

Priority Issues in Richmond over the Next 10 Years

We agree with the emphasis on Older Adults, Youth and Children in the Draft Strategy; we understand the need to address the diversity of the local population. We are also delighted to see that “physical accessibility” made it to Action 3. However we do not see any attention or well formed thought regarding an action for the vulnerable or marginalized population such as people with disability.

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Under "Goal 1: Enhance Social Equity and Inclusion", our group agrees with the four strategic directions, but the omission of "People with Disabilities" is disappointing. We do not see any mention of "Address the Needs of People with Disabilities" or "Help Richmond's Residents with Disabilities to Thrive". We feel that it would be appropriate to have an action under "Strategic Direction 2: Enhance Community Accessibility" to address this omission.

In our group discussion the topic of employment for people with disabilities comes up. We commend the Draft Strategy mentioning this subject under Action 3.4. However we feel that the City of Richmond should be a leader and champion for employing people with disabilities, thus it is important to include this in the strategy. People with disabilities is a huge untapped labour market, and providing people with disabilities with equal employment opportunities will bring forth great social and economical benefits. We feel that it is warranted to have an action in this light, similar to the employment opportunities for immigrants which are addressed under Action 17 and 18.

Our team is baffled that there is no Disability Service Coordinator within the City of Richmond, and the Draft Strategy only proposes staffing requirements for child care, affordable housing and social development. Currently our staff liaison Mr. Alan Hill is very productive working with the RCD, and is extremely effective in this position. However his title is Cultural Diversity Coordinator, which is not reflective of his scope of work and is not representative of the disability community. It would add a lot of values to the Social Development Strategy if there is a Disability Service Coordinator.

Under Action 4, the Recreation Subsidy Program is mentioned. However it is redundant for people with disabilities because there is no specialized recreational program designed for people with disabilities. We feel that the City can work with community partners that are specialized in service provision for people with disabilities to co-design and implement such programs. The change can be made for 4.5 by adding "and specialized programs for people with disabilities".

Another thing that attracts our group's attention is the low community engagement for Phase I of the process of creating the strategy. Despite the product is a good piece of work, it is doubtful if Richmond residents are truly aware of what is going on. We feel that the most effective consultation will be at the level where you can find the target audiences. For instance, community agencies serving people with disabilities are the best channel to conduct public surveys and study circles for need assessment and service design for people with disabilities. It will be more cost effective to contract them for consultation purposes for the strategy, rather than a professional consultant firm.

Lastly, our group also discuss the rapid growth in population in Richmond; also the aging population that is expected to double in the next 10 years, as well as the life expectancy in Richmond is the highest in BC at 84.6 years. We feel that it is time to start considering a second hospital in the city. We hope the City will see the need and start exploring the option for the next 10 to 20 years.

Suggested Priority Issues by the RCD Staff Team

Recommended Action – Continue to play a leadership role with respect to addressing the needs of people with disabilities, consulting with Richmond Centre for Disability and other partners in efforts to:

- ▶ Pursue approaches that involve planning with, not for, people with disabilities.
- ▶ Support and encourage community-based initiatives that promote independence for people living with disabilities.
- ▶ Develop a comprehensive Disability Strategy for Richmond, utilizing best practice research and an assessment of current and future community needs.
- ▶ Collaborate with senior governments, Vancouver Coastal Health, and community partners in planning and delivery of programs which help people with disabilities start or continue to live independently in their community.
- ▶ Establish or restructure a staff position to oversee disability issues in the City of Richmond, and to improve the City's ability to plan and develop disability services.

Recommended Action – Increase awareness of and access to City employment opportunities by people with disabilities through:

- ▶ Establishing formal targeted approaches to increase employment opportunities with the City for people living with disabilities.
- ▶ Working with community agencies and other partners to publicize City employment opportunities to people with disabilities and improve mutual understanding of barriers and needs.
- ▶ Establishing or restructuring a staff position to oversee disability issues in the City of Richmond, and to improve the City's ability to increase employment opportunities for people with disabilities

Other Things to Share

There are a few minor things that we would like to point out.

Page 3: City Council Priority

The Council Term Goals for 2011-2014 have been released; the wordings are exactly the same. It would look better to change 2008-2011 to reflect that.

Page 7: Immigrants

Hong Kong is not exactly a country; it is part of China.

Page 79: Richmond Centre for Disability, not "Disabilities".

~ The End ~

City of Richmond

CCDAC | Child Care Development Advisory Committee

May 21, 2013

Mr. John Foster
Manager Community Social Development
Community Services, City of Richmond
6911 No. 3 Road, Richmond BC V6Y 2C1

Dear John,

On behalf of the City of Richmond's Child Care Development Advisory Committee, please accept our thanks for the opportunity to comment on the final draft of *"Building Our Social Future: A Social Development Strategy for Richmond | 2013-2022"*, December 2012.

In developing the response, Committee members each took sections of the plan, prepared summaries and presented their findings to one another at the April 2, 2013 CCDAC meeting. A collective response to the consultation questions was developed at the May 7, 2013 meeting. It is attached along with individual members' comments and a sub-committee report entitled: "Pillars of the Child Care System". I would like to note that there was a difference of opinion about whether the Social Development Strategy was proactive enough in addressing the emerging needs of Richmond's children and families, especially given the aging demographics. While it is understood that the Strategy seeks to provide a balance of actions for existing population groups, some CCDAC members' favour a stronger focus on creating a family friendly city with actions tailored to attract families to live in Richmond, e.g., access to child care, affordable and well designed family housing, better transit service to connect areas within the city, more neighbourhood parks, and indoor play spaces for drop-in family programs, etc. However, the majority of the members were supportive of current draft's goals, strategic directions and planned next steps.

From the perspective of CCDAC's child care focus, we appreciate that the City has moved forward with Action 10.1 establishing a Child Care Coordinator staff position. Attached is CCDAC's submission to the draft Social Development Strategy consultation process. Should you require clarification on our submission, please feel free to contact me.

Sincerely,

Linda Shirley, CCDAC Chair

Attachment

CITY OF RICHMOND
CCDAC | CHILD CARE DEVELOPMENT ADVISORY COMMITTEE

RESPONSE TO
*“Building Our Social Future: A Social Development Strategy for Richmond/ 2013 – 2022,
December 2012 – Draft*

Below are the CCDAC’s answers to consultation questions provided by John Foster, Manager of Community Social Development. John provided a presentation on the draft Social Development Plan at the Committee’s February 5, 2013 meeting. The consultation questions have been used as a tool for providing feedback on the plan. Comments and suggestions below provide a collective response to these questions. Individual submissions to Linda Shirley, the Committee Chair, follow this section and are organized by each member’s name. There is also a submission from one of CCDAC’s sub-committees on the Pillars of the Child Care System.

1. What are your overall thoughts or impressions regarding the Draft Strategy?

- The draft Strategy needs a bigger vision that sets out what the City is trying to do and what steps it plans to take to get there. This plan is too status quo, it’s more about the present than about the future, and is too driven by the current demographics and market forces. The Strategy’s vision is very motherhood. It would be better if it set out a clear vision, e.g., “a place for families” or “a place to retire”. In Vancouver, they have a vision and a plan to be a green city. Like it or not, it’s pretty clear about where they are going and the steps they are taking to get there.
- The plan does have some kind of a vision! It is addressing affordability, it is planning for a city where people can live and work, it is providing services for families and seniors and other population groups.
- The Strategy tries to support family life but the cost of housing in Richmond is quite high. It is not affordable for families with children and their extended families.
- I am happy with the direction of the Child and Youth section. The city seems in flux. Is it a place for families or a place for seniors? Is it just planning to be a transition place for newcomers or one that welcomes them for the long term? The city is clearly going through growing pains.
- Richmond is not a town anymore, it is a city. Some people like the increased social activity that comes with growth. Families are choosing to move into Vancouver, an even bigger city than Richmond. They are attracted to living in downtown Vancouver for what it offers them: reduced commuting, services for families, and lots of activities on their doorstep. Young families are prepared to compromise on space to have these things. Perhaps Richmond should learn something from Vancouver’s success in attracting families to its downtown.
- It was noted that the City has some limitations regarding being able to control housing prices or to provide all of the needed social services within its budget – many of these services rely on funding from senior levels of government.

- How can we measure performance or outcomes of the Strategy?
- 2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?**
- The size of new housing units being built in Richmond may not result in attracting families to live here. They are mostly one or two bedrooms which limits family size to a maximum of 1 or 2 children. More thought needs to go into how to provide housing options for larger families. Consider developing design guidelines to encourage better family unit designs and amenities within apartment buildings, e.g., larger units with more bedrooms and play spaces at different levels within the buildings.
 - Rather than building more child care facilities make better use of existing spaces and find ways to market what's available.
 - It would be good to understand why some child care programs in Richmond are under-enrolled and others have waitlists. There may be some age or cultural preferences that are leading people to seek out larger group child programs rather than home-based child care. The parents who are in their 30s are more inclined to choose larger facilities. Families from China and Japan come from an experience of placing their children in more institutional settings where the children are cared for by several staff, with all meals provided, and options for longer hours of care. They have reservations about leaving their children in a family child care setting. It's just not a form of child care they are familiar with or trust. Also, some newcomer families rely on their extended family to provide care for their children and would never leave them with strangers. Those who have more financial resources may be choosing nannies.
 - Newcomers have many settlement challenges. One of the biggest challenges is obtaining accreditation for their qualifications. Although, this is not specifically a City issue, it could advocate with other levels of government or professional associations to make more effort to eliminate these barriers to employment. This may be one of the challenges contributing to newcomers living in Richmond on a transitional basis rather than making it their permanent home – they can't obtain employment in their professional field so they can't afford to stay in Richmond.
- 3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?**
- Generally, the answer is yes.
 - Re: Action 10.2: The City needs better and more frequent child care needs assessments. There has been a lot of change in the community since the last needs assessment and waiting until 2016 will not help inform good decision making today. For example, not sure if Richmond needs more child care centres in the City Centre even though there is new development. We need to understand what parents want, why there are vacancies in home-based child care centres and waitlists in the larger group care centres.
 - Add an action to map all of the existing child care facilities to understand what exists and to use these maps as a tool to plan for new child care facilities.
 - Add actions to increase spaces for families to play indoors, e.g., more family places, spaces for delivery of family programming, a drop in play centre, small neighbourhood

parks that are easy to walk to, and a children's arts centre located in the City Centre so it's accessible by transit. Utilize the Oval to provide more affordable family programming options and to provide a space for a drop-in, indoor play.

