

Coquitlam

For Council

July 6, 2017

Our File: 10-4870-01/000/2017-1

Doc #: 2653825.v2

To: City Manager

From: General Manager Planning and Development

Subject: **Proposed Scope and Process to Update the Multiculturalism Strategic Plan**

For: **Council**

Recommendation:

That Council authorize staff to update the Multiculturalism Strategic Plan following the process outlined in the report dated July 6, 2017 of the General Manager Planning and Development entitled "Proposed Scope and Process to Update the Multiculturalism Strategic Plan."

Report Purpose:

This report outlines a proposed focused approach to revisit the City's Multiculturalism Strategic Plan to better reflect the importance of cultural integration in the community and seeks Council's authorization to proceed with this focused update.

Strategic Goal:

Reflecting cultural integration in the Multiculturalism Strategic Plan supports the strategic goal of Achieving Excellence in City Governance by fostering awareness of diverse cultural groups and encouraging increased understanding of different cultures to further enrich the community.

Background:

Multiculturalism Advisory Committee Recommendation to Council and Council Resolution

The Multiculturalism Advisory Committee (MAC) has a mandate to provide a local perspective and advice to Council with respect to achieving the City's strategic goals and accompanying strategic directions about multiculturalism initiatives. This includes, but is not limited to, reviewing and providing input to Council regarding the City of Coquitlam's Multiculturalism policy.

As reported at the Council-in-Committee (CIC) meeting on May 29, 2017 (Attachment 1), the following resolution was carried at the February 15, 2016 Regular Council Meeting, in response to a recommendation from MAC:

"That Council authorizes staff to prepare a scope and process report relative to revisiting the City's Multiculturalism Strategic Plan in order that it better reflect the importance of cultural integration in the community."



Background: cont'd/

2011 Multiculturalism Strategic Plan

The Multiculturalism Strategy and Action Plan (MSP) was adopted by Council in 2011 as a guide for the City in adapting business practices and refining approaches to respond to an increasingly culturally diverse community. The MSP vision states that *"The City of Coquitlam values cultural diversity and will lead in the growth of Coquitlam as a welcoming and inclusive community."*

In mid-2014 staff provided Council with an update on the major accomplishments of the MSP, detailing that 27 of the 30 proposed actions were ongoing (i.e., a regular part of City operations) or completed. Examples of this include the annual 'Welcome to Coquitlam' event and the City employee language bank. Since 2014, the remaining three actions are now ongoing or completed as well (Attachment 2).

Discussion/Analysis:

Proposed Scope for MSP Update

An update to the Multiculturalism Strategic Plan is currently listed as a "C" priority in the City's 2017 Business Plan. Given other Social Planning work program priorities (e.g., 'Welcome to Coquitlam', Canada Day, Housing Affordability Strategy Implementation, external committee support, etc.), staff recommend a focused update to the MSP. The MSP already lists goals and objectives that support cultural integration; only minor updates to the existing plan are felt to be necessary to ensure that it better reflects this issue. The updates would include the development of new action items to fit within the existing goals, while reflecting the limited mandate of the City in respect to its role in fostering cultural integration.

The proposed update would remain a "C" priority and the projected timeline would remain flexible to allow for appropriate staff resourcing, given other Social Planning priorities. If supported by Council, staff would initiate the process in the third trimester of 2017 with projected completion by the end of the second trimester in 2018, dependent on other assigned work program priorities.

As noted above, MAC reviews multiculturalism policies and provides input to such policy development in Coquitlam. For example, in 2013 MAC played a key role in the development of the Cultural Display Policy. Therefore, to update the MSP, it is proposed to follow a similar approach, beginning with a brief scan of similar initiatives in other municipalities and followed by consultation with MAC. All consultation with MAC would occur as part of the Committee's regular work program. MAC is well-positioned to provide this input, given their mandate and knowledge of Coquitlam's unique community context, and given the focused approach to this update, staff will use consultation with MAC to develop any new action items.

Discussion/Analysis: cont'd/

Proposed Scope for MSP Update: cont'd/

It is important to note the City's limited mandate to promote cultural integration, and the key role that community-based service agencies and senior levels of government play in the support of positive cultural integration throughout the community. Staff will work with existing community partnerships and agencies to identify existing services and programs that promote cultural integration, as well as possible opportunities for collaboration and communication with both community-based agencies and senior levels of government on the implementation of any new actions.

Following the focused update, there may be an opportunity in future years to comprehensively update the MSP, dependent on work program priorities and pending Council direction.

