



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** January 26, 2016  
**From:** Cathryn Volkering Carlile **File:** 07-3300-01/2016-Vol  
01  
 General Manager, Community Services  
**Re:** **Richmond Intercultural Advisory Committee 2015 Annual Report and 2016  
Work Program**

### Staff Recommendation

That the Richmond Intercultural Advisory Committee (RIAC) 2015 Annual Report and 2016 Work Program be approved.

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

Att. 2

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Communications Administration & Compliance	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b>  DW	<b>APPROVED BY CAO</b>  

## Staff Report

### Origin

The mandate of the Richmond Intercultural Advisory Committee (RIAC), as outlined in its terms of reference, is to “enhance intercultural harmony and strengthen intercultural co-operation in Richmond”. The City supports RIAC by providing an annual operating budget, a Council liaison and a Staff liaison.

This report presents the RIAC 2015 Annual Report to Council, describing RIAC activities and accomplishments for the year 2015 (Attachment 1). This report also presents the proposed RIAC 2016 Work Program (Attachment 2).

This report supports Council’s 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

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

### Analysis

The mission of RIAC is to achieve its mandate through several interrelated functions including providing information, options and recommendations to City Council and community stakeholders regarding intercultural issues and opportunities, and responding to Council’s requests as they arise.

### 2015 Annual Report

Highlights of RIAC’s activities for 2015, as summarized in the Annual Report (Attachment 1) include:

- The update and launch of the third English edition and third Chinese edition of the City of Richmond Newcomers Guide and the securing of funds for the development of a second Tagalog edition.
- Supporting City of Richmond’s Use of Language on Signage and Community Harmony pilot project and outreach.
- Provision of formal feedback on the update of the City of Richmond’s Seniors Service Plan.
- Development of an orientation manual for new RIAC members.
- Provision of input into the development and planning of the first City of Richmond Diversity Symposium (held on January 30, 2015).
- The development of a planning process and an initial planning session to update the RIAC Intercultural Strategic Plan 2012-2015; as well as coordinating the document and the actions outlined in the City of Richmond’s Social Development Strategy.

- The development of a partnership with the Canadian Race Relations Foundation (CRRF) and planning of a public forum on cultural harmony (to be held January 21, 2016).

### 2016 Work Program

RIAC has identified four strategic directions from the “2012-2015 Richmond Intercultural Strategic Plan and Work Program” as well as specific initiatives pertaining to each direction to implement in 2016. Proposed actions include:

- Update of the Richmond Newcomers Guide and assistance with the identification of future funding sources.
- Continue to work with City staff to assist with the planning and implementation of the City of Richmond Diversity Symposium project (to be held September 21, 2016).
- Through the partnership with the Canadian Race Relations Foundation (CRRF), continue to promote civic engagement with new immigrant groups and build intercultural understanding.
- Continue to assist with implementation and feedback on the City of Richmond Social Development Strategy, where appropriate.
- Update the Intercultural Strategic Plan and present the draft document to City Council for approval.

In addition, RIAC will continue its primary function of serving as a resource to City Council on intercultural matters, providing information and advice as required and responding to Council requests as they arise.

### **Financial Impact**

The RIAC operating budget of \$2,500 for 2016 reflects the existing funding plan, as budgeted.

### **Conclusion**

RIAC’s 2016 Work Program presents steps to further achieve the Council approved vision for intercultural life in the City: “for Richmond to be the most welcoming, inclusive and harmonious community in Canada”. RIAC will continue to execute its mandate and mission as a resource for Council and respond to intercultural issues as they arise.

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



Att. 1: RIAC 2015 Annual Report  
2: RIAC 2016 Work Program

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## Richmond Intercultural Advisory Committee

### 2015 Annual Report

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#### 1. INTRODUCTION

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

Throughout 2015, the Committee invited guest speakers to present on current intercultural issues in our city as well as organized events and activities with the aim of assisting diverse cultures in integrating and assisting communication between communities and City of Richmond staff and elected officials.