- Add an action that says the City will utilize its new child care facilities after hours and on weekends to provide other child development services.
- Negotiate with developers for the provision of additional social service spaces that can be used for satellite programming such as family programs.
- Build child development hubs with child care spaces and multi-purpose rooms for other satellite services. These hubs could provide a place for non-profit and private family child care providers to meet and connect families to a system of child care services. [See the attached submission from the CCDAC sub-committee "Pillars for a Child Care System" which provides other suggested actions for creating a hub system using City-owned child care facilities.]

4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?

- Add the Richmond Family and Youth Court (RFYC) to the list of "Proposed Partners" on page 34.

5. Is there anything else you'd like to share?

- No additional comments.

Individual Committee Members Responses to the draft Social Development Strategy

Maryam Bawa:

Draft Social Development Strategy Review Pg. 1-5 Maryam

My overall impression of this Draft Strategy is that it is well structured. It begins with the City's vision "To be the most appealing, livable, and well- managed community in Canada". The Draft continuously brings in different City visions (Corporate Sustainability , Social Development, etc.). The introduction of the Draft clarifies terms, such as "Social Sustainability" and laying out their Guiding principles (there are 8 of them) all of which have to do with working collaboratively with existing organizations while being realistic, innovative and benefiting the community.

The draft acknowledges that the City must address existing social issues as well as have the ability to be responsive to emerging needs. I liked that the report mentions that it gathered information through consultation with Richmond residents, community partners as well as other stakeholders and sources (demographics, etc.). The report highlighted the " recurring theme" of diversity in the local population, pointing out that Richmond has the largest visible minority that does not speak English. I really liked how the report also included other issues such as addressing the needs of an aging population, support Richmond families/ youth/ children, facilitating inclusive communities, affordable housing to name a few (can be found on pg.1).

The Social Development Strategy stated that it wants to be citywide initiative by working with community partner, time-sensitive having a deadline of 2022 and action-oriented by identifying concrete short, mid and long term actions. There was also " Social Development Strategy Framework", which included a vision, 3 primary goals and 9 strategic directions. Throughout this it was stressed that the City cannot work alone and for the "Framework" to indeed work they would need the help of City partners and that it needed to be a collaborative approach.

Lori Mountain:

Overall thoughts/impressions regarding the Draft strategy: Richmond is a strong and vibrant, liveable community and the strategy builds on that; it is a vision that includes many strengths such as a strong social infrastructure, a multicultural community, and active and engaged citizens. It also promotes a collaborative approach towards improving and enhancing the quality of life in Richmond. I cannot think of any other priority issues or actions that are in need of attention at this time.

Ofer Marom:

My main problem is that there is no vision in this draft.

Or maybe I should say no innovative vision- it's more like a flow with the market and society forces and only trying to adjust to them, not making the city unique in any way, or even trying to preserve its current diversity.

Since we are representing a child care committee- I would like to use the social strategic plan numbers to demonstrate the city vision:

There are 18% under 17 years of age in Richmond as of 2006 census

If the city would have like to build on the local community to continue build and prosper from childhood to old age at the same community, we would expect higher percentage as 2 kids for two parents and the grandparents are extra 4 people (parents of both side)- that would make the under 17 years $2/8=25\%$, and the number is higher as each grandparents have more than one child (according to the assumption that a family keeps its size as 2 per generation)

As we can see- current numbers in Richmond are quite low.

If we round the under 17 percentage to 20% and the city population as 200,000- we are looking at 40000 kids. For the purpose of the calculation- I'm taking age 8 as an average age of a child.

As per the age parameter in page 7 in the plan- 28% of the city population is over 55 years old. So if using 65 years as average for this age group we have 56000 at this age

We are left with 52% between the ages 17-55. So I'm using age 36 as the average for this group.

That means the current average age for Richmond is 38.52.

For every 8 year old child there are 2.6 36 years old and 1.4 65 years old.

Apparently BC stats- population prediction for 2036, got quite the same results, and their average Age for Richmond at 2012 is around 39.6, while the median is around 40. And the actual percent of under 17 is even closer to 17%.

According to Metro Vancouver growth projection – at the year of 2036 Richmond will have about 265000 citizens. In page 7 of the social plan – in this year the median age will be around 50 years, The Bc stats support this assumption as it has both average age and median at around 46-47.

According to this data in 2036 For every 8 year old child there are 3.1 36 years old and 2.6 65 years old.

Which means- there are more people in the city, but the 65 year old group is now 39%, the 36 years are 46%, and the 8 years old-less than 15%.

So I may have used average instead of the median at some times- but looking at the BC stats- population prediction for 2036, the directions is the same for aging population.

So to conclude- if there was a vision to the city social development strategy- and it was to adjust to the market and social demographic changes- I would have expected to see in the strategy plan ideas like- turning schools to old age homes, acquiring spaces for community centers offering more activities to older people rather than negotiating daycares centers, moving forward with a vision to make Richmond "the best place to grow old in" , run with the slogan "Richmond- to die for"

And keep in mind that in lower mainland- you grow your family in Langley, educate your kids in Delta, live green in Vancouver and retire in Richmond.

Those of you who wants to have a look at some BC stats- here's the link:

Web site:

<http://www.bcstats.gov.bc.ca/StatisticsBySubject/Demography/PopulationProjections.aspx>

Harp Mundie:

DRAFT SOCIAL DEVELOPMENT STRATEGY
ANSWERS TO QUESTIONS FOR CONSIDERATION

My overall thoughts or impressions regarding the Draft Strategy is that it addresses the needs of City of Richmond as an inclusive, safe, and caring community for all citizens. It captures the priority issues that need attention in Richmond over the next 10 years. As well, the draft does identify an appropriate range of proposed social development actions for the city to pursue over the next 10 years.

I have one comment regarding Section 10.2 on page 34. I don't believe that the current Child Care Needs Assessment truly reflects the needs of the city of Richmond. I believe - to ensure accurate immediate and future planning - we should not wait 4 to 7 years to conduct another. I believe that a Child Care Needs Assessment should be conducted immediately to identify current and future child care requirements.

Harp Mundie
Harp Mundie

Shyrose Nurmohamed:

Social Planning Strategy pages 43-48

This part of the draft addresses issues regarding immigrants.

Employment:

- Improve employment opportunities
- Increase awareness of and access to employment
- Fund settlement services and English language training professionals
- Use various strategies to prevent/respond to racism
- Develop a comprehensive communications strategy to support immigrants so that they participate in the City planning process.
- Engage all citizens to volunteer in the local community, especially newcomers so they improve their skills and therefore employability.

Cultural Diversity:

- Showcase diversity and facilitate mixing of cultures.
- Take measures to prevent racism and deal with incidents promptly

First Nations:

- Collaborate with the above to better understand/meet needs.

Lesbian/Gay, Transgendered and Bisexual:

- Develop services that recognize needs and awareness

All this will be done using local media and other partners as outlined in the draft.

Fatima Sheriff:**Building our Social Future – pgs 49 – 57**

- Review structure of various advisory committees to identify effectiveness, annual orientation for new members and reporting and feedback procedures
- Support, encourage and help develop potential leadership qualities in individuals and coordinate efforts to work with municipal advisors
- Work to expand Canadian tourism programs by seeking and expanding corporate sponsorships programs and offer opportunities for active civic life

Very relevant issues and need active collaboration with relevant agencies, advisory committees and programs.

Building on Social Assets + community Capacity:
Strengthen Social Infrastructure:

- Prepare enhanced policy framework for community amenities
- Develop and maintain updated database for various services / agencies and space requirements
- Explore opportunities to establish multi use multi agency community services in appropriate locations and expand communication channels to publicize in a wider range
- Strengthen strong collaborative relationship with Richmond school district on emerging children, youth and education issues and advocate for more needed programs and use of school space

Very detailed highlights and yes the City does have plans to priority issues in an appropriate range for social development actions

- Some suggestions:
 - To use up available space like community centers, school gyms, community halls to expand space and offer programs at different times according to availability (action 31 – 32)
 - Also to advertise in a way to reach more people – many people (especially new immigrants) are not aware of these programs / agencies.. (action 33)

Sushma Wadhwanja:

*SUSAMA -
Pgs. 58-66.*

Summary

The draft is impressive their vision is to enhancing existing communication, joint planning and net working. Administrating and monitoring city grant program.

They want to update parks, recreation and cultural services for wellness.

Focus is on education, engagement and employment. It encourages gardening for beauty and farming for food. It is using oval facility for social development.

It support active living therefore working to complete hike path and walkway to links places to amenities. Supports clean up events. Co-locating recreation and other community facilities near school sites. Encouraging community facilities to make space for meeting and drop in program. Collaborating with RCMP and community partners to promote safety and livable community. It addresses mental health, substance abuse and addictions concerns.

Questions

The draft captures priority issues that need attention in Richmond but the process is slow and the demographic of the city is changing fast with new immigrate and their outlook.

Proving quality childcare is the vision of the city. It requires certain changes to achieve it.

- Family childcare provider should acquire higher qualification (i.e. ECE assistant certificate)
- Program activities for each month in each center monitored by licensing officers.
- Funding available to private daycare to enhance their current program
- More space should be able to in home group centers extending from 10 to more to make it affordable to hire staff. This will give employment to new graduates and better use of space and solve the problem of parent looking for childcare space. (Asian immigrates are looking for bigger facilities) small centers are closing down.

Population is increasing faster than amenities more swimming pools need to be built there is long wait list for children to learn swimming.

More affordable senior homes needs to be built aging population and immigrated seniors

Library hours during the weekend should be extended it would help working students.

The draft should be review it's progress each year.

Ofra Sixto:**Implementation and next steps**

The goal to create a community that is inclusive, respectful and thriving, is an honourable goal. To achieve the following the city would need a financial help beyond the limits given to it by the federal government.

1) Cultural diversity. Richmond is not the only city in Canada or even BC that face diversity. The way the demographics may look to an outsider is exclusive rather than inclusive. It seems that areas are somehow becoming all of the same culture. For example; No 5 rd prominently East Indians, whilst No 3 road mostly Asians etc.

One example of a scenery that creates animosity is the signs north of No 3 rd that reads mainly in Chinese. This creates a division, a "chinese only" area where others may feel not welcome.

Also, How does the city propose to "strike a balance" between the needs of the immigrants and the needs of the non immigrants?

2) Aging of population.

Being a senior can be very lonely for many, young families move in and out of town frequently, and many seniors find themselves without a family and or friends.

I would like to see more senior centres built around the city, making access easier to seniors who are not mobile, or with car. Or use transportation to transport seniors to centres where they can be with other people.

