



To: Planning Committee

Date: March 28, 2022

From: Kim Somerville
Director, Community Social Development

File: 08-4055-01/2022-Vol 01

Re: **Social Development Strategy (2013–2022): Progress Report for 2021**

Staff Recommendations

1. That the Building our Social Future – Social Development Strategy (2013–2022): Progress Report for 2021, as outlined in the staff report titled “Social Development Strategy (2013–2022): Progress Report for 2021”, dated March 28, 2022, from the Director, Community Social Development, be received for information; and
2. That the Building our Social Future - Social Development Strategy (2013–2022): Progress Report for 2021, be distributed to key stakeholders, local Members of Parliament, local Members of the Legislative Assembly and posted on the City website.

Kim Somerville
Director, Community Social Development
(604-247-4671)

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Corporate Communications & Marketing	<input checked="" type="checkbox"/>	
Human Resources	<input checked="" type="checkbox"/>	
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation & Sport	<input checked="" type="checkbox"/>	
Community Safety Administration	<input checked="" type="checkbox"/>	
Fire-Rescue	<input checked="" type="checkbox"/>	
RCMP	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

The City of Richmond's Building Our Social Future – A Social Development Strategy for Richmond (2013–2022), was adopted by City Council on September 9, 2013. The strategy provides a vision, three goals, nine strategic directions and 53 recommended actions that guide the City on social development matters and acts as a resource for external stakeholders. The City's role with respect to each action is defined in the strategy as are timelines and proposed partners.

The purpose of this report is to provide an update on the implementation of the Social Development Strategy for 2021.

This report supports Council's Strategic Plan 2018–2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

This report supports Council's Strategic Plan 2018–2022 Strategy #3 One Community Together:

Vibrant and diverse arts and cultural activities and opportunities for community engagement and connection.

This report supports Council's Strategic Plan 2018–2022 Strategy #4 An Active and Thriving Richmond:

An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.

This report supports Council's Strategic Plan 2018–2022 Strategy #6 Strategic and Well-Planned Growth:

Leadership in effective and sustainable growth that supports Richmond's physical and social needs.

Analysis

The Social Development Strategy provides a roadmap for the City, community partners, residents and other stakeholders to improve the quality of life for Richmond residents. The City regularly publishes progress reports outlining achievements towards the strategy's short, medium, long term and ongoing actions. The overarching goals of the strategy: to enhance social equity and inclusion, to engage Richmond's diverse citizens, and to build on social assets and community capacity, continue to be of critical importance.

The Building Our Social Future – A Social Development Strategy for Richmond (2013–2022): Progress Report for 2021 (Attachment 1) highlights the significant progress and achievements undertaken throughout the past year to address the goals, strategic directions and actions outlined in the strategy. In addition to reaching notable milestones on many actions, the City and the community continued to work together in 2021 to support Richmond residents in navigating changing needs brought on by the pandemic.

Highlighted Achievements in 2021

In 2021, significant advancement and achievements towards the Social Development Strategy's goals, strategic directions and actions were completed, including:

- The first two Early Childhood Development (ECD) Hubs, Sprouts and Seedlings, secured through community amenity contributions, were transferred to the City in 2021. The Sprouts ECD Hub located in Capstan Village is leased to the YMCA of Greater Vancouver and the Seedlings ECD Hub located in Brighthouse Village is leased to Richmond Society for Community Living. These ECD Hubs are the City's 11th and 12th City-owned, purpose-built child care facilities and provide Richmond families with support services, community programming and access to 199 new licensed child care spaces.
- City Council approved an increase to the Low-End Market Rental contribution rate from 10% to 15% for developments with more than 60 units located within the City Centre. This change ensures that the City maximizes the number of affordable housing units built in new developments. Council also approved increases to the Low-End Market Rental cash-in-lieu rates to reflect current construction costs and sale prices.
- The City took steps towards the 94 Calls to Action from the Truth and Reconciliation Commission (TRC) of Canada. The City initiated a mandatory staff training program about the history and culture of Indigenous communities in Canada, the history of residential schools and treaties within the country. The training covered a basic foundation regarding the relationship between Indigenous Peoples and Canada, and the TRC.
- The City received \$3.35 million in provincial funds through the Union of BC Municipalities (UBCM) Strengthening Communities' Services grant program to address the needs of Richmond residents experiencing homelessness during the COVID-19 pandemic. Initial projects under this initiative are related to food delivery, a new training program for City staff, and a public education and awareness initiative. Highlights include:
 - In partnership with Turning Point Recovery Society, the City opened an enhanced drop-in centre for people experiencing homelessness. Located at the Brighthouse Pavilion, this initiative ensures that individuals experiencing homelessness have access to necessities, including showers, laundry, meals, counselling, and referrals to other services and supports.
 - In partnership with The Salvation Army, the City provided additional capacity for winter shelter beds by opening a warming centre at South Arm Outdoor Pool. The warming centre provided individuals experiencing homelessness a place to stay dry and warm during nights of extreme cold weather.
- Over 235 individuals throughout BC, Canada and internationally participated virtually in the annual City of Richmond Diversity Symposium. The Symposium consisted of eight engaging sessions over five days on a diverse array of topics including decolonizing practices, transgender resiliency, the dementia and disability community's inclusion in decision-making, anti-racist organizational change, and utilizing co-design for strategy and program development with diverse communities. The Symposium featured new accessibility measures for participants with visual or hearing impairments.

- City Council adopted the Collaborative Action Plan to Reduce and Prevent Poverty in Richmond (Collaborative Action Plan). Developed using a UBCM grant, the Collaborative Action Plan builds on the City's ongoing commitment to increase social equity. In collaboration with the community, it will guide the City's approach to reducing and preventing poverty in Richmond over the next ten years.

All 53 actions outlined in the strategy are either in progress or completed. A complete list of actions and the current status of each is available in Attachment 2. With Council's approval, the progress report for 2021 will be distributed to key stakeholders, including local Members of Parliament, local Members of the Legislative Assembly and posted on the City's website.


In 2022, the City will continue to implement actions in the Social Development Strategy and initiate preparation to develop a new 10 year Social Development Strategy.

Financial Impact

None.

Conclusion

The Social Development Strategy continues to be an important and effective guide for responding to and addressing social matters in Richmond. The progress report for 2021 highlights the implemented actions and initiatives outlined in the Social Development Strategy and informs City Council and the community about the status of the strategy's short, medium, long term and ongoing actions. Ongoing and collaborative work in advancing actions within the strategy continues to contribute to enhanced social equity and inclusion, strengthened social assets and increased community engagement and capacity in Richmond.



Claire Adamson
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- Att. 1: Building Our Social Future – A Social Development Strategy for Richmond (2013–2022):
Progress Report for 2021
- 2: Building Our Social Future – A Social Development Strategy for Richmond (2013–2022):
All Actions – Status as of December 31, 2021

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

Progress Report for 2021



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Introduction

Building Our Social Future – A Social Development Strategy for Richmond (2013–2022) was adopted by City Council on September 9, 2013. The strategy was prepared following extensive engagement with the community and consists of a vision, three major goals, nine strategic directions, and 53 recommended actions. The actions are divided into short-term (0–3 years), medium-term (4–6 years), long-term (7–10 years), and ongoing timelines. A summary of the strategy actions is presented in Appendix A.

