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Coquitlam   **For Committee**

To: City Manager
From: General Manager, Planning and Development

Subject: **Multiculturalism Strategic Plan Update, Phase II Summary Report**

For: **Council in Committee**

Recommendation:

That the Committee receive the report of the General Manager Planning and Development dated September 18, 2018 and entitled "Multiculturalism Strategic Plan Update, Phase II Summary Report" for information.

Report Purpose:

The purpose of this report is to provide an overview of the first two phases of the update to the Multiculturalism Strategic Plan (MSP).

Strategic Goal:

Updating and implementing the MSP 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:

In July 2017, Council authorized staff to update the MSP that was first adopted in 2011 to better reflect the concept of cultural integration. The MSP is 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 update to the MSP was envisioned to occur over three phases:

- **Phase I: Policy Review** – This Phase included a review of municipal best . practices, a review of the actions in the 2015-2030 Arts, Culture and Heritage Strategic Plan and research on the activities of external groups in order to eliminate or reduce duplication of services.

- **Phase II: The Local Context** – This Phase consisted of a review of the Phase I research, consultations with the Multiculturalism Advisory Committee (MAC) on a Coquitlam-specific definition of cultural integration, incorporation of cultural integration into existing MSP goals and objectives and updating Council on the proposed actions developed during the first two phases.

Background: cont'd

- **Phase III: Updating the MSP (not yet initiated)** - This Phase will include an update to the MSP to include the proposed actions items under the existing MSP goals and to bring the updated plan forward to Council for consideration of adoption.

Discussion/Analysis:

Phase I: Policy Review

The first two Phases of the MSP update are now largely complete. Phase I results appear as Attachment 1 and can be summarized as follows:

Municipal Best Practices

The Phase I research examined the role of cities in cultural integration. The research indicated that the definition of cultural integration was subjective and was applied and measured in a wide variety of ways. Key concepts regarding cultural integration were identified for discussion with MAC in Phase II. A number of emerging strategies and action areas from other municipalities were detailed including increasing interdepartmental collaboration, supporting community-based networks, increasing civic engagement of newcomers and effective communication.

Arts, Culture and Heritage Strategic Plan (2015-2030) Review

A review of the Arts, Culture and Heritage Strategic Plan (ACHSP) focused on opportunities for collaboration or reference to the MSP with a particular emphasis on the plan's ongoing and short-term actions. Through the review, connections between the MSP and the ACHSP were identified, as well as possible new actions for inclusion in an updated MSP.

Activities of External Groups

This aspect of the research focused primarily on the activities of the Tri-Cities Local Immigration Partnership (TCLIP) and how the goals and objectives of their Strategic Plan aligned with the goals and objectives of the MSP. This focus was the result of a resolution of Council adopted on May 12, 2017 that stated:

> *"That Council authorize staff to assess the TC LIP 2017-2020 priorities in order to determine how they could integrate with City plans, strategies and programs."*

Through discussion with the TCLIP Co-Chairs and staff, four priority areas were identified that provide opportunities either for collaboration between the City and the TCLIP, or for the City to take on actions that support the implementation of these priorities. These include:

1. Develop opportunities for newcomers to become actively involved in their city through participating in consultations, committees and learning about how to vote;

Discussion/Analysis: cont'd/

2. Host dialogues on topics such as the social inclusion of newcomers and how to support anti-racism in communities;
3. Expand opportunities for Tri-Cities employers, service providers and newcomers to collaborate and lessen barriers to economic inclusion; and
4. Enhance service support for newcomers through professional development and networking opportunities.

The MSP Actions and TCLIP Strategic Plan Goals and relevant Objectives were referenced for each of these priority areas. As a result, a number of potential MSP Actions were identified.

In addition to potentially aligning the MSP with the TCLIP Strategic Plan, it was also determined that there may be opportunities to collaborate with the stakeholders that were involved in preparing the Children's Charter.

It was suggested that future MSP actions could support newcomer children who tend to integrate more quickly into their new communities and are often the key conduits of information to newcomer parents.

The Phase I research generated a number of recommendations for engagement with MAC in Phase II on the concept of increasing cultural integration.

Phase II: The Local Context
Discussions with MAC regarding cultural integration and the MSP were held over the course of two meetings on April 18, 2018 and May 16, 2018. At the April meeting the group was taken through two brain-storming activities. In the first part of the meeting they were asked to think about what the concept of "cultural integration" meant to them. In the second part of the meeting, members were asked to consider how cultural integration is experienced and the key question of "integration into what?"

At the May meeting, staff presented the results of the April consultations and then facilitated a discussion on potential updates to the MSP. The committee first considered two definitions of 'cultural integration' drafted by staff. Following that discussion, committee members discussed possible updates to three Multiculturalism Strategic Plan goal statements to better reflect the concept of 'cultural integration' in the MSP.

The results of the Phase II engagement sessions with MAC over their April and May 2018 meetings appear as Attachment 2.

Next Steps

The next steps for the MSP update process will consist of the following:

1. At the September 2018 meeting of MAC, members will finalize the proposed definition of cultural integration for the City of Coquitlam. The committee will also be asked to complete their input into the amended MSP goal statements noted in Attachment 2, as well as the new MSP actions to result from those amendments;

2. The results from MAC's deliberations will be presented to Council for their consideration. This will likely take place in late T3, 2018 or T1, 2019; and

3. Staff will update the MSP to include the proposed action items under the existing MSP goals and bring the updated plan forward to Council for consideration of adoption (Phase III).

Financial Implications:

An update to the Multiculturalism Strategic Plan is a "C" priority in the 2018 Business Plan and will be completed with current staff resources and funded through the existing Community Planning Division budget.

Conclusion:

This report details the activities undertaken so far to address Council's direction to update the Multiculturalism Strategic Plan to better reflect the importance of cultural integration in the community. The first phase of the update process included a review of municipal best practices, a review of the actions in the 2015-2030 Arts, Culture and Heritage Strategic Plan and researched the activities of external groups in order to eliminate or reduce duplication of services. Phase II has consisted of consultations with the Multiculturalism Advisory Committee on a Coquitlam-specific definition of cultural integration and a consideration of how to incorporate cultural integration into existing MSP goals and actions. The third and final phase of the update process will bring goal statement amendments and proposed actions items under the MSP goals to Council for consideration of adoption.
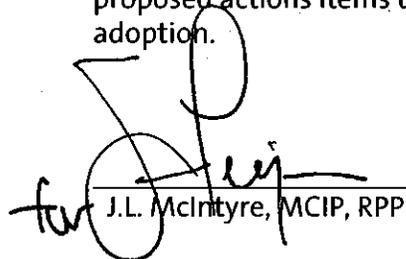
J.L. McIntyre, MCIP, RPP

Attachments:

1. Multiculturalism Strategic Plan Update, Phase 1 Summary Report, February 2018 (Doc# 2783812); Appendices (Doc# 2796483, 2756480 and 2780817)

2. Multiculturalism Strategic Plan Update, Phase 2 Consultations (Doc# 3050801)

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

Coquitlam

Multiculturalism Strategy and Action Plan Update

Summary Report

May 2018

Contents

1.0   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 operational or completed as well.

Following a recommendation from the City's Multiculturalism Advisory Committee, and reflecting the changing needs of the community, Council authorized staff in July 2017 to update the MSP so that it better reflect the importance of cultural integration. This focused update was intended to consider the development of new action items to fit within the existing goals while reflecting the limited mandate of the City in its role of fostering cultural integration of its residents.

In July 2017, Council approved the proposed scope and process to complete a focused update to the MSP, which includes three phases of work to be completed by the end of 2018. This work plan activity is listed on the City's 2018 Business Plan as a "C" priority and resources to support its completion will be adjusted as necessary, dependent on division needs.