Newly appointed members, who replaced the outgoing members, were welcomed and the collaboration between the new and the continuing members made 2015 a successful year.

#### 2015 Budget Expenditure:

Committee Meeting Expenses	\$1,850
Public Forum Expenses	\$375
Stationary and other supplies	\$300
<b>Total:</b>	<b>\$2,525</b>

#### 2. RIAC's 2015 ACTIVITIES

##### 2.1 Guest Speakers

##### 2.1.1 January Guest Speaker - Cecilia Achiam- COR, Director, Administration and Compliance.

Cecilia Achiam introduced the work that her division is involved in to educate, inform and hear feedback on the issues of language and signage in Richmond. She informed RIAC on her team's work and let them know more about the current City of Richmond signage bylaw. She also explored with RIAC some of the deeper issues around community cohesion that may lie below the issue of signage. RIAC was formally requested to assist with a public forum on signage, in terms of helping to promote the event to all sections of the community and provide logistical support.

##### 2.1.2 May Guest Speakers - Byron Buie, Jack Tang and Rick Easthom- Fraser Squadron

Members of Fraser Squadron informed RIAC about their organization and shared their innovative, cross cultural and award winning work in promoting boating safety through outreach

with the Chinese communities in Richmond and overseas. The Fraser Squadron shared their best practice on community outreach and received feedback from RIAC. Frazer Squadron is part of the Canadian Power and Sail Squadron and is one of twenty-two squadrons that make up the Pacific Mainland District. The Canadian Power and Sail Squadron (CPS) is a nationwide volunteer organization dedicated to promoting safe enjoyable boating in Canada. At the squadron level they administer training courses, plan squadron cruises, hold social outings, and other events in the Richmond/North Delta/Tsawwassen area.

### **2.1.3 September Guest Speaker -Amir Javid, Program Facilitator at Touchstone Family Association**

Mr. Javid introduced and explained the complex intercultural nature of gang violence in Richmond and innovative approaches to extricating young people from these gangs. Mr Javid is a specialist worker that helps young people extricate themselves from gangs. This is one of the few positions in Metro Vancouver of this nature. Mr Javid explained that gang violence is underreported in Richmond. Many of the most sophisticated gangs operate from Richmond and actually carry out their operations in other communities. Many gangs have connections to Triads in Hong-Kong, although many others are extremely multicultural with membership being based on long term friendships and cross cultural associations rather than ethnic background. Mr. Javid answered questions from the group and added that he hoped the City would continue to support his work.

### **2.1.4 October Guest Speakers – Canadian Race Relations Foundation (CRRF)**

Suren Nathan, Cheryl May and Anita Bromberg teleconferenced into the meeting from Toronto.

The Canadian Race Relations Foundation (CRRF) introduced their organization and their work and explained that they have approached the City of Richmond with a request to partner on their project entitled “Canadian Values In Context: Multiculturalism in the City of Richmond”. This project supports the City’s ongoing efforts to promote community harmony. The project consists of three distinct components based on similar programs run by CRRF across Canada that have been tweaked to fit the Richmond context. It was requested that RIAC formally assist by taking on the role of a local advisory body for the project, and after some discussion that was agreed upon.

## **2.2 Major Projects for 2015**

### **2.2.1 Newcomers Guide**

A third edition of the English language version of the Newcomers Guide was produced with sponsorship secured from Western Union Canada. A new edition of the Chinese version of the Guide was also produced. Sponsorship for this version was secured from Aspac Developments. Sponsorship was also secured from Western Union for a third Tagalog version of the Newcomers Guide and work on this version began at the end of 2015 .

### **2.2.2 City Of Richmond Diversity Symposium**

RIAC helped plan and provide strategic direction for the first City of Richmond Diversity Symposium, which was held in January 2015 at Richmond City Hall. The symposium took the form of a series of talks and workshops aimed at sharing municipal level initiatives that are aimed at community building. Over 100 municipal workers, community partners and community leaders attended. The event is planned to be repeated in fall 2016. The event was informed by the City of Richmond’s intercultural vision.

