City of Richmond

Report to Committee

To:	Planning Committee	Date:	January 17, 2011
From:	Mike Kirk Deputy Chief Administrative Officer	File:	08-4055-20-SPST1/Vol 01
Re:	**Social Planning Strategy Update**		

Staff Recommendation

That the staff report entitled "Social Planning Strategy Update", dated January 17, 2011, be received for information.

[signature]

Mike Kirk
Deputy Chief Administrative Officer
(604-276-4142)

Att. 5

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Recreation Planning Policy Planning Fire Rescue RCMP	Y ☑ N ☐ Y ☑ N ☐ Y ☑ N ☐ Y ☑ N ☐	*[signature]*	
REVIEWED BY TAG	YES ☑ *MK* NO ☐	REVIEWED BY CAO	YES ☑ NO ☐

Staff Report

Origin

On November 23, 2009, Council endorsed principles and objectives for preparation of a 10 year Social Planning Strategy. Council also endorsed the establishment of a Council/staff committee to provide oversight for the strategy preparation.

The Social Planning Strategy is intended to guide the City's decisions and resource allocations on social planning matters over the next 10 years – in essence, functioning like a social planning equivalent of the Official Community Plan. It is also intended to be a planning resource for external stakeholders. Specifically, the Strategy will:

- Identify social planning priorities for City attention between now and 2020.

- Clarify the role of the City (and other stakeholders) with respect to addressing particular social planning topics, and

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

The work program for the Social Planning Strategy has been divided into four distinct phases:

- Phase 1: Initial community engagement
- Phase 2: Analysis and draft Strategy preparation
- Phase 3: Consultation on draft Strategy
- Phase 4: Revision and recommended Strategy adoption.

Phase 1 has now concluded. This report provides an update on the Phase 1 (community engagement) efforts and discusses the proposed next steps for preparation of the Social Planning Strategy. It is consistent with the following term goal:

Improve the effectiveness of the delivery of social services in the City through the development and implementation of a Social and Community Service Strategy.

Findings Of Fact

Project Oversight

In accordance with the November 2009 report, and as directed by Council, a Council/ staff liaison committee was established to oversee the preparation of the Richmond Social Planning Strategy. The committee consists of Councillors Linda Barnes and Greg Halsey-Brandt and staff from the Community Services and Parks and Recreation Departments. It has met on four occasions as work on the Strategy has proceeded. The committee's primary mandate is to ensure that the Strategy meets the needs of the community.

In addition, an inter-departmental staff liaison committee was formed to provide broad oversight, support and direction for preparation of the Strategy. The committee met several times during 2010, primarily focusing on ensuring that diverse and effective community engagement processes were being used for the Strategy. It is expected that the work and involvement of the committee will increase in subsequent phases of the Strategy preparation.

Phase 1 – Preliminary Community Engagement

As outlined below, staff used a variety of traditional and innovative methods to engage community stakeholders, advisory committees, and residents from Richmond's many diverse cultures regarding the Strategy.

Key Stakeholder Consultation
Over the past year staff gave presentation to, and attended meetings of, 12 stakeholder groups. The purpose was to outline the background context, process and time lines for the project, and to elicit comments for consideration in preparation of a draft Strategy.

The following groups were consulted:

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

Summary notes were kept from the meetings and groups were asked to submit briefs with further comment. To date, we have received written submissions from the following eight organizations:

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

- Richmond Children First

The submissions are presented in **Attachment 1.** An additional submission is also anticipated from the Richmond Centre for Disability.

Public Survey
As a means of gaining broader community input, staff developed a public survey for the Strategy **(Attachment 2)**. The survey was available in both a printed and online version. The printed version was also translated into Chinese to provide alternatives for Mandarin and Cantonese speaking residents to contribute their views.

A total of 278 responses were received, broken down as follows:

	Online Surveys	**Printed Surveys**	**Total Surveys**
English language	208	46	254
Chinese language	N/A	24	24
Total	208	70	278

A detailed summary of the survey responses is provided in **Attachment 3.**

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

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

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

An activity report on the use of the website, plus participants' comments, has been included as **Attachment 4.**

Study Circles
In partnership with the Richmond Civic Engagement Network (RCEN), the City conducted a series of study circle sessions – a facilitated process through which a small group of people

meets multiple times to discuss a particular issue. Study circles are particularly beneficial in eliciting the views of people who may have difficulty in contributing through more traditional consultation methods.

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

Week 1: Introduction and exploration of concerns
Week 2. Identification of social planning priorities
Week 3. Implications of choices made and next steps.

In October, the City and RCEN co-hosted a wrap up forum to which all study circle facilitators and participants were invited. Twenty-eight participants, exclusive of City staff, attended. The aim was to summarize the key information generated through the circles, ensure that information was accurately captured, and gather additional ideas to contribute to the Strategy. Participants were very positive about the overall study circle experience and expressed strong interest in continued involvement as work on the Strategy proceeds. A summary document from the forum is provided in **Attachment 5.**

Analysis

Phase 1, the community engagement portion of the Strategy preparation, drew to a close at the end of November 2010. While a more thorough analysis will be taking place in Phase 2, some highlights of the information received to date – specifically from the stakeholder consultations and public surveys - are presented below.

Feedback from Council Advisory Committees and External Groups
Council advisory committees, community partners, and external stakeholders contributed briefs and letters to share their ideas and views on social planning issues and priorities for Richmond. The ideas fit into three key theme areas, with a sampling as follows:

Addressing Fundamental Human Needs

- Redouble efforts to support the participation of low-income residents by removing financial barriers to City programs and by providing opportunities for low-income residents to give back to their community through volunteering, and by providing reimbursement for out of pocket expenses (including transportation and childminding costs).
- Employ an integrated approach to homelessness, involving all stakeholders including community groups and developers.
- Place emphasis on those at risk of being homeless while resolving the issues of current homeless residents.
- Establish "stable funds" for affordable housing rather than relying only on the contribution of developers.

- Advocate for a National Affordable Housing Strategy.

Facilitating Citizen Engagement

- Need to increase connections between residents for social interaction and communication purposes.
- Continue to utilize unique and non-standard means for communicating directly with residents.
- Ensure that Council makes time and is still available to interact with community.
- Ensure that public consultations are inclusive by continuing to facilitate the participation of low-income residents.
- Examine ways to decrease the physical and social distances separating people through inclusion of mixed affordable housing options and creation of public spaces that facilitate engagement and connectedness.

Building on Social Assets and Community Capacity

- Ensure that groups are linked together to provide feedback on the development and implementation of the Social Planning Strategy (e.g. NGO's, multi-cultural groups, three levels of government).
- Work closely with Federal and Provincial governments to ensure maximum resources are aligned and opportunities for funding are capitalized on.
- Build capacity within community organizations to achieve sustainability should be a focus.
- Ensure that the Social Planning Strategy can function as the community vehicle to plan for, measure and realize success. Clear indicators and outcomes must be in place.
- Increase public education about services and programs available from social service agencies in the community.
- Child Care issues in Richmond mirror the rest of the country: lack of sustainable, dedicated funding from Provincial and Federal governments is causing challenges with standards of care, short supply of programs that are the most expensive to operate (e.g., before/after care) and attracting/retaining qualified staff due to low wages.
- What is currently working well in the child care area is working with developers to create child care centres, a broad range of community options and a large pool of dedicated and talented child care providers.
- What could be better in the child care area is investigating a hub model for services, support for the City to support the work of and work with Child Care Development Advisory Committee (CCDAC).
- Ensure that the Social Planning Strategy is reflective of the City's Intercultural Strategic Plan.
- Diversity must be integrated into all areas of the Social Planning Strategy; specific statements should be made in all of the six key social planning topics.
- Newcomers should be considered as a key population group – the City should consider expanding its current notion of population groups to include newcomers.

- It will be important for the City to have a way to monitor the participation of cultural communities.
- Ensure that the Social Planning Strategy is integrated with other related strategies.
- Ensure other partners are involved in the strategy development process, assessment of input and provided interim reports on progress or barriers.
- Increase promotions to engage community in issues, awareness of programs/services, intercultural/interfaith events and free programs and services.
- Become a child friendly City – utilizing a child lens as an assessment tool.
- Endorse a Richmond Children's Charter.

Public Survey Data
The public survey data contains a myriad of useful information. A total of 278 responses were received, with some highlights as follows:
- Responses were received from all 13 planning areas, with the largest shares coming from City Centre (54 responses) and Steveston (46 responses).
- 130 respondents indicated that they currently work in Richmond and 109 indicated that they volunteer in the city.
- 180 respondents have lived in Richmond for more than 10 years and 239 have lived in Canada for more than 10 years.
- With respect to age, the respondents primarily fell into the following categories: 45-54 years (73 responses), 55-64 years (71 responses), 35-44 (47 responses), and 65-74 (40 responses).
- The top three services that respondents have used in the past year are libraries (222 responses), community centre programs (174 responses), and City arts or cultural programs (120 responses).
- A clear majority of respondents indicated they value Richmond's sense of community, cultural diversity, broad range of social programs and services and the feeling of personal safety.
- The three most important social issues identified for attention over the next 10 years were affordable housing, needs of older adults and child care.

With respect to more specific opinions of the respondents, it is useful to look at a summary of responses to two of the survey questions, as presented below:

It is important that the City be strategic, set priorities, collaborate with other stakeholders, and use local tax revenues effectively in its future social development efforts. Therefore, while planning to address social issues over the next ten years, I believe that the most appropriate roles for the City involve the following:

- Supporting community groups through the provision of land, facilities, funding and advocating with Provincial and Federal governments.
- Recognizing and using the expertise and abilities of community groups to engage and empower our diverse cultural community.
- Not duplicating efforts or taking on responsibilities of the Federal and Provincial Governments.

- Increasing public green spaces (including community gardens) particularly in the City Centre area.
- Moving beyond planning, research and policy development into action items that the City can and will follow through on.
- Communicating opportunities for public engagement and listening to what residents say.
- Addressing needs for performing arts (theatre, concert hall and programs/services).
- Continuing to strengthen and increase facilities, programs and services at libraries, parks and community centres.

Thinking about the future, my vision for a socially sustainable Richmond in 2021 is as follows:

- There is a wide range of accessible community options for support/programs and services to address poverty and mental health etc.
- Community residents are actively engaged in planning and decision-making.
- All residents' needs can be supported within the community.
- A variety of housing options exist for all – from shelters to market rate to seniors housing.
- Affordable housing, poverty and homelessness have been planned for and addressed.
- Residents have been educated about sustainability and practices have become part of a daily lifestyle.
- Neighbours know neighbours and they care/look out for each other.
- Initiatives supporting food security are a community priority along with an abundance of community gardens.
- The City has preserved farms, fields, green spaces and the ALR.
- There is affordable and accessible community recreation, child care, arts, sports for all as well as programs and services for seniors.
- The City has created places and events for people to connect.
- There is a better transportation system within Richmond, reduced traffic congestions and improved alternative transportation options.
- As development continues, the City has maintained a sense of community in all local areas.
- Multicultural and integration practices are embraced and supported by the City and community.
- Focused efforts on youth have resulted in great citizens.
- There has been a reduction in poverty amongst families, children and seniors.
- There is an abundance of business development and subsequent employment opportunities.
- That Richmond has self contained communities and neighbourhoods.

Preliminary Conclusions

The following preliminary conclusions can be drawn from Phase 1 of the Social Planning preparation:

1) Strong community interest exists in preparation of the Social Planning Strategy

2) People care about social issues; however, there is no clear consensus on which issues should be given the highest priority.

3) The various community engagement processes used for Phase 1 each have their strengths and weaknesses. Recognizing the differences in backgrounds, interests and characteristics of our residents, it has been beneficial to have provided a variety of options for engagement. The study circles and online discussion forums are considered to have particular promise as innovative approaches for future City consultation efforts.

4) Preparation of the Strategy will be complex and challenging; however, the information obtained and relationships developed through the Phase 1 efforts should provide a solid foundation for the task.

Next Steps:

To proceed with subsequent stages of the Strategy preparation, staff will be issuing a request for proposals for consultant services in early 2011. Working closely with staff, the consultant will assist with such tasks as:

- Analysing the information obtained through Phase 1, in conjunction with other relevant information (e.g., existing City studies and policies)
- Coordinating meetings or workshops with City staff, advisory committee members, and other stakeholder groups to gain feedback on the analysis, develop a social planning vision for Richmond, and identify preliminary directions for the Social Planning Strategy
- Preparing a draft Social Planning Strategy document
- Coordinating a community engagement process regarding the draft Strategy
- Refining the Strategy for recommended adoption by Council.

The proposed time lines for subsequent work on the Strategy are as follows:

- Winter 2011 - Analysis and consolidation of Phase 1 data and other relevant information
- Spring 2011 - Preparation and circulation of draft Strategy
- Spring/Summer 2011 - Consultation on draft
- Summer 2011 - Revision of draft
- Fall 2011 - Submission of revised draft to Council.

The foregoing time lines are very ambitious and tight. If additional research or consultation is required, the deadline for completion may be delayed.

Upon Council approval of the Strategy, the next piece of work will be the development of an implementation plan.

Financial Impact

There is no additional financial impact as one time funding for the project was appropriated by Council from the 2009 surplus.
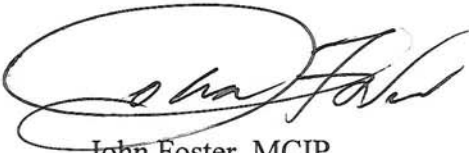
Conclusion

The initial phase of preparing the Social Planning Strategy has drawn to a close. Through the use of traditional and innovative community engagement techniques, a strong response has been generated from the public, community organizations and advisory committees.

The next phase of the Strategy preparation will involve a thorough analysis of all comments, submissions and workshop materials. In addition, steps will be taken to ensure that consistency exists amongst the Social Planning Strategy, the updated Official Community Plan and other pertinent City strategies and initiatives.

The Social Planning Strategy is a challenging and ambitious project – but one that should yield valuable results. It should help the City in identifying key social planning priorities, directions and roles over the next ten years. It should also help the City in realizing its vision of being the most appealing, liveable and well-managed community in Canada.

Staff are proposing to target submission of a draft Social Planning Strategy to Council in the late spring of 2011, with the revised version being submitted for adoption in the early fall.

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

Sean Davies
Coordinator, Diversity Services
(604-276-4390)

JF:sd

Attachment 1	Comments on Social Planning Strategy - Social Planning Strategy Update	REDMS #3128860
Attachment 2	Social Planning Strategy Public Survey	REDMS #3128861
Attachment 3	Social Planning Strategy Public Survey Reponses	REDMS #3128862
Attachment 4	Lets Talk Richmond Social Planning Activity Report	REDMS #3128863
Attachment 5	Study Circles – Summary of Group Input	REDMS #3128859

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John Foster
Acting Manager
Social Planning Department
Community Services
City of Richmond

June 17, 2010

Re: 10 Year Social Planning Strategy

Dear Mr. Foster:

The Richmond City Centre Community Association Board of Directors would like to give the following comments concerning the 10 Year Social Planning Strategy.

The City Centre contains over 17,000 residents and numerous businesses and is rapidly growing. The city's plans are that the city centre continue to densify. Richmond's latest needs assessment and the Canada Census describe Richmond City Centre's population as particularly diverse and transient. We know more and more families are moving into the city centre, including seniors with lower incomes. We have also identified that the City Centre attracts a young mobile 30 to 50 year old group.

It has been noted that with this changing nature and rapid growth, including the introduction of the Canada Line, there is more visible evidence of social problems such as substance use, litter, street people, vandalism, unsupervised children and youth and violent crime.

We want to ensure the City addresses these problems before they escalate to larger inner-city problems. Richmond City has recognized the opportunity to create a model city centre wherein problems are identified early and prevented. The City of Richmond has stated a commitment to a model of a vibrant city centre where all residents feel safe, included, valued, respected and part of their community.

Due to the unique nature of the city centre we feel there needs to be extra effort and attention in engaging the people who live there. The emphasis over the next 10 years needs to be to involve all the residents in their community. It is well known that dense communities that involve and welcome all residents and businesses in planning their community have a sense of ownership and a quality of life that surpasses communities that are homogenous and the residents uninvolved.

We suggest that methods to connect to the city centre be through nonstandard places such as faith communities, malls, the street, parks, grocery stores and ethnic community centres and associations rather than the typical community presentation at City Hall or

the Cultural Centre. Part of the Social Strategy needs to be ways to involve the people and businesses of city centre in planning for their geographic area.

Richmond City Centre Community Association has found that whenever we reach out to our community in a culturally diverse way we receive a positive response. We have found that communicating in non traditional ways connects our community.

For example, City Centre had the second lowest voter turnout in the province for the last provincial election which could suggest a disconnection. Yet when Richmond City Centre Community Association asked for volunteers at Lang Centre, we received an excellent response. We feel this is indicative of people being more receptive to engagement when they are in a familiar environment. We recognize the needs of the volunteers are somewhat different than the typical as many are new to Canada.

In other words our Board wishes to emphasize that the City Centre be developed as a vibrant, unique place with people who are connected and listened to in non-traditional ways. Involving the community in the plan will lead to Richmond's model of a positive City Centre community.

We would be happy to discuss this further and assist in anyway we can.

Sincerely,

Susan Match
President
on behalf of the Board of Directors,
Richmond City Centre Community Association

Social Planning Strategy
Feedback from Richmond Community Services Advisory Committee
(RCSAC)
May 13, 2010

The RCSAC appreciates the opportunity to provide comments and feedback to the Social Planning department of the City on the development of a Social Planning Strategy. We commend the City for developing a strategy that will guide planning related to social issues in the City of Richmond.

We respectfully submit the following comments for consideration:

Historical

- in acknowledging organizations that have contributed to the social fabric of our community it is important to include
  - faith communities
  - social assistance ministries
  - family court and youth court
  - RCMP Victim/Witness Program
  - Open Door employment service
  - para-legal services providing pro bono work

- despite the fact that capturing challenges is important it should not be the focus of this document but instead should focus on the successes and highlight opportunities to build on those successes
- provide clear, concise info that details the role of the City and other statutory entities in the provision of social services

Consultation Process

- development of consultation methods and questions should be done in partnership with social service agencies
- consultation should include input for development of criteria to establish social issues that are of key importance to the community in order to prioritize the issues
- utilize the consultation process to establish partnerships between agencies
- ensure marginalized individuals/groups have input
- ensure a mix of NGO's and GO's
- use the consultation process to ensure all issues are captured

Going Forward

- o School District involvement is essential in all phases of the strategy implementation
- o planning between statutory organizations is key to success and this should be embedded in strategy document to provide direction for agencies as they strive to partner
- o policies informing strategy are outdated and need to be reviewed
- o working in alliance with Provincial and Federal levels of government to maximize available resources is essential
- o this document could be a catalyst to reframe the City's relationship to other levels of government and establish culture of change that highlights the City's accomplishments in order to garner recognition and funding to continue to realize success
- o capacity building to achieve sustainability should be a focus of planning
- o the Social Planning Strategy should be a vehicle to drive opportunities for building a community that plans for, measures and realizes success
- o establish indicators that are robust and provide clear outcomes that demonstrate focused effort, in the area of social supports, that can strengthen the social fabric of our community and draw recognition, support and resources to continue to achieve sustainable practice
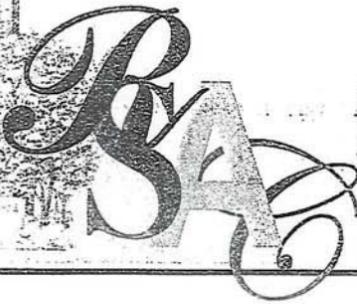
Richmond Seniors Advisory Committee
Serving Richmond since 1991

April 7, 2010

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

Dear Mr. Foster:

Re: Richmond's Social Planning Strategy

Further to our letter dated February 2, 2010 on the above-noted subject I would like to, on behalf of the Richmond Seniors Advisory Committee, submit our comments to the six questions presented in your Powerpoint presentation:

1.   What are Richmond's key social assets?

Richmond's key social assets are the volunteer base and community groups.

2.   What are some key social issues facing Richmond?

Key social issues facing Richmond are the disparity of wealth/household income, ethnicity and diversity, and potential issues arising from the densification of City Centre (e.g., increased need for social services).

3.   What's currently working well re: social issues?

Positive aspects include that Council is available to the public and listens to concerns; community safety; social diversity and programs, and networking that promotes social interaction.

4.   What could be improved?

Improvement could be made by multicultural groups working together, greater involvement by seniors and creating an age-friendly community (World Health Organization checklist attached).

2875063

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PLN - 63

5. What should our social planning vision be for the City?

Our vision should be all-inclusive and refer to an increase in social programs, including for youth at risk, after-school care, eradication of homelessness, family support and respite care. Vulnerable groups should be educated regarding options available from social agencies.

6. What roles can others play to better address local social needs?

We can all play a role by being more involved, informed, supportive and participating in our community.

Thank you for including the RSAC in your survey. We look forward to receiving your preliminary assessment and draft strategy.

Regards,

Aileen Cormack, Chair
Richmond Seniors Advisory Committee

CITY OF RICHMOND
CHILD CARE DEVELOPMENT ADVISORY COMMITTEE

SOCIAL PLANNING STRATEGY RESPONSE   (FINAL)

1. What are Richmond's key social assets?

With respect to child care, Richmond has a strong community of child care professionals and advocates, not-for-profit and for-profit child care centres as well as the City's Child Care Development Advisory Committee, the Child Care Resource and Referral Centre, Richmond Children First, group child care centres, family child care homes, as well as a wide range of pre-schools.

2. What are some key social issues facing Richmond?

Child care in the City is in crisis just as it is all over the country. A lack of dedicated and stable funding from the provincial and federal governments has created a patch work system of child care. Standards of care are not consistent and access to affordable, group care is unattainable for many families. Programs that are the most expensive to operate, such as infant/toddler group care and before/after school care, are in short supply.   Attracting and retaining qualified staff is difficult due to the low wages.

Simply having a CCDAC and negotiating with developers for child care space in all new developments is politically correct but not enough to make a difference in resolving the crisis issues around early learning and care. Richmond is suffering from a number of challenges – high cost of infant/toddler care, oversupply of 3-5 care and a shortage of before and after school care. A City commissioned report has repeatedly recommended the City hire a dedicated full-time child care co-ordinator but to-date, the City has not taken action to implement this recommendation.

3. What's working well re: social issues?

As it did in the 90's, the City is currently working closely with developers to create new child care centres. This initiative has provided growth in the number of child care spaces available within the City during a period of significant new construction.

The City enjoys a broad range of child care programming options; among them play-based, Montessori, Reggio, fine arts, bilingual centres, family, group and out-of-school care.

Within the City of Richmond there is a large pool of talented and dedicated child care professionals who often work under difficult circumstances to provide child care, hire and retain qualified staff, keep parent fees affordable, maintain premises and generally do whatever it takes to keep the doors of their child care spaces open.

