

REPORT
Regular Council Meeting
1991 October 07

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

HIS WORSHIP, THE MAYOR
AND ALDERMEN

RE: RESULTS OF SURVEY OF STAFF MULTICULTURAL SERVICE NEEDS

RECOMMENDATION:

1. THAT Council receive the attached report for information purposes.

R E P O R T

The Community Issues and Social Planning Committee, at its meeting held 1991 September 25 received and adopted the attached staff report presenting the results of the survey of staff multicultural service needs.

Respectfully submitted,

Alderman E. Nikolai
Chair

Alderman J. Young
Vice Chair

Alderman D. Evans
Member

Alderman D. Lawson
Member

Alderman C. Redman
Member

INTERNAL DISTRIBUTION:

: AGENDA - 1991 OCTOBER 07
: COPY - MUNICIPAL MANAGER
- DIRECTOR ADMIN. & COMM. SERVICES
- DIRECTOR ENGINEERING
- DIRECTOR FINANCE
- DIRECTOR PLANNING & BUILDING INSP.
- DIRECTOR REC. & CULT. SERVICES

TO: CHAIRMAN & MEMBERS
COMMUNITY ISSUES &
SOCIAL PLANNING COMMITTEE

1991 August 26

FROM: DIRECTOR PLANNING AND BUILDING Our File: 17.806

SUBJECT: RESULTS OF SURVEY OF STAFF MULTICULTURAL SERVICE NEEDS

PURPOSE: To present the results of the survey of staff multicultural service needs.

RECOMMENDATIONS:

1. THAT this report be sent to Council for information purposes.

R E P O R T

1.0 INTRODUCTION

In 1991 May, Council received a report from the Community Issues & Social Planning Committee outlining a proposed survey of Municipal staff concerning multicultural service needs. Council approved the distribution of the background information and survey form shown in Attachment 1.

The purpose of the survey was to provide Municipal staff with an opportunity to comment on their experiences and needs in providing services to Burnaby's ethnically diverse community. The survey results were intended to assist in assessing the effectiveness and appropriateness of Burnaby's multicultural policies, services and educational programs. They were also intended to assist in the future planning of Multicultural initiatives.

This report presents the results of the above noted survey.

2.0 SURVEY RESULTS

The survey and accompanying background information was distributed to all Municipal employees in 1991 June. The following section summarizes the responses to the survey. The complete results for each survey question are shown in Attachment 2.

2.1 Responses

A total of 144 responses were received, representing 5.4% of the total number of Municipal employees.

The majority of responses were received from employees of the Administrative & Community Services Department (50 responses), and the Recreation & Cultural Services Department (64 responses), with the remaining 30 responses received from the Planning & Building Inspection, Engineering and Finance Departments.

In terms of the response rate, 7.5% of the Administrative & Community Services Department responded to the survey. The response rates for the remaining departments are as follows: Finance (6.7%), Planning & Building (5.4%), Recreation & Cultural Services (4.2%), and Engineering (2.8%).

2.2 Place of Employment

Just over 29% of the respondents reported working in the Municipal Hall, 25% in the Health - West Building, 24% at the Metrotown Library, 9% at various recreation centres, with the remaining 13% of respondents working at various other locations in the Municipality.

2.3 Difficulties in Serving People of Different Ethnic Backgrounds

Of the 144 employees responding to the survey, 119 or 83% reported some difficulty in serving members of the public of different ethnic backgrounds.

Over 71% of Municipal employees had encountered difficulty due to difference in language. Over 39% of respondents reported difficulties due to different cultural values/beliefs, with 20% reporting experiences with racial prejudice. Just over 17% reported experiencing no difficulties in serving people of different ethnic backgrounds.

Written comments received in response to this question also identified other factors that created difficulty when serving members of different ethnic backgrounds.

2.4 Multicultural Service Needs of Municipal Staff

Over 43% of the respondents indicated that interpretation of other languages would assist them when serving people of different ethnic backgrounds. Other areas of assistance identified included: training in cultural difference (35.4%), translation of printed materials (40.3%), race relations training (19.4%), public orientation to Municipal services (24.3%), and cross-cultural communications services (25.7%).