When the Social Development Strategy was adopted, five key areas emerged as priorities:

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

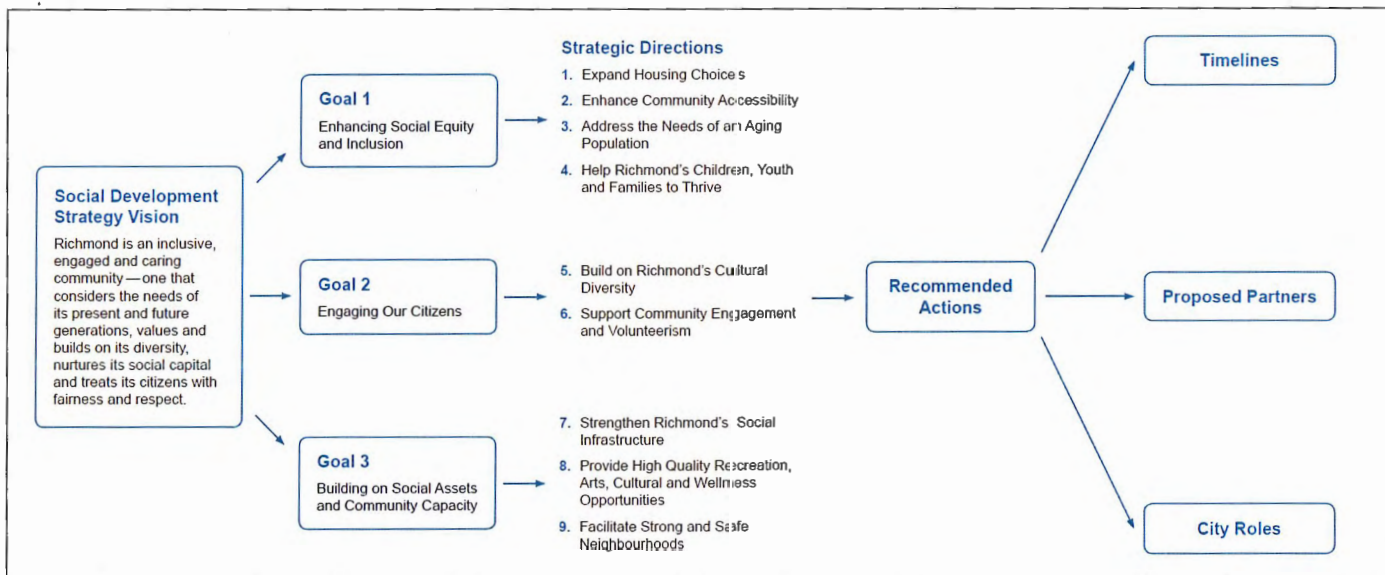
These areas continue to be relevant today and significant progress in addressing the actions has been made since the strategy was adopted. Achievements are detailed in previous progress reports, which are available on the City’s website. This report highlights achievements by the City and community in advancing the goals, directions, and actions of the strategy in 2021.

As Richmond and the region continue to grow and develop, social issues become increasingly complex and challenging. In addition to social concerns related to predictable community growth and change, 2021 saw the continuation of the COVID-19 pandemic and multiple extraordinary weather events that affected individuals, families and businesses in Richmond, with vulnerable populations experiencing the most severe impacts. The safety and well-being of the community remained a significant priority. Many services continued to operate remotely, where possible, while community facilities expanded in-person and hybrid program delivery options while adhering to strict health guidelines and protocols.

The COVID-19 pandemic has profoundly affected the daily lives of Richmond residents and specific populations in particular, including children, youth, families, seniors and isolated or otherwise vulnerable populations. It has impacted employment, social and recreational activities, access to programs and services, and notably, mental health. The impact of the pandemic on the social sector in Richmond has been significant and persistent. Continued research and monitoring of the short and longer-term implications of the pandemic on residents and businesses in Richmond will be critical to the planning and provision of social development services for the foreseeable future.

About the Strategy

Social Development Strategy Framework



Progress Snapshot for 2021

Strategic Direction	Indicator(s)	2020	2021
1. Expand Housing Choices	Number of Low-End Market Rental (LEMR) Units Secured with Housing Agreements	47	91
	New Cash-in-Lieu Contributions to the Affordable Housing Reserve Fund	\$565,749	\$840,073
2. Enhance Community Accessibility	Number of Individuals Receiving Subsidy for the Recreation Fee Subsidy Program (RFSP) ¹	1,880	1,241 ²
	Number of new and retrofit Accessible Pedestrian Features added to Traffic Signals and Special Crosswalks ³	8 (new)	8 (new)
3. Address the Needs of an Aging Population	Number of Participants in 55+ Recreation and Sport Registered Programs	5,878	10,442
	Number of 55+ Fitness, Sports, Aquatics and Games Room Passes Scanned at Community Centres	116,354	219,568
	Number of 55+ Wellness Clinic Participants	778	232 ⁴
4. Help Richmond's Children, Youth and Families to Thrive	Number of Operational Licensed Child Care Spaces in Purpose Built City-Owned Child Care Facilities	368	583
	Number of Operational Licensed Child Care Spaces in Community Centres	781 ⁵	801
	Number of Youth Week Participants	3,955	261 ⁶
5. Build on Richmond's Cultural Diversity	Number of Diversity Symposium Participants	318	235 ⁷
	Attendance at City Festivals, showcasing Richmond's Cultural Diversity	68,500	56,100 ⁸
6. Support Community Engagement and Volunteerism	Number of Hours of Volunteer Service Contributed Through the <i>I Can Help</i> Volunteer Database	17,123	18,203
	Number of People Engaged on LetsTalkRichmond.ca on the City of Richmond Website	1,803	5,843

1 The RFSP is administered from September 1 to August 31 annually.

2 Due to the COVID-19 pandemic, in-person programming was disrupted beginning in March 2020. Though facilities safely reopened and provided in-person programming at reduced capacities throughout 2021, the RFSP received fewer applications, potentially due to hesitancy in participating amidst evolving health guidelines.

3 A multi-year program to retrofit all City-owned traffic signals and special crosswalks was completed in 2020. As of 2021, any added accessible pedestrian features are associated with the installation of new devices.

4 In 2020, regular programming was offered from January through March. In 2021, Wellness Clinics were offered beginning in mid-fall at only three locations with limited services.

5 The preschool at Sea Island Community Centre, which provides 20 child care spaces, was closed in 2020 due to the COVID-19 pandemic.

6 2020 participation was based on social media interactions and engagement in virtual events. 2021 participation was based on in-person attendance at programs and events.

7 The Diversity Symposium was held virtually in 2020 and 2021. The symposium featured nine sessions in 2020 and eight sessions in 2021.

8 Attendance in 2020 was based on online event views. Attendance in 2021 was based on a combination of online views and in-person attendance.

Strategic Direction	Indicator(s)	2020	2021
7. Strengthen Richmond’s Social Infrastructure	Value of Health, Social and Safety Grants	\$593,133	\$626,970
	Value of Child Care Grants	\$54,000	\$47,019
	Value of Parks, Recreation, and Community Event Grants	\$107,828	\$112,828
	Value of Arts and Culture Grants	\$114,315	\$116,815
8. Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities	Participation in Recreation	643,245	1,255,111 ⁹
	Participation in Arts Education Programs	23,800	11,492 ¹⁰
	Number of New Public Art Installations (Permanent and Temporary)	35	31
	Number of Pop-up Library Interactions with Community Members	42,000	28,000 ¹¹
9. Facilitate Strong and Safe Neighbourhoods	Total Kilometres of Bike Routes	79.4	86.8
	Number of Community Policing Volunteers	197	147 ¹²



9 Includes total visits to registered and drop-in programs, school programs, and non-major special events (in-person and virtual) for all ages at all Recreation and Sport facilities and locations. Attendance in programs was disrupted significantly in 2020 due to impacts of the COVID-19 pandemic. Facilities expanded program offerings with reduced capacities throughout 2021.

10 Includes in-person participation in registered arts, dance, music, and performing and visual arts programs for all ages. Programs in 2020 were held in-person until March and virtual for the remaining months of the year.

11 Interactions in 2020 reflect virtual participation in 880 online programs between March and December. Interactions in 2021 included participation in 1,150 online and in-person (outdoor and indoor) programs, with reduced capacities at in-person events.

12 Community policing volunteer activities were suspended in March 2020 and resumed in June 2020; however, the scope of these activities remained limited throughout 2021.