4. What could be improved?

There are a variety of other municipal models for providing child care such as a Hub or Reggio model that could be explored for delivery of services in Richmond. For example, a 'Hub' model may offer child care and other child services gathered under one roof to provide a 'service hub' to meet the needs of children and their families. It is suggested these alternative models could be explored to more effectively service the child care needs in Richmond.

Other municipalities such as West Vancouver have implemented bylaw changes to ease the burden of creating child care spaces. A review of existing City of Richmond bylaws could look at the potential to ease certain bylaws to support the creation of additional child care spaces.

Provide financial and organizational support for the City to participate with all stakeholders in the early learning and care community in Richmond to come together, identify individual strengths of each organization and opportunities for collaboration to provide measurable benefits to the child care and early learning community. The City should see it is in their best interest to strengthen the CCDAC and encourage community wide collaboration and support.

Make the CCDAC relevant and an integral part of the City planning process or get rid of it. Refer all matters relating to child care and early learning in the community to CCDAC for input and feedback. Give CCDAC profile as a meaningful group of citizens who contribute valued time and energy to helping the City address child care and early learning matters. In doing so, we would hope to avoid the situation which occurred in 2006 when the entire CCDAC disbanded due to the perception the Committee was not relevant nor being treated as a partner with the City.

Establish a baseline and benchmarks to measure progress of critical success factors in maintaining and growing the number of quality affordable child care spaces needed in Richmond during a period of significant change in the early learning and care delivery model; update and report semi-annually.

5. What should our social planning vision be for the City?
(to be revised following the Goal Setting Workshop tentatively scheduled for May 4, 2010)
CCDAC's vision for child care includes a full-time child care co-ordinator, to ensure that funding opportunities are not missed, to bring together different child care members for partnerships, and to ensure that the child care centres that are built by developers meet the actual needs of the community and are organizationally and financially viable within the rapidly changing child care context.

6. What roles can others play to better address local social needs?
(to be reviewed following the Goal Setting Workshop tentatively scheduled for May 4, 2010)
Provincial government: provide stable and sufficient funding, address the ECE shortage and attrition (particularly for infant/toddler), share their vision for the proposed programming for 3-year and 4-year olds within the public school system, work with local school district to ensure newly built schools can accommodate child care centres

Federal government: offer a universal child care system, extend maternity leave duration (to lessen need for infant/toddler care),

Child Care Community Members: Come together to address areas of shortage (infant/toddler and out-of-school care), work collaboratively to respond to changes to toddler care imposed by the likely implementation of Full-day Kindergarten for 3-year and 4 –year olds.

RIAC Civic Engagement / Vision Outreach Subcommittee
*Points for consideration for official RIAC submission for development of draft Social
Planning Strategy report*

Support for need for Social Planning Strategy

Given RIAC's Terms of Reference and its role to advise City Council on intercultural
issues and opportunities and to enhance public awareness and participation in
intercultural issues, we welcome the City's initiative to develop a Social Planning Strategy
as a principal support for the Official Community Plan.

However, as the Official Community Plan will be the legal document for planning and
managing the City's social, economic and physical future – the OCP consultation process
remains a key opportunity for RIAC to provide input on intercultural issues.

We also note that the City's Intercultural Strategic Plan (which provides direction for
RIAC's work) is ending in 2010 – while we plan to review this plan in the fall of 2010
and make specific recommendations to Council about the need for a new Intercultural
Strategic Plan, we wish to draw this to the City's attention. We believe that there is a lot
of work that can be done to help enhance the City's intercultural vision, including such
ideas as a Intercultural Festival/Day; development of an Intercultural Gathering Place; and
the promotion of improved inclusive and equitable employment practices and mentoring
programs at the City. One of our objectives is to achieve the vision that all workforce,
governance structures and advisory committees of the City of Richmond and other
Richmond-based institutions (e.g. Richmond Fire and Rescue; all Richmond Community
Centres) will reflect the cultural diversity of our City. As well, we hope that funding
given to community groups will also reflect diversity as a core value, in terms of the
criteria used to evaluate the programs run by these community groups and in evaluating
their governance structures and membership.

Specific comments on current content of Social Planning Strategy

Diversity must be integrated into all areas of the Social Planning Strategy

The issue of diversity and intercultural respect must be integrated into all areas and
phases of the Social Planning Strategy. We note that currently, the issue of "diversity" is
identified as one specific social planning issue amongst a list of six key social planning
issues. While it is laudable that diversity is given some specific focus, we understand that
diversity factors into the development of effective City and community strategies in all of
the other six key social planning topics. For example, it will be difficult to
comprehensively address the health needs of the people of Richmond without taking into
account the specific experiences of newcomer and cultural communities in accessing and
understanding the healthcare system and their participation as communities in the

promotion of general health and well-being. As our committee discussed at its June 2010 meeting, the design from the inception of a community centre, sports facility or park should take into account the needs of our diverse community in order to be part of an effective community wellness strategy.

As noted in the City's 2004 – 2010 Intercultural Strategic Plan, there may be a perceived approach to City planning that considers cultural diversity as a peripheral issue rather than a core aspect of City life and processes. We think it is useful to remember that Strategic Direction #7 of the Intercultural Strategic Plan stated that:

> Ensure that City and stakeholder systems, policies and planning processes are aligned with the Intercultural Vision recommended in this plan and use 'best practice' methods to make decisions and prevent cross-cultural misunderstanding and antipathy.

If Council is to achieve its Goal #4 (improve the effectiveness of the delivery of social services), we believe that diversity should be viewed as a core issue for the City's social planning activities. This will help give life to one of the key principles underlining the SPS (the need to be strategic, visionary and realistic) given the current diversity statistics about Richmond (highest proportion of immigrants in a municipality in Canada and second highest share of visible minority population of a municipality in Canada) and the diversity projections (three out of five people in the Vancouver Census Metropolitan Area in 2031 will belong to a visible minority group).

Newcomers should be considered a key population group

There are five population groups identified. While we appreciate that diverse populations are represented amongst the identified groups, we ask the City to consider expanding its current notion of population groups to include newcomers. In this way, Strategic Direction #9 (Continue support for newcomers through current City and stakeholder programs and partnerships) can be fostered and go beyond merely "welcoming" and "orientation" activities to more initiatives that look at long-term intercultural integration and settlement into the community of Richmond.

Specific comments on the Social Planning Strategy consultation process

We hope that the Social Planning Strategy and Official Community Plan consultation processes also reflect the City's Intercultural Vision. Principally, this means that the outreach for the public to participate in the consultation process should target newcomer and cultural communities and that the methods for public participation must be accessible to those communities.

While the City is to be congratulated for developing a Chinese-language version of the SPS survey, one RIAC member has already provided comments about the adequacy of the translation. We find it unfortunate that translation and language concerns were not addressed prior to the public roll-out of the survey and suggest that this be further evaluated so that similar problems can be avoided in the future.

As well, it will be important for the City to have a way to monitor the participation of cultural communities. However, the survey does not even provide a means for self-identification of cultural backgrounds beyond a language indicator (which will not capture second or third generation immigrants who no longer speak a foreign language at home but who still identify themselves as having a cultural heritage).

We are encouraged though from reports at our June 2010 meeting that future plans for the consultation process will take into account diversity, through public forums in different languages; on-line forums; and study circles. RIAC will continue to encourage our contacts and networks to participate in the consultation process. We also plan to explore how we can assist by perhaps submitting a specific question on intercultural issues for the on-line forums.

DIANE JUBINVILLE
ACTING CHAIR, RIAC

Richmond Health Advisory Committee (RHAC)
Brief on the
Richmond Social Planning Strategy

Appreciating the strengths of the October 20, 2009 Report: 10-year Social Planning Strategy (RSPS), this Brief presents the viewpoint of the Richmond Health Advisory Committee (RHAC), advisory to the Vancouver Coastal Health Richmond Chief Operating Officer and Directors. The Brief is organized into two major sections: Issues and Recommendations. The issues and recommendations are also grouped into two subsections: first, those relating to the *process* of development of the RSPS, and second, those related to the *content* of the Strategy.

ISSUES

Process-related Issues

- The City's October 20, 2009 Report provides a list of "Inter-Departmental Staff Team" (p.14), but it does not explicitly communicate a list and inclusion of other partners/stakeholders as a part of the Strategy development team.
- The Report does not convey the relationship between RSPS and other related City-and non-City Strategies.

Content Issues

Sense of Belonging and Community Engagement

A healthy community is comprised of residents who feel they are welcome and belong, and feel they can contribute positively to the community to make life better for them and their families.

- o 56% of Richmond residents are immigrants, many of whom do not speak English at all and are isolated in small cultural groupings
- o 60% of Richmond residents do not have English as their first language and cannot read English publications about community events that encourage community engagement
- o Numerous non-profit community groups work with immigrants in Richmond, offer programs and services to help them settle into the community and are sensitive to diverse ethnic and cultural needs
- o Free City programs and services are advertised and promoted primarily in English publications and are not in other language papers
- o Many community agencies do not have funds to translate their leaflets and handouts into other languages to advertise their programs and services

Affordable Housing and Homelessness

- The relationship between the Affordable Housing Strategy and the RSPS is somewhat unclear.

- The diverse potential resources (especially community resources) have been missed in the Affordable Housing Strategy.

- The Richmond's Affordable Housing Strategy heavily relies on developers. It only "encourages" developers to build affordable units (5% of the units in developments of over 80 units).

- Affordable housing units that were built in the 1970's, such as co-operative housing, now need major upgrades. No new units have been built since then. Rent and purchase prices have risen steeply and are not commensurate with income.

Financial Accessibility

Many residents cannot participate in the community through sports or physical activities or by volunteering with non-profit organizations, due to lack of money and lack of time. People need more free time if they are expected to participate and volunteer in the community and spend quality time with their families.

- 20% of Richmond's population is defined as low-income ($28,000 per year for a family of four).

- Richmond has the second highest general poverty level and the second highest child poverty level (**Source: Local-Level Data on Income and Poverty for BC from 2006 Census, Provincial Health Services Authority**)

- In particular, immigrants working in service jobs are generally not earning what some define as a "living wage". This has been defined by some labour groups as $18.17 per hour in Metro Vancouver (2010).

Food Security / Self-Sufficiency

- The community is enjoying the benefits of Community Gardens program; however,

  - There is a long waiting list and over 200 residents are waiting to become gardeners.

  - There are a small number of active gardeners compared to the overall population.

- There is a potential to promote social interactions within neighborhood as well.

- The Community Gardens program is only one way to address food security.

Recommendations on the RSPS Development Process

- Integrate other related strategies (e.g., the City's *Richmond Community Wellness Strategy* and *Affordable Housing Strategy*) into the City's Official Community Plan.

- Include other key partners/stakeholders (e.g., RHAC/RHS and Richmond Poverty Response Committee) in the strategy development process.

- Include other partners/stakeholders in the "assessment of input from consultations and preparation of the draft Strategy".

- Prepare and circulate regular interim reports of the process to other partners/stakeholders, highlighting any progress and barrier.

Recommendations on the RSPS Content

Sense of Belonging and Community Engagement

- Invite the RHAC along with other groups (e.g., Richmond Civic Engagement Network, Richmond Poverty Response Committee) to engage the community on issues of health and wellness in order to inform the City on whether its initiatives are working and how they can be improved.

- Collaborate with Richmond community groups/ agencies to advertise in several languages, Richmond community groups'/ agencies' free services, programs, workshops and events.

- Promote inter-cultural and inter-faith events (e.g., dialogues, entertainments, and markets).

Affordable Housing and Homelessness

- Employ an integrated approach to affordable housing and homelessness. Specifically, provide for involvement of all stakeholders, especially community groups (e.g., faith groups, non-profit societies for housing), along with developers, to meet affordable housing needs. This requires a roadmap and process.

- Place (proactively) an emphasis on residents at risk of becoming homeless, while resolving the issues of current homeless residents.

- Establish "stable funds" for affordable housing rather than relying only on the contribution of developers (which is unpredictable due to the many unforeseen conditions).

- Advocate for a National Affordable Housing Strategy.

- Explore mechanisms other than "Cash-in-lieu" contribution from developers to be collected in the Affordable Housing Reserve Fund (e.g., donations).

Financial Accessibility

- Promote and advertise, in several languages, the City's free programs and services (such as Richmond Art Gallery, libraries, Community Centre programs, Minoru Seniors Centre, parks and dykes walking routes, Tai Chi in the park, children's playgrounds, Steveston and King George water parks).
- That the City of Richmond connect with the City of New Westminster to find out more about its "living wage" bylaw, passed in April 2010, and how it might benefit the citizens of Richmond. This municipal act called upon employers within the city to provide a "living wage" for their workers.

Food Security / Self-Sufficiency
- Retain the city's historical "agricultural identity".
- Promote agriculture as a path to a healthier and richer community (food + exercise + saving). The City's existing Environmental Sustainability Workshops help to support this.
- Enhance the Community Gardens program by providing more gardens in more neighborhoods and by exploring potential non-City community resources.
- Explore other opportunities besides the Community Gardens program.
- Extend agriculture into residential properties by passing required bylaws, and offering tools, resources, and other incentives to homeowners to allocate part of their yards to growing vegetables and grains and breeding poultries). This approach is expected to be even more efficient than Community Gardens, due to the proximity of the points of production and consumption and convenience to the residents.
- Initiate a research project to:
  - o Investigate and suggest approaches to promoting agriculture in the city, and
  - o Monitor and evaluate the implementation of related programs.

**Input from Richmond Poverty Response Committee on
The Official Community Plan Review
November 24, 2010**

The City of Richmond has requested citizens' input to the update of the Official
Community Plan (OCP). The Richmond Poverty Response Committee comprises
volunteers representing the faith community, community organizations, local social
services, and members of the public who wish to help alleviate the effects of poverty in
Richmond. We are pleased that the City has chosen to update the OCP with a focus on
sustainability, because many recommendations and considerations for sustainability will
also assist lower income Richmond residents to meet their basic needs, remove barriers,
and facilitate social connectedness.

Of all jurisdictions in British Columbia, Richmond has the second highest rates of general
poverty and of child poverty.[1] Its groups most at risk of poverty include families with
children, immigrant newcomers, women, seniors, and people with physical or mental
disabilities. Their poverty affects their health and well-being by restricting access to
affordable housing, safe neighbourhoods with public amenities, transit, and social activity.
These adverse effects can be mitigated by land-use plans and community planning that
address the needs of lower-income residents through sustainable strategies for affordable
housing, community wellness, and social services.

In the 2000 report *Poverty in Richmond: a Sense of Belonging*, focus groups of people with
low income indicated that living in poverty has two major impacts: an overwhelming
exclusion from life in the community, and a limiting of choice in the decisions they had to
make. Reported most frequently were constant juggling between basic expenses and
emergency expenses and cutting back on social contact as a way to make ends meets. The
focus groups said that reducing the costs of housing and increased access to transportation
would make their life easier.

The Official Community Plan 2041 Update circulated by City Council reflects the idea that
liveability of neighbourhoods is enhanced through healthy built environments.[2] This idea
has also been advanced on behalf of low-income residents by the BC Healthy Living
Alliance. Their recent report recommends changes to the built environment such as
increasing housing density, more mixed land-use patterns, improving connectivity between
urban streets for easier and shorter walks between locations, and better public transit.
Similarly, the Richmond Wellness Strategy points out that the physical environment and
land-use can affect physical well-being by providing healthy choices for transportation
(walking, cycling, and transit) and can help residents know their neighbours and feel part of
their community.[3] It is the view of Richmond Poverty Response Committee that creating
neighbourhood centres that allow for a range of housing sensitive to a range of income

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[1] Local-Level Data On Income and Poverty for BC from 2006 Census, Provincial Health Services Authority,
Health Officers' Council of BC and Vancouver Coastal Health October 2008
[2] Health Inequities in British Columbia A Discussion Paper, BC Healthy Living Alliance, November 2008
[3] Richmond Community Wellness Strategy, Living Well in Richmond 2010 - 2015

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needs, provides increased access to affordable transportation alternatives and fosters social connectedness will enhance the quality of life of low income residents.

Affordable Housing

The OCP document has identified a need for 41,000 housing units to accommodate population growth forecasts up to 2041. It recognizes the importance of planning to ensure that Richmond will have adequate and affordable housing for the full range of incomes and needs. It also points out the opportunity to add more housing choices within neighbourhood centres and along transit routes, providing for a diversity of housing types to suit all ages, incomes, and family composition.

When developing the Regional Growth Strategy and examining the issues of affordable housing, the Metro Vancouver Board estimated the housing demand, for various incomes, of each Metro Vancouver community over the next ten years. It projected that Richmond will need 1,800 units of low income housing (which includes subsidized housing) and 2,200 units of moderate income housing.[4] To meet this demand, an average of 400 units of low/moderate income housing needs to be added each year. However, according to a recent progress report on the city's Affordable Housing Strategy, just 645 such units have been secured over the last three years. At that rate, it would appear, there will be a significant shortfall to meet the affordable housing needs of Richmond residents.

Understanding and meeting the challenge of providing affordable housing is a complex issue. A recent report from the Conference Board of Canada[5] stated that 67% of Metro Vancouver households struggle with the high cost of housing, making Metro Vancouver 22nd on a list of 25 least affordable communities. Using CMHC data, the report concluded that a lack of affordable housing supply left one in five Canadian households (3 million) spending too much on housing. It also pointed out that when a household over spends on housing it threatens the health of individuals who cannot also afford nutritious food, other healthy pursuits like sports and recreation, or education that could lift them out of poverty. High costs have led developers to build homes predominantly for upper and middle incomes. It suggests that governments, the private sector, and the non-profit housing sector should combine their efforts to increase the supply of affordable housing. Each sector has its unique expertise – governments have planning and development-approval powers to encourage private-sector developers to include affordable units in their developments. Private-sector developers are best at building such units because of their ability to find ways of reducing construction costs, and the non-profit sector can operate social housing developments and advocate for addressing poverty issues.

A report [6] prepared by Will Dunning for the Cooperative Housing Federation of Canada put a price tag on eliminating the affordability gap. Using CMHC data from 2006, it determined that almost 4 million people, including 750,000 children, were living in accommodation that was in a state of disrepair, or was unsuitable for the number of people living there, or cost more than 30% of the household's pre-tax income. The report calculated that it would cost $4.7 billion a year ($1.10 per

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[4] Metro Vancouver 2040: Shaping Our Future. Metro Vancouver Board, November 10, 2010, p. 71.
[5] Building from the Ground Up: Enhancing Affordable Housing in Canada, Conference Board of Canada, March 2010
[6] Dimensions of Core Housing Needs in Canada, Cooperative Housing Federation of Canada, November 2009

day for every Canadian household) to ensure that core housing needs were met for the 1.5 million households in need. It also identified British Columbia as one of four provinces where the incidence of core housing is greatest.

These findings are supported by other research. A background report prepared in January, 2007 for the development of the Richmond affordable housing strategy noted that based on CMHC data for 2001 16 % of households were in core housing need.[7] A CMHC report of 2009 placed 18% of Metro Vancouver households in this category.

Two other reports, one by the Federation of Canadian Municipalities [8] and the other by the Canadian Senate [9] raised related concerns about housing in Canada. The Federation noted increases in the wait time for social housing and in the number of shelter beds. The Senate report on poverty stated that governments must commit to a strategy of core poverty eradication which would entail designing all housing and income support programs to "lift Canadians out of poverty rather than make living within poverty more manageable." It urged the development of a national housing strategy.

In Richmond, wait lists for subsidized housing are still high and shelter beds have not increased. In 2007, BC Housing provided the following information to Richmond Poverty Response Committee. On their wait list at the time were 692 applications from Richmond, including 417 families, 185 seniors, and 90 people with special needs. Between 2000 and 2007, only 74 units of non-market housing were built in Richmond. The homeless count of 2008 showed 56 homeless people in Richmond, up 60% from the 2005. The Regional Steering Committee on Homelessness [10] provided a snapshot of who make up the homeless population in Richmond. They range widely in age range: six accompanied children under 19 years of age, one unaccompanied child under the age of 19, one youth aged 19 – 24, 34 aged 25 – 54 and 7 over 55 years of age. Twelve were women and 32 were men. Half reported having multiple health conditions. Today, in Richmond there is one 10-bed shelter for men only and one temporary shelter that is open from November to March.

It is clear from the information above that providing affordable housing is a complex proposition. By experience it is known that solutions cannot be left to market forces and that solutions require the involvement of the many sectors – developers, government, and non-profit organizations and community working together. Richmond City is to be commended for adopting an affordable housing strategy that provides a framework for finding solutions for the provision of affordable housing including secondary suites, preserving and maintaining rental stock as well as low-end market home ownership. The OCP envisions adding more housing choice within neighbourhood centers to suit a range of ages, incomes, and family composition which may allow for more proactive implementation of the affordable housing strategy. In addition, as the affordability gap

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[7] City of Richmond Affordable Housing Strategy: Background Indicators and Key Measures and Indicators. McClanaghan and Associates, January, 2007, p. 3.
[8] Mending Canada's Frayed Social Safety Net: the role of municipal governments, Federation of Canadian Municipalities, March, 2010
[9] In From the Margins: A Call to Action on Poverty, Housing and Homelessness, Canadian Senate Report tabled December, 2009.
[10] Homeless in Metro Vancouver: A Comparative Profile, Greater Vancouver Regional Steering Committee on Homelessness, March 2010

widens to include more people, and people with higher incomes, it is important to also plan for housing needs of the most vulnerable, those who are living in inadequate and unsafe housing and people who are hard to house due to medical and behavioural problems. The homelessness and those at risk of homelessness are no longer the stereotypical single adult male; it includes families and women and seniors.

Affordable Housing Recommendations:
1. Give priority to non-market and low-end market rental units within neighbourhood centres, near transit transfer points, services, and amenities.

2. Increase the city's efforts to implement Policy Areas 5 and 6 of the affordable housing strategy. Area 5 focuses on building capacity through targeted strategies as well as through partnerships brokered in the community and Area 6 focuses on advocacy aimed at improving the policy framework and funding to resources available for responding to local housing needs. Both are important tools for ensuring the development of non-market and low-end market rental units.

3. Promote the redevelopment of existing social housing. Some social housing in Richmond was built 30-40 years ago and needs upgrading or maintenance. Many of these projects may be redeveloped with increased density. The BC Housing Service Plan for 2008-2011 includes strategies to work with the private and non-profit sectors to redevelop their lands into mixed-income communities in which subsidized housing is more fully integrated. The Co-operative Federation of Canada has been also exploring ways through its 2020 Vision discussion to redevelop co-op lands (already by definition mixed-income communities) to increase density and to better serve the needs of their residents. Opportunities will undoubtedly exist where the City of Richmond could provide support and leadership in promoting redevelopment projects that build on existing resources.

4. Help the homeless. While Richmond's affordable housing strategy addresses three broad areas of affordable housing (affordable ownership, affordable rental and subsidized rental), it glaringly neglects to mention the homeless and supportive housing. Indeed, while the city wholeheartedly endorses the recommendations of the 2002 homelessness report "It's My City Too", little effort has been made to implement the recommendations. The affordable housing strategy needs to be broadened to include supportive housing and homelessness initiatives and the OCP should acknowledge our responsibility to provide accommodation to those on the margins of our society.