The remainder of this report outlines a proposed process through which staff would work with MAC to update the MSP with additional actions within the existing goals that reflect the importance of 'cultural integration' as it applies to Coquitlam.

Proposed Focused Update

It is proposed that the MSP update be undertaken over three phases, with input from MAC and reporting back to Council at key project milestones:

Phase I: Policy Review – T3 2017:

- a) A brief scan of municipal best practices to understand how other municipalities approach cultural integration would be undertaken.
- b) Staff would also review actions outlined in the 2015-2030 Arts, Culture & Heritage Strategic Plan (which forms part of the Parks, Recreation & Culture Master Plan) to identify actions that support and promote cultural integration, and opportunities for collaboration across departments.
- c) The activities of external groups in Coquitlam would be researched to ensure we are not duplicating services, and to seek opportunities for collaboration. For example, one option moving forward is to review the Tri-Cities Local Immigration Partnership's 2016-2020 Strategic Priorities to identify whether there are any community-based recommendations reflecting cultural integration that may be appropriate to include.

Phase II: The Local Context – T1 2018:

- a) Based on the information gathered during Phase I, staff would consult with MAC to discuss 'cultural integration'. A brief literature review reveals many definitions of cultural integration, for example: "... a mutually-beneficial process of newcomers integrating into a new community." MAC will work to develop a Coquitlam-specific definition for the local community context.

Discussion/Analysis: cont'd/

Proposed Focused Update: cont'd/

Phase II: The Local Context – T1 2018: cont'd/

- b) Using the information gathered in Phase I, MAC would discuss how cultural integration could be incorporated into the existing MSP goals and objectives. For example, one potential key goal of the MSP that can be augmented to support increased cultural integration reads:

“In partnership with the community, the City will encourage civic engagement and participation of Coquitlam’s diverse population by increasing awareness and understanding of the City’s roles, functions and services.”

Within the City’s mandate, there may be appropriate actions that speak to this goal of including all community members in municipal processes, functions, and events.

- c) At the end of Phase 2, Council would be updated on proposed actions developed during the first two phases.

Phase III: Updating the MSP – T2 2018:

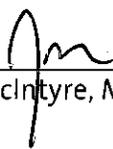
- a) Staff would update the plan to include the proposed action items under the existing MSP goals and bring the updated plan forward to Council for consideration of adoption.

Financial Implications:

An update to the Multiculturalism Strategic Plan is a “C” priority in the 2017 Business Plan and will be completed with current staff resources and funded through the existing Community Planning Division budget. Following the update, staff will explore grant opportunities to support the implementation of the updated MSP, bringing possible funding opportunities to Council for consideration.

Conclusion:

In response to Council’s resolution for staff to revisit the City’s Multiculturalism Strategic Plan to better reflect the importance of cultural integration in the community, staff proposes a focused review and update. This focused approach allows the City to update the MSP to reflect community needs, while completing the other activities on the Social Planning and Community Planning 2017 work plan and would be completed by the end of the second trimester in 2018.



J.L. McIntyre, MCIP, RPP

TH/cb

Attachments:

1. Proposed Scope and Process Report to Update the Multiculturalism Strategic Plan (Doc #2375110)
2. Updated MSP Progress Report (Doc# 2525703)

This report was prepared by Tasha Henderson, Social Planner and reviewed by Andrew Merrill, Manager Community Planning.

Coquitlam

For Committee

May 23, 2017

Our File: 01-0540-20/542/2017-1

Doc #: 2375110.v7

To: City Manager

From: General Manager Planning and Development

Subject: **Proposed Scope and Process to Update the Multiculturalism Strategic Plan**

For: **Council-in-Committee**

Recommendation:

That Council-in-Committee receive the report dated May 23, 2017 of the General Manager Planning and Development entitled "Proposed Scope and Process to Update the Multiculturalism Strategic Plan" for information.

Report Purpose:

This report outlines a proposed approach to revisit the City's Multiculturalism Strategic Plan to better reflect the importance of cultural integration in the community. Following receipt of this report, and pending any feedback received, staff will bring back a scope and process report for Council's consideration at a future Council meeting.

Strategic Goal:

Reflecting cultural integration in the Multiculturalism Strategic Plan supports the strategic goal of Achieving Excellence in City Governance by fostering awareness of diverse cultural groups and encouraging increased understanding of different cultures to further enrich the community.

