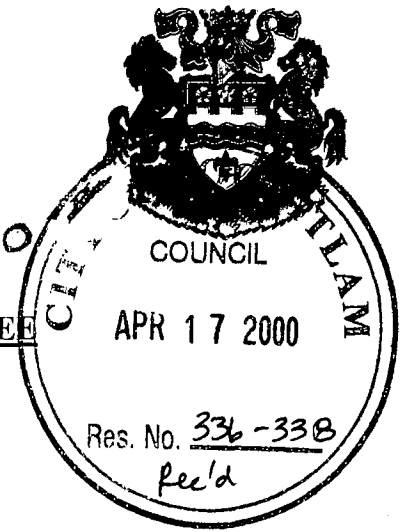


CITY OF

COQUITLAM

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MULTICULTURAL ADVISORY COMMITTEE  
MEETING MINUTES  
February 15, 2000



A Meeting of the Multiculturalism Committee convened on Tuesday, February 15, 2000 at 7:30 p.m. in the Council Boardroom, Coquitlam City Hall, 3000 Guildford Way, Coquitlam, B.C. with the following persons present:

Committee Members Present: Councillor D. Chiu, Chair  
Raj Mehdirata  
Pardeep Purewal  
Richard Lee  
Neal Nicholson  
Wai Fu Mak  
William Issa  
Jon Dingle  
Nizar Shivji

Committee Members Absent:  
Johanne Dumas

Staff Present: Roberta Haas

ITEM I - MINUTES OF October 5, 1999

The Committee approved the Minutes of the Multicultural Committee held October 5, 1999.

ITEM II - BUSINESS ARISING

1 Staff Report on Multiculturalism

The Committee completed its review and recommendations of the staff report on Multiculturalism.

COUNCIL ACTION

Res. 337-338 That Council endorse the recommendations in the report on Multiculturalism.

**ITEM III - NEW BUSINESS**

1 Community Standards- Anti Hate Policy

Res. 330

The Committee agreed to establish a sub committee to research and develop a policy on Community Standards – Anti Hate. The committee will be comprised of Jon Dingle, Wai Fu Mak, Pardeep Purewal and Raj Mehdirata. Roberta Haas will provide staff support.

2 City of Coquitlam Multiculturalism Policy

The Committee reviewed the City's policy on Multiculturalism.

3 Multicultural Advisory Committee Terms of Reference

The Committee reviewed the Terms of Reference for the Committee

**ITEM IV - OTHER BUSINESS**

Nil

**ITEM V - NEXT MEETING**

The next meeting to be scheduled.

**ITEM III - ADJOURNMENT**

The Chair declared the Meeting adjourned - 8:30 p.m.

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CHAIR

Roberta Haas  
Secretary

**COMMITTEE RECOMMENDATIONS**  
Revised

**“Integrate Multiculturalism into the way the City does its Business”**

**Administration**

- maintenance and administration of the Multiculturalism program

	<b>RECOMMENDATION</b>	<b>ACTION BY</b>	<b>ACTION</b>
1	Incorporate these recommendations into the mandate of Multiculturalism Committee. The purpose would be to ensure that work continues with various ethnic and multicultural groups to support these recommendations. As well, an internal Working Committee should continue to develop and implement plans supporting Multiculturalism.	<ul style="list-style-type: none"> <li>• Council</li> </ul>	<ul style="list-style-type: none"> <li>• Attach the recommendations identified as such to the Multicultural Advisory Committee as part of its mandate.</li> <li>• Form a Working Committee of Staff from each department to steer the recommendations</li> </ul>
2	Ensure that City goals, business plans and budgets reflect the community's ongoing multicultural needs and support multicultural initiatives and events.	<ul style="list-style-type: none"> <li>• Council</li> <li>• GMT</li> </ul>	<ul style="list-style-type: none"> <li>• Assign the Multicultural Advisory Committee the task of reporting to Council on the “community's on-going multicultural needs”</li> <li>Assign each department for 2000 budget year a “multicultural” goal - see recommendation #5.</li> </ul>
3	Review progress on multicultural initiatives twice per year; conduct periodic evaluations to determine if all members of the community are being served, with minimal difficulty in communication.	<ul style="list-style-type: none"> <li>• GMT</li> <li>• Working Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Have working committee review all existing programs and develop measurement criteria</li> <li>• Recommendations to be presented to GMT / Multicultural Advisory Committee</li> </ul>
		<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