2.0   MSP UPDATE - PHASE I: POLICY REVIEW

Phase I, completed in early 2018, is outlined in the report to Council dated July 6, 2017 as follows:

Policy Review:
1.   A brief scan of municipal best practices to understand how other municipalities approach cultural integration would be undertaken.
2.   Staff would also review actions outlined in the 2015-2030 Arts, Culture and Heritage Strategic Plan (which forms part of the Parks, Recreation and Culture Master Plan) to identify actions that support and promote cultural integration, and opportunities for collaboration across departments.
3.   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.

This summary report includes findings and discussion on the three work plan activities and objectives included in Phase I.

3.0 REVIEW OF BEST PRACTICES

3.1 The Role of Cities in Cultural Integration

"The Canadian Commission for UNESCO describes cities and towns as 'the main focus of ethnic and cultural mixing... an ideal place to develop policies, and implement concrete strategies and actions to eliminate racism.'" (Call for a Coalition of Municipalities against Racism and Discrimination Canadian Commission for UNESCO, 2006.) While the role of the City in cultural integration is limited, there are some key reasons that support the involvement of Cities in this issue.

The Alberta Urban Municipalities Association (AUMA) states that there are multiple strengths and capacities that support cities taking a major and critical role in the development and implementation of actions to reduce racism. These include:

- Being the major political force within the local community;
- Governing the delivery of essential services within the local community;
- Having the capacity to influence public opinion and bring diverse interests together for the common good; and
- Having the moral authority to sway other organizations, (voluntary and private sector) and other levels of government to address issues that have an impact on the local community (AUMA, 2014).

A brief review of best or recommended practices in regards to cultural integration was undertaken looking at plans and activities of surrounding municipalities, municipalities across Canada, some international examples, as well as high-level policy recommendations from a variety of governmental and non-governmental sources. Given that engagement to discuss and define the concept of "cultural integration" as it pertains to Coquitlam will be undertaken in Phase II of the MSP update, activities and plans that reflect ideas such as multiculturalism, inclusivity, anti-racism and integration were considered in the review. A full summary of key points from each of the documents reviewed is included as Appendix A.

The review revealed a high degree of subjectivity involved in defining "cultural integration". The definition of this concept is largely contextual, with wide-ranging indicators used to measure successful integration. Despite the challenges of finding a shared and singular definition of cultural integration, there are many key themes in the literature and plans that reflect the mutually beneficial process of newcomers integrating into a community. These are explored in further detail in the next section.

In approaching this concept through Phase II of the MSP update, it will be helpful to frame the discussion using eight key areas of integration as outlined in the Multicultural Council of Saskatchewan Toolkit (2017):

1. Inclusiveness, sense of belonging, feeling of acceptance, making dots and connections, a sense of giving and taking;

2. Ability to contribute to community, free of barriers, where everybody feels safe, where trust is present and mistakes are learning opportunities;
3. The community recognizes contributions;
4. Cultural identity remains strong and is seen as an asset;
5. The experience and definition of integration is personal;
6. Individuals no longer need specialized programs and services that are different from Mainstream;
7. Education for newcomers and established community members on being a welcoming community: it involves attitudes, values, mindsets and correcting wrong or inaccurate perceptions; and
8. Having a voice that is taken seriously in a community in which one identifies as belonging and is recognized by all as a true community member.

3.2   Emerging Ideas

Though municipalities are limited in their scope and ability to enhance cultural integration, they are still able to address the issue through a variety of ways while respecting the City's mandate. AUMA argues that the work cities undertake in regards to integration will be most impactful if positioned within broader municipal agendas in two ways:

1. Within the larger context or picture and situated accordingly at the organizational or community level; and
2. Linked to other community-based initiatives designed to increase access, integration, inclusion, participation and equitable outcomes for minority individuals and communities.

Though each municipality or region approaches the broad concept of integration very differently, there are a number of emerging strategies and action areas that demonstrate where cities can have the most impact.

3.2.1   Strategies
Increasing Inter-Departmental Collaboration
Most plans and policy recommendations suggest that integration or inclusion should be included across a City's activities and not limited to one department or area. This could mean that there is no designated plan and that these concepts are integrated into all plans, or that there is one designated plan targeted to integration or inclusion, but that includes actions for all City departments to undertake. The existing 2011 MSP focused on the latter with one strategy and actions targeted across city departments.

Supporting Community-Based Networks
Most of the municipalities with clear policies or plans around multiculturalism are connected to, or support, local community-based networks working on issues such as integration, settlement, or connectedness. In Metro Vancouver, this is often accomplished through the ongoing City support of the Local Immigration Partnership or MAC. City involvement varies depending on municipality, but these partnerships allow Cities to support community initiatives while remaining within their municipal mandate.

3.2.2   Action Areas
Increasing Civic Engagement of Newcomers
The City, understandably, cannot force newcomers to be more engaged in the community. The
City's role then becomes one of creating opportunities for positive engagement and involvement
through inclusive practices that make all residents feel welcome and valued. Cities are well-
positioned to promote active participation in local government, community organizations and
civic life.

Effective Communication
The MSP currently lists a number of activities connected to improving communications with
diverse cultural groups. Reflected in a number of other plans and policies, this is one area where
Cities can make a large impact, by expanding their reach throughout the community.

4.0   OPPORTUNITIES FOR COLLABORATION

The Parks, Recreation and Culture *Arts, Culture and Heritage Strategic Plan*, and the Tri-Cities Local
Immigration Partnership Strategic Plan and Priorities were examined to identify opportunities for
collaboration or cooperation to better reflect the importance of cultural integration.

4.1   2015-2030 Arts, Culture and Heritage Strategic Plan
The 2015 – 2030 *Arts, Culture and Heritage Strategic Plan* (ACHSP) was prepared by the Parks,
Recreation and Culture department and builds on previous plans, strategies and policies that
guide and strengthen cultural delivery and services within the City of Coquitlam. The *Cultural
Services Strategic Plan* (2010-2020) provided a vision for Coquitlam to be a "City of Celebrations",
where citizens have access to vibrant cultural experiences supported through strong community
connections and leadership. This ACHSP expands on that vision by:
- Including goals to align cultural planning with larger City planning and development
  priorities to give more attention to the changing context of Coquitlam; and
- Providing concrete actions to implement a vision of providing rich cultural experiences for
  all.

The ACHSP provides a number of definitions of "culture"; with a broad definition adapted from
UNESCO described as:

*The distinctive features of a society or social group that encompasses—in addition to arts and
literature— lifestyles, ways of living together, value systems, heritage, traditions and beliefs.*

With this definition in mind, the ACHSP provides recommendations for actions across City
departments that reflect a variety of approaches to culture and that also reflect cultural
integration.

The ACHSP outlines a number of ongoing, short-term, mid-term and long-term actions for various departments of the City to implement. Given the focused scope of the MSP update, only ongoing and short-term actions were examined to see whether there were opportunities for collaboration / reference to possible MSP updates. The connections between the relevant ACHSP priority areas, associated actions, current MSP actions and possible new actions, or broad areas for action, are outlined in Appendix B.

4.2   2017-2020 Tri-Cities Local Immigration Partnership Strategic Priorities

The Tri-Cities Local Immigration Partnership (TCLIP) is a community-based network that brings community leaders and organizations together to review the needs of its newest residents and identify means to facilitate immigrant settlement and integration. The ultimate goal of the TCLIP is to develop welcoming and inclusive communities where both long term residents and newcomers feel a sense of belonging and attachment. The TCLIP's membership includes representatives from local government, education, health, libraries, business, faith-based groups and community and social service sectors. As the broad representative on newcomer and integration needs, the TCLIP should be consulted once draft actions are developed to ensure that the City is not duplicating activities of external groups.

