



City of Richmond

Report to Committee

To: Planning Committee
From: Kim Somerville
 Manager, Community Social Development
Re: Draft Cultural Harmony Plan 2019–2029

Date: May 23, 2019
File: 07-3300-01/2019-Vol
 01

Staff Recommendations

1. That the Draft Cultural Harmony Plan 2019–2029, as outlined in the staff report titled “Draft Cultural Harmony Plan 2019–2029”, dated May 23, 2019, for the purpose of seeking public feedback on the Draft Plan be approved; and
2. That staff report back with the final Cultural Harmony Plan, including a summary of public feedback.

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

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
Corporate Communications and Marketing	<input checked="" type="checkbox"/>	
Human Resources	<input checked="" type="checkbox"/>	
Intergovernmental Relations and Protocol	<input checked="" type="checkbox"/>	
Fire & Rescue	<input checked="" type="checkbox"/>	
Emergency Programs	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

On December 5, 2016, City Council approved the development of the Cultural Harmony Plan as a response to Richmond's changing demographics and its implications for the city's social cohesion. The Cultural Harmony Plan is intended to further enhance and build on the City's social inclusion practices as they relate to cross-cultural awareness, newcomer integration, and intercultural understanding; it is also intended to support the implementation of recommended actions identified in the Council-adopted Social Development Strategy 2013–2022.

The development of the Plan is divided into three phases:

- Phase One: Research Cultural Harmony Best Practices;
- Phase Two: Analyze the City's Existing Service Levels and Programs; and
- Phase Three: Recommended actions for a Cultural Harmony Plan.

The purpose of this report is to present the Draft Cultural Harmony Plan 2019–2029 and to request that the recommended approach and proposed actions be approved for the purpose of seeking public feedback.

This report supports the following actions defined in the Social Development Strategy 2013–2022:

Action 16 - Improve the City's cultural competence through monitoring the intercultural sensitivity and inclusiveness of corporate policies and practices.

Action 17 - Improve employment opportunities for immigrants with foreign training and credentials.

Action 19 - Create opportunities to showcase Richmond's cultural diversity and facilitate intercultural dialogue.

Analysis

On January 15, 2018, a set of Guiding Principles was adopted by Council to inform the strategic directions and actions of the Draft Cultural Harmony Plan. The Plan's recommended actions strive to enhance existing and future City practices in facilitating and fostering cultural harmony among Richmond's diverse population, which includes long-time residents, immigrants, newcomers, and Indigenous peoples.

Guiding Principles

1. Ensure City policies and practices intentionally promote excellence in equity, respect and intercultural harmony.
2. Align with and complement existing City strategies, plans, processes and practices that seek to address cultural harmony.

3. Provide measurable outcomes related to how the City's diverse communities interact with each other and the City.
4. Facilitate ongoing community engagement as a means to implementing the recommended actions of the Cultural Harmony Plan and ensure that there are opportunities for feedback.
5. Develop actions that support the Richmond Intercultural Advisory Committee's intercultural vision "for Richmond to be the most welcoming, inclusive and harmonious community in Canada".
6. Develop actions that promote and facilitate cultural inclusion and that are realistic and achievable in the context of available resources, are resilient over time and are flexible enough to be revised.

Alignment with Other City Strategies

Guided by the Official Community Plan and the Social Development Strategy, the City is committed to building on its cultural diversity and promoting an inclusive community. The Draft Cultural Harmony Plan 2019–2029 is a commitment by the City to work with its Community Partners, key stakeholders and citizens to facilitate intercultural understanding among Richmond's diverse communities, reduce barriers faced by different segments of the city's population, and develop programs and services that are inclusive and relevant so that all Richmond residents can participate in various aspects of community life (Attachment 1).

Demographic Trends

Richmond has experienced a significant change in its population over the past three decades. Immigration has been a key driver of population growth in the city. It is now one of the most diverse cities in Canada and holds the distinction of having the largest proportion (60.2 per cent) of residents born outside Canada of any municipality in the country.

Based on Statistics Canada's Census data, the key demographic trends in Richmond include the following:

- There were over 150 different ethnic origins and 100 languages spoken in Richmond in 2016. The most commonly reported ethnic origin was Chinese with 54 per cent of the population.
- In 2016, over three-quarters (76.3 per cent) of Richmond's population identified as visible minority. Richmond has the highest proportion of visible minorities of any municipality in BC and the second highest (after Markham, Ontario) in Canada.
- The proportion of Richmond residents whose mother tongue was English has been declining since 2001 from 44.4 per cent to 33.1 per cent in 2016. The 2016 Census indicates that 44.8 per cent of Richmond residents indicated Chinese as their mother tongue, 33.1 per cent indicated English, 3.9 per cent indicated Tagalog and 2.7 per cent indicated Punjabi.

- In 2016, half (50.6 per cent) of Richmond's recent immigrants had a bachelor's degree or higher, compared to 43.2 per cent of total immigrants and 35.5 per cent of Canadian-born residents.
- Despite the higher level of education attained by recent immigrants in Richmond, almost 10 per cent of recent immigrants were unemployed in 2015, which is higher than Richmond's total immigrant (6 per cent) and Canadian-born (5.6 per cent) labour force.

Steering Committee and Key Stakeholders

A Steering Committee, consisting of City staff from Community Social Development, Community Services Administration, Recreation Services, Richmond Fire and Rescue, and Community Safety and Human Resources, was formed to provide input into the development of the Draft Cultural Harmony Plan. In addition, key stakeholders comprised of representatives from the following organizations were also consulted:

- Richmond Intercultural Advisory Committee;
- Community Associations and Societies;
- Richmond Public Library;
- Avia Employment Services;
- Richmond Family Place;
- Richmond Multicultural Community Services;
- Connections Community Services Society;
- Multicultural Helping House Society;
- Richmond Chinese Community Society;
- Steveston Buddhist Temple;
- Highway to Heaven Association;
- RCMP;
- Richmond School District No. 38;
- Vancouver Coastal Health;
- Chimo Community Services;
- Member of an Indigenous Community; and
- Community member organizer of Richmond Black History Month.

These key stakeholders will be further consulted during the public engagement process of the Draft Cultural Harmony Plan.

Project Process

The Draft Cultural Harmony Plan 2019–2029 was developed based on:

- Analysis of statistics related to demographic information in Richmond;
- Research regarding best practices and promising approaches for enhancing cultural harmony; and

- Stakeholder engagement comprised of meetings with the Steering Committee and Richmond Intercultural Advisory Committee, and interviews with key stakeholders.

The next step in this process is to seek public feedback on the Draft Cultural Harmony Plan.

Engagement and Research Themes

Based on input from the Steering Committee and key stakeholders, statistical research, and a review of best practices, the following common themes emerged in developing the Draft Plan:

- *Enhancing Intercultural Interaction* – Many stakeholders mentioned the importance of facilitating interaction between people of different ethnocultural, racial, religious and other backgrounds. The Plan introduces several actions to encourage positive interaction and direct engagement between diverse communities, including supporting community-based dialogues that facilitate positive intercultural exchange and understanding.
- *Reducing Barriers to Participation* – Targeted approaches that address the unique challenges experienced by immigrants and refugees are often utilized by other municipalities to reduce barriers to participation. These include addressing barriers such as cultural and language differences, as well as economic barriers due to the lack of recognition of foreign training and experience. Many stakeholders emphasized the need for programs and services to be reflective of the needs and priorities of Richmond’s diverse population in order for all residents to participate in various aspects of community life.
- *Promoting Awareness and Education* – Many stakeholders have identified the need to promote the benefits of an inclusive community that is welcoming of people from all backgrounds, ethnicities and cultures. Celebrating the ethnic and cultural diversity of its citizens, providing cultural competency training to its staff and volunteers, and developing an awareness campaign about the positive benefits of diversity to the community were suggested as effective tools toward achieving this end.
- *Pursuing Partnership and Collaborative Approaches* – Many stakeholders have identified the need for strong partnerships and continued collaborative actions to foster cultural harmony among Richmond’s residents. Joint planning and networking with community service organizations are needed in order to share information and identify gaps in program and service delivery.

Draft Cultural Harmony Plan

The Draft Cultural Harmony Plan 2019–2029 is an action-oriented framework intended to guide City and stakeholder involvement in initiatives fostering cultural harmony in Richmond over the next ten years. The Strategy synthesizes information on best practices, local trends and ideas from other municipalities and local stakeholders to identify a set of specific initiatives that seek to foster and enhance cultural harmony among Richmond’s diverse population. To guide the collaborative work of all stakeholders, the Plan defines the following vision statement:

That residents of Richmond recognize and respect the presence of diverse groups in the community, acknowledge and celebrate differences, and value and enable each and every group's continued contribution and participation in all aspects of community life.

To assist stakeholders in achieving this vision, the Plan emphasizes five strategic directions:

1. Intercultural connections;
2. Collaboration and partnerships;
3. Targeted training and professional development;
4. Communication and community engagement; and
5. Programs and services.

Under the strategic directions, 27 recommended actions are defined and will be implemented between 2019 and 2029. A portion of these actions are highlighted as ongoing, short term (0–3 years), medium term (4–6 years) or long term (7–10 years). While all 27 actions are important to fostering cultural harmony among Richmond residents, the following actions have been identified as high priority because of the immediate impact they will have in promoting increased intercultural understanding and respect among Richmond residents:

- Celebrate Richmond's diverse cultures and unique heritage through intercultural celebrations and events;
- Support community-based dialogues that facilitate positive intercultural exchange and understanding;
- Pursue opportunities to participate in joint planning and networking with community service organizations and key stakeholders;
- Develop and implement a diversity and inclusion training program for City and Community Partner staff and volunteers; and
- Develop and implement programs and services that promote positive social and intercultural connections within and among diverse cultural, ethnic, and religious populations.