Food Security
Food security means having access to enough food for an active and healthy life without having to resort to emergency food assistance, begging, stealing, or scavenging for food. Professor David Holben, a Canada-U.S. Fulbright Scholar, who spent 2006-2007 exploring the food security, health status, social capital, and characteristics of emergency food program users in the Lower Mainland, observed that a significant number of Richmond residents do not have daily access to affordable and nutritious food. The Food Security

Task Force of the Richmond Poverty Response Committee completed a Richmond Food System Assessment[11] in 2006 identified specific challenges to food security for people of low income: insufficient community gardens (only one was accessible by public transit), a lack of groceries and fresh produce in East Richmond, and the ad-hoc nature of food programs in schools (which can be an effective way to provide nutritious food to children and youth). A 2010 UBC student project found that Richmond is only eight percent self-sufficient in vegetable production.

Many factors contribute to the lack of food security. The sagging economy has increased unemployment and swelled the numbers of those accessing social assistance. Yet despite rising costs for food and rental housing, social assistance rates and the minimum wage have remained static. [12] Hunger Count 2009[13] showed 89,886 individuals were supported by food banks in BC in March 2009, a 15 percent increase from March 2008. The Richmond Food Bank assists 480 households in an average week—more than 1,200 people, 30 percent of whom are children—a 55 percent increase over the previous year.

Richmond's Official Community Plan 2041 Update recognizes that the viability and use of agricultural land for food production is a challenge facing Richmond now and in the future and refers to food as a basic survival service in the context of a healthy ecosystem and environment. But it fails to address food security as an immediate requirement for healthy individuals and a healthy community. To achieve a healthy and complete community Metro 2040 Shaping our Future Draft Regional Growth recommends supporting urban food production and distribution by encouraging roof-top gardens, green roofs, and community gardens on private and municipally owned lands, and by encouraging the location of healthy food retailers and farmers' markets near housing and transit services. Although Richmond's Parks and Recreation Department is actively supporting the development of community garden sites—where people of low income will be able to have access to healthy, affordable food – there is currently a three-year wait list for garden plots.

The following recommendations are made to support and reinforce current City initiatives:
Food Security Recommendations
1. Make city-owned agricultural land available for local food production.

2. Show land designations accurately on City maps, to help preserve agricultural land for current and future food production.

3. Include healthy food outlets as components in the OCP Update.

4. Decrease impediments to food-related enterprises like farmers' markets and green grocers, and encourage them to locate within neighbourhood centres by providing incentives and staff coordination time.

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[11] Richmond Food System Assessment: Environmental Scan and Action Plan, Richmond Food Security Task Force, September 2006
[12] Cost of Eating in BC 2009: Low income British Columbians can't afford healthy food, Dieticians of Canada, BC Region and Community Nutritionists Council of BC, December 2009
[13] Hunger Count 2009, Food Banks Canada, November 2009

5. Provide community gardens in better proportion to the City's population, improving the current ratio of one garden plot for every 900 people in Richmond to down to at least one plot per 500 people, including plots in the City Center, where population growth is greatest.

6. Acknowledge the links between income, housing, and food security, and consider the affordable housing recommendations, above, in the context of food security.

Transportation

Anticipating continuous population growth within Richmond's limited land base, The Official Community Plan 2041 Update has identified access to public transit and alternative modes of transport such as bicycling and walking as important priorities to ensure that citizens' quality of life is not diminished by increased traffic congestion and loss of access to amenities such as parks, recreation, libraries, etc.

This access is especially crucial to low-income individuals and families. They need convenient transit and safe walkways that are well connected to schools, employment, recreation, medical care, and government services. Many will also benefit from a comprehensive network of on-street cycling routes that connect to local destinations and regional bike routes, as well as other supports that encourage the use of bicycles, such as the co-op program used during the Olympics, safe bike lanes, and storage.

The Canadian Federation of Municipalities[14] concluded from an analysis of commuters' income data that lower-income households are disproportionately dependent on transit for their commuting needs. A good transit system that provides mobility to persons with low income can help increase their prospects for employment and for social interaction. Richmond should explore options, investigated by some other Canadian cities, for keeping transit costs affordable, such as by providing transit subsidies or discounts in the form of community passes.[15]

Transportation Recommendations

1. Through mixed-use zoning in the centre of each neighbourhood, ensure that most residents are within a ten-minute walk of jobs, schools, services, amenities, and parks. Maintain and light walkways, and ensure that crosswalks are safe for crossing.

2. Plan to provide appropriate levels of transit between neighbourhood centres as well as to external destinations, and encourage more bikes on transit, to give residents a workable alternative to car ownership.

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[14] Mending Canada's Frayed Social Safety Net: Role of Municipal Governments, Federation of Canadian Municipalities, March 2010
[15] See, for instance the description of the Municipal Fee Assistance Program in Kingston, Ontario, at http://www.cityofkingston.ca/residents/transportation/transit/fee-assistance/

3. Increase accessibility and use of transit by providing transit fare subsidies for low-income residents.

4. Ensure the safety of new and existing on-street cycle routes; develop an expanded comprehensive network for cyclists, in part by using municipal rights-of-way and parking lanes; encourage implementation of a "co-op bike" program; increase the number of secure bike storage lockers at strategic points.

Social Inclusion

As mentioned in the introduction, our poverty report of 2000 recorded that low-income residents felt excluded from full participation in community life and had few choices in the decisions they faced. In considering land use and planning, it is worthwhile to look at how the physically built environment can facilitate social inclusion.

In a backgrounder completed for a community development project by the Laidlaw Foundation[16] social inclusion is described as extending beyond bringing "outsiders in". It is about closing physical, social and economic distances separating people, rather then eliminating barriers between "us" and "them." In other words, social inclusion and preventing social exclusion are not synonymous. Preventing social exclusion focuses on getting individuals to change their attitudes, while promoting social inclusion rallies a whole community to work together. Looking at social inclusion as a process as well as an outcome, the report concludes that local governments can do much to lessen aspects of social and physical distance among people, and that citizens have great confidence in their local government's ability to understand and respond to the social needs of the community. But at the same time a subtle form of exclusion can arise in the political process itself, when support programs and services are developed by upper- and middle-income portion of the population, because vulnerable members of the community are alienated from the development of policies and programs that affect their lives.

Social inclusion is not formally addressed in the regional growth strategy or the Richmond OCP update. However both documents provide tools for addressing social inclusion. In the discussion of developing complete communities, the regional growth strategy speaks to the importance of ensuring an appropriate mix of housing options to respond to diverse and changing needs of the community. Strategy 4.2 of the Regional Growth Strategy specifically recommends that municipalities provide public spaces that offer increased social interaction and community engagement. The OCP Update adopts this recommendation to an extent, by advocating neighbourhood centres with a diversity of housing types to suit all ages, incomes, and family types. Additionally, the Richmond Wellness Strategy points out wellness cannot be achieved by activity alone and must be linked with residents having a sense of connectedness to their community and a commitment to wellness and well-being.

Inclusion Recommendations:
1. Redouble efforts to support the participation of low-income residents by removing financial barriers to city programs and by providing opportunities for low-income residents to give back to their community through volunteerism by providing

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[16] Poverty, Inequality and Social Inclusion, Perspectives on Social Inclusion, Laidlaw Foundation, December, 2002.

reimbursement for out-of-pocket expenses (including transportation and childminding costs).

2. Ensure that public consultations are inclusive by continuing to facilitate the participation of low-income residents. The recent use of study circles and on-line discussions are recent City initiatives that are to be encouraged as examples of ways to include all residents in the policies and programs that affect their lives.

3. While developing neighbourhood centres, examine ways to decrease the physical and social distances separating people through inclusion of mixed affordable housing options and creation of public spaces that facilitate engagement and connectedness within these hubs.

January 12, 2011

HELPING KIDS SUCCEED RICHMOND-STYLE
Brief: City of Richmond Social Planning Strategy

Children grow up not only as part of a family, but also as part of a community. Evidence-based research tells us that early human development – what happens to a child between birth and 12 years old – affects long term health, well-being and competence. Research is also helping us understand how community circumstances can be shaped to improve the lives of children.

An estimated 22,897 children up to the age of 12 years live in Richmond, accounting for 13.2% of the total population. While the child population in Richmond is projected to decrease in the coming years, the opportunities and challenges facing children are becoming more complex.

Richmond Children First, a community initiative active in Richmond since 2004, is made up of community agencies and public organizations, including the City of Richmond. Funded by the province of British Columbia and the United Way of the Lower Mainland, the initiative is actively involved in community planning, public awareness, building a child-friendly community, and supporting the City of Richmond vision to be 'the most appealing, livable and well-managed community in Canada'.

Children in Richmond

As a community, Richmond has a lot to be proud of; in many ways our children are doing well. However, like adults, children are also impacted by federal and provincial policies, international crises, societal changes and other circumstances that impact our well-being.

Our community has -
- The highest child immunization rate in the province (97%)
- The highest graduation rate in the province (89%)
- The highest participation rate of children in the activities of their cultural group (59%) (food, music, customs)

However –

- 26% of our children live in poverty; the 2nd highest child poverty rate in BC
- 30% of our children enter the Richmond school system vulnerable on at least one aspect of their development
- Child connectedness to school and community is decreasing, with almost 56% of grade 7 students stating that they do not know of organizations which could help them
- Connectedness to adult anchors is decreasing, with only 50% of children in grades 4 to 7 identifying two or more important adults in their lives, and almost one-third of children unable to identify any important adults

Helping Kids Succeed Richmond-Style

The vision of Richmond Children First is *a child friendly community where all children thrive*, and one of our main goals is developing a community vision for children. Richmond Children First is currently working on two main strategies aimed at achieving this goal.

Helping Kids Succeed Richmond-Style

Helping Kids Succeed Richmond-Style is a community project that builds on asset development to create a personal village for all children. This project, involving 200+ adults and 400+ children at five elementary schools and three community centres, is based on the Power of Five - all children need at least five caring adults in their lives to have a greater chance of being successful, both in school and in life.

Richmond Children's Charter

This year, a child participation project is giving children a voice in what matters to them. Through words and drawings, children are being invited to shape a Richmond Children's Charter. This Charter will help shift the community to a place where the voices, needs, priorities and rights of children become an integral part of public policies, programs and decisions.

Recommendations

The City of Richmond is recognized for its strong commitment to children, as evidenced directly through actions such as being a signatory to the Public Agency Partners' Commitment to Children and Youth and demonstrating continued support for the development of a comprehensive child care plan. Indirect actions include developing the Community Wellness Strategy; providing affordable, and subsidized, recreation opportunities; establishing the Community Services Department; and, through many other policies, programs and initiatives.

Richmond Children First welcomes the opportunity to contribute to the planning process. We want to ensure that children, particularly vulnerable children, and their families are incorporated into the Social Planning Strategy.

We would like to make three inter-woven recommendations:

Recommendation 1: DEVELOP A CHILD LENS

A child lens is a child impact assessment tool. It can help you, as decision makers, to understand how your policies, decisions and actions affect children. This tool can be developed independently or as part of the Child Friendly City approach outlined in Recommendation 2.

Recommendation 2: BECOME A CHILD FRIENDLY CITY

Work with Richmond Children First partner organizations to become a UNICEF Child Friendly City. UNICEF defines a Child Friendly City as a "local system of good governance committed to fulfilling children's rights ... it is a city where the voices, needs, priorities and rights of children are an integral part of public policy, programs and decisions. It is, as a result, a city that is fit for all".

Recommendation 3: ENDORSE A RICHMOND CHILDREN'S CHARTER

In the fall of 2011, Richmond Children First will be asking City Council for endorsement of a Richmond Children's Charter, which is currently being developed through a child participation process. A Children's Charter promotes the implementation of the Convention on the Rights of the Child at a community level, where it has the greatest direct impact on children's lives.

We recognize that a Social Planning Strategy will only be successful with the contribution and collaboration of community partners. We want to assure you that Richmond Children First partners share a common vision and collective responsibility for the health and well-being of our children and we welcome the opportunity to continue working collaboratively with the City of Richmond to create a child friendly community where all children thrive.

Sincerely,

Kim Winchell
Co-Chair
Richmond Children First

David Phillips
Co-Chair
Richmond Children First

Social Planning Strategy Public Survey

How does Social Planning contribute to a vibrant and healthy community today and into the future?

What is Social Planning?

The key concern of social planning is people – ensuring that, as the city grows and develops, the needs of people living and working in Richmond are effectively addressed.

Richmond has a strong history of social planning. Key areas of focus include:

- Social issues – e.g., child care, health, diversity, affordable housing, homelessness
- Population groups – e.g., children and families, youth, older adults
- Capacity building – e.g., City Grant Program, support to local agencies and community groups.

Recent planning initiatives that the City has undertaken include:

- Affordable Housing Strategy
- Wellness Strategy
- Youth Strategy
- Older Adults Service Plan

Tell us what you think

The City needs your help, along with the cooperation of other community and governmental partners to make the best choices and set the most appropriate priorities for guiding Richmond's future social development.
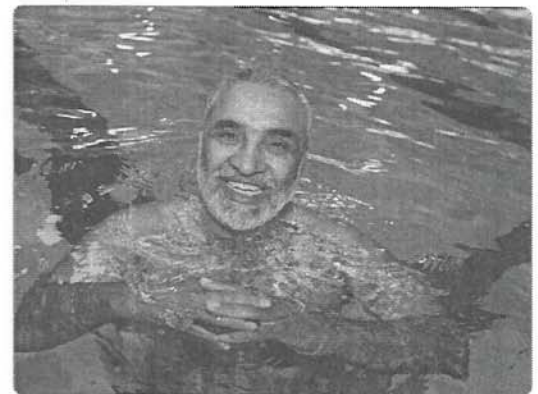
Your responses will be considered by City Council in preparation of the 10 Year Social Planning Strategy scheduled for completion in early 2011. Now is the time to share your vision and thoughts.

Richmond's 10 Year Social Planning Strategy will

- Identify future social planning priorities for Richmond
- Clarify appropriate responsibilities for the City and others
- Provide the foundation for more effective and sustainable social planning and service delivery in the future

Purpose of survey

The purpose of this survey is to gather information from the community - people living and working in Richmond - to help with the preparation of the Richmond's 10 Year Social Planning Strategy. And we want to hear from you.

> Deadline for survey responses: June 18, 2010 at 5:00 p.m.

www.richmond.ca
Prepared by Community Social Services Group, City of Richmond, May 2010

Richmond

Social Planning Strategy Public Survey

Other ways to provide feedback

- The survey is also available in electronic form at www.richmond.ca/socialplan

- You can email comments to sdavies@richmond.ca

- Chinese language version of the survey will be available as a PDF online for viewing and printing by May 10, 2010. Paper copies will also be available by May 10, 2010 at City Hall, any Richmond Community Centre or Library, Caring Place (7000 Minoru Blvd), and SUCCESS (220 - 7000 Minoru Blvd)

Submitting this survey

Please drop off your completed survey at Richmond City Hall, Information Counter, 6911 No. 3 Road,. You may also fax it to 604-276-4132 or mail it to City of Richmond, Manager, Social Services, 6911 No. 3 Road, Richmond, BC V6Y 2C1.

The deadline for survey responses is June 18, 2010 at 5:00 p.m.

Community Forum

In addition to the survey, you can make your views known at a facilitated workshop, schedule is as follows:

Wednesday, May 26, 2010
Registration at 6:00 p.m.
Workshop 6:30 – 8:30 p.m.
Richmond Cultural Centre Lecture Hall
7700 Minoru Gate

Please note: space is limited and pre-registration is required. To reserve a space, please rsvp by phone to 604-247-4692 or email to rmoffatt@richmond.ca.

Social Planning Strategy Public Survey

Let's get started ...

1. **The things that I value the most about Richmond are:**

   Sense of community
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Cultural diversity of the local population
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Broad range of social programs and services available in the City
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Feeling of personal safety
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Other (please identify):_____
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

---

About Richmond's social development:

2. **I believe it is important that the City has a role in strategies which focus on the following:**

   Affordable housing
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Child care
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Poverty
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Homelessness
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Drug and alcohol addiction
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Problem gambling
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Enhancing Richmond's sense of community
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Increasing opportunities for civic engagement
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

   Aging population
   ❑ Strongly Agree ❑ Agree ❑ Neutral ❑ Disagree ❑ Strongly Disagree ❑ Don't Know

Social Planning Strategy Public Survey

Youth development

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Public health

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Mental health

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Access for people with disabilities

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Cultural harmony and integration

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Social isolation

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

Other (please identify) _____

☐ Strongly Agree   ☐ Agree   ☐ Neutral   ☐ Disagree   ☐ Strongly Disagree   ☐ Don't Know

3. In priority order (with 1 being the highest), I feel that the five most important social issues that will need to be addressed in Richmond over the next ten years are:

Issue	Priority
Affordable housing	_____
Child care	_____
Poverty	_____
Homelessness	_____
Drug and alcohol addiction	_____
Problem gambling	_____
Enhancing Richmond's sense of community	_____
Increasing opportunities for civic engagement	_____
Aging population	_____
Youth development	_____
Public health	_____
Mental health	_____
Access for people with disabilities	_____
Cultural harmony and integration	_____
Social isolation	_____
Other (please identify) _____	_____

4. It is important that the City be strategic, set priorities, collaborate with other stakeholders, and use local tax revenues effectively in its future social development efforts. Therefore, while planning to address social issues over the next ten years, I believe that the most appropriate roles for the City involve the following:

Planning, research, and policy development (the basis for other City social development efforts cited below)

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Establishing infrastructure (e.g., hire staff, develop facilities)

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Delivering programs and services (e.g., recreation programs, youth outreach, older adult services)

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Collaborating and establishing partnerships with other levels of government and stakeholders (e.g., Vancouver Coastal Health, Richmond School District, community agencies)

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Providing land, space, or funding for community groups

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Advocating and securing external contributions from senior governments and others

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Engaging and empowering the community (e.g., hosting workshops, providing opportunities for citizen involvement in community planning efforts)

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know

Comments:_____

_____

_____

_____

5. I believe sufficient opportunities exist for people to get involved with social development activities in Richmond (e.g., serving on advisory committees, volunteering in the community, participating in community planning processes).

❏ Strongly Agree   ❏ Agree   ❏ Neutral   ❏ Disagree   ❏ Strongly Disagree   ❏ Don't Know
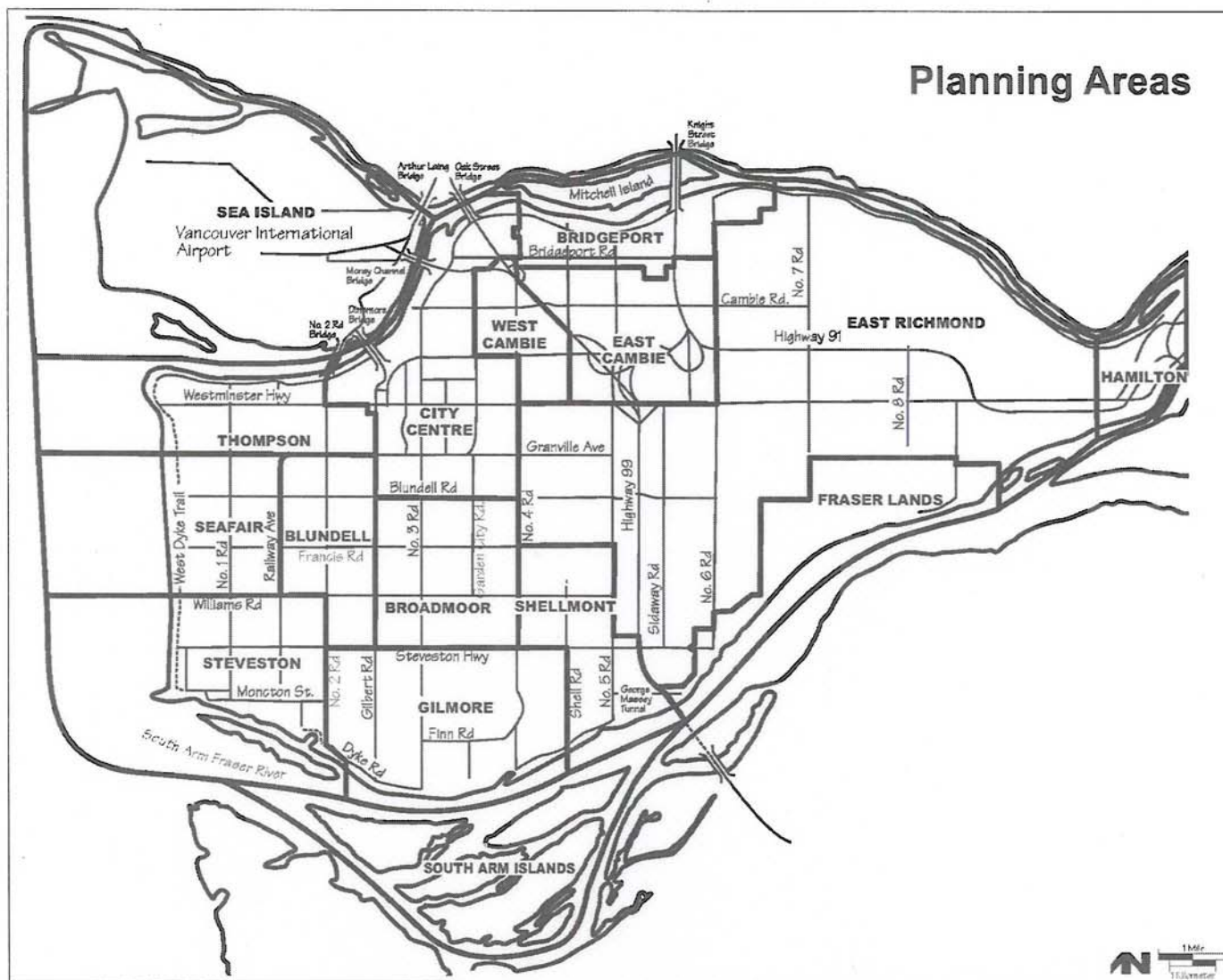
6. Thinking about the future, my vision for a socially sustainable Richmond in 2021 is as follows:

_____

_____

_____

_____

7. The following are some additional questions and comments I have for shaping Richmond's social development over the next ten years:

_____

_____

_____

_____

8. Are there any other comments you would like to share with the City?

_____

_____

_____

_____

Social Planning Strategy Public Survey

Planning Areas

SEA ISLAND
Vancouver International Airport

BRIDGEPORT
Bridgeport Rd

Mitchell Island

WEST CAMBIE

EAST CAMBIE

EAST RICHMOND

Highway 91

HAMILTON

Cambie Rd.

THOMPSON

CITY CENTRE

Granville Ave

Westminster Hwy

SEAFAIR

BLUNDELL

Blundell Rd

Francis Rd

FRASER LANDS

BROADMOOR

SHELLMONT

Williams Rd

STEVESTON

Steveston Hwy

Moncton St.