In 2016, the TCLIP approved their three-year strategic plan that includes actions to be undertaken by a variety of stakeholders across the region. The TCLIP 2016-19 Strategic Plan is considered a roadmap to address key settlement and integration needs of newcomers in the region; where integration is viewed as a "two-way street" requiring accommodation and adjustments from both newcomers and the receiving community. The plan was developed through locally-based research and consultation with contributions from hundreds of individuals; newcomers, residents, employers and businesses. Drawing from regional best practices and evidence-based approaches to integration, the plan outlines a vision with four key priorities:

1.   Immigrant Labour Market Integration;
2.   Newcomers' Knowledge of and Access to Community Information and Services;
3.   Social Isolation of Tri-Cities Newcomers; and
4.   Engagement of Tri-Cities Newcomers.

Noting possible synergies between the goals of the TCLIP and the objectives of the City's MSP, the TCLIP Co-Chairs were invited to present to MAC on their 2017-2020 strategic priorities. The seven priorities presented reflect the broader goals and objectives outlined in the overall Strategic Plan. Following their presentation, MAC made the following recommendation to Council during their April 19, 2017 meeting, which was approved by Council at a Regular Council meeting on May 12, 2017:

That Council authorize staff to assess the TC LIP 2017-2020 priorities in order to determine how they could integrate with City plans, strategies and programs.

The seven strategic priorities represent areas of action for a variety of stakeholders and are connected to a variety of goals and objectives in the 2016-2019 Strategic Plan. Through discussion with the TCLIP Co-Chairs and Staff, four priority areas were identified that provide

opportunities either for collaboration between the City and the TCLIP, or for the City to take on actions that support the implementation of these priorities. These include:

- Develop opportunities for newcomers to become actively involved in their city through participating in consultations, committees, learning about how to vote;
- Host dialogues on topics such as the social inclusion of newcomers, how to support anti-racism in communities;
- Expand opportunities for TC employers, service providers and newcomers to collaborate and lessen barriers to economic inclusion; and
- Enhance service support for newcomers through professional development and networking opportunities.

A list of the TCLIP 2017-2020 Strategic Priorities as presented to MAC, the link to TCLIP Strategic Plan Goals and Objectives, links to current MSP actions and proposed new MSP actions are outlined in Appendix C. Staff will report back to Council on their findings, with recommendations to move forward, later in 2018. To support this report-back, all of the strategic priorities are included in the chart for reference, though not all are applicable to the MSP.

4.3   *Additional Opportunities for Collaboration: Children's Charter*
The City has endorsed a Children's Charter that outlines the rights of children in the community. Two of these rights in particular, support the need to update the plan to promote and support cultural integration. These include:

- The Right to Have Friends; and
- The Right to Belong.

While there are no associated actions with these principles at this time, it may be beneficial to explore possible opportunities for collaboration with the stakeholders involved in developing the Children's Charter to ensure that the integration needs of newcomer children are supported through future MSP actions. Newcomer children tend to integrate more quickly and easily into their new communities through their schooling, extra-circular activities, and friends and can help their parents' integration journey.

5.0   PRELIMINARY RECOMMENDATIONS FOR PHASE II

Phase II, outlined in the report to Council dated July 6, 2017, is as follows:

Phase II: The Local Context:
a) Based on the information gathered during Phase I, staff will 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.

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 II, Council would be updated on proposed actions developed during the first two phases.

Some of the work for Phase II was started during Phase I and is detailed below, along with recommendations for engagement with MAC.

5.1   Defining 'Cultural Integration'

The plans and policies reviewed in Phase I offer diverse and broad definitions of cultural integration. Policies focused on cultural integration have fallen under plans that refer to concepts such as intentional multiculturalism, cultural understanding, interculturalism, welcoming / inclusive communities, or cross-cultural exchange in addition to 'integration'.

Despite the challenges of finding a shared and singular definition of cultural integration, there are many shared or common themes in the literature that reflect the mutually beneficial process of newcomers integrating to a new community. These include:

- A process of mutual accommodation and adjustment;
- An understanding of, and respect for basic Canadian values;
- An understanding and respect for the cultural diversity of newcomers; and
- Cooperation between all stakeholders.

Additionally, Canadian scholar Peter Li references this definition of integration in Canada: "... a two-way process of accommodation between newcomers and Canadians: It encourages immigrants to adapt to Canadian society without requiring them to abandon their cultures. It encourages people and institutions to respond in kind by respecting and reflecting the cultural differences newcomers bring to the country." (2003)

As part of Phase II, staff will work with MAC to define cultural integration as it relates to the Coquitlam context to ensure that any proposed actions for the MSP are both within the City's mandate, and relevant to the local community. This may involve finding one shared definition, or using the example laid out in the ACHSP and including a variety of definitions.

5.2   MAC Engagement
There are currently four MAC meetings that will include MSP-related activities.

Date	Recommended Activity
March 14	MSP Backgrounder (30 mins) - Staff will provide a brief overview of the MSP and MAC recommendation re: cultural integration. - Staff will provide an overview of work completed in Phase I. - Staff will remind MAC members to review the MSP in detail before the April MAC meeting.
April 18	Engagement Session (1.5 hours) - Staff will facilitate an engagement session with the committee members. - MAC members will discuss 'cultural integration' in Coquitlam and how it can be incorporated into the MSP.
May 16	Engagement Session (45 mins) - Staff will report back on what they heard during the April engagement session. - Staff will facilitate a discussion on possible actions to include in the MSP as part of the focused update.
October 17	MSP Update (30 mins) - Staff will present the summary of both engagement sessions and proposed recommendations going forward to CIC.

5.2.1   Possible Engagement Questions
It is recommended to have clear questions for MAC given the political and subjective nature of this topic. In order to reach consensus on the definition of cultural integration, a key question for MAC to respond to is *"integration into what?"*

Additionally, The Social Inclusion Project lists these questions which could be used to shape the engagement activities:

- How do people in this group or community feel left out? Or, that they do not belong or are not part of the community? How do they experience exclusion or being "put at a distance" from others in the community?
- Why do people feel left out? What do they say is the cause of their exclusion? What do they point to as the problem?
- How could the people affected feel that they were part of the community? What would give them a sense of belonging and recognition? What would have to change in the way that they experience life in the community and larger society?
- Where should change happen to make inclusion real in people's lives? What kinds of action are needed? Who is responsible for making these changes?

5.3   Cultural Integration and the MSP

There are a number of MSP actions that already reflect the broad idea of cultural integration, and remain relevant and reflective of other proposed actions / areas for development / action. Given the relevance of these actions and reference from other community and city plans, it is worth highlighting them to be reconsidered and explored through new actions.

These actions are listed in Appendix B and C in connection to the TCLIP Strategic Priorities and the Arts, Culture and Heritage Strategic Plan. Additionally, engagement done in Phase II should include an examination of MSP actions to identify actions that may still be relevant and require ongoing implementation.

As referenced in the proposed scope and process report to Council, depending on how 'cultural integration' is defined through Phase II and which proposed actions are seen as priorities, three of the five current MSP goals could be amended to better reflect the importance of cultural integration, as per MAC and Council's recommendation. This would allow for the inclusion of actions that reflect this issue and the opportunity to explore additional related actions to support these goals as required.

Possible amendments to existing MSP goals:

Goal 2: In partnership with the community, the City will distinguish Coquitlam as a culturally diverse community.

Possible Update: In partnership with the community, the City will distinguish Coquitlam as a culturally diverse community *where community members demonstrate and celebrate shared values*.

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.

Possible Update: In partnership with the community, the City will raise awareness, understanding and appreciation of *both* multiculturalism, *and the benefits of cultural integration/cross-cultural interaction*, to be welcoming, inclusive, *and cohesive*.

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.

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

5.3.1 MAC Cultural Understanding Project

Outside of the actions outlined in the MSP, MAC began discussions in 2013 about developing a project to help reduce the barriers between members of the different cultural groups in Coquitlam. Working with local diversity leaders, the committee developed a draft Project Charter (Titled: Cross-Cultural Dialogues: Intentional Multiculturalism), with a project framework and actions that support cross-cultural dialogue and communication amongst Coquitlam residents.

