



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** January 31, 2018  
**From:** Kim Somerville **File:** 07-3300-01/2018-Vol 01  
 Manager, Community Social Development  
**Re:** **Richmond Intercultural Advisory Committee 2017 Annual Report and 2018 Work Program**

### Staff Recommendation

That the staff report titled “Richmond Intercultural Advisory Committee 2017 Annual Report and 2018 Work Program,” dated January 31, 2018, from the Manager of Community Social Development, be approved.

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

Att. 2

<b>REPORT CONCURRENCE</b>	
<b>CONCURRENCE OF GENERAL MANAGER</b>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b>
<b>APPROVED BY CAO</b>	

## Staff Report

### Origin

The Richmond Intercultural Advisory Committee (RIAC) was established in 2002. Its mandate is to act as a resource and provide advice to City Council in support of enhancing and strengthening intercultural harmony and co-operation in Richmond. RIAC achieves this mandate by providing information, options and recommendations to City Council regarding intercultural issues and opportunities and responding to intercultural issues referred by Council.

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.*

2.2. *Effective social service networks.*

This report supports the City's Social Development Strategy's Strategic Direction #2 Engaging our Citizens Action:

15 *Implement, monitor and update the Intercultural Strategic Plan and Work Program*

This report also supports the City's Social Development Strategy's Strategic Direction #6 Support Community Engagement and Volunteerism Action:

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

- *Work programs that reflect Council Term Goals*

### Analysis

On February 27, 2017, City Council adopted the 2017-2022: RIAC Intercultural Strategic Plan. This plan identifies actions to be undertaken by the Committee to help advance RIAC's intercultural vision, "for Richmond to be the most welcoming, inclusive and harmonious community in Canada." The City supports RIAC by providing an annual operating budget, a Council liaison and a staff liaison.

### 2017 Annual Report

The RIAC 2017 Annual Report (Attachment 1) highlights the work of the committee during the past year. These highlights include:

- Provided feedback with an intercultural lens on various City strategies and initiatives, including the Cultural Harmony Strategy, the Minoru Park Vision Plan, the Community Wellness Strategy Update and the Resilient Streets Grant Workshop;

- Met with the City’s Manager, Major Events and Film to provide feedback on how Richmond World Festival can more intentionally facilitate intercultural learning;
- Supported the 2017 Diversity Symposium by developing the event theme of “fostering intercultural curiosity” and volunteering on the day of the event to introduce presenters;
- Participated in community dialogues hosted by S.U.C.C.E.S.S. that were organized in response to incidents of racial discrimination towards newcomers and racially-charged sentiments in the media;
- Discussed the importance of continuing the Newcomer’s Guide and a commitment to provide recommendations for updating the resource in 2018;
- Discussed the “Hi Neighbour” project and the importance of promoting social connectedness in neighbourhoods; and
- Received updates from RIAC organizational members to better understand the resources available to Richmond community members, including:
  - Richmond RCMP: information about the BC RCMP Hate Crimes Unit
  - School District 38: overview of the English Language Learning (ELL) Program
  - Vancouver Coastal Health: input on the End of Life Strategy
  - BC Responsible Gambling Program: overview of the services available
  - Chimo Community Services: overview of the services available

### 2018 Work Program

On January 17, 2018, RIAC approved for Council’s consideration the proposed 2018 Work Program (Attachment 2). This year RIAC will give priority to:

- Developing recommendations for updating the Newcomer’s Guide;
- Inviting presentations from organizations and RIAC organizational representatives, and identifying relevant learnings that can inform the City’s policies and practices to promote intercultural connection;
- Identifying key elements of the “Hi Neighbour” research that can inform the City’s Cultural Harmony Strategy;
- Supporting and promoting initiatives that address the perception and reality of racism in the community;
- Providing advice to City staff and direct participation in the 2018 Diversity Symposium; and

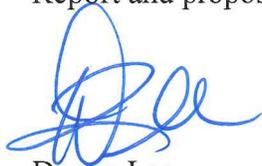
- Serving as a resource on intercultural integration and inclusion on City initiatives and events, as opportunities arise.