For a comprehensive list of the 27 recommended actions, see Attachment 1.

Public Engagement Process

Staff propose conducting various public engagement activities in Fall 2019, including a survey on Let's Talk Richmond, public open houses and meetings with specific organizations to seek feedback on the draft strategic framework. The input received through these activities will be used to inform the Final Cultural Harmony Plan. The proposed engagement activities are listed in Table 1.

Table 1: Proposed Public Engagement Activities

Activity	Timing	Stakeholders	Location	Format
Eight Stakeholder Meetings	September 4–30, 2019	Key stakeholders, including organizations from the non-profit and private sectors	City Hall and/or other City facilities	Small focus groups with key stakeholders
Let’s Talk Richmond website	September 3–30, 2019	People who live, work, and/or participate in the community in Richmond	Online	LetsTalkRichmond.ca
Three Open House Meetings	September 7–27, 2019; Dates and times are being finalized	General Public	Brighthouse Library; South Arm Community Centre; and Cambie Community Centre	Open house format with poster boards and comment cards. Staff will be present to answer any questions.

Following the engagement activities, staff will compile the data received from stakeholders and refine the Draft Cultural Harmony Plan. The Final Cultural Harmony Plan 2019–2029, including results of the public engagement process, will be presented to City Council in Fall 2019.

Financial Impact

None.

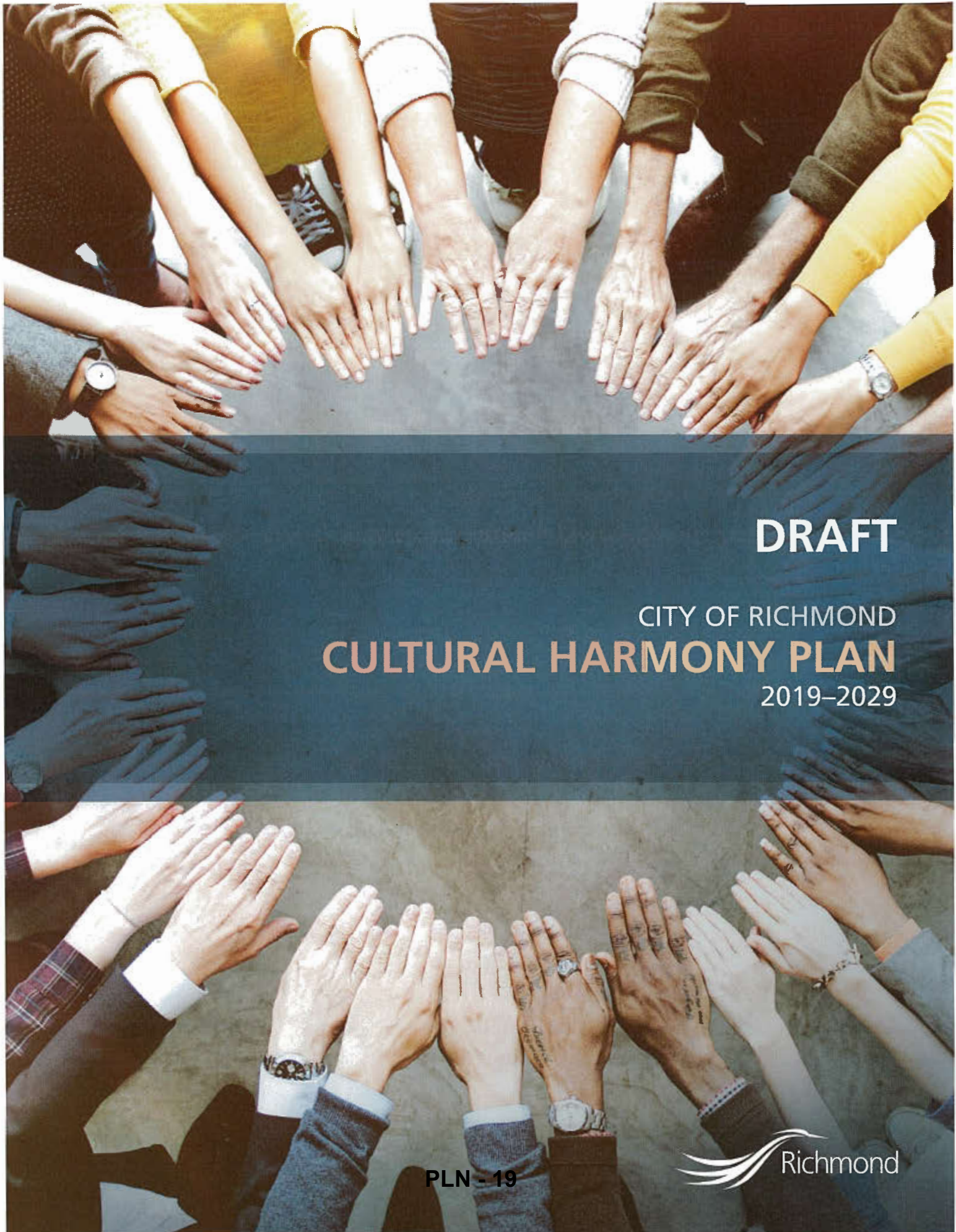
Conclusion

The Cultural Harmony Plan 2019–2029 is intended to guide the City in addressing cultural harmony priorities, and clearly map out objectives, strategic directions and recommended actions which will act as the framework for implementation. The successful implementation of the Cultural Harmony Plan 2019–2029 will require the commitment of the City’s partners, stakeholders and citizens in order to realize the Plan’s vision of *“recognizing and respecting the presence of diverse groups in the community, acknowledging and celebrating differences, and valuing and enabling each and every group’s continued contribution and participation in all aspects of community life.”*



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Att. 1: Draft Cultural Harmony Plan 2019–2029



DRAFT

CITY OF RICHMOND
CULTURAL HARMONY PLAN
2019–2029

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1.0 EXECUTIVE SUMMARY

The City of Richmond, in collaboration with its key stakeholders and Community Partners¹, has developed the *Cultural Harmony Plan 2019–2029* for Richmond. The purpose of this ten-year plan is to identify innovative and collaborative approaches to strengthen intercultural connections among Richmond residents, provide City programs and services that address the needs of the city's diverse population, and remove barriers to participation for Richmond residents, particularly newcomers and immigrants. This Plan demonstrates the City's leadership in building on its social inclusion practices as they relate to policy development, program and service delivery, community engagement and customer service. It also signifies the City's role in responding to the evolving needs of Richmond's increasingly diverse population, which includes long-time residents, immigrants, newcomers, and Indigenous peoples.

Richmond is one of the most diverse cities in Canada with over 60 per cent of its population born outside the country, the highest proportion of any municipality nationwide. The diversity of Richmond's population presents both opportunities and challenges for the community. Richmond's diversity contributes significantly to community vibrancy and enrichment, however it also presents some challenges in terms of communication, intercultural understanding and potential marginalization of segments of the population.

The City of Richmond has a strong tradition of addressing social issues in its planning practices and service delivery. The City's Community Services Division works collaboratively with key stakeholders and Community Partners in developing programs and services to address the needs of vulnerable populations, facilitating intercultural understanding and supporting community capacity. Building on the priorities and actions identified in the Council-adopted *Social Development Strategy 2013–2022*, the Cultural Harmony Plan defines a new vision statement, five strategic directions and a set of recommended actions that support cultural harmony in Richmond. The vision for the *Cultural Harmony Plan 2019–2029* is:

"That Richmond residents recognize and respect the presence of diverse groups in the community, acknowledge and celebrate differences, and value and enable each and every group's continued contribution and participation in all aspects of community life."

To achieve this vision, the Plan provides five strategic directions:

1. Intercultural Connections;
2. Collaboration and Partnerships;
3. Targeted Training and Professional Development;
4. Communication and Community Engagement; and
5. Programs and Services.

¹ Community Partners are Community Associations and Societies with which the City operates community facilities.

The *Cultural Harmony Plan 2019–2029* is a commitment by the City of Richmond to work with its Community Partners, key stakeholders and citizens to facilitate intercultural understanding among Richmond’s diverse communities, reduce barriers faced by different segments of the city’s population, and develop programs and services that are inclusive and relevant so that Richmond residents can participate in all aspects of community life.





2.0 INTRODUCTION

The *Cultural Harmony Plan 2019–2029* is an action-oriented framework intended to guide City and stakeholder involvement in cultural harmony initiatives over the next ten years. Cultural harmony is defined in the plan as the result of achieving “unity in diversity” based on shared values and a common identity. It is achieved when we respect and value diversity, foster and promote a welcoming and inclusive community, and ensure equitable outcomes for all regardless of race, culture, ethnicity and length of time in Canada.

The Draft Plan was developed based on:

- Analysis of statistics related to demographic information in Richmond;
- Research regarding best practices and promising approaches for enhancing cultural harmony; and
- Stakeholder engagement including meetings with the Steering Committee, City of Richmond Intercultural Advisory Committee and consultations with key stakeholders.

Richmond is one of the most culturally and ethnically diverse cities in Canada. The 2016 Census reported that there were over 150 ethnic origins and over 100 languages spoken in Richmond with six out of ten residents born outside of Canada. Visible minorities account for more than three-quarters of the total population, the highest proportion of any municipality in British Columbia and the second highest in Canada. Richmond’s changing demographics have implications for the city’s social cohesion as its diverse communities may have differing expectations and experiences in relation to civic and community life. In 2016, City Council approved the development of the Cultural Harmony Plan to further enhance and build on the City’s social inclusion practices as they relate to policy development, program and service delivery, community engagement and customer service.