3) Infrastructure:

If any of you ever went to the welfare office, or know someone who had this experience, you may know the degrading process, the endless line ups, the long questioners and the time it takes to actually get the money, if at all. This is only one example of community agencies, sure there are many more that need to be changed to a more welcoming, less threatening agencies.

I would suggest that the city spends less money on road works (something that is becoming like a plague in Richmond. You can see the same road being cut and saw several times in a year, Why? The city can use this money to create safe spaces for seniors, homes for homeless and help in child care needs.

Also, Richmond has a casino, the money that the city gets from the casino can be used for these needs.

I would completely propose to close the casino. many families lives were destroyed and are destroyed by the casino. But if it is impossible, at least we can put the money that comes from the community back to the community by way of fixing the challenges in this social future draft.

4) Children and families

The well being of Richmond children can be achieved not by building more city centres, possibly destroying family centres, but by funding existing centres.

Use money in the reserve to further the education of etc.

Build more play grounds around communities. People have to drive to parks such as Steveston, and Cambie parks, with their children.

5) Affordable housing:

Many young families leave Richmond to a more affordable suburbs. Living in Richmond is getting more and more expensive. The city should look into turning existing building to affordable housing for young families, single parent, and or seniors. The city suggests that other partners are a must. Who would they be?

To sum it up, Yes the city of Richmond is a nice place to live. It has many challenges that can be looked at and possibly dealt with in a helpful way. Aging population, affordable housing, child care, diversity are all issues that our society struggling with for generations. it is only getting worse and cost of living getting higher and salaries cannot catch up to the cost of living, leaving people with a lot of 'month', long after the pay cheque is gone. The city propose to care for these issues, but without serious changes, it will prove challenging and even impossible. Federal government has to step in and help municipalities in their challenges.

I know my opinions are hard to digest at best, but that is what I have to say about future social change in our community.

CCDAC's Pillars of the Child Care System Sub-Committee Reports:

Below are three reports prepared by the CCDAC Pillars of the Child Care System Sub-Committee for 2011 - 2013. The members who participated in this sub-committee include: Shyrose Nurmohamed, Gina Ho, Janet Dhanani, Linda Shirley, Lori Mountain, Maryam Bawa, and Harp Mundie.

March 14/2011 - Present: Linda Shirley, Ginny Ho, Janet Dhanani and Shyrose Nurmohamed

Report on Pillars of Child Care System: Quality

The report below is based on the Richmond Child Care Needs Assessment, correspondence received from various sources, our experiences as well as information gathered from networking. The information recently published in the Vancouver Sun was also reviewed.

There are many components to "Quality".

Ideally, goals of a quality program should offer:

- A curriculum for children to develop socially, emotionally, intellectually and physically.
- Opportunities to bring the center's parents together as a community.
- A setting which meets the needs and requirements of a diverse group of families.

Quality child care is reflected back in the community:

- Children going to quality programs "acquire knowledge and skills they will need to survive, develop and grow in the present and into the future."
- Centers that offer support to families provide a service that enables them to be stress-free while they work to support their families as well as society.
- Quality child care centers provide a venue for sharing cultural and social events instilling values and tolerance for all, which again is reflected back into a multicultural society.

Quality – On-line:

A community child care website maintained by a child care coordinator would provide:

- Information on Centers in Richmond,
- Resources for parents and child care operators.
- A one-stop access to the myriad of information available on the web.
- Links to other useful websites,
- Information regarding ongoing events in our community.

Qualities in a Child Care Center:

- Environment should be safe for children with regular safety checks for maintenance.

- Staff should be well trained and able to cope with demands of a busy center.
- Environment must be stimulating, educational as well as fun with areas for quiet contemplation.
- Center must be healthy, hygienic and disinfected regularly.
- Staff/child ratio must be appropriate at all times.
- A center must promote good values, morals and multiculturalism.
- A good reputation is a sign of the quality of the center.
- A center should ideally be able to accommodate children with special needs with easily accessible support services to meet the needs of the children in the center.

CONCLUSION:

It is often difficult to meet all the needs of families. However, since the Society of Richmond Children's Centers are city-owned facilities, they should be "model" facilities that:

- fulfill as many of the above requirements for quality as possible.
- Each of the centers could offer programming for different models of teaching, for example, a Reggio Center or a Montessori Center. This would provide other care givers with an incentive as well as a reference point when offering private services as well as for establishing centers of the future.

Parents also need to be educated to "get the bigger picture":

- A variety of programs and services are offered by smaller group daycares or in-home daycares many of which provide quality services but are not recognized simply because of their size.
- Smaller centers may often be better suited to meet the needs of individual families especially if they do not fall within the range of typical child care arrangements, they may be more willing to cater to individual needs.

Quality programming often depends on quality teachers:

- Many graduates are not ready to work in centers. These graduates often do not have enough experience, training and language skills to cope with the demands of a child care environment. Colleges need to be regulated so proper training is provided.

April 11/2011

Report on Pillars of Child Care System: Collaboration

Present: Ginny Lam, Janet Dhanani and Shyrose Nurmohamed Regrets: Linda Shirley

Child care can be isolating. Many caregivers never see each other except when earning the 40 hrs of development required by licensing. Centres are often reluctant to allow visits from other

providers. Collaboration opportunities that do exist are scattered and usually focused on a specific topic such as make-and-take instead of enhancing the development of pedagogy.

Current Reality

- There is currently no centralized society or organization overseeing collaboration.
- CCRR holds a variety of workshops throughout the year—around 20-25 participants attend.
- Society of Richmond Children’s Centres has held an annual conference each spring—this year is its 4th. It is usually sold-out.
- CCRR has supported a networking group for many years that recently became the Richmond Childcare Alliance.

Challenges

- No current organization or individual is mandated to organize collaboration.
- It is difficult to find suitable time—hard to get away in the daytime and care givers are reluctant to attend night or weekend.
- Divergent demographics—different philosophies, needs and levels of expertise.
- There is a prevalent attitude that workshops are only a means to an end— people attend solely to get certificate for licensing.
- General feeling of apathy over improving skill set.
- Richmond Children First offered a subsidy for providers to attend professional development. Due to lack of applications this program has been cancelled.

Suggestions

- Establish a city staff position of Child-Care Coordinator.
- Establish a ‘model centre’ to share ideas and latest developments in child care.
- Start a collaborative website that centralizes existing opportunities.
- Lobby Licensing at Provincial level to modify Professional Development requirements.
- Market the benefits of collaboration to raise participation levels.
- Support the existing grass-root projects by co-sponsoring workshops.
- Set-up ‘Train the trainers’ models to disseminate knowledge through the child care community.
- Facilitate partnerships between similar centres—Montessori, Family, Play-based.

April 29/13 - Present: Lori Mountain, Shyrose Nurmohamed, Maryam Bawa, Harp Mundie

Pillars of Child Care system: Minimized Bureaucracy/Central Co-ordination

- Currently there are too many separate bodies involved, and each may have their own interpretation of Child Care regulations etc.

- Recommendation that Richmond move toward hub system: city-owned facilities, operated from one central location. Partners all located on site (Licensing, Child Care Resource & Referral, Health services)
- This will allow for improved communication and collaboration between Licensing, CCRR, and other professionals, and a better means for information sharing
- Work towards establishing a cohesive website for parents/child care professionals - ideally this website would provide information and resources, training and educational opportunities, community events
- Recommendation that Child Care Licensing have a representative attend CCDAC meetings

Space

- Currently there is a concern that the market is becoming oversaturated with too many new centres opening - the demographic is changing in Richmond and young families are not staying, moving out to less expensive communities, therefore there is a drop in the need for care
- Smaller centres (mostly family daycares) have unfilled spaces and larger (group facilities) have long waitlists - families need to be educated about the different types of care available
- There is a growing need for part-time spaces or overnight/shift work care and centres are unable to accommodate that need - establishing child care in workplaces may help to provide the types of care that parents need most
- Location mapping will help to determine the need for new child care spaces and help ensure equal distribution of spaces within the city

Affordability

- Government continues to place child care on a low priority list.
- The subsidy system is disorganized and often unfairly administered - needs to be overhauled. Often what parents can show as income 'on paper' is not an accurate representation of their need for subsidy, and families who are most in financial need are not receiving help
- 'Affordability' for different families is difficult to measure - it depends on the type of care that parents need or prefer
- There is a strong need for parents to be educated about the types of care available and the average rates of child care according to their goals and requirements for their child.



March 26, 2013

Mr. John Foster
 Community Services Department
 City of Richmond
 6911 No. 3 Road,
 Richmond BC V6Y 2C1

City of Richmond Social Development Strategy

Dear John,

Thank you for taking the time to attend a Richmond Children First Steering Committee meeting to present **Building Our Social Future** and for inviting us to provide feedback. Committee members were forwarded the questions you provided and were asked to provide feedback through the lens of the Richmond Children First strategic plan, **Our Commitment to Children**.

The Social Development Strategy is thoughtful and comprehensive and addresses many of the priority areas that have also been identified through our work.

While we recognize that this is a 10-year plan and work programs will need to be developed, we are interested in learning more about how you envision 'proposed partners' will work together on these strategies. Significant time and resources will be needed to implement this plan and we will need to review our strategic directions and work plan to ensure that our priorities align and the workload is manageable.

We also look forward to hearing what evaluation measurements you will be incorporating into the Social Development Strategy.

Several committee members did express concern that their individual organizations were not named while other NGOs were mentioned. Although it may be cumbersome to name all individual organizations you work with, they felt either an appendix should be added naming everyone, or no individual organizations should be highlighted.

Richmond Children First appreciates the invitation to partner on a number of key strategic directions and we look forward to continuing our partnership with the City.

Sincerely,

H Davidson

Digitally signed by Helen Davidson
 DN: cn=Helen Davidson, o=City of Richmond, ou=Community Services Department, email=h.davidson@richmond.ca, c=CA
 Date: 2013.04.09 11:09:36 -0700

Helen Davidson
 Implementation Manager
 Richmond Children First

RICHMOND CHILDREN FIRST

8660 Ash Street, Richmond, BC V6Y 2S3 • Phone: 604.241.4035
richmondchildrenfirst@shaw.ca www.richmondchildrenfirst.ca



RCSAC | Richmond Community Services Advisory Committee

March 25, 2013

City of Richmond
Attention: John Foster, Manager Community Social Development
6911 No. 3 Road
Richmond, BC
V6Y 2C1

RE: RCSAC Submission - City of Richmond's draft Social Development Strategy.

Dear John,

Thank you for the opportunity to provide comments and suggested revisions to the recently published draft of the City of Richmond's Social Development Strategy (SDS). Attached is a submission from the RCSAC in follow up to your request.