There are two ways the MAC Cultural Understanding Project could be included in the MSP to ensure resources are assigned to its delivery:

1. A stand-alone activity: The draft project charter outlines a series of small and large events in the community, with an ultimate aim to increase dialogue and break down barriers, between members of diverse cultural groups. The project charter could be amended to narrow its focus to cultural integration and be included as a new action as part of an MSP update.

2. Community engagement: The purpose of the activities outlined in the draft project charter is to initiate dialogue with members of diverse cultural groups. The project charter could be amended to focus the dialogue topics on cultural integration in Coquitlam and ask residents to define what successful integration looks like in a community context. Findings from these engagement sessions would then be used to inform amended goals or actions in either the focused MSP update, or a more comprehensive planning process in the future.

Additionally, the TCLIP has agreed to partner in delivering a community-based series of dialogues that could be based on the MAC Cultural Understanding Project.

6.0 LOOKING FORWARD

The MSP update is focused in nature, as per the proposed scope and process report to Council. If more comprehensive work around multiculturalism, or related topics, is undertaken in the future, further research and analysis of community demographics is necessary. Specifically, detailed demographic data would assist staff to effectively develop and propose targeted strategies to ensure that each of the City's actions reflect the actual issues community members face as opposed to anecdotal perception or assumption of community needs.

Appendix A
MSP Update: Review of Best Practices and Municipal Policy

A. Municipal Policy/Activities

MUNICIPALITY		CONTACT
Surrey	Surrey hosts/organizes their Local Immigration Partnership. The LIP has two plans, and the implementation of actions is coordinated by the City of Surrey's LIP Project Team (important to note is that each action is assigned to the appropriate stakeholder to ensure accountability and resourcing of staff): - Immigrant Integration Strategy - Refugee Integration Strategy Most other City plans (e.g. Poverty Reduction Plan, Public Safety Strategy, age friendly strategy etc) have themes around inclusion and diversity.	Kristin Patten Social Planner Kristin.patten@surrey.ca
New Westminster	- Multicultural Policy (2008) with limited associated actions - Most work on this issue is done through the Welcoming Inclusive New West (WINS) Local Immigration Partnership. Strategic Plan is endorsed by NW Council, and supported by various staff	John Stark Social Planner jstark@newwestcity.ca
Burnaby	Staff support work on this topic through: - Direction from the City's Social Sustainability Strategy - Multicultural and Equity policies (older) - Staff resources for the Burnaby Intercultural Planning Table (equivalent of the LIP) – to support the work, and also active in the development of strategic plans and overall direction - Burnaby Organizing Against Racism and Hate Table (provincial initiative)	Rebekah Mahaffey Social Planner rebekah.mahaffey@burnaby.ca
Richmond	- The Social Development Strategy (2013-2022) outlines the City's approach to a number of social development topics. - The Richmond Intercultural Advisory Committee (RIAC) has a mandate to "enhance intercultural harmony and strengthen intercultural co-operation in Richmond." The committee has a 5-year strategic plan to implement this mandate that outlines the City and Committee's role. RIAC's vision for interculturalism in Richmond includes: pride and acceptance of Canadian values and laws; pride and respect for diverse heritages and traditions; pride and participation in community life. - The City also frequently partners with the Richmond Multicultural Community Services on projects, such as Richmond's Immigrant Integration Plan, and individual activities (such as "Eat, Talk, Connect" or "Highway to Heaven" tours). Action 19.3 of the Social Development Strategy mirrors the objectives of the proposed Cultural Understanding Project: - 19.3: Researching and pursuing opportunities for community-based dialogues or forums about current issues that face the community as a whole, and that build intercultural interaction and awareness regarding shared values and goals amongst residents of Richmond (ongoing)	
Vancouver	Diversity is referenced in a number of city policies, and seen to be a corporate-wide priority. There are also a number of specific initiatives including larger projects such as: - New Start 2016-2025: A settlement and integration strategy for immigrants and refugees in Vancouver - First Peoples: A Guide for Newcomers	

	- Vancouver Dialogues Project (2010-11) - Vancouver Immigration Partnership - Restoring Chinatown	
Edmonton	Edmonton has a number of city-led initiatives around multiculturalism, including: - Offering Multicultural Relations Services, with specific staff available for support - (under revision) Diversity and Inclusion Framework and Implementation Plan (senior management) - (2017) Access without Fear initiative for individuals without immigration status - (2009) Racism Free Edmonton – major city-wide collaboration to build an inclusive community - (2008) Diversity and Inclusion Policy - (2007) Council declared membership in the Coalition of Municipalities against Racism and Discrimination	Alisa Wheeler Multicultural Liaison, Multicultural Relations Multicultural@edmonton.ca
Saskatoon	High-level cultural diversity and race relations policy with a number of broad strategic directions. - addition of human resources diversity coordinator to help newcomers through application process/obtaining recognition of credentials etc.	
Ottawa	The City has a Municipal Integration Strategy (2016-18) that includes: - Creation of Welcoming Ottawa Week (WOW) to celebrate diversity and welcome newcomers - Action items assigned to lead departments that are updated every 2 years via a new plan - A broad, yet focused approach to integration that reflects the City's mandate on this issue	

*Pitt Meadows, Maple Ridge, Port Coquitlam, and Port Moody do not have policy specific to multiculturalism/cultural integration

B. Best Practices and Additional Resources

ORGANIZATION	DOCUMENT TITLE	DESCRIPTION
Federation of Canadian Municipalities	Good Ideas from Successful Cities: Municipal Leadership on Immigrant Integration	- Multiple examples from municipalities across Canada on actions supporting immigrant integration, with links to international projects and examples. Some of these include: - Calgary: Immigrant Employment Partnership Project – connecting newcomers to career opportunities in City - Edmonton: Halifax: Connector Program – connects newcomers to established members of the community - Montreal: Charter of Rights for Urban Citizens – lays out responsibilities the government and citizens have toward each other, as well as the city's common principles and values - Richmond Hill: DoB program to match candidates from immigrant communities to governance boards and committees - Vancouver: Dialogues Project – bringing together First Nations, Urban Aboriginal and Immigrant Communities
Alberta Urban Municipalities Association	Welcoming and Inclusive Communities Toolkit	- Outlines at a high-level the economic and social benefits of local governments promoting inclusivity - Lists 10 "Commitments" municipalities can make; may be useful in the development of a broader plan at a later date - Lists key ingredients for success, which support our proposal to incorporate the TC LIP priorities, in addition to the ACHSP actions - Beyond the scope of this update, but a checklist for informed decision-making to consider in the development of a more comprehensive plan at a later date ("E" in section 2.1 Key Ingredients for Success) - Lays out specific planning steps that may be helpful if developing a broader plan at a later date - Key areas where municipalities can make a difference as an Organization: HR Practices, employee training, service provision, funding, communication and engagement, policy and planning integration, business practices, accountability and performance management - Key areas where municipalities can make a difference as Community: leadership, strategic coalitions and partnerships, public education and awareness, awards and recognition, community building, community liaison

