

REPORT
Regular Council Meeting
1991 June 03

THE CORPORATION OF THE DISTRICT OF BURNABY
COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

HIS WORSHIP, THE MAYOR
AND ALDERMEN

RE: SURVEY OF STAFF MULTICULTURAL SERVICE NEEDS

RECOMMENDATION:

1. THAT Council endorse the distribution of the attached questionnaire on multicultural service needs to Municipal staff members.

R E P O R T

The Community Issues and Social Planning Committee, at its meeting held 1991 May 22 received and adopted the attached staff report along with a copy of a survey on Staff Multicultural Service Needs.

The Committee therefore submits its proposal, for distribution of the questionnaire on multicultural needs to Municipal Staff members, to Council for endorsement.

Respectfully submitted,

Alderman E. Nikolai
Chair

Alderman J. Young
Vice Chair

Alderman D. Evans
Member

Alderman D. Lawson
Member

Alderman C. Redman
Member

Attachment

INTERNAL DISTRIBUTION:

:AGENDA - 1991 JUNE 03
:COPY - MUNICIPAL MANAGER
- DIRECTOR PLANNING & BUILDING INSPECTION

TO: CHAIR & MEMBERS 1991 May 05
COMMUNITY ISSUES &
SOCIAL PLANNING COMMITTEE

FROM: DIRECTOR PLANNING &
BUILDING INSPECTION

SUBJECT: SURVEY OF STAFF MULTICULTURAL SERVICE NEEDS

PURPOSE: To seek the endorsement of the Community Issues & Social Planning Committee to distribute the attached questionnaire on multicultural services needs to Municipal staff members.

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RECOMMENDATION:

1. THAT the Community Issues & Social Planning Committee endorse the distribution of the attached questionnaire to Municipal staff members.

R E P O R T

1.0 INTRODUCTION

In 1990 October, Council through the Community Issues & Social Planning Committee received and approved the annual report on the Multicultural Policy implementation efforts. The report summarized the advances made in implementing the Multicultural Policy over the past year, and proposed objectives to be pursued by the Multicultural Staff Working Group over the next year.

One of the objectives for 1990/91 is to determine the multicultural service needs of Municipal staff. To meet the objective, this report proposes the distribution of the attached questionnaire and background information to Municipal staff.

2.0 MULTICULTURAL STAFF WORKING GROUP

In 1986, Municipal Council adopted a Multicultural Policy and Implementation Strategy for Burnaby. To carry out the Implementation Strategy for the Policy, Council authorized establishment of an inter-departmental Multicultural Staff Working Group. The Staff Working Group pursues a set of objectives for implementation of the policy, which are endorsed by the Community Issues & Social Planning Committee and Council on an annual basis.

The primary thrust of the Multicultural Policy and implementation Strategy has been to improve the knowledge and skills of Municipal staff in serving an increasingly diverse public. Over the past few years, the efforts of the Working Group have been focused on staff training, development of a voluntary staff language bank, and the coordination of Multicultural Week events. Additional information on the activities of the Staff Working Group is attached.

3.0 SURVEY OF MULTICULTURAL SERVICE NEEDS

Included in the 1991 implementation strategy for the Policy is a proposal to identify the multicultural service needs of Municipal staff and, in turn, to propose appropriate actions for addressing these needs.

Planning & Building Inspection
re: Survey of Staff Multicultural
Service Needs
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To assist with this effort, the Staff Working Group has developed the attached questionnaire. The questionnaire is intended to provide staff with an opportunity to comment on their experiences and needs in providing services to Burnaby's ethnically diverse community. The responses received to the questionnaire will assist in identifying appropriate means to meet the multicultural services needs identified by Municipal staff.

Included with the questionnaire is a letter from the Chair of the Community Issues & Social Planning Committee, background information on the activities of the Multicultural Staff Working Group, and a copy of the Municipal Multicultural Policy.

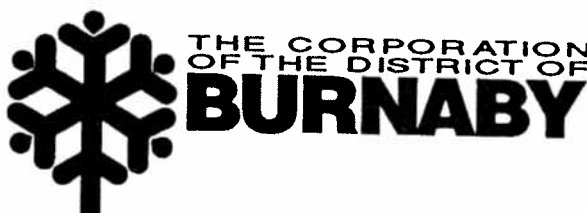
We would propose that the Community Issues & Social Planning Committee endorse the distribution of the questionnaire and background information to Municipal staff. In addition, we would request that the Chairman of the Committee sign the covering letter which will accompany the questionnaire when distributed to staff.

We expect to be able to report back to the Committee with the results of the questionnaire in 1991 September.


A.L. Parr
DIRECTOR PLANNING &
BUILDING INSPECTION

LP/db

Attachment



DRAFT

1991 May 22

Dear Municipal Employee:

Survey of Staff Multicultural Service Needs

As you may be aware, Council adopted Burnaby's original Multicultural Policy in 1986, and amended it in 1990 (see over). The primary thrust of the Multicultural Policy has been to improve the ability of Municipal staff in serving an increasingly diverse public. Over the past few years, we have focused our efforts on staff training, development of a voluntary staff language bank, and the coordination of Multicultural Week events.

This work has been undertaken by an inter-departmental staff working group established to pursue objectives endorsed by the Community Issues & Social Planning Committee and Council for the implementation of the policy. Included in the 1991 policy implementation strategy is a proposal to survey Municipal staff members to identify any needs they may have to more effectively serve Burnaby's multicultural community.

The following questionnaire is intended to provide you with an opportunity to comment on your experiences and needs in providing services to Burnaby's diverse community. Your responses will help us direct Burnaby's multicultural policies, services and educational programs to meet your needs.