This submission was prepared by asking RCSAC members to review the draft SDS and consider the questions you provided (noted below). Each member was requested to prepare a response from the perspective of their agency or group they represent at the RCSAC table. Members were requested to share their responses at a recent RCSAC General Meeting and then submit a written copy to be included in this summary.

Responses are included in this submission as received by members by agency/individual name in alphabetical order. It is important to note that providing submissions independent of the RCSAC was also encouraged and therefore, some RCSAC members chose to submit their responses to you individually. Individually submitted responses may or may not also be included in this submission.

Questions asked of RCSAC membership:

DRAFT SOCIAL DEVELOPMENT STRATEGY QUESTIONS FOR CONSIDERATION

1. What are your overall thoughts or impressions regarding the Draft Strategy?
2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?
3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?
4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?
5. Is there anything else you'd like to share?

Agencies included in this submission:

- Developmental Disabilities Association
- Individual Member: Jennifer Larsen
- Richmond Addiction Services Society
- Richmond Caring Place Society
- Richmond Poverty Response Committee
- Richmond Society for Community Living
- Richmond Youth Service Agency
- Salvation Army
- Turning Point Recovery Society
- Volunteer Richmond Information Services

Should you have any questions or require more information please let us know.

Sincerely,

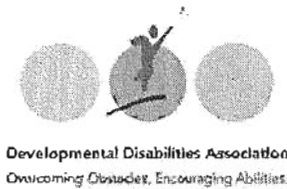


Richard Dubras
RCSAC Co-Chair



Lisa Whittaker
RCSAC Co-Chair

Member Responses to draft Social Development Strategy (SDS)



Developmental Disabilities Association

Submitted by Donna Cain, Assistant Director, Adult Services

1. What are your overall thoughts or impressions regarding the Draft Strategy?

Very well laid out development strategy, Introduction and explanation of the process and rationale for the strategy was comprehensive and clear. Good breakdown of goals, the strategic direction and action steps.

1. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

Yes

2. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?

Yes

3. Is there anything else you'd like to share?

Some of the action steps could be a little more specific - i.e. Measureable objectives or specific outcomes but do realize the magnitude of a 10 year social development strategy and the city need areas could dramatically change thus the benefit of leaving it more open and room to be flexible to address the potentially changing needs. However one example that could have more specific outcomes is: Page 27 Bullet 3.7 "to the extent possible" in reference to making - parks, sidewalks more accessible.

4. Is there anything else you'd like to share?

Well done, it's so important to have clearly documented terms of reference on the city's social development strategy in maintaining a priority and co-ordinated effort for the city and their partners to meet the social service needs. It is also so vital to have a written comprehensive strategy that states the city values in regards to social development.



Submitted by: **Jennifer Larsen, Individual Member**

Opening Comment: Whew, just made extended deadline. Question's suggested for consideration are very helpful. Without them, feedback on something this big and prodigious would have been *very* difficult indeed. *This is my 4th attempt and failure to give it the time it deserves.*

1. Overall thoughts: serves its stated purpose...and then some. Ideal and long needed reference for holding all feet to the 'reminder fire', not just the City's, as/when needed.

2. Capturing priority issues over next 10 years: Certainly does that, and certainly as far as today's **familiar** ones are concerned. [see 3. Also]

Generally speaking, and certainly not peculiar to Richmond, the addressing of social needs has usually been in reaction to something that's been happening or warned of for some considerable time, and has seldom if ever kept pace with population growth.

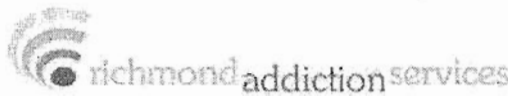
3. Appropriate range of proposed actions? Yes. However, today's much faster rate of change in and to most things would lend some urgency to Council's advisory committees and relevant others engaging in some visioning of what Richmond's pro-active priority social needs might be 5 and 10 years out due to such new factors as:

- real climate change and our food security
- Richmond's changed and changing financial demographics
- technology's never-ending new abilities of the good and not so hot kind
- *A new example of the dreadful, the video game technology that now allows*
- *violent games to be created using real and recognizable school locations for the*
- *imagined mayhem.*

4. Missing Partners:

- Proposed partners: Box on pg 20 and Action 17 pg 43 Add Relevant Professional Associations
 - Appendix 4 Add RCFC Richmond Mental Health Consumer and Friends Society.
- It's also a regular recipient of a City grant*

5. Anything else: Thank you and all others who worked on creating the draft



Richmond Addiction Services Society

Submitted by: Richard Dubras, Executive Director

1. What are your overall thoughts or impressions regarding the Draft Strategy?

From the perspective of Richmond Addiction Services, I believe my first impressions are that overall the draft strategy is comprehensive and thoughtful.

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years?

Looking through the strategy, I believe the priority areas have been taken into account and I look forward to understanding how City Council and staff aim to meet the outcomes stated in the strategy. Are there other priority issues that need attention? I don't believe any priority areas have been missed.

3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

Yes, I believe it is a comprehensive strategy with enough flexibility to allow the city to make changes if changes are demanded of in the current situation of the time.

4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?

I do have a suggestion when it comes to page 16 which lists non-profit agencies and community groups and would highly recommend that Richmond Addiction Services Society be added to your list of partnering Non-profit agencies. If this request is not supported then I would recommend that no agencies are singled out. Another option would be to include an extensive list of non-profits and organizations be added to the appendix at the back of the document. I applaud the consistent mention of partnerships and collaborations and don't understand why a select few would be mentioned at the risk of alienating other important agencies and organizations in the community – which is my reason for the feedback.

5. Is there anything else you'd like to share?

Richmond Addiction Services counts itself as a significant partner to the City in satisfying our mandate and mission of being dedicated to providing expertise in preventing and treating addictions in our community. We look forward to continued partnership with the city and act as a key player to support the city in making informed decisions when mental health and addiction issues come to the fore.

On page 67, Third bullet talks about Infrastructure regarding "securing appropriate and affordable office space". I would like to compliment the City for pinpointing this urgent need as a priority since it so aptly describes the situation RASS is facing.



Richmond Caring Place Society
Submitted by: Richmond Caring Place Board

1. What are your overall thoughts or impressions regarding the Draft Strategy?

This document, if actively utilized by council and staff, will inform and guide planning that will positively impact the community. The identified themes of; Equity and Inclusion; Facilitating Community Engagement and Building on Social Assets Community Capacity resonate with the RCP Mission Statement:

Richmond Caring Place Society will efficiently manage and operate a multi-use building in an accountable manner for the membership of the Society to ensure optimum coordination and synergistic benefits for the occupants and users of the Richmond Caring Place.

The RCP Board works to reduce barriers to access of services and works to integrate our diverse community. It is encouraging that the strategy seeks to support these efforts as well as focusing on building the capacity of residents to live healthy lives in a healthy community. .

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?

Yes the main issues are addressed but there could be a more explicit identified role of advocacy for the provision of social services as a means to mitigate social issues and to position Richmond as a model community for the provision of social services through innovative co-location models of delivery.

3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

The identified actions will provide a clear direction for staff and council and it will be beneficial to see these actions directly reflected in Council Term Goals as well as cross referenced in strategies and work plans across all City departments. Establishing a annual reporting mechanism to inform the community about progress on actions will be key to the realization of the strategy.

4. Do you have specific comments regarding particular sections of the Draft (e.g. missing partners, adjusted time lines)?

On page 53 for the list of Agencies in the Caring Place, The Heart and Stroke Foundation needs to be corrected. Also the actual title is the Richmond Caring Place and if this can be used in the copy that would be appreciated.

5. Is there anything else you'd like to share?

Within Goal 3, it would be advantageous to have the strategy contain more explicitly the city's role in finding creative ways to fund capital projects as they pertain to social infrastructure.

We also wanted to share this report; within it are 14 case profiles of social purpose real estate projects. It was done under a research consortium called the BC Alberta Social Economy Research Alliance.

<http://auspace.athabasca.ca/bitstream/2149/2631/1/BALTA%20Project%20D4%20-%20Clustering%20the%20SE%20-%20Final%20Report.pdf>

Here is an excerpt from the report that is particularly relevant and speaks to the value of clustering social services in the model that is the Richmond Caring Place and the benefit of this model and need for the expansion of such a model in our community. (the bolding is ours)

2.3 The Clustering Approach to Supporting the Social Economy

As discussed previously, political and economic restructuring over the past 30 years has had a profound impact on organizations within the social economy, particularly non-profit organizations. As social and environmental problems have grown in magnitude and complexity, non-profit organizations have proliferated.

Furthermore, these organizations have taken on greater responsibility for meeting social needs and addressing environmental issues in the wake of state withdrawal of services and funding cutbacks. Traditional funding sources and institutional capacities have not kept pace with these demands (Austin 2000).

In a competitive market-based economy, many non-profit organizations and social enterprises find it difficult to secure and maintain stable, affordable, quality work environments that allow for efficient and effective operations (Brotsky 2004). Many non-profit organizations work on shoestring budgets and rely heavily on volunteer labour. **Consequently, workspace is often the second largest budget expense after salaries (NCN, 2008) and high overhead costs take valuable resources away from project development and delivery. Lack of affordable space has forced dislocation on many non-profit organizations, both in times of economic boom (due to rising D4 Final Report – Clustering the Social Economy 9 commercial rents), and in times of government and funding cutbacks. Dislocation disrupts programming and increases financial burdens (Brotsky 2004). These challenges, common across all types of non-profit organizations, have significant implications for the social economy sector. The ability of organizations to effectively fulfill their mandates and provide quality services to their communities and constituents depends on their ability to secure and maintain access to critical infrastructure and resources.**

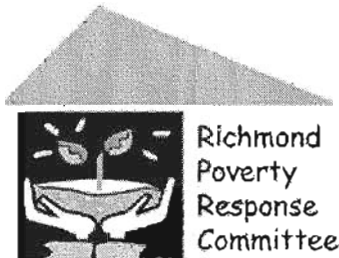
In response to these challenges, the clustering of non-profits has emerged as a collective organizational model to provide necessary physical infrastructure and resources as well as to facilitate co-operation, collaboration and network building within the sector. Sometimes referred to as multi-tenant non-profit centres, non-profit shared spaces or co-location facilities, incidences of these clustering organizations are springing up all over North America and Europe. Beyond co-location and the provision of physical space, these non-profit cluster models are intended to

facilitate strategic collaboration and alliance building amongst organizations within the social economy.