Social Development Strategy Progress in 2021

Goal 1: Enhancing Social Equity and Inclusion

Strategic Direction 1: Expand Housing Choices

Affordable housing is fundamental to individuals and families' physical, economic and social well-being, and is a crucial component of diverse and inclusive communities. The City remains committed to playing a leadership role in increasing housing choices for low and moderate-income households in Richmond. Using a range of tools, including land contributions, funding, City policies, and partnerships, the City has approved more than 1,500 affordable housing units since 2007.

While the City has achieved considerable success, housing affordability is a complex issue that cannot be solved by one level of government alone. In particular, the federal and provincial governments must provide dedicated, sustained sources of funding for affordable housing developments. On an ongoing basis, the City meets with BC Housing and Canada Mortgage and Housing Corporation to advocate for additional funding commitments to support new developments in Richmond.

Highlighted Achievements

- In November 2021, City Council approved an increase to the Low-End Market Rental contribution rate from 10% to 15% for developments with more than 60 units located within the City Centre. This change ensures that the City maximizes the number of affordable housing units built in new developments. In November, Council also approved an update to the Low-End Market Rental cash-in-lieu rates to reflect current construction costs and sale prices.
- The Low-End Market Rental program secured 91 additional affordable housing units for Richmond residents and \$840,073 in cash-in-lieu contributions in 2021, which will support new affordable housing developments in the future.
- Construction began on the Bridgeport Supportive Housing development, which will provide 40 temporary supportive units for people experiencing homelessness in Richmond. The building, located on City-owned land and in partnership with BC Housing, is scheduled to open in summer 2022.



- Throughout 2021, the City responded to challenges associated with the COVID-19 pandemic, particularly for the most vulnerable members of the community. The Emergency Response Centre, in partnership with BC Housing and Turning Point Recovery Society, provides up to 45 safe spaces for individuals experiencing homelessness to be sheltered and physically distanced during the pandemic, reducing the spread of the virus in the community.
- In August 2021, the City received \$3.35 million through the Union of BC Municipalities (UBCM) Strengthening Communities' Services grant program to address the needs of Richmond residents experiencing homelessness during the COVID-19 pandemic. Projects under this initiative include actions related to food delivery, a new training program for City staff, and a public education and awareness initiative. Highlights include:
 - In partnership with Turning Point Recovery Society, the City opened an enhanced drop-in centre and shower program for people experiencing homelessness. Located at the Brighthouse Pavilion, this initiative ensures that individuals experiencing homelessness have access to necessities, including showers, laundry, meals, counselling and referrals to other services and supports.

- In partnership with The Salvation Army, the City provided additional capacity to support winter shelter beds by operating a warming centre at South Arm Outdoor Pool. The warming centre provided individuals experiencing homelessness a place to stay dry and warm during nights of extreme cold weather.
- The City continued to work with BC Housing and local non-profit organizations to deliver enhanced winter services for Richmond residents experiencing homelessness. During the winter season, a total of 90 shelter spaces were available for those in need.
- In December 2021, the City completed the 2021 Housing Needs Report, which summarizes the housing needs of Richmond residents. The report will inform the development of future housing policies and programs.
- The City continued to work with various organizations, stakeholders and committees on ongoing issues that impact the housing choices for the community, including Urban Development Institute, Richmond Centre for Disability and Richmond small home builders.



Strategic Direction 2: Enhance Community Accessibility

Enhancing accessibility and reducing barriers to participation in community life are fundamental to creating inclusive communities. Accessibility refers to physical factors (such as the design or modification to the built environment) and non-physical factors (such as financial barriers or limiting attitudes and beliefs).

Richmond is considered a leader in building an inclusive and accessible community. This is made possible through community partners, including community associations and societies, to ensure that facilities, programs and services are accessible, have low or no barriers to participation, and are designed for the needs of all individuals, regardless of ability or means.

Highlighted Achievements

- In December 2021, City Council adopted the 2021—2031 Collaborative Action Plan to Reduce and Prevent Poverty in Richmond. Developed using a UBCM grant, the Collaborative Action Plan builds on the City's ongoing commitment to increase social equity and is intended to guide the City's approach, in collaboration with the community, to reducing and preventing poverty in Richmond over the next 10 years.
- The Recreation Fee Subsidy Program (RFSP) continued to provide residents of all ages, who are experiencing financial hardship, with financial support to access a wide range of parks, recreation, and cultural programs offered by the City and community associations and societies. The RFSP provided 1,241 residents with increased access to 1,106 registered programs and 25,705 drop-in opportunities at Richmond community facilities between September 2020 and August 2021.
- The City received the prestigious 2021 Architecture Prize for Accessibility from the International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities for the Minoru Centre for Active Living. The facility received the honour for its integration of accessible design features, including:
 - Easy and dignified access to the various pools;
 - Multiple drop-off areas to facilitate accessible transportation modes;

- Barrier-free front doors and accessible reception centres; and
- Adequately sized change room and shower facilities to accommodate families or individuals using an assistive device.
- In 2021, the City upgraded 20 bus stops by installing a landing pad to provide accessibility for those using a mobility device. Now 85.9% of bus stops (620 of 722) are accessible in Richmond, compared to the regional average of 81.3%.
- The City's Engineering Design Specifications were updated to increase sidewalk width requirements from 1.5 m to 2.0 m on arterial roadways. The increased width provides appropriate pedestrian facilities in coordination with adjacent land uses redeveloped at higher densities and enhanced accessibility for persons using mobility devices.
- New special crosswalks with enhanced accessibility features were installed on Shell Road at Thomas Kidd Elementary School and on No. 5 Road at Jacobson Way.
- The Library Board Trustees unanimously voted to permanently remove late fines in February 2021 to ensure Richmond Public Library resources remain accessible for everyone in the community throughout their lifetime, regardless of circumstance.
- In 2021, there were over 2.5 million visits to the Library's website and over 7,200 new library cards were issued. To relieve social isolation for homebound library customers and ensure they remained connected to the Library, Library staff delivered over 3,200 items to over 50 Home Services customers.



Strategic Direction 3: Address the Needs of an Aging Population

The senior population in Richmond is incredibly diverse and heterogeneous. The term ‘senior’ describes adults aged 55 years and older, encompassing several life stages and ages. In Richmond, seniors are the fastest growing segment of the population. Supporting seniors to age well requires collaboration between the City and many organizations and groups, including community associations and societies, community service organizations, health agencies and the private sector.

City Council-adopted strategies and plans guide the program and service delivery for Richmond’s vibrant, healthy and engaged senior population. In 2021, COVID-19 related grant funding supported the development of new safe and accessible program opportunities for seniors.



Highlighted Achievements

- In February 2021, the City received a \$10,000 COVID-19 Response Grant from the United Way’s Safe Seniors, Strong Communities (SSSC) initiative to expand existing virtual programming available for seniors during the COVID-19 pandemic to include phone-in programming options. The City, community associations and societies, and the Richmond Public Library collaborated with Richmond Cares, Richmond Gives to deliver over 30 phone-in programs to 150 participants who may not have had access to virtual programs.
- In fall 2021, Minoru Seniors Society received a \$1,000 grant from the ICBC Provincial Community Grants Program for a Road Safety Series for seniors. The in-person series was a collaboration between the City, Minoru Seniors Society and several community partners, including ICBC; the Richmond RCMP;

Richmond Cares, Richmond Gives; Walk Richmond and TransLink. Topics included accessing transit, driving transitions, pedestrian safety, safe driving in the weather, and safe walking in poor weather.

- For seniors week in June 2021, the City, community associations and societies, and other community partners offered seven days of free outdoor, virtual and phone-in activities to celebrate and recognize the contributions seniors bring to the community. More than 285 seniors participated in programs themed *Reconnect, Restore and Reactivate*. The week featured the one-day biennial *Activate! Health and Wellness Fair* consisting of healthy living and active aging virtual workshops.
- As part of National Seniors Day on October 1, the City showcased positive images of seniors in Richmond through a Positive Aging Campaign aiming to reduce ageism and existing stereotypes. The theme, *How Aging Positively Spreads*, highlighted the impact and rippling effect one person can have in creating positivity across a community. The Richmond News featured the campaign in the article, *Richmond community members share advice on ‘aging positively,’* which was shared on the City’s social media platforms, online and in-person at various City facilities.
- Together with the Minoru Seniors Society, the Library offered a Pen Pals program that paired local seniors with a youth letter writer. This program provided teens with valuable writing experience and supported seniors experiencing social isolation. Twelve youths and nine seniors exchanged 109 letters between June and December 2021. One pair (youth/senior) has noted a lasting friendship resulting from this project.