The development of the Cultural Harmony Plan is intended to support the implementation of recommended actions identified in the Council-adopted *Social Development Strategy 2013–2022*. The Social Development Strategy guides the City’s community social development work and envisions Richmond as an inclusive, engaged and caring community, one that values and builds on its diversity and treats its citizens with fairness and respect.

2.1 The Need for a Cultural Harmony Plan

The Cultural Harmony Plan aims to inform the City’s response, within its authority, to fostering and enhancing cultural harmony among Richmond’s diverse population through a vision, strategic directions and a comprehensive list of actions. As Richmond’s population continues to evolve and the overall proportion of immigrant residents increases, it is important that the City’s social fabric be maintained and enhanced. For Richmond to be a culturally harmonious community, it is essential that the unique characteristics, interests and needs of various segments of the population are recognized and addressed. City policies, programs and practices must therefore reflect the needs and priorities of Richmond’s diverse communities so that all residents can participate in various aspects of community life.

Fostering cultural harmony among Richmond's residents requires the commitment and collaboration of many stakeholders, including all levels of government, Community Partners, community service organizations and the private sector. The City cannot do it alone. The ongoing involvement of all stakeholders is essential to enhancing cultural harmony among Richmond's residents.

2.2 Steering Committee

A Steering Committee was formed to provide input into the development of the Cultural Harmony Plan. In addition to the Steering Committee, key stakeholders were also consulted. The Steering Committee and key stakeholders comprised of representatives from the following organizations:

- City of Richmond
- City of Richmond Intercultural Advisory Committee
- Community Associations and Societies
- Richmond Public Library
- Avia Employment Services
- Richmond Family Place
- Richmond Multicultural Community Services
- Connections Community Services Society
- Multicultural Helping House Society
- Richmond Chinese Community Society
- Steveston Buddhist Temple
- Highway to Heaven Association
- RCMP
- Richmond School District
- Vancouver Coastal Health
- Chimo Community Services
- Member of an Indigenous Community
- Community member organizer of Richmond Black History Month

2.3 Guiding Principles

The following principles, developed in partnership with the Steering Committee, provided a decision-making framework for the development of the Cultural Harmony Plan. It is expected that these principles will continue to provide a framework to guide the Plan's implementation:

- Ensure City policies and practices intentionally promote excellence in equity, respect and intercultural harmony;
- Align with and complement existing City strategies, plans, processes and practices that seek to address cultural harmony;
- Provide measurable outcomes related to how the City's diverse communities interact with each other and the City;

- Facilitate ongoing community engagement as a means to implementing the recommended actions of the Cultural Harmony Plan and ensure that there are opportunities for feedback;
- Develop actions that support the Richmond Intercultural Advisory Committee’s intercultural vision *“for Richmond to be the most welcoming, inclusive and harmonious community in Canada”*; and
- Develop actions that promote and facilitate cultural inclusion and that are realistic and achievable in the context of available resources, are resilient over time and are flexible enough to be revised.

2.4 Alignment with Other City Strategies

The City of Richmond has undertaken the development of several plans and strategies that include actions related to the cultural harmony of Richmond residents and the community as a whole. Examples of plans and strategies that provide relevant context and support the Cultural Harmony Plan are outlined below.

Richmond 2041 Official Community Plan

The City of Richmond’s Official Community Plan cites the City’s commitment to social equity and inclusion, engaging our citizens, and building on social assets and community capacity through the following actions:

- Facilitate the establishment of an equitable and inclusive community, whereby City plans, policies, services and practices respect the diverse needs of all segments of the population;
- Encourage and facilitate the active engagement of all segments of the Richmond population in community affairs; and
- Develop and nurture strong, sustainable and collaborative relationships with senior governments and community service organizations.

Richmond Social Development Strategy 2013–2022

The Social Development Strategy cites the City’s commitment to build on Richmond’s cultural diversity through the following actions:

- Facilitate the development and coordination of intercultural events and community-based dialogues that provide opportunities for intercultural interaction and awareness;
- Encourage collaborative approaches to ensure that Richmond remains a welcoming and integrated community;
- Establish targeted measures to prevent and respond to incidents of racism in Richmond;
- Establish clear guidelines for providing translation and interpretation services to conduct City business;
- Devise and implement a comprehensive cultural diversity training program for City and Community Partner staff;
- Recognize and reduce barriers faced by new immigrants in accessing City services; and
- Explore opportunities to develop a pilot “apprenticeship” type program targeted at recent immigrants.

Richmond Community Wellness Strategy 2018–2023

The City is committed to prioritizing community wellness in Richmond through the Wellness Strategy. The Strategy identifies innovative and collaborative approaches to impact wellness outcomes for Richmond residents and promote the benefits of active community engagement and healthy lifestyles for all residents. The Strategy strives to be inclusive, equitable and respectful, and celebrate diversity. Through this Strategy, the City commits to:

- Enhance physical and social connectedness within and among neighbourhoods and communities; and
- Enhance equitable access to amenities, services and programs within and among neighbourhoods.

Richmond Volunteer Management Strategy 2018–2021

The City and its partners rely heavily on volunteers to support the delivery of many events, services, and programs to the community. The City recognizes the important contributions volunteers make in generating community connectedness and vibrancy. The Strategy focuses on supporting volunteers by prioritizing capacity building and providing meaningful opportunities for volunteers to contribute and connect to their community. Volunteerism is a vital starting point for newcomers to gain experience, connections, and social networks in mainstream society.

Richmond Intercultural Advisory Committee Intercultural Strategic Plan 2017–2022

The Intercultural Strategic Plan was developed by the City of Richmond's Intercultural Advisory Committee (RIAC), a Council-appointed committee, to pursue its mandate of enhancing intercultural harmony and strengthening intercultural cooperation in Richmond. To achieve RIAC's intercultural vision "*for Richmond to be the most welcoming, inclusive and harmonious community in Canada,*" the Intercultural Strategic Plan has identified the following four strategic directions:

- Address language, information and cultural barriers;
- Address the perception and reality of racism;
- Explore potential areas of alignment between RIAC intercultural vision and governmental and stakeholder systems; and
- Support the development and integration of Richmond's immigrants.

The City of Richmond has always been proactive in developing and implementing actions related to fostering cultural harmony among its residents. The Cultural Harmony Plan builds on the actions identified in these plans and strategies, and offers new actions to foster and enhance cultural harmony among Richmond's diverse population.

3.0 BACKGROUND

3.1 Stakeholder Roles

Fostering cultural harmony requires collective action from many stakeholders as well as dedicated and sustained funding from the provincial and federal governments. Various governmental and non-governmental parties have a role in strengthening intercultural connections and fostering an inclusive community among Richmond’s residents. This section identifies a number of key stakeholders and their roles in building a culturally harmonious society.

Government of Canada

The Government of Canada is responsible for social areas such as heritage, immigration and Indigenous matters. It provides funding for projects and social programs, including funding that is accessible to municipalities, community agencies and other groups. Local Immigration Partnerships (LIPs) are one mechanism through which Immigration, Refugees and Citizenship Canada supports the development of community-based partnerships and locally-driven strategic planning processes in building welcoming and inclusive communities.

The federal government has recognized the diversity of Canadians in regards to race, ethnic origin, colour and religion through the adoption of the 1971 Multiculturalism Policy of Canada and the 1988 Canadian Multiculturalism Act. These policies sought to enhance the multicultural heritage of all Canadians while working to address race relations and eliminate systemic inequalities.

The Multiculturalism Program is one means by which the federal government implements the Canadian Multiculturalism Act and advances its priorities in the area of multiculturalism. Its objectives are to:

- Build an integrated and socially cohesive society;
- Improve the responsiveness of institutions to the needs of a diverse population; and
- Actively engage in discussions on multiculturalism and diversity at the international level.

The Program also collaborates with provinces and territories on mutual priorities through the Federal-Provincial-Territorial Officials Responsible for Multiculturalism Issues (FPTORMI) network.

Province of British Columbia

The provincial government is responsible for health, education and social services. It pursues its mandate through the provision of direct services and through Health Authorities or Crown agencies, as well as contractual arrangements and grant funding with service providers.

In 1993, the Province of British Columbia passed the Multiculturalism Act to recognize the diversity of British Columbians in regards to race, ethnicity, cultural heritage, religion, ancestry and place of origin. The Act sought to promote racial

harmony, cross-cultural understanding and respect, and to foster a society in which there are no barriers to full participation of all British Columbians in the economic, social, cultural and political life of the province.

The Multiculturalism Branch falls under the Ministry of Tourism, Arts and Culture and is responsible for advancing and strengthening multiculturalism in the province. The Multicultural Advisory Council was established to provide advice to the Minister on issues related to multiculturalism and anti-racism. The BC Multiculturalism Grants program helps organizations work to improve cross-cultural and intercultural interaction, and reduce systemic and institutional barriers for under-represented and racialized groups. Other initiatives include the Organizing Against Racism and Hate Program, BC Hate Crimes Team, and Multicultural and Anti-Racism Awards. The WelcomeBC website is where new residents to British Columbia can find information, tools and resources on getting settled, finding employment, and contributing and participating in their community. The BC Newcomer's Guide is also available in different languages.

Local Government

Local governments are generally responsible for areas directly related to local communities, such as the management of policing and firefighting services, roads and transportation, municipal zoning and economic development, library and educational facilities, and parks, recreations and culture. They also play a role in promoting the health and well-being of their residents.