As in other sectors, the social economy suffers from silos that cause division, competition and fragmentation. **Non-profit cluster models are designed to break down these silos and provide space where organizations cannot only work more effectively to achieve their own mandates, but where co-operation and collaboration are values that are actually practiced among organizations for the purpose of achieving broader social change.** The centres themselves come in a variety of forms, but generally share several key features (Brotzky 2004):

- they are composed of multiple tenant organizations (primarily non-profits and social enterprises);
- they exist in a physical site, usually consisting of one or more buildings closely situated; and
- they have the explicit purpose to provide affordable, stable work environments, to build capacity, and to support the missions of the tenant organizations.

Some multi-tenant non-profit centres provide space and services to the larger community in addition to their tenant organizations through space rentals, workshops and consulting services. Often found in downtown core neighbourhoods and business districts, non-profit clusters create new hubs of social and economic activity and contribute to urban renewal. **Brotzky (2004) points out that the placebased nature of these centres creates dynamic hubs for the broader community to meet and organize, thereby extending the cluster benefits to the local community.** The physical buildings also take a variety of forms, with many in preserved and renovated heritage buildings or newly developed state-of-the-art 'green' buildings. In both cases, the physical infrastructure often embodies the values of the organizations that work within. The layout of these spaces is often intentionally designed to facilitate collaboration, co-operation, as well as the cross-pollination of ideas and spawn new and innovative initiatives.



Letter from Poverty Response Committee
Submitted by: De Whalen, Chair Richmond PRC

March 8, 2013

Dear John Foster:

Re: A Social Development Strategy for Richmond

Thank you for the opportunity to respond to the December 2012 Draft of the above document on behalf of the Richmond Poverty Response Committee (PRC).

Firstly, let me note that the Richmond PRC presented a written submission which is duly noted in Appendix 2. We also note the Low Income Resource Directory which was created by the Richmond PRC is mentioned on page 29. However we do not find the Richmond PRC named as a community resource in any section. This is an omission that should be corrected.

City records will show that the Richmond PRC has a long history of successfully advocating for change, on issues such as establishing an Affordable Housing Strategy, creating a standards of maintenance bylaw and legalizing secondary suites as well as the call for a food security plan and community gardens. The PRC is *"a coalition of Richmond residents and agencies working together to reduce poverty and the impacts of poverty with research, projects and public education."* We intend to continue with this important work and hope the City will avail itself of our expertise.

Overall, the social development strategy met our expectations and we can endorse it. In most areas consideration is given to Richmond residents that are especially disadvantaged by poverty, such as seniors, women, single parent families, recent immigrants, disabled residents and people with mental health and addictions issues.

We are encouraged by the City's direction on expanding housing choices by developing a housing action plan and finding creative uses for the Affordable Housing Reserve Fund including using them to leverage funds for new developments, especially purpose-built affordable rental units. We also agree the City does not have all the information it needs to understand low-income residents and should certainly work with community committees to determine the needed supports.

The City's pricing of City programs strategy is in line with our view on making the programs more accessible to low-income residents. We would like to see more free programs that are widely advertised so that people living in poverty can easily access them with no barriers to participation.

Affordable, quality and accessible child care is an ongoing issue for low-income families, especially new immigrants. In considering the development of family-oriented community service hubs, the City should include the delivery of supports for low-income families.

Regarding transportation options, the Richmond PRC agrees that developing community gathering places and amenities as well as bike routes and walkways to get there, would help low-income residents access the services they need without having to own a car.

Concerning advocacy, the Richmond PRC urges the City to actively advocate to senior levels of government for action and requisite funding for affordable housing and public transit in addition to settlement services, ESL training and job training. The Richmond PRC believes there is a dire need for Provincial and Federal reinstatement of funding into programs that support low-income citizens so that they can participate equally in society - programs such as a Federal affordable housing strategy with reinvestment in co-op housing, a Federal public transportation plan and a Provincial poverty reduction plan with targets and timetables.

Members of the PRC include the Richmond Food Bank Society, Richmond Women's Resource Centre, Salvation Army, Richmond Food Security Society, SUCCESS, Volunteer Richmond Information Services, Richmond Family Place, Richmond Health Services, Family Services of Greater Vancouver, KAIROS, ISS of BC and representatives of various Faith Groups, among others.

We look forward to hearing from you. Should you have any comments or questions, please do not hesitate to contact the undersigned at de_whalen@hotmail.com or at 604.230.3158.

Yours truly,

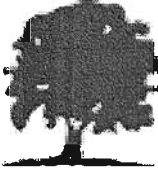
De Whalen

De Whalen

Chair, Richmond PRC

Cc. PRC Executive Committee

Cathy Carlile, General Manager, Community Services (by email)



Richmond Society for Community Living

Submitted by: Janice Barr, Executive Director

1. What are your overall thoughts or impressions regarding the Draft Strategy?

Overall, it is a comprehensive plan that seems to address many of the important issues. I am very pleased to see some focus on the increasing problem for non-profit agencies to find affordable administration and program space in Richmond. A more solid commitment from the City and a greater range of options to address this problem would be beneficial.

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?

Although the plan gives special attention to some issues that are important (e.g. Child Care, Multicultural issues, Affordable housing, aging population), with the exception of issues related to physical accessibility, it provides little or no attention to issues concerning children, youth and adults with a developmental disability and their families. Limited attention is also given to people with Mental Health issues but at least this population is mentioned in Action #53. Furthermore, when issues/actions are mentioned in the report related to people with disabilities, the only "community partner" that is recognized is the RCD. Their many agencies providing services to people with disabilities and their families in the Richmond community.

3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

Yes, there is a good range of actions but some groups (e.g. people with disabilities and their families) and their issues seem to be missing. Physical barriers are not the only issues that prevent this population from fully participating and accessing community and City services. This population experiences multiple barriers including, access to City services without additional support, accommodations to seek employment at the City of Richmond, etc.

4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?

See above comments.

5. Is there anything else you'd like to share?

Please contact me if you require any further information. Thanks



**Richmond
Youth Service
Agency**

Richmond Youth Service Agency

Submitted by: Pam Khinda, Manager Youth Programs

1. What are your overall thoughts or impressions regarding the Draft Strategy?

It is clear that a lot of work has gone into preparing the Social Development Strategy so Kudos to parties involved for reaching this milestone! It covers all the key issues that this community is currently facing and is definitely an ambitious plan!

It would be nice to see follow up reports on more specific plans to address each issue in the next 3 years.

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?

It does cover many of the priority issues here in Richmond. If there was one we would add it would be emergency and transition housing for youth. Perhaps this could be included in action 1.4.

3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

Due to much of the first three years being focused on research and development of options, it will be interesting to see how the actions become more specific in years 3-10.

4. Do you have specific comments regarding particular sections of the Draft?

Either more specific non-profits should be mentioned or it should remain broad at this time to just say "non-profit agencies".

Partner suggestions – Poverty Response Committee, Richmond Youth Service Agency, Pathways Aboriginal Centre

5. Is there anything else you would like to share?

Thank you for all your hard work in making the Social Development Strategy a Reality.



The Salvation Army

Submitted by: Major Brad Smith

I think that the draft Social Development Strategy that was done by John covered all the aspects that it was supposed to cover.



Turning Point Recovery Society

Submitted by: Brenda Plant, Executive Director

1. What are your overall thoughts or impressions regarding the Draft Strategy?

The strategy appears comprehensive, capturing the diversity of the community, needs of the citizens and social organizations operating in the city. The vision, the goals and action steps are clearly articulated and aligned with other important initiatives (OCP: Social Inclusion and Accessibility) objectives and strategies of the city. It is an ambitious plan and we look forward to supporting implementation.

2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years?

The 3 goals and subsequent strategic directions are reflective of the vision of the strategy and capture the priorities as identified.

3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?

The strategic actions identified are consistent with the identified priorities. Given that it is a comprehensive strategy that allows for City directed changes as situations warrant, newly identified priorities can be incorporated moving forward.

4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?

I am encouraged to see that the role of non-profit organizations in Richmond has been included as it is through current innovative partnerships that many of the current social needs of our residents are being met.

5. Is there anything else you'd like to share?

Turning Point Recovery Society is pleased to be working in partnership with the City to meet the needs of our more vulnerable citizens. We are encouraged by the progress that the City has made the past 5 years in the delivery of social services and applaud the work of the Community Services department (most specifically Social Planning and Affordable Housing) for their leadership, innovative thinking, and advocacy on behalf of non-profits.



Volunteer Richmond Information Services
Submitted by: Jocelyn Wong, General Manager

As related to Strategic Direction 4: Help Richmond's Children, Youth and Families thrive

While there has been a lot of discussion about the huge demand for child care, especially infant and toddler child care, the reality is that many existing child care centres (including infant and toddler home based centres) that offer quality programs are experiencing an unprecedented amount of vacancies. Originally it was thought that this was an anomaly and was the after effect of the implementation of full day kindergarten. Provincial child care licensing regulations were changed to allow licensed home based child care centres to have an additional older child while reducing the number of children under three by one. This made no sense to the programs as five year old children were now in school. These concerns have been voiced by many centres that have never experienced vacancies before.

With the City assisting developers to create child care centres at several new locations, existing child care programs are concerned that there is an oversupply of 3-5 centres that will create more vacancies and could be located in the same vicinity as existing programs. For the most part these are for-profit centres that pay taxes, employ staff and have overhead so their concerns are justified. Many previously successful, viable programs have expressed concerns that if this trend continues, they will have to close and lay off staff. Many home based operators have gone back to school to obtain an ECE License to Practice, so while they operate from a home rather than a commercial centre, the education level of staff is the same.

Richmond Child Care Resource and Referral Centre respond to parent queries with an overview of programs that currently exist. We give a detailed outline regarding the types of child care offered throughout the City so that parents are able to choose a program that best suits the needs of their family. These choices include large group centres, small group centres in homes, family child care centres in homes and registered license-not-required centres (RLNR) in homes. All of the licensed centres are regulated and monitored through Community Care Facilities Licensing or, in the case of RLNRs, monitored by the Richmond Child Care Resource and Referral Centre. Most parents request information about licensed facilities but when they hear that some of these centres are home based, many will ask only for the large group centres and are willing to put their names on multiple waitlists, often with a non-refundable deposit required to remain on the list. The high cost of parent fees is a concern as the high cost to families does not reflect on higher pay to teachers. The higher the fee, the better the quality of care?

End of submission.