GILMORE

Finn Rd

South Arm Fraser River

SOUTH ARM ISLANDS

About me:

(Note: All responses will remain confidential and cannot be traced back to individual respondents)

A. I live in (refer to Richmond Neighbourhood Map above):

❑ Broadmoor ❑ Shellmont ❑ Bridgeport

❑ Cambie East ❑ Seafair ❑ Hamilton

❑ Thompson ❑ Blundell ❑ Steveston

❑ City Centre ❑ East Richmond/Fraser Lands ❑ Burkeville/Sea Island

❑ Gilmore ❑ Cambie West ❑ A community outside Richmond

B. My postal code is: _____

Social Planning Strategy Public Survey

C. **I currently (please check all that apply):**

❑ Work in Richmond

❑ Serve on an advisory committee or other appointed body for the City

❑ Work for a community services organization in Richmond

❑ Attend school, community college or another education program in Richmond

❑ Volunteer in Richmond

❑ Am not currently working

❑ Am retired

D. **I have lived in Richmond for:**

❑ Less than one year

❑ 1 - 5 years

❑ 6 – 10 years

❑ More than 10 years

❑ N/A

E. **I have lived in Canada for:**

❑ Less than one year

❑ 1 - 5 years

❑ 6 – 10 years

❑ More than 10 years

F. **The language I most commonly speak at home is:**

❑ English

❑ Mandarin

❑ Cantonese

❑ Other _____

❑ Punjabi

❑ Tagalog

❑ Farsi

❑ French

❑ Spanish

❑ Arabic

G. **I have used the following programs or services in Richmond over the past year:**

❑ Community centre program

❑ City arts or cultural programs

❑ Vancouver Coastal Health program

❑ Libraries

❑ Child care services

❑ Seniors centre

❑ Richmond School District program (beyond child's education)

❑ Services of a non-profit community organization

❑ Have not used any programs or services

H. **I fit into the following age category:**

❑ Under 18

❑ 35 – 44

❑ 65 – 74

❑ 18 – 24

❑ 45 – 54

❑ 75+

❑ 25 – 34

❑ 55 – 64

Thank you for your time
Deadline for submission is June 18, 2010 at 5:00 p.m.

For more information:
Contact Community Social Services, City of Richmond
T: 604-276-4390
E: sdavies@richmond.ca

Social Planning Strategy Public Survey Responses

The purpose of the survey was to gather information from the community—people living and working in Richmond—to help with the preparation of Richmond's 10 Year Social Planning Strategy.

The survey was conducted in May/June 2010.

The survey was available in both printed copy and an online version located on the City of Richmond website and widely distributed throughout the community. The survey was also translated into Chinese to provide alternatives for Mandarin and Cantonese speaking residents in the community.

Public Response

The survey achieved the following response from the community:

	Online Surveys	Printed Survey	Total Surveys
English language	208	46	254
Chinese language	N/A	24	24
Total	208	70	278

The public responses and comments to the survey are shown in this document.

Social Planning Strategy Public Survey Results

The things I value most about Richmond are:
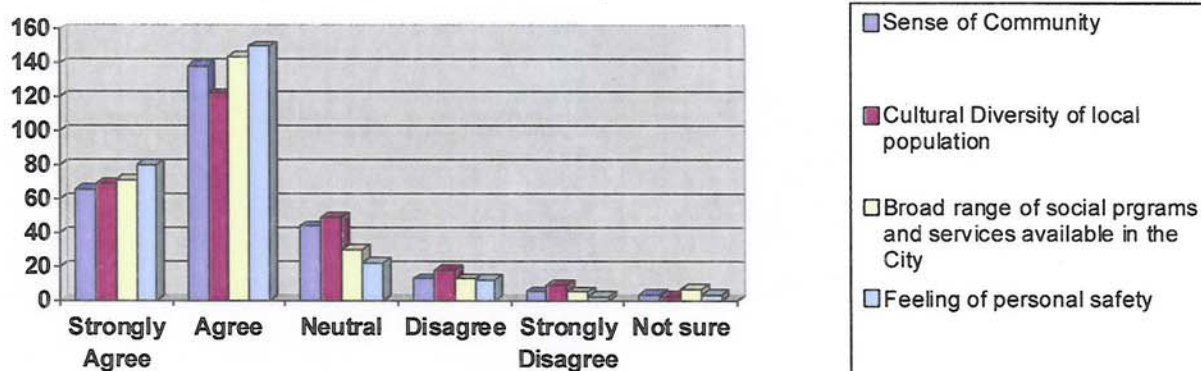
Legend:
- Sense of Community
- Cultural Diversity of local population
- Broad range of social prgrams and services available in the City
- Feeling of personal safety

I believe it is important that the City has a role in strategies which focus on the following community social issues or population groups:

Legend:
- Affordable Housing
- Child Care
- Poverty
- Homelessness
- Drug and alcohol addiction
- Problem Gambling
- Enhancing Richmond's sense of community
- Increasing Opportunities for civic engagement
- Aging Population
- Youth Development
- Public Health
- Mental Health
- Access for People with disabilities
- Cultural harmony and integration
- Social isolation

In priority order, I feel that the five most important social issues that will need to be addressed in Richmond over the next ten years are:
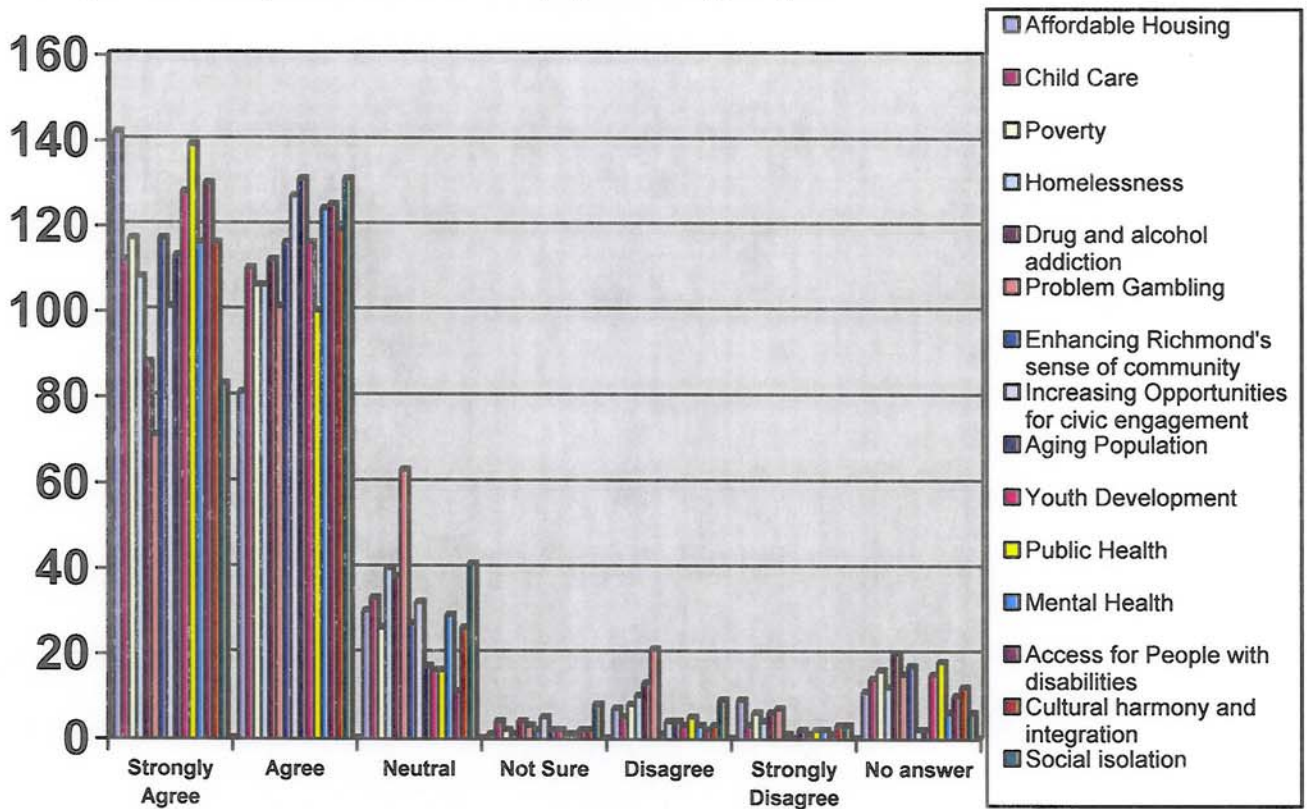

Total Number of Responses in Top 5

Legend:
- Affordable Housing
- Child Care
- Poverty
- Homelessness
- Drug and Alcohol Addiction
- Problem Gambling
- Enhancing Richmond's Sense of Community
- Increasing Opportunities for Civic Engagement
- Needs of Older Adults
- Needs of Children and Youth
- Public Health
- Mental Health
- Access for People with Disabilities
- Needs of Recent Immigrants
- Needs of Single People
- Needs of Children and Families
- Needs of People with Low Incomes
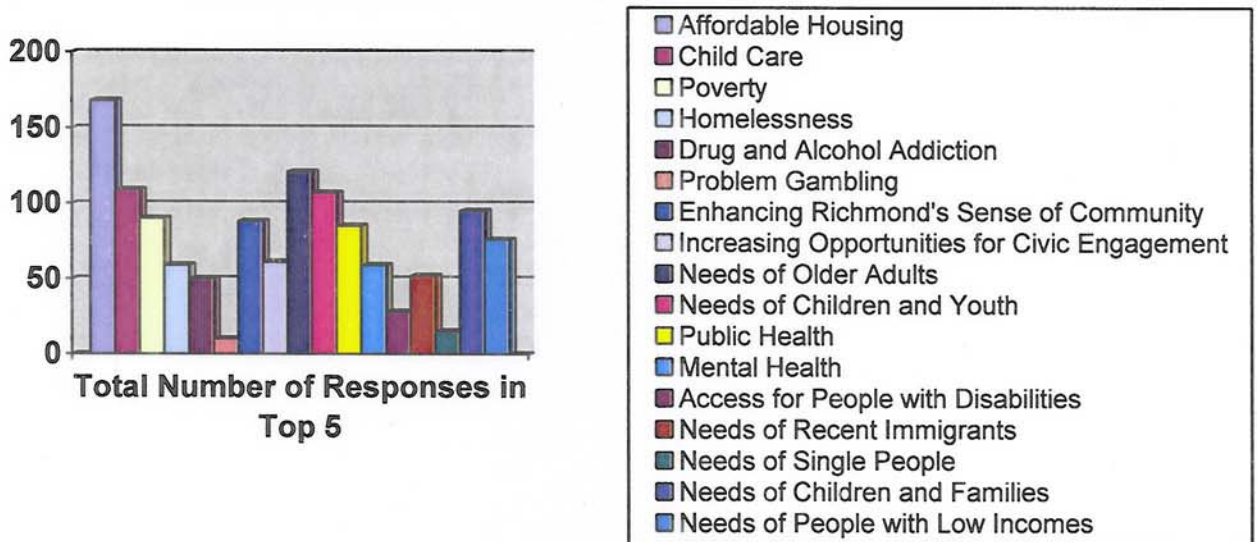
It is important the City be strategic, set priorities, and collaborate with other stakeholders in its future social development efforts. Therefore, while planning to address social issues over the next ten years, I believe that the most appropriate roles for the City involve the following:

I believe sufficient opportunities exist for people to get involved with social development activities in Richmond (e.g. serving on advisory committees, volunteering in the community, participating in community planning processes).
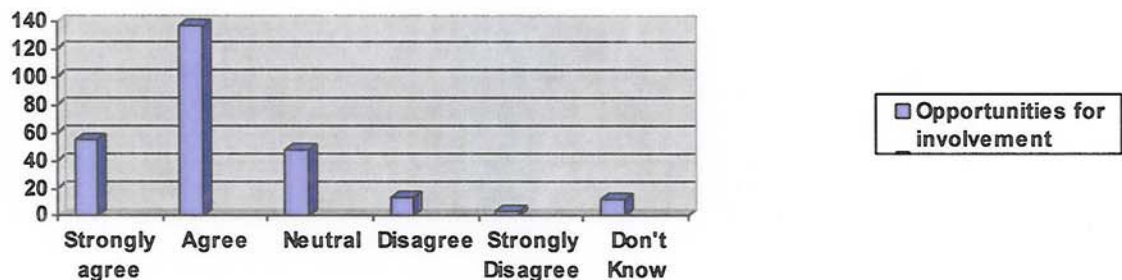
About Me Questions

I live in (refer to Richmond Neighbourhoods Map):

Legend:
- Blundell
- Bridgeport
- Broadmoor
- Burkeville/Sea Island
- Cambie East
- City Centre
- East Richmond/Fraser Land
- Gilmore
- Hamilton
- Seafair
- Shellmont
- Steveston
- Thompson

Number of Respondants

I currently:

Legend:
- Am Not Working
- Am Retired
- Attend School
- Serve on an Advisory Committee
- Volunteer in Richmond
- Work for a community service organization in Richmond
- Work for the City
- Work in Richmond

I have lived in Richmond for:

Legend:
- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years
- No answer

Lived in Richmond for:

I have lived in Canada for:

Legend:
- Less than 1 year
- 1-5 years
- 6-10 years
- More than 10 years
- No answer

X-axis: Lived in Canada for:
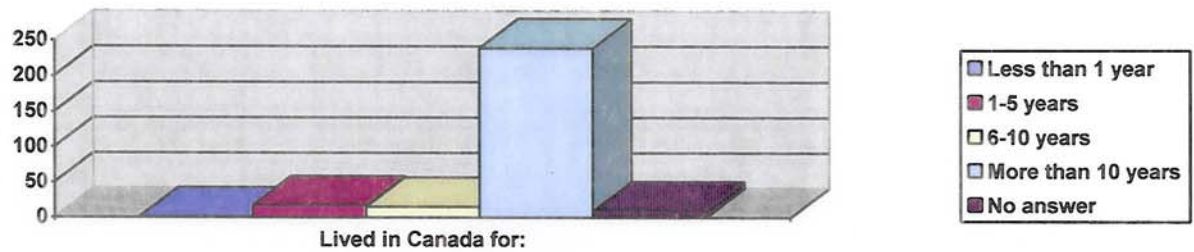
The language I speak most commonly at home is:

Legend:
- Cantonese
- English
- Mandarin
- French
- Spanish
- Punjabi
- Other

X-axis: Language Spoken at Home
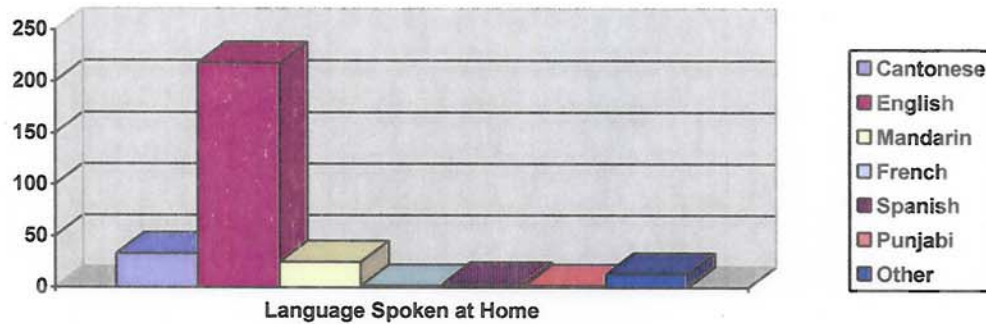
I have used the following services in the past year:

Legend:
- Childcare Services
- City Arts or Cultural Programs
- Community Centre Programs
- Have not used any programs or services
- Libraries
- Seniors Centre
- Services of a non-profit organization
- Vancouver Coastal Health
- Richmond School District programs
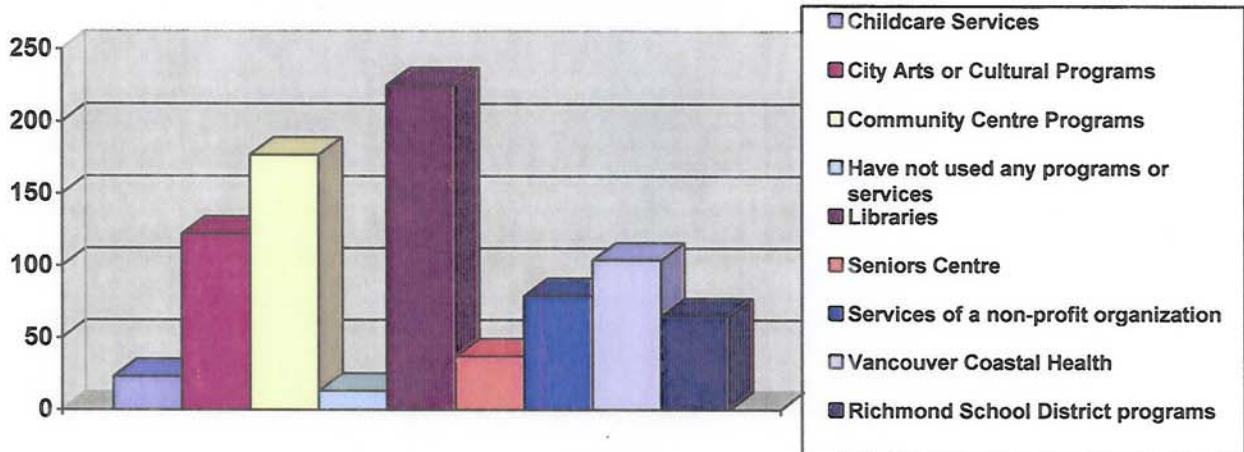
I fit into the following age category:
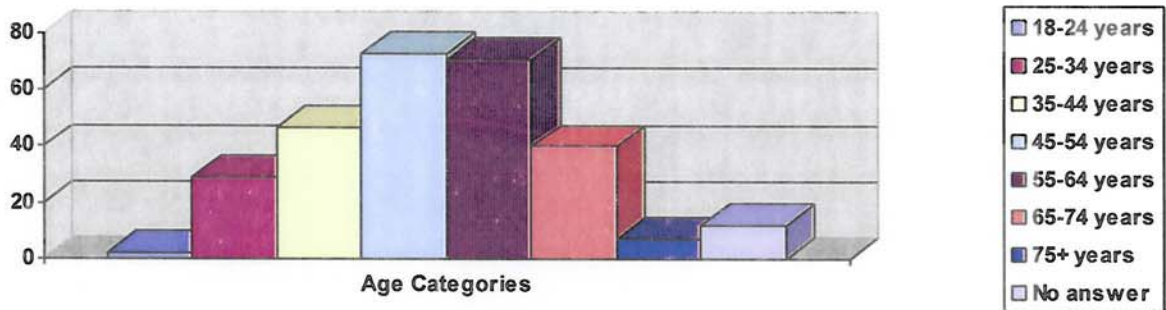
Public Comments on Questions

It is important the City be strategic, set priorities, and collaborate with other stakeholders in its future social development efforts. Therefore, while planning to address social issues over the next ten years, I believe that the most appropriate roles for the City involve the following:
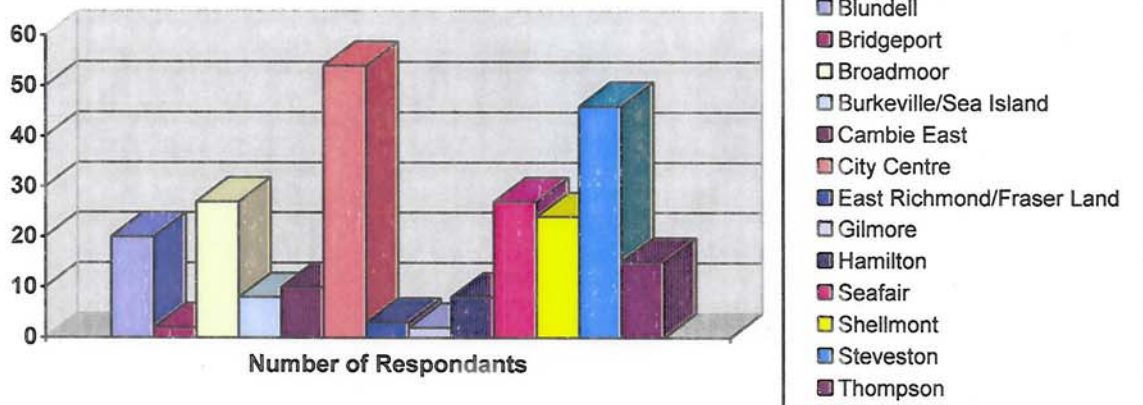
Don't waste time and money developing public information meetings that are intended to show what city staff are convinced are the right answers to issues—before the public has had the opportunity to discuss them in an open forum.

Hard to respond as these items don't directly connect with the ones above. I think there has to be land and money for housing for low income people, disabled people and the homeless. Agencies have to work together to provide services to homeless after they are housed so they don't end up back on the street. People with mental health and addiction issues need to be cared for not just put in a warehouse out of site. They need beds year round not just in winter. We have to come to grips with this issue. We have to find creative ways to work with people who are hard to work with to give them their autonomy while at the same providing the support they need to remain in safe clean housing and access services for food, clothing and health care. We have to start by breaking down barriers between the community and people with special needs. I like that running program a guy in Vancouver started for homeless people in the shelter. I liked it when I saw a homeless man with a radio.

Question 4 is quite ridiculous. How do you tackle homelessness first and then poverty? Getting us to rate these was futile. All of these need to be done at the same time.

Recognize and use expertise and abilities of community groups to engage and empower the community (e.g. RCEN, SUCCESS, RWRC, RHAC, RCCS)

Re: Spending local tax to establish infrastructure: this depends on the area—the City needs to be very careful not to duplicate the efforts or take on the responsibilities of other agencies or levels of government.

Re: Program delivery: the City needs to work with existing orgs to deliver services (and even to know some exist); community associations are the best placed to serve needs on a geographic and orgs like the Chinese Cultural Society may be best placed to serve specific cultural groups where language and cultural practice may not be well understood by community association leaders and the staff who work at the facilities.

Maintain community centers, outdoor sports facilities, to ensure maximum use by the community

Richmond has improved greatly in the last few years, it's a pleasant community, we need to make it a great community.

Planning, research and policies are only good if they are realistic and doable, and the City will follow through. A lot of money is spent in research and left there, in paper. A lot of policies are developed and cannot be implemented accordingly. A lot of planning, stays there in paper, not action. The excuse for all, need more financial resources.

Municipality can show leadership in making sure necessary health and social services provided for all socio-economic levels of community.

The city should not take on provincial or federal responsibilities.
Improve access to the recreational activities for the city centre area, we need a green space and community gardens within walking distance from the high density areas.

Provide a well designed interactive city website (and opening up city's data) in order to empower the residents to organize themselves (by neighbourhoods or areas of interest) instead of always just depending on funding.

Providing land, space and funding for community groups should NOT come at the cost of losing green space. We have too little already. Use existing facilities only.