**Inclusiveness**

- A welcoming environment
- New policies are consistent with multicultural, harassment, etc. Policies
- Accessibility of physical installations
- People from diverse backgrounds are integrated in the large structure

	<b>RECOMMENDATION</b>	<b>ACTION BY</b>	<b>ACTION</b>
4	Post a framed copy of the Multicultural Policy at each work site. Post other materials to improve the physical environment to encourage a welcoming cultural environment.	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Have the Policy statement printed up and put in frames for each main department area</li> <li>• Use distribution as opportunity to educate staff on diversity issues.</li> </ul>
5	Review each department for barriers that prevent public access. This review should include policies, procedures, practices and literature and physical environment that may inadvertently limit access to Municipal services and programs. It must factor in the different needs of ethnic groups created by diverse cultural norms.	<ul style="list-style-type: none"> <li>• Depts</li> <li>• Working Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Make this a 2000 goal for each department in order to make it a priority</li> </ul>
6	Direct all City promotional material to ethnic media sources.	<ul style="list-style-type: none"> <li>• Clerk's Office</li> <li>• Communication Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Working committee to determine broad guidelines for translating and sending out City information for use in Clerk's Department</li> <li>• Working committee to research and provide list of ethnic media sources (not just print medium) to Clerk's Department.</li> </ul>

**Reflecting the Diversity of the Community Served**

- Workforce, boards, volunteers are reflective of community at large
- Services reach all the community
- Organizational objectives include valuing diversity

	<b>RECOMMENDATION</b>	<b>ACTION BY</b>	<b>ACTION</b>
7	Circulate population census, related multicultural data, trends and issues to departments, employees and the Library once or twice per year (possibly through the Echo Newsletter or City Information Systems network).	<ul style="list-style-type: none"> <li>• Planning &amp; Develop.</li> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Planning and Development Staff presently work with departments requesting census data to determine the department's needs for the data - more marketing of this service to the departments is needed. Information could be provided to both the Multicultural Committee and the Working Committee to determine trends.</li> <li>• Information pieces in the Echo could show in general terms how Coquitlam is changing.</li> </ul>
8	Continue to build Council awareness on Multiculturalism. Set a long-term goal that all committees reflect the multicultural make-up of the community. Recommend citizens from diverse backgrounds be encouraged to "apply" for positions on City Committees with public representation. New "outreach" efforts may be required to encourage interest and participation from qualified candidates.	<ul style="list-style-type: none"> <li>• Council</li> </ul>	<ul style="list-style-type: none"> <li>• Assign Multicultural Advisory Committee with this task.</li> </ul>
9	Review approaches to employment equity.	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Review and identify barriers to employment equity and develop strategies to achieve employment equity.</li> </ul>

**Valuing Cultural Differences**

- Participatory decision-making
- On-going training for managing and valuing diversity, anti-racism
- Informal social context includes diverse cultural practices and celebrations
- On-going support to people of diverse background

	RECOMMENDATION	ACTION BY	ACTION
10	Purchase additional materials on multiculturalism in English and other languages (purchasing decisions may be guided by census data).	• Library Board (Council to be aware)	• As with recommendation #7, Multicultural Advisory Committee and/or Staff Working Committee could provide information to Library Board about demographics to assist Library Board make purchasing decisions.
11	Develop a voluntary language bank, which maintains a list of employees who speak other languages and can provide <b>basic (vs. Technical)</b> customer service.	• Human Resources	• Human Resources to identify staff who may on a voluntary basis and deal with any Labour Management issues.
12	Continue to develop new partnerships with ethnic groups in each major language category as required. Departments would access these partnerships to access Community expertise as required	• Leisure, Parks, Environment & Culture Services Committee	• Leisure and Parks Services department already does this and could be the central coordinator for "contacts". Any "contact" by other departments could checked through L & PS first to ensure the proper people are being approached and that we are not overwhelming the groups with the number of contacts.