### **Financial Impact**

The RIAC operating budget for 2018 is \$2,500.

### **Conclusion**

The Richmond Intercultural Advisory Committee's 2017 Annual Report provides information on the activities undertaken by the Committee in the previous year. The 2018 Work Program outlines the Committee's intention to continue to act as a resource and provide advice to City Council and staff in support of enhancing and strengthening intercultural harmony in the community. Staff recommend that the Richmond Intercultural Advisory Committee 2017 Annual Report and proposed 2018 Work Program be approved.



Donna Lee  
Inclusion Coordinator  
(604-276-4391)

- Att. 1: Richmond Intercultural Advisory Committee 2017 Annual Report  
2: Richmond Intercultural Advisory Committee 2018 Work Program

## **Richmond Intercultural Advisory Committee 2017 Annual Report**

### **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”. RIAC has up to 18 Council appointed members with representatives from Richmond Community Services Advisory Committee, social and public service organizations and individual citizen appointees. The mandate of RIAC, as outlined in its Terms of Reference, is to “enhance intercultural harmony and strengthen intercultural co-operation in Richmond”. RIAC achieves this mandate by providing information, options and recommendations to City Council regarding intercultural issues and opportunities and responding to intercultural issues referred by Council. RIAC’s annual work program is intended to complement the prioritized actions of the City of Richmond’s Council Term Goals and Social Development Strategy.

In Fall 2017, the City of Richmond began work on a Cultural Harmony Strategy. The Strategy will support the City’s vision and further enhance and build on the City’s cultural inclusion practices. RIAC has provided input on the Cultural Harmony Strategy at multiple points as opportunities have arisen.

The 2017 RIAC Annual Report is prepared for Richmond City Council in accordance with requirements in the Terms of Reference. This document serves as a summary of RIAC’s activities during the 2017 calendar year. It is prepared based on RIAC members’ input, with support from the Staff Liaison.

### **Strategic Directions**

To help achieve the Intercultural Vision, the RIAC 2017-2022 Intercultural Strategic Plan outlines four strategic directions to help guide the work program of the Committee:

- 1) Address language, information and cultural barriers
- 2) Address the perception and reality of racism
- 3) Explore areas of alignment between RIAC Intercultural Vision and governmental and stakeholder systems
- 4) Support the development and integration of Richmond’s immigrants

### **Strategic Direction 1: Address Language, Information and Cultural Barriers**

Initiative: Continue to provide input on the *Newcomer’s Guide*

RIAC discussed the ongoing importance of the Newcomer’s Guide. This resource has been a well-received for people new to Richmond. The printed copies have been very popular and versions are currently available in English, Chinese, Tagalog, Punjabi and Russian at [www.richmond.ca/newcomers](http://www.richmond.ca/newcomers). The *Newcomer’s Guide* webpage on the City website receives between 50 to 60 “hits” per month.

## **Strategic Direction 2: Address the Perception and Reality of Racism**

Initiative: Support a range of inter-ethnic dialogues that focus on all types of diversity

### **Diversity Symposium**

In 2017, the City of Richmond hosted the Diversity Symposium. Held at City Hall for the third consecutive year, it reached 101 attendees representing over 40 organizations. Participants included City staff, Community Association staff and board members, staff from the School District, Vancouver Coastal Health, and numerous community social service organizations. Many RIAC members attended and volunteered to introduce the presentations.

During the planning phase, RIAC provided input on the 2017 Diversity Symposium theme: “Fostering Intercultural Curiosity and Community Connections”. The Committee put forth this theme to encourage stakeholders in Richmond to explore how to facilitate intercultural curiosity. A post-event evaluation report is expected to inform the planning process for 2018.