### **2.2.3 City of Richmond Signage Forum and Consultation**

In March, RIAC gave advice on the structure and content of a public consultation session on signage held by the City of Richmond at the UBC Boathouse. Workshop participants heard about Richmond's efforts to promote and strengthen community harmony, explored the topics of language on signs and community harmony and shared their own perspectives on the topic. The RIAC Chair gave a presentation to the workshop on the role and mandate of RIAC and explained the City of Richmond's "Intercultural Vision" and how this links to the signage consultation initiative.

### **2.2.4 Collaboration with the Canadian Race Relations Foundation (CRRF)**

In October, 2015 RIAC started to work with the Canadian Race Relations Foundation (CRRF) to support a major workshop that is to be held in January 2016. RIAC has been acting as an advisory body on this project. The CRRF Conference is expected to have 100-150 attendees (City staff, non-profit staff, community leaders, politicians). It is a dialogue aimed at cross community knowledge sharing devoted to developing a greater understanding of Canadian values within Richmond's multicultural context.

### **2.2.5- RIAC Orientation Manual**

RIAC members have been in the process of developing an extensive orientation manual for all (particularly new) RIAC members. The manual will help to quickly orientate new members to the aims, objective and mandate of RIAC, and share key RIAC achievements and future work priorities. The manual will also help new members fully utilise and apply their skills and experiences in the most appropriate and effective ways.

### **2.2.6- Seniors Service Plan Update- Formal Feedback**

RIAC discussed and formally submitted feedback on the update of the City of Richmond's Seniors Service Plan. The Seniors Service Plan aims to assist the City and its partners provide appropriate services, coordination, support, monitoring and evaluation from 2015-2020. RIAC input will help to ensure a proper diversity lens is applied and to help ensure that the needs of immigrant and diverse seniors are met.

### **2.2.7- Updating the Intercultural Strategic Plan 2012-2015**

In November, RIAC began the process of updating and renewing the Intercultural Strategic Plan. A workshop was held to revisit priorities and identify key actions to be part of any updated document. The workshop aimed to closely tie the key actions and timelines to those in the City of Richmond's Social Development Strategy. The process will continue into early 2016, to encourage new members of the committee to share their views and to receive input of other stakeholders.

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

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

- Newcomers Guide

- Civic Engagement
- Intercultural Vision and Outreach
- Youth Integration

#### **4. ACKNOWLEDGEMENTS**

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

Prepared by: Diane Bissenden  
Chair, Richmond Intercultural Advisory Committee  
December 2015

## **RIAC 2015 Membership**

### **Citizen Appointees**

Joe Greenholtz  
Shawkat Hasan  
Diane Jubinville  
Lawrence Lim  
Philip He  
James Hsieh  
Mohinder Grewal  
Joan Verwoord

### **Organizational Representatives**

Diane Bissenden, Vancouver Coastal Health- Richmond  
Shashi Assanand, Ministry of Children & Family Development  
David Purghart, RCMP Richmond Detachment  
Connie Clark, Richmond Community Services Advisory Committee  
Nick Chopra, Richmond Community Services Advisory Committee  
Parm Grewal, Richmond Community Services Advisory Committee  
Phyllis Chan, Richmond Community Services Advisory Committee  
Aileen Cormack, Richmond Seniors Advisory Committee  
Viet Vu, Richmond Centre for Disability  
Diane Tijman, School District #38

Councillor Derek Dang- Council Liaison

Alan Hill – Staff Liaison



## **RIAC 2015 SUBCOMMITTEE REPORTS**

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

In 2015 the Newcomers Guide Sub- Committee found sponsorship for and produced both new English Language versions and also Chinese versions of the Guide. This sponsorship came from Western Union and ASPAC developments respectively. Later in the year Western Union also agreed to pay for the updating and printing of a new Tagalog version of the Guide and work will begin on this in early 2016.