On March 25, 1991, Richmond City Council adopted a Multiculturalism Policy that states that the City:

- Values both cultural diversity and a multicultural community as a source of enrichment and strength;
- Supports the right of all persons to freedom from cultural/racial discrimination;
- Supports the right of all persons to equal opportunity and participation in community affairs;
- Is committed to ensuring that City bylaws, policies and programs, service delivery and employment practices address these principles;
- Is committed to implementing this policy and directs City staff, boards, commissions and committees to meet these principles in carrying out their duties; and
- Encourages all community groups to adopt similar policies for their organizations.

The following are some of the roles the City plays in promoting cultural harmony:

- **Advocate:** The City works with community organizations to advocate to senior levels of government for funding and programs that improve intercultural awareness and understanding, reduce barriers and create a more inclusive society;
- **Planner:** The City monitors local data and best practice research regarding cultural harmony to update its policies and implement actions that build on its social inclusion practices;

- **Communicator:** The City educates and promotes the benefits of an inclusive community that is welcoming of people from all cultures, ethnicities and places of origin;
- **Facilitator:** The City strengthens the capacity of community organizations representing the interests of diverse communities by facilitating collaboration; and
- **Partner:** The City partners with senior levels of government and community groups to address the needs and concerns of its citizens.

Community Partners

The City partners with Community Associations and Societies (Community Partners) to provide recreation, sport, and arts, culture and heritage opportunities to all Richmond residents. The City provides the facilities and core staffing, and the Associations and Societies plan and fund most programs and events through their respective facilities. The City's Community Partners help foster cultural harmony by strengthening community connections through programs, services and events that are reflective of the needs of Richmond's diverse population, foster a sense of belonging, and promote intercultural connections among the city's residents.

Community Service Organizations

Community service organizations are non-profit social service agencies that provide valuable social services to immigrants and refugees in Richmond. They are well positioned to identify needs and barriers, participate in joint planning and advocate on issues affecting newcomer communities in Richmond. These organizations deliver culturally and linguistically appropriate services, which include:

- English language learning;
- Information on housing and education;
- Referrals to government programs and services;
- Career mentoring;
- Labour market and employment;
- Networking;
- Support groups;
- Income Tax clinics; and
- Community events.

In addition to these important services, community service organizations continue to advocate on behalf of newcomer communities for additional resources.

Ethno-cultural and Faith-based Community Groups

Ethno-cultural and faith-based organizations play an important role in helping immigrants and refugees settle and integrate into Canadian society. These organizations often serve as first points of contact for many new arrivals and help diversify and strengthen their social networks. Some of the ethno-cultural and faith-based community groups also provide settlement services, such as information on jobs and housing, English language training and networking

opportunities. It is important to recognize the role ethno-cultural and faith-based organizations can play in immigrants' economic and social integration, and participation in community life particularly through activities that focus on building bridges with the broader community.

Richmond School District No. 38

Schools are important partners in strengthening intercultural connections as they serve families from all socio-economic and ethno-cultural backgrounds. The Settlement Workers in Schools (SWIS) program helps new immigrants and refugees get settled and connected with services and resources in the community. SWIS workers provide information workshops on the school system, English Language Learners (ELL) support, housing and accommodation, transportation, and health, financial and legal services. They also provide settlement counselling and referrals to community resources.

Business Community

The private sector has an important role to play in integrating immigrants and refugees into Canadian society. Many members of the business community are both employers and Richmond residents. Their decisions and actions have a direct impact on employment levels, income and overall quality of life in the community. Businesses can offer mentoring opportunities and assist with sponsorship of programs and events to foster the full participation of all Richmond residents in the social, cultural, economic and political life of the city.



3.2 Richmond’s Population

Richmond has experienced a significant change in its population over the last three decades. It is now one of the most diverse cities in Canada and holds the distinction of having the largest proportion (60.2%) of residents born outside Canada of any municipality in the country. This section identifies current and emerging trends based on an analysis of available data and statistics from various data sources².

Richmond’s current population is estimated at 227,406³. Immigration has been a key driver of population growth in the city. Richmond received the fourth-largest number of recent immigrants between 2011 and 2016, trailing Vancouver, Surrey and Burnaby. Since 2001, there has been a 34 per cent increase in Richmond’s immigrant population. Figure 1 highlights the population and immigration trends for Richmond and Metro Vancouver from 2001 to 2016.

Figure 1: Population and Immigration Trends for Richmond and Metro Vancouver (2001–2016)

Year	Richmond			Metro Vancouver		
	Total Population	Immigrant Population	% of Immigrants ⁴	Total Population	Immigrant Population	% of Immigrants ⁵
2016	198,309	118,305	60.2%	2,463,431	989,540	40.8%
2011	190,473	112,875	59.6%	2,313,328	913,310	40.0%
2006	174,461	99,660	57.1%	2,116,581	831,265	39.6%
2001	164,345	88,300	53.7%	1,986,965	738,550	37.5%



² Data sources include Statistics Canada, 2001, 2006, 2011 and 2016 Census, 2011 National Household Survey, and NewToBC Immigrant Demographics Richmond, BC 2018 report.

³ City of Richmond projections (with Urban Futures Inc.) as of January 2019.

⁴ The percentages in this column are based on a population figure that does not include people living in collective dwellings. A collective dwelling is defined by Statistics Canada as “a dwelling of a commercial, institutional or communal nature... included are lodging or rooming houses, hotels, motels, tourist establishments, nursing homes, hospitals, staff residences, military bases, work camps, jails, group homes, and so on.”

⁵ *ibid.*

Between January 1, 2011 and May 10, 2016, there were 15,245 immigrants who arrived in Richmond from countries all over the world. China remains the top country of origin for recent immigrants with close to 59 per cent, while the Philippines have replaced Hong Kong as the second country, with 14 per cent of the recent immigrant population. For comparison's sake, immigrants refer to those who were born outside Canada and have been a landed immigrant or permanent resident; recent immigrants refer to those who arrived in Canada within the past five years. Figure 2 highlights the countries of origin for recent immigrants to Richmond and Metro Vancouver.

Figure 2: Top Places of Birth for Richmond and Metro Vancouver (2016)

Richmond					Metro Vancouver			
Total Immigrants		Percentage	Recent Immigrants		Percentage	Recent Immigrants		Percentage
China	42,755	36.1%	China	8,940	58.6%	China	35,895	25.2%
Hong Kong	23,185	19.6%	Philippines	2,135	14.0%	India	21,380	15.0%
Philippines	12,985	11.0%	India	565	3.7%	Philippines	20,205	14.2%
Taiwan	7,525	6.4%	Hong Kong	485	3.2%	Iran	8,315	5.8%
India	5,080	4.3%	Taiwan	470	3.1%	Korea, South	6,640	4.7%
United Kingdom	2,760	2.3%	Pakistan	270	1.8%	United States	4,065	2.9%
United States	1,480	1.3%	Japan	190	1.2%	United Kingdom	3,855	2.7%
Japan	1,340	1.1%	United States	185	1.2%	Taiwan	2,325	1.6%
Vietnam	1,050	0.9%	Korea, South	170	1.1%	Mexico	2,295	1.6%
Pakistan	1,035	0.9%	Russian Federation	150	1.0%	Iraq	1,850	1.3%
Other Places	19,110	16.2%	Other Places	1,685	11.1%	Other places	35,705	25.1%
Immigrant Population	118,305	100.0%	Recent Immigrant Population	15,245	100.0%	Recent Immigrant Population	142,530	100.0%

Ethnicity

There were over 150 different ethnic origins⁶ and 100 languages spoken in Richmond in 2016. The most commonly reported ethnic origin was Chinese with 54 per cent of the population. This proportion has grown from 34 per cent in 1996, 45 per cent in 2006 and 54 per cent in 2016. The ten most common ethnic origins are highlighted below in Figure 3.

Figure 3: Top Ethnic Origins for Richmond and Metro Vancouver (2016)

Richmond		Metro Vancouver	
Chinese	107,080	Chinese	499,175
English	18,015	English	470,340
Filipino	15,480	Scottish	341,075
Canadian	13,540	Canadian	331,205
Scottish	12,990	Irish	275,355
East Indian	12,335	East Indian	243,135
Irish	9,960	German	222,025
German	8,525	French	147,715
French	5,445	Filipino	133,925
Japanese	4,925	Ukrainian	94,400
Total Population	196,660	Total Population	2,426,235



⁶ Statistics Canada defines ethnic origin as the “ethnic or cultural origins of the person’s ancestors.” A person’s ancestors are usually more distant than grandparents. A person can have more than one ethnic origin.

In 2016, over three-quarters (76.3%) of Richmond's population identified as a visible minority⁷. Richmond has the highest proportion of visible minorities of any municipality in British Columbia and the second highest (after Markham, Ontario) in Canada. The predominant visible minority group in Richmond was Chinese, at 53 per cent of the total population. Figure 4 highlights the ten most common visible minority groups in Richmond.