SUBMISSION FROM RICHMOND MENTAL HEALTH CONSUMER AND FRIENDS SOCIETY (part of Richmond Community Services Advisory Committee Submission)

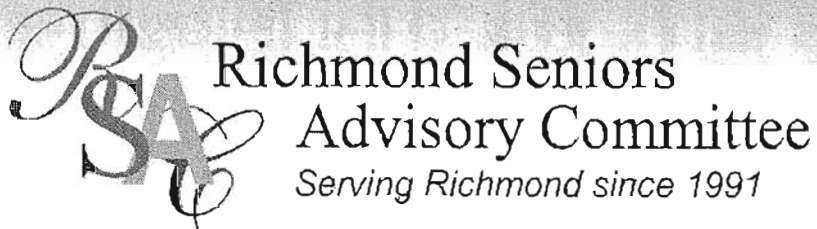
March 21, 2013

Overall this looks like a very ambitious document and you have done an excellent job. I like the format of goal setting. The action item about racism needs to address who will be the target group(s) and how they will be approached. I think you have more than enough of a range of proposed social development actions. I think the main question to be asked is where is the funding going to come from for projects like a new seniors' centre?

This is a very detailed and well organized document.

Thanks, Barb

Barb Bawlf
Executive Director, RCFC
200 - 6061 No. 3 Road
Richmond, B.C. V6Y 2B2
PH: (604) 675-3977 (ext 1)



April 4, 2013
File:

6911 No. 3 Road
Richmond, BC V6Y 2C1

Dear Mr. Foster:

Re: Social Development Strategy

On behalf of the Seniors Advisory Committee, I am writing this letter to express our thanks and to offer our feedback on the Social Development Strategy.

Thank-you for attending our monthly Seniors Advisory Committee meeting. We really enjoyed your presentation and the time you took to answer questions at the end. The committee appreciated being informed on the draft and for providing us with the opportunity to comment on the draft Social Development Strategy.

The committee thought that the document was well researched and a thoughtfully produced report.

The Strategy covers a 10-year period and therefore feel that a measure of flexibility within the document is extremely important. The ability to change direction based on local and worldwide events, demonstrated local needs, or the interest and priorities of local politicians needs to be recognized.

The committee believes that the draft strategy has properly identified the 5 areas of priority, in particular Needs of Older Adults and Cultural Diversity.

The committee also noted the difficulty that will be faced with "managing expectations" and think it is important that the City is clear on roles they play, in order to do the greatest good in the community.

We look forward to the final version of the Social Development Strategy and its' subsequent implementation to help build Richmond's social future.

Yours truly,

A handwritten signature in cursive script that reads "Kathleen Holmes". The signature is written in black ink on a light-colored background.

Kathleen Holmes
Chair, Richmond Seniors Advisory Committee

KH:sd

**DRAFT SOCIAL DEVELOPMENT STRATEGY
QUESTIONS FOR CONSIDERATION**

Responses from Touchstone on March 19, 2013

1. What are you overall thoughts or impressions regarding the Draft Strategy?
2. Does the Draft capture the priority issues that need attention in Richmond over the next 10 years? Are there other priority issues that need attention?
3. Does the Draft identify an appropriate range of proposed social development actions for the City to pursue over the next 10 years?
4. Do you have specific comments regarding particular sections of the Draft (e.g., missing partners, adjusted time lines)?
5. Is there anything else you'd like to share?

1. The report is positive in nature in that it identifies specific areas that need to be addressed. It is clear that consultation to this point has been meaningful and we encourage the city to continue this practice with respect to social strategies. This is important because we believe that community service issues need to be awarded the status of attention given to other public services such as sports associations, community centers etc.
2. One of the ongoing issues in the community has been the securing of long term occupancy for established locally based community services. We think that the city needs to consider an eclectic model approach when considering the strategies it would adopt. It is important here that there is a recognition that not all services can be clustered e.g. hub model and or permanently fixed space.
3. There appears to be an identification of proposed actions however we believe the document comes alive when indicators are considered with respect to "actions to date" report can map progress of change. Without that it would be difficult to provide support or feedback in a constructive way and would perpetrate, we believe a reactive process.
4. The document itself not be a prescriptive 10 year document but rather we would hope the city realizes that the document requires flexibility to respond to emerging or emergency issues.
5. We would like in particular to thank John Foster and Cathy Volkering Carlile for their openness to conversation and their flexibility in developing the plan.



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www.udi.bc.ca

April 29, 2013

John Foster, City of Richmond
6911 No. 3 Road
Richmond, British Columbia
V6Y 2C1

Dear John Foster

Re: City of Richmond Draft Social Development Strategy 2013-2022

Thank you for attending the March 27 UDI/City of Richmond Liaison Committee to present the *Draft Social Development Strategy 2013-2022*. The Draft has strategies that will strengthen the already accessible and inclusive community that exists in the City.

We note that the development industry is listed as a partner for nine of the Action Items in the Strategy. The real estate development industry appreciates the recognition of its role in providing funding for capital for Social Development. However, development funds are limited and UDI would like to caution the City of Richmond not to rely too heavily on contributions funded by new homebuyers to provide services and amenities that should be the responsibility of higher levels of government. We are pleased that Richmond will continue to lobby senior governments for this funding, and we are interested in working with you and the Union of British Columbia Municipalities in these efforts.

UDI recognizes that the Social Development Strategy is a broad, high level document that does not rank social development goals in terms of most immediate need. However a separate metric to gauge where the demand for these types of services is already met could avoid unnecessary spending. We therefore encourage the City to do needs assessments of the various social services that are funded through developer contributions (E.g. Parks, Art, Affordable Housing, Childcare Amenities and Community Spaces). We note that this type of work is essential when taxpayer funds are used.

Several items such as Community Centres, Park Development, and Public Art (actions 8, 43 and 45) are anticipated to be funded by developer contributions. Developers should be identified as partners and included in any future consultation on these items. Funding for any new programs should come from existing contributions and not require further charges to the development industry.

We note that it is important that developer funds be directed to capital expenditures rather than operating and maintenance costs. As with Development Cost Charges, some of the funds can be used for studies to determine how the money can be spent and the training of staff in that regard.

We also have comments related to specific Action Items in the Draft Social Development Strategy:

Action 1 – Implement, monitor, and enhance the Richmond Affordable Housing Strategy

- UDI thanks City Staff and Council for the work thus far to improve the viability of the Affordable Housing Strategy. It is proposed that the Strategy be broadened, we support this. In the past we have requested greater flexibility in the program. However it is important that the costs to the development sector are not increased.

Action 1.7 - Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing.

Developers may be interested in partnering with the City in these types of projects.

Action 1.10 - Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs.

UDI has been working with Metro Vancouver on their Canadian Rental Housing Coalition initiative. Richmond may wish to become involved in it as well.

Action 2 – Support opportunities for people to remain in their neighborhoods as they age, or personal circumstances or family status changes

Action 3 – Continue to play a leadership role with respect to physical accessibility, consulting with Richmond Centre for Disability and other partners

Action 9 – Support aging in place

- Some housing types are more accessible than others. For example a typical apartment building will be wheelchair accessible because of elevators and wider level interiors. The same cannot be said for multi-storey townhomes, which will require substantial modifications to allow wheelchair accessibility. We recommend that Richmond focus its efforts with regard to accessibility/adaptability to apartment buildings. Increasing the supply of apartment stock (as well as stacked townhomes) in existing neighborhoods would be a good strategy to allow senior citizens to remain living in or close to their neighborhoods.

Action 10 – Support the establishment of high quality, safe child care services in Richmond

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

- UDI met with Richmond's Childcare Development Advisory Committee on February 5th 2013 and we are pleased they are looking at how to best meet the daycare needs in the City. We understand that there are several issues/concerns they are

addressing and UDI looks forward to working with Richmond Staff and the Committee on these matters.

Action 12—Seek opportunities to provide support for children and families.

Action 12.1 - Considering the needs of children and families in the development of family-oriented community service hubs.

The language could be more specific regarding what is meant by 'family oriented community service hubs'.

Action 26 – Review the City’s advisory committee structure

- UDI would like to maintain communication between our Richmond Liaison Committee and the City’s other Advisory Committees. An annual visit from a UDI representative, particularly to the committees that deal directly with the allocation of developer funds, would be a good way to maintain communication between these groups and the local development community. In addition, both you and Cathy Volkering Carlile have attended Liaison Committee meetings to discuss social service issues with UDI members, these discussions have been positive and we encourage them to continue.

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:

Action 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.

Action 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 in lieu of the provision of built amenity space.

As noted above, we recommend that these funds are to be used for capital expenditures, not operating costs. In addition a thorough needs assessment should be conducted before any decisions are made.

Action 36 – Encourage the Richmond School District to:

Action 36.1 - Expand community access and use of its schools

Action 50 – Continue to co-locate recreation and other community facilities with or near school sites.

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.

UDI strongly endorses these Actions.

One final general suggestion is to include the relationship between multiculturalism and urban design in this Social Development Strategy. For example, cross-cultural design principles could be established to avoid a disconnect between City building requirements and cultural design elements such as Chinese Feng Shui.

Thank you for allowing UDI the opportunity to provide feedback. We look forward to working with you throughout the adoption and implementation phases of the Social Development Strategy.

Yours truly,

A handwritten signature in black ink, appearing to read 'Anne McMullin', with a stylized flourish at the end.

Anne McMullin
President and CEO

EMAIL SUBMISSION FROM GUILLAUME DUFRESNE

March 7, 2013

I have read carefully the draft document entitled "Building Our Social Future", and I would like to congratulate you for a very extensive and well-presented document. I do not have specific comments to make but only general remarks. The ageing of population, which is tackled to a great extent in the document, has a major influence on disability trends. The relationship here is straightforward: there is higher risk of disability at older ages. I was therefore pleased to see that the perspective of persons with disabilities and the accessibility challenges were both reflected throughout the various sections of the document (explicitly or implicitly). As regards the specific sections dedicated to accessibility on page 26, I found however that the accessibility barriers related to non-physical impairments were not sufficiently underlined. For instance, the information and communication barriers are absent from this section. This issue relates to the way in which information is presented and is the most challenging accessibility issue for many persons with disabilities and for older persons. For instance, the insufficient availability of clear displays and adapted orientation signs (eg: in the streets, in public transport, within public buildings) remains an important accessibility barrier for many residents to participate in communities.

If you have any questions regarding the improvement of accessibility and mobility for persons with disabilities in Europe, please don't hesitate to send me an email.

Best, Guillaume

EMAIL SUBMISSION FROM MOHINDER GREWAL

March 22, 2013

1. Overall, it is an excellent document. Social development has gone all out to conduct very comprehensive consultations. Congratulations.