Of the 144 respondents, 10 (6.9%) felt that special Municipal services should not be provided to people of different ethnic backgrounds. An additional 15 (10.4%) felt that none of the services listed would assist them in serving people of different ethnic backgrounds.

Written comments received in response to this question also suggested a number of other approaches to improve the delivery of services to people of different ethnic backgrounds including: providing training to immigrants on Canadian culture, training staff in the different cultural beliefs regarding health care, and stressing the use of community services.

2.5 Participation in Multicultural Week Events

Of the employees responding to the survey, 25% indicated that they took part in some of the activities organized for Multicultural Week.

2.6 Suggestions to Improve Future Multicultural Week Events

The respondents provided extensive written suggestions for improving future Multicultural Week events and programs. All of the comments received are included in the survey results presented in Attachment 2. Suggestions included changes to the format of events, increased focus on practical cultural differences, changes to the timing and scheduling of events, and changes to events to reflect a Canadian focus that would explain Canada's traditions, religion and culture.

2.7 Other Comments

Employees completing the survey were given the opportunity to provide any other comments on the Issue of Burnaby's Multicultural Policies. A wide range of written comments were received, which are included in Attachment 2. The comments were sorted into the broad subject groups to assist with the interpretation of the comments received.

In addition to many general comments on a variety of issues, comments were also received on the following topics:

- **Focus of Policy Implementation** - suggestions were made to expand the focus of the Multicultural Week and other aspects of the Municipal Multicultural Policy and implementation program to include as broad a range as possible of the different ethnic groups represented in Canada.
- **Gather Input from Ethnic Communities** - comments focused on the need to survey or gather more information from the various ethnic groups residing in Burnaby that would help guide Municipal services and programs.
- **Emphasis on Employment Equity** - comments focused on the need for Burnaby to attract and hire members of the different ethnic groups living in Burnaby.
- **Translation of Materials** - comments were received which suggested the need for the translation of important signs, information brochures and materials into other prevalent languages.
- **Focus on Canada** - a number of comments suggested that the Municipal Multicultural Policy and implementation programs should focus attention on educating newcomers to Canadian traditions, religion and culture, and that the focus of the Municipal Policy should be on the integration of newcomers into Canadian culture.

3.0 DISCUSSION

Over 83% of the employees responding to the survey reported some difficulty in serving members of the public of different ethnic backgrounds. At the same time, the majority of Municipal employees indicated that specialized multicultural services would assist them in serving people of different ethnic backgrounds. Only 10% indicated that specialized multicultural services would not assist them in serving these diverse groups.

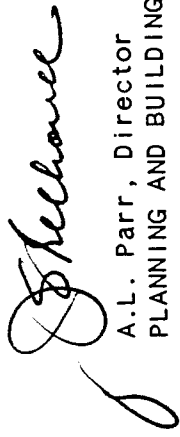
While a number of written comments suggested that the Municipality should not follow a "multicultural" approach, but should focus on promoting established Canadian traditions, it is important that the comments be considered in the context of the overall survey responses. Only a minority of employees responding to the survey provided written comments favouring a "Focus on Canada" position, while the majority of respondents provided no or brief written comments on a wide variety of issues. As such, the written comments received do not represent the majority of employees responding to the survey.

4.0 CONCLUDING COMMENTS

The Multicultural Staff Working Group is most grateful to those staff members who shared their opinions and suggestions on the Municipal Multicultural Policy and programs. The survey results will provide a basis for monitoring and planning future Multicultural Week initiatives.

The 144 responses received is a good response rate for this type of survey, however, it is not possible to draw statistically valid conclusions for the overall Municipal workforce from the survey results.

The survey responses have provided the Multicultural Staff Working Group with useful information and opinions on the existing Multicultural Policy and implementation program. The survey results have contributed to the development of the objectives for the 1992 work program for the group, which are contained in a report appearing elsewhere on this agenda. Based on a more detailed examination of the survey results, the Working Group will undertake to further focus and refine the implementation program for the Multicultural Policy in the upcoming year.