Figure 4: Top Visible Minority Groups for Richmond and Metro Vancouver (2016)

Richmond		Metro Vancouver	
Chinese	104,185	Chinese	474,655
South Asian	14,360	South Asian	291,005
Filipino	13,575	Filipino	123,170
Japanese	3,940	Korean	52,980
Southeast Asian	1,955	West Asian	46,010
Latin American	1,585	Southeast Asian	44,905
Arab	1,485	Latin American	34,805
Korean	1,290	Japanese	30,110
Black	1,270	Black	29,830
West Asian	1,230	Arab	16,430
Total visible minority population	150,015	Total visible minority population	1,185,680
Total population	196,660	Total population	2,426,235

Aboriginal Population

In Richmond, a total of 1,600 people reported Aboriginal identity in the 2016 Census, which accounted for 0.8 per cent of the total population. Of this total, 58 per cent identified as First Nations, 38 per cent as Metis and 2 per cent as Inuit. Compared to Metro Vancouver, a total of 61,455 people reported Aboriginal identity, which accounted for 2.5 per cent of the total population; 58 per cent identified as First Nations, 38 per cent Metis and less than 1 per cent as Inuit.

⁷ A visible minority is defined by Statistics Canada as "persons, other than Aboriginal persons, who are non-Caucasian in race or non-white in colour."

Language

In 2016, close to three-quarters of Richmond’s recent immigrants spoke another language other than English or French most often at home. In contrast, two-thirds of Richmond’s total immigrant population spoke neither English nor French most often at home. While Cantonese is still the top Chinese language spoken at home in general, Mandarin has been steadily catching up with 44.3 per cent of recent immigrants speaking it at home compared to 10.4 per cent who speak Cantonese. The top five non-official home languages spoken in Richmond and Metro Vancouver are highlighted in Figure 5.

Figure 5: Top Non-Official Home Languages Spoken for Richmond and Metro Vancouver (2016)

Richmond						Metro Vancouver			
Total Immigrants		Percentage	Recent Immigrants		Percentage	Recent Immigrants		Percentage	
Cantonese	30,860	26.1%	Mandarin	6,760	44.3%	Mandarin	26,905	18.9%	
Mandarin	26,655	22.5%	Cantonese	1,585	10.4%	Punjabi	12,940	9.1%	
Tagalog	3,755	3.2%	Tagalog	845	5.5%	Tagalog	7,790	5.5%	
Punjabi	2,240	1.9%	Arabic	300	2.0%	Persian	7,055	4.9%	
Russian	1,315	1.1%	Russian	240	1.6%	Cantonese	6,095	4.3%	
Other Non-Official Languages	9,795	8.3%	Other Non-Official Languages	1,520	10.0%	Other Non-Official Languages	27,785	19.4%	
Total Immigrants	118,305	100%	Recent Immigrants	15,245	100%	Recent Immigrants	142,535	100%	

Source: NewToBC Immigrant Demographics Richmond, BC 2018.



In Richmond, the proportion of residents whose mother tongue⁸ was English has been declining since 2001 from 44.4 per cent to 33.1 per cent in 2016. The 2016 Census indicates that 43.7 per cent of Richmond residents indicated either Mandarin or Cantonese as their mother tongue, 33.1 per cent indicated English, 3.9 per cent indicated Tagalog and 2.7 per cent indicated Punjabi. Figure 6 highlights the trends by percentage of population with English as their mother tongue for Richmond and Metro Vancouver.

Figure 6: Language Trends with English Only as a Mother Tongue for Richmond and Vancouver (2016)

Year	Richmond	Metro Vancouver
	Percentage	Percentage
2016	33.1%	54.0%
2011	36.6%	56.0%
2006	38.6%	56.7%
2001	44.4%	60.2%

In 2016, more than half of Richmond’s immigrants spoke either English or French most often at work. Almost a third (30.4%) of recent immigrants and 18.5 per cent of total immigrants spoke neither English nor French at work, compared to 28.7 per cent of recent immigrants and 17 per cent of total immigrants in 2011. Chinese (Cantonese and Mandarin combined) was the non-official language most often spoken at work by both recent immigrants and total immigrants (see Figure 7).

Figure 7: Top Non-Official Languages Spoken Most Often at Work in Richmond (2016)

Richmond				Metro Vancouver	
Total Immigrants		Recent Immigrants		Recent Immigrants	
Cantonese	9.0%	Mandarin	22.1%	Mandarin	6.9%
Mandarin	8.2%	Cantonese	5.4%	Punjabi	4.5%
Punjabi	0.3%	Japanese	0.6%	Cantonese	2.4%
Non-Official Languages	18.5%	Non-Official Languages	30.4%	Non-Official Languages	17.8%

Source: NewToBC Immigrant Demographics Richmond, BC 2018.

⁸ Mother tongue is defined by Statistics Canada as “the first language learned at home in childhood and still understood by the person at the time the data was collected.”

Education

In 2016, half (50.6%) of Richmond’s recent immigrants had a bachelor’s degree or higher, compared to 43.2 per cent of total immigrants and 35.5 per cent of Canadian-born residents (see Figure 8). These figures are similar to Metro Vancouver, with 53.2 per cent of recent immigrants and 41.7 per cent of total immigrants having a bachelor’s degree or higher, compared to 33.6 per cent of their Canadian born counterparts.

Figure 8: Highest Level of Education for Recent Immigrants, Total Immigrants and Canadian Born in Richmond (2016)

	Richmond			Metro Vancouver		
	Canadian Born	Total Immigrants	Recent Immigrants	Canadian Born	Total Immigrants	Recent Immigrants
University Certificate, diploma or degree at bachelor level or above	35.5%	43.2%	50.6%	33.6%	41.7%	53.2%
College, CEGEP or other non-university certificate or diploma	21.3%	15.0%	13.0%	22.4%	15.7%	11.2%
Apprenticeship or trades certificate or diploma	7.0%	3.6%	2.2%	8.3%	5.0%	3.4%
Secondary (high) school diploma or equivalency certificate	27.4%	24.2%	19.8%	25.8%	22.8%	17.4%

Source: NewToBC Immigrant Demographics Richmond, BC 2018.



Labour Market Participation

Despite the higher level of education attained by recent immigrants in Richmond, almost 10 per cent of recent immigrants were unemployed⁹ in 2015, which is higher than Richmond's total immigrant (6%) and Canadian-born (5.6%) labour force. Figure 9 shows the employment and unemployment rates for the population aged 15 years and over.

Figure 9: Labour Market Participation Rates in Richmond (2015)

	Richmond			Metro Vancouver		
	Canadian Born	Total Immigrants	Recent Immigrants	Canadian Born	Total Immigrants	Recent Immigrants
Population aged 15 years and over	55,530	113,915	12,970	1,112,275	952,340	122,620
In the labour force	35,565	67,160	7,390	769,910	585,610	80,025
Participation rate	64.1%	59.0%	57.0%	69.2%	61.5%	65.3%
Employment rate	60.4%	55.4%	51.3%	65.3%	57.8%	59.2%
Unemployment rate	5.6%	6.0%	9.9%	5.7%	5.9%	9.3%

Source: NewToBC Immigrant Demographics Richmond, BC 2018.



⁹ Statistics Canada defines unemployed persons as those who "were available for work and were either on temporary layoff, had looked for work in the past four weeks or had a job to start within the next four weeks."

More significantly, the median income of Richmond’s recent immigrant population was \$15,834, notably less than the median income of \$23,102 for the immigrant population and \$25,842 for the total population. In 2015, 40.7 per cent of Richmond’s recent immigrant population were in the low-income bracket, compared with 26.1 per cent of the total immigrant population and 22.4 per cent of the total population (see Figure 10).

Figure 10: Total Income for Richmond and Metro Vancouver (2015)

	Richmond			Metro Vancouver		
	Total Population	Total Immigrants	Recent Immigrants	Total Population	Total Immigrants	Recent Immigrants
Population aged 15 years and over	169,445	113,915	12,970	2,064,585	952,340	122,620
Average income	\$38,039	\$34,720	\$22,487	\$46,821	\$40,437	\$28,845
Median income	\$25,842	\$23,102	\$15,834	\$32,612	\$27,642	\$19,625
Prevalence of low income in 2015 ¹⁰	22.4%	26.1%	40.7%	16.5%	20.5%	33.5%

Source: NewToBC Immigrant Demographics Richmond, BC 2018.



¹⁰ Based on the Low-income measure, after tax (LIM-AT).

When compared with those who worked full-time for a full year, Richmond's recent immigrant population also earned 27.7 per cent less than the total immigrant population and 37.5 per cent less than Richmond's total population. Figure 11 shows the employment income of individuals aged 15 years and over.

Figure 11: Employment Income for Richmond and Metro Vancouver (2015)

	Richmond			Metro Vancouver		
	Total Population	Total Immigrants	Recent Immigrants	Total Population	Total Immigrants	Recent Immigrants
Population aged 15 years and over	169,445	113,915	12,970	2,064,585	952,340	122,620
Population who worked full year, full time in 2015	46,015	29,285	2,015	637,390	258,940	25,630
Average income	\$61,759	\$57,616	\$43,975	\$67,916	\$61,567	\$53,737
Median income	\$51,059	\$47,420	\$37,128	\$54,955	\$49,407	\$41,559

Source: NewToBC Immigrant Demographics Richmond, BC 2018.



4.0 NEEDS ANALYSIS

The diversity of Richmond’s population presents plenty of opportunities for community vibrancy and enrichment, however, it also presents some challenges, particularly in terms of communication, cross-cultural understanding, integration and the potential marginalization of some segments of the population. Richmond already has a strong network of dedicated social service agencies, community organizations, advocates and government partners that are committed to fostering and promoting intercultural harmony in the community. A key aspect of the Cultural Harmony Plan is to build on the City’s social inclusion practices as well as the existing strengths and capacities of its partners and key stakeholders. The following needs analysis helps to identify strengths, gaps and opportunities based on an analysis of available data and qualitative information provided by local stakeholders.