		- Key areas where municipalities can make a difference as Guardian of Public Interest: protocols against racism and discrimination, redress mechanisms, identification of problem areas, education and training programs, public education campaigns, annual report card
Multicultural Council of Saskatchewan	Welcoming and Inclusive Communities: A Toolkit for Saskatchewan Communities	- Rooted in idea of "integration" - Integration is defined as facilitating the process for new members of a community, including new immigrants, refugees, people moving from reserves and other parts of the province or country, experience beyond settlement to become part of their new communities. - Step-by-step planning process to develop a plan for both urban and rural cities - 5 areas of Promising Practices for Intercultural Relations: relevance and impact; diverse engagement and dialogue; youth engagement; labour market, workplace equity and community access; relationship building
Social Development Canada	Inclusive Cities Canada Project	- Not looking at inclusion specifically re: multiculturalism, but the principles of broad inclusion can be applied to all social and economic issues - 5 dimensions of inclusion (can be used for conducting civic audits): - *Diversity*: How well do public institutions, such as local government, the police and justice system, and public education, provide valued recognition and respond to diverse groups in the population? - *Human Development*: What opportunities exist for children and youth to develop their talents, skills and capacities to contribute to the community? - *Civic Engagement*: What are cities and communities doing to promote active participation in local government, community organizations and civic life? - *Living Conditions*: Are there significant differences in levels of income, decent jobs, safe neighbourhoods, and the availability of affordable housing among city residents? - *Community Services*: How well is your city served by important public services such as health care, crisis, and transportation services? - A good list of questions (Local Soundings), around inclusion/exclusion that can shape community engagement on the topic.
Social Planning Network of Ontario	Closing the Distance Project	- Good description of how to approach social/economic inclusion; argues that it is not enough to bring the marginalized into the centre of society, but those with power/privilege need to make systemic changes in order to create more equitable policy/practices
Ontario Human Rights Commission	Anti-racism and anti-discrimination for municipalities: Introductory manual	- A "how-to" guide to improve anti-racism/anti-discrimination initiatives. - Focus on social inclusion, here defined as "closing physical, social and economic distances separating people, rather than only... eliminating boundaries or barriers between us and them." - Primarily for small and mid-sized municipalities. - Possible areas for municipal action: Data collection, monitoring and reporting; raising awareness; encourage and support initiatives in the community; policy and by-law development; responding to incidents of racism and discrimination. - Recommended actions under each of these focus area, with case studies. - Additional resources listed in document.
Council of Europe	Intercultural Cities Programme	- Goes beyond a traditional multicultural approach to describe 'interculturalism'; emphasizing the need to uphold cultural pluralism within a common framework of values. - Uses the assumption that diversity is the norm and that I is incumbent upon all residents to make adjustment; using diversity as a source of innovation, creativity and growth. - Good question posed for leadership: "If our aim were to create a society which were not only free, egalitarian and harmonious but also one in which there was productive interaction and co-operation between ethnicities, what would we need to do more of or do differently?" - Argues that strategies must be transformative; aiming to fundamentally change civic culture, the public sphere and institutions themselves.

C. Suggested Academic Papers

AUTHOR	TITLE	DESCRIPTION
Jennifer Hyndman	Research Summary on Resettled Refugee Integration in Canada	- Multiple definitions of "integration", reflecting various levels of government policy. - Suggests that all variations are a mutual process between new home society and newcomers - References that there is no one single, accepted definition of integration in academic literature - Makes important reference to like-ethnic groups not impeding integration (eg. countering the argument we need to fight against enclaves)
Debra Meyerson and Joanne Martin	Cultural Change: An Integration of Three Different Views	- Requires a fee to access - Discusses how the conceptualization of culture influences how we address cultural change
Peter Li	Deconstructing Canada's Discourse of Immigration Integration	- Offers a robust critique of the use of the term 'integration', and the subtext often associated with integration policies in Canada - Challenges some of the current discourse (with MAC, for example) on the objectives of the MSP update, and the lens through which the actions are created
Soojin Yu, Estelle Ouellet, and Angelyn Warmington	Refugee Integration in Canada: A Survey of Empirical Evidence and Existing Services	- Describes integration as "a dynamic, multi-faceted two-way process which requires adaptation on the part of the newcomers, but also the society of destination." - Focused on refugee integration and settlement, however applicable to all newcomers through its examination of patterns of integration into the Canadian society, in addition to services offered to refugees.

D. For Potential Future Review

ORGANIZATION/AUTHOR	DOCUMENT TITLE
University of Queensland	The Local Governance and Promoting Social Inclusion Project
Vancouver Foundation	Connections and Engagement Report and Fresh Voices
Canadian Race Relations Foundation	Interfaith and Belonging: Handbook
Phil Wood and Charles Landry	The Intercultural City (book)
Province of BC (Embrace BC, Multiculturalism Unit, Ministry of Social Development)	Anti-Racism, Diversity and Intercultural Training in BC: Surveying the Field and Advancing the Work
Barcelona	Working Plan on Immigration 2008-2011
The Barcelona Municipal Immigration Council	Work Plan 2016-2019

E. Organizations with Relevant Resource Libraries

ORGANIZATION/AUTHOR	DOCUMENT TITLE
Tamarack Institute	Various Tools and Reports
Plan H	Various Tools and Reports on Welcoming Communities
Cross Roads Antiracism Organizing and Training	Various Tools and Links

Appendix B

MSP Update: Arts, Culture & Heritage Strategic Plan

RELEVANT ACHSP PRIORITY ACTION	RELEVANT ASSOCIATED ACTIONS	RELEVANT CURRENT MSP ACTIONS	POSSIBLE NEW MSP ACTIONS
Priority Action 3: Improve community awareness and understanding of the range of programs and activities in Coquitlam and their relationship to evolving community needs.	• Consider developing a cultural marketing strategy (that may include, for example, actions to encourage and support community cultural organizations in increasing cross-promotion of programs and activities).	• Welcome to Coquitlam annual event • Continue to strengthen relationships with ethnic media. • Maintain and promote the Guide to Programs and Services for Newcomers to Coquitlam.	Part I of Priority Action could refer to improving/expanding W2C Part II of Priority Action could refer to the need to analyze data to accurately assess the community's cultural make-up in order to effectively develop programs and activities that have value; also look at how to communicate with the multicultural community to better engage them and reach out to them regarding services
Priority Action 4: Strengthen collaboration in cultural development across the Tri-Cities area.		• Work with local community service agencies/providers to share information on new City programs, services and initiatives.	The Priority Action supports having SP involvement in the TC LIP
Priority Action 5: Promote youth, cultural diversity and interculturalism in programming delivered by the City and its major service-delivery partners.	• Convene a forum of leaders from a wide range of cultural service providers and ethno-cultural communities. Ensure strong youth participation at the forum. Seek out acknowledged leaders in the field from within the Metro Vancouver and beyond. • Explore opportunities for enhancing programs and services serving diversity and interculturalism.		Opportunity to include multicultural groups in a "cultural network" (under development with Culture Services) Associated Action 2 speaks to providing resources towards public art, events, heritage programming etc that supports diversity and interculturalism

RELEVANT SHORT-TERM (2016-2020) RECOMMENDATIONS	RELEVANT ASSOCIATED ACTIONS	RELEVANT CURRENT MSP ACTIONS	POSSIBLE NEW MSP ACTIONS
Action 3: Integrate cultural development issues and opportunities into planning and policy decisions across City departments.	• Examine best practices in Canadian municipalities related to the effective integration of culture in planning and decision-making.		Strong argument/need to investigate data to ensure groups are represented AND reflected in planning and policy decisions within every department.
Action 4: Leverage advisory committees of Council to advance an agenda of enhanced diversity in culture in the city.	• Explore opportunities for collaboration with the Arts and Culture (Cultural) Advisory Committee and the Multiculturalism Advisory Committee in existing and potential new programs.		Look at what MAC could be doing to manage/promote diversity in the city; for example partnering with DiverCity to assist in recruitment
Action 10: Strengthen awareness of cultural activities through extended communications and marketing by the City.		• Maintain and promote the Guide to Programs and Services for Newcomers to Coquitlam.	Opportunity to revisit how we are reaching out to groups, and WHO we are reaching out to. Opportunity to revisit the Guide to Programs and Services, and available information on the website.

| Action 11:
Understand and use the communications channels of diverse communities. | • Use appropriate communications channels in any marketing and communications strategy aimed at reaching out to diverse communities. | • Continue to ensure that positions within the City are advertised in a way that reaches different cultural communities in Coquitlam.
• Continue to strengthen relationships with ethnic media. | Looking at our communications strategy with diverse community groups could be deepened and strengthened; continued work is needed on this. |

ONGOING SERVICE DELIVERY IMPROVEMENT RECOMMENDATIONS	RELEVANT ASSOCIATED ACTIONS	RELEVANT CURRENT MSP ACTIONS	POSSIBLE NEW MSP ACTIONS
Action 2: Build necessary skills, knowledge and abilities among City staff to effectively serve diverse communities. (MSP Goal 1)	• Ensure all City staff in community centres are trained and fully able to welcome and engage individuals from diverse communities	• Expand the City's Mentoring Program to include a cultural diversity/workplace culture component for new staff.	Still identified as a need; therefore we need to identify new actions to further support its implementation.
Strengthen diversity in board governance.	• Promote greater representation from diverse communities on the boards of these and other cultural organizations in Coquitlam	• Continue to encourage cultural diversity on Council's Advisory Committees	Possible action to work with DiverCity, or a similar agency, to do an audit/review on how we recruit and retain diverse community members.