Lawrence Lim,  
Chair, Newcomers Guide Sub Committee

### **Youth Integration**

2015 was a quiet year, although the September meeting saw an extensive discussion on Richmond based gang violence and the multicultural nature of this. It is hoped this will influence discussions and work planning for 2016.

Diane Tijman,  
Chair, Youth Integration Subcommittee

### **Civic Engagement**

This year saw the continuation of planning for the 'Hi Neighbour' Project. A project overview/concept paper is being developed which will be finished in early 2016. In September the whole of RIAC took part in a team planning exercise to identify key themes for the project that could be incorporated.

Shawkat Hasan,  
Chair, Civic Engagement

### **Intercultural Vision and Outreach**

The first part of the year was quite quiet although in the fall/winter the committee became involved in helping to oversee a Canadian Race Relations Foundation event which is to take place in January 2016. This event explores issues around community harmony and fits well with the mandate of the Intercultural Vision subgroup.

Joan Verwoord,  
Chair, Intercultural Vision and Outreach

## RIAC 2015 SUBCOMMITTEES

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

\*Sub Committee Chairs

## Richmond Intercultural Advisory Committee (RIAC) 2016 Work Program

### Council Term Goals 2014-2018

This Work Program supports the mandate of RIAC as outlined in its terms of reference, is to “enhance intercultural harmony and strengthen intercultural co-operation in Richmond”.

The Work Program supports the following Council Term Goal (2014-2018), which RIAC will give priority to providing Council with advice regarding the following Council Goal in 2016:

#### **Goal: 2 A Vibrant, Active and Connected City**

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

This Work Program also supports the City of Richmond Social Development Strategy – Goal 2: Engaging our Citizens, and Strategic Direction 5: Build on Richmond’s Cultural Diversity. The Work Program directly relates to recommended Action 15 of Strategic Direction 5: “Implement Monitor and Update the Intercultural Strategic Plan and Work Program”.

The 2016 work program will have as its central pillar, an extensive evaluation and review of the 2012-2015 RIAC Intercultural plan that was adopted by Council in February 2012. The main focus areas of this new plan are civic engagement and fulfilment of the RIAC intercultural vision and these priorities are reflected in the 2016 Work program.

#### **RIAC 2016 Proposed Budget**

RIAC is requesting an operating budget of \$2,500 for 2016. This will cover costs incurred by meetings, forums, interpretation/translation of materials and consultant fees (should these be required) associated with the implementation of the 2016 Work Program.

Committee Meeting Expenses	\$1,800
Public Forum Expenses	\$400
Stationary and Workshop Supplies	\$300
<b>Total</b>	<b>\$2,500</b>

**RIAC 2016 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>
<b>1. Address language and information and cultural barriers</b>					
1. Continue to host guest speakers who work on intercultural issues as a way to better equip RIAC members with knowledge on intercultural initiatives.	Identify key guest speakers for RIAC meetings for 2016 and plan an appropriate itinerary.	RIAC members better informed on Intercultural issues and equipped to share this information with Council, as and when directed	Guest speaker series for 2016 devised and implemented	Intercultural Vision	RCSAC, Immigrant Serving Agencies, Civic Education Groups.
<b>1. Address language and information and cultural barriers (continued)</b>					
1. Continue to advise with the development of the Richmond Newcomers Guides.	Update a second version of a Tagalog Newcomers Guide. Continue to seek corporate sponsorship and update Guides accordingly	Public empowered and able to make more informed choices concerning their settlement in Richmond	Newcomers Guides updated and new versions identified and funded if and as required.	Newcomers	Corporate partners/ Immigrant serving agencies.
2. Encourage civic involvement by actively exploring community understanding of Remembrance Day and shared cultural heritage around war remembrance.	Meet with immigrant groups to discuss strategies and educational opportunities to create shared understanding of Canadian war remembrance and 'Remembrance Day'	Greater community connection and awareness around shared Canadian values	Increased turn out at Remembrance Day events – shared protocols observed.	Intercultural Vision	Royal Canadian Legion/ Immigrant Serving Agencies