2. Yes, it captures all the issues.

3, 4 and 5. Please see my detailed comments below. There is some editing necessary: Under City Council Priority on page 3, Term Goals should refer to the period 2011 - 2013, NOT as stated in the draft. On page 41 we should be updating these statistics from 2011, NOT 2006, census,

The draft correctly recognizes Cultural Diversity and Aging Population as two issues of key concerns. In my opinion they are the key issues not only for the future but right now.

I am going to restrict my comments on Strategic Directions 5, 6 and 3 under goals 2 and 1- in that order; and then, Implementation and Next Steps. I consider goal 2 to be the ov-rarching goal and cultural diversity by far the top most and pressing key concern-not only in the future but right now. It is worth pointing out that cultural diversity directly impacts the other key issues of aging, children families and youth as well as housing.

Goal 2.

- Page 41, Last Paragraph. One should be careful with the term "Immigrant". An immigrant is one who has either not yet qualified to become a citizen or has elected not to apply and become a citizen. It is my guess that there will be very few in the latter category. We should be looking at the **integration of Richmond residents of different cultural backgrounds, including new arrivals. That is our biggest challenge.**
- Page 42, Action 15: I propose that RIAC strategic plan be amended to include focus on cultural integration. (**change from Medium to Short term**). Under the heading **City Roles** add following at the end of first bullet: "to promote ongoing interaction amongst various cultural and faith groups".
- Page 46. Action 23: Under **Proposed Partners: Include RIAC.**

Goal 1.

- Page 31, Action 7: Under **City Roles**, second bullet add: "to promote integration of ethno-specific seniors' groups".
- Page 31: Action 8: Under **Proposed Partners: Include Ethno-specific Seniors' Groups.**
- Page 32: Action 9: Under **Proposed Partners: Community Centres should be included here.** Are they covered under the term "Community Partners"? Also add here: the Lead Agency/ies undertaking the United Way funded Better At Home project.

Implementation and Next Steps-Pages 67,68,70 and 71.

- **Priority.** Ever increasing cultural diversity of the population and the emerging problems point out to it being a priority one issue.
- **Cultural Diversity.** I have already commented earlier. It is addressing the needs of culturally diverse population NOT "immigrant population". I have been here for 36 years. I am not an immigrant. We must differentiate between the two terms and not use them interchangeably.
- **Resources Requirement.** This is the crucial part .New Programs would need to be planned and funded Additional resources will be required and, somehow, must be mustered.
- **Action and Implementation.** Social Planning under the direction of City Council will have to take a more "hands on" role. There needs to be more referrals of issues, both ongoing and emerging, from the City Council to the appropriate City Advisory Committees. More active participation from Community Centres and other jurisdictions such as Richmond School District and Health Authority will be essential.

Thank you.

Mohinder

Social Development Strategy Open House
Comment Sheets
March 7, 2013 Richmond City Hall

Open House Guests:

Total participants 52

Total comment sheets received - 11

Live in Richmond 10

Work in Richmond 5

Comments:

Sheet # 1

Graphs would give a more visual picture of areas, costs, comparing surpluses of money to the applied for new buildings.

Tell us the difference in home taxes comparing to companies, - city buildings. Give us a percentage.

Show us the expenses of public buildings – park expenses –

We need to hear positive things that the RCMP have added to their addition of work. By your one graph – the RCMP has been the highest cost to the city.

Sheet # 2

We need more opportunities for seniors to get affordable housing. The child care proposals are great. Hope they materialize.

Use school gyms etc. more in the evenings by groups for programs for all ages.

Sheet # 3

Lovely focus on housing – some of the models from Vienna re: subsidized unites could be explored as well as other cities which have addressed housing access as a priority.

Appreciated the focus on children and families – mitigation of poverty is about affordability. Nursing houses (UK) or Baby Houses (China) allow for larger childcare centres in one location.

Sheet # 4

Require tower developers to make more spaces for tenants to visit and get to know each other and more spaces in them for children to play ping pong, gym etc.

Sheet # 5, 6 and 7

*Loss of industrial land is a great concern

*Food – keep agricultural land

Art & Culture – Provide art displays for hobby artists: painters, sculptors, potters etc. for different age groups ie: up to 18 years, adults, seniors.

Safety – switch slowly over to solar street lighting in new developments, and slowly replace all lighting in the City, especially on major arteries.

We need “Community Conference” – inclusive and in English!

*Develop Senior daycare centres (with partners)

*Another hospice (is a must)

Parks & Rec: Paved straight walkways for people with arthritis (who need even surfaces), also paved for wheelchairs.

*Development:: 5-10% of developments should be wheelchair accessible: bottom of buildings, easy access, lowered light switches, wide hallway, big bathrooms

*Connect neighbourhoods through strip parks

Sheet # 8

I like the social housing strategy and the emphasis on providing affordable housing in the community. I like that there is going to be more attention paid to developing solutions locally for substance abuse issues and addictions in Richmond. I think the City should continue to form and maintain it's partnerships with non-profits to address social issues and create programs and amenities for youth and immigrants.

Sheet # 9

On page 27, Sec. 3.4 to increase employment opportunities with the city for people living with disabilities. This plan is great. Hope to change it to short term (0-3 years).

Suggest to provide internal hiring opportunity to people with disability. Can City Hall do this together with Richmond Centre for Disability (RCD)?

Sheet # 10

Demolishing perfectly livable single family dwellings and replacing them with "single family" monster houses (which often stand vacant for long time periods) do little to enhance the family structure. City Centre densification should probably proceed, especially if this maintains maximum agricultural opportunities.

The seniors centre is a great facility and your seniors social policy should encompass this concept.

Sheet # 11

Excellent. Captures the key issues very well. Challenge will be implementation as the strategy envisions collaboration and shared priorities with partner agencies. The city will need to provide the leadership to have everyone singing from the same song sheet.

Social Development Strategy: Let's Talk Richmond Comments

I have reviewed the draft strategy and these are my comments:

Can - Comment 1.1 21 Mar 2013, 3:08 PM

1. It looks like all the efforts are directed to diversity, nothing is being said of the cultural inheritance brought here by people who came from English-speaking countries, like UK and USA. I do not know the history that well, but have a vague feeling that my impression that Chinese people were the founders and first inhabitants of Richmond is wrong.

Could we please have more educational programs, like exhibitions, TV, posters, booklets, etc. highlighting the roots of Richmond and use those roots as the foundation for future development?

For example, I would love to have a calendar with the pictures of old Richmond's landmarks with historical comments, mailed to my household, as a Christmas present from the city. I saw one for New Westminster and enjoyed it!

2. Do you think the signs in Chinese only is inclusive for everyone?

3. How come the amount of home owners in Richmond is more than average, as well as the amount of children's poverty? It looks like most of the underprivileged kids have the privileged home-owners as their parents. How do you calculate income? If I live in a house, do not work, have four more houses, which I rent out, and show \$15,000 as my income, am I a low-income person?

Can - Comment 1.2 21 Mar 2013, 3:14 PM

1. It looks like all the efforts are directed to diversity, nothing is being said of the cultural inheritance brought here by people who came from English-speaking countries, like UK and USA. I do not know the history that well, but have a vague feeling that my impression that Chinese people were the founders and first inhabitants of Richmond is wrong.

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have four more houses, which I rent out, and show \$15,000 as my income, am I a low-income person?

Christopher - Comment 1.3 21 Mar 2013, 6:01 PM

Thank you for this document. It seems to cover the range of characteristics and concerns of our city. I'm happy to see acknowledgement of importance of faith communities and not-for-profit groups to the health and well-being of our community. Also acknowledgment that non-profits are stressed for space - consideration for space options and the need for the City to play a role in securing space as the need for programs increases alongside our growing population.

Good to see acknowledgement of people who are vulnerable to isolation, poverty, and chronic illness through social isolation (eg immigrants with language barriers, and the aged). Also the high cost of living - especially housing, so critical to health and social stability. Also the importance of giving a strong and healthy start to children (and their families?).

Alongside consideration for older seniors and people with mental illness, I missed reference to the rapidly increasing population who are suffering serious memory impairment and dementia and the impact on caregivers and the community as a whole.

Good to see acknowledgement of food security as something not to be taken for granted.

Yeah for more bicycle lanes. Such a pity that many people are (justifiably) frightened to cycle in the flat city. Rage control training for bus drivers could go a long way. As a bus-rider and a cyclist, I'm terrified by the aggressive and angry attitude of some bus drivers. Very frightening considering they are supposedly professional drivers.

I believe strong neighbourhoods in themselves could address many of the issues I refer to above.

Thanks to everyone who participated in this draft. I look forward to the next steps.

Chelsea - Comment 1.4 22 Mar 2013, 12:49 PM

It's heartening that the contributions and needs of non-profit organizations (staff and volunteers) that serve marginalized groups are recognized in this strategy, given that social pressures and needs for services seem to be outpacing population growth in our city and that the density and high cost of housing that is driving much stress and poverty also affect the ability of non-profits to find affordable space to provide the services that are not offered by government or business.

A clear and consistent framework for securing space can be expected to result in more efficient and productive efforts by all parties concerned.

The community service hub seems like a model worth exploring.

Thank you for this document and for welcoming community input.

Carven - Comment 1.5 22 Mar 2013, 11:04 PM

In reading Can's comment, I feel that it is extremely important for the City to always acknowledged that our society is on Coast Salish territories. The City should be aware of Richmond citizens' awareness of colonial history on this land; a fair share of Canadian immigrants take their citizenship education very seriously and critically. For example, the The Chinese Canadian Stories Project educates all Canadians, including new Chinese-speaking immigrants, on the Indigenous Nations of this land that Canada occupies and on the histories of migration that continues to shape the multicultural society of the Lower Mainland and Canada.

We should bring The Chinese Canadian Stories Project to Richmond.

<http://chinesecanadian.ubc.ca/>

Dawn - Comment 1.6 22 Mar 2013, 11:12 PM

The strategy framework is good, but City Hall always cares most about pleasing the large development companies. For example the SmartCentres video of the "Walmart mall" shows that it goes right up to the north side of Alderbridge Way. It could just as easily be set back with forest along the edge and that would keep the wellness views from the city centre around the Garden City lands. The SmartCentres video scenario would not happen if City Hall had the spirit of the Social Development Strategy but it does not and will not. It just does not care about ordinary people and most of all does not care about the city centre people who would get the most from the Social Development Strategy.