Community Capacity-Building

Strengths: Richmond’s strength lies in the strong network of dedicated social service agencies and community organizations that help settle and integrate newcomers into the community and work towards cultural harmony. The City collaborates with various organizations through joint planning tables to share information and identify gaps in service delivery. In addition, the City has been providing the annual City Grant Program to build community and organizational capacity to provide programs for residents and promote partnerships with other funders and organizations.

Gaps: Despite the many strong collaborative partnerships in Richmond, gaps still exist. Many community organizations are facing significant challenges, such as limited funding and competition for contracts and short-term project grants. Most social service agencies do not have the resources to introduce programs that meet locally identified needs or plan for the long-term integration of immigrants because most of their funding is tied to the delivery of specific services.

Opportunities: While municipalities have the authority to plan for social issues, they have limited responsibility and funding for the delivery of social services. An opportunity in this area would be for the City to work with senior levels of government to advocate for long-term funding opportunities to community organizations that represent the interests of diverse communities.

Public Education and Awareness

A welcoming population is the foundation of culturally harmonious communities. The attitudes of residents towards immigrants have a strong impact on immigrants’ sense of belonging and reported satisfaction with life in Canada.

Strengths: The City has a full-time Inclusion Coordinator who is responsible for developing culturally-appropriate strategies and initiatives that promote cross-cultural awareness and community inclusion. The City also holds an annual Diversity Symposium which provides cultural competency training opportunities to City, Community Partner, non-profit and social service agency

staff, and volunteers so they can better understand how to work with the diverse communities in Richmond, and deliver programs and services that are welcoming and inclusive of everyone.

Gaps: It is important to foster residents' positive attitudes toward cultural diversity and the presence of newcomers in the community because positive attitudes are closely related to other indicators such as social engagement and lack of discrimination in the workplace. There is a need to make residents more aware of the social and economic contributions of newcomers to the community, as well as the barriers faced by newcomers, in terms of language and culture, among others. Newcomers also need support in adjusting to the social norms of the host community and accessing information that would enhance their participation in the social, cultural, economic and political life of the community.

Opportunities: There is an opportunity for the City to promote the benefits of an inclusive community that is welcoming of people from all backgrounds, ethnicities, and cultures. There are also other opportunities to enhance awareness and education, such as promoting the value of immigration to the public, informing residents about the diversity existing within the community, teaching residents how to communicate with limited English speakers, and how to interact with diverse groups. In addition, the City can work with its key stakeholders and the media to highlight the contributions of immigrants to Richmond. The private sector can also be made aware of the benefits of cross-cultural sensitivity training for their businesses.

An Interculturalism Model

Over the past decade, there has been a shift from multiculturalism towards interculturalism. Multiculturalism recognizes the diversity of all citizens in regards to race, ethnicity, culture, religion, ancestry and place of origin. Interculturalism builds on the principles of multiculturalism by not only recognizing diversity but also focusing on the mutual exchange of ideas and cultural norms between and among diverse populations. The emphasis is on building relationships with people across all cultures and breaking down barriers in the community.

Strengths: The City has a Council-appointed advisory body, the Richmond Intercultural Advisory Committee, acts as a resource to City Council regarding intercultural issues in Richmond and provides an intercultural lens on City strategies and initiatives. In addition, the City in partnership with its Community Partners, community service organizations and key stakeholders, organize events that bring people of all backgrounds together through festivals and programs, such as Doors Open and Richmond World Festival. Richmond's various community service organizations also do a significant amount of work in celebrating diversity and promoting intercultural understanding through their many programs and services.

Gaps: There is still some work to be done in linking immigrants with mainstream organizations and institutions. There is a need for programs and activities that encourage positive interaction between cultural, religious and ethnic communities, and especially between newcomers and long-time residents.

Opportunities: Many programs and services already exist in the community that bring people of all backgrounds together. However, there is an opportunity to incorporate intercultural elements into programs that allow participants to get to know each other and create something new together. These activities can help facilitate relationship building and increase intercultural understanding. Training on interculturalism can be offered to City and Community Partner staff and volunteers so they are equipped to deliver programs and services that facilitate intercultural relationship building. An intercultural lens can be applied by the City, with the help of the Richmond Intercultural Advisory Committee, in the development and implementation of policies, programs and practices. The City can also encourage community service organizations to incorporate intercultural elements into their programs and events through the City Grant Program.

Reduce Barriers to Participation

A culturally harmonious society is characterized by active participation and broad equality of opportunities among all Richmond's residents. Immigrants who face language, cultural, religious and ethnic barriers are less likely to participate fully in the social, economic, cultural and political life of society.

Strengths: In partnerships with Community Associations and Societies, the City strives to provide programs and events that reflect the needs of Richmond's diverse population so residents can participate in community life. The City also translates some documents into other languages so residents can access information that affects their lives. Richmond's immigrant-serving agencies provide a variety of support services for immigrants and refugees to help them get settled, find careers and make new connections through support groups, English classes and employment programs.

Gaps: One of the main challenges faced by skilled immigrants in Richmond is finding jobs that are equivalent to their training and experience. Despite a higher level of education and considerable job experience attained by recent immigrants, data shows that they lag behind Richmond's total immigrant and Canadian-born labour force in terms of employment rates and total income (see Figures 9 and 10 on pages 16 and 17). Newcomers are turned down due to lack of Canadian experience or accredited Canadian academic credentials. In addition, the 2016 Census shows that 11 per cent of Richmond's population neither speaks English nor French. A key challenge is to find ways to engage with this population so they can participate in the socio-economic life of the city.

Opportunities: Volunteer and internship opportunities are often crucial starting points for newcomers to gain meaningful experience, connections and social networks in the community. In order to improve employment opportunities for immigrants with foreign training and credentials, internship programs targeted at recent immigrants can be explored by the City and its key stakeholders, including the business sector. Developing translation and interpretation guidelines, and using different communication methods and tools, to engage with multilingual communities are ways to reduce the barriers to participation for some segments of Richmond's population. There is an opportunity for the City to work with immigrant-serving organizations to identify barriers immigrants face that hinder them from participating in programs and services at City facilities.



5.0 BEST PRACTICES REVIEW

To inform the development of the Cultural Harmony Plan, the City undertook a review of best practices from other municipalities in Canada. Ten similarly diverse municipalities were chosen based on the following criteria:

- Cities of similar size as Richmond, considering growth potential for the next 10 years;
- Cities with a significant newcomer and immigrant population as a percentage of the total population;
- Cities with comparable socioeconomic characteristics to Richmond; and
- Cities that have a track record for proactively addressing cultural harmony issues and a demonstrated commitment to cultural harmony practices.

The ten municipalities chosen for a review of best practices include:

1. Brampton, Ontario;
2. Burnaby, British Columbia;
3. Calgary, Alberta;
4. Coquitlam, British Columbia;
5. Edmonton, Alberta;
6. Hamilton, Ontario;
7. Mississauga, Ontario;
8. Surrey, British Columbia;
9. Vancouver, British Columbia; and
10. Winnipeg, Manitoba.

Evaluation criteria were developed to assess the best practices in terms of accountability, community engagement, customer service, partnerships, staff capacity building and training, programming and volunteer practices. The intent was to identify opportunities for enhancing cultural harmony in Richmond while recognizing that any practice or initiative must be appropriate and feasible to the local context.

The ten comparator cities each have initiatives that are unique to their community and location. Many municipalities have practices similar to those already in place in Richmond. Common practices include the use of Google Translator which offers multiple languages for City-produced web content and City dashboards that provide updates on cultural harmony-related projects. A few cities offer newcomer services at their facilities and many host an annual Newcomer Day. Workforce training in diversity is also common among the municipalities reviewed.

This section focuses on the key learnings from the best practices review that helped inform the development of the strategic directions and recommended actions in the Draft Cultural Harmony Plan.

Reducing Barriers to Economic Opportunities, Services and Programs

Targeted approaches that address the unique challenges experienced by immigrants and refugees are often utilized by the municipalities reviewed. These include addressing barriers such as cultural and language differences, and the lack of recognition of foreign training and experience, among others. Some municipalities have partnered with institutions and organizations in the community to increase employment opportunities for diverse groups and to break down biases and barriers within their respective organizations.

For example, the City of Vancouver, in partnership with the Immigration Employment Council of British Columbia and service providers such as ISSofBC, MOSAIC, and SUCCESS, offers a mentorship program for new immigrant professionals. By providing an opportunity for City staff to share their knowledge, expertise, and professional networks with the newly arrived immigrant professionals, the City helps to build a more culturally competent staff team to better serve diverse communities. The City of Surrey has partnered with immigrant-serving agencies to offer settlement services at their facilities, covering topics such as employment, schools, health care and other newcomer orientation services. Surrey's Settlement Services in Recreation Centres program is available to newcomers in a number of different languages.

A review of best practices suggests that using a variety of communication methods to reach different target audiences helps enhance understanding and participation. Some municipalities, like Mississauga for instance, use Google Translator to translate all City-produced content in multiple languages and the 311 phone service to provide direct access to non-emergency municipal government information in more than 150 languages. Other municipalities, such as Burnaby and Coquitlam, maintain a volunteer language bank of City employees who speak languages other than English. When available, these staff members provide interpretation services for residents seeking information on City services.

Many municipalities provide settlement-related resources that are available to newcomers in their respective communities. Some municipalities, including Richmond, publish a Newcomers Guide that lists various settlement-related information, such as service providers and language classes. Other municipalities, such as Calgary and Hamilton, have a City webpage that provides newcomer settlement information. The City of Coquitlam hosts an annual Welcome to Coquitlam event so newcomers can learn about City programs and services. Different City departments are on hand to talk about a broad range of topics, including recycling and garbage services, and parks and recreation activities. Community agencies offering essential services for new residents are also at the event to provide information that would help new arrivals adjust to the community. The City of Winnipeg's annual Newcomer Family Fair is designed to welcome new arrivals to the city and connect them with services.