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

The City, other levels of government, community partners and organizations, and individual residents play a crucial role in helping Richmond’s children, youth and families to thrive. A positive start to life and a nurturing environment are critical factors for the health and well-being of our community. It is vital to provide opportunities to be physically active, experience nature, enjoy learning and form positive relationships with others in appealing, safe and accessible settings.

Children and youth are an integral part of Canadian society. They need to be involved in planning neighbourhoods, amenities and services that help to ensure Richmond remains a place where diverse families can flourish. Investing in child and youth development includes fostering the provision of child care and early learning experiences, and delivering programming and supports for youth and their families.

Highlighted Achievements

- In April 2021, City Council adopted the 2021–2031 Richmond Child Care Action Plan utilizing a \$25,000 Child Care Planning Grant from UBCM. The Plan updates the inventory of child care spaces in Richmond and outlines space creation targets for the next 10 years.
- In partnership with the Richmond Child Care Resource and Referral, the City delivered a virtual Child Care Symposium on May 1, 2021, celebrating the start of May as Child Care Month. The online symposium, titled *Not Just Surviving – But Thriving – In These Exceptional Times*, was presented by Dr. Vanessa Lapointe and provided free and accessible professional development for participants.
- In January 2021, the City launched the Youth Civic Engagement Program. This free eight-week education-to-action program creates opportunities for youth to engage with one another, develop new skills, and learn about local government. The final session allowed participants to present project ideas to the Mayor and Council Members at a virtual mock City Council Meeting. Two cohorts completed the program in 2021, consisting of a total of 20 youth between the ages of 15 and 23 years.

- On February 24, 2021, the City, the Richmond School District and the Library recognized ERASE (Expect Respect and a Safe Education) Bullying Day by raising awareness about the issue of bullying and encouraging everyone to wear pink to show support for the cause. Through collaboration, education and celebration, the City and its partners created opportunities for citizens to feel safe, connected, and empowered.
- During Youth Week, the first week in May, the City hosted a virtual U-ROC (Richmond Outstanding Community) Youth Awards ceremony to celebrate the achievements and dedication of Outstanding Youth and Asset Champions in the community. Youth Week initiatives took place over seven days, with 13 virtual and in-person activities held for youth.
- The City provided cycling education courses to Grade 6 and 7 students at 18 elementary schools and a total of 1,600 students. The remaining 20 elementary schools will participate in 2022, so that all Grade 6 and 7 students in Richmond will receive training over two years.
- The Library offered a three-part virtual program series designed to help parents and caregivers learn ways to help their children and youth respond to depression, anxiety and other mental health issues during the pandemic and times of crisis. Approximately 150 people attended these programs, which were made possible by a Democracy Spark Grant.



Goal 2: Engaging Our Citizens

Strategic Direction 5: Build on Richmond’s Cultural Diversity

Richmond is one of the most diverse cities in Canada, with residents from over 150 different ethnic and cultural backgrounds. Richmond’s diversity goes beyond race and culture, and encompasses age, income, ability, and sexual and gender identity and expression, among other dimensions. Greater diversity contributes to increased community vibrancy, creativity and economic growth regarding skills, backgrounds and experiences.

Attention was placed on education and awareness related to diversity, equity and inclusion in 2021; particularly to the history and culture of Indigenous communities in Canada.

Highlighted Achievements

- Over 235 individuals throughout BC, Canada and internationally participated in the City’s annual Diversity Symposium, held virtually for the second year in 2021. The Symposium consisted of eight engaging sessions over five days on a diverse array of topics, including decolonizing practices, transgender resiliency, anti-racist organizational change, and utilizing co-design for strategy and program development with diverse communities. This year, the Symposium featured new accessibility measures for participants with visual or hearing impairments, including providing voiceover welcome information for sessions, live closed captioning, and screen-reader compatible instructions during the registration process.
- The City and Library took steps towards the 94 Calls to Action from the Truth and Reconciliation Commission (TRC) of Canada:
 - The City initiated a mandatory staff training program about the history and culture of Indigenous communities in Canada, the history of residential schools and treaties around the country. Training also covered the basic foundation on the relationship between Canada and Indigenous Peoples, and the TRC.
 - The Library developed a diversity, equity and inclusion training initiative for all staff in 2021. Topics covered included gender identity, reconciliation and Indigenous rights, and anti-racism.
 - The Library created a dedicated Indigenous Resources webpage on its website, designed for acknowledgement, inclusion and education.
 - The Library partnered with Connections Community Services Society to offer a 10-installment podcast series that featured various Indigenous Storytellers. In 2021, the Library provided several online events and learning opportunities in honour of National Indigenous Peoples Day, which encouraged participants to listen, reflect and learn about the history, heritage and contributions of vibrant and diverse First Nations, Inuit, and Métis communities.
- Richmond celebrated Pride Week through a combination of virtual and in-person activities, including:
 - An online youth poetry workshop;
 - A drag queen storytime (offered virtually and in-person through the Library);
 - A presentation by Brock McGillis, a former professional hockey player who shared his coming out journey along with messages of self-empowerment, mental health and inclusivity; and
 - The unveiling of “Signs of Pride,” a collaborative community-engaged art project at West Richmond Community Centre by a group of youth and professional artists Sam McWilliams, Paige Gratland and Phranc.



- To create awareness about the history and contributions of Black community members, the Library recognized Black History Month in February 2021 with a series of programs. One program was a panel discussion acknowledging and exploring the Canadian Black Family theme. Panellists from diverse backgrounds and demographics shared how their history has informed their lives and lived experiences.
- Together with Connections Community Services Society, the Library received a Province of BC Multiculturalism Grant to purchase podcasting kits and develop a podcasting program to reduce barriers for BIPOC youth and young adults looking to enter the world of podcasting. The kits and training provided participants with the technology and skills needed to start their own podcast.
- Doors Open Richmond is an annual event that celebrates cultural diversity and raises civic awareness by offering a look inside places of worship, cultural centres, ethnic and local businesses, as well as museums, heritage sites and civic spaces. Participating locations provide free access to activities that promote intercultural understanding. The virtual event took place over one week in June, with 35 partner sites featuring new videos and behind-the-scenes footage. The 2021 event included an Indigenous smudging ceremony for the first time and new partnerships intended to increase the visibility of cultural groups, including the Fairchild Media Group.

Strategic Direction 6: Support Community Engagement and Volunteerism

The City recognizes volunteering and community engagement as foundational elements of a healthy and strong community. Volunteers and engaged citizens provide the City with valuable perspectives in the community by participating on advisory committees and providing input to community planning initiatives. Through meaningful engagement opportunities, Richmond residents help shape critical decisions. This results in improvements to accessibility and a greater understanding of community needs and interests.

Volunteers also play a critical role in providing services directly to community members and supporting initiatives led by the City and other organizations, enhancing overall capacity to deliver effective programs. Volunteer opportunities allow interested individuals to be of service to the community and their neighbours and provide valuable life and learning experiences.



