

City of Richmond

Building Our Social Future A Social Development Strategy for Richmond (2013–2022)

Progress Report for 2022



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Introduction

On September 9, 2013, City Council adopted the Social Development Strategy (Strategy), *Building Our Social Future – A Social Development Strategy for Richmond (2013–2022)*, to support the City’s vision to be the most appealing, livable and well-managed community in Canada. The Strategy consists of a vision, three goals, nine strategic directions and 53 recommended actions that were developed through extensive community consultation and engagement.

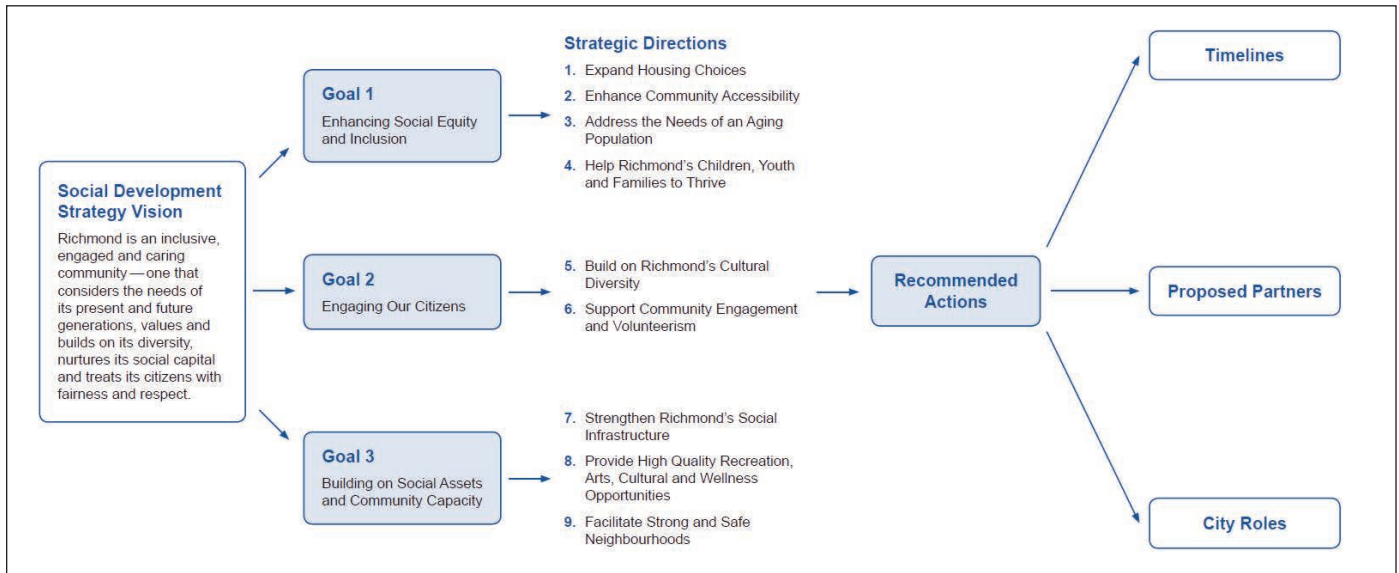
Over the past 10 years, the Strategy has guided the City on social development issues and acted as a resource for community organizations. Partnerships and collaborations between the City, community organizations, and community members have been vital to the success of the Strategy. The City has regularly

published Progress Reports outlining key achievements towards the Strategy’s goals on the City’s website. As 2022 was the final year of the Strategy, this report not only outlines the achievements towards advancing the Strategy in 2022 but also showcases key highlights from the past 10 years. A summary of the Strategy’s actions and the status of each is presented in Appendix A. A list of awards and recognition the City has received, related to the Strategy’s goals and strategic directions, during the 2013–2022 term is outlined in Appendix B.

The City is currently in the process of developing a new Social Development Strategy to guide the City and key partners in addressing the evolving social needs of the community for the next 10 years. Additional information about the new strategy will be posted on the City’s website.

About the Strategy

Social Development Strategy Framework



Social Development Strategy Progress in 2022

Goal 1: Enhancing Social Equity and Inclusion

Strategic Direction 1: Expand Housing Choices



Ensuring individuals and families have access to affordable housing remains a key priority for the City in its commitment to fostering a welcoming and inclusive community. The City uses a range of tools, including inclusionary zoning, land contributions, grant funding, City policies and partnerships to increase housing choices for low and moderate income households in Richmond. Recognizing that housing affordability requires the commitment of all levels of government, the City meets regularly with BC Housing and the Canada Mortgage and Housing Corporation to advocate for funding commitments to support new affordable housing developments in Richmond.

2022 Highlighted Achievements

- In June 2022, City Council approved an amendment to the Official Community Plan (OCP) Market Rental Housing Policy in response to increased need for all forms of rental housing, including market rental. The policy now states that city-wide rezoning applications that include more than 60 housing units must have 15% of the residential floor area secured as market rental units. This is in addition to the existing requirement that a minimum of 15% of the residential floor area in developments with more than 60 units located within the City Centre be contributed as Low-End Market Rental (LEMR) units, and 10% if outside of the City Centre.
- The City secured 54 affordable housing units through its Low-End Market Rental (LEMR) program in 2022. LEMR units provide a source of housing for low and moderate income households who would otherwise be challenged in finding rental accommodations in the private market. The City also secured commitments for \$1,643,197 in cash-in-lieu contributions (of built units) to the City's Affordable Housing Reserve Fund, which will be used to support future affordable housing initiatives, including the development of stand-alone partnership projects.
- The City, in partnership with BC Housing, opened Aster Place (Bridgeport) Supportive Housing in September 2022, providing 40 new supportive housing units to Richmond residents. Aster Place, operated by Community Builders, provides stable housing for community members previously experiencing homelessness, including those that were staying at the Emergency Response Centre (ERC) during the pandemic. It provides 24/7 support services including daily meals, life skills training, and mental health and addiction recovery services.
- The City implemented a range of programs and services to support individuals experiencing homelessness, using \$3.35 million in provincial funding received through a Union of BC Municipalities (UBCM) Strengthening Communities' Services grant program. Project highlights include:
 - Warming Centres: Warming Centres provide a place for individuals experiencing homelessness to stay warm and dry on nights of extreme cold throughout the winter months, offering snacks and warm beverages, and referrals to support services. For the 2021/2022 and 2022/2023 winter seasons, The Salvation Army operated a Warming Centre at the South Arm Outdoor Pool building. For the 2022/2023 season, a second Warming Centre opened at Brighthouse Pavilion, operated by Turning Point Recovery Society.
 - Drop-in Centre and Shower Program: Turning Point Recovery Society continued to operate a Drop-in Centre and Shower Program at Brighthouse Pavilion, which provides daily meals, access to computers and the internet, service navigation and referrals, and shower and laundry services to Richmond residents experiencing homelessness Monday to Friday during the day.

- Community Conversations: The City hosted a community dialogue series titled *Home: A Community Conversation on Homelessness*. These sessions provided the opportunity for community members from diverse backgrounds to come together to discuss the complexities and common misunderstandings associated with homelessness.
- Food Outreach: The Salvation Army continued to operate a Food Outreach program Monday to Thursday evenings, delivering nutritious meals to individuals experiencing homelessness who are unable to access community meal programs.

2013–2022 Key Highlights

- City Council adopted two strategies to guide the City and community partners in addressing affordable housing and homelessness in Richmond.
 - The Affordable Housing Strategy (2017–2027) guides the City's response within its authority to maintain and create safe, suitable and affordable housing options for Richmond's residents.
 - The Homelessness Strategy (2019–2029) guides collaborative work within the homeless-serving system with the aim of ensuring experiences of homelessness in Richmond are rare, brief and non-recurring.
- Kiwanis Towers opened in 2015, providing 296 units of affordable seniors' rental housing. This award winning project was made possible through collaboration between the City, BC Housing and the Richmond Kiwanis Senior Citizens Housing Society.
- Storeys opened in 2017, featuring 129 affordable rental units with on-site supportive services, including settlement services, employment supports and access to healthy and affordable meals. This partnership between the City, BC Housing, and a consortium of five non-profit agencies (Coast Mental Health, Pathways Clubhouse, S.U.C.C.E.S.S., Tikva Housing Society and Turning Point Recovery Society) received the 2018 Canadian Planning Institute Award for Planning Excellence in Social Planning recognizing Richmond's innovation in addressing housing affordability needs. In 2019, Storeys was awarded the Ovation Award from the Homebuilders Association of Vancouver for Best Multi-Family Highrise Development.
- In 2020, the City, in partnership with BC Housing and Turning Point Recovery Society, opened a temporary Emergency Response Centre (ERC) at Minoru Place Activity Centre. The ERC provided up to 45 basic support and shelter spaces for individuals experiencing homelessness to physically distance during the pandemic. In 2022, with the opening of Aster Place Supportive Housing, the ERC was closed and most individuals staying at the ERC were transitioned into Aster Place.
- In 2021, the City received \$3.35 million in provincial funding through a UBCM Strengthening Communities' Services grant program to help address the immediate needs of Richmond residents experiencing homelessness who were impacted by the pandemic. Projects continued to be implemented throughout 2022 and 2023 in collaboration with a variety of community organizations, including an enhanced Drop-in Centre and Shower Program; Winter Warming Centres; a Food Outreach Program; City staff training programs; clinical support programs; a community dialogue; and awareness initiatives.
- The City, in partnership with BC Housing, opened two 40-unit temporary supportive housing buildings. Alderbridge Supportive Housing, operated by RainCity Housing, opened in 2019 and Aster Place Supportive Housing, operated by Community Builders Group, opened in 2022. Supportive Housing provides stable housing with 24/7 support services for community members previously experiencing homelessness, including daily meals, life skills training and mental health and addiction recovery services.
- The City, in partnership with BC Housing and The Salvation Army, opened the Richmond House Emergency Shelter in 2019. Through this partnership, the City purchased the site, valued at \$6.1 million, and BC Housing provided capital and operating funding to renovate the existing building and support The Salvation Army's operation of the shelter. Richmond House Emergency Shelter provides 30 accessible shelter spaces for individuals experiencing homelessness in Richmond.