### **RIAC Participation in SUCCESS Community Forums Hosted**

RIAC members participated in two community forums hosted by SUCCESS. The first forum resulted in a robust discussion on immigration and racial discrimination, including a discussion of the relative merit and use of words such as “assimilation”, “integration”, “inclusion” and “participation”. Two RIAC members participated (Wendy Yuan and Joan Page).

The second SUCCESS session, All Our Neighbours Roundtable discussion, was one of a series of events held across the Lower Mainland to explore sense of belonging and inclusion in the context of diverse communities. Several RIAC members participated in the dialogue. The dialogue created space for open sharing of diverse perspectives and attitudes towards immigrants to encourage more understanding of others’ views.

Initiative: “Hi Neighbour” initiative in Richmond

The committee identified that a key factor in promoting intercultural harmony is to intentionally promote the sense of social connectedness in neighbourhoods so that community members new and old have the opportunity to get to know one another.

In 2017, research continued and a project working group was convened to develop a plan to implement a small-scale “Hi Neighbour” project that encourages neighbourliness among Richmond residents.

RIAC endorses the importance of considering social connectedness in neighbourhoods both in social programming and physical planning of neighbourhoods and community spaces.

### **Strategic Direction 3: Explore Areas of Alignment between RIAC's Intercultural Vision and Governmental Stakeholder Systems**

Initiative: Work to ensure the intercultural vision is reflected in City events and operational practices

#### **Distribution of RIAC 2017-2022 Intercultural Strategic Plan**

RIAC members shared the RIAC 2017-2022 Intercultural Strategic Plan with the organizations they represent and communities they are linked to. The document is an effective tool to raise awareness of RIAC's intercultural vision and to encourage stakeholder input and buy-in to help achieve the vision.

#### **RIAC Feedback on Richmond World Festival**

The group discussed the importance of the Richmond World Festival and considered how RIAC's intercultural vision should be incorporated into arts and cultural events. Bryan Tasaka, Manager, Major Events and Film for the City of Richmond was invited to the RIAC meeting to discuss: a) World Festival's alignment with the intercultural vision; and b) possible ideas that can improve World Festival's alignment with the vision. Key recommendations shared with City staff included:

- Incorporate programming at events that intentionally promotes cross-cultural learning (e.g. storytelling by performers, short activities that facilitate learning and involve a large group of festival-goers accomplishing a task together).
- Feature First Nations acts and storytelling more prominently and intentionally.
- Add a 'Why World Festival?' page to the event's website and refer to RIAC's Intercultural Strategic Plan.

#### **RIAC Participation in Minoru Vision Plan Process**

There have been significant recent changes in Minoru Park, such as the addition of new multi-use sports fields and development of the Minoru Centre for Active Living. There is also a rapidly increasing residential population in the City Centre. City staff are working towards the development of a vision plan and guiding principles for the future renewal of Minoru Park. RIAC input was sought to help ensure the redeveloped Minoru Park meets the needs of all community members. RIAC Chair, Joan Page, attended this session.

#### **RIAC Participation in Community Wellness Strategy Update**

The Community Wellness Strategy Update was a collaborative effort involving the City, Vancouver Coastal Health (VCH) and the School District. City advisory bodies were invited to a presentation to provide input on the draft vision for community wellness. An online survey was also made available to those unable to attend in person. RIAC Chair, Joan Page, attended this session.

#### **RIAC Participation in Cultural Harmony Strategy**

RIAC members participated in a facilitated discussion to provide input on the Cultural Harmony Strategy. The discussion focused on the strengths and opportunities to promote intercultural harmony in Richmond. Subsequently, RIAC members provided suggestions to facilitate an inclusive community consultation process to garner community members' thoughts on the upcoming draft recommendations.

### **RIAC Participation in Resilient Streets Grant Workshop**

The City of Richmond received a Resilient Streets Grant from BC Healthy Communities. The City received planning support from BC Healthy Communities in the form of an in-person facilitated workshop to develop the grant's implementation plan. RIAC members were asked to participate in this workshop to provide advice on how the initiative can promote neighbourhood connections. RIAC members, Mohinder Grewal and Linda Sum, attended this session.