Highlighted Achievements

- In 2021, 443 volunteers provided 18,203 volunteer hours by engaging in over 150 opportunities coordinated through the City's *I Can Help* volunteer database. While the overall number of volunteers and volunteer hours are lower than pre-pandemic levels, a large contingent of the Richmond community continues to volunteer and contribute to a healthy and connected community.
- Public engagement opportunities in 2021 resulted in valuable community input on a variety of initiatives related to planning and development, transportation, sustainability, parks, capital projects and affordable housing, including:
 - The 2021–2031 Richmond Child Care Action Plan
 - The development of a new Youth Strategy
 - The development of a new Seniors Strategy
 - City's Cycling Network Plan update: Phase 1 (June 2021) and Phase 2 (November 2021)
 - The City's 5-Year Financial Plan
 - The Public Space Patio Program
- Richmond Fire-Rescue (RFR) continued to advance public safety awareness, education and community connections by providing training activities, participating in community events, and providing social media video updates. Notably in 2021, RFR launched the department's official Instagram page, which garnered approximately 800 followers with over 360 posts.
- In 2021, the Richmond Block Watch program consisted of 303 groups totalling 7,089 participants. The Block Watch program encourages neighbours to connect and create community as areas strive towards the common goal of vigilance and cooperation.

Goal 3: Building on Social Assets and Community Capacity

Strategic Direction 7: Strengthen Richmond’s Social Infrastructure

Social infrastructure refers to the various assets that accommodate and support social services and social development in the community. In addition to taking a lead role, the City collaborates with other levels of government, various non-profit agencies, public partners and private organizations to leverage funding opportunities and support service delivery in the community.



Highlighted Achievements

- The City provided support to many non-profit organizations that enhance the quality of life in Richmond through the City Grant Program. These organizations play an integral role in providing programs and services to community members that contribute to the well-being of residents. City funding also helps build organizational capacity and encourages partnerships to align resources across the community.
 - \$626,970 was allocated through the Health, Social and Safety Grants program to 25 community service organizations providing valuable programs and services in the community.
 - \$47,019 was approved for Child Care Grants to seven non-profit organizations that deliver or support licensed child care in Richmond.
 - \$116,815 was awarded to 20 arts and culture organizations through the annual Richmond Arts and Culture Grants program, which supports not-for-profit arts and culture organizations through funding for operating and project assistance.

- \$112,828 was awarded to nine community service organizations. The annual Parks, Recreation and Community Events Grant program assists non-profit community organizations in delivering programs and services that support the health, well-being and community connection of Richmond residents.
- The first two Early Childhood Development (ECD) Hubs, Sprouts and Seedlings, secured through development as community amenity contributions, were transferred to the City in 2021. The Sprouts ECD Hub located in Capstan Village is leased to the YMCA of Greater Vancouver, and the Seedlings ECD Hub located in Brighthouse Village is leased to Richmond Society for Community Living. These ECD Hubs are the City’s 11th and 12th City-owned, purpose-built child care facilities and will provide Richmond families with support services, community programming, and access to 199 new licensed child care spaces.
- The City’s Child Care Development Reserve received \$22,978 in developer amenity contributions in 2021. These funds will assist the City in the creation of new child care spaces and support the operations of child care within the city.
- To support economic recovery for Richmond residents, the Library offered two Job Fairs in 2021, one virtual, presented in partnership with WorkBC Employment Services, and one in-person, presented in partnership with WorkBC and the British Columbia Hotel Association (BCHA). Over 450 people attended the two events.



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

Active involvement in recreation, arts, cultural and wellness opportunities leads to healthier lives and better connection to the community. These activities promote fun, physical activity and lifelong learning.

Despite the continued uncertainty brought about by the COVID-19 pandemic, community facilities remained open, with 1,255,111 visits to facilities through registered programs, drop-in admissions and membership scans in 2021. Indicators suggest that the community has a strong interest in returning to programs and services, as drop-in and program registration were approximately 88% of 2019 (pre-pandemic) participation levels. The numerous opportunities offered through community facilities engage residents with a wide range of interests and ways to lead healthy and active lifestyles.

Highlighted Achievements

- The Richmond Food Recovery Network, created in partnership with FoodMesh, was the recipient of the 2021 British Columbia Economic Development Association Community Project Award in recognition of an organization that has implemented various economic development initiatives that provide economic benefits to a community or region. The Richmond Food Recovery Network exceeded expectations by nearly doubling all target goals and provided the community with over 644,000 meals while diverting 414,555 kg of food from waste streams. The total donation value of these goods was \$2.2 million. Over 60 local businesses, charities and farmers joined the network to divert surplus food to those in need.
 - The Richmond Museum Society received a 2020 Richmond Heritage Award in 2021 for the Self-Guided Historical Walking Tours in the Terra Nova and Brighthouse neighbourhoods. An addition to the walking tour series in 2021 featured the history of Sea Island and Burkeville, including points of interest about the Vancouver International Airport (YVR) and Richmond's aviation history. The Self-Guided Historical Walking Tour map series was developed to engage the community during the COVID-19 pandemic in learning about Richmond's past while being physically active outdoors.
- Richmond Culture Days returned, between September 24 – October 24, 2021, with 63 unique in-person and virtual activities.
 - With the support of 40 volunteers and many Richmond's local arts organizations, an estimated 1,500 patrons safely participated in hands-on workshops, demonstrations and performances during the opening weekend. The Culture Days national organization, once again, recognized Richmond as one of the Top 5 most engaged mid-size cities and Top 10 in Canada overall.
 - The Engaging Artists in Community Public Art program invites artists to engage the community in innovative ways in the making of art, to foster individual creative expression, multigenerational and cross-cultural exchange and community building. In 2021, the Engaging Artists in Community program facilitated 1,662 hours of community participation through projects such as:
 - Exploring Ecology Through Place, by artist Rachel Rozanski;
 - Stories of Home – Past and Present; and
 - Whimsical Garden, a project by J Peachy, supported by Pat Calihou, Melissa West Morrison, Yolanda Weeks and Tiffany Yang.



Strategic Direction 9: Facilitate Strong and Safe Neighbourhoods

Strong and safe neighbourhoods connect people to their neighbours, foster a sense of inclusion and belonging, and support a more enriched quality of life. Enhancing the overall safety of our public spaces encourages active living and promotes economic vitality.

The COVID-19 pandemic has highlighted the importance of safe and connected neighbourhoods to community and social resilience. The City partnered with various organizations on new and continued initiatives that focused on facilitating strong, safe neighbourhoods.

Highlighted Achievements

- During the extreme heat events in summer 2021, community cooling centres were provided at Cambie and South Arm community centres, Minoru Centre for Active Living, all four operating Library locations, and the Richmond Cultural Centre. Tents for additional shade were set up at several parks; Steveston, King George, and Burkeville spray parks operated seven days a week; and misting stations were in place at six key locations around the city. Extreme heat safety tips and resources were posted on the City of Richmond website and shared on the City's social media channels.
- The Expedited Temporary Outdoor Patio program and online application process was launched to allow restaurants, cafés and pubs to expand outdoor seating to private property, parking lots or approved space on City sidewalks, following health and safety guidelines. A total of 66 businesses took advantage of the program, which has been extended until June 1, 2022.
- City Council endorsed, and the Province approved, Richmond's participation in the Province's Electric Kick Scooter Pilot Project. When launched (in early 2022), Richmond will be the only municipality in Metro Vancouver to have a shared e-scooter system. The contract for a public shared e-scooter pilot project that includes e-bikes was awarded to Lime Technology Inc. Privately-owned e-scooters are legal on selected roads (20 km/h maximum speed) and shared pathways (15 km/h maximum speed) as of July 2021.
- Following consultation with residents, traffic calming measures were implemented in three neighbourhoods to address speed-related concerns:
 - Monteith Road: Two speed humps were installed.
 - Shell Road East: Three speed humps were installed, two of which are raised crosswalks.
- Fundy Drive: The speed limit was reduced to 30 km/hr along the frontage of the park between dawn and dusk, three speed humps and three crosswalks were installed and in-pavement markers were installed at two of the crosswalks.
- In September 2021, the Richmond RCMP Detachment Strategic Plan 2021–2025 was approved by City Council. The RCMP Strategic Plan is themed, *Our Community, Your RCMP*. This document forms the foundational building blocks of the Richmond RCMP's planning process for the next five years.
- Six new community murals were painted in public spaces in 2021 through the City's Community Mural Program. The program connects artists, students, community groups, and local businesses to add vibrancy to highly visible public spaces. The program fosters community dialogue and cross-cultural exchange. A total of 10 murals have been created since the program's inception in 2018.
- The #RichmondHasHeart program, initiated in Spring 2020 in response to the rapidly evolving COVID-19 pandemic, builds community spirit and amplifies actions happening organically across the community to show support for front line and essential workers. In 2021, using this unifying hashtag, City and community partners developed, promoted and showcased virtual and neighbourhood-scale activities that engaged residents in a manner consistent with provincial health guidelines while supporting local artists, businesses and community organizations. Activities included:
 - Eating in the Time of COVID, by Cristy Fong and Denise Fong. This online collection of stories, quotes, photos, poems and illustrations captures culturally diverse and multigenerational experiences with food during the pandemic. The website, richmondfoodstories.ca, will function as the online exhibition and as a legacy piece to document the voices, feelings and visual representations of the COVID-19 experience.
 - No. 3 Road Art Columns featured Exhibit 15, Part II Hope, Resilience and Strength from August 16, 2021, to January 31, 2022. This six-month exhibition showcased the work of Richmond artists Aman Aheer, Anja Novkovic and Manuel Axel Strain, who created work in response to the theme.