Enhancing Intercultural Interaction

Many municipalities recognize the importance of facilitating intercultural understanding and interaction between people of different ethno-cultural, racial, religious and other backgrounds. The goal is to encourage positive interaction and direct engagement between diverse communities in order to help break down misconceptions about each other.

One of the priority actions identified in the City of Calgary's Cultural Plan for Calgary is building interactions and exchange between ethno-cultural communities, Indigenous communities and Calgary's cultural organizations to develop new programming, funding and exchange opportunities. The City of Vancouver has implemented the Dialogues Projects to increase understanding and strengthen relations between Indigenous and immigrant/non-Indigenous communities. Key initiatives include Dialogue Circles, community research, cultural exchange visits, youth and elders program, and legacy projects. The City of Hamilton's Public Engagement Charter directs the City to create opportunities for residents from different backgrounds to work together through the use of appropriate engagement methods and tools.

Promoting Awareness and Education

Awareness and education are some of the major themes identified in addressing cultural harmony. Celebrating the ethnic and cultural diversity of its citizens through official celebrations and observances is one way municipalities promote awareness and education. The City of Burnaby Storytelling Project is a public awareness campaign that sought to inform and educate Burnaby residents about the value that immigrants and refugees bring to the community. The project trained 22 storytellers who shared their experiences at community events throughout the city and brought awareness to the issues experienced by immigrants and refugees in Burnaby.

Many municipalities offer diversity awareness training to their staff. For example, the City of Edmonton offers mandatory diversity training to all staff and the City of Calgary has committed resources to staff training in order to support and enable effective communication with Calgary's diverse communities. The City of Hamilton delivers a system-wide Anti-Racism training program and the City of Surrey provides training for front-line staff on settlement services.

The Burnaby Inter-Faith Network, comprised of the City of Burnaby, and local faith and community leaders, organizes a series of events that build knowledge and understanding of Burnaby's diverse faith communities. It envisions Burnaby to be a place where people of different faiths respect each other and live together in harmony.

Pursuing Partnership and Collaborative Approaches

Many municipalities have identified the need for strong partnerships and continued collaborative actions to foster cultural harmony. Often work happens outside of the organization with communities, grassroots organizations, non-profits and other stakeholders. Many municipalities, including Richmond,

participate in Local Immigration Partnerships which support the integration of immigrants and refugees in their respective communities. Some municipalities, such as Burnaby, Vancouver, Calgary and Edmonton, are members of the Canadian Coalition of Municipalities Against Racism and Discrimination. This network brings together municipalities to undertake initiatives that improve their policies against racism, discrimination, exclusion and intolerance.

The City of Brampton has partnered with faith communities to respond to emergencies through the Lighthouse Project. Brampton recognizes that faith-based organizations are already serving vulnerable populations and their sites can be used as meeting points for people needing guidance and support during emergencies. This is an example of an innovative project that taps into an already existing network to serve diverse populations in the community.



6.0 STRATEGIC FRAMEWORK

The *Draft Cultural Harmony Plan 2019–2029* sets out five strategic directions and 27 recommended actions to be completed over a ten-year period. The recommended actions build upon ongoing initiatives and work that has been accomplished to date, consider current and emerging needs, and seek to foster collaboration and cooperation among stakeholders.

6.1 Definition, Vision, and Guiding Principles

Definition of Cultural Harmony

Cultural Harmony is the result of achieving “unity in diversity” based on shared values and a common identity. It is achieved when we respect and value diversity, foster and promote a welcoming and inclusive community, and ensure equitable outcomes for all regardless of race, culture, ethnicity, and length of time in Canada.

The vision for the Cultural Harmony Plan 2019–2029 is:

“That residents of Richmond recognize and respect the presence of diverse groups in the community, acknowledge and celebrate differences, and value and enable each and every group’s continued contribution and participation in all aspects of community life.”

The *Draft Cultural Harmony Plan 2019–2029* includes five strategic directions that have been identified from and are supported by data and best practice research. The five strategic directions are:

1. Intercultural connections;
2. Collaboration and partnerships;
3. Targeted training and professional development;
4. Communication and community engagement; and
5. Programs and services.

6.2 Actions for Implementation

The 27 recommended actions have been developed to foster cultural harmony in Richmond. Many of the actions build on the priorities identified in the Social Development Strategy. Each strategic direction includes items for action that are intended to meet the objectives and intended outcomes of each strategic direction. Each action includes an associated timeline for completion, which is characterized as short term (0–3 years), medium term (4–6 years), long term (7–10 years), or ongoing. It is important to acknowledge that while the strategic framework covers a ten-year period, some actions may require adaptation to respond to community needs or opportunities as they arise.

Strategic Direction 1: Intercultural Connections

Showcasing Richmond’s diversity allows residents to have a better understanding and respect for different cultures. Cultural celebrations can be learning opportunities for the host community and allow them to become engaged with the lives of newcomers. These celebrations can also be a way of bringing newcomers into direct engagement with local residents.

One of the ways to foster harmonious relations between cultures is through mutual exchanges that do not seek to eliminate differences but instead facilitate meaningful contact between diverse communities. The City believes that fostering cultural harmony needs to go beyond recognizing and celebrating diversity; it is equally important to encourage opportunities for Richmond residents of diverse backgrounds to interact with and learn from each other. This can lead to increased intercultural understanding and respect, and also increases a sense of inclusion and shared identity for both immigrants and long-term residents.

Recommended Actions		Timeline
1.	Continue to recognize and celebrate Richmond’s diverse cultures and unique heritage through intercultural celebrations and events.	Ongoing
2.	Support and pursue opportunities for community-based dialogues that facilitate positive intercultural exchange and understanding.	Short term
3.	Review the calls to action from the Truth and Reconciliation Commission’s (TRC) report and explore opportunities for Richmond to respond.	Short term
4.	Identify and recognize community champions who improve awareness, acceptance and positive relations among people of different cultural and ethnic backgrounds, and between long-time residents and recent immigrants.	Medium term
5.	Incorporate criteria into the City Grant program that supports programs and events that facilitate intercultural interaction and promote intercultural understanding.	Medium term

Strategic Direction 2:
Collaboration and Partnerships

Richmond has a strong network of Community Partners, community service organizations, and ethno-cultural and faith-based community groups that deliver various services in the community. The City has established collaborative partnerships with many of these organizations to identify and meet the needs of Richmond’s diverse population. The City values working together to share information, identify gaps in services, and respond to challenges and opportunities in the community.

The City recognizes that an essential part of fostering a culturally harmonious society is building the capacity of Richmond’s community service organizations and ethno-cultural community groups. Central to the process of capacity building is access to resources that allows these organizations and groups to serve the unique needs of the diverse communities in Richmond.

Recommended Actions		Timeline
1.	Continue to work with Richmond Intercultural Advisory Committee (RIAC) members to implement the RIAC Intercultural Strategic Plan and Work Program.	Ongoing
2.	Continue to support the capacity building of community service organizations that serve the needs of Richmond’s diverse population.	Ongoing
3.	Pursue opportunities to participate in joint planning and networking with community service organizations in order to share information and identify gaps in program and service delivery.	Short term
4.	Participate in community initiatives that seek to develop mechanisms for responsive action against incidents of racism.	Short term
5.	Pursue programs and funding opportunities provided by senior levels of government regarding cultural harmony initiatives.	Short term
6.	Explore participation in networks that work towards building inclusive societies.	Medium term

Strategic Direction 3: Targeted Training and Professional Development

Building a culturally harmonious society requires being responsive to the needs and challenges of Richmond’s residents. A workforce that understands the diverse populations they serve is essential towards achieving this goal. Equipping staff and volunteers with the knowledge and skills they need to be culturally competent, to understand the value and dimensions of diversity that exist in society, and to develop ideas for fostering inclusion in City facilities will contribute to the development of a culturally harmonious society.

A culturally harmonious society recognizes diversity and places value on that recognition and participation. The understanding and appreciation of the knowledge, skills and experience that newcomers bring into the labour market allow them to obtain employment that is commensurate to their education and work experience and fully contribute to society and economy.

Recommended Actions		Timeline
1.	Continue to learn and share best practices in diversity and inclusion with staff and volunteers from the City, Community Partners and community service organizations, through the City of Richmond Diversity Symposium and other training opportunities.	Ongoing
2.	Develop and implement a diversity and inclusion training program for City and Community Partner staff and volunteers to better serve Richmond’s diverse population.	Short term
3.	Work with immigrant-serving agencies to identify and reduce barriers faced by immigrants in accessing volunteer and employment opportunities with the City of Richmond.	Short term
4.	Explore and implement mentorship and internship opportunities targeted to recent immigrants within the City.	Medium term
5.	Recruit and retain City and Community Partner staff and volunteers that reflect Richmond’s diversity.	Long term

Strategic Direction 4: Communication and Community Engagement

With 60 per cent of Richmond residents born outside of Canada, the City recognizes that responding to the needs and interests of newcomers is an increasingly important part of its mandate. Removing barriers to participation and access to information are important in fostering a culturally harmonious community.

Citizen engagement is a crucial part of the process of promoting a culturally harmonious society because it allows Richmond residents to have a say on issues of public concern. Community engagement strategies that takes into account the unique characteristics, interests and needs of various segments of the population make residents feel valued and respected. City-related information that takes into account the communication skills and channels of different cultural communities allow residents, regardless of cultural backgrounds and language ability, to access key information and provide input on issues affecting them and the community at large.