A.L. Parr, Director
PLANNING AND BUILDING

LP/jp

Attachments

- cc: Director Finance
- Director Engineering
- Director Recreation & Cultural Services
- Director Administrative & Community Services
- Medical Health Officer
- Chief Librarian
- Municipal Clerk



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.

- Different language
- Different cultural values/beliefs
- Racial Prejudice
- Other (please specify)
- None of the above

4) Which of the following would help you do your job better when serving people of different ethnic backgrounds?
Please check one or more.

- Interpretation of other languages
- Training in cultural differences
- Translation of printed materials
- Race relations training
- Public orientation to Municipal services
- Cross-cultural communication services
- Special Municipal services should not be provided
- Other services (please specify)
- None of the above

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.

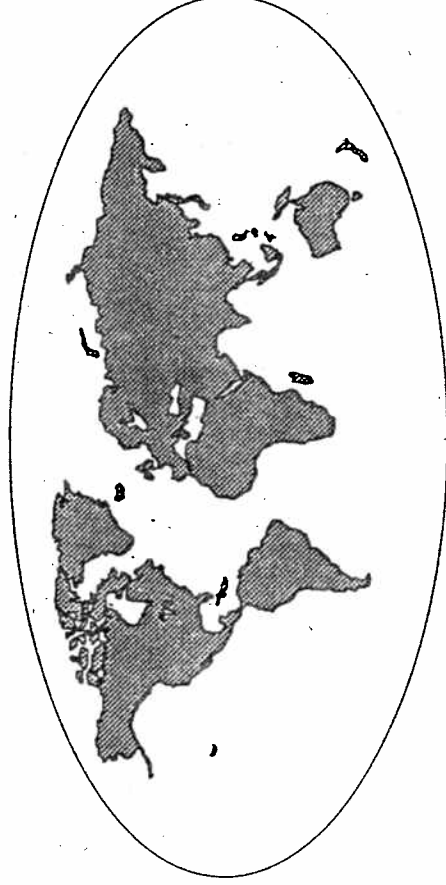
Please return the questionnaire to the Planning & Building Inspection Department by internal mail. If you have any questions, would like more information, or would like to assist the Multicultural Staff Working Group, please call John Foster (294-7406) or Lou Pelletier (294-7219) of the Planning & Building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



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 an annual work program to implement the Policy.

1991 May

ATTACHMENT 2RESULTS OF SURVEY OF STAFF MULTICULTURAL SERVICE NEEDSQUESTIONS

1. Which Department do you work for?	# of Responses	Response Rate (% of employees of each dept.)
<u>Administrative & Community Services</u>		
Administrative & Community Services	1	
Centennial Committee	1	
Clerk's	1	
Dance - Recreation	1	
Environmental Health	4	
Fire	2	
Home Care	3	
Health	25	
Information Services	5	
Long Term Care	1	
Preventive Health	4	
Youth Services	1	
Other	1	
TOTAL	50	7.5
<u>Engineering</u>		
Dispatch - Roads	1	
Engineering	6	
Garage	1	
TOTAL	8	2.8
<u>Finance</u>		
Finance	3	
Business Licence	1	
Payroll	1	
Tax	1	
TOTAL	6	6.7
<u>Recreation & Cultural Services</u>		
Golf Course	5	
Parks & Recreation	20	
Part-time instructor	1	
Library	38	
TOTAL	64	4.2
<u>Planning & Building</u>		
Planning & Building	16	
TOTAL	16	5.4
TOTAL NUMBER OF RESPONSES	144	

2. Where do you work?

West Building	36
Municipal Hall	42
Burnaby Arts Council	1
#4 Fire Hall	1
#1 Fire Hall	1
Works yard	1
Recreation Community Centres	13
Golf Course	6
Outside	3
Libraries	4
Metrotown Library	34
Museum	1
RCMP	1

TOTAL	144

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.