Next Steps

Building Our Social Future – A Social Development Strategy for Richmond (2013–2022) outlines the focus and strategic directions for addressing the social issues and opportunities that exist within our community. Since it was adopted, significant progress and achievements have been made towards furthering the Strategy’s goals. Regular updates on the Strategy are prepared for City Council, key stakeholders and the public as part of the City’s ongoing commitment to monitor progress and review changing needs. The 2021 progress report will be shared on the City’s website, where updates from previous years can also be found.

Conclusion

The Social Development Strategy is a roadmap to guide the City in achieving its vision to be the most appealing, livable and well-managed community in Canada. The collaborative efforts of the City, community organizations, key stakeholders and Richmond residents are essential to address the increasingly complex social challenges faced by our growing city and region. The Strategy remains a valuable asset in guiding priorities and allocating resources to best support the community and improve the overall well-being of Richmond residents.



Appendix A: Social Development Strategy 2013–2022

Goals, Strategic Directions and Actions

Goal 1: Enhance Social Equity and Inclusion

Strategic Direction 1: Expand Housing Choices

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

- 1.1 Developing a Housing Action Plan that incorporates ongoing monitoring, revisions and housing targets for people living on limited 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 homeownership in Richmond. **Short term (0-3 years)**
- 1.4 Pursuing development of an emergency shelter for women and children. **Short term (0-3 years)**
- 1.5 Updating the Homelessness Strategy, in collaboration with other Community Partners, examining housing and support service needs and options for people who are homeless or at risk of homelessness in Richmond. **Short term (0-3 years)**
- 1.6 Exploring creative financing options, to supplement developer contributions to augment the City's Affordable Housing Reserves. **Long term (7-10 years)**
- 1.7 Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing. **Ongoing**

- 1.8 Enhancing collaboration with non-profit societies, the faith community, private businesses and senior government to pursue innovation funding mechanisms, leveraged investment opportunities and other approaches for developing affordable housing with appropriate community support services. **Ongoing**
- 1.9 Continuing participation in local and regional homelessness initiatives. **Ongoing**
- 1.10 Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs. **Ongoing**

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

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

Strategic Direction 2: Enhance Community Accessibility

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

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

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

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

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

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

- 5.1 Improve understanding of the characteristics and challenges of low income residents in Richmond. **Short term (0-3 years) 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) then Ongoing**

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

Strategic Direction 3: Address the Needs of an Aging Population

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

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

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

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

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

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

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

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

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

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

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

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

- 13.1 Expanding services for youth in the City Centre. **Short term (0-3 years)**
- 13.2 Enhancing dedicated, safe, youth-friendly spaces in various facilities throughout Richmond. **Short term (0-3 years)**
- 13.3 Engaging youth in City and community-based planning processes. **Short term (0-3 years)**
- 13.4 Promoting and applying the 40 Developmental Assets based approach 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**

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

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

Goal 2: Engaging Our Citizens

Strategic Direction 5: Build on Richmond’s Cultural Diversity

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

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

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

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

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

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

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

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

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

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

- 20.1 Gain a better understanding of the needs of Richmond’s urban Aboriginal population, and opportunities for future collaboration. **Ongoing**
- 20.2 Support the Richmond National Indigenous Peoples Day event and Richmond School District Aboriginal Enhancement Agreement initiatives. **Ongoing**

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

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

ACTION 22: Collaborate with Community Partners in:

- 22.1 Developing services and strategies that recognize the needs, interests and safety of Richmond's Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S) communities. **Ongoing**
- 22.2 Collaborating on developing cross-agency staff awareness training programs on LGTB issues. **Medium term (4-6 years)**

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

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

Strategic Direction 6: Support Community Engagement and Volunteerism

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

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

- 25.1 Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate. **Short term (0-3 years)**
- 25.2 Works with the media, including ethnic-specific media, to disseminate information and solicit ideas from the public. **Short term (0-3 years)**
- 25.3 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)**

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

- 26.1 Whether existing committee structure is the most effective for obtaining community advice on particular matters. **Medium term (4-6 years)**

26.2 Mechanisms for ensuring that committees are best positioned to provide helpful and timely advice to City staff and elected officials including:

- Clear Terms of Reference for each committee;
- Clear roles of elected officials and staff;
- Annual orientation program for new committee members;
- Consistent reporting procedures and feedback mechanisms;
- Mechanisms for information exchange amongst committees; and
- Work programs that reflect Council Term Goals. **Medium term (4-6 years)**

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

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

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

Goal 3: Building On Social Assets and Community Capacity

Strategic Direction 7: Strengthen Richmond's Social Infrastructure

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

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

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

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

- Eligibility requirements and criteria for support;
- Application process with an emphasis on transparency, consistency and fairness;
- Timing requirements;
- Clarification of responsibilities of participating parties (e.g. agencies, developers, City);
- Examples of spaces that may be pursued (e.g. multi-service hubs, single agency spaces, strategic/specific agency groupings); and
- Alternative mechanisms for the securing or provision of space (e.g. lease of City premises, space secured through private 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)**

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

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

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

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

ACTION 36: Encourage the Richmond School District to:

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

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

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

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

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

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

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

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

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

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

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

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

ACTION 46: Facilitate food security for Richmond residents by:

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

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

Strategic Direction 9: Facilitate Strong and Safe Neighbourhoods

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

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

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

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

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

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

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

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



City of Richmond

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PLN - 106

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

All Actions—Status as of December 31, 2021

Legend

Timeline	Status
<ul style="list-style-type: none"> • <i>Ongoing</i> • <i>Short Term</i>: 0–3 years • <i>Medium Term</i>: 4–6 years • <i>Long Term</i>: 7–10 years 	<ul style="list-style-type: none"> • <i>Complete</i>: Identified work towards this Action is complete. • <i>Ongoing</i>: Work to support this Action is ongoing. Due to the changing community context, some Actions originally identified as Short, Medium, or Long Term are better suited as Ongoing. • <i>In Progress</i>: Work towards addressing this Action is in progress. • <i>Under Review</i>: This Action is Under Review. Due to the changing community context, some Actions require review.