There was no category for increasing public space OUTDOORS we live a beautiful area and taking advantage of this great location with connection to nature is critical for well being.

Use the community more to run the community programs.

Such a huge Asian population. Need to get everyone educated to speak the language of the country they have chosen to live in, no matter what country people arrive from. Huge necessity to proved training in English. Some policy around children having adult supervision, so teens are not left to fend on their own, and moms become single parents for most of the time. Too much flying back and forth to China and huge impact on the children and families causing the community to 'pick up the pieces'.

You have had enough time for research and policy development. Please build affordable housing.

Not only the City but all levels of government need to be involved in the process.

Within reason, not having City staff being paid overtime to conduct these workshops.

The City also needs to provide more areas for employment. The more healthy businesses Richmond has, the better the incomes of the residents will be.

Commenting on these strategies is not possible without knowing the underlying desired outcomes. If the focus is on the City's mandate (e.g. safety, movement, environment, libraries, recreation, ...), it makes sense to invest in infrastructure and programs. If outside this mandate, then no it does not make sense.

The city needs to acknowledge the work of advisory committees—and genuinely respond to citizen input on important initiatives. Sometimes citizens are "consulted" in a token way with little response to what people think. I keep on filling these "surveys" out in the hope that the city really reads them and that they might influence city decisions!

Sea Island Community Association did not receive notice of the May 27 input meeting until May 26. This is one example of communication deficits that are typical of Richmond and that routinely prevent or constrain community input.

There are no simplistic answers or solutions. Programs & services can best be provided by community groups with support from the City such as land, facilities, grant type funding, advocate with senior levels of government, develop strategic community partnerships. and do social research and planning. However, the City itself need not provide actual social programs or services.

More picnic tables. More access to books. Bike lock ups, racks, trails, routes.

I think the city needs to advertise and promote opportunities for community members to contribute and speak out on social issues.

Too much emphasis on sport—provide space for cultural groups at an equal cost/area as sports—competition is overdone and anti-community unity. More small-scale family parks everywhere.

If you are a middle-income family, Richmond is awesome. If you are a kid in a poor family, Richmond is pretty bad. Let's shift our energy to bringing up the lives of our poorest kids so they can at least have a chance of achieving their potential and contributing to society as opposed to a higher likelihood of being a liability to society.

While most of the above are desirable there are no questions involving costs or cost savings or priorities.

The Food Bank and Pathways Club House for those with Mental Health can work with the City to partner on a new facility.

I feel very suspicious of the whole survey and much of its language. It seems to be all about office work and establishing of increasing bureaucratic strength.

A key factor is whether the city begins to genuinely listen to its citizens, starting with this survey. We have had the experience of past surveys that were used to manipulate the citizens more than to gather opinion. Examples are the so-called Richmond Community Survey of 2007 and the Garden City Lands Open House feedback survey of 2008. So far, this social planning process has been handled better, and the survey is better than the two bad surveys I mentioned. However, in this survey I found it hard to adequately reflect my belief that working toward food sustainability, ecological or environmental sustainability, and green space sustainability can be a central aspect of "social sustainability," an ongoing great community in the present and the future. By the way (of less importance), it is also confusing that the numbering of the final questions is different in the paper survey form and the online one, as I found when I used the paper survey form for rough work and the online form for the final version. Similarly, the choices for #3 are much better in the print version than in the online version.

Need more theatres for performing arts. More benefits for seniors. Free parking at all medical buildings.

Need to facilitate music for school children. Would like a concert hall with good acoustics for orchestra and singers.

Social problems cannot be eliminated, but they can be mitigated by comprehensive and collaborative actions; all of the ones above must be integrated.

Strengthen and increase libraries, parks, community centres, etc. Public infrastructures and improving the environment, allowing the public to have more opportunities to participate in social activities. Age restrictions on certain activities should be more lenient. For example, allow children born in January 2004 and children born in Dec 2003 to take part in the same activities. In reality, their birthdates are only one month apart, not one year. For example,...() elimination leads to a waste of natural resources.

I also see the need to establish a system for translation/interpretation for different languages, responding to the immigrant population in Richmond.

When is the city going to serious about going Green??

Important that community be kept informed what decisions are being made/influenced by this survey. Who is making these decisions/changes?

City plan should reduce emphasis on automobile/parking as related to new housing e.g. projects along Canada Line will succeed with no parking on site and will permit better public space choices.

Wages and remunerations of councillors should be kept to realistic level without excessive increase.

First of all we need environmental stability. Fear of environmental degradation doesn't feed social confidence or peace of mind. Nor does homelessness, drug and alcohol addiction or poor mental health issues. The open spaces remaining in Richmond are invaluable. To take away any part of them, especially the Garden City Lands is to degrade our quality of life immeasurably.

Strengthen and increase libraries, parks, community centres, etc., public infrastructures and improving the environment, allowing the public to have more opportunities to participate in social activities. Age restrictions on certain activities should be more lenient. For example, allow children born in January 2004 and children born in December 2003 to take part in the same activities. In reality, their birthdates are only one month apart, not one year. For example,...() elimination leads to a waste of natural resources.

I also see the need to establish an operator for Translation/Interpretation in different languages, responding to the immigrant population in Richmond.

1. Stop the proposed jet fuel pipeline from going through our neighbourhood along 5 Road.
2. Enlarge existing pipelines.

Thinking about the future, my vision for socially sustainable Richmond in 2021 is as follows:

That nobody will lack the support they need to live a full and productive life.
That the opportunity will always be available for people to participate in community planning and decision making. That the door to City Hall will always be "Open".

I don't know what socially sustainable means. It sounds like a trendy, content-free buzzword that makes the city sound progressive.

A community where everyone knows his/her neighbours and speaks/greets them at least once a week.

Residents fully engaged in community planning process within their own neighbourhoods, an increase in recreational programs for children youth and seniors, zero homelessness, an increase in cultural integration.

Removal of taxes.

A community built on the needs of the community rather than the greed of developers. Less traffic. More green space.

In order to be socially sustainable we need to consider the rights of our residents and the ways in which we govern to ensure that future generations should have the same or greater access to social resources as the current generation. The goal should be to enhance the quality of life for ALL residents and to take care of our own in a way that is inclusive and respectful. Social sustainability for our community should mean that we can support all residents especially the most vulnerable and not send them to other communities to have their social needs met.

Social justice rather than political expediency should determine the choices made by politicians.

A socially responsible community that values its people and environment

A vibrant, connected community that has food security and services available to those from all income levels.

Affordable housing mixed in with market rate housing to support a healthy mix of community. To set up a women's shelter and homeless shelter in Richmond. To support all customs, without losing sight of our Canadian & Christian values and roots. To be inclusive and respectful of all customs, but to have Canadian values, beliefs and customs at the forefront and not become so welcoming that we forget this is Canada! To ensure our Canadian pensioners have sufficient GIS, OAS to support themselves and not give more than we can afford to give to your own pensioners to new immigrants. That is a shame, not taking care of our own!

A city where choices and opportunities for housing, food, transportation, education, work, and civic engagement create a healthy, dynamic, and inclusive community.

Capturing opportunities like the Garden City Lands for agriculture and preserving and respecting the ALR.

Affordable Housing, Poverty and Homelessness are issues that are looked at and planned for; City Council is taking lead to building an inclusive and accessible community for people with diverse background, abilities and needs. Priorities are collaboratively set, implemented and followed through by the City, service agencies, businesses and citizens of Richmond.

To have a greater variety of senior's housing options.

To re-look at bilingual signage on store fronts to increase a sense of community. Presently there is a distinct division as to where each culture shops and gathers.

Education to community in different languages on multimedia will help to make Richmond City a cleaner, more pleasant place to live. Education, included but not limited to: how to drive safe, follow traffic rules/signs, respect city's by-laws, do not spit or litter in public, need to line up while waiting for anything.

A place where people feel engaged and that they belong, where neighbourhoods are balanced and complete so that all services and amenities are accessible by foot or public transit.

Develop a stronger arts and culture community including infrastructure.

Balanced with economy and environment.

Better education for the public about the importance of sustainability initiatives is needed. Most people are unaware of the amount of waste they create or that their daily lifestyle is contributing to a unsustainable community. In order to build a socially sustainable community people need to know what practices they can implement to help create, support and educate others about this way of life.

People will prosper in harmony with each other in Richmond.

Seeing more affordable housing in Richmond, as prices are getting expensive. Childcare that is available for families without having to struggle to find it (private and non-profit).

Childcare options will be readily available and affordable.
City programs for children and youth will be vast and affordable for everyone.
There will be no homeless on the streets. There will be services and options for those experiencing poverty. People will feel a sense of community and belonging across all cultures.

All people, regardless of income, ethnic background, or age, feel like an engaged citizen in Richmond.

Centrally located common social services for community requirement.

Everyone should speak English. Teens need the support of parents so no living on own. Family to be one unit not half parent in China and other half in Richmond. Some families send children back to China to be raised by grandparents until they start school then suddenly they are pulled from grandparents to come live in Canada with parents...Huge impact on child and society as this child grows into teen.

Sufficient and affordable housing options for all residents; no child poverty; working people can afford to live in Richmond and have decent wages so they have time and energy to participate in the community.

Richmond creates and supports communities where neighbours know each other and care for one another, and where services needed to meet the needs of residents of all ages and stages are available when their neighbours and family need help.

Making more programs available for low-income families in Richmond, including quality daycare ad recreational programs.

The greater the population the more important recreation becomes. I would like people to do all their living here, including eating local. Support preservation of our farms and fields. Build new smarter housing/civic buildings with green features.

More opportunities for 'food security' actions, community gardens; protection of ALR lands.

Develop affordable housing for young professionals, young families from diverse backgrounds to enhance the diversity of the community. Many young families and young professionals are moving to the Fraser Valley, because they can't find affordable living in their own community. The sky train is great. More people are now commuting. What we need is to revamp the feeder buses, put smaller buses that can run more often so the waiting periods between connections are not insane like now, especially after 7 pm, and worst, after 11 pm. This is a matter of community and personal security. It must be dealt with it.

Harmony in every aspect of Richmond community.

A place where people feel happy, where they have good services, school, daycares, recreation for the whole family. Also a place where you can feel part of a community.
More single housing units, more community based services. More planning for seniors and the ageing population. Increased assisted living units for Mental Health consumers. The City needs to fund more services within Richmond to compensate for the Heath Care System cuts i.e. more community health services to keep people out of hospitals and living in their own home.

One in which all citizens are economically and socially sound, and one in which the City meets their ongoing and future needs.

Establish as an age-friendly city.

Affordable Housing for everyone who needs it. Detox facility for Richmond residents and halfway housing.

More land to the east side be released for development in order to alleviate the clutter at the Richmond Centre area. One more hospital should be built for sure.

Development of city centre does not seem to include vital services such as schools, health and community centres. Older neighbourhoods are losing their identities and cohesiveness as supportive and safe places to live for all ages.

1. Retention of our valuable farm lands for farming and support of farmers by tax reduction
2. Helping to provide accommodation for those in need
3. Professional, universal, funded childcare

Contain crime.

Restrict further high-density development in all areas of Richmond. Improve the existing parks and green space; add more when possible.

Sense of community, as Richmond has been in the past, I sometimes feel like a foreigner in the community that I have lived in since 1963, we really need to help those less fortunate so the children can grow up happy and healthy.

Create places and events where the community can have the opportunity to congregate and share at all levels and share the in the spirit of Richmond.

Central Park on a Garden City Lands.

Increasing density without increasing footprint—rezone existing medium density areas to higher density if the citizens desire.

1. sustainable development for environmental protection
2. better use of land instead of just condo and housing developments
3. more parks and other business/tourism development
4. diverse representation from different ethnic groups in local govt and the workforce
5. multi-lingual workforce and living community that celebrates different festivals of the 'dominant' groups
6. active promotion of multiculturalism and integration
7. better local transit around Richmond and to other cities
8. better accountability and transparency about city/govt spending and allocation of tax dollars
9. cutting down on unnecessary red tape and spending in city/govt projects, etc
10. stretching the tax payers' dollars, get more for less where possible

The same feeling of community that exists today, but perhaps with less of the politics that seem to go on today, both within the city staff and between city and local community organisations. I want to continue to live in a city where my family feels safe and supported and where we can actually afford to live on an average income without over extending our financial situation. I also want to make sure that Richmond continues to feel like a small town rather than an urban center. I like Steveston's community feel, especially the community center and library.

We need to look at the big picture and that means leaving a strong legacy for the future by saving land for the needs now and in the future...

A crimeless, cosy, low profile, hard working, high literacy, above average family income, above average housing price middle class families.

Power line along Gilbert Road from the hospital to?? I am suspecting the power line is damaging our human health. It should be underground for the sake of our heath and city look.

That we spend the next 6 years concentrating on housing ALL our citizens. Rich, poor and homeless.

I feel a healthy community with good programs for the citizens will only thrive in the years to come. A community with well-rounded opportunities in the arts, sports, senior services and healthy living is where I want to live and have chosen to live.

Maintain & retain a strong sense of community. Make Richmond liveable.

A city where there is a strong desire to support those who are disadvantaged.

COMMUNITY MINDED INDIVIDUALS FOCUSED ON INCLUSION.

No further high-rise development!!!!!
Stop creating mini-neighbourhoods!
We are saturated with homes!

Increased growth in population with emphasis on environmentally sound practices in community and government.

Fair taxation: per number residing in dwelling as opposed to taxing real estate only. Empowering community groups to customise programs for their area.

There will be affordable housing that is integrated with other types of housing (so we don't end up with a 'ghetto' type area or isolating those with lower incomes); citizens will be able to find services at their local communities centre that help them to better integrate into the community and to be part of a vibrant community. We will have services and alternate housing available so that as we grow older we do not have to leave our community if we can no longer live in our home. We will have places to deal with metal issues and addictions (more than we have today) so these people do not have to leave the community either. In short I would like to see more/expanded or new services that help people realize their potential/ help them over difficult times/ help them become contributing members to the community. We will continue to be a diverse community and respect other cultures (while still honouring our culture and the fact we are all Canadian). Being socially responsible also means working towards being 'greener'— Richmond has done a very good job so far (recycling, rain barrels and now food waste collection) but we can continue to grow this through small measures—community gardens and community kitchens and preserving the green space and agricultural land for future generations. I want to see a community that is innovative and forward thinking in the services it offers to its diverse population. Would be great if one day this community didn't need a food bank.

I would like to see us become known for our community, not Chinatown as most people think of Richmond now.

A balanced liveable community with viable businesses that can support the community. A strong commitment to the environment and sustainability in all areas—accessible for all ages.

Services available to address issues with mental health, seniors, childcare, and poverty.

A multicultural community with cultural events be held to celebrate our respects to each other and live in a harmonized society.

Who can project that far ahead?

Revenue from taxes spent with a ROI perspective that is measured.

Expansion in the outskirts of the city and not further congestion in the city central areas.
A cleaner and safer city. More parks, greenery. More law enforcement.

A healthy business environment so that residents can live and work locally.
Maintain a good flow of traffic to provide fast and easy access.
Keep taxes at competitive levels for business and residents.

People can choose to live, work, learn, play, and connect with others in Richmond.

It is all about today's youth. Seeking them out and showing them that they are important and have rights and responsibilities, creates the kind of citizens that we need to have 10 years from now.

Less emphasis on our bodies and more emphasis on our minds! More cultural events and a boost for the arts—a neglected part of our city—mental health is improved with the arts as well as with physical exercise. We need a performance centre and a good museum, etc.

Richmond partners to provide, but does not solely provide, social support programs and infrastructure.

Ensure that community based non-profit organizations are provided with affordable space in the City to meet the needs of its citizens.

Interracial respect, appreciation and communication.

Richmond is working towards food self-sustainability by growing on all available farmland, converting existing brown fields back to agriculture, growing at home, in community gardens, and so on. There is a vibrant and successful farm school that is getting new farmers onto the land. The community in general has a strong voice, is well informed, and active in civic matters.

Support non-government supported social services, provide monetary, educational and promotion support and in addition support in all those ways our diverse arts and cultural groups and increase opportunities to highlight home-grown arts groups including a free standing performance arts facility.

More integration of the Asian community into "Canadian" culture; especially the older population. While heritage is incredibly important, we need people from all backgrounds to understand one another, this way we can all learn valuable things from different cultures. It also allows for a greater understanding of why certain things "are the way they are" i.e. many new Canadians feel no boundaries for "personal space" when in line-ups for example. It may help others to understand that in Asia, this is completely normal. Dialogue is key and sharing is the best way for people to get over fears or misconceptions about a group that is new to them or that they don't understand.

Richmond needs to reconsider its zoning bylaws and regulations to ensure that it maintains and/or expands the green space that is available for use by its residents.

A community where people of all economic levels can live in harmony. A place where our children will be able to afford a home in the community that they grew up in.

I don't know what is meant by 'socially sustainable'. If there are a group of people living in Richmond in 2021, it will be a 'social' group. Whether that group can be sustained or not doesn't seem to tie in with your survey.

That it would be a multi-income level community, where there is a will to establish and provide affordable housing that reflects the earning power of average citizens living in Richmond. It would also put in place services and programs prepared to meet the needs of those who need assistance (housing, food security, child care).

1. Significant reduction in substance abuse and addictions for all age groups.
2. Increase in low cost, affordable housing, primarily more low-income affordable rental housing is created.
3. Reduction in family, child & seniors poverty.
4. Easier access to social and health service.
5. Social and health care programs and services are adequately and properly funded to meet the need in Richmond.
6. More meaningful job training programs are available to those that find themselves needing welfare.

More bike trails and ??? For staying out of traffic especially Steveston Hwy and Westminster Hwy and 3 Road. Look at the bike trail on Shell Road north of Steveston Hwy and copy it.

Matching growth of private development and encouragement of same with growth in social source programs and the accessible (near bus stops) delivery of them.
Turn around the "over development" of Richmond and the focus on high-end condos etc. We need to tax those who build enormous, environmentally unsustainable houses, drive around in huge gas guzzling cars and concrete over every section of fresh earth. The ordinary folks of Richmond (I live in a housing co-op)

are living in increasing poverty. We must have more affordable housing, more co-ops, more community gardens, more resources for those who used to be Richmond's middle class and have now become financially challenged.

I would like to see a large Asian Hospital being built in Richmond. There is an absolute need for that. It will better serve the older Asians who do not speak English and an Asian-type hospital would ideally include practice like acupuncture, Chinese herbal medicine, and so many other wonderful health-aspects, all under one roof, that I myself would certainly also frequent an establishment as such. An imminent need for this, the Asian population is growing at record speed and Vancouver Hospital is too old to meet everybody's requirement.

Meeting the needs of an aging (and perhaps isolated) seniors' population, the needs of youth and providing a wide range of recreational facilities to facilitate activity and health.

Inclusive, culturally harmonious integrated community that feels secure and is crime free.

Less traffic, more people in the inner core—less focus on cars and way more small parks, especially tot lots and playgrounds in the "city centre", spray parks, playgrounds for apartment dwelling children. Too much commerce, not enough amenities for families.

Richmond is a leader in successful community collaboration to evaluate, problem solve and implement a strong fabric of community resources and supports.

There will be plans in place to address poverty and provide affordable housing for those with low income. Richmond continues to be an inclusive and culturally diverse community offering programs to all of its residents to enjoy.

To continue and improve on what is presently being done. Much more should be done in affordable housing.

It's cliché, but our kids are our future and having a very large percentage of them at a disadvantage from the day they are born just because they will live in poverty only brings the rest of us down and reduces our collective standard of living.

These questions are very vague and the answers "seem" self evident. Getting feedback is a good way to add to the design process—if questions are meaningful and constructive. The feedback you are asking for hardly seems worthwhile.

I feel it is important to keep a sense of space. That is what Richmond is known for. If we have too much high-density development it affects mental health, causes congestion, encourages crime, requires expensive fire fighting equipment, etc.

Affordable housing units (i.e. apartments) at a price that single parents can afford.
A combined facility for the Food Bank and Pathways.
A shelter for homeless women.
A commitment to food security and more pocket community gardens.

Enhanced services for seniors, children and families.
Citizens living in cultural harmony.
Homelessness is eliminated.
Affordable housing is available.

Affordable daycare is available to all and supported by all levels of government.

Teaching and mentoring the youth in our community to fully access the programs and make use of resources made available to them so that they may go forward confidently and independently. Too many youth are expecting things to be done for them, many times plainly given to them by their parents who are too busy working to recognize that they are impairing their youth for the future. Young adults who do not understand the meaning of preparing for the future, educating themselves and getting involved with the communities that they live in to build up their social economical independence. Many will end up expecting things to be easy, going from job to job and will eventually depend on the government and social services to get by in life. We need to teach our youth the importance of community and how important volunteering is so they do not take for granted what they have and will look toward the future prepared and willing to do hard work, not because they're being paid to, but that they genuinely want to make our City a better place to live and raise a family in the future. The seniors in our community would be proud to see youth helping out by volunteering. This will create an environment where respectful and honourable citizens will keep Richmond a safe and sound choice to live. To be the most socially sustainable city in Canada reduced homelessness, mental health victims connected to health.

More affordable housing, less monster houses, fewer houses being crammed into 1 or 2 lots—It's over crowded in RMD—also no proper planning now regarding traffic movement especially for people living around No. 5 & Steveston Hwy.

The government understands that its money all comes from people who are not wealthy and who work hard, government respects that. Culture/arts recognized and not secondary to sports. Mix of ages and income living in harmony. Harmony of heritages without dominance by Asian traditional values. Minimal intervention by government but clear position in support of Canadian values.

In the socially sustainable Richmond of 2021, the Garden City Lands—an agricultural and ecological park—will be the centre and symbol of the social values of the Garden City. The poor and landless and isolated will have a place to come together with all sorts of fellow citizens to grow their own food and receive both gardening advice and social support. In other parts of the park, the wetlands will be enhanced as habitat and a carbon sink that symbolically and effectively helps clear our air. Along with reservoir lakes, there will be trails and gathering places that enable the people of the dense City Centre and other visitors to enjoy the tranquil setting without disturbing it. The citizens will proudly and invitingly share with agri-tourists and eco-tourists this central park that feeds the neediest and engages and enhances the whole community.

Set up the recycle pick-up program for townhouse and condo complexes as this will be the future population of Richmond. Provide incentives for using less of the minimums on city utilities e.g. water meter program.

My own particular interest lies in the cultural field—I strongly believe that a healthy community is one which offers lots of opportunity for the arts to flourish, and I would hope that this might be reflected in the next 10 years of growth.

Keep the green spaces. Avoid high-density living areas.

Provide quality leisure opportunities for the health of individuals and families.

We are currently thinking of moving from Richmond, as our neighbourhood is being torn down and replaced. I'd like to see a community where we seniors feel we can stay in our homes & afford to be part of our community. We are loosing our families and seniors because our children cannot afford to live here, and we can't afford to stay.

Lobbying Government for restored revenue from lottery/gambling to be used directly for social programs in Richmond.
Affordable rental housing for young families.
Encouraging multi-cultural music and arts programs in schools, and restoring arts grants to local organizations/ groups.
A socially sustainable city must "see ahead" (i.e. identify problems early on); city must mobilize multiple resources inside and out of government; city must commit (not just talk) including providing resources. That is sustainability.