	# of Responses	% of Respondents
Different Language	103	71.5
Different cultural values/beliefs	57	39.6
Racial prejudice	29	20.1
Other	7	4.9
None of the above	25	17.4

Comments received in response to this question:

- Inadequate family support of non-english speaking person.
- Rude behaviour.
- Sex discrimination with certain racial backgrounds.
- Female discrimination.
- Sexism against women.
- New Canadians with limited knowledge of Canadian culturalism.
- They do not feel that recreation is worthwhile as dictated by their culture.
- Need for translation funds to pay for needed translations/interpretation that is not available through the language bank.
- Differences in cross-cultural communication.
- Language problem with Japanese tourist.
- Dietary restrictions influenced by culture.
- Children seem well integrated.

4. Which of the following would help you do your job better when serving people of different ethnic backgrounds? Please check one or more.

	<u># of Responses</u>	<u>% of Respondents</u>
Interpretation of other languages	63	43.8
Training in cultural differences	51	35.4
Translation of printed materials	58	40.3
Race relations training	28	19.4
Public orientation to Municipal services	35	24.3
Cross-cultural communication services	37	25.7
Special Municipal services should not be provided	10	6.9
Other services	9	6.2
None of the above	15	10.4

Comments received in response to this question:

- Stress promotion of independence, use of community resources, development of new services in the community to fill perceived areas of need.
- Stress interpretation of existing services to include their limitations.
- Teach immigrants how to be Canadians.
- How much do special Municipal services cost the taxpayer?
- Immigrant training on who we are to help immigrants understand us and where we come from.
- Translate printed materials on diet sheets, cardiac guidelines, wound care, etc.
- Translate materials for Japanese visitors.
- Staff training regarding beliefs (health/sickness) in other cultures.
- If staff services are made available, can we sign up or receive handouts?

5. Did you take part in any of the Multicultural Week events held at the Municipal Hall Complex on 1991 February 18 - 22?

Yes	36	25.0%
No	108	75.0%
TOTAL	144	100.0%

6. Can you offer suggestions for improving future Multicultural Week events and programs?

Responses to this questions are grouped under broad headings to assist with the interpretation of the comments received.

Change the Format of Multicultural Week

- A contest - have individuals in our workplace write up and submit a positive interaction they have had with someone of another race/language.
- Encourage further presentations/activities from/sponsored by Burnaby community groups.

- Activities only organized in the lunch time might not have enough impact. I appreciate the things organized in the Fitness Week ie. point scoring program, sneaker day, etc. Each program can arouse the interest of staff better. May be we can organize something like that in the Multicultural Week.
- All programs should be available in different languages and an interpreter available at all functions.
- Instead of once a year, perhaps throughout the year we could see displays and samples of different customs - cuisine, marriage ceremony, birthday celebrations, etc.
- Try offering at various locations instead of always at the Hall.
- Were the events all at the Hall? If so, perhaps some of the events could be held at other locations so more people could attend (ie. Bonsor, Cameron, Works Yard ...?).
- Extend events to recreation centres.
- Easier access to people outside the Municipal Complex. Perhaps having events at different sites.
- More advertising of events in Works Yard.
- Have one or two main events during the week & spread other events throughout the year.
- Emphasize musical presentations at noon hour from other cultures ("the universal language...").
- Fresh food for both lunch periods.
- Slide presentations on large screen in lobby a few times during the day. Costume day for staff. More flags or banners; in other words more colour throughout the Hall. We need to be reminded of other things besides our jobs. Some floor by floor displays.
- Japanese clients should be considered - although they are a small group.
- Too much emphasis placed on Indo-Asian people. Many Europeans and South Americans etc. also new to our country.
- Lunch time speakers on topics such as work ethics, attitudes toward children, the elderly, government, family, social programs, attitudes, beliefs, values of various cultures.
- Improve awareness of events.
- Find a way to get more people involved and stress the importance.
- Open forums to discuss the value of Multiculturalism in art.
- Eliminate Multicultural Week and spend the money assessing needs properly.