### **Strategic Direction 4: Support the Development and Integration of Richmond's Immigrants**

RIAC members invited presentations from different member organizations to learn more about their initiatives that support the development and integration of Richmond's residents.

- BC Responsible and Problem Gambling Program: RIAC member, Phyllis Chan, Prevention Specialist and Clinical Counsellor, provided an overview of her work as a prevention specialist and clinical counsellor with this Provincially-funded program. Counselling services are provided free of charge and an appointment can be secured within 24 hours. There are approximately 120,000 problem gamblers in BC, but less than 1% seek counselling.
- Chimo Community Services: RIAC member, Diane Sugars, Executive Director, provided an overview of the broad range of crisis and preventative services available to community members, many of whom live in low income situations. In 2016 their transition house (Nova House) aided 200 women and 120 children, and had to turn away approximately 100 women a month due to a lack of capacity. Chimo staff are able to communicate in over 25 languages.
- Richmond RCMP: RIAC member, Nigel Pronger, gave an in-depth explanation of the BC RCMP Hate Crimes Unit. In Canada, a hate crime is defined as any criminal offense against a person, group or property that is motivated by hatred or prejudice towards an identifiable group, such as:
  - Race, colour, ethnicity and language
  - Religion
  - Age, mental or physical disability
  - Sex or sexual orientation
  - Any other similar factor: Hate crimes and incidents are any crime or incident which is targeted at a victim because of the offender's hostility or prejudice against an identifiable group of people. As society evolves, new identifiable groups emerge.
- School District 38 – English Language Learning (ELL) Program: RIAC member, Hieu Pham-Fraser, Curriculum Coordinator, ELL & Inclusive Cultural Education, provided an overview of additional language services available to students. It can take 5-10 years to fully acquire a language academically. There are over 5,000 ELL funded students in Richmond.
- Vancouver Coastal Health (VCH): RIAC members received a presentation from Belinda Boyd, Leader of Community Engagement with VCH on the “End of Life Strategy”. The Committee provided ideas on respectful and effective ways of having a conversation with different cultural communities on end of life issues.

## Conclusion and Acknowledgements

RIAC conducted group planning exercises to collectively establish its priorities and work plan actions. The result is a 2018 work program emphasizing RIAC's key role as an advisory body to City Council and staff. RIAC will continue to proactively provide recommendations and options to the City, participate in and provide input to planning, and respond in a timely manner to requests from the City.

RIAC was provided exemplary support by Alan Hill, Staff Liaison and received notice of his resignation with great regret. RIAC is pleased to welcome Donna Lee, Staff Liaison who has brought significant expertise and experience to her role. RIAC also acknowledges the significant commitment and contributions of departing members in 2017. Diane Bissenden, former Chair of RIAC and a long-time representative of VCH, left RIAC on retirement. Committee member, Mr. Lawrence Lim, provided years of leadership in the development and expansion of the Newcomers Guide, successfully establishing funding sponsorship. Other Committee members, Ms. Shashi Assanand, Ms. Parm Grewal, Ms. Neelu Kang, and Ms. Wendy Yuan are also recognized for their support to RIAC.

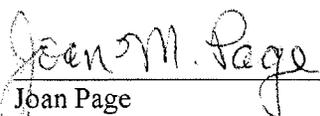
All RIAC members have worked diligently and with enthusiasm throughout the year, bringing awareness and opportunities to RIAC. Lively discussions and debates have better informed the work of RIAC. The continued support of Mayor and Councillors is acknowledged and the participation of Councillor Derek Dang (RIAC Council Liaison) at RIAC meetings, raising awareness and bringing updates on a range of City initiatives, is greatly appreciated.

## Financial Summary

As a voluntary Advisory Committee to City Council, RIAC's activities are fully supported by the City's operating budget through the coordination of the Staff Liaison. The expenditures for RIAC totalled \$2211.38 of the budgeted \$2,500 for 2017. This financial summary has been provided by the Staff Liaison.