Appendix C
MSP Update: TCLIP Strategic Priorities

TC LIP 2017-2020 STRATEGIC PRIORITIES	TC LIP STRATEGIC PLAN GOALS AND RELEVANT OBJECTIVES	RELEVANT CURRENT MSP ACTIONS	POSSIBLE NEW MSP ACTIONS
Develop opportunities for newcomers to become actively involved in their city through participating in consultations, committees, learning about how to vote.	**Goal 7: TC newcomers are civically engaged and actively participate and contribute to social and political landscape of their communities and are aware of the impact that their contributions make to their communities.** **7.2** TC LIP membership will build upon existing resources and programs that educate and empower newcomers to participate in local politics such as signing a petition and attending a public meeting. **7.4** In collaboration with TC LIP membership, source and secure funding to develop an educational program that informs newcomers on Canadian political culture, processes and practices so that newcomers possess accurate cultural perceptions that are reflective of Canadian political culture.	Goal 5: - Host the 2011 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 electoral processes	- Working in partnership on a project that aims to increase diversity in consultation and committee representation
Ensure that immigrant and refugee youth have opportunities to engage with peers and TC leaders.	**Goal 6: TC newcomers are connecting in their community and have increased opportunities to connect with other residents.** Link to **7.2** **6.3** Source and secure additional funding to develop and promote a newcomer ambassador program that partners recent newcomers with long-time residents in the TCs to help integrate newcomers.		n/a at this time
Raising the profile of refugees who contribute to the local communities through leadership, service and volunteering.	**Not directly related to Strategic Plan goal**		n/a at this time
Host dialogues on topics such as: the social inclusion of newcomers, how to support anti-racism in communities.	**Goal 6** (though not in strategic plan specifically): **TC newcomers are connecting in their community and have increased opportunities to connect with other residents.**	Goal 3: - 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 issues.	- Partner on delivering the Cultural Understanding Project developed by MAC
Promoting the celebration of significant days such as World Refugee Day, Multiculturalism Day, and the International Day for the Elimination of Racism.			n/a at this time

Expand opportunities for TC employers, service providers and newcomers to collaborate and lessen barriers to economic inclusion.	**Goal 1, 2 and 3:** 1. **TC employers are supported in accessing the recent immigrant talent pool to meet their workforce requirements.** 2. **TC employers have the knowledge, information and capacity to build more inclusive workplaces.** 3. **Newcomers in the TCs are aware of and easy access programs and support services that increase their workplace language skills, soft skills and overall employability.** 1.4 Advocate for increased mentorship programs/job shadowing opportunities for TC newcomers. 2.2. Promote and coordinate diversity training resources for employers. 2.3. Coordinate and share information from employers, employer associations and other organizations on best practices in implementing diversity programs in the workforce including testimonials on how diversity has supported business success.	Goal 1: - Partner with local service agencies to host cultural competency sessions for staff about emerging ethnic communities. Goal 3: - Organize sessions to provide staff with ongoing educational opportunities to raise awareness on the business and operational implications of Coquitlam's growing diversity. Goal 2: - Through various communication platforms build an understanding of the economic benefits of, and the business case for, cultural diversity. Goal 3: - Continue to build on the third pillar of the City's Economic Action Plan 2009	- Have resources available from the Immigrant Employment Council of BC available at the new LINQ office in City Hall - Consider a staff working session for LINQ staff on supporting newcomer entrepreneurs
Enhance service support for newcomers through professional development and networking opportunities.	**Goal 4 and 5:** 4. **Newcomers have the knowledge and information required to easily access community, municipal, financial and health care services.** 5. **Newcomers have the knowledge and information required to easily access TC settlement services.** 4.3 Work to establish best practices in service coordination among service providers in the TC and work towards implementation. 5.2 Work with service providers to develop a newcomer welcome package that provides local information on services available in the TC.	Goal 3: - Develop coordinated City contact list for cultural and new immigrant groups. - Review the City's "Residents' Guide to Coquitlam Municipal Services" to ensure that it uses plain language.	- Invite TC LIP to host a networking/professional development event during Welcome to Coquitlam; the event could be held in Council Chambers during a slower portion of the event - LIP to create a tool/checklist of diversity considerations for staff to use (LIP would develop, and Communications would edit for internal use); supported by the overwhelming positive staff feedback following the ISS workshop on communicating with ELLs

Multiculturalism Strategic Plan Update
Phase II Consultations with the Multiculturalism Advisory Committee

Overview
Discussions with Multiculturalism Advisory Committee (MAC) regarding cultural integration and the Multicultural Strategic Plan (MSP) were held over the course of two meetings on April 18, 2018 and May 16, 2018. This attachment documents the results of those two meetings.

April 18, 2018
On April 18th MAC members were asked to define cultural integration and then to consider how cultural integration is experienced. This was achieved through two brain-storming activities.

In the first part of the meeting, MAC members were asked to write down words or phrases that came to mind when thinking about cultural integration. The words and phrases were then prioritized through a dot voting exercise and grouped into common themes. The following themes were generated from this part of the discussion with the words and phrases that contributed to them listed below (some duplicated words and phrases have been deleted for brevity):

Community Commitment
- The pillars that uphold a diverse, acceptancy and multicultural society.
- A shared sense of community.
- New ideas.
- Coquitlam connecting your world.
- Collaborating communities.
- Culture integration: living with those without losing your culture belief, belonging with society with your culture sensitivity.

Dialogue / Cooperation
- Involvement.
- Breaking down the barriers.
- Dialogue (between different groups).
- Networking cross-culturally.
- Engagement with the greater community.
- Embracing diversity, building bridges to create better together.
- Connecting your world.
- Cooperation.
- Creating hubs of community based initiatives that facilitate participation.
- Different points of view.
- Intercultural Conversations.
- Two way process of learning. Growing together with a focus on collective solution and finding issues that impact the community.
- International community and connections.
- LINK (Learning Integration Network Knowledge).

Dialogue / Cooperation cont'd/
- A relationship between the community and individuals where there is a mutual exchange in ideas, values, food, language, etc.
- Inclusion.
- Moving away from passive tolerance.
- Ubuntu. One for all, all for one.
- Community.
- Reducing racism / hate.
- Shared Values.
- Welcoming.
- Celebrates all.
- Home.
- Making Coquitlam your home.
- Belonging together.
- Discovering Commonalities.
- Everyone.
- Borderless.
- No boundaries.
- Diversity.
- Sharing Commonalities.
- Interculturalism in action through community based empowerment to collectively build a better future.
- Togetherness.
- One unity.
- CI (Community Inclusive).