Between 2013 and 2022, the City's Low-End Market Rental (LEMR) program secured 833 affordable housing units in addition to securing commitments for \$13,968,538 in cash-in-lieu contributions to the Affordable Housing Reserve Fund to support new affordable housing developments in Richmond.

Strategic Direction 2: Enhance Community Accessibility



The City continues to advance accessibility in the community through various initiatives that remove barriers to participation, including physical, sensory, communication, technological, attitudinal, systemic and financial barriers. Through working collaboratively with community partners, including Community Associations and Societies, the City strives to make its facilities, programs and services as inclusive as possible, with low or no barriers to participation, so everyone can fully participate, regardless of ability and means.

2022 Highlighted Achievements

- The City received a \$50,000 UBCM Poverty Reduction Planning and Action grant which supports local governments in reducing poverty. With this grant, the City, in partnership with the Richmond Public Library, initiated a pilot program called the Community Services Pop Ups to connect Richmond residents who are at risk of or living in poverty to community resources in order to improve access to services and increase social connections. Held at the Brighthouse Library, the pilot program was supposed to run from December 2022 to April 2023. Due to significant support and positive feedback from residents, community organizations, and community team members, the Community Services Pop Ups will continue through 2023..
- City Council approved the expansion of the Menstrual Equity Initiative which will see additional dispensers providing free menstrual products installed in washrooms at City Hall, City Hall Annex and Public Works Yard. The initiative, which seeks to remove barriers to participation related to period poverty and menstrual stigma, was first launched in the fall of 2021 with 30 dispensers installed in public washrooms at the Cultural Centre, arenas, aquatic centres, community centres and libraries.
- The Recreation Fee Subsidy Program (RFSP) continued to provide financial support to residents who are experiencing financial hardship so they can access a wide range of parks, recreation and cultural programs offered by the City and Community Associations and Societies. During the 2021–2022 program year, there were 1,992 participants, 52,915 drop-in visits and 1,567 program registrations, contributing to the improved well-being of residents.
- In recognition of National AccessAbility Week in Richmond, recognized from May 29–June 4, 2022, the City developed the Accessibility Awareness Initiative to increase understanding among City staff of the barriers people with disabilities face each day. Daily accessibility awareness posts were featured throughout the week on the City of Richmond Intranet (CORI) which included videos or articles accompanied by a learning, reflection and practice component to assist staff in addressing barriers to accessibility through their work.
- The City installed Audible Pedestrian Signal (APS) equipment at 30 traffic signals to provide auditory, visual and tactile information to pedestrians with vision and hearing loss so they can know when it is safe to cross at a signalized intersection. The City also upgraded 16 bus stops by installing landing pads to ensure increased accessibility for people with mobility needs. Currently, 87.5% of the City's bus stops (636/727) are accessible to people with mobility needs.
- The City and Community Associations and Societies continued to offer inclusive programming so people of all abilities can participate in recreational opportunities. These include adapted swimming programs for people with developmental disabilities, and swimming and multisport programs for children with Autism Spectrum Disorder in partnership with the Canucks Autism Network.

- The Richmond Public Library offered Low Income Tax Clinics to help remove barriers that community members may face when filing their taxes, and connect participants to vital government resources and benefits. The in-person clinics were offered in partnership with the Lord’s Harvest Fellowship and attended by over 150 people.
- There were over 2.45 million visits to the Richmond Public Library’s website and over 10,400 new library cards were issued. To reduce social isolation for homebound library customers, regular Home Service deliveries resumed with over 1,800 items delivered to 38 Home Service customers.



- In 2018, City Council adopted the City’s Enhanced Accessibility Design Guidelines and Technical Specifications. The Guidelines assist City staff and the development community in the incorporation of accessibility features in City-owned or City-leased premises that go beyond the requirements of the BC Building Code for accessibility in public buildings. The Guidelines are available to the public as a resource on an information-only basis.
- In 2018, an updated and more inclusive Recreation Fee Subsidy Program was launched. Program eligibility was expanded from children and youth to include Richmond residents of all ages who are experiencing financial hardship. The updated program enables greater choice in accessing recreational opportunities and allows for greater participation for community members. Since the expansion, the program has supported 6,489 individuals, including 4,336 adults and seniors who were not previously eligible in the program.
- Since 2020, the City has incorporated accessibility features such as closed captioning and American Sign Language (ASL) interpretation into the virtual Diversity Symposium to provide an equal user experience for individuals who are deaf, hard of hearing and/or living with low vision so they can participate in and contribute to the symposium in a meaningful way.
- In 2021, the Minoru Centre for Active Living received the Architecture Prize for Accessibility from the International Olympic Committee, International Paralympic Committee and International Association for Sports and Leisure Facilities.

Over the past three years, the City has installed new Audible Pedestrian Signals (APS) at 38 traffic signals and retrofitted APS equipment at 58 traffic signals that have reached the end of their life cycle.

2013–2022 Key Highlights

- In 2021, City Council adopted the 2021–2031 Collaborative Action Plan to Reduce and Prevent Poverty in Richmond, which was developed to guide the City’s approach, in collaboration with the community, to reducing and preventing poverty in Richmond. This includes improving access to services and supports as well as the development and implementation of initiatives designed to promote a greater sense of belonging and inclusion in the community for individuals at risk of or living on low income.

Strategic Direction 3: Address the Needs of an Aging Population



Seniors, ages 55 and older, represent a significant and diverse portion of the Richmond population. The City is committed to ensuring seniors in Richmond are healthy and engaged in the community. The City's work with seniors is only possible through collaboration with Community Associations and Societies, community organizations, community members, health agencies and the private sector. Together, the City and community partners develop and implement plans, policies, services and structures that support seniors and promote aging in place.

2022 Highlighted Achievements

- On September 26, 2022, City Council adopted the City of Richmond Seniors Strategy (2022–2032), which guides the work of the City and community partners in supporting the growing number of seniors living in Richmond. This new strategy builds on the progress made by the Richmond Age-Friendly Assessment and Action Plan (2015–2020), Seniors Service Plan: Active and Healthy Living 2015–2020 and Dementia-Friendly Community Action Plan 2019. The vision for this collaborative strategy is that “seniors living in Richmond are safe, respected, healthy and engaged in their communities.”
- Minoru Centre for Active Living was recognized by Athletic Business as one of their 10 Facilities of Merit for 2022. It was selected for setting a new standard for wellness-oriented facilities which balances the needs of traditional aquatic uses while

integrating a wide variety of other amenities that encourage healthy lifestyles, especially for an older-adult population. In 2022, Minoru Centre for Active Living also received the Bill Woycik Outstanding Facility Award presented by the Recreation Facilities Association of B.C., which recognizes a new or relatively new recreation, sport or leisure facility that meets a demonstrated community need through innovation in design, energy management, operations, revenue generation and services.

- The City, in collaboration with Community Associations and Societies, the Richmond Public Library, and other community organizations, hosted Seniors Week from June 6–12, 2022 with the theme Communities of Strength – Powered by Age. Approximately 1,500 participants took part in 26 free and low-cost activities, which aimed to celebrate seniors and introduce them to programs available across the community.
- As part of National Seniors Day – also designated as International Day of Older Persons by the United Nations General Assembly – on October 1, the City launched the annual Positive Aging Campaign, which aims to diminish ageism and existing stereotypes through showcasing positive images of seniors in the community. The 2022 theme, Seniors Building Connection in the Community, was available for viewing on the City's website and social media channels.



- The City, in partnership with the Community Associations and Societies, delivers a broad range of preventative health and wellness workshops to increase wellness literacy and encourage healthy aging. In 2022, Wellness Clinics across the city supported 2,270 participants. In partnership with Translink, the Minoru Seniors Society also delivered workshops that provided training and resources for planning a trip using public transit, including how to use Google Maps and transit apps on smartphones and tablets to increase travel independence for Richmond seniors.
- The City Centre Community Association Intergen youth leadership program provides opportunities for youth and older adults to build positive intergenerational relationships with the goal of building an inclusive and age-friendly community. In 2022, Intergen participants planned engaging workshops and art-based activities that fostered connection and a deeper understanding of ageing and ageism.
- The Richmond Public Library hosted interactive outreach activities at the Seniors Centre at Minoru Centre for Active Living, Wisteria Place, Pinegrove Place and Kiwanis Senior Citizens Housing, connecting with over 163 seniors to relieve social isolation and ensure they remained connected to the library.

In 2022, there were 14,764 registrations in Recreation and Sports programs and 513,579 drop-in visits to community recreation facilities by community members ages 55+.

2013–2022 Key Highlights

- City Council adopted numerous plans and strategies to guide the City and community partners in supporting seniors in Richmond.
 - The Richmond Age-Friendly Assessment and Action Plan (2015–2020) built on existing age-friendly policies and practices in the City and brought a more deliberate age-friendly focus to the many strategies, activities and actions over its five-year term.
 - The Seniors Service Plan: Active and Healthy Living 2015–2020 was developed to ensure that effective, meaningful and appropriate services, programs and opportunities were provided for seniors in Richmond.
 - The Dementia-Friendly Community Action Plan 2019 for Richmond was developed to guide the City, Community Associations and Societies, and key stakeholders to support people living with dementia and their families and caregivers.
 - The City of Richmond Seniors Strategy (2022–2032), a collaborative strategy, was created with a vision that seniors living in Richmond are safe, respected, healthy and engaged in their communities.
- Minoru Centre for Active Living’s Seniors Centre and Fitness Centre opened in March 2019 while the Aquatic Centre opened in September 2020. The Seniors Centre provides 30,000 square feet of program space that offers active and healthy recreational opportunities to seniors 55 years and older. The Fitness Centre provides 8,500 square feet of space with a range of machines and equipment, and the Aquatic Centre has three large swimming pools, suitable for all ages and abilities.