Background:

Multiculturalism Advisory Committee Recommendation to Council

The Multiculturalism Advisory Committee (MAC) has a mandate to provide a local perspective and advice to Council with respect to achieving the City's strategic goals and accompanying strategic directions about multiculturalism initiatives. This includes, but is not limited to, reviewing and providing input to Council regarding the City of Coquitlam's Multiculturalism policy.

At its November 18, 2015 meeting, MAC discussed the importance of cultural integration to community health, noting a need for increased integration of newcomers into the community, and the celebration of shared positive values.

In response to that discussion, MAC made the following recommendation to Council:

"That Council revisit the City's Multiculturalism Strategic Plan in order that it better reflect the importance of cultural integration in the community" (Attachment 1).

Background: cont'd/

Multiculturalism Advisory Committee Recommendation to Council cont'd/

This recommendation was brought forward for consideration at the December 14, 2015 Regular Council Meeting (Attachment 2). Following a period of discussion, Council referred MAC's recommendation to Council-in-Committee (CIC) for further discussion. At its January 25, 2016 CIC meeting, Council discussed the possible expansion of multiculturalism activities, available grants to support City efforts around cultural integration and opportunities for collaboration with external groups.

Council Resolution

The outcomes of the CIC discussion were considered at the February 15, 2016 Regular Council Meeting and the following recommendation was carried:

"That Council authorizes staff to prepare a scope and process report relative to revisiting the City's Multiculturalism Strategic Plan in order that it better reflect the importance of cultural integration in the community" (Attachment 3).

Context:

2011 Multiculturalism Strategic Plan

The Multiculturalism Strategy and Action Plan (MSP) was adopted by Council in 2011 as a guide for the City in adapting business practices and refining approaches to respond to an increasingly culturally diverse community. The MSP vision states that *"The City of Coquitlam values cultural diversity and will lead in the growth of Coquitlam as a welcoming and inclusive community."*

The MSP is organized into three key themes, which focus on creating change within the organization to be more welcoming and inclusive of the many cultural backgrounds that are represented in the Coquitlam community:

- communicate our diversity;
- connect with our diverse community; and
- include our diverse community in the life of the City.

In mid-2014 staff provided Council with an update on the major accomplishments of the MSP, detailing that 27 of the 30 proposed actions were ongoing (i.e., a regular part of City operations) or completed. Examples of this include the annual 'Welcome to Coquitlam' event and the City employee language bank. Since 2014, the remaining three actions are now ongoing or completed as well (Attachment 4).

Discussion/Analysis:

Proposed Scope for MSP Update

Given the current Social Planning Work Plan priorities (e.g., 'Welcome to Coquitlam', Canada Day, HAS Implementation, external committee support, etc.), staff recommend expanding the scope of the MSP through a strategic, focused update to better reflect the importance of cultural integration in the community.

Discussion/Analysis: cont'd/

Proposed Scope for MSP Update cont'd/

If supported by Council, the proposed plan update would be initiated in the second trimester of 2017 and completed by mid-2018.

As noted above, MAC reviews municipal policies and provides input to policy development in Coquitlam. For example, in 2013 MAC played a key role in the development of the Cultural Display Policy. Therefore, to update the MSP, it is proposed to follow a similar approach, beginning with a scan of similar initiatives in other municipalities and followed by consultation with MAC. MAC is well-positioned to provide this input given their mandate and knowledge of Coquitlam's unique community context. It is also intended that staff work with existing community partnerships and agencies to identify existing services and possible opportunities for collaboration and communication on the implementation of any new actions.

Building on the findings from the focused update, there may be an opportunity in 2018 / 19 to comprehensively update the MSP, dependent on Council priorities and pending Council direction.

The remainder of this report outlines a proposed process through which staff would work with MAC to update the MSP to better reflect the importance of 'cultural integration' as it applies to Coquitlam and the City's role in civic life.

Proposed Focused Update

It is proposed that the MSP update be undertaken over three phases, with input from MAC and reporting back to Council at key project milestones:

Phase I: Policy Review – T2 2017:

- a) In the initial phase the MSP would be reviewed to identify opportunities to increase its scope to include cultural integration.
- b) A scan of municipal best practices to understand how other municipalities approach cultural integration would be undertaken.
- c) The activities of external groups in Coquitlam would be researched to ensure we are not duplicating services, and to seek opportunities for collaboration. For example, one option moving forward is to review the Tri-Cities Local Immigration Partnership's 2016-2020 Strategic Priorities to identify whether there are any community-based recommendations reflecting cultural integration that may be appropriate to include.