A fine environment, harmonious development of a multicultural community, residents in the environment to obtain improvement, better and faster economic development and more employment opportunities.

I would like to see a greater focus on homelessness, poverty and social housing development. I also hope that there would be more integration and outreach with Richmond's ethnic communities.

A safe community where members of the community can find an effective social programs.

A viable community that at the same time attractive to high-income citizens while providing healthy social support to the economically distressed members of society.

Welcoming, caring and progressive community.

Vision—to live in a city that has limited homeless and poverty.

1. Everyone can afford housing rent or supply rent.
2. All people that are suitable of age to work are able to find employment.
3. All moorage fees to be free.
4. NO HST.

Reasonable (commodity) prices.

Affordable housing.

1. Increase community medical services.
2. Government can supply more free community workshops.
3. More first-time homebuyer assistance.

Control housing prices.

1. Improve government policy, encourage business development, increase job opportunities.
2. Improve the environment, build safe and comfortable residential areas.
3. Increase social activities, increase the people's agreement on the social atmosphere.

1. The land to become more regulated.
2. Managing of drug trafficking and drug addicts.
3. Handling of community sewers.

Build a new Chinatown in Richmond to display China's traditional culture, unlike the Downtown Chinatown.

Eliminate need for our Food Bank.
Early childhood learning for all pre-school children.
Enhance opportunities and assistance for farming all our ALR.
Protect our agricultural land for food production while providing farm owners and workers with living wages.
Check out Saskatchewan. Farmer Fair Trade Co-op now in operation.

Reduced emphasis on automobile.
Increased Canada Line type transit.
Improved/expanded street shopping/interaction opportunities—encourage streetscape mingling areas—eliminate parking "podiums" on high-rise projects as they currently create islands of elevated private space for project residents only not for "city residents".
Less building development, more spaces for sports, parks and recreation; agricultural land should not be designated or used for commercial, residential or any other building development.

A stable population—there has to be a limit to growth.

Self contained communities/neighbourhoods offering all services.

Childcare, teen programs.

A fine environment, harmonious development of a multicultural community, residents in the environment to obtain improvement, better and faster economic development and more employment opportunities.

A safe community where members of the community can find effective social programs.

Create Richmond into a community with more of a sense of community by having small business provide English signs and encourage all Richmondites to learn the English language, removing barriers of social isolation for all, including immigrant societies. Wherever you go in Richmond very often feels that a disconnected society exists rather than one of the where people spoke to one another. It feels like we live in a foreign country.

1. Stop losing farmlands to real estate developers by stopping rezoning of farmlands.
2. Government and Private industry should listen and respect community input, rather than just going though the motions of listening and continue to implement their own agendas while disregarding community inputs like the proposed jet fuel pipeline through 5 Road in Richmond.

Affordable housing would make a big difference to many families who are struggling to afford to live in Richmond and at the same do not wish to move. Focus on the Youth now for they will be the future. Less people would rely on social services if there was affordable housing.

Better housing for the homeless and better jobs for the future.

Making sure the income of families working in Richmond or the lower mainland can afford to continue to live in Richmond!

Emphasis on youth and focus on living healthy life style based on educated choices made by professionals and experts.

The following are some additional questions and comments I have for shaping Richmond's social development over the next ten years:

Reducing our cultural and ethnic silos and achieving real integration and citizen involvement in the affairs of the city.

Diversity.

Partnership development should be a key focus for Richmond in achieving sustainable social services. Consultation is good but true partnership requires a commitment at the highest level of decision making. The goal should be partnerships that seek to pool resources and expertise to achieve integration and collaboration in delivery of support that truly enhances the quality of life for all residents.

I wonder how people with disabilities will manage when the bulging elder population are competing more and more with us for scarce resources like housing, parking, spaces on busses, access to medical care and so on.

Please think of the planning of housing and the need for recreation facilities. Look at Steveston and West Richmond as they have both outgrown their community centres.

Why is food security not listed?

Who is to pay for the burden of translation of social services for residents who cannot speak English? It should be the user.

Be flexible and adaptable to changing community trends, increased public needs, and asses opportunities based on the majority views of Richmondites; don't over-indulge in discussion, surveying and wear yourself down with protocols and procedures.

I would like to see a greater emphasis on keeping historical buildings in Richmond, perhaps looking at utilizing them for public meeting places in some neighbourhoods. Our increase in density has actually cut off families from each other. There are uni-cultural activities cropping up in Richmond causing isolation between groups and limiting access to services.

I believe moving forward, it is important for Richmond to realize that as the city grows, problems that come with being a larger city will follow. It is critical that the city have a strong drug program in place and mental health system, so we do not end up with areas of poverty and crime like those that are so rampant in Vancouver proper, Surrey or New West. Also, it should be the responsibility of the city to teach the facts to all citizens about drugs and mental health and that it is the responsibility of the community to take care of all members of our society, not just the ones who are not stigmatized by some cultures.

There will be more and more people living in Richmond. Housing is too expensive in Richmond nowadays. There should be more community centres, libraries, swimming pools, recreation parks in conjunction with the increased in population.

Let's live our slogans:
We are an island city and sustainable living on an island requires sustainable practices and resources. We once were and could again be a garden city—rich soil in a temperate climate where, historically, residents have produced much of their own food on small plots (before heading for their shift in the cannery or the mill). Today, even apartment dwellers can grow a significant amount of food in community gardens, while getting exercise and getting to know their neighbours—important to physical and emotional health and well-being—including community safety.

Richmond needs to create more opportunities for people of different cultural backgrounds to interact in a meaningful way for a common experience. The Winter Olympic events are great examples.

I believe childcare needs to be addressed and private organizations given just as much respect and opportunity.

You do not talk about food at all!? What gives? How are we going to feed everyone in this City if we don't address the decline in local food production? We can't assume our food is going to be flown or trucked in from thousands of miles away forever.

Co-host City focus groups with community agencies as above. These groups have links to the community and people feel safe and welcome so they will speak out on issues that concern them.

Funding for community agencies &/or trained individuals to run specialized programs/groups for children/youth/families in the community.

We need another "walk to" destination like Steveston Village.

Why couldn't the city build affordable housing for young professionals, on a rent-to-own basis, similar to other countries in Europe and Latin America? These developments are created in city owned land, which makes them a bit cheaper than the private sector, but it brings people that can pay on a long term. It's very hard for today's young workers/professionals, to come up with huge down payments. Instead, start them up with rent-to-own with the option of annual % payments towards the cost of the apartment.

To have services for more cultures: Arabic, Spanish, etc, just to mention some.

What will the City do with the millions of dollars that developers have set aside in a fund for affordable housing?

Will the City be looking at a Living Wage plan for City staff and city contractors?

How are the residents of new high rise towers encouraged to get involved in building new safe and supportive communities?

Women's emergency shelter needed.

Keep streets & buildings clean & brighten up the city centre otherwise urban decay will set in. Lack of pride, dirty & unkempt bus stops, graffiti etc.

What is the plan for the garden city lands? It should be able to serve the community—young and old.

Unsustainable population growth brings all types of problems in Richmond, restrict it for a while to let the town to catch up with the infrastructure.

Preserve open space and increase access to parks & gardens in all areas of the city. Live up to the "Garden City" brand.

1. Valuing the contributions and experience of the different immigrant groups which needs to be reflected in the school curriculum, civic programs, and services.
2. More social/civic education/religious tolerance to promote the value and importance of multi-culturalism.
3. Establishing a stronger francophone community/presence.
4. Creating a more international and forward looking outlook in planning for future needs e.g. libraries, airport, hospitals, etc.

What can we afford?

Will Vancouver continue to ignore the needs of the homeless and subsequently force these poor people out to the suburbs?

Green space for the recipients of the food bank could provide opportunities for helping create more food and giving them a sense of purpose.

Reduce tax money on affordable housing, social supports especially for homeless, mental illness, poverty, drug and alcoholic addition group and crime transition centres. Spend money to crack down crime.

Public Health—Shorter the length of waiting time. Lately I have experienced huge frustration in getting a breast lump diagnosis, one moth waiting for a mammogram and ultrasound diagnosis, one month for biopsy, 2 weeks for the consultation with surgeon and more waiting. Lump is getting bigger. Worried I wont survive it.

Richmond should only build on the success of the O-Zone and Olympic Spirit and think about large-scale events that bring the community together.

Introduce programs to train newcomers to drive courteously on the road.

Traffic patterns need tremendous improvement to make neighbourhoods safer & friendlier. Too many homes are now on high traffic paths.

Stop the construction!
Do not build and they will not come!
WE have enough residents!

I have very serious concerns on how the number of community infrastructures are not matching the projected population growths. We only have 1 hospital. With the tremendous population growth, we need another hospital to sustain health services to a reasonable level. Our lone hospital now is already overburdened.

Social development also involves 'green space' and areas left as mother nature created them, community involvement with the designation and maintenance of these areas will bring communities together. Also an actual earthquake or tsunami preparedness set of community programs would be beneficial city and community team building practices.

To have our signage in English/French not other languages. I feel that with our immigrants not needing to learn English this is detrimental to Richmond.

The City of Richmond should ensure that it does not become part of mega-Vancouver like Toronto.

Bring the people responsible for these programs to the citizens in public forums (community centres, City hall, etc) to see how the public wants to proceed on the issues........many of they City programs do not reflect reality and costs are not handled well.

Put this survey through spell check confidential is not correctly spelled—let's start smaller than 10 years—get the form right.

Increase multi-cultural diversity. Avoid strictly one ethnic regions. Enforce recycling, clean city-green city bylaws. Tackle drug and homelessness issues. Tackle food and hygiene and sanitation issues in restaurants and food outlets.

The word "social" is so confusing. For some, it means everything, for others, it means the gap between economic, physical health, mental health, and for others it is all about the relationships among people. It is far too easy to jump into traditional thinking about social services and people who are marginalized. If the City wants a social development plan, it needs to start much higher, and dream bigger, and that means bringing in questions of safety, work, income, play, learning, ...

Multicultural events and discussions increased.
Address the high level of mental illness in Richmond.
Plan development more—less "just throw the condos up" attitude—good architecture would enhance this city a lot and make us all feel better every day....and more organic and natural foods—would improve health—where are our "Choices"?

The city MUST NOT become involved in providing social welfare programs and funding.

No development on the Garden City Lands unless it is to build a farm school. The lands are a cultural, social, and environmental heritage for ALL the people of Richmond, as well as the rare species that make their home here. In addition, the Garden City Lands are a valuable carbon sink. We don't need more apartment buildings or anything like that; let's keep green what is green already!

Richmond is a jewel of a city, well managed, well groomed and something very much to be appreciated and valued. We have seen a lot of high-density building and I believe that we have to continue to increase our arts commitment to give all of our population a chance to participate or to enjoy the arts.

All future housing developments need to have a set amount of affordable housing for low-income earners, childcare facilities and green space.

This community needs more affordable housing and this starts at the planning level. The local government must plan for a more basic style of residence without the frills. A type of housing that will provide a good, safe, warm environment in which to raise a family. We don't need more luxury condo's which are unaffordable.

I am concerned about the speed in which the Olympic Oval area, as well as other areas around the city, is being developed currently and over the course of the next ten years. None of these developments (i.e. River Green and the newly proposed Omni development) look to be the affordable housing that the city desperately needs.

1. How can the police force have a more positive and supportive role in social development?
2. How can social programs and service duplication be eliminated and prevented?

3. How can social programs and service needs be better identified and evaluated?
4. How can adequate funding be secured for social programs and services?

I see families struggling both here in the co-op and through girl guides where more and more families find it hard to afford even our low cost activities. My daughters have just started high school after years of home schooling and are surrounded by kids who are struggling to cope—pot, and harder drugs are in easy supply for the grade 8s. The kids know they will not be able to afford to live in Richmond, life is looking pretty bleak for many of them. Just look at the news, cuts for programs for schools, more housing for the rich. Very sad place to live these days.

Mental health is a serious issue that must be addressed. There are so many individuals in Richmond that are in great need for help, I see them on a daily basis in public, everywhere. Mental health amongst Asians must receive better focus and thus an Asian Hospital with better resources could help accommodate this pressing need.

The city needs to reflect the community of Richmond. That means that it must have a diverse work force in all its departments reflect Richmond's diverse community. That means that all policy makers in all departments are from that diverse community and truly reflect that thinking.

Too much focus on adult/male activities, i.e. ice time, expensive high profile, few people. Lets see playground programs without full time playground leaders in all neighbourhood parks. Social activities for families and ordinary people getting to know their neighbourhood and neighbours: entertainment, parties.

Focus is on facilities—buildings. Focus on the needs of the family. Provide space but also good community leadership training. More permanent pavilions in all parks—at least 4 in each park.

When negotiating with the developers for the construction of large-scale residential projects what key messages are being communicated regarding the challenges and needs of our community? How are these issues being used to influence developers to provide better supports for community infrastructure, green space and children's play grounds? Richmond Council and staff need to truly listen to the community and tangibly demonstrate how the voice of the community has influenced the future social development. Too often they have committees and processes in place but do not actually rely on these resources when making critical long-term decisions—at least in my observations.

I absolutely LOVE the OPEN DOORS celebration! Well done!

Free transit should be instituted for seniors even if only within Richmond. I know dream on!

If I were to chose where to focus our limited resources:

- Affordable/free childcare priority for poor single parents.
- Affordable housing for poor single parents.
- Strong school support for at-risk kids.

So that single parents can put more energy into making their kids successful which will make us all more successful.

By 2030, will there be any single family dwellings (detached houses) left that has a yard big enough for a family children to play in—i.e.: 1000 sq ft (100m2)? Where, close to "home" are children to play?

Collaborate problem solving is the best way to go I believe. Often the best solutions come from these directly involved or effected.

What kind of programs do you have in place for the youth and how do you recognize them, other than the "You Rock" Youth Awards? That covers all of Richmond and not just within the City Centre Core?
What is being done about the childcare services in East Richmond, mainly Hamilton area? We were promised a child care facility through the Richmond Society of Child Care, but fell through with the funding and the land. If you plan to rezone to multi-family housing along Westminster Hwy, you should acknowledge that will childcare spaces will need to increase to accommodate new, young families.
Is there anything the Ministry of Highways can do to stop trucking traffic along Westminster Hwy in the Hamilton area, the 50km/hr doesn't seem to work between Boundary and McLean Ave and it's taking some time to put in the sidewalk.
The mentally ill pose a fear to residents. What are you going to do about that?
Other Comments: There is a lack of women's shelters in Richmond. Mentally ill are on the streets. Panhandlers should be banned. Why off leash dogs on dyke. Need to reduce homelessness to the streets.

It's to crowded in RMD—stop building on every square inch that can be found.
The traffic is horrendous, and there are no plans to get traffic in and out of RMD. Without huge tie-ups at all major routes (especially the tunnel and No 5 road overpass)—it's ridiculous in these areas and hard for emergency vehicles also.

I feel pretty good about Richmond's social makeup when I look at youth education and the way Richmond's wealth is used for people. I am afraid of a more towards development and dollar value over social values.

I'm not sure whether animal welfare fits but it is critical that funding is made available to animal welfare organizations, especially as our # of immigrants continues to increase and many are unaware of our local perspectives on pets and farm animals.

There should be a much higher priority on services for the City Centre population. That will include the Garden City Lands (in the ALR) as a place where everyone in the City Centre can participate in community gardens and CSA farms (community-supported agriculture), make social contact. Also in the Garden City Lands, they will be able to peacefully enjoy restored wetlands that enhance the carbon-sink aspect and the future of native plant species and wildlife. No one will need to be homeless, hungry or socially isolated.

Transportation to Vancouver—overcrowded Canada Line.

Make English mandatory so people can talk to their neighbours.

When are we going to get a centre for the Arts where community choirs and school music programmes can feature their art? We need a place like the Chan centre perhaps not so grandiose but that gives the idea.

Continue with agencies such as Touchstone and the Caring Place. Wouldn't it be wonderful if we didn't NEED the Food Bank or Emergency Shelters in bad weather; that people could look after themselves.

Are there plans to expand Transit services within the region?
What are the plans for agricultural sustainability and development?

Can there be increased funding for day care facilities, expanding an after school care program, or providing youth facilities for children at risk.

Richmond has TWO challenges: to identify gaps and address gaps, and to sustain and augment areas where Richmond is already doing an excellent job. In the latter category I include Richmond's good start on trails and paths (public health begins with exercise), and Richmond's famous public library system. The library both needs and deserves improved support both in terms of facilities and collections.

Strengthen Richmond's street planning and work in green development. The green space compared to other neighbouring municipalities like Surrey and Coquitlam are much less. Increase development to beautify Richmond more. Other: There is nothing special of the development of downtown Richmond. It lacks the atmosphere of a big city. It lacks large-scale shopping centres and children entertainment centre.

Do not take on problems that should be solved or funded by the government of BC.

Expansion of programs and services to under funded but growing communities (e.g. Filipino-Canadians) and other specific groups (e.g. women).
Government to increase self-development, develop education employment, increase immigration, develop business.

Consider how to help new immigrants settle down.

Increase social planning cooperation with other neighbouring cities.

1. Pay attention to the safety issues of the social district's business and travel areas.
2. Increase employment opportunities in Richmond.

Shorten the time between concept/strategy/action. Affordable housing has been studied for many years and I note it is still seeking assurance re its importance/acceptance for it by our community.

Social issues in City Centre not being addressed in a timely manner. Building of high-rise residential and commercial structures in operation with no requirement for social needs. Is it possible that IKEA is being allowed to greatly increase its operation, requirement for much road building, decreased donation to City ($50,000.00 to 10,000.00), not greening of its roof, etc.? If this is true—some explanation to the people of Richmond is needed before any development permit is approved. Preservation of agricultural and for food production not mega houses, which should not be allowed to be considered a "racist" issue. It is a food issue. Saskatchewan has an operating non-profit Fair Trade Farmers Co-op. It would seem worth checking out if it could be adapted to smaller-scale farming as a means to assist local farmers and farm workers receive living incomes.

Vibrant society implies place for interaction, socializing, walking, shopping, gathering—traditionally streets with many small businesses which provide these opportunities—Not MALLS.

Planners are beginning to have good response to recommendations for adaptable housing; however, more emphasis on the benefits as desirable features which permit easier future "renovation" as a perk for owner

- family change
- need change
- taste change
- fashion change

More bicycle lanes, which should be adequately protected from intrusion of motor traffic. Near the Brighouse Sky Train Terminal, build a centralized and covered bus station for all bus routes so that bus riders are sheltered from weather elements and make changes at one sport without the need to go around to locate the right bus stop. No more gambling shops, establishment and casinos in the lovely and nice city.

Is any thought being given to limits to growth or is the attitude all development is good—"the more the merrier". Planning is complex—good luck!

Education is long over due in our schools in the teaching of our responsibilities. The root causes of homelessness, drug and alcohol addictions, poverty and mental health problems lie in our up bringing, our societal standards and behaviours. It's about time we got serious in teaching what it means to bring a child into the world. The suffering of unwanted children. The difficulty getting ahead that they encounter. Healthy and wanted children have a much better chance to be healthy and productive adults.

Strengthen Richmond's street planning and work in green development. The green space compared to other neighbouring municipalities like Surrey and Coquitlam are much less. Increase development to beautify Richmond more. There is nothing special of the development of Downtown Richmond. It lacks the atmosphere of a big city. It lacks large scale shopping centres and children entertainment centres.

Do not take on problems that should be solved or funded by the government of B.C.

Stop any further homing developments, create more green space. A greater consciousness of environmental issues including noise reduction would involve and enable quality living. Less is more.

Need for police presence on the streets.

I think the city of Richmond should encourage the public to use transit or ride bikes or walk, there are too many cars in this city and pedestrians do not feel very safe when crossing at intersections.

Get involved in the community. I hope in the future we won't need the food bank and more affordable housing and even for who are just making low money end.

There should be more childcare facilities made available as well as affordability for families to use them.