Strategic Direction 4: Help Richmond's Children, Youth and Families to Thrive



Ensuring that children, youth and families feel empowered, engaged and supported contributes to the health and well-being of communities. The City continues to collaborate with a number of organizations, including the Richmond Public Library, Richmond RCMP, Community Associations and Societies, and community-based organizations to offer various programs and services to children, youth and families.

2022 Highlighted Achievements

- Through the Youth at the Booth initiative, youth ages 16 to 18 years helped Richmond municipal election staff provide a positive voting experience for the public by greeting electors, directing electors to appropriate election officials and distributing “I Voted” stickers. The 89 successful program applicants received eight hours of paid election experience, service hours towards graduation transition requirements, knowledge about the elections and voting process, and a certificate of recognition.
- The Youth Civic Engagement Program, a free eight-week education-to-action program that aims to create opportunities for youth to engage, develop skills and learn about local government, was held from April 21–June 9, 2022. Participants co-designed projects that sparked their interests, which they presented as though they were delegating on a non-agenda item to a Mock Council that comprised of the Mayor and Councillors.
- Youth Week was celebrated on May 1–7, 2022. On May 6, 2022, the City hosted the U-ROC (Richmond Outstanding Community) Youth Awards to celebrate the achievements and dedication of 52 Outstanding Youth and 18 Asset Champions. Over 390 youth participated in numerous events during the week, including a basketball tournament coordinated by the Youth Council at South Arm Community Centre and a Careers in Media Arts workshop to introduce youth to professionals working in various media arts disciplines.
- On May 7, 2022, the City of Richmond Child Care Symposium took place virtually with 113 people in attendance. This event, in celebration of Child Care Month, included three presentations: The Current State of Richmond's Children, Increasing Resilience for Child Care Providers and Nurturing and Responsive Relationships.
- The City, Richmond School District, Richmond Public Library, Richmond Fire-Rescue and Community Associations and Societies recognized Pink Shirt Day on February 23, 2022 by encouraging everyone to wear pink to promote kindness and stand up against bullying. Various Pink Shirt Day activities took place across the city, including a Pink Shirt Day toonie youth skate at Minoru Arenas, window and lobby displays at community centres with messages about kindness, and conversations in the classroom about anti-bullying, among others.
- The annual Children's Arts Festival was held from February 14–25, 2022. The City, Community Associations and Societies, Richmond School District and Richmond Public Library collaborated to offer creative, educational activities that foster an appreciation for the arts and artistic expression among children and families across Richmond.
- The Thompson Youth Leadership Team initiated Motivational Mornings, a peer-hosted weekly breakfast to provide youth who experience food insecurity with an inclusive environment to eat healthy food and strengthen relationships with their peers.
- The Richmond Public Library welcomed the return of in-person early literacy programming, including two enhanced early years programming initiatives - Bright Babies and Storytime with Aspire Richmond, which aims to support families of children with developmental needs.



2013–2022 Key Highlights

- City Council adopted three new strategies specifically focusing on youth and child care needs in Richmond.
 - The 2015–2020 Youth Service Plan: Where Youth Thrive aimed to create an environment that generates opportunities for Richmond’s youth to have a safe and healthy journey into adulthood.
 - The award-winning 2017–2022 Richmond Child Care Needs Assessment and Strategy identified key child care needs for Richmond and provided a resource for the City, child care operators and community partners to address current and future child care needs.
 - The 2021–2031 Richmond Child Care Action Plan was developed to provide direction on planning for child care in Richmond, including child care space creation targets and actions to facilitate them.

Goal 2: Engaging Our Citizens

Strategic Direction 5: Build on Richmond's Cultural Diversity

Richmond's cultural diversity, which extends beyond race and culture to encompass age, income, ability and sexual and gender identity, contributes to a vibrant and innovative community. As the City strives towards a welcoming and inclusive community, building awareness and celebrating this rich diversity is vital to enhancing the sense of belonging in community members. In addition, providing educational opportunities and creative programming helps raise awareness in the community about the importance of diversity, equity and inclusion.

2022 Highlighted Achievements

- The City, in partnership with Richmond Multicultural Community Services, City Centre Community Association, Minoru Seniors Society, and artist groups Presentation House Theatre and Vancouver Asian Canadian Theatre launched *Mosaic Firefly*, an inter-generational project that explores multiculturalism, diversity, racism and discrimination through storytelling, acting, visual art and performance with youth and seniors in Richmond. The City was awarded \$92,000 from the Government of Canada's Community Support, Multiculturalism, and Anti-Racism Initiatives Program to help fund this two-year project, which supports the City's work in facilitating intercultural exchange and understanding among Richmond's diverse communities.
- Over 200 individuals throughout the Lower Mainland, British Columbia and across Canada participated in the City's annual Diversity Symposium from October 24–28, 2022, held virtually for the third year. The Symposium consisted of eight sessions over five days focusing on a diverse array of topics, including the role of diversity, equity and inclusion in a post-pandemic world, using a witness-centred approach to disrupting racism, and how to put meaningful allyship into practice.
- In November 2022, the City launched the Newcomers Video Series, which comprises five short videos highlighting Richmond's diversity, heritage sites, settlement services, and art and recreational activities, as well as ways to access services and get involved in the community. The videos include subtitles in Chinese, Punjabi, Farsi, Arabic and Ukrainian to reach diverse community groups and is available to view on the City's website and YouTube channel.
- Richmond celebrated Pride Week from July 25–31, 2022 through a combination of virtual and in-person activities. Highlights include a family-friendly monotype printmaking activity and social with Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Plus (2SLGBTQI+) artist Edward Fu-Chen Juan and guest artist Jade Balogh-Callow; a drag queen storytime featuring children's stories on diversity, self-love and appreciation of others; and a presentation and writing workshop for teens by Tanya Boteju, author of young adult novels *Bruised and Kings*, *Queens*, and *In-Betweens*.
- In June 2022, the Doors Open Richmond featured 35 sites representing the city's cultural diversity and heritage, such as places of worship, civic centres, museums and local businesses, raising awareness about Richmond's diverse community and enhancing understanding of different cultural practices. Partner sites included Az-Zahraa Islamic Centre, Richmond Jamia Mosque, Lingyen Mountain Temple, and new for 2022, Kehila Society of Richmond, Saint Germain Bakery, and S.U.C.C.E.S.S. Doors Open welcomed more than 10,000 in-person visits and over 2,255 online video views.
- During Black History Month, artists Sade Alexis and Joella Daniela displayed their portraiture artworks in the *Black Artists and Creators in our Community* exhibition held at the Richmond Cultural Centre Upper Rotunda Gallery. An Artist Talk with Sade Alexis explored the complexity of Blackness through portraiture, offering an opportunity to learn more about the local Black experience and to support Black artists in Richmond.



- New in 2022, the Richmond Museum offered free, take-home activity kits for families to celebrate and learn about Lunar New Year, Diwali and National Indigenous Peoples Day. For example, the Cedar: Tree of Life kit was produced in partnership with Musqueam artist Vivian Mearns Notoro - **títəyχwəmə:t**. The kit included three demonstration videos filmed at the Musqueam Community Centre that explain the importance of cedar weaving and demonstrate how to weave a cedar bracelet.
- The Richmond Public Library celebrated Ramadan and Eid with a family-friendly event called *Eid Around the World* that welcomed 119 people. This event encouraged community members to learn about the meaning of Eid and showcased different Eid traditions from across the globe to promote inclusion across the community.

In 2022, 120,537 people attended City festivals and Community Associations and Societies special events in person and virtually, including the Children’s Art Festival, Cherry Blossom Festival, Doors Open Richmond, Salmon Festival, Richmond Maritime Festival and Culture Days.

2013–2022 Key Highlights

- In 2019, City Council adopted the Cultural Harmony Plan 2019–2029, which identifies innovative and collaborative approaches to strengthen intercultural connections among Richmond residents, provides City programs and services that address the needs of the city’s diverse population, and removes barriers to participation for Richmond residents regardless of their length of time in Canada.
- In 2019, the Nikkei Memorial public art project was officially unveiled in Steveston Community Park to acknowledge the departure of Japanese Canadians from Steveston and their subsequent return after the period of internment.
- In 2019, City Council approved the installation of a permanent rainbow crosswalk on Minoru Boulevard between the Richmond City Hall Annex and the Richmond Cultural Centre to demonstrate the City’s ongoing support of the 2SLGBTQI+ community.
- In 2015, the City hosted the first annual Diversity Symposium focusing on diversity, equity and inclusion. Interest for this event continues to grow across a wide range of local, national and international audiences, totaling over 1,500 attendees since the event first began.



Strategic Direction 6: Support Community Engagement and Volunteerism



Community engagement and volunteers play a key role in the City's community planning and service provision. Through meaningful engagement opportunities, community members provide valuable insights, needs and interests that guide and inform decisions made by the City. Volunteers directly support service users and program participants through programs led by the City and community organizations.