Status of All Actions as of December 31, 2021

Action	Timeline	Status
Goal #1 – Enhance Social Equity and Inclusion		
Strategic Direction #1 – Expand Housing Choices		
Action #1 – Implement, monitor, and enhance the Richmond Affordable Housing Strategy, placing priority attention on:		
1.1 Developing a Housing Action Plan that incorporates ongoing monitoring, revisions, and housing targets for people living on limited income (e.g. older adults, people on social assistance, and youth-at-risk).	Short Term	Complete
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	Ongoing
1.3 Enhancing policies and mechanisms for facilitating affordable homeownership in Richmond.	Short Term	Ongoing
1.4 Pursuing development of an emergency shelter for women and children.	Short Term	Complete
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	Complete
1.6 Exploring creative financing options, to supplement developer contributions to augment the City’s Affordable Housing Reserves.	Long Term	Ongoing
1.7 Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing.	Ongoing	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	Ongoing
1.9 Continuing participation in local and regional homelessness initiatives.	Ongoing	Ongoing
1.10 Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs.	Ongoing	Ongoing
Action #2 – Support opportunities for people to remain in their neighbourhoods as they age, or personal circumstances or family status changes, through such means as:		
2.1 Continuing to accommodate a variety of housing forms, with designs that facilitate aging in place, through the OCP, Zoning Bylaw and planning policies (e.g. secondary suites, laneway housing, townhouse units within higher density developments; diverse unit sizes).	Ongoing	Ongoing
2.2 Reviewing incentives to encourage homeowners to establish secondary suites, laneway housing and other desired housing forms in Richmond neighbourhoods.	Ongoing	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	Ongoing
2.4 Continuing to pursue opportunities to increase the public’s understanding of housing	Ongoing	Ongoing

Action	Timeline	Status
challenges for people with addictions, physical disabilities and mental health issues.		
Strategic Direction #2 – Enhance Community Accessibility		
Action #3 – Continue to play a leadership role with respect to physical accessibility, consulting with people with disabilities and other partners in efforts to:		
3.1 Implement the policies specified in the 2041 OCP pertaining to adaptable and convertible housing requirements, visitability and overall housing accessibility.	Short Term then Ongoing	Ongoing
3.2 Establish cost-effective accessibility design specifications for affordable housing developments.	Short Term	Complete
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	In Progress
3.4 Establish formal targeted approaches to increase employment opportunities with the City for people living with disabilities.	Medium Term	Ongoing
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	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	Ongoing
3.7 Ensure that, to the extent possible, City facilities and the public realm (e.g. parks, sidewalks) are accessible.	Ongoing	Ongoing
Action #4 – Conduct a comprehensive review of the Recreation Fee Subsidy Program to ensure it continues to address priority needs, within the City's means, with consideration being given to:		
4.1 Exploring program expansion to assist more low income residents (e.g. adults, older adults, and people with disabilities).	Short Term	Complete
4.2 Using technological improvements to enhance customer service and program administration.	Short Term	Complete
4.3 Increasing available opportunities for resident participation in community recreation, arts and cultural activities.	Short Term	Complete
4.4 Developing enhanced communication and marketing approaches to facilitate maximum uptake of the Recreation Fee Subsidy Program by eligible recipients.	Short Term	Complete
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	Complete
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 then Ongoing	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 then Ongoing	Ongoing
Action #6 – Support and encourage community-based initiatives that promote independence and reduce the cost of living for low income households (e.g. community gardens, community kitchens, low income resource directory, social enterprises, and community-based life skills	Ongoing	Ongoing
Strategic Direction #3 – Address the Needs of an Aging Population		
Action #7 – Implement, monitor and update the Older Adults Service Plan, placing priority attention on:		
7.1 Pursuing approaches that involve planning with, not for, the older adult population.	Short Term	Ongoing
7.2 Expanding the volunteer base to serve the older adult population, as well as providing meaningful volunteer opportunities for older adults.	Short Term	Ongoing
7.3 Ensuring older adults and their families and caregivers are aware of available recreation, leisure, library, wellness and health promotion opportunities in the community.	Short Term	Ongoing
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	Ongoing

Action	Timeline	Status
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	In Progress
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	Ongoing
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	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	Ongoing
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	Complete
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 Organization’s Global Network of Age-friendly Cities and Communities.	Short Term	Complete
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	Complete
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	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	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	Ongoing
Strategic Direction #4 – Help Richmond’s Children, Youth and Families Thrive		
Action #10 – Support the establishment of high quality, safe child care services in Richmond through such means as:		
10.1 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	Ongoing
10.2 Exploring creative financing options to supplement developer contributions to augment the City’s Child Care Development Reserves.	Long Term	Ongoing
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	Ongoing
10.4 Encouraging the establishment of child care facilities near schools, parks and community centres.	Ongoing	Ongoing
10.5 Encouraging private developers to contribute to the City’s Child Care Development Reserve Fund, as appropriate.	Ongoing	Ongoing
10.6 Consulting and collaborating with child care providers and other Community Partners on child care issues.	Ongoing	Ongoing
10.7 Administering the City’s Child Care Grant Program to support the provision of quality, affordable, accessible child care in Richmond.	Ongoing	Ongoing
10.8 Advocating for senior governments to contribute funding and improve policies to address local child care needs.	Ongoing	Ongoing
Action #11 – Implement policies identified in the 2041 Official Community Plan to promote the establishment and maintenance of a comprehensive child care system.	Ongoing	Ongoing
Action #12 – Seek opportunities to provide support for children and families through:		

Action	Timeline	Status
12.1 Working with Richmond Children First and other partners to: <ul style="list-style-type: none"> • Advance the objectives of Richmond's Children's Charter; and • Develop and implement strategies to best support children and families. 	Short Term	Ongoing
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	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	Ongoing
12.4 Making Richmond an increasingly child and family friendly community through progressive City land use planning and design practices.	Ongoing	Ongoing
12.5 Supporting the establishment of family-oriented affordable housing.	Ongoing	Ongoing
12.6 Providing community grants to organizations that offer services to support children and families.	Ongoing	Ongoing
12.7 Providing affordable and accessible child and family-friendly parks, recreation and cultural opportunities, including library programs and services.	Ongoing	Ongoing
12.8 Supporting programs and initiatives that address domestic violence, poverty, mental health and addictions.	Ongoing	Ongoing
Action #13 – Monitor and update the Youth Service Plan, striving to create an environment that generates opportunities for Richmond's youth to have a safe and healthy journey into adulthood, placing priority attention on:		
13.1 Expanding services for youth in the City Centre.	Short Term	Complete
13.2 Enhancing dedicated, safe, youth-friendly spaces in various facilities throughout Richmond.	Short Term	Ongoing
13.3 Engaging youth in City and community-based planning processes.	Short Term	Ongoing
13.4 Promoting and applying the 40 Developmental Assets based approach to programming for youth.	Ongoing	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	Ongoing
13.6 Supporting efforts of community-based groups to give Richmond school children access to nutritious meals.	Ongoing	Ongoing
Action #14 – Work with Police Services, the School District, youth serving agencies and youth groups on initiatives to:		
14.1 Increase awareness and education in efforts to reduce the prevalence of bullying.	Short Term	Ongoing
14.2 Improve information and referral amongst youth serving agencies in the city.	Short Term	Ongoing
14.3 Reduce the lure for young people to join gangs.	Ongoing	Ongoing
Goal #2 – Engaging Our Citizens		
Strategic Direction #5 – Build on Richmond's Cultural Diversity		
Action #15 – Implement, monitor and update the Intercultural Strategic Plan and Work Program.	Medium Term	Complete
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	In Progress
16.2 Devise and implement a comprehensive cultural diversity training program for City and community partner staff.	Medium Term	In Progress
16.3 Undertake a comprehensive review of City policies and practices from a diversity perspective, identifying gaps and proposed improvements.	Long Term	In Progress
16.4 Recognize and reduce barriers faced by new immigrants in accessing City services.	Ongoing	Ongoing
Action #17 – Improve employment opportunities for immigrants with foreign training and credentials, focusing on:		