Recommended Actions		Timeline
1.	Review and pursue viable options of providing City-related information for newcomers, immigrants and refugees that would assist them in accessing services in the community (i.e. City website).	Ongoing
2.	Develop City-wide translation and interpretation guidelines to expand the engagement of multilingual communities.	Short term
3.	Explore and implement the use of different communication methods, such as multilingual translation services on the City website and interpretive tools for frontline customer service staff, to engage different cultural segments of the population.	Short term
4.	Explore the creation of a corporate community engagement policy with input from under-represented and hard-to-reach communities.	Long term
5.	Promote and increase awareness of the benefits of an inclusive community that is welcoming of people from all backgrounds, ethnicity and cultures.	Long term

Strategic Direction 5: Programs and Services

The City believes that a culturally harmonious society is a welcoming and inclusive society. It is characterized by a widely shared social experience and the active participation of its residents. Promoting cultural competence at the staff level through training and professional development contributes to cultural competence at the level of program design and implementation.

City programs and services that reflect the needs and priorities of Richmond's diverse population facilitate a sense of belonging and well-being. Offering culturally sensitive activities and services is one way of reducing barriers and promoting social interaction within Richmond's diverse communities.

Recommended Actions		Timeline
1.	Undertake a comprehensive review of City and Community Partner programs and services from a diversity and inclusion perspective, identifying gaps and improvements.	Ongoing
2.	Review and update the New Canadian Tour program to reflect the needs of the newcomer communities in Richmond.	Short term
3.	Develop and implement City and Community Partner programs and services that promote positive social and intercultural connections within and among diverse cultural, ethnic and religious populations.	Short term
4.	Strengthen relationships with various cultural and ethnic communities in order to integrate their arts, cultural and heritage practices into the City's programs and events.	Short term
5.	Work with immigrant serving agencies and Community Partners to reduce barriers for new immigrants to participate in programs and services at City facilities.	Short term
6.	Consult and seek opportunities for collaboration with the diverse cultural, ethnic and faith organizations in Richmond to gain a better understanding of the needs of Richmond's population and ensure there are a variety of services available in the community.	Medium term

7.0 MONITORING AND EVALUATION

The key actions and outcomes are outlined in Table 1 below and are intended to guide the ongoing monitoring and evaluation of the *Cultural Harmony Plan 2019–2029*. The key outcomes will be used to monitor the effectiveness of the Plan as a whole, as well as the impact of specific projects and programs.

Table 1: City of Richmond Cultural Harmony Plan 2019–2029 Monitoring and Evaluation Framework

Strategic Direction	Actions	Key Outcomes
Intercultural Connections	<ul style="list-style-type: none"> ▪ Continue to recognize and celebrate Richmond’s diverse cultures and unique heritage through intercultural celebrations and events. ▪ Support and pursue opportunities for community-based dialogues that facilitate positive intercultural exchange and understanding. ▪ Review the calls to action from the Truth and Reconciliation Commission’s (TRC) report and explore opportunities for Richmond to respond. ▪ Identify and recognize community champions who improve awareness, acceptance and positive relations among people of different cultural and ethnic backgrounds, and between long-time residents and recent immigrants. ▪ Incorporate criteria into the City Grant program that supports programs and events that facilitate intercultural interaction and promote intercultural understanding. 	<ul style="list-style-type: none"> ▪ Increased awareness and understanding about Richmond’s diverse communities. ▪ Increased opportunities for residents to interact and build relationships with each other. ▪ Greater recognition of community champions for the work that they do. ▪ Increased awareness of the history of Indigenous peoples, including the history and legacy of the residential school system.
Collaboration and Partnerships	<ul style="list-style-type: none"> ▪ Continue to work with Richmond Intercultural Advisory Committee (RIAC) members to implement the RIAC Intercultural Strategic Plan and Work Program. ▪ Continue to support the capacity building of community service organizations that serve the needs of Richmond’s diverse population. ▪ Pursue opportunities to participate in joint planning and networking with community service organizations in order to share information and identify gaps in program and service delivery. ▪ Participate in community initiatives that seek to develop mechanisms for responsive action against incidents of racism. ▪ Pursue programs and funding opportunities provided by senior levels of government regarding cultural harmony initiatives. ▪ Explore participation in networks that work towards building inclusive societies. 	<ul style="list-style-type: none"> ▪ Increased opportunities for collaboration and information sharing among the City, community service organizations and key stakeholders. ▪ Increased City involvement in initiatives that address racism and discrimination. ▪ Increased community capacity to deliver programs that meet local needs.

Strategic Direction	Actions	Key Outcomes
Targeted Training and Professional Development	<ul style="list-style-type: none"> ▪ Continue to learn and share best practices in diversity and inclusion with staff and volunteers from the City, Community Partners and community service organizations, through the City of Richmond Diversity Symposium and other training opportunities. ▪ Develop and implement a diversity and inclusion training program for City and Community Partner staff and volunteers to better serve Richmond's diverse population. ▪ Work with immigrant-serving agencies to identify and reduce barriers faced by immigrants in accessing volunteer and employment opportunities with the City of Richmond. ▪ Explore and implement mentorship and internship opportunities targeted to recent immigrants within the City. ▪ Recruit and retain City and Community Partner staff and volunteers that reflect Richmond's diversity. 	<ul style="list-style-type: none"> ▪ Increased awareness about the challenges and barriers faced by diverse communities in Richmond. ▪ Increased opportunities for City and Community Partner staff and volunteers to gain knowledge and skills to respond to the needs of Richmond's diverse population. ▪ Improved volunteer and employment opportunities for immigrants.
Communication and Community Engagement	<ul style="list-style-type: none"> ▪ Review and pursue viable options of providing City-related information for newcomers, immigrants and refugees that would assist them in accessing services in the community (i.e. City website). ▪ Develop City-wide translation and interpretation guidelines to expand the engagement of multilingual communities. ▪ Explore and implement the use of different communication methods, such as multilingual translation services on the City website and interpretive tools for frontline customer service staff, to engage different cultural segments of the population. ▪ Explore the creation of a corporate community engagement policy with input from under-represented and hard-to-reach communities. ▪ Promote and increase awareness of the benefits of an inclusive community that is welcoming of people from all backgrounds, ethnicity and cultures. 	<ul style="list-style-type: none"> ▪ Increased access for Richmond residents to key City information. ▪ Increased opportunities for immigrants to participate in various aspects of community life. ▪ Increased opportunities to promote awareness of the social and economic contributions of immigrants to the community.

Strategic Direction	Actions	Key Outcomes
<p>Programs and Services</p>	<ul style="list-style-type: none"> ▪ Undertake a comprehensive review of City and Community Partner programs and services from a diversity and inclusion perspective, identifying gaps and improvements. ▪ Review and update the New Canadian Tour program to reflect the needs of the newcomer communities in Richmond. ▪ Develop and implement City and Community Partner programs and services that promote positive social and intercultural connections within and among diverse cultural, ethnic and religious populations. ▪ Strengthen relationships with various cultural and ethnic communities in order to integrate their arts, cultural and heritage practices into the City’s programs and events. ▪ Work with immigrant serving agencies and Community Partners to reduce barriers for new immigrants to participate in programs and services at City facilities. ▪ Consult and seek opportunities for collaboration with the diverse cultural, ethnic and faith organizations in Richmond to gain a better understanding of the needs of Richmond’s population and ensure there are a variety of services available in the community. 	<ul style="list-style-type: none"> ▪ Enhanced representation of Richmond’s diverse communities in programs and events. ▪ Increased opportunities for residents to participate in various aspects of community life. ▪ City demonstrates an increased responsiveness to the needs of a diverse population.

8.0 NEXT STEPS

Moving forward, the City will work with community stakeholders to undertake the recommended actions outlined within the *Cultural Harmony Plan 2019–2029*. An immediate priority is developing and implementing a diversity and inclusion training program for City and Community Partner staff and volunteers. Other short-term actions include promoting the Plan and its actions with senior levels of governments and other stakeholders. The City will monitor the progress of the *Cultural Harmony Plan 2019–2029* and report out to City Council and the community on a biennial basis.

9.0 CONCLUSION

As Richmond's population continues to become increasingly diverse, it is important that the city's social fabric be maintained and enhanced with the full and valued participation of all its residents. Richmond's multicultural communities have so much to offer in terms of community vibrancy and enrichment. The challenge, and opportunity, is to meet the evolving needs of Richmond's diverse population.

The *Cultural Harmony Plan 2019–2029* demonstrates the City of Richmond's leadership in building on its social inclusion practices as they relate to policy development, program and service delivery, community engagement and customer service. It is intended to provide long-term direction to the City in addressing cultural harmony priorities, and clearly map out objectives, strategic directions and recommended actions which will act as the framework for implementation. The *Cultural Harmony Plan 2019–2029* identifies what needs to be accomplished over the next ten years to realize the Plan's vision of *"recognizing and respecting the presence of diverse groups in the community, acknowledging and celebrating differences, and valuing and enabling each and every group's continued contribution and participation in all aspects of community life."*

The successful implementation of the *Cultural Harmony Plan 2019–2029* will require the commitment of City, Community Partners, stakeholders and citizens. The City cannot do it alone. The City will continue to build partnerships and work collaboratively with key stakeholders and other levels of government. This Plan sets the stage for guiding future efforts by the City towards meeting the needs of Richmond's diverse population and ensuring the active participation of all residents in various aspects of community life.