2022 Highlighted Achievements

- In November 2022, City Council approved the creation of the Richmond Accessibility Advisory Committee (RAAC), which will act as a resource and provide advice to City Council to support the advancement of accessibility in the city, so people with disabilities are able to participate fully in all aspects of community life.
- The City hosted more than 25 opportunities for public engagement through the online Let's Talk Richmond (LTR) platform in 2022, reaching over 11,500 individuals on subjects ranging from strategic plans, to dog parks and public art, to community safety and capital projects, including:
 - Richmond Seniors Strategy (2022–2032)
 - Richmond Circular City Strategy
 - MyRichmond Mobile App
 - Neighbourhood Rain Murals
- In 2022, 1,171 volunteers contributed 45,981 hours through 364 City and Community Association and Society volunteer opportunities published on the City's *I Can Help* database. Examples of opportunities included supporting interpretation at numerous events and the Living History program at Britannia Shipyards, London Farm and the Steveston Museum.
- Engaging Artists in Community is a public art program that facilitates connections between professional artists and community organizations to co-create a public artwork project. 2022 projects included:
 - *Whimsical Garden* engaged an artist team to work with Grades 4 and 5 students to activate outdoor spaces in their school yard, and offer activities and workshops incorporating Indigenous carving, puppetry and eco-arts. The legacy artwork (Four Directions Canoe Garden) was installed on the school grounds to be enjoyed by park visitors and neighbourhood residents alike.
 - The *Wayfinding Art Studio* engaged local Richmond artist Mickey L.D. Morgan and individuals residing at the Emergency Response Centre in a variety of art workshops from May through June 2022. The workshops included drawing, painting, craft-making and storytelling activities, ending with a free art exhibition at the Brighthouse Library to raise awareness on issues surrounding homelessness.
- Throughout 2022, 127 youth and adult volunteers contributed over 420 volunteer hours to support 23 different Richmond Public Library programs, including the Chess Club and STEAM (Science, Technology, Engineering, the Arts and Math) Stories, which provides children ages 5-7 years the opportunity to learn key STEAM concepts in a supportive and fun environment.



2013–2022 Key Highlights

- In 2018, City Council adopted the Volunteer Management Strategy (2018–2021) with a focus on supporting volunteers in their development and achievement of their personal goals as well as further supporting City, partner and affiliate staff who work closely with volunteers.
- From 2013 to 2022, volunteers provided 702,474 hours through City and Community Association and Society volunteer opportunities available on the City's *I Can Help* database. Volunteers engaged in meaningful opportunities that promoted a sense of belonging in the community and provided valuable insight and support to City staff and programs.
- Since 2017, over 21,500 community members have been engaged through the City's Let's Talk Richmond (LTR) platform by offering opportunities to provide valuable input on a variety of initiatives related to planning and development, transportation, sustainability, parks, capital projects and affordable housing.
- Since 2016, the City's Engaging Artists in Community program has fostered cross-cultural exchange, and inclusive community building and education on issues relevant to communities. The program, which supports artists to work collaboratively with community members, targets culturally-diverse and multi-generational audiences. Projects included the *Harvest Moon Festival*, *Minoru Stories* and *Great Blue Heron*.

Goal 3: Building on Social Assets and Community Capacity

Strategic Direction 7: Strengthen Richmond's Social Infrastructure

Social infrastructure refers to the various assets that accommodate and support social services and social development in the community. The City plays a number of key roles in strengthening social infrastructure, including developing partnerships with not-for-profit organizations, public partners and private developers, advocating to senior levels of government and administering grant opportunities to support capacity building and service delivery.

2022 Highlighted Achievements

- The City Grant Program provides funding to many not-for-profit organizations that supports program and service delivery, builds organizational capacity and encourages partnerships throughout Richmond. In 2022, the Environmental Enhancement Grant was introduced and the Neighbourhood Celebration Grant program was relaunched to support initiatives that promote a more connected and sustainable Richmond.
 - \$630,975 was allocated through the Health, Social and Safety Grant Program to 28 community organizations that provide a broad range of social service programs in the city.
 - \$57,400 was awarded to seven non-profit community organizations in Richmond that deliver or support licensed child care in Richmond through the Child Care Grant Program.
 - \$119,502 was disbursed through the Arts and Culture Grants Program to 19 recipients that strengthen the infrastructure of arts and cultural organizations, and support a wide range of activities and programs.
 - \$115,423 was allocated to 11 community organizations through the Parks, Recreation and Community Events Grant Program that supports the delivery of programs and services that contribute to the well-being of Richmond residents.
 - \$35,000 was disbursed through the new Environmental Enhancement Grant Program to enable non-profit community organizations and individual community members support environmental enhancement projects in Richmond.



- \$74,948 was awarded through the Neighbourhood Celebration Grant Program to 61 neighbourhood-based projects which connect residents of diverse backgrounds through community events and shared experiences.
- Two Early Childhood Development (ECD) Hubs opened in 2022 and community programming began to support children and families. Sprouts ECD Hub opened in May 2022 and is operated by the YMCA of Greater Vancouver and offers 92 spaces of licensed childcare. Seedlings ECD Hub opened in July 2022 and is operated by Aspire Richmond and offers 107 spaces of licensed childcare. Both Hubs contain multi-purpose space for community programming, office space, commercial kitchens and outdoor community amenity space.
- Hummingbird Child Care Centre, secured as a community amenity contribution in the River Green development, was completed and transferred to the City in December 2022. The City-owned child care facility has 37 spaces and will be operated by the YMCA of Greater Vancouver. It is expected to be operational in spring 2023.
- The Richmond Public Library hosted two in-person job fairs at the Brighthouse Library which were intended to support the economic recovery of Richmond residents by reducing barriers to employment. A total of 376 people attended the two events.

2013–2022 Key Highlights

- Over the past 10 years City Council allocated \$8,933,435 to non-profit community organizations in Richmond through the City Grant Program, including:
 - \$5,881,755 in Health, Social and Safety Grants
 - \$563,305 in Child Care Grants
 - \$1,068,138 in Parks, Recreation and Community Events Grants
 - \$1,100,386 in Arts and Culture Grants
 - \$130,051 in Neighbourhood Celebration Grants
 - \$154,800 in Canada 150 Community Celebration Grants
 - \$35,000 in Environmental Enhancement Grants
- Over the last 10 years, the City’s Child Care Development Reserve Fund has received \$10,224,487 in developer amenity contributions, which supports the City’s work towards securing and developing City-owned child care facilities.
- Since 2013, eight City-owned child care facilities have opened providing a combined 483 new licensed child care spaces, including:
 - West Cambie Children’s Centre
 - Cranberry Children’s Centre
 - Willow Early Care and Learning Centre
 - Gardens Children’s Centre
 - Seasong Child Care Centre
 - River Run Early Care and Learning Centre
 - Sprouts Early Childhood Development Hub
 - Seedlings Early Childhood Development Hub
- Currently, there are 12 City-owned purpose-built child care facilities providing a combined 583 licensed child care spaces. The City’s thirteenth facility, Hummingbird Child Care Centre, was completed in 2022 and will open in spring 2023 and provide 37 licensed spaces. In addition, the Community Centre Associations and Societies provide 801 spaces of licensed preschool and school age care at City recreation facilities.
- In October 2020, City Council adopted the Non-Profit Organization Replacement and Accommodation Policy to support existing non-profit organization (NPO) tenants by ensuring that community social service needs are maintained when NPO displacement would result from redevelopment.



Strategic Direction 8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities



Involvement in arts, cultural and wellness opportunities leads to healthier lives and improved connections to the community. These activities also promote fun, physical activity and lifelong learning. The City's delivery of art, recreational and wellness opportunities is achieved through partnerships with Community Associations and Societies, community partners and community members.

2022 Highlighted Achievements

- Two new parks and a significant park expansion opened in Richmond's Tait, Aberdeen, and Alexandra residential areas. The six acre Alexandra Neighbourhood Park opened in June 2022 and includes a children's playground, basketball court, table tennis tables, dog off-leash area, and public art structure (Pergola Garden). In July 2022, additional amenities at the Aberdeen Neighbourhood Park were unveiled, including a Chinese garden, all-ages playground, a pavilion and public washrooms. Tait Riverfront Community Park, an accessible space with a playground, skate ramps, basketball court and picnic areas situated in open lawn spaces, opened in August 2022.
- The City was awarded \$2,243,898 from the Investing in Canada Infrastructure Program – Community, Culture and Recreation Program (ICIP-CCR) to facilitate renovation of the former Minoru Place Activity Centre to become the new Richmond Cultural Centre Annex. This project allows the City to significantly expand opportunities for high quality arts and culture programming to Richmond residents.

- Richmond was awarded the title of *British Columbia's Most Active Community* in the ParticipACTION Community Better Challenge, a national physical activity initiative that encourages Canadians to get more physically active throughout the month of June. Richmond offered over 70 free or low cost activities and worked with the Richmond School District and Vancouver Coastal Health to engage students, families, staff and clients to participate. Richmond community members tracked over 9.7 million minutes of physical activity.
- In July 2022, the City, in collaboration with Hamilton Community Association, Vancouver Coastal Health (VCH) and Urban Bounty, introduced a weekly pop up produce market in the Hamilton community. The market ran for 20 weeks and offered Hamilton residents an option for fresh fruits and vegetables from local suppliers. Community Food Centres Canada also provided \$20,000 in funding to support VCH referrals to Market Greens RX, which provides access to fruits and vegetables at a subsidized rate.

In 2022, 2,020,423 community members visited City facilities and engaged in recreational programs and 13,308 community members participated in registered arts programs.



- The Branscombe House 2022 Artist-in-Residence, Krystal Kiran, a Punjabi-Canadian performing artist and educator whose practice explores “third culture” identity and the arts as a healing practice, participated in five City community festivals and major events, and delivered more than 45 free public programs. In partnership with West Richmond Community Association, Krystal hosted a free open house on Canada Day with performances and activities by local community artists that encourage the over 80 visitors to consider the meaning of one’s historical home.
- The City used funding through the Canadian Parks and Recreation Association’s Gender Equity in Recreational Sport grant to offer a 55+ Women’s Only Beginner Pickleball initiative and G.O. (Girls Only) Day.