Thank you in advance for taking the time to complete the questionnaire. If you have any questions, please call John Foster (294-7406) or Lou Pelletier (294-7219) of the Planning & Building Inspection Department.

Yours sincerely,

Alderman Egon Nikolai
Chair
Community Issues &
Social Planning Committee

QUESTIONNAIRE

Multicultural Service Needs of Municipal Staff

The purpose of this questionnaire is to determine whether Burnaby's multicultural policies, services and educational programs meet the needs of Municipal staff. Your responses to the following questions will assist in identifying future actions for implementing the Municipal Multicultural Policy.

- 1) Which Department do you work for? _____
- 2) Where do you work? (e.g. outside, Municipal Hall, Metrotown Library, Works Yard, etc.) _____
- 3) In your job, have you ever experienced any of the following difficulties in serving members of the public of different ethnic backgrounds? Please check one or more.

<input type="checkbox"/> Different language	<input type="checkbox"/> Other (please specify) _____
<input type="checkbox"/> Different cultural values/beliefs	<input type="checkbox"/> None of the above
<input type="checkbox"/> Racial Prejudice	
- 4) Which of the following would help you do your job better when serving people of different ethnic backgrounds? Please check one or more.

<input type="checkbox"/> Interpretation of other languages	<input type="checkbox"/> Cross-cultural communication services
<input type="checkbox"/> Training in cultural differences	<input type="checkbox"/> Special Municipal services should not be provided
<input type="checkbox"/> Translation of printed materials	<input type="checkbox"/> Other services (please specify) _____
<input type="checkbox"/> Race relations training	<input type="checkbox"/> None of the above
<input type="checkbox"/> Public orientation to Municipal services	
- 5) Did you take part in any of the Multicultural Week events held at the Municipal Hall Complex on 1991 February 18 - 22?
 Yes No
- 6) Can you offer suggestions for improving future Multicultural Week events and programs?

- 7) Any Other Comments?

Thank you for taking the time to complete this questionnaire.

Please return the questionnaire to the Planning & Building Inspection Department by internal mail. If you have any questions, would like more information, or would like to assist the Multicultural Staff Working Group, please call John Foster (294-7406) or Lou Pelletier (294-7219) of the Planning & Building Inspection Department.

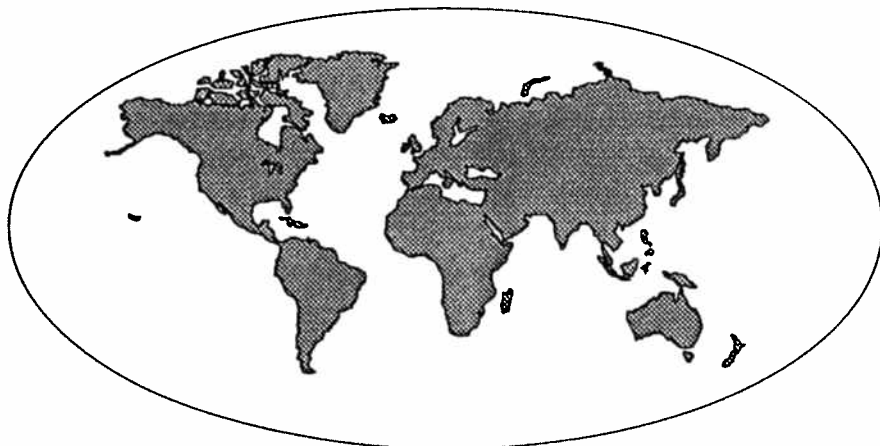
Detach and return ✂



Burnaby Municipal Multicultural Policy

- 1** Burnaby recognizes that it is a culturally diverse society in which multiculturalism is a source of enrichment and strength.
- 2** Burnaby supports equality and the rights of all citizens to access Municipal services.
- 3** Burnaby promotes understanding, sensitivity and positive attitudes towards people of all ethnic origins, amongst Municipal staff and in the community.
- 4** Burnaby does not condone discrimination on the basis of race, national or ethnic origin, color or religion.
- 5** Burnaby promotes the participation of citizens from all ethno-cultural backgrounds in the development of Municipal bylaws, policies, programs and services.
- 6** Burnaby reflects these multicultural values appropriately in Municipal bylaws, policies, programs and promotion and delivery of service.
- 7** Burnaby encourages and assists staff, boards, commissions and committees of the Municipality to meet these multicultural objectives in the performance of their duties.

Original Multicultural Policy adopted by Council on 1986 April 21; amended policy, presented above, adopted on 1990 July 23.



Activities of the Multicultural Staff Working Group

In 1986, Council adopted the Municipal Multicultural Policy. An inter-departmental Multicultural Staff Working Group was established to coordinate the implementation of the Policy. The Working Group, in cooperation with various Municipal departments, pursues a number of objectives which have been endorsed by the Community Issues & Social Planning Committee and Council. Key objectives include:

Staff Development

- * The Staff Working Group assists the Human Resources Department in staff development through special training seminars and the incorporation of multicultural issues into existing training programs.

Promotional Activities/Networking

- * Each year since 1987, the Staff Working Group has planned and coordinated ethnic food days, ethnic presentations, and arts and crafts displays at the Municipal Hall Complex during Multicultural Week.

Voluntary Staff Language Bank

- * The Working Group develops and maintains a voluntary staff language bank, which is list in the Municipality's internal telephone directory. At present, 55 staff members, speaking 25 languages are included in the language bank.

Staff/Public Awareness

- * Members of the Staff Working Group provide information on the Multicultural Policy through staff training sessions, Information Burnaby, and presentations at conferences and seminars.

Policy Review and Amendment

- * Each year, the Staff Working Group reviews the Municipal Multicultural Policy, recommends changes to the Policy to the Community Issues & Social Planning Committee, and develops and annual work program to implement the Policy.