Action	Timeline	Status
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	In Progress
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	Under Review
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	Ongoing
Action #19 – Create opportunities to showcase Richmond’s cultural diversity and facilitate intercultural dialogue by:		
19.1 Encouraging collaborative approaches to ensure that Richmond remains a welcoming and integrated community, while respecting the desires of immigrant groups to maintain their own cultures.	Ongoing	Ongoing
19.2 Facilitating the development and coordination of intercultural events that provide opportunities for active learning about the traditions of different cultures.	Ongoing	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	Ongoing
Action #20 – Consult with local First Nations and urban Aboriginal organizations and other partners to:		
20.1 Gain a better understanding of the needs of Richmond’s urban Aboriginal population, and opportunities for future collaboration.	Ongoing	Ongoing
20.2 Support the Richmond National Indigenous Peoples Day event and Richmond School District Aboriginal Enhancement Agreement initiatives.	Ongoing	Ongoing
Action #21 – In conjunction with community agencies and other partners, continue to advocate to senior governments on such matters as:		
21.1 Funding levels for settlement services and English language training.	Short Term then Ongoing	Ongoing
21.2 Licensing processes and accreditation for foreign-trained professionals.	Short Term then Ongoing	Ongoing
21.3 Necessary adjustments to Federal immigration policies and recruitment campaigns.	Short Term then Ongoing	Ongoing
Action #22 – Collaborate with Community Partners in:		
22.1 Developing services and strategies that recognize the needs, interests and safety of Richmond’s Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S) communities.	Ongoing	Ongoing
22.2 Collaborating on developing cross-agency staff awareness training programs on LGBTQ2S issues.	Medium Term	Ongoing
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	Complete
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	In Progress
23.3 Collaborating with the business sector and other partners to ensure racist graffiti is removed in a timely manner both from City and non-City properties in Richmond and that any wording on business signage and/or City documentation prominently includes the English language.	Ongoing	Ongoing
Strategic Direction #6 – Support Community Engagement and Volunteerism		
Action #24 – Implement, monitor and update the Richmond Community Services Volunteer Management Strategy.	Short Term	Complete
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:		

Action	Timeline	Status
25.1 Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate.	Short Term	Ongoing
25.2 Works with the media, including ethnic-specific media, to disseminate information and solicit ideas from the public.	Short Term	Ongoing
25.3 Increases the use of social media and other innovative communication/ engagement tools (e.g. study circles, online discussion forums).	Short Term	Ongoing
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	Ongoing
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	Ongoing
26.2 Mechanisms for ensuring that committees are best positioned to provide helpful and timely advice to City staff and elected officials including: <ul style="list-style-type: none"> • clear Terms of Reference for each committee; • clear roles of elected officials and staff; • annual orientation program for new committee members; • consistent reporting procedures and feedback mechanisms; • mechanisms for information exchange amongst committees; and • work programs that reflect Council Term Goals. 	Medium Term	Complete
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	Ongoing
Action #28 – Expand the City’s New Canadian Tours program by:		
28.1 Seeking corporate sponsorships and expanding the partner base of the program.	Short Term	Ongoing
28.2 Providing participants with additional information on opportunities for participation in municipal decision making processes and active involvement in civic life.	Short Term	Ongoing
Goal #3 – Building on Social Assets and Community Capacity		
Strategic Direction #7 – Strengthen Richmond’s Social Infrastructure		
Action #29 – Prepare an enhanced policy framework for securing community amenities (e.g. space for City services, space for lease to community agencies) through the rezoning process for new developments including:		
29.1 Developing an administrative structure (e.g. senior staff review team) and criteria for assessing community amenity options for recommendation to Council on specific rezoning applications.	Short Term	In progress
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	Under Review
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	In Progress

Action	Timeline	Status
<p>Action #31 – In consultation with community agencies and developers, establish a clear, consistent City policy framework for assisting community agencies to secure program and office space for their operations, with the framework specifying, among other things:</p> <ul style="list-style-type: none"> • eligibility requirements and criteria for support; • application process with an emphasis on transparency, consistency, and fairness; • timing requirements; • clarification of responsibilities of participating parties (e.g. agencies, developers, City); • examples of spaces that may be pursued (e.g. multi-service hubs, single agency spaces, strategic/specific agency groupings); and • alternative mechanisms for the securing or provision of space (e.g. lease of City premises, space secured through private 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	In Progress
<p>Action #32 – Implement the City Centre Area Plan Policy of exploring opportunities to establish multi-use, multi-agency community service hubs in appropriate locations in the City Centre, while also pursuing other types of agency space, as appropriate, throughout Richmond.</p>	Short Term	Ongoing
<p>Action #33 – Develop mechanisms and guidelines to expand use of the City’s communication channels (e.g. website) to help community agencies publicize their services, programs and events.</p>	Short Term	Complete
<p>Action #34 – Strengthen the City’s already strong collaborative relationship with Vancouver Coastal Health, consulting on emerging health care issues facing the community, advocating for needed services, partnering on priority community and social development initiatives, and soliciting input on the health implications of key City planning matters.</p>	Ongoing	Ongoing
<p>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.</p>	Ongoing	Ongoing
<p>Action #36 – Encourage the Richmond School District to:</p>		
<p>36.1 Expand community access and use of its schools.</p>	Short Term	In Progress
<p>36.2 Explore the potential for working together to establish a pilot community school in the City.</p>	Long Term	In Progress
<p>Action #37 – Expand opportunities for partnering with Richmond Public Library on community engagement and social development initiatives.</p>	Ongoing	Ongoing
<p>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.)</p>	Ongoing	Ongoing
<p>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.</p>	Ongoing	Ongoing
<p>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.</p>	Ongoing	Ongoing
<p>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.</p>	Ongoing	Ongoing
<p>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.</p>	Ongoing	Ongoing

Action	Timeline	Status
Strategic Direction #8 – Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities		
Action #43 – Implement, monitor and update the Parks, Recreation and Cultural Services Master Plan based on updated Community Needs Assessments, developing and enhancing an appropriate range of parks, recreation and cultural facilities throughout Richmond.	Ongoing	Ongoing
Action #44 – Implement, monitor and update the Community Wellness Strategy including development of community wellness indicators in partnership with Vancouver Coastal Health.	Ongoing	Ongoing
Action #45 – Implement, monitor and update the Richmond Arts Strategy recognizing that the arts can be an important social development tool with respect to: <ul style="list-style-type: none"> • education (e.g. increasing public awareness of social issues through theatre or visual media); • engagement (e.g. providing opportunities for people to become more involved in the community); • employment (e.g. providing jobs for people in arts related fields). 	Ongoing	Ongoing
Action #46 – Facilitate food security for Richmond residents by:		
46.1 Supporting retention of agricultural lands and efforts to make these lands economically viable.	Ongoing	Ongoing
46.2 Encouraging development of community gardens and farmers markets.	Ongoing	Ongoing
46.3 Supporting the Richmond Farm School as an important component for the agricultural sector in the region.	Ongoing	Ongoing
46.4 Working with the Richmond Food Security Society and Vancouver Coastal Health to facilitate food security related initiatives.	Ongoing	Ongoing
Action #47 – Explore opportunities for use of the Richmond Olympic Oval for social development initiatives.	Medium Term	In Progress
Strategic Direction #9 – Facilitate Strong and Safe Neighbourhoods		
Action #48 – Ensure that the City’s land use planning and transportation policies and bylaws create neighbourhoods that support Richmond’s active living, social development and wellness objectives through such measures as:		
48.1 Identifying locations, funding options, and planning mechanisms for the development of community gathering spaces in various parts of the City.	Ongoing	Ongoing
48.2 Facilitating development of vibrant streetscapes with a diverse range of uses and amenities in appropriate neighbourhood locations throughout Richmond.	Ongoing	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	Ongoing
Action #49 – Support local community building initiatives, focusing on:		
49.1 Developing community gardens, boulevard planting areas and other informal gathering places in local neighbourhoods through the existing Partners for Beautification Program.	Ongoing	Ongoing
49.2 Supporting community clean up events and community arts activities.	Ongoing	Ongoing
Action #50 – Continue to co-locate recreation and other community facilities with or near school sites.	Ongoing	Ongoing
Action #51 – Encourage community agencies and faith-based groups to make spaces available in their premises at reasonable rates for local community users (e.g. meetings, drop-in programs).	Ongoing	Ongoing
Action #52 – Collaborate with Police Services and Community Partners to promote Richmond as a safe and livable community.	Ongoing	Ongoing
Action #53 – Support the efforts of government and community-based partners to address mental health, substance abuse and addictions concerns in Richmond.	Ongoing	Ongoing