Let's Talk Richmond Social Planning - Activity Report

| June 19, 2010		December 09, 2010	

Activity Overview (lifetime)

Activity Overview		(lifetime)
Site visits	2,964	(3,438)
Page views	7,562	(8,273)
Visitors	951	(1,008)
Comments	35	(35)
Agrees	6	(6)
Disagrees	1	(1)
Document downloads	139	(209)
Video plays	0	(0)

Number of Participants who

Number of Participants who		
Registered	69	(70)
Commented	16	(16)
Agreed	5	(5)
Disagreed	1	(1)
Downloaded documents	34	(40)
Downloaded videos	0	(0)
Viewed FAQs	0	(0)
Took polls	8	(8)

Page Views By Date

Page Views By Hour

Registered ■ Unregistered ■
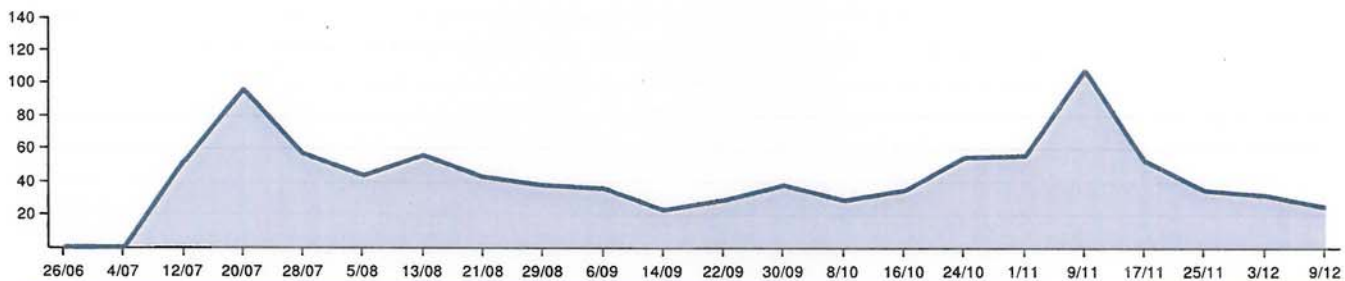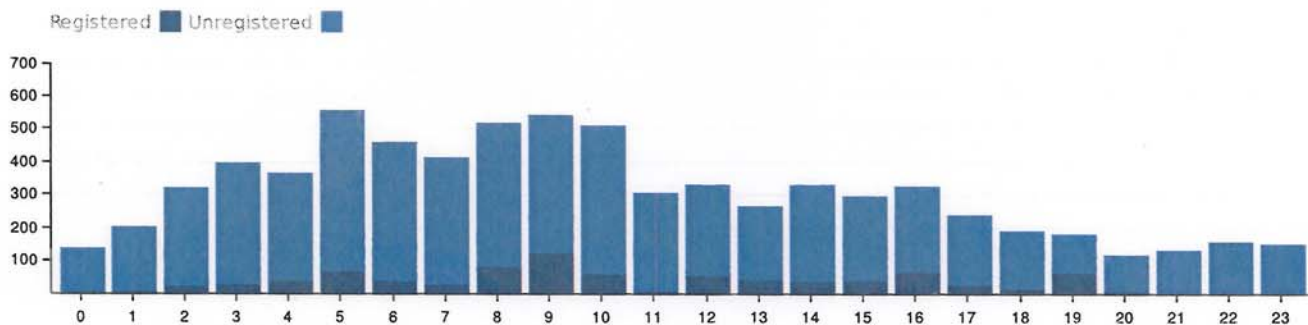
Engagement Depth

Engagement Depth	Average		Total	
Time on site	2m 36s	(2m 32s)	5d 8h	(6d 2h)
Page views	2.6	(2.4)	7,562	(8,273)
Visits	3.1	(3.4)	2,964	(3,438)
Comments	2.2	(2.2)	35	(35)
▸ primary			33	(33)
▸ replies			2	(2)
Agrees	1.2	(1.2)	6	(6)
Disagrees	1.0	(1.0)	1	(1)

Participant Conversion

Participant Conversion		
Visitors who		
▸ registered	7.3%	(6.9%)
▸ downloaded documents	3.6%	(4.0%)
Registered participants who		
▸ commented	23.2%	(22.9%)
▸ agreed/disagreed	8.7%	(8.6%)
▸ took polls	24.6%	(24.3%)

Tools	Total	Page views	Votes	Comments	Agrees	Disagrees	Participants
Forum Topics	8	851 (1,185)	21 (21)	35 (35)	6 (6)	1 (1)	31 (31)

PLN - 120

Document Downloads		Document downloads
First round Social Planning Online Discussion Forum Comments	23	(39)
Older Adult Service Plan	21	(32)
Affordable Housing Strategy	18	(32)
Youth Strategy	20	(26)
Creating a Youth-Friendly Richmond	18	(23)
Intercultural Strategy	17	(22)
Social Planning Strategy Report	12	(19)
Richmond Community Wellness Strategy	10	(16)
TOTAL	**139**	**(209)**

Id	Parent id	Comments	Posted at	Agree	Disagree
		Let's Talk Social Planning: FORUM : Over the next 10 years, what social issues will Richmond need to address?			
24	23	In reading the overview regarding Social issues, one thing shocked me - the total lack of reference to "people with disabilities" - shame on the person who wrote it. There are a number of issues that need to be addressed for people in this population group. The need for accessible & affordable housing as well as the need for sufficient income to maintain a healthy diet and cover the cost of maintaining assistive equipment for everyday life, to name just two. I will make sure we discuss this issue at the next RCD meeting - and bring to your attention additional items to add to this list. General population needs apply equally to PWDs, but some requirements may apply to this population more than others.	08 Jul 2010	4	0
77	23	The questions here and in the printed survey reflect a "fixed" attitude that growth will continue in Richmond and that we must make plans to accommodate this growth. It is apparent that we all work within limits;increased building of homes and apartment complexes seems to indicate no thought being given to limiting growth, or at least the rate of growth; in other words, we are forced to plan for sustainability with an ever-increasing population because we accept "free market development".Is this what we want? Is an increase in our population (growth)what is needed in order to keep Richmond a desirable place to live? Is "growth" a necessary element of "sustainability"?	12 Aug 2010	2	0
84	23	Richmond is a community of families that need support and assitance navigating the "challenges" of family and community life. This goes beyond recreational facilties and physical health. Richmond must advocate for funds to adress these issues relative to us in the community not some social cause that minimally effects us here	17 Aug 2010	0	1
93	23	The unsustainable growth of the city will create multiple problems in the future. New OCP plans for the increase in the population in the City Centre *3 times but only plans for the increase in the number of the jobs *2 times, that will make finding job harder, more people will have to drive to work, no major parks or recreational facilities in the City Center will also force people to drive to reach them in other parts of the town, there are no school planned in the City Center to support this growth ether, we already do not have enough family doctors that accept new patients etc. It is obvious that OCP was created under the pressure of the pro-development forces, before the recession, and now it has to be revised or at least the system of the checkpoints hase to be implemented when after addition, let say, 10,000 new people the services/infrastructure have to be checked for capacity – if there is still any land for the parks and schools is avail. to accommodate the growth further.	19 Aug 2010	0	0
96	23	what are Social Issues? The matters of concern when people interact or choose not to interact with one another. In Richmond how are people interacting, along what lines and with whom, under what circumstances, where and how? What is working well and what is not working so well?	23 Aug 2010	0	0

		Social Issues - a very complicated topic. across a walks of life all cultures and communities and all economic standings. Much to think about.			

Let's Talk Social Planning: FORUM : Community Social Services: How can the city help ensure that needed services are available to Richmond residents?

25	19	Hello, I am from and in Romania for the moment but I hope to be a resident in Richmond soon. Best regards and congratulations for your work.	11 Jul 2010	0	0
43	19	Does CHILD CARE include a service to make sure children under 6 years of age are adequately fed. I believe there is a breakfast program in some schools, meals on wheels for shut-ins and occasional church dinners for the impoverished BUT how are younger kids identified and cared for?	22 Jul 2010	0	0
86	19	It is imperative that Council and City management recognise that locally based service organisations are those most likely to be involved in community engagement processes. Richmond based services also have a strong history of supportive infrastructure. When identifying needs, we need to build our own service delivery system that is committed to Richmond. To those who raise the issue of duplication be mindful we do have a Richmond School Board, Richmond Parks and Recreation etc. and we need to see locally based family and community service organisations as preferred contractors and build on their strengths to ensure programs are locally developed and services for Ricmond are the primary goal. I repeat from a previous comment that service should be based on locally identified needs.	17 Aug 2010	1	0
116	19	I think we do have many good programs but the immigration services need to be more accessible to all immigrants - not only in theory.	09 Oct 2010	0	0

Let's Talk Social Planning: FORUM : Intercultural Harmony: What can the city do to help immigrants to better integrate into the community?

38	10	the fact is that municipalities like Richmond do do immigrant settlement work...in the broader sense of the concept. staff must spend hours introducing immigrants to city services and dealing with daily concerns that immigrants have. Other levels of government don't acknowledge that role or fund it and many municipalities like Richmond are in denial about having this role... in case they have to take on unfunded duties that are seen as federal and provincial responsibilities...odd really as are already doing the work?	16 Jul 2010	0	0
42	10	I feel that one of the basic needs new immigrants struggle with is language. There are numerous ESL classes in the community offered by a variety of organizations/institutions. We should work to maximize the effiency of these ESL classes as well as offering them in our local community centers.	21 Jul 2010	1	0
56	10	A major obstacle to integration is lack of a common language. In Richmond where many immigrants are only able to speak one more more dialects of Chinese, walls are erected in the community when immigrant shopowners are unable to communicate with residents and visitors who are not from China. The Asian malls along Three Road are a delight to visit and I enjoy spending time there, but I have the benefit of being able to speak Cantonese. I regularly see non-Chinese speakers hesitate to explore these malls and when they do, they are unable to converse with the shopowner or his/her staff. Canada has two official languages, and I think it's important to integration that all businesses are able to serve the public in at least one of these languages. This applies to more than just the Chinese of course. All immigrants must learn	25 Jul 2010	2	0

		English if they are to integrate with the rest of Metro Vancouver.			
57	56	Now that I have posted the principle of the matter, I would suggest that perhaps the City could find ways to encourage immigrant residents to take ESL courses. I don't know that we need to be heavy-handed about language, such as by legislating English on all signs, even in (for example) Chinese stores, but there does need to be some type of incentive to remove the walls created by different languages. Our many cultures do just fine living next to each other, intermixed with each other. I don't want to see ethnic enclaves ("ghettos" is too strong a word) taking root in Richmond. We are all Canadians first.	25 Jul 2010	1	0
117	56	Yes, I fully agree - language is the key! Bean04 - I have come to Canada 27 years ago and gone through the same as your parents. We do have a lot of services to help with settlement, unfortunately many of them offer everything in Mandarin or Cantonese, making it not necessary for the new immigrants to learn our language. At the time I came to this country, and Richmond, we did not have all these programmes but there was the necessity to learn the language - in hindsight, it was the best "help" we could get to become part of the community.	09 Oct 2010	0	0
95	10	Richmond has to be more creative in order to successfully address the integration of immigrants into the community. 23 years ago, my parents moved to Canada from overseas, and they struggled tremendously. Juggling time to find a job, learn a new language and integrate your children into the schools can be a daunting task. Many parents moving from overseas do not have the time to attend ESL classes, as their main priority is to find a job, find a place to stay, and learn about the new school system for their children. If we want to successfully integrate immigrants, we need to have a tiered approach - offering not only ESL classes, but other resources to help them in all aspects of life. Think about what you would be looking for, if you picked up and moved yourself to another country with a different language. Some examples would be work internships to provide Canadian work experience, ESL classes offered at night or during the weekend, mentoring programs, workshops, buddy systems (offered for those looking to volunteer), etc. There are a lot of ways we can help integrate immigrants into our community - we just need to be creative!	23 Aug 2010	1	0
Let's Talk Social Planning: FORUM : Supporting Families: How can the city best help?					
85	15	The City staff an polticians need to remain mindful that at times discussion and action on family, community and social development needs should not be deferred simply by stating that it is a federal or provicncial mandate not municipal. Richmond can show leadership by assisiting Richmond based service agencies in advocationg for services and fundings and, yes, sometime providing funds to demonstrate and establish need.	17 Aug 2010	2	0
94	15	Parks are very important for me and if City would simply stand by its established norms it would be good, but it does not feels that way, it rather feels that corners are cut and the developments are given go ahead when it is not known yet where will be the park land located - half norm in the City Center and the additional half elsewhere - so where? Families living within the City Centre area have the same right to go for a walk with the kid or a dog or play sports within walking distance.	19 Aug 2010	0	0
Let's Talk Social Planning: FORUM : Social Planning: What does Richmond do well that should be preserved as a Social Planning Strategy is discussed?					
87	13	I think that the RCSAC needs to be given a more significant contributory role, through its executive committee, in the emerging social planning issues. The RCSAC used to be viewed as a "go to" organisation for this. My concern is that	17 Aug 2010	1	0

		RCSAC used to be viewed as a "go to" organisation for this. My concern is that it is now seen as a "nod to" function. While recognising the "expertise" of staff Richmond Council and staff also need to continue to recognise the "expertise of experience" in the community.			

Let's Talk Social Planning: FORUM : What would you do to make the community more welcoming and inclusive for our youth?

145	131	By simply engaging the youth in the City activities. We should find the ways to attract them to be more engaged and have active participation	20 Oct 2010	0	0
178	131	The Richmond Art Gallery Association (a non-profit society) recently had a Volunteer Open House and about 40 people turned up-most of them youth. I believe youth want to be involved in the community and just need to know that there are a wealth of opportunities out there. These youth are enthusiastic and brimming with ideas. They are knowledgeable about social media and can really help organizations that are "stuck" in the old ways of communication. They want to volunteer their time to worthwhile causes and there is no doubt that non-profits need youth for succession planning. Youth these days understand that life is not all about making money; it is about working together for a better world. I believe we will be in good hands in the future if organizations allow youth to become involved and then really appreciate their efforts. And youth who become involved in the community become engaged citizens.	04 Nov 2010	0	0
197	131	I am a youth in Richmond (20 yrs of age). There are several things I see as making Richmond a difficult place for youth: 1) Environment The neighbourhood centres idea is a step in the right direction, but most of Richmond right now is unrelieved suburbia. For young people who can only walk or take the bus, this makes many activities, including community involvement, too far. This leads to boredom, which leads to potentially damaging results like drug and alcohol abuse, but also emotional issues like social isolation. This residentiality also creates a psychological rift. It's feels like Richmond doesn't want young people. With no places to go, little affordable housing for young people, and a general sense of being treated as a problem to be solved, I am not surprised that most of my friends and peers consider Richmond as nothing more than a stop on their way to somewhere they could actually live and thrive. Even though they may have been born here, grew up here, they feel there is no place or home for them here. 2) Empowerment As I mentioned before, youth are often treated as a problem to be solved. As dewhalen pointed out, youth are incredibly eager to be involved, with so much to offer and a high capacity to learn new skills and approaches. What we need to do is give youth ways to be involved. Ways that don't condescend to them, but really give them the initiative and support to accomplish things. 3) Community This has been touched on in the last two points, but it is ultimately at the core of what needs to be done. We need to give youth a sense of community, a community that values them and wants them, but also a community that needs them, that needs their inputs and involvement. If we don't make it clear to youth that we want them, they will find a place that does.	06 Nov 2010	0	0
211	131	How about asking the teens what they want to happen in their neighbourhood, like planning events. And creating hang out places like parks or cafes soo they can feel like they can do something in their neighbourhood. And by making like events in the neighbourhoods or Richmond that is Teen Oriented like firework celebrations or snowmen building contests or kite flying contests you know	12 Nov 2010	1	0

		stuff teens might actually wanna do.			

Let's Talk Social Planning: FORUM : Does Richmond deserve a reputation of being the most accessible city in Canada?

147	132	Richmond is geographically flat, and the City also pays attention to physical accessibility for people with disabilities. I commend the City for doing that. Saying this, there is always room for improvement. I suggest that we need to hear from people with disabilities themselves to understand what barriers they see in moving around town, accessing services and living in Richmond. The other important factor is that the general public sees the needs and accepts as a civic responsibility to provide appropriate and reasonable accommodations to make the city accessible to everyone, including people with disabilities.	22 Oct 2010	2	0
161	132	Let's first explore the definition, the context, and the scope of "accessibility". The term "accessibility" is used in different contexts. In the city/urban-planning context, however, the term is used to mean the ease with which a person can reach from one location or facility to another. Examples include from one floor to another floor of a building, from one block to another block of a neighbourhood, from home to school, to a shopping mall, and so on. All these relate to physical accessibility, although it may well be extended to cover non-physical ones too (e.g., access to a job and to information). In the following, I limit my discussion to physical accessibility. Moreover, the term is often used to focus on people with disabilities. The focus may also be extended to include other groups of peoples and even equipment/machines. In the context of Social Planning Strategy, I believe the term accessibility should be applied more broadly to include various "groups of people", with first priority to people with disabilities; because, simply, if the city is accessible to the later group, it will most probably be accessible to many other groups of people as well.

The term should also cover various contexts, such as housing, transportation (internal and external), and public facilities (e.g., streets, parks, and buildings). We are very much privileged to be living in such a geographically flat land. We have been given the opportunity to enjoy our life and the nature with least costs (e.g., no need for lots of cuts-and-fills). This means that nature has accommodated accessibility to the most, so let's follow the nature and improve upon it.

To name a few, let's not limit:
· The access of a baby in a stroller or a person with disability to sidewalks with ups-and-downs, to buildings and floors with stairs, and to parks with unsuitable materials/objects and design;
· The access of a runner to sidewalks with ups-and-downs;
· The access of a bike-person to streets and public transits; and
· The access of a person from one part of the city to another part with limited public transit (as observed after Canada Line's operation).
Let's not make the people to use an unsafe alternate path; e.g.,
· To use the street instead of sidewalks or vise versa (creating safety issues);
· To choose private cars, instead of public transportation (creating health, environmental, and economic issues); or
· To choose not to move at all (creating health, depression, and mental issues).
Finally, let's measure how we well are following the order of Richmond's mother nature. Let's device "performance measures" with which we could determine how well we have done, and how well we will have been doing. | 27 Oct 2010 | 2 | 0 |
| 182 | 132 | As a person with a disability I find Richmond mostly accessible but as others have noted there is always room for improvement. The recent agreement by Richmond to install verbal messaging is an example of the city listening to its | 05 Nov 2010 | 0 | 0 |

		citizens with disabilities, but why does it take a complaint to the Human Rights to get attention and action? So now how about an accessible parking bylaw with some teeth! And what can we as PWD s living in Richond do when we see a facility constructed accessible but changed with or without city approval that decreases accessibility? Lets make sure that all future planning (and development) incorporates provisions that truly continue to make Richmond accessible and inclusive for persons with disabilities in all aspects of our community.			

	132	I will choose to focus on physical accessibility in terms of mobility. Richmond is a city designed for car use. It may be the most accessible in Canada but there are a lot of other cities in the world that we could learn and borrow from.
		-Markets and malls are all conceptualized around the use of a car.
		-Often pedastrian walks are missing from one side of the road or completely missing from bridges.
		-Cyclists lanes are missing from most roads and where they are shared are usually not honored by drivers
		-Translink services are downright pathetic:
		  -Most bus-stops don't have rain cover and those that do were designed with clearly aesthetics in mind instead of practical use and protection from the elements.
		  -Fares are ridiculously expensive. It is cheaper to use my car then to take Transit (factor in your commute time and how much that would cost in terms of lost wages.) One would think that an organization unable to rain in its costs would make cuts in salaries, cut operational or administrative spending while trying to maintain efficiency. Not Translink though, they can demand our municipalities to raise our taxes while overpaying bus-drivers and executives.
		  -Buses run infrequently at best, and in a vast section of the city not at all.
		  -Buses come by, either early or too late and rarely on time unless you are at the beginning or the end of the route
		  -Early on Translink tried to prohibit fully use of Canada line due to the fact that the line was getting mobbed from Brickhouse all the way to Waterfront leaving people stranded further down the line. I don't know if this absurd practice is still in effect. It would have made more sense to calculate daily use based on the number of bus lines re-rooted to the station and down the line, estimated daily use of people switching over to skytrain from other means of transportation and population increase in the areas surrounding the line before determining the capacity of trains and size of stations needed; but so typical to BC, Translink followed the built it now figure it out later approach.
		
		Slightly counterproductive if I may say. Personally I gave up and went back to driving though if distance allows it I would gladly switch to a bicycle provided I am not at risk of
		
		becoming roadkill
		What should be done in my view:
		- Public bicycle stations - allowing citizens to borrow a bicycle and cycle from one part of the city to another as we see in so many European cities and Montreal. The Dutch brought some over for the Olympics but of course the idea died there.
		- Distinct bicycle lanes in every major street - This can be done without effecting traffic simply prohibiting parking on all major streets and turn the allocated extra space in a bicycle lane.
		-Secure bicycle parking spots across the city and especially around public markets and public buildings - a concept that is prevalent across Japan. –
		
		CCTV cameras can be placed just as an extra deterrent tool and the RCMP can be asked to finally do something about bicycle theft. It is after all a billion dollar crime problem just in BC.
		- When redesigning markets force architects to place an emphasis on pedestrians without seeking to punish car drivers - just in case that is the only
			02 Dec 2010	0	0

idea adopted

-Create more public parking buildings to ease out the vast amounts of space taken by cars but also try to keep the cost of parking at a reasonable rate. We are not all rich and making parking as prohibitive as Vancouver could easily push people to drive to other cities.
- Demand Translink to shape up its services and not expect more money. It can either clean house of privatize-currently it is private only in paper but not in form. Having politicians as directors and demanding and acquiring public money through taxes is not a sign of a private corporation.
- Adopt a city plan vision that physically links the spread out markets and malls and increases the pockets of green- Walking is not a sinful act, it does have some health benefits. Placing shuttle buses or trolleys and creating pedestrain only city sections helps.
-Lastly put and end to dead end subdivisions that extend up to the length of a Richmond mega block. Having to go all around instead of cutting across isn't pedestrian or cyclist friendly.
Ironically however a huge portion of public transit and road distribution is tied up to Translink and our respective and equally backward thinking provincial governments. Making both parties follow suite will be half the fight.

Let's Talk Social Planning: FORUM : How could Richmond residents feel more engaged and included in community life?

148	126	I think for citizens to feel included, there needs to be a common factor that would encourage participation and building of sense of belonging. Personally I always like to join community events that are about "Food". I attended the Nibble Event at Thompson Community Centre and thoroughly enjoyed it, unfortunately it got more costly every year and finally out of the picture. I hope to see more multicultural events with food as a main theme to attract public participation, such as International Food Fair, with sponsors and City support to make it affordable for everyone.	22 Oct 2010	0	0
174	126	I believe people want to feel included but there are many hindrances. We have a large and diverse immigrant population. Many came to Canada thinking their credentials would be accepted and they could make a better life for their families. Lots of these folks end up working low wage service jobs and both parents have to work more than one job to survive with the high cost of living in Richmond. Rents are much too high for the average wage earner so we need affordable housing (where 30% of salary goes to housing, no more). Food is often imported and very expensive-we need to promote more local food growing and eating. When the cost of living is more affordable, people don't have to work as hard and can take time to be with their families, volunteer in the community, get to know their neighbours, and participate in local activities.	03 Nov 2010	0	0
198	126	I think at the centre is a lack of common identity. Richmond has become 'sub-vancouver', that conglomeration of houses and businesses that is near Vancouver. If we want people to be involved with Richmond, there has to be a sense of what Richmond is and could be, something for people to be invested in. Now what could this identity be? Well, I don't know. This isn't something we can just pop out of a hat. Look at how long it took Canada as a whole to have a sense of common identity, and even now our search hardly seems conclusive. But I think the Canada comparison is apt. And if so, we should look and see what gives Canada as a whole an identity - and one of the key components is culture. What Richmond needs is a Group of Seven, or Confederation Poets, or any mythbuilding. This may seem beside the point, and yet, how can we be what we can't even imagine? How can we do what we can't imagine? The only answer to those questions is, not on purpose. In order to take Richmond into our own hands we need to recognize the Imaginative arts and the role they	06 Nov 2010	0	0

		play. What I envision is an annual award to the artist who best describes Richmond. Just a simple thing, but it would bring attention to the arts and get people thinking about Richmond. It would give artists an incentive to focus on the here and now. We could be making and remaking Richmond through each moment of our lives.			
201	198	There are awards to local artists in categories such as volunteer, education etc- your moment in the spotlight at city hall, receiving of a framed award - and then things go on just the same. It doesn't make any real difference to what is happening- Marmaduke	06 Nov 2010	0	0
200	126	There is nothing so far on this discussion about the role of the arts and artists in the community. If a person goes to the BC arts Councils website, one can find how very much the arts contribute to a vibrant community and how they actually add financially as well. Yet, in Richmond we have an Arts Centre that is raising its rents so that many of the groups will be priced out of this taxpayer-built facility. There is no real opportunity for local artists to display their works. Once upon a time, the Art Gallery held an annual show of work by local artists- this no longer happens. Formerly, the Art Gallery also held a fundraiser where members displayed paintings in a silent auction with 50% of the selling price going to the artist and 50% to the Art Gallery. This no longer happens. There is no longer any real reason to belong to the Art Gallery - anyone can go to openings and there are no special events like the fundraiser (which also had a nice closing party with prizes) just for members. There is no support for local artists- yet we have many who are exhibited elsewhere. There is no sense of community for the arts and things are getting worse. Artists are expected to support many events - and many do. Many also contribute to charities and make donations in other ways. When the Fraser River Arts Festival is held at London Farm, it costs each artist about $50 to participate- very often for no return at all. Where is support and a sense of community for visual artists?	06 Nov 2010	0	0
203	126	I have to agree with funfunyay, that Richmond seems to be loosing its identity. The media now refers to it as Metro Vancouver, when publishing a news report about anything that has happened within the City. We have much too large a population base to be spoken of in that way, unless the powers that be are planning on an amalgamation. (which we are not being told about). We obviously need a stronger PR department in the City, as well as asking our City representatives who sit at the GVRD tables to ensure that they are seen as representing the CITY OF RICHMOND. That might help!	07 Nov 2010	0	0
212	126	Create events in the neighbourhood centres like Fall Fairs or Snowmen Building contests which will allow people to make new friends and meet thy neighbourhood. Make new parks and cafes and community gardens to allow socializing places where you actually have to socialize. And like making the simpliest things like a strange public art piece as a conversation starter (ie. does it look like a pig to you? or what is it actually?)	12 Nov 2010	0	0
Let's Talk Social Planning: FORUM : What do you think we should do to ensure that older adults are well informed about services available to them?					
159	134	More free seniors programs and then lots of news letters announcing them , right now the few that we have are usually published in the local papers and most of us don't get the papers or can't read the small print. Maybe have some kind of flyers made up and somehow have them delivered , I don't know I just know that putting these announcements in the papers is not working. Also is there some way for a small fee that we could be picked up and then brought back as its very hard for some of us to get around !! I know that I as well as others seniors would love to go to maybe a BINGO GAME , or a PLAY , or just	26 Oct 2010	0	0