<b>Revenue</b>	
City funding	\$2500.00
<b>Expenses</b>	
<i>Meeting Refreshments</i>	<i>\$1984.38</i>
<i>Printing (Intercultural Strategic Plan)</i>	<i>\$227.00</i>
Total Expenses	\$2211.38
<b>Balance</b>	<b>\$288.62</b>

Respectfully submitted by:



Joan Page  
Chair, Richmond Intercultural Advisory Committee

## RICHMOND INTERCULTURAL ADVISORY COMMITTEE WORK PROGRAM 2018

This year's Richmond Intercultural Advisory Committee (RIAC) work program will focus on RIAC's role as an advisory committee to City Council in support of the following Council Term Goal 2014-2018:

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".*

Strategy/Initiative	RIAC Actions/Steps	Expected Output of RIAC Actions	Timeframe
<b>1. Address language, information and cultural barriers.</b>			
1.1 Provide input on Richmond Newcomers Guide.  <b>PLN - 20</b>	1.1.1 Review and provide input on revising the Newcomer's Guide, including: <ul style="list-style-type: none"> <li>• Recommendations on new content, the removal of extraneous content;</li> <li>• Recommendations on identifying languages for translation or target groups; and</li> <li>• Recommendation on delivery format options, including exploring options for online/digital delivery.</li> </ul>	RIAC provides recommendations and options on improving the delivery and proposed content of the Richmond Newcomer's Guide to meet the needs of current newcomers and facilitate access to the resource.	February to June 2018
1.2 Build on and improve RIAC member's knowledge of intercultural issues through information sharing, guest speakers, and educational opportunities.	1.2.1 Invite the Vancouver Foundation to present on results from their "Engage and Connect: A Survey of Metro Vancouver (2017)" and identify key findings from this study to inform City Council and staff.  1.2.2 Seek RIAC members/organizations and/or other community organizations to present on specific intercultural initiatives that can inform the City's policies or practices (e.g. Richmond Public Library Community Outreach).	RIAC provides a summary of key findings from the Vancouver Foundation study and recommendations of importance (if any) that are specifically related to newcomer integration or intercultural bridging in Richmond.  RIAC provides a summary of promising practices that are relevant to the City of Richmond.	March 2018  April 2018 to September 2018

Strategy/Initiative	RIAC Actions/Steps	Expected Output of RIAC Actions	Timeframe
<b>2. Address racism and misconceptions.</b>			
2.1 Support and promote initiatives that address the perception and reality of racism and discrimination in the community.	<p>2.1.1 Seek opportunities to participate in initiatives that address racism and discrimination in the community (e.g. initiatives promoted by the Canadian Race Relations Foundation).</p> <p>2.1.2 Review the SUCCESS Roundtable summary report for Richmond and identify relevant information.</p> <p>2.1.3 Liaise with advisory groups from other municipalities and participate in and/or promote their activities.</p>	<p>RIAC members identify and participate in initiatives and relay relevant to City Council.</p> <p>RIAC provides information and recommendations (if any) identified from the SUCCESS Roundtable report to City Council.</p> <p>RIAC provides information and recommendations (if any) about promising initiatives from other municipalities that could promote intercultural understanding in Richmond to City Council and staff.</p>	<p>Ongoing</p> <p>When report is available</p> <p>Ongoing</p>
2.2 Work with City staff to assist with the planning and implementation of the City of Richmond Diversity Symposium.	<p>2.2.1 Provide suggestions for the 2018 Diversity Symposium, including: ideas for themes; keynote speaker options; presenters, topic ideas or logistics.</p> <p>2.2.2 Provide event support at the 2018 Diversity Symposium, including: promoting the event to Richmond-based community organizations, introducing speakers, networking, etc.</p>	<p>RIAC provides suggestions to City staff during the development of the 2018 Diversity Symposium program.</p> <p>RIAC members play an active role during the 2018 event.</p>	<p>March 2018</p> <p>October - November 2018</p>
2.3 Synthesize "Hi Neighbour" research for Cultural Harmony Strategy input.	<p>2.3.1 Synthesize the key aspects of the "Hi Neighbour" research that will facilitate neighbourhood social connectedness, such as:</p> <ul style="list-style-type: none"> <li>• Initiative framework or key principles</li> <li>• Indicators or metrics</li> <li>• Relevant City policies and/or programs</li> </ul> <p>2.3.2 Provide input on how to promote neighbourhood social connectedness through the Cultural Harmony Strategy engagement process, as well as other City consultation processes as opportunities arise.</p>	<p>RIAC clearly articulates key aspects of the importance of neighbourhood social connectedness based on learnings from the "Hi Neighbour" research.</p> <p>RIAC provides input on how neighbourhood social connectedness may be promoted through City policies and programs, particularly through the Cultural Harmony Strategy engagement process.</p>	<p>March - June 2018</p> <p>As requested through 2018</p>