Carven - Comment 1.7 22 Mar 2013, 11:17 PM

In reading Can's comment, I feel that it is extremely important for the City to always acknowledged that our society is on Coast Salish territories. The City should be aware of Richmond citizens' understanding of colonial history on this land and the treaty negotiation of this land; particularly worth noting, there is a fair share of new Canadian immigrants who take their citizenship education very seriously and critically, and, they do a lot of research outside of the Immigration Guide. I know migrant social groups that organize trips to UBC to learn about historical injustices, Musqueam relations and alliances with migrant groups, and much more.

I think it would be great to bring The Chinese Canadian Stories Project to Richmond.

The Chinese Canadian Stories Project educates all Canadians, including new Chinese-speaking immigrants, on aspects of Canadian history that are often not the focus of federal heritage citizenship education. One of the goals of the Project is to inspire "a rethinking of the role of Chinese and First Nations peoples in the building of the CPR and in building Canada."

Bringing this project to Richmond would serve as a rich civic education opportunity!

<http://chinesecanadian.ubc.ca/>

I believe the following are important considerations for Richmond's future social development:

Lawins - Comment 1.1 2 Mar 2013, 4:33 PM

In my opinion, Richmond has been developing too many residential units in downtown area. If we have more office units around Canada Line, we may attract the companies moving from Vancouver downtown to Richmond by 20 mins ride.

Besides, Richmond may develop exhibition businesses by using Oval space. Due to our city is close to the YVR and the relationship with Asia, attract the Asian exhibitors should not be an issue.

rmdplan2014 - Comment 1.2 7 Mar 2013, 11:31 PM

Richmond Council insists we need more affordable housing and yet they allow all these "luxury" condos to be built. As long as immigrants have suitcases full of money, developers will concentrate on getting rich. Why would they build a low income rental units? No money in that.

Grasshopper - Comment 1.3 10 Mar 2013, 1:41 PM

Affordable housing in Richmond is very important. Of course developers want to make money, this is exactly the reason for developing and implementing an appropriate and relevant social development strategy. Don't just take money from the developers, have policies in place to guarantee a percentage of affordable housing and affordable rental units. We need to have a long term vision, and be REALLY inclusive to everyone. Choices are important, and we need to defend that.

Grasshopper - Comment 1.4 10 Mar 2013, 1:47 PM

We have focuses on older adults, youth and families, new immigrants. I believe, personally, that people with disabilities should be more included in the strategy as well. I hope to see a challenge to the City of Richmond to increase the employment of people with disabilities in the coming 5 years by providing employment opportunities, work experience and training, perhaps in partnership with related social service providers in Richmond. We also need inclusive recreational programs at the community centres.

Kathbeau - Comment 1.5 18 Mar 2013, 9:54 AM

Richmond Oval is a multi sports complex not an exhibition centre, two entirely different business models. If you want a Exhibition centre down town then that's a completely different plan. The lower mainland already has enough exhibition space.

Office space in the down town core is worth considering but I'm sure if there was a market for it, the developers would be right on it.

Marmaduke - Comment 1.6 19 Mar 2013, 7:49 PM

There is still a bit of putting people into categories - "seniors", "minority groups" etc- sometimes all we need is something fairly inclusive. As an artist in an art group, I want to be in an all-inclusive group - all ages, all backgrounds. So far, it is working that way - but we are not having a place where the arts groups can come together any more. Once upon a time, there were art shows in the Art Gallery of local groups, there was a "members" show that both raised funds for the Art Gallery and also culminated in a great evening where artists, community activists, collectors etc all came together for a real feeling of community. There is now no proper space for local artists to display work and, consequently, no sense of community with local artists. Artists can - and do- contribute a lot to a community- but we need opportunities to display and to come together as an inclusive group.

My other gripe is not exactly social -more practical - we are all encouraged to recycle and to feel good about it- yet entire houses are knocked down and hauled off to landfill. There are communities where people have to de-construct houses and materials are saved. This makes more ecological sense - and could help us feel good about ourselves as a "green" community.

Carven - Comment 1.7 22 Mar 2013, 10:48 PM

I feel that the City itself can seek to remove social barriers that will make Richmond more of a socially safe space for political diversity and marginalized voices to find a platform.

We have to consider that many of our Richmond residents are having discussions of community living that are limited within uni-lingual groups or small networks that are exclusive only to people who are known to be in solidarity of certain oppression.

Multiculturalism and feelings of social inclusion are limited in that the majority of intercultural events are planned by the social service non-profit sector, by religious institutions and by various governments. There is room for improvement in discussing diversity in Richmond: some examples are poverty and social inequality within cultural groups that are known for their cultural economy (ie. the Chinese business community), the under-reporting and service gaps for relationship abuse, different forms of gender-based and sexuality-based privileging across cultural groups, and immigrant and racialized communities' awareness and understanding of Indigenous Peoples' histories, struggles and resistance.

Generally speaking, migrants who are not proficient in French or English rely heavily on 'ethnic media' which is very much removed from community-based concerns and interests and which has not contributed to or met viewers/readers' interest to learn more English and to become more involved with civic participation. It is important for the City to proactively reach out to these people, some of whom may be skeptical of Canadian liberal democracy and may have long relied on sources of news that are not focused on interculturalism, civic engagement opportunities and social responsibility.

Dawn - Comment 1.8 22 Mar 2013, 11:42 PM

It is ironic that the Lets Talk Richmond forum about Social Development strategy has only six comments for one question or seven counting the one that appears twice and only eight comments for the other question. I was lucky to hear about and go to the Cinevolution Media Arts film showing and discussion of the local Indonesian film Nagasari this evening and found that most of the people who attended were very engaged so perhaps there is hope if the Social Development Strategy method of building on what is being done right can be sincerely applied to the Cinevolution Media Arts success with engagement.

City of Richmond – Social Development Strategy
SUCCESS Sheet Comments

36 total sheets received – 26 Chinese, 7 English comment sheets.

Summary Comments:

Help Seniors with dentist or dental services (4x)
 Enhance food or grocery funds for seniors
 Enhance seniors living or funds (3x)
 Enhance transportation funds for seniors (buses / public transit) (2x)
 City needs to increase RCMP's patrol in town; best to reduce crime rates in Richmond.
 Should enhance medical and hospital services: instant seniors care at emergency when needed.
 Career opportunities for capable seniors with jobs
 Affordable Housing (2x)
 More demands from seniors nowadays
 Need focus on more housing and care homes (services) for seniors (8x)
 Medical assistance are especially essential for seniors (3x)
 Dental services are so expensive, never can afford it (4x)
 Hope dental service will be or can be funded like Accupuncture – MSP (10 times per year). (4x)
 Hope the City has its own "Housing Dept." to deal with or help home owners with conflicts or scams.
 More daycare centres, lots of parents are out to work during the day.
 If extra revenue is available, City should reduce or lower the property tax if possible.
 Create more "free" programs for seniors
 Set up some "emergency" phones on Highway 91 & 99 (2x)
 Fill up or fix the holes on the road/street due to the weather damages. (2x)
 Too many developmental plans for the Canada Line – I don't want to pay more taxes for them.
 Promote more transportation or public transit's network
 More seniors centres in Richmond.
 Hospital service is not enough in Richmond. (4x)
 Too many high rise buildings recently (2x), rapid development plans creating traffic congestion at all times (4x). Health and hygiene conditions went downhill. (2x)
 Too many people; too crowded. (5x) Too many cars (2x)
 City should provide seminars or education on: Community, Law, Resources, Cultures and Habits.
 The police office is so far away now.
 Not enough RCMP officers in the community. (2x)
 Need more RCMP officers on the road and with better relation between RCMP and citizens.
 Need improvements on public transit services.
 Promote Block Watch programs.
 Need more seminars for new-comers, low-income families and seniors assistance.
 Should provide "free" classes or seminars for children during spring break and summer break.
 Recruit multi-cultural power and spirit to share and spread out the culture (promote the culture).

Provide seminars on City services and City's benefits to citizens, like more "educational" and "informative" classes / introductory classes.

Mayor should come out and visit the community more regularly, so he understands what the citizens needs and want.

Enhance/provide more outdoor activities to kids like indoor gym.

More bike lanes or trails for cyclists.

Promote "Block Watch", establish a safer residential area.

Not safe in the community nowadays.

Hope City of Richmond can provide seniors to have free swimming programs like the City of Vancouver.

Build some playground (indoor) in shopping malls (like Brentwood Mall in Burnaby or Oakridge Mall in Vancouver). Fulfill the needs for kids and parents can spend money within the community.

Westminster Hwy/ Alderbridge/No. 4Rd/ Garden City - Abandoned for years. Hope the City can build something like a community centre on that land to provide more recreational programs like Minoru library, gym or swimming pool. (no high rises or townhouses though).

Should have more volunteer opportunities for youth.

Should provide more and better leisure opportunities, arts, culture and sport programs and facilities.

Should provide career information service.

Should provide different/various services for newcomers so that they can blend into the society sooner and faster.

Provide "free" language classes (English or ESL types) for those newcomers kids (especially to those over 12 years and above). This will help them to upgrade their language ability and level so they catch up with other kids in school and in the community.)

More "Chinese" services within the City. Including on the City Council.

Recruit and hire more Chinese speaking doctors.

Rapid development, too many cars/people; too many highrises and buildodings; rather I prefer the peaceful and spacious Richmond as before.

Too much construction on roads and City streets; constructions on water pipes underground; created traffic congestion; lack of good city plans.

Horrible City plan and arrangement for the Skytrain station at Richmond Centre terminal there, always stuffed with people and making the traffic on No. 3 Rd. even worse.

I take Bus #403 everyday. Had horrible experience with bus service when I waited for more than half an hour and the bus skipped the bus stop without stopping at a non-rush hour. So I had to stand for another hour. Terrible bus service from Translink. Only bus #403 is available at Francis ? No. 3 Road area. No other choices. Very disappointed and upset with the transportation system in Richmond.

Bus #402 is scheduled every half hour, too long.

Not enough seniors homes, long waitlist for seniors.

Not enough doctors.

Too many apartments.

Not clean on those "inner" streets and roads; very dirty and untidy.

Please provide more unleashed dog park.

Pay more attention for pedestrians crossing and traffic in turning left at intersections, especially in rush hour. Accidents occurred when they both thought that they have their rights at the same time.

We need more affordable housing in Richmond, a bigger park and infrastructure (such as sewage, electricity supply to cope with the high rise buildings)

Control population.

Shorten the waiting list time for appointment to see specialist at hospital. (2x)

More activities. Fitness program better rate or free for seniors.

Reduce property tax (especially for seniors)

More traffic lights especially in school zones.

Hire more workers to keep our streets clean.

Raise the low income allowance so more people are willing to work for longer.

Cheaper transport for low income family.

More help for low income family and seniors prescription charges.