Phase II: The Local Context – T3 2017:

- a) Based on the information gathered during Phase I, staff would consult with MAC to discuss 'cultural integration'. A brief literature review reveals many definitions of cultural integration, for example: "... a mutually-beneficial process of newcomers integrating into a new community." MAC will work to develop a Coquitlam-specific definition for the local community context.

Discussion/Analysis: cont'd/

Proposed Focused Update cont'd/

Phase II: The Local Context – T3 2017: cont'd/

- b) Using the information gathered in Phase I, MAC would discuss how cultural integration could be incorporated into the MSP's goals and actions. For example, one potential key area of the MSP that can be augmented to support increased integration is Goal 4 which reads:

"In partnership with the community, the City will encourage civic engagement and participation of Coquitlam's diverse population by increasing awareness and understanding of the City's roles, functions and service."

This goal speaks to the desire to include newcomers and new residents in municipal processes, functions, and events.

- c) At the end of Phase 2, CIC would be updated on proposed directions developed during the first two phases.

Phase III: Updating the MSP – T1 2018:

- a) Staff would work with MAC to update the MSP to better reflect cultural integration in the Plan's goals and actions, which would be brought forward to Council for consideration of adoption or endorsement.

Commentary

Potential Cultural Understanding Project

Since 2013 MAC has been developing a Cultural Understanding Project with the objective of bringing members of diverse cultural groups together to look at the barriers and opportunities for increased cross-cultural exchange and dialogue; aiming to "break down the walls" between different cultural groups in the City (March 20, 2013; May 15, 2013; September 18, 2013). The project has been on the MAC annual work plan since 2013; and as time permits the Committee has been discussing the goals and objectives of the project. At the November 20, 2013 MAC meeting, the committee discussed a draft project vision:

"To better cultural understanding among residents of Coquitlam by increasing their cultural competence which will lead to improved harmony between cultures."

This project is on the 2017 MAC work plan. The Committee will be reviewing the project's vision and developing recommendations for Council to consider its implementation, or incorporation into the updated MSP.

Financial Implications:

An update to the Multiculturalism Strategic Plan is a "C" priority in the 2017 Business Plan and will be completed with current staff resources and funded through the existing Community Planning Division budget. Following the update, staff will explore grant opportunities to support the implementation of the updated MSP, bringing possible funding opportunities to Council for consideration.

Conclusion:

In response to Council's resolution for staff to revisit the City's Multiculturalism Strategic Plan to better reflect the importance of cultural integration in the community, staff proposes a focused review and update. This focused approach allows the City to update the MSP to reflect community needs, while completing the other activities on the Social Planning and Community Planning 2017 work plan. Following receipt of this report, and depending on any feedback received, staff will bring a finalized scope and process report for consideration and authorization to proceed at a future Council meeting.

J.L. McIntyre, MCIP, RPP

TH/ss

Attachments:

1. Multiculturalism Advisory Committee Meeting Minutes, 18 November 2015 (Doc# 2138880.v2)
2. Excerpt from the Minutes of the Regular Council Meeting of 14 December 2015 (Doc# 2146929)
3. Excerpt from the minutes of the Regular Council Meeting of 15 February 2016 (Doc# 2199371)
4. Updated MSP Progress Report (Doc# 2525703)

This report was prepared by Tasha Henderson, Social Planner and reviewed by Andrew Merrill, Major Project Planner and Steve Gauley, Acting Manager, Community Planning

MULTICULTURALISM STRATEGIC PLAN PROGRESS REPORT

Theme 1: Communicating Our Diversity

GOAL 1 – *In partnership with the community, the City will ensure that the cultural diversity of Coquitlam is communicated, respected and reflected within all City staff, services, departments and divisions.*

Objectives:

- Reflect the value of diversity in internal and external communications.
- Improve staff competencies related to culturally diversity and multiculturalism.
- Raise awareness of cultural diversity for all departments and staff.