Awareness / Appreciation
- Cultural appreciation.
- A way for newcomers to immerse themselves in their new environment while maintaining sharing their roots.
- Amalgamated culture that celebrates individuality.
- Awareness and appreciation (of diverse cultures).
- Better understanding.
- Learning another culture.
- Contributing to creating / evolving into something better together "(together strong)".
- It caused by knowing well about other cultures and traditions: like ceremonies, foods, arts, music (dance), family relations.
- Having new immigrants understand the culture they moving into and how to integrate their cultural practices.
- People are keen to support each other.
- Acknowledgement of issues and challenges that specific cultural communities face via active participation of the group to resolve it.
- Finding and adhering to a Canadian ideal.
- Meaningful.
- Respective.
- Eliminates unconscious bias.
- Respect others culture and norms.
- Multilingual signs and posters and flyers.

Awareness / Appreciation cont'd/
- Becoming a new mixed group.
- Events with people from various backgrounds.
- Happiness.

Melting Pot
- Blend.
- Mix.
- "Same but different."

For their second activity at the April 2018 meeting MAC members were asked to reach consensus on a definition of cultural integration. A key consideration for committee members was "integration into what?" The following questions were posed to MAC to generate discussion on the topic with their subsequent responses listed below:

1. How do people in this community feel that they belong or are part of the community?
   - Active and engaged.
   - Not siloed.
   - Process -increased understanding both ways.
   - Confident and comfortable.
   - Being able to communicate your thoughts.
   - Space to give and receive cultural understanding.
   - Participation in labor and volunteer opportunities.
   - Network and friendship.
   - True friendship.
   - Involved.
   - Participation.
   - Volunteering.
   - Being welcomed (letter / centre).
   - Being open.
   - Nourishment.
   - Feel comfortable.
   - Window of introduction.
   - Place to go / joining.
   - Levels of belonging – different groups. and
   - Have a presence.

2. What gives them a sense of belonging and recognition?
   - Friendships.
   - Process – "on boarding."
   - Purposeful participation.
   - Feeling of belonging.
   - Different levels and places of belonging.
   - Starting small and branching out.
   - Finding jobs, being part of the labor force and other institutions.
   - Shared experiences. Creating these.
   - Shared goals e.g., neighbourhood safety, clean streets, neighbourhood development.

What gives them a sense of belonging and recognition? cont'd/
- Shared hobbies, common interest e.g., basketball drop-in.
- Shared perspective.
- Common goals – create opportunities for common goals.
- Know what is going on.
- Leading.
- Collectiveness.
- Acceptance.
- Engagement.
- Not afraid.
- Give back to community.
- Freedom.
- Break down silos.

3. What would have to change in the way people experience life in the community to make them feel more integrated?
- Shared culture and experience.
- Shared spaces for interaction.
- Materials and information in different languages- make it universal.
- Bringing people together.
- Commonalities.
- Feeling of safety – to participate and be vulnerable.
- Curiosity and openness.
- Different generations view it differently.
- Introductions.
- Build culture of trust.
- Increase access to activities.
- Increase voice up.
- Document the community.
- Tell the stories of the whole community.
- Engagement – multicultural.
- Connect the dots (cultures).
- Multicultural Centre.
- Welcome Centre.
- Cross – pollination of cultures.
- Build relationships.
- City as family – build relationships.
- Communication.
- Education.

4. What kinds of action are needed to make inclusion real in people's lives?
- "Buddy program."
- Could Parks and Recreation programs include buddy programs / neighbourhood house – model programs? *Check Edmonton program – neighbourhood captain.
- Meeting specific need within communities to help integration.
- "Mixer" event for different cultures.
- General event may make it easier for people to mix.
- Interculturalism – together we are something better.

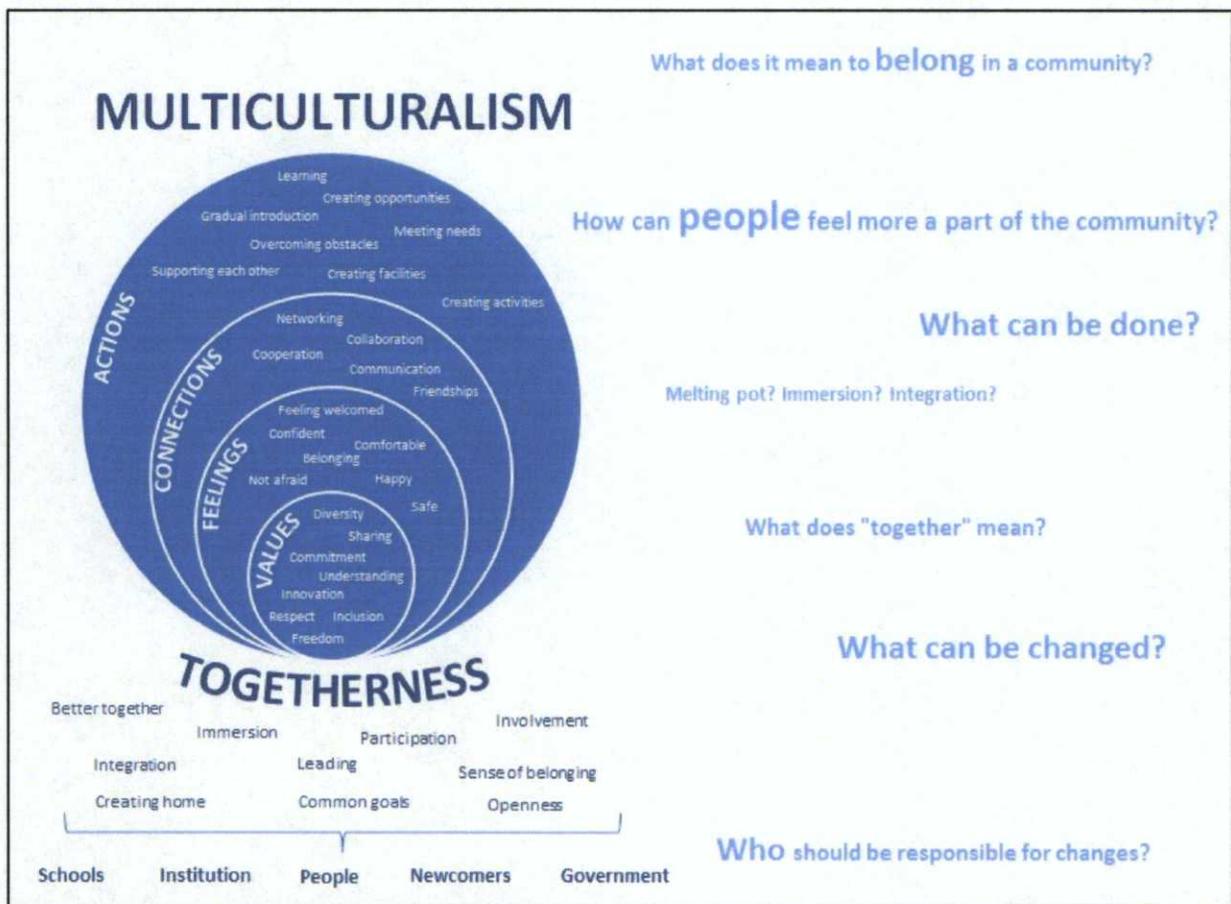What kinds of action are needed to make inclusion real in people's lives?
Cont'd/
- Small changes have big impact.
- Cultural hub – Tell stories.
- Communication.
- Practical life skills.
- Understanding.
- Education.
- Know cultural norms.
- Parents (City/Gov't) need to educate their children (citizens).
- Highlight opportunities.
- Stop being nice – try to please everyone.
- Be more opened.
- Speak up.
- Respectfully disagree.
- Understand norms without losing yourself.
- More diversity in government.
- On-going regular dialogues.
- Collaboration.
- Follow the norms.
- Listen.
- Increase diversity to City system. and
- Time / Evolution.