Both these opportunities help break down barriers that prevent girls and women from participating in sports, promote fun and skill development, and support social connections.

- The 13th annual Culture Days were held from September 23–October 16, 2022, and offered a variety of indoor, outdoor and online activities providing free, hands-on and behind-the-scenes access to arts and culture in Richmond. Activities included portrait sittings with the Richmond Photo Club, theatre games with Gateway Theatre, an arts market, film screenings, and workshops with various Richmond-based arts groups.

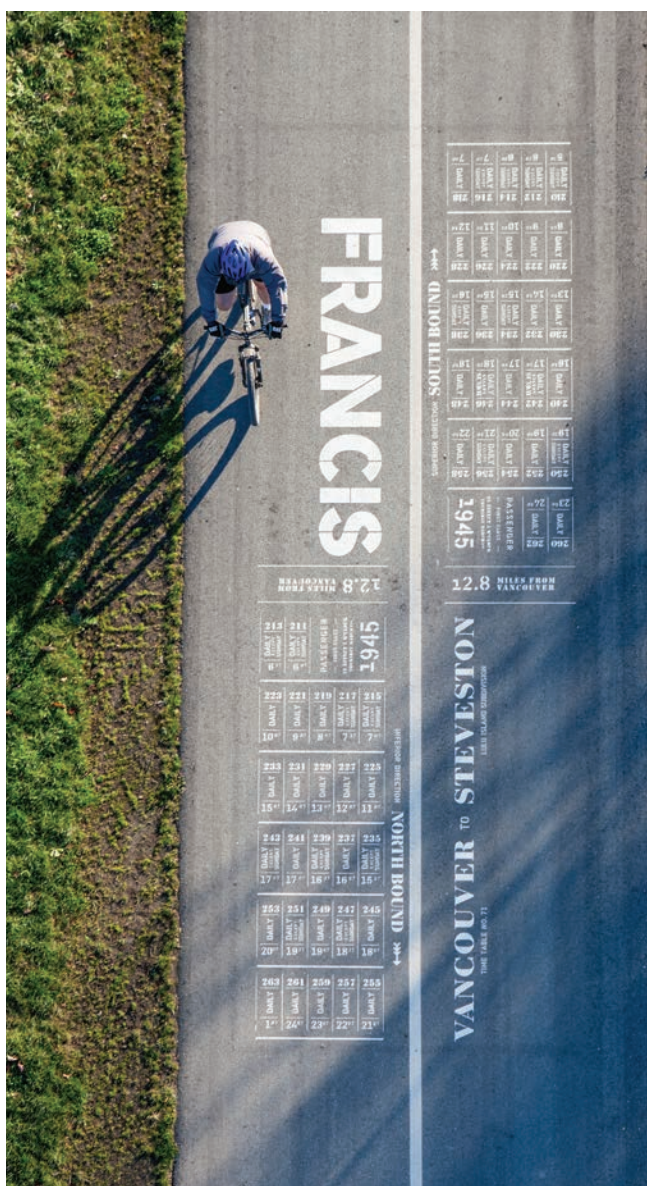
In 2022, the City added over 330 new community garden plots with the completion of four new community garden sites and one garden expansion. By the end of 2022, there were 731 City-owned community garden plots located over 15 sites, the majority of which are operated by the non-profit organization, Urban Bounty.

2013–2022 Key Highlights

- In 2015, the 28,000 square foot City Centre Community Centre officially opened, providing a welcoming and inclusive place to serve the growing City Centre neighbourhood. The Centre includes a fitness centre, fitness studio, arts studio, music rooms, community living room and multipurpose rooms.
- City Council adopted the following strategies and plans to support the arts, cultural and wellness needs of community members.
 - The Richmond Community Wellness Strategy (2018–2023) is a joint initiative between the City of Richmond, Vancouver Coastal Health, and Richmond School District that aims to identify innovative and collaborative approaches to most effectively impact wellness outcomes for Richmond residents, increase the awareness of the benefits of active community engagement and healthy lifestyles for residents in all Richmond neighbourhoods.
 - The Recreation and Sport Strategy (2019-2024) seeks to guide the planning and delivery of recreation and sport opportunities in the city to inspire individuals and communities to be active, connected, and healthy for a lifetime.
- ArtWorks: Richmond Arts Strategy (2019–2024) is intended to guide residents, the City and its stakeholders to develop stronger connections in order to advance the policies, programs and services needed for the arts to thrive in Richmond.
- London Farm Master Plan (2021) offers an overall and unified vision for the holistic future renewal of this important heritage and cultural site.
- In 2016, City Council adopted the Richmond Food Charter as a key step towards supporting urban agriculture, strengthening the local food system, and increasing access to affordable and healthy food. The Charter outlines Richmond’s values and commitments concerning the production, processing, distribution, consumption and disposal of food.
- Between 2013 and 2022, 18 new parks were opened and 66 individual park and trail sites were improved, expanded or enhanced with new amenities through the City’s capital planning process. Significant projects included the development of Aberdeen Park, opening of the Garden City Lands, and the Terra Nova Rural Park and Adventure Play Environment.

Strategic Direction 9: Facilitate Strong and Safe Neighbourhoods

Strong and safe neighbourhoods encourage connection, foster a sense of inclusion and belonging, and promote individual and community resilience. Enhancing public spaces to reflect diversity and create shared experiences encourages active, healthy living and economic vitality. Creating spaces where everyone feels safe promotes connections between community members and increases overall well-being. The City continues to collaborate with various organizations on initiatives that focus on facilitating strong, safe neighbourhoods.



2022 Highlighted Achievements

- The City, Community Associations and Societies, Richmond Public Library and community organizations provided a number of support services during summer and winter to support community members who may be most vulnerable during extreme weather events. On days of extreme heat, cooling centres opened at community centres, the Cultural Centre and the Richmond Public Library. Transportation to and from these sites was offered for those in need. During the 2022/2023 winter season, two warming centres opened in South Arm Outdoor Pool and Brighthouse Pavilion on nights of extreme cold, providing safe access to shelter from the elements, a warm snack and a place to rest. Transportation was also provided.
- The City's Community Murals Program provides opportunities to add vibrancy to highly visible public spaces, foster community dialogue and cross-cultural exchange, and engage diverse and multi-generational communities. Murals that were completed in 2022 included *Lord Byng Elementary School Mural*, *Maple Lane Elementary School Mural* and *A Fisherman's Dream* in Steveston.
- The City and community partners continued to develop programs and spaces to support 2SLGBTQI+ community members to feel respected, valued and safe in the community. The Glitter Program at the South Arm Community Centre allows 2SLGBTQI+ youth and allies to meet and engage in activities and discussions around gender, identity and acceptance. The PAINT (People for Acceptance and Inclusion, Not just Tolerance) program at the Cambie Community Centre aims to connect young people through recreational activities in an inclusive environment.
- The City installed traffic upgrades at 14 school zones to address traffic safety issues and promote overall traffic safety around schools. Upgrades included in-street signals and raised crosswalks to reduce traffic speed.
- Richmond Fire-Rescue attended 15 community events and hosted nine educational opportunities to over 11,000 attendees. These included community gatherings, safety specific presentations and drop-in fire hall tours to engage with residents, provide presentations on safety preparedness and give residents an opportunity to visit Richmond Fire-Rescue facilities.

2013–2022 Key Highlights

- City Council adopted the following strategies to support the facilitation of strong and safe neighbourhoods:
 - The Richmond RCMP Detachment Strategic Plan 2021–2025, *Our Community, Your RCMP* ensures that policing services, policies and programs are carefully developed to support the goal of making Richmond the safest city in Canada.
 - City of Richmond Public Tree Management Strategy 2045 includes key actions that will shift City tree management practices towards a more resilient and sustainable future.
- Over the past 10 years, 268 permanent and temporary public artworks were installed, including murals, community engaged and signature artworks such as *Together* at Minoru Centre for Active Living, *Richmond's Firefighter* at No. 1 Fire Hall and *Current* at the Alexandra District Energy Utility Building.
- In 2020, in response to the COVID-19 pandemic, the City launched a Community Ambassador program to promote education and awareness about provincial health orders and the importance of maintaining physical distance from others during the pandemic. Over 150 City staff were redeployed to visit local parks and trails and local businesses to promote this awareness and understanding to the public.
- During the COVID-19 pandemic, the City provided space at Minoru Park for Vancouver Coastal Health to open a drive-thru COVID-19 Assessment Centre to increase public access to COVID-19 assessment and testing at a central location. Later in the pandemic, with the assistance of the City, Vancouver Coastal Health relocated the Assessment Centre to a site near Vancouver International Airport.
- Between 2013 and 2022, Railway Greenway, a 5 km multi-use pathway providing an off-street, paved and accessible walking and cycling route that connects the north and south dyke trails, became an important addition to Richmond's active transportation infrastructure. Additional amenities enhanced the surrounding neighbourhoods, including a bike skills park and several community garden sites along the greenway.

The City's cycling network comprises of more than 330 lane-kilometres of cycling facilities, including protected bike lanes/ bike paths, multi-use paths/greenways, recreation trails, bike lane/bike accessible shoulders, neighbourhood street bikeways and shared roadways.