Strategy/Initiative	RIAC Actions/Steps	Expected Output of RIAC Actions	Timeframe
<b>3. Ensure that City &amp; other governmental and stakeholder systems, policies and planning processes are aligned with RIAC's intercultural vision.</b>			
3.1 Promote the Intercultural Strategic Plan and vision to ensure they are reflected in City events and strategies.	3.1.1 Provide input to City staff regarding City events and planning processes as opportunities arise, for example: <ul style="list-style-type: none"> <li>• Richmond World Festival</li> <li>• Resilient Streets Grant</li> <li>• Richmond Wellness Strategy</li> <li>• Doors Open</li> </ul>	RIAC provides input to the planning of City events and/or strategies at RIAC meetings and/or as individual invitees to City engagement processes, as opportunities arise.	As needed through 2018
	3.1.2 Provide input and an intercultural lens on the development of the Cultural Harmony Strategy as requested. <i>Also related to Work Program Initiative 2.3, "Hi Neighbour" research.</i>	RIAC members provide input on the Cultural Harmony Strategy.	As requested through 2018
	3.1.3 Provide a summary of key activities and learnings from 2018 to City Council via the RIAC Annual Report.	The 2018 RIAC Annual Report summarizes information of key importance to Richmond that has been identified through the Committee's work and that will support achieving RIAC's intercultural vision.	October to November 2018
<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>			
4.1 Assist the City in engaging the community in building 'cultural bridges' and learning opportunities that allow the sharing and understanding of cultural traditions.	4.1.1 Serve as a resource and provide advice on intercultural integration and inclusion on new City initiatives or events, as opportunities arise.	RIAC provides advice or recommendations as requested.	Ongoing

Strategy/Initiative	RIAC Actions/Steps	Expected Output of RIAC Actions	Timeframe
<b>5. Committee development and housekeeping.</b>			
5.1 Participate in an orientation to the City and role as an Advisory Committee member.	5.1.1 RIAC members receive an orientation to the City and the role of advisory committee members.	RIAC members receive an orientation presentation from the Staff Liaison that facilitates better understanding of the City's organizational structure, scope of jurisdiction and their role as advisory committee members.  RIAC members may also advise the City if there is additional information about City operations that would help facilitate their role as an advisory committee member.	February 2018
5.2 Review Terms of Reference.	5.2.1 Review the RIAC Terms of Reference that were adopted by Council in November 2017, and make additional suggestions with the view of improving the committee's functioning.	RIAC members provide input on the RIAC Terms of Reference.	October to November 2018
5.3 Encourage youth or young adults to submit applications for City Council Advisory Committee membership for 2019.	5.3.1 RIAC members actively encourage youth or young adults from Richmond to apply for a position on RIAC.	Multiple applications from youth or young adults are received in response to the City's Call for Advisory Committee Applicants in September 2018.	June to September 2018