Priority	Recommended Actions	Division	Status
A	Highlight the City's increasing diversity on the City's web site.	<i>Corporate Communications</i>	<i>Completed.</i>
A	Organize "Diversity in Community Engagement/Public Participation" workshop for staff in Planning, Transportation, and Parks, Recreation and Culture.	<i>Community Planning/ Human Resources</i>	<i>Completed. Staff workshop held June 2012 – 31 staff attended.</i>
B	Undertake ongoing updates to the City's photo library for use in marketing materials.	<i>Corporate Communications</i>	<i>Completed.</i>
B	Include relevant community and cultural demographic information in City Hall visit materials and inform community service agencies about City Hall visits.	<i>City Clerk's Office/ Community Planning</i>	<i>Ongoing. Demographic information was incorporated into presentation materials.</i>
C	Partner with local service agencies to host cultural competency sessions for staff about emerging ethnic communities (e.g. Korean and Farsi).	<i>Community Planning/ Human Resources (coordinating)</i>	<i>Ongoing.</i>

Theme 1: Communicating Our Diversity cont'd/

GOAL 2 - *In partnership with the community, the City will distinguish Coquitlam as a culturally diverse community.*

Objectives

- Market, promote and communicate Coquitlam's cultural diversity to the public.
- Broaden communication channels in the community.

Priority	Recommended Actions	Division	Status
A	Through various communication platforms build an understanding of the economic benefits of and the business case for cultural diversity.	<i>Economic Development</i>	<i>Ongoing. 2012-promoted ISS of BC job fair with local businesses 2013/2014 - working with Tri-Cities Welcoming Communities to promote employment of newcomers.</i>
B	Continue to reflect Coquitlam's cultural diversity in all City documents and Open House display material.	<i>Corporate Communications</i>	<i>Ongoing.</i>
C	Explore ways to incorporate permanent and temporary installations (public art, banners, displays) related to cultural diversity and welcome messages at City Hall facilities.	<i>Corporate Communications</i> <i>Arts & Culture</i>	<i>Ongoing. Grant obtained in 2012 for Art Project in Library (installed December 2013). Cultural Display Policy adopted in 2015.</i>

Theme 2: Connecting with our Diverse Community

GOAL 3 - *In partnership with the community, the City will raise awareness, understanding and appreciation of multiculturalism to increase the community's capacity to be welcoming and inclusive.*

Objectives:

- Market the value of cultural diversity as a core value, diversity initiatives and benefits to the City organization and the community.
- Harness the potential of Coquitlam's culturally diverse communities and drive opportunities for increased trade and investment.
- Work with ethnic communities and community agencies to bridge the gap between individual ethnic communities and the community-at-large.

Theme 2: Connecting with our Diverse Community cont'd/

GOAL 3 – Objectives cont'd/

Priority	Recommended Actions	Division	Status
A	Continue to build on the third pillar of the City's Economic Action Plan 2009 - "Build on our Cultural Diversity to Create Trade and Investment Opportunities".	<i>Economic Development</i>	<i>Ongoing. Met with delegations from South Korea and China, France Chamber of Commerce, Foreign Consulates, Trade Offices, Société de Développement Économique, Société Francophone de Maillardville, the Province, foreign investors, and Canadian Korean Business Association to discuss economic opportunities.</i>
A	Develop coordinated City contact list for cultural and new immigrant groups.	<i>Community Planning</i>	<i>Completed. Available online at the City's website.</i>
A	As a component of the City's Customer Service Initiative: <ul style="list-style-type: none"> • Undertake a survey to identify training needs • Based on survey results: <ul style="list-style-type: none"> ○ develop diversity training needs for all staff; ○ hold training sessions focused on cultural sensitivity awareness in recruiting processes. 	<i>Human Resources</i>	<i>Completed.</i> <i>Completed.</i> <i>Based on Recruitment Diversity Audit, cultural sensitivity in the recruiting process is high; additional training is not needed.</i>
B	Research ways of improving recruitment processes to encourage applicants from diverse cultural backgrounds.	<i>Human Resources</i>	<i>Ongoing. Conducted Recruitment Diversity Audit in 2012. Continue to encourage diverse applicants.</i>
B	Continue to strengthen relationships with ethnic media.	<i>Corporate Communications</i>	<i>Ongoing. Issue press releases to a wide range of ethnic media.</i>
B	Utilize annual City Manager's "Roadshow" as a key opportunity to provide information and promote cultural diversity.	<i>Corporate Planning</i>	<i>Completed. 2012 Roadshow highlighted "Welcome to Coquitlam" and Canada Day diversity component.</i>
B	Assess translation needs of the community on an ongoing basis.	<i>Corporate Communications</i>	<i>Ongoing. Resident's Guide Translated into traditional Chinese, Korean and Farsi.</i>
B	Maintain and promote City language bank.	<i>Human Resources</i>	<i>Ongoing. Updated biannually.</i>