Conclusion

Over the past 10 years, the *Building Our Social Future – A Social Development Strategy for Richmond (2013–2022)* has provided a roadmap to guide the City's approach on social development matters and towards its vision to be the most appealing, livable and well-managed community in Canada. This report presents highlights of achievements in 2022, the final year of the Strategy, and also provides an overview of some of the major highlights from the last 10 years. These

achievements have been a result of the collaborative efforts between the City, community organizations, key stakeholders and Richmond residents. The Social Development Strategy (2013–2022) has been a valuable resource in guiding the City and community organizations towards numerous achievements and significant progress, which has provided a strong foundation for Richmond to continue to build on as it develops a new 10-year Social Development Strategy that aims to sustain and enhance a vibrant, equitable and inclusive Richmond for the next 10 years.





Appendix A: Status of Actions within the Social Development Strategy as of December 31, 2022

Legend

Timeline	Status
<ul style="list-style-type: none"> • Ongoing • Short Term • Medium Term • Long Term 	<ul style="list-style-type: none"> • Complete: Identified work towards this action is complete. • Ongoing: Work to support this action is ongoing. Due to the changing community context, some actions originally identified as Short, Medium, or Long Term are better suited as Ongoing. • In Progress: Work towards addressing this action is in progress and will extend beyond 2022. • Under Review: Due to the changing community context, some actions require review. Outcomes associated with actions marked 'Under Review' will be reviewed as part of the development of the new social development strategy.

Status of All Actions as of December 31, 2022

Strategic Direction 1: Expand Housing Choices

ACTION 1: Implement, monitor, and enhance the Richmond Affordable Housing Strategy, placing priority attention on:

- 1.1 Developing a Housing Action Plan that incorporates ongoing monitoring, revisions, and housing targets for people living on limited income (e.g. older adults, people on social assistance, and youth-at-risk). **Short term (0-3 years) Complete**
- 1.2 Exploring options for increasing the supply of “workforce housing” (e.g. helping people who work in Richmond to be able to afford to live in the city). **Short term (0-3 years) Ongoing**
- 1.3 Enhancing policies and mechanisms for facilitating affordable homeownership in Richmond. **Short term (0-3 years) Ongoing**
- 1.4 Pursuing development of an emergency shelter for women and children. **Short term (0-3 years) Complete**
- 1.5 Updating the Homelessness Strategy, in collaboration with other Community Partners, examining housing and support service needs and options for people who are homeless or at risk of homelessness in Richmond. **Short term (0-3 years) Complete**
- 1.6 Exploring creative financing options, to supplement developer contributions to augment the City’s Affordable Housing Reserves. **Long term (7-10 years) Ongoing**
- 1.7 Using the Affordable Housing Reserve Fund for strategic land acquisitions and other initiatives to facilitate provision of subsidized rental housing. **Ongoing**
- 1.8 Enhancing collaboration with non-profit societies, the faith community, private businesses and senior governments to pursue innovative funding mechanisms, leveraged investment opportunities and other approaches for developing affordable housing with appropriate community support services. **Ongoing**
- 1.9 Continuing participation in local and regional homelessness initiatives. **Ongoing**
- 1.10 Continuing to advocate to Senior Government for necessary programs and funding to address priority affordable housing needs. **Ongoing**

ACTION 2: Support opportunities for people to remain in their neighbourhoods as they age, or personal circumstances or family status changes, through such means as:

- 2.1 Continuing to accommodate a variety of housing forms, with designs that facilitate aging in place, through the OCP, Zoning Bylaw and planning policies (e.g. secondary suites, laneway housing, townhouse units within higher density developments; diverse unit sizes). **Ongoing**
- 2.2 Reviewing incentives to encourage homeowners to establish secondary suites, laneway housing and other desired housing forms in Richmond neighbourhoods. **Ongoing**
- 2.3 Encouraging development of housing and community spaces that incorporate physical, socioeconomic and cultural accessibility features that support livability and aging in place. **Ongoing**
- 2.4 Continuing to pursue opportunities to increase the public’s understanding of housing challenges for people with addictions, physical disabilities and mental health issues. **Ongoing**

Strategic Direction 2: Enhance Community Accessibility

ACTION 3: Continue to play a leadership role with respect to physical accessibility, consulting with people with disabilities and other partners in efforts to:

- 3.1 Implement the policies specified in the 2041 OCP pertaining to adaptable and convertible housing requirements, visitability and overall housing accessibility. **Short term (0-3 years) Ongoing**
- 3.2 Establish cost-effective accessibility design specifications for affordable housing developments. **Short term (0-3 years) Complete**
- 3.3 Review and refine universal accessibility guidelines for multiple family residential dwellings, and promote the incorporation of adaptable design features in new single family developments.. **Medium term (4-6 years) Ongoing**
- 3.4 Establish formal targeted approaches to increase employment opportunities with the City for people living with disabilities. **Medium term (4-6 years) Ongoing**
- 3.5 Promote best practices in the assessment and upgrading of accessibility features in City and non-City facilities (e.g. continued participation with the Rick Hansen Foundation and others on the promotion and enhancement of the Planat online venue accessibility rating tool). **Ongoing**
- 3.6 Develop a comprehensive plan with associated budget requirements, for undertaking necessary upgrades to further increase accessibility of existing City facilities. **Long term (7-10 years) Ongoing**
- 3.7 Ensure that, to the extent possible, City facilities and the public realm (e.g. parks, sidewalks) are accessible. **Ongoing**

ACTION 4: Conduct a comprehensive review of the Recreation Fee Subsidy Program to ensure it continues to address priority needs, within the City's means, with consideration being given to:

- 4.1 Exploring program expansion to assist more low income residents (e.g. adults, older adults, and people with disabilities). **Short term (0-3 years) Complete**

- 4.2 Using technological improvements to enhance customer service and program administration. **Short term (0-3 years) Complete**
- 4.3 Increasing available opportunities for resident participation in community recreation, arts and cultural activities. **Short term (0-3 years) Complete**
- 4.4 Developing enhanced communication and marketing approaches to facilitate maximum uptake of the Recreation Fee Subsidy Program by eligible recipients. **Short term (0-3 years) Complete**
- 4.5 Exploring alternative mechanisms for administration of the program (e.g. through a non-profit agency, funded by the City and in accordance with City guidelines). **Short term (0-3 years) Complete**

ACTION 5: Acknowledging that income data from Statistics Canada and other sources alone do not present a complete or fully reliable picture of poverty in Richmond, work with community-based organizations, senior governments and other partners to initiate a culturally-sensitive process to:

- 5.1 Improve understanding of the characteristics and challenges of low income residents in Richmond. **Short term (0-3 years) Ongoing**
- 5.2 Support initiatives to help individuals and families move out of poverty, specifying the roles that the City and other partners and jurisdictions can play in pursuing viable solutions (e.g. job readiness programs, affordable housing measures). **Short term (0-3 years) Ongoing**

ACTION 6: Support and encourage community-based initiatives that promote independence and reduce the cost of living for low income households (e.g. community gardens, community kitchens, low income resource directory, social enterprises, and community-based life skills workshops). **Ongoing**

Strategic Direction 3: Address the Needs of an Aging Population

ACTION 7: Implement, monitor and update the Older Adults Service Plan, placing priority attention on:

- 7.1 Pursuing approaches that involve planning with, not for, the older adult population. **Short term (0-3 years) Ongoing**
- 7.2 Expanding the volunteer base to serve the older adult population, as well as providing meaningful volunteer opportunities for older adults. **Short term (0-3 years) Ongoing**
- 7.3 Ensuring older adults and their families and caregivers are aware of available recreation, leisure, library, wellness and health promotion opportunities in the community. **Short term (0-3 years) Ongoing**
- 7.4 Expanding recreation, leisure and wellness services and programs to frail and isolated older adults allowing them to remain in their own homes for as long as possible. **Ongoing**
- 7.5 Reviewing the pricing structure for City programs for older adults to ensure it remains equitable and sustainable, while also being affordable for those with limited incomes. **Medium term (4-6 years) In Progress**
- 7.6 Exploring partnerships with service providers, strata councils and housing providers to bring wellness outreach programs into buildings with a high concentration of older adults. **Short term (0-3 years) Ongoing**
- 7.7 Connecting non-English speaking older adults with appropriate recreation, leisure and wellness services and programs (e.g. through the use of multilingual volunteers, translation services and partnerships with community groups). **Ongoing**
- 7.8 Developing a communication strategy to increase the awareness of the young-old (55–65 years) regarding health, wellness, the aging process, legislation, programs and benefits available to older adults. **Short term (0-3 years) Ongoing**

ACTION 8: Build an expanded Minoru Place Activity Centre, ensuring that the new facility is adequate for meeting the needs of Richmond's growing and diverse older adult population, while also being flexible to accommodate other groups and respond to changing needs over time. **Short term (0-3 years) Complete**

ACTION 9: Support aging in place initiatives and the ongoing development of Richmond as an age-friendly community through such actions as:

- 9.1 Pursuing the City of Richmond's designation as an Age-friendly City, joining the World Health Organization's Global Network of Age-friendly Cities and Communities. **Short term (0-3 years) Complete**
- 9.2 Developing a comprehensive Aging in Place Strategy for Richmond, utilizing best practice research and an assessment of current and future community needs. **Long term (7-10 years) Complete**
- 9.3 Collaborating with senior governments, Vancouver Coastal Health, and Community Partners in planning and delivery of programs (e.g. community wellness clinics, elder abuse prevention initiatives) which help older adults continue to live independently in their community for as long as possible. **Ongoing**
- 9.4 Collaborating with Vancouver Coastal Health and other partners to ensure that appropriate and sufficient care facilities, adult day centre spaces, and other resources are available to meet the needs of older adults who are no longer able to live independently. **Ongoing**
- 9.5 Striving to ensure that City land use plans, policies and developments support aging in place (e.g. through diverse housing forms, accessible outdoor public spaces and built environments, public realm features which encourage physical activity and social connections). **Ongoing**

Strategic Direction 4: Help Richmond's Children, Youth and Families Thrive

ACTION 10: Support the establishment of high quality, safe child care services in Richmond through such means as:

- 10.1 Conducting periodic Child Care Needs Assessments, with interim monitoring to identify existing and future child care requirements, by type of care and geographic area of need. **Medium term (4-6 years) Ongoing**
- 10.2 Exploring creative financing options to supplement developer contributions to augment the City's Child Care Development Reserves. **Long term (7-10 years) Ongoing**
- 10.3 Securing City-owned child care facilities from private developers through the rezoning process for lease at nominal rates to non-profit providers. **Ongoing**
- 10.4 Encouraging the establishment of child care facilities near schools, parks and community centres. **Ongoing**
- 10.5 Encouraging private developers to contribute to the City's Child Care Development Reserve Fund, as appropriate. **Ongoing**
- 10.6 Consulting and collaborating with child care providers and other Community Partners on child care issues. **Ongoing**
- 10.7 Administering the City's Child Care Grant Program to support the provision of quality, affordable, accessible child care in Richmond. **Ongoing**
- 10.8 Advocating for senior governments to contribute funding and improve policies to address local child care needs. **Ongoing**

ACTION 11: Implement policies identified in the 2041 Official Community Plan to promote the establishment and maintenance of a comprehensive child care system. Ongoing

ACTION 12: Seek opportunities to provide support for children and families through:

- 12.1 Working with Richmond Children First and other partners to:
 - Advance the objectives of Richmond's Children's Charter; and
 - Develop and implement strategies to best support children and families. **Short term (0-3 years) Ongoing**
- 12.2 Seeking opportunities to negotiate space for family-oriented community service hubs through the rezoning process (e.g. co-location of child care, family support and health services). **Ongoing**
- 12.3 Providing children and families with the opportunity to participate, as appropriate, in plans, policies, and programs affecting them and the community. **Ongoing**
- 12.4 Making Richmond an increasingly child and family friendly community through progressive City land use planning and design practices. **Ongoing**
- 12.5 Supporting the establishment of family-oriented affordable housing. **Ongoing**
- 12.6 Providing community grants to organizations that offer services to support children and families. **Ongoing**
- 12.7 Providing affordable and accessible child and family-friendly parks, recreation and cultural opportunities, including library programs and services. **Ongoing**
- 12.8 Supporting programs and initiatives that address domestic violence, poverty, mental health and addictions. **Ongoing**

ACTION 13: Monitor and update the Youth Service Plan, striving to create an environment that generates opportunities for Richmond’s youth to have a safe and healthy journey into adulthood, placing priority attention on:

- 13.1 Expanding services for youth in the City Centre. **Short term (0-3 years) Complete**
- 13.2 Enhancing dedicated, safe, youth-friendly spaces in various facilities throughout Richmond. **Short term (0-3 years) Ongoing**
- 13.3 Engaging youth in City and community-based planning processes. **Short term (0-3 years) Ongoing**
- 13.4 Promoting and applying the 40 Developmental Assets based approach to programming for youth. **Ongoing**
- 13.5 Supporting community-based initiatives to provide children and youth from diverse backgrounds with opportunities to receive common leadership training and volunteer to serve others in the community. **Ongoing**
- 13.6 Supporting efforts of community-based groups to give Richmond school children access to nutritious meals. **Ongoing**

ACTION 14: Work with Police Services, the Richmond School District, youth serving agencies and youth groups on initiatives to:

- 14.1 Increase awareness and education in efforts to reduce the prevalence of bullying. **Short term (0-3 years) Ongoing**
- 14.2 Improve information and referral amongst youth serving agencies in the City. **Short term (0-3 years) Ongoing**
- 14.3 Reduce the lure for young people to join gangs. **Ongoing**

Goal 2: Engaging Our Citizens

Strategic Direction 5: Build on Richmond's Cultural Diversity

ACTION 15: Implement, monitor and update the Intercultural Strategic Plan and Work Program.
Medium term (4-6 years) Complete

ACTION 16: Improve the City's cultural competence through monitoring the intercultural sensitivity and inclusiveness of corporate policies and practices, making adjustments as necessary to:

- 16.1 Establish clear guidelines for providing translation and interpretation services to conduct City business. **Short term (0-3 years) In Progress**
- 16.2 Devise and implement a comprehensive cultural diversity training program for City and community partner staff. **Medium term (4-6 years) Ongoing**
- 16.3 Undertake a comprehensive review of City policies and practices from a diversity perspective, identifying gaps and proposed improvements. **Long term (7-10 years) Ongoing**
- 16.4 Recognize and reduce barriers faced by new immigrants in accessing City services. **Ongoing**

ACTION 17: Improve employment opportunities for immigrants with foreign training and credentials, focusing on:

- 17.1 Exploring opportunities to develop a pilot "apprenticeship" type program targeted at recent immigrants, for the City and stakeholders, including the business and intercultural sectors. **Medium term (4-6 years) In Progress**

ACTION 18: Increase awareness of and access to City employment opportunities by immigrant groups through:

- 18.1 Working with community agencies and other partners to publicize City employment opportunities to immigrant groups and improve mutual understanding of barriers and needs. **Medium term (4-6 years) Under Review**
- 18.2 Continuing to explore and develop outreach mechanisms to encourage individuals from cultural groups that are currently under-represented in the City workforce to apply for available employment opportunities. **Ongoing**

ACTION 19: Create opportunities to showcase Richmond's cultural diversity and facilitate intercultural dialogue by:

- 19.1 Encouraging collaborative approaches to ensure that Richmond remains a welcoming and integrated community, while respecting the desires of immigrant groups to maintain their own cultures. **Ongoing**
- 19.2 Facilitating the development and coordination of intercultural events that provide opportunities for active learning about the traditions of different cultures. **Ongoing**
- 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**

ACTION 20: Consult with local First Nations and urban Aboriginal organizations and other partners to:

- 20.1 Gain a better understanding of the needs of Richmond's urban Aboriginal population, and opportunities for future collaboration. **Ongoing**
- 20.2 Support the Richmond National Indigenous Peoples Day event and Richmond School District Aboriginal Enhancement Agreement initiatives. **Ongoing**

ACTION 21: In conjunction with community agencies and other partners, continue to advocate to senior governments on such matters as:

- 21.1 Funding levels for settlement services and English language training. **Short term (0-3 years) Ongoing**
- 21.2 Licensing processes and accreditation for foreign-trained professionals. **Short term (0-3 years) Ongoing**
- 21.3 Necessary adjustments to Federal immigration policies and recruitment campaigns. **Short term (0-3 years) Ongoing**

ACTION 22: Collaborate with Community Partners in:

- 22.1 Developing services and strategies that recognize the needs, interests and safety of Richmond’s Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S) communities. **Ongoing**
- 22.2 Collaborating on developing cross-agency staff awareness training programs on LGBTQ2S issues. **Medium term (4-6 years) Ongoing**

ACTION 23: Establish targeted measures to prevent and respond to incidents of racism in Richmond by:

- 23.1 Participating in the establishment of media watch mechanisms with stakeholders to monitor the local media, City and community communication and work to redress misperceptions created by inaccurate or insensitive references to particular cultural groups. **Short term (0-3 years) Complete**

- 23.2 Developing an intercultural intervention resource package and subsequent training, within City and stakeholder structures, to respond to intercultural conflicts and incidents. **Medium term (4-6 years) Ongoing**
- 23.3 Collaborating with the business sector and other partners to ensure racist graffiti is removed in a timely manner both from City and non-City properties in Richmond and that any wording on business signage and/or City documentation prominently includes the English language. **Ongoing**

Strategic Direction 6: Support Community Engagement and Volunteerism

ACTION 24: Implement, monitor and update the Richmond Community Services Volunteer Management Strategy. *Short term (0-3 years) Complete*

ACTION 25: Develop a comprehensive communication strategy for encouraging and supporting a cross section of Richmond residents, particularly those who may face barriers to participation (e.g. recent immigrants, people with disabilities, etc.) to participate in City planning and decision making processes, whereby the City:

- 25.1 Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate. ***Short term (0-3 years) Ongoing***
- 25.2 Works with the media, including ethnic-specific media, to disseminate information and solicit ideas from the public. ***Short term (0-3 years) Ongoing***
- 25.3 Increases the use of social media and other innovative communication/ engagement tools (e.g. study circles, online discussion forums). ***Short term (0-3 years) Ongoing***
- 25.4 Undertakes best practice research to develop tools to improve City community engagement practices (e.g. updating and enhancing the Public Participation Toolkit). ***Long term (7-10 years) Ongoing***

ACTION 26: Review the City's advisory committee structure to determine:

- 26.1 Whether existing committee structure is the most effective for obtaining community advice on particular matters. ***Medium term (4-6 years) Ongoing***

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

- clear Terms of Reference for each committee;
- clear roles of elected officials and staff;
- annual orientation program for new committee members;
- consistent reporting procedures and feedback mechanisms;
- mechanisms for information exchange amongst committees; and
- work programs that reflect Council Term Goals. ***Medium term (4-6 years) Complete***

ACTION 27: Support and encourage community-based efforts to attract and develop the leadership potential of people who live or work in Richmond and, as appropriate, coordinate these efforts with the work of municipal advisory committees. *Ongoing*

ACTION 28: Expand the City's New Canadian Tours program by:

- 28.1 Seeking corporate sponsorships and expanding the partner base of the program. ***Short term (0-3 years) Ongoing***
- 28.2 Providing participants with additional information on opportunities for participation in municipal decision making processes and active involvement in civic life. ***Short term (0-3 years) Ongoing***

Goal 3: Building on Social Assets and Community Capacity

Strategic Direction 7: Strengthen Richmond’s Social Infrastructure

ACTION 29: Prepare an enhanced policy framework for securing community amenities (e.g. space for City services, space for lease to community agencies) through the rezoning process for new developments including:

- 29.1 Developing an administrative structure (e.g. senior staff review team) and criteria for assessing community amenity options for recommendation to Council on specific rezoning applications. **Short term (0-3 years) In Progress**
- 29.2 Establishment of a Community Amenity Reserve Policy and Fund, similar to those for affordable housing and child care, to secure cash contributions from developers for future amenity development in lieu of the provision of built amenity space. **Long term (7-10 years) Under Review**

ACTION 30: Develop and maintain a database on space needs of non-profit social service agencies to be updated annually through surveys of agencies. **Short term (0-3 years) Ongoing**

ACTION 31: In consultation with community agencies and developers, establish a clear, consistent City policy framework for assisting community agencies to secure program and office space for their operations, with the framework specifying, among other things:

- eligibility requirements and criteria for support;
- application process with an emphasis on transparency, consistency, and fairness;
- timing requirements;
- clarification of responsibilities of participating parties (e.g. agencies, developers, City);
- examples of spaces that may be pursued (e.g. multi-service hubs, single agency spaces, strategic/specific agency groupings); and
- alternative mechanisms for the securing or provision of space (e.g. lease of City premises, space secured through private rezonings as an amenity contribution, space secured for lease as part of a private development approvals process, space secured through City partnerships with other levels of government). **Short term (0-3 years) In Progress**

ACTION 32: Implement the City Centre Area Plan Policy of exploring opportunities to establish multi-use, multi-agency community service hubs in appropriate locations in the City Centre, while also pursuing other types of agency space, as appropriate, throughout Richmond. **Short term (0-3 years) Ongoing**

ACTION 33: Develop mechanisms and guidelines to expand use of the City’s communication channels (e.g. website) to help community agencies publicize their services, programs and events. **Short term (0-3 years) Complete**

ACTION 34: Strengthen the City’s already strong collaborative relationship with Vancouver Coastal Health, consulting on emerging health care issues facing the community, advocating for needed services, partnering on priority community and social development initiatives, and soliciting input on the health implications of key City planning matters. **Ongoing**

ACTION 35: Strengthen the City’s already strong collaborative relationship with the Richmond School District, consulting with the district on emerging children, youth and education issues facing the community, advocating for needed programs, and partnering on priority community and social development initiatives. **Ongoing**

ACTION 36: Encourage the Richmond School District to:

- 36.1 Expand community access and use of its schools. **Short term (0-3 years) Ongoing**
- 36.2 Explore the potential for working together to establish a pilot community school in the City. **Long term (7-10 years) In Progress**

ACTION 37: Expand opportunities for partnering with Richmond Public Library on community engagement and social development initiatives. **Ongoing**

ACTION 38: Nurture and enhance existing communication channels and networks with community agencies (e.g. through staff support to the Richmond Community Services Advisory Committee, participation in networking groups). **Ongoing**

ACTION 39: Administer, monitor and enhance the City Grant Program, undertaking reviews as required to ensure that the program continues to have adequate resources, targets priority community needs and makes efficient use of staff resources. **Ongoing**

ACTION 40: Continue to improve mechanisms and enhance timely interdepartmental collaboration to ensure that in City planning and decision making social factors are given appropriate consideration, in conjunction with economic and environmental factors. **Ongoing**

ACTION 41: Develop and maintain strong networks and communication channels with senior government partners to seek their policy and financial assistance in addressing Richmond social issues. **Ongoing**

ACTION 42: Participate in joint planning and networking initiatives with Community Partners (e.g. Richmond School District, Vancouver Coastal Health, Metro Vancouver, non-profit agencies), working collaboratively to address social development concerns in the community. **Ongoing**

Strategic Direction 8: Provide High Quality Recreation, Arts, Cultural and Wellness Opportunities

ACTION 43: Implement, monitor and update the Parks, Recreation and Cultural Services Master Plan based on updated Community Needs Assessments, developing and enhancing an appropriate range of parks, recreation and cultural facilities throughout Richmond. **Ongoing**

ACTION 44: Implement, monitor and update the Community Wellness Strategy including development of community wellness indicators in partnership with Vancouver Coastal Health. **Ongoing**

ACTION 45: Implement, monitor and update the Richmond Arts Strategy recognizing that the arts can be an important social development tool with respect to:

- education (e.g. increasing public awareness of social issues through theatre or visual media);
- engagement (e.g. providing opportunities for people to become more involved in the community);
- employment (e.g. providing jobs for people in arts related fields). **Ongoing**

ACTION 46: Facilitate food security for Richmond residents by:

- 46.1 Supporting retention of agricultural lands and efforts to make these lands economically viable. **Ongoing**
- 46.2 Encouraging development of community gardens and farmers markets. **Ongoing**
- 46.3 Supporting the Richmond Farm School as an important component for the agricultural sector in the region. **Ongoing**
- 46.4 Working with the Richmond Food Security Society and Vancouver Coastal Health to facilitate food security related initiatives. **Ongoing**

ACTION 47: Explore opportunities for use of the Richmond Olympic Oval for social development initiatives. **Medium Term (4-6 years) Ongoing**

Strategic Direction 9: Facilitate Strong and Safe Neighbourhoods

ACTION 48: Ensure that the City's land use planning and transportation policies and bylaws create neighbourhoods that support Richmond's active living, social development and wellness objectives through such measures as:

- 48.1 Identifying locations, funding options, and planning mechanisms for the development of community gathering spaces in various parts of the City. **Ongoing**
- 48.2 Facilitating development of vibrant streetscapes with a diverse range of uses and amenities in appropriate neighbourhood locations throughout Richmond. **Ongoing**
- 48.3 Completing a network of bike routes and walkways linking neighbourhood hubs and gathering places to one another and to regional amenities. **Ongoing**

ACTION 49: Support local community building initiatives, focusing on:

- 49.1 Developing community gardens, boulevard planting areas and other informal gathering places in local neighbourhoods through the existing Partners for Beautification Program. **Ongoing**
- 49.2 Supporting community clean up events and community arts activities. **Ongoing**

ACTION 50: Continue to co-locate recreation and other community facilities with or near school sites. *Ongoing*

ACTION 51: Encourage community agencies and faith-based groups to make spaces available in their premises at reasonable rates for local community users (e.g. meetings, drop-in programs). *Ongoing*

ACTION 52: Collaborate with Police Services and community partners to promote Richmond as a safe and livable community. *Ongoing*

ACTION 53: Support the efforts of government and community-based partners to address mental health, substance abuse and addictions concerns in Richmond. *Ongoing*

Appendix B: Awards and Recognition

The following list outlines the awards and recognitions the City received during the *Building Our Social Future – A Social Development Strategy for Richmond (2013–2022)*'s 10 year implementation. The awards and recognition received during this time further emphasize the achievements attained as a result of the Strategy's vision, goals, strategic directions and actions.

2014

- National Culture Days Marketing Award: First winner for the City's promotional program for Culture Days.

2015

- Union of B.C. Municipalities (UBCM): Community Excellence Award for Partnerships for the Kiwanis Towers Project.
- Canadian Society of Landscape Architects: Award of Excellence for the Terra Nova Adventure Play Experience.

2016

- Canadian Event Industry Award: Most Outstanding Event in Canada for the 2015 Richmond World Festival.
- Special Event Magazine's Best Fair Festival: 2016 Richmond World Festival was named as one of three finalists worldwide.
- Creative City Network of Canada Awards of Excellence: Honourable mention in the "Cultural Events Award" category for the Richmond Maritime Festival.

2017

- Rick Hansen Foundation:
 - Accessible Cities Award for planning accessibility into built environments and encouraging communities to be more inclusive.
 - Circle of Excellence recognition for Richmond Olympic Oval as a "best in class" example of an accessible and inclusive community space.
- World Leisure Organization (WLO): Community of Excellence for Richmond's innovative use of leisure to improve its citizens' quality of life.
- B.C. Recreation and Parks Association Provincial Awards (BCRPA): Parks Excellence Award was for The Terra Nova Adventure Play Environment.
- Recreation Facilities Association of B.C. (RFABC): Bill Woycik Outstanding Facility Award for the City Centre Community Centre
- Pathways Clubhouse: Recognition Award for the City's role as an employment partner and creating workplace opportunities for people with disabilities.

- Developmental Disabilities Association: Employer of the Year Award for the City's initiative to create opportunities for people with developmental disabilities.

2018

- Canadian Institute of Planners: Award for Planning Excellence in Social Planning for the Storeys affordable housing and community services development.
- The Active Well-being Initiative: The City received a Global Active Cities designation.
- BCRPA:
 - Facility Excellence Award for City Centre Community Centre
 - Program Excellence Award for Pollinator Pasture

2019

- Homebuilders Association of Vancouver: Ovation Award for Best Multi-Family Highrise Development for Storeys Affordable Housing Project.
- UBCM: Community Excellence Award – Excellence in Governance for the 2017–2022 Richmond Child Care Needs Assessment and Strategy.

2020

- BCRPA: Provincial Facility Excellence Award for the restoration of the Edwardian Cottage at Terra Nova Rural Park.
- Richmond Heritage Award for the Self-Guided Historical Walking Tours in the Terra Nova and Brighthouse neighbourhoods.

2021

- International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities: Architecture Prize for Accessibility for the Minoru Centre for Active Living.
- British Columbia Economic Development Association: Community Project Award in recognition of the Richmond Food Recovery Network.

2022

- ParticipACTION Community Better Challenge: British Columbia's Most Active Community Award.
- RFABC: Bill Woycik Outstanding Facility Award for the Minoru Centre for Active Living.
- Athletic Business Media: Minoru Centre for Active Living was recognized as one of 10 Facilities of Merit for 2022.



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