**Valuing Cultural Differences**

- Participatory decision-making
- On-going training for managing and valuing diversity, anti-racism
- Informal social context includes diverse cultural practices and celebrations
- On-going support to people of diverse background

	<b>RECOMMENDATION</b>	<b>ACTION BY</b>	<b>ACTION</b>
13	Determine what basic Municipal material may need to be translated (e.g. "How City Council Works" has already been translated into 5 languages; new examples could include notices on property tax due dates, sprinkling restrictions, etc.).	• All Depts. Based on assessment of need	• The Multicultural and/or Working Committee to determine the guidelines.
14	Broaden the current employee orientation program to include an introductory module on diversity and anti racism (include Policy Statement, City initiatives, demographics, values).	• Human Resources	• Human Resources to research and implement recommendation
15	Modify Customer Service, Conflict Resolution and any Communications training to include skills in recognizing and meeting the needs of cultural and linguistic diversity.	• Human Resources	• Human Resources to research and develop a training module to reflect recommendation
15	Utilize existing or planned public participation processes (OCP, City Vision, L & PS Focus Groups, School District #43 Multicultural Group, Planning & Development surveys) to help determine the most pressing multicultural concerns of the community (including service opportunities and barriers). Through a public education process raise awareness of issues of multiculturalism, diversity, anti-hatred, etc.	• Depts. based on need	• Multicultural Advisory Committee

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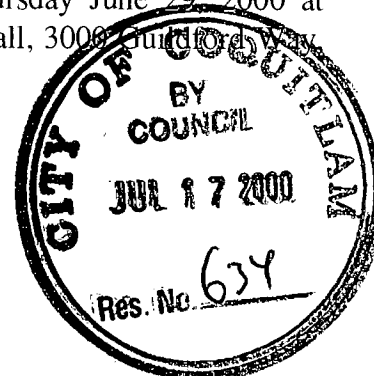


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**MULTICULTURALISM COMMITTEE**  
**MEETING MINUTES**  
**June 29, 2000**

A Meeting of the Multiculturalism Committee convened on Thursday June 29, 2000 at 7:15 p.m. in the Council Boardroom, 2nd Floor, Coquitlam City Hall, 3000 Guildford Way, Coquitlam, B.C. with the following persons present:

Committee Members Present: Daniel Chiu, Chair  
Nizar Shivji  
Raj Mehdirata  
Pardeep Purewal  
Wai-Fu Mak  
Neil Nicholson



Committee Members Regrets: Richard Lee  
John Dingle  
William Issa

Staff Present: Roberta Haas  
Donna Hall

**ITEM I - MINUTES OF April 26 ,2000**

The Committee approved the Minutes of the Multicultural Committee Meeting held April 26, 2000.

**ITEM II - BUSINESS ARISING FROM MINUTES**

1 Staff Report on Multiculturalism

Staff reviewed the timelines for completion of the items in the report on multiculturalism.



2 Hate Free Community Policy

The committee discussed progress of the policy. The committee will make recommendations o staff on items that should be included in the policy

3 City Hall Open House

Staff reported that the concept of an open house had been explored and that it could be arranged through the Clerk's department. The committee was requested to identify groups that should be invited. The committee asked staff to report back on a possible agenda for the open house and possible dates in the fall.

**ITEM III - NEW BUSINESS**

1 Leisure and Parks Multicultural Activities

The committee requested staff provide a regular report on Multicultural Activities from Leisure and Parks Services

**ITEM IV - OTHER BUSINESS**

**ITEM V - NEXT MEETING**

The next meeting date will be July 27, 2000 at 7:00 p.m.

**ITEM VI - ADJOURNMENT**

The Chair declared the Meeting adjourned – 8:00 p.m.

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CHAIR

Roberta Haas  
Secretary