Theme 2: Connecting with our Diverse Community cont'd/

GOAL 3 – Objectives cont'd/

Priority	Recommended Actions	Division	Status
B	Organize sessions to provide staff with ongoing educational opportunities to raise awareness on the business and operational implications of Coquitlam's growing diversity.	<i>Economic Development /Human Resources (coordinating)</i>	<i>Completed. 2014 Customer Service Lunch and Learns on "service and culture" focused on educating about culture and how to best serve our multicultural community.</i>
C	Work with local festival and event producers to explore opportunities to provide information on Coquitlam's diversity and related resources at local cultural festivals and celebrations.	<i>Parks, Recreation and Culture</i>	<i>Ongoing. Participate annually in Canada Day, Multicultural Summer Fair, and "Welcome to Coquitlam".</i>
C	Review the City's "Residents' Guide to Coquitlam Municipal Services" to ensure that it uses plain language.	<i>Corporate Communications</i>	<i>Completed in 2012. Translated into traditional Chinese, Farsi and Korean and posted on Coquitlam web site in 2013. Guide updated as needed.</i>
C	Maintain (through a bi-annual review) and promote the Guide to Programs and Services for Newcomers to Coquitlam.	<i>Community Planning in partnership with Coquitlam Public Library</i>	<i>Ongoing. Updated annually.</i>
C	Include community demographic data and information related to ethnicity and language in staff orientation practices and materials.	<i>Human Resources</i>	<i>Ongoing. Information is provided in the employee orientation program about the diversity of residents/customers, and diversity is a key focus of the Respectful Workplace training.</i>
C	Take advantage of existing opportunities and community partnerships to build understanding and capacity in the community e.g. City's Leadership Speaker series to present speakers on cultural diversity.	<i>Corporate Planning</i>	<i>Completed. City Leadership Speaker series ran from 2008 to 2012. Speakers included Margaret Trudeau, Trevor Linden, John Furlong, Raffi. Library Public Art Project in 2013 included eight inter-cultural dialogues to promote understanding.</i>

Theme 3: Including Our Diverse Community in the Life of the City

GOAL 4 - *In partnership with the community, the City will encourage civic engagement and participation of Coquitlam's culturally diverse population by increasing awareness and understanding of the City's roles, functions and services.*

Objectives:

- Work to reduce barriers to residents' abilities to access information on City services.
- Continue to promote and recruit culturally diverse representation for all City Advisory Committees.
- Strive to ensure that all community engagement processes are inclusive and reflective of the community.
- Raise awareness among diverse cultural groups of employment opportunities with the City.

Priority	Recommended Actions	Division	Status
A	Continue to ensure that positions within the City are advertised in a way that reaches different cultural communities in Coquitlam e.g. through local service agencies, City's website and ethnic media.	Human Resources	Ongoing. Have advertised with ISS, SUCCESS, MOSAIC, AMSSA and Native Education College.
A	Integrate the Multiculturalism Policy into the Corporate Strategic Plan.	Corporate Planning	Completed.
B	Continue to encourage cultural diversity on Council's Advisory Committees.	City Clerks	Ongoing. Volunteer opportunities are publicized through community agencies serving immigrants and at "Welcome to Coquitlam".
C	Continue to encourage and support staff celebration of their cultures through the Wellness Program.	Human Resources	Ongoing. Celebrations have included Diwali, Filipino Independence Day, Lunar New Year, Nowruz, Robbie Burns Day.
C	Promote, raise awareness and provide resources for internal "career planning" services through Human Resources.	Human Resources	Ongoing. Was incorporated into existing work program beginning 2014.
C	Expand the City's Mentoring Program to include a cultural diversity/workplace culture component for new staff.	Human Resources	Ongoing. Is being explored through the planned update of City's staff Orientation Program.

Theme 3: Including Our Diverse Community in the Life of the City cont'd/

GOAL 5 - *In partnership with the community, the City will support the participation and belonging of Coquitlam's culturally diverse population by developing and/or promoting programs, services and resources.*

Objective:

- Establish and sustain ongoing collaborative relations with community stakeholders.

Priority	Recommended Actions	Department	Timelines
B	Host an annual Welcome Event to inform and educate Coquitlam's new immigrant population about involvement in local government including providing information on career opportunities, participating on committees and in electoral processes.	<i>Corporate Initiative - all Departments</i>	<i>Ongoing. hosted annually since 2011.</i>
B	Work with local community service agencies/providers to share information on new City programs, services and initiatives.	<i>Parks, Recreation and Culture/ Planning and Development/City Clerks/Corporate Planning</i>	<i>Ongoing. Presentations to community groups, information booths at community events (e.g. Seniors Multicultural Day).</i>