		some sort of a social gathering but just can't get there.			
179	134	I agree with Roberta's comments-larger print and special pullouts in the local papers about activities would help. The Minoru Senior's Centre could also deliver large print flyers to seniors residences in Richmond. The City should ensure that the Minoru Senior's Centre has regular email communications with all the community social service agencies so they can then advertise to their members and clients. They should also be attending the Richmond Community Services Advisory Committee (RCSAC) and passing on information. Many of the community service agencies have programs for seniors (Richmond Women's Centre has a Grandmother's support group and a South Asian grandmother's literacy program). As well, if the City could advertise for free, the community service agencies events, services and programs they have for seniors, they could reach a larger audience than they are now.	04 Nov 2010	0	0
222	134	As an individual with an aging parent it is extermely important to reach that sector of caretakers. I have found that not having information that has been given to my mothermeans she misses out on serivces availble to her or activities the she would enjoy. Becoming a caregiver is a role reversal for me, and many others, and we are in my opinion, an important factor in the equation of service accessiblity and utilisation Michael	23 Nov 2010	0	0
Let's Talk Social Planning: FORUM : Imagine that you have a chance to support one social cause or group to improve the quality of life in Richmond. What would that cause or group be?					
173	129	I volunteer at the Richmond Women's Resource Centre and last year we had 57 visits from women seeking shelter. These women are not fleeing violence (Nova House is a safe house for this purpose). These women are in circumstances where they either find themselves (and their children) without a place to stay, or at risk of homelessness and one pay cheque away. Some women immigrate to Canada with their husbands and children and within a year they split up as they find life is not as easy as they thought. So they end up on their own. The Women's Centre has to refer them to Vancouver or Surrey because Richmond has no homeless shelter for women and their children. We have a 10 bed shelter for men but not for women! Why is that? Although homeless men may be more visible, the statistics above should speak for themselves. Homeless women do not usually live in a park or behind a dumpster. Younger women may have their children with them and they couch-surf from one place to another. Some women live in their cars. If they go to Vancouver or Surrey they have to put their children in foster care so they can keep going to their home school. And older women are not immune either-many senior women have low or no pensions. At Homeless-Connect in October women in their 50s and 60s came in for help and support. All of this is grossly unfair to women in Richmond. We deserve a homeless shelter for women and their children so they can put their lives back together in their home community.	03 Nov 2010	1	1
183	129	I support the Richmond Centre for Disability. Their centre is not only a source of information and education, but its members and consumers get involved in various ways to make Richmond truly inclusive for people with disabilities. The centre is well known and respected as 'being able to get things done'. Their role in helping people with disabilities be independent in their community is evident by the built environment ranging from large-scale civic surroundings to personal places. Their many volunteers also show the community their belief and passion for the centre's mission and values of dignity, knowledge, diversity, and self-determination.	05 Nov 2010	0	0
199	129	I would like to see more support for the imaginative arts. What Richmond needs is a sense of common identity to bring us together and focus our activity in productive ways. I believe that principally throught the arts we can create	06 Nov 2010	0	0

this identity, complexify it, bring people's attention to all manner of social issues, and create a vibrant community.

What truly makes Richmond any different than Vancouver or New West or Surrey, or anywhere in Canada? Is there any reason why people should contribute to the municipality and not another, or simply see the social contract as 'the government makes decisions for me"? Without a sense that Richmond is a real place, a community, and we can feel that we are a part of something bigger than ourselves, there is not much to recommend us. If Richmond is no more than a conglomeration of people, we will never move beyond the surface of our community problems because there is so little that holds us together. If we really want to take action on issues like homelessness, like integrating disabled citizens as independant and valued members of society, like environmental or economic sustainability, we need to really feel like a part of a community.

And how do we build an identity? It's true we can build an identity through projects that affect everybody, commercial and public services we hold in common, and other community dialogue initiatives. But I think there is little to match the ability of the arts to get people engaged, excited, and involved.

The arts are themselves a form of dialogue, and if we promote an arts culture of accessible dialogue on things that matter to us all, with a focus on our community of Richmond, we will not only create 'an identity', but create a complex, flexible, strong identity, and a living arts community that will continue to serve us in the future. The arts can be put towards social commentary and criticism, and can be a part of a greater culture of empowerment, a sense of ownership from within the community, that will involve all kinds of people in the ongoing project of Richmond.

| 202 | 129 | For over 50 years, I have focused on volunteering, with the intent of trying to make a difference in the community of Richmond- - - this, as a result of being inspired 50 years ago by a World Leader who said it was the responsibility of all people to make a difference in their community. He made sense to me then, and his message still does to this day. If we don't pitch in, to do our part, who will? | 07 Nov 2010 | 0 | 0 |

My goal was to do whatever I could to contribute towards protecting and building on the values, services and vision that made Richmond a very special place in which to live. My private time, over and above that which I had to devote to operating my business, was spent attending meetings, workshops, etc. The subjects varied, starting with Responsible Dog Ownership (focusing on public education relating to same), - - then on to the Chamber of Commerce to work on issues relating to Community Development - - - through to United Way, which addressed the need to ensure the community had strong Social Services programs that could serve what was becoming a very diverse community - - this also involved the development of the Caring Place. In recent years, my focus has been disability related, 25 years with the RCD- Richmond Centre for Disability - - and 15 years with the Richmond Therapeutic Equestrian Society, which provides a therapeutic horseback riding program for children and youth with disabilities. (I was involved in the founding of both). I enjoyed them all.

By devoting these hours to volunteering I did not become financially wealthy, but the emotional benefits of knowing in some small way I might have made a difference, after all.

Knowing I had been a member of the team when special projects where planned and being developed, no amount of money can improve on that. I have no regrets.

The City of Richmond, unlike some, has always been a strong supporter of its' community volunteers, the various groups that have evolved over the years, the many projects that were undertaken. As a result of these partnerships, this City is ooked at as a leader in the field - - - to be emulated across Canada.

What we cannot do, is let this valued relationship between the city and our

community organizations & community volunteers slip away from us. It must be emphasized in the final Social Planning Document, for all future Mayors, Council members, and Citizens of the community to use in their planning / funding guidelines.

My current goal, is to see that Richmond continues to be a user-friendly City for everyone. That there is affordable, accessible housing to meet the community needs of all citizens, and that

the Social Services we value and need for all the community remain strong, and are funded to the level of their needs. I will continue to volunteer to that end.

My message to others is. Become a volunteer - - -

| 204 | 129 | One thing I did not include in my posting, which I think is important. Being involved in the community as a volunteer, and there are many organizations and/or causes you can support, is a wonderful way to meet people who share your values & interests. The greatest thing I come away with from the years I have volunteered is the many friends I have gained, the enjoyment of planning or participating in special projects with them - - - the wonderful memories!! Volunteering is good for you! Try it! | 07 Nov 2010 | 0 | 0 |
| 231 | 129 | While many special interest groups have a very positive impact on the quality of life in Richmond, a great many people in Richmond are not connected with any of those groups and do not have meaningful ways of making their voices heard - especially with language and cultural differences in our city. I volunteer with outreach groups and organizations which organize affordable social and cultural events which bring out cross-sections of Richmond residents into their neighborhoods. This online forum is a start, but Richmond should do more to engage groups of Richmond residents in active decision-making (not just providing input) on ideas for improving Richmond. | 02 Dec 2010 | 0 | 0 |

Let's Talk Social Planning: FORUM : How can Richmond residents contribute to making Richmond a safer place?

77	127	I believe that if women feel safe in Richmond then it is safe for everyone. But women have to be careful all the time and we take precautions that men don't even have to think about. For example, when walking at night or in a park we go with a friend or at least a doggie friend. When parking we park under a street light and try to avoid parkades that have dead-ends or pillars that obstruct your view. Richmond could be safer if the City adopted an "eyes in the street" policy. This could mean a number of things such as: -adding/installing or mandating more lighting in public places, parks, parkades, shopping malls, roadways, alleys -denying parkade (or building) plans that have dead-ends, sight-blocking pillars, etc -encouraging more activity at street level (sidewalk cafes, buskers, art shows, community events) -providing escort services to cars/buses for people using public places-community centres, libaries, pools	04 Nov 2010	0	0
208	127	Block Watch. Its a program thats already in effect by the Richmond RCMP, and I'd encourage all neighborhoods to discuss about it and for the city to advocate. Grow-Op and Meth houses. This is something I fear the most in any neighborhood and unless the Provincial or Federal government would address the use of illegal substances effectively, the city must find a way to keep these houses out. Some cities have implemented a monitoring system of electrical and water use and I think thats a good place to start.	11 Nov 2010	0	0
209	127	I would just like to say In West Cambie, I FEEL EXTREMELY SAFE, Its a clean neighbourhood, its at the boarder of high and low density housing. To	11 Nov 2010	0	0

		make a neighbourhood feel safer are lighting up the streets so people can walk at night safely. Creating new bus routes so people can travel more safe (which West Cambie is lacking). Creating new parks which attracts people (more eyes are watching) and makes the neighbourhood feel secure and beautiful(also West Cambie is lacking). And creating people attracting places, like libraries, community centres and community gardens, these will ensure a sense of security and brightens the neighbourhood. And make each commuinty feel like they aren't being forgotten by hosting events in the neighbourhood like parades and holiday celebrations at the neighbourhood shopping centre(also West Cambie is lacking) or even the simpilest things by using some of that public art funds to create art peices in the neighbourhood making each neighbourhood not soo far from the others.Neighbourhoods I feel scared and dangerous in is East Cambie, that place scares me to heck, not enough lights, the ditches still lie and the neighbourhood needs to be updated.	2010		
229	127	I would feel safer when the RCMP act as a responsible police force, held accountable under the same cannon of law that applies to everyone. Currently their thuggish heavy handed attitude and their complete disregard for the motor-vehicle act coupled with the unprecedented privilege to investigate and consequently absolve themselves of any crime committed by members of their outfit is as much a threat to the public as any illegal activity conducted by any criminal or organized crime group. While I am not attempting to discredit the serious work conducted by the RCMP I also expect every police officer to set an example for the rest of society to follow and not to attempt to conceal incidents where police officers violate the mandate of law and their responsibilities. Examples of conduct unbefitting an officer are as follows: Lying under oath Using excessive use of force Causing serious bodily harm or death having first failed to use any means necessary to diffuse a situation Doing 70 on a 50 km zone (especially when returning from patrol to the station) Failing to stop at a red light Failing to indicate when turning Executing dangerous split S maneuvers in heavy traffic Driving bicycles on pedestrain walks Aggressive or antagonistic attitude towards members of the public Drawing a gun and pointing it when their is no visible threat to the officer nor any member of the public and when the suspect has exhibited no signs of body language that could be interpreted as threatening To those who will attempt to justify or excuse such actions on the bases of how dangerous a police officers work is I will only say that if any police officer feels the danger is too much they can simply resign from their posts. They knew well in advance the dangers or their profession and the responsibilities that lie with wielding the authority they have. Furthermore their is no excuse for bad tempers or ill-attitudes. Any police force that seeks to justify such actions by its members as paper-spraying babies, execution style killings of misbehaving citizens, drinking and driving, driving irresponsibly, responding to an emergency but failing to approach intersections in a cautious manner causing serious injury or death, and otherwise preaching the law but failing to abide by it, should have its values and mandate re-examined. We need a police force that is able to inspire and gain the trust of present and future generations not a police force that is the cause of national embarrassment.	02 Dec 2010	0	0

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Let's Talk Social Planning: FORUM : What opportunities can be created to connect older adults to their community?

185	133	Would like to see ways in which younger residents can experience being with people in senior facilities, or in community centres. Structured events may be needed: Maybe school classes can learn civic responsibility --visit to perform small services, one or two might be allowed to bring a pet. Perhaps seniors can be bussed to see school teams playing. Or maybe youth who wish to serve and make money could be allowed to charge a small fee for a service done at the community centre -- probably routine domestic jobs like shoe polishing.	05 Nov 2010	0	0
210	133	Older Adults can feel more connected in the community is by creating events that THEY might want to do, like painting classes at the community centre, or creating more community gardens enabling them to grow their own food and meet new people along the way. And how about Senoir Oriented Sports like tennis or yoga classes at the community.	12 Nov 2010	0	0
225	133	A suggestion: With the cutback in staff at Libraries and lack of Daycare centers, I believe that our older adults could provide a worthwhile service by running daycare centers within the library as well as provide Library services.	29 Nov 2010	0	0
235	133	Would like to see community centres be value-added, offer more, be more enticing. Can they offer free or low-cost coffee/tea, for example, sell other things like healthy cookies (venue for small entrepreneurs). Objections include-- more training and staff for any rowdy behaviour by youth who traditionally have less money, demeaning for staff to make drinks and clean up, cost of beverages... Advantages include-- place to meet people or freedom to bring reading, laptop, affordable!, hopefully comfortable and safe, close-by. Coffee shops -- why are they always so jammed? Maybe make subsidized, commercial arrangement with coffee company.	04 Dec 2010	0	0

Let's Talk Social Planning: FORUM : How can technology or social media be used to better connect and engage with this generation of youth?

213	130	Well a great way to get the youth to actually know what goes on in the community is you need a icebreaker. And their is no better example to show that your facebook page is actually there is MAKE A CONTEST (ie. Who ever can tell what they want in the community WINS A FREE IPAD!) That will surley get their attention. And also create a blog that shows events TEENS may ACTUALLY take interest in, cause when their is a community event, teens won't look in the news or on bulleten boards, TEENS spend like 50% of thier lives online soo why not post it up there and note TEENS don't understand MAJOR words and they want something simple to read (ie. A OCTOBER FESTIVAL OF PUMPKIN CAVING AND FIREWORKS, becomes HALLOWEEN FESTIVAL, PUMPKIN CARVING, FIREWORKS AND FREE FOOD!)	12 Nov 2010	0	0
223	130	Community is about interaction and the more we employ that minimises face to face scenarios diminshes that developing of relationship. An aspect that is	23 Nov	0	0

		key to healthy community. While one cannot ignore the advantages of communicating "information" it is, in my opinion, irresponsibe not to encourage and foster human interaction------it is not about what you write or what site look at but about how you relate to a person. The City should encourage "live forums of intergenerational discussions" ------	2010		

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Richmond Social Planning Strategy
Study Circles - Summary of Group Input

City staff partnered with the Richmond Civic Engagement Network to deliver a series of study circles with the Social Planning Strategy being the main subject.

Participants were invited through an advertisement and press release in local newspapers, promotion on a Chinese radio show, posters throughout the community and through local community organizations.

The four sessions were conducted in Cantonese (1), Mandarin (1), and English (2). Two groups targeted Chinese-speaking residents, one targeted new immigrants and one was open to whoever chose to participate. Over 50 residents participated as part of the series and 28 attended the final forum.

Each of the four groups met weekly on three occasions to discuss the topic and share their opinions. As each meeting progressed, participants would focus in on recommendations that they believed were important to be considered as part of the strategy development.

A summary of the comments from each of the four groups throughout their individual sessions held Sept./Oct. 2010 is included.

At the conclusion of the twelve study sessions, City staff arranged a forum to discuss the results. Staff presented back to the groups what they believed to be the key themes that were common among all the groups.

Mandarin Study Circle summary of comments from meeting series:

Intercultural Integration / Bridge Building
➢ Need more support for new immigrants to assist integrating and linking in to civic life.
➢ Need to create opportunities to learn and connect with other cultural communities.
➢ Need the City to work alongside immigrant serving agencies to help improve quality of non-profit agencies.
➢ Need for the City to organize welcome events at City Hall aimed at new immigrants.
➢ Need for better ESL training in both the school and community (utilize community centres and libraries). ESL in schools encourages segregation, not integration.
➢ Need more youth services and promotion through schools so young people are aware of them. More opportunities for youth volunteers, linked in with school clubs and community centres to aid new immigrant children to integrate.

Social Services
➢ Need the City and partners to improve social services but not by raising property taxes.
➢ Confusion over the role of municipal government in providing and supporting healthcare. What role does the City have? How can the City do more?
➢ Need the City to support social services that don't encourage dependence on government.
➢ Homelessness not seen as a big issue, more services for homeless people may encourage the homeless to come to Richmond.

Infrastructure
- Need more parks and sports facilities
- More investment in transit – all bus stops with shelters

Community Policing
- Need for RCMP to have more Mandarin speaking volunteers at community police stations
- Community Police stations should have Open House sessions for new immigrants.

New Immigrants Study Circle summary of comments from meeting series:

Lack of Coordinated Information and Services
- City needs to take a greater coordination role in ensuring new immigrants can access relevant information
- City newcomers guide needs to be translated into a whole range of community languages
- City needs to take a greater role in coordinating social service agencies in Richmond.
- City needs to more actively support non profits and social service agencies delivering services
- City needs to have more of a role in designing performance measures to aid in the implementation of social services by community partners – a more hands on monitoring and evaluation role.
- City should work to coordinate services to ensure information is available in a range of languages.

Services for working poor/low income
- City needs to do more to support services for people on low income including greater subsidizing of libraries and recreation facilities.

Affordable Housing / Immigrant Settlement
- City needs to clearly define "Affordable Housing."
- City needs to review zoning bylaws and development practices, which are driving up prices, and limiting the number of affordable units.
- City needs to do more to advocate with other levels of government for support in housing and settlement of new immigrants.
- City should lobby Federal government in support of Richmond based immigrant serving agencies.
- City should advocate for a national affordable housing policy.

Cantonese Study Circle summary of comments from meeting series:

Public Safety and Livability
- City should put greater resources in to drug, alcohol and addiction prevention.
- Recovery housing should be built away from residential areas.

Civic Education and Immigrant Settlement/Intercultural Harmony
- More opportunities for intercultural dialogue and understanding, intercultural events and forums.
- Community centres to play a key role in immigrant settlement (e.g. hosting seminars/forums).

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➤ City and School Board should make civic education and involvement a major priority and fund more study circles and innovative public involvement projects.

Employment Opportunities
➤ Provide more training and work opportunities for new immigrants.

Other
➤ More (or some) Chinese representation in senior city management.
➤ Better and more innovative ways of the City getting the message out about what it does and why.
➤ More innovative ways of raising money from developers that can be channelled in to social service delivery.

Open Study Circle Group summary of comments from meeting series:

Accessible Housing
➤ This is the most important priority issue that needs addressing
➤ City need to do more to encourage developers to commit to developing affordable housing and lobby other levels of government to increase co-op, social and affordable housing.
➤ Accessible housing is essential as a cornerstone of all social services provision.

Development of core City Centre and Parks to encourage youth engagement
➤ City should encourage the expansion of existing community centres.
➤ Community centres should become service hubs and home to social programs and services.
➤ Need to develop a youth hub in the City Centre area.
➤ More community and large-scale celebrations with more events aimed at youth to engage them into civic and community life.
➤ City needs to develop innovative methods of marketing and outreach to youth. Youth are seen as the most neglected group in the City.

Mental Health
➤ The City needs to make the support of mental health services a main priority (including depression from elderly and immigrant isolation).

City role in coordinating non-profit organizations
➤ City should be more "hands on" and leading coordination, communication and action between non-profit organizations. Within this area, the City and partners should concentrate on supporting services to:
  • Seniors (particularly those non-computer literate)
  • School meals
  • Youth
  • Immigrants

<u>Six common themes identified from the 4 groups:</u>

The importance of IMMIGRANT INTEGRATION / increased opportunities for civic engagement and intercultural dialogue and understanding.

AFFORDABLE HOUSING was stressed as being essential and a cornerstone in making Richmond a livable city for all. Without Affordable Housing, social service providers will not be successful.

City role as a COORDINATOR OF NON-PROFIT AGENCIES. The City should act as a resource for agencies and advocate for them with other levels of government. The City should show more leadership with non-profits in shaping the social service provision and assisting non-profits to target their services.

City needs to do more to WORK WITH DEVELOPERS and channel funding from them into local social service provision.

The City needs to work with partners to do more OUTREACH AND ENGAGE YOUTH and develop innovative youth services.

The development of community centres, one-stop shops as SOCIAL SERVICE HUBS, centres for civic involvement and the heart of the community for all.

Final Forum – Vision Statements

At the final portion of the evening, 3 groups were established to develop and present their vision for a socially sustainable Richmond.

Group 1 Working Notes:
Arts and culture, museum: need performance centre, centre location
Accessible housing for all
Increase inter-cultural understanding and Canadian values and customs: equality, acceptance, balance, peace & harmony
Healthy economy, which translates into: good jobs, diverse business
Strategic planning

Group 1 Vision Statement:
A Richmond that has a healthy diverse economy, accessible housing for all, an arts precinct, increased intercultural understanding, and improved infrastructure.

Group 2 Working Notes:

People are the centre of the city	Food	Nature
People's needs are met	Group activities	
Art	Events	
Natural places	Intercultural	
Enjoying life	Countryside lifestyle	
Balance	Space	
Harmony	Intergenerational: seniors, children, families	
Happy	Health	

Richmond is a place where multi generations can enjoy nature, events, space, food and intercultural connection in harmony.

Richmond is a city that supports harmonious balance of nature, intercultural and intergenerational connections leading to a healthy lifestyle of its citizens.

Richmond is a city where you can see families, couples with children and elderly people enjoying nature and a healthy, enriched life.

Group 2 Vision Statement:
Richmond is a city that supports harmonious balance of nature, intercultural interactions, and intergenerational connections leading to a healthy lifestyle of its citizens.

Group 3 Working Notes:
Resource finding funding
Sustainable
Lower density – affordable housing
Park space
Community centres
Support services for seniors/youth/children – childcare
A new community

Group 3 Vision Statement:
(Richmond is a city that has): A community planning strategy; a social planning strategy; housing/ rezoning/ infrastructure