**RIAC 2016 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>
<b>2. Address racism and misconceptions</b>					
1. Research the "Hi Neighbour" project concept - a project to connect and build shared community between neighbours.	Research opportunities for a 'Hi Neighbour' project- discuss with relevant stakeholders.	Neighbours connected- newcomers and more established Richmond residents connected around common goals	Research completed/ opportunities identified.	Civic Engagement	Immigrant serving agencies RCSAC/ City of Richmond Community Services.
2. Share information about RIAC mandate and plans with relevant stakeholders	Intercultural Strategic Plan and 2016 Work Plan distributed to all relevant stakeholders	Intercultural vision and mandate understand and incorporated by relevant stakeholders	Intercultural Work plans distributed to all relevant stakeholders.	Civic Engagement	City of Richmond- various departments
<b>3. Ensure that City &amp; other governmental and stakeholder systems, policies and planning processes are aligned with the Intercultural Vision</b>					
1. Assist with the implementing of actions related to the City of Richmond's Social Development Strategy.	Assist and advise on implementation as required.	Actions identified and advise given to assist City of Richmond staff and community partners with the implement of the Social Development Strategy	Practical actions identified and implemented and advice given as and when requested.	Civic Engagement	City of Richmond – Community Social Development and others
2. Communicate with Council appointed intercultural advisory committees from other municipalities- understand best practices used elsewhere.	Contact and liaise communication and information sharing -to share work and knowledge on intercultural work. .	RIAC members informed and educated on the work of other municipalities and best practice shared	Contact initiated, lines of communication initiated, best practices shared	Civic Engagement	Metro Vancouver wide Municipalities'

**RIAC 2016 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>
3. Respond in a timely and thorough manner to requests from City Council, as and when required	<i>Assist and advise City Council as and when requested</i>	<i>Requests responded to in a manner that meet Council needs</i>	<i>Number of Council referrals and requests responded to.</i>	<i>Intercultural Vision</i>	<i>City of Richmond- various departments.</i>
4. Work with community stakeholders to actively encourage intercultural education and cultural harmony.	<i>Assist with planning of the City of Richmond Diversity Symposium 2016 and ensure the City of Richmond Intercultural Vision is incorporated into the event.</i>	<i>Attendees actively more aware, understanding and supportive of the City of Richmond Intercultural Vision.</i>	<i>Practical actions identified and implemented to encourage intercultural education, planning and programming</i>	<i>Intercultural Vision</i>	<i>City of Richmond Community Social Development</i>
5. Intercultural education and encouragement/ and endorsement of cultural programs to celebrate diversity.	<i>If and or when requested- advise Community Service programmers on cultural programming.</i>	<i>City programmers designing and delivering programs that informed by the incorporate the City's Intercultural Vision.</i>	<i>Arts and Cultural programmers invited to address a RIAC Committee meeting.</i>	<i>Civic Engagement</i>	<i>City of Richmond Community Services</i>
<b>4. To support the development and integration of Richmond's immigrants while doing this in a way that respects family and cultural traditions</b>					
1. Support the Canadian Race Relations Foundation to hold a major conference on community harmony and belonging	<i>Act as a support /project planning aid to the Canadian Race Relations Foundation (CRRF) for a major conference to be held in January 2016</i>	<i>Community more connected and informed. Cultural harmony increased</i>	<i>Conference conducted and good community feedback received</i>	<i>Intercultural Vision</i>	<i>Canadian Race Relations Foundation, City of Richmond Administration and Compliance.</i>

**RIAC 2016 Work Program**

<b>Strategy/Initiative</b>	<b>RIAC Actions/Steps</b>	<b>Expected Outcome of RIAC Actions</b>	<b>Indicator of RIAC Success</b>	<b>RIAC Lead/ Sub-cte</b>	<b>Partners</b>
2. Encourage cross cultural bridging and understanding through celebrations and events.	Work to support and offer advice to City staff on the development of the Richmond World Festival 2016.	Broaden community awareness of, and support for interculturalism.	RIAC presence at cultural events.	Civic Engagement	City of Richmond Community Services