5. Who is responsible for making these changes?
- All of us people and institutions.
- Continual process of refinement. Acknowledgement of cultural heritage / history of country and indigenous.
- Everyone has a part in this and responsibility.
- That was the best we knew then, who know better now.
- Everyone.
- Coalition.
- New immigrants – make their community welcoming.
- Mentor / coaching.
- Talk / dialog.
- ISO's / NGO's.
- Schools.
- Sports / Cultural / Arts Organizations.
- Government.
- Employers (employees).
- Fathers (City) Parents.
- Partnership.

All of the information generated at the April 18th of MAC was coded, further analyzed by staff and organized into the graphic shown below. This information was used as the starting point for subsequent discussions at the May 16th meeting of MAC.

MULTICULTURALISM

What does it mean to **belong** in a community?

How can **people** feel more a part of the community?

What can be done?

Melting pot? Immersion? Integration?

What does "together" mean?

What can be changed?

Who should be responsible for changes?

May 16, 2018

The second engagement session with MAC on May 16, 2018, was tasked with identifying specific actions and policies that could be included in the update of the MSP. The committee revisited the question of "How is cultural integration experienced?" in the context of the graphic depiction of the April 14th discussions shown above. The committee then considered the two following definitions of cultural integration proposed by staff and their relative pros and cons.

1. **Cultural Integration** – *A two-way process of accommodation between newcomers and Canadians that encourages immigrants to adapt to Canadian society without requiring them to abandon their cultures. It encourages people and institutions to respond in kind by respecting and reflecting the cultural differences newcomers bring to the country.*

2. **Cultural Integration** – *A process where community members demonstrate and celebrate shared values, together through dialogue, to foster an inclusive community with an awareness and appreciation for both our common values and what makes us unique.*

Members suggested revisions to both definitions and agreed that the final definition needed to be concise. During the discussions, both the Chair and Vice-Chair reflected upon the original reasons that MAC proposed a cultural integration component in the MSP in 2015. These reasons included the desire to have the MSP reference the importance of newcomers learning and understanding core Canadian values as well as recognizing the cultural heritage contributions that newcomers make to the community.

Following the discussion on a definition of cultural integration, MAC members considered amendments to three MSP goals as proposed by staff and what new actions the City could explore under these amended goals to further the concept of cultural integration. The proposed amendments to three existing MSP goals are shown in italics. Potential actions suggested by MAC appear under each amended goal statement:

Goal 2: In partnership with the community, the City will distinguish Coquitlam as a culturally diverse community *where community members demonstrate and celebrate shared values.*
- Create an outlet for Coquitlam residents to share their own stories e.g., podcasts, videos, clips at Evergreen Cultural Centre.
- Through music, sports or food showcase cultural diversity and involved interests.
- Neighbourhood – scale activities e.g., Block parties.
- VanCity neighbourhood community grants designed by the community.
- Come up with an ad to showcase Coquitlam and its diversity tagline: "#IamCoquitlam" e.g., YouTube videos, social media.
- Run contests – jingles, photos, posters, etc.
- Publish coffee table books, booklets on Coquitlam trivia history or events.
- As a City where cultural diversity is respected and valued and where all community members demonstrate and celebrate Canadian values:

    - Actions:
        - Modify existing actions to reflect new goals.
        - Promote Coquitlam's "Canadian –ism" – ness."
        - Partner with Library to have a youth essay contest on what it means to be a good Canadian. and
        - City should enhance collaboration and support of T.C.L.I.P.

Goal 3: In partnership with the community, the City will raise awareness, understanding and appreciation of *both* multiculturalism, a*nd the benefits of cultural integration / cross-cultural interaction*, to be welcoming, inclusive, *and cohesive.*
- Build a "Welcome Centre" (as a start) ....build from it....
- Continue to host intercultural talks, workshops, activities (internal and external).
- Support mentorship programs.
- Advertising and Promotion of community events and provide support for community events.
- Multilingual materials about City's Bylaws, City's Facilities, events and existing actions "more action less talk".

- Creating more awareness through parks / rec pamphlets addressing children.
- Approach individualization programs to address cultural vitality to better advocate adults to challenge their cultural awareness.
- Showcasing cultural practices to the rest of the community.
- Mentorship.
- Be more visible in places where people already gather.
- Conduct ongoing speaker series/workshops forums for resident.
- "Coquitlam app?" - Notices sent to residents.
- Volunteer Ambassadors to promote City services, functions/could be in first languages (be present and visible at community events).

Goal 4: In partnership with the community, the City will encourage civic engagement, participation, *and integration* of Coquitlam's culturally diverse population by increasing awareness and understanding of the City's roles, functions, and services.
- Social media for youth moving to new platforms, i.e., Instagram. Understand the evolution of social media.
- More events, other than "Welcome to Coquitlam".
- City presence in non-City events.
- Breakdown the big "WTC" event into smaller scale workshops.
- City to initiate events regularly to allow an exchange of cultural understanding through the arts (food, dance, dialogues, etc.).
- Appoint "cultural ambassadors" to liaise with respective cultures to increase understanding of City's roles, etc.
- Host more educational events.

City of Coquitlam

Multiculturalism Strategy Update

Goals + Actions

September 24, 2018

Coquitlam

3-Step Process for MSP Cultural Integration Update

Phase I: Policy Review T3 - 2017	Phase II: The Local Context T1/2 - 2018	Phase III: Updating the MSP T3 – 2018/ T1 - 2019	Future
• Scan of Best Practices • Review ACHSP to identify opportunities for collaboration • Scan of external agencies and partnerships	• Consult with MAC • Define 'cultural integration' • Identify possible actions to include in the MSP	• Work with MAC to complete update • An updated MSP for Council's consideration	• Possible Comprehensive Update

What we heard

Defining Cultural Integration:

- Community Commitment
- Dialog/Cooperation
- Inclusion
- Awareness/Appreciation
- Melting Pot

Coquitlam

Defining Cultural Integration

Cultural Integration – A two-way process of accommodation between new-comers and Canadians that encourages immigrants to adapt to Canadian society without requiring them to abandon their cultures. It encourages people and institutions to respond in kind by respecting and reflecting the cultural differences new-comers bring to the country.

OR

Cultural Integration – A process where community members demonstrate and celebrate shared values, together through dialogue, to foster an inclusive community with an awareness and appreciation for both our common values and what makes us unique.

Coquitlam

How is Cultural Integration Experienced?

What does it mean to **belong** in a community?

How can **people** feel more a part of the community?

What should be done?

Melting pot? Immersion? Integration?

What does "together" mean?

What can be changed?

Who should be responsible for changes?

Coquitlam

Values

What does it mean to **belong** in a community?

How can **people** feel more a part of the community?

What should be done?

Melting pot? Immersion? Integration?

What does "together" mean?

What can be changed?

Who should be responsible for changes?

VALUES
Diversity
Sharing
Commitment
Understanding
Innovation
Respect Inclusion
Freedom

Coquitlam

Actions

What does it mean to **belong** in a community?

How can **people** feel more a part of the community?

What should be done?

Melting pot? Immersion? Integration?

What does "together" mean?

What can be changed?

Who should be responsible for changes?

Coquitlam

Togetherness

What does it mean to **belong** in a community?

How can **people** feel more a part of the community?

What should be done?

Melting pot? Immersion? Integration?

What does "together" mean?

What can be changed?

Who should be responsible for changes?

Proposed Amended Goals

- **Goal 2:** In partnership with the community, the City will distinguish Coquitlam as a culturally diverse community *where community members demonstrate and celebrate Canadian values.*

- **Goal 3:** In partnership with the community, the City will raise awareness, understanding and appreciation of *both* multiculturalism, *and the benefits of cultural integration/cross-cultural interaction,* to be welcoming, inclusive, *and cohesive.*

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

Coquitlam

Next Steps

- Finalize proposed MSP amendments with MAC
- Present proposed amendments to Council
- Bring amended MSP to Council for adoption