Focus on Practical Cultural Differences

- How about slide shows illustrating the difference in cultural values and beliefs and how they show up in day to day life? We would see how our services serve others' daily needs.
- Focus less on entertainment cultural activities and more on the practical differences/conflicts.
- Get more people of different races involved. Ask them their opinions, etc.

Scheduling of Events / Time off Work to Attend

- Offer events twice over the lunch hour to service both breaks. Consider morning events and events at the Works Yard.
- Give staff time off to attend the events.
- Allow Works Yard personnel time to attend events at Municipal Hall.
- Don't attend because of work. So I don't have knowledge to make suggestions.
- Due to our extended work day 07:45 - 17:00 and that we in Home Care work out in our districts, it is difficult to participate in noon hour events at the Municipal Complex.
- Make sure everyone can take part by gearing all events from 12:00 - 2:00 inclusive.
- Both lunch hours - 12 - 2:00. Should have events or some other arrangements so all staff can participate.
- The format made it difficult to find the time and also consume your lunch.
- Why is there an expectation that I will give up my lunch hour to participate. Plan some events during the work hours where management would/should support by encouraging me to attend.
- Schedule some events at different time during the week to accommodate people who are out of the office at various times in the day.

Satisfied with Existing Program for Multicultural Week

- I enjoyed the week's events that I attended.
- Multicultural Week - extremely well done. Congratulations to the Committee.
- It was excellent/ I felt there was a good diversity of activities & they were of high quality.
- Have been good so far.
- I thought that the presentations were excellent - Native Indian performance, speech by David Lam.
- I thought the Multicultural Week activities this year were excellent. They promoted awareness and appreciation of different cultures. My need however involves a knowledge of beliefs and attitudes.

Change Multicultural Week to Reflect a Canadian Focus

- Change it to Canadian Week. How can we have unity if we are not all Canadians.
- Cancel the silly thing and have Canadian Heritage Week instead.
- Do away with it. We will never have a strong Canada when it is fractionalized by ethnic ghettos.
- Train ethnic people English and Canadian culture.
- Encourage immigrants to learn the English language and adapt to the Canadian culture. My parents did.

- Have it on Canada Day. Raise the Canadian flag and have everyone swear allegiance to Canada in either of the two official languages of Canada. Have everyone of different ethnic origins publicly stand and say why they are proud to be a Canadian. Utilize the event to unify Canadians - not to create or show their differences. Don't assume that we the people of different ethnic origins are proud of the country or culture we came from. We are proud of where we are not where we came from. Don't borrow from other culture to create your own & protect our heritage buildings & artifacts that represent the original uniqueness of Canada from foreign destructive hands. Allowing and promoting other foreign languages outside of French or English, or assisting the implantation of other cultures creates a government and society reminiscent to the building of the tower of BABEL.
- It would be nice to see what you are doing in the way of explaining Canada's traditions, religion and culture.
- Let's have a "Pioneer Day" - we are all immigrants - some of us also have interesting cultural backgrounds.

7. Any other comments?

Responses to this question are grouped under broad headings to assist with the interpretation of the comments received.

General Comments

- Please let us know about the results of this questionnaire.
- Normally the responses to questionnaires is between 10 - 20%. If this will be the case with your questionnaire then I hope that there will be other mechanisms to draw out information from the larger group.
- Training in cultural differences will not only result in providing effective and efficient services to the residents but will also provide or foster improved relationships between coworkers in the corporation.
- The Health dollar is limited: existing and new programs becoming more expensive; more groups vying for that dollar. Perhaps emphasis on expanding existing programs/creating new services in the community via the private sector/non-profit societies or the numerous religious communities. Specific emphasis on ethnic groups - ie. seniors outreach / meals on wheels etc. where existing programs are not culturally acceptable/suitable.
- On several occasions I have heard blatantly racist conversations in the cafeteria. There is no place for this, but the fact that it occurs and is apparently accepted is very disturbing.
- Burnaby Internal Telephone Directory - Info Services Dept. does not include Library employees in the Employee Language Bank.
- If you have patience and time you are always able to serve people of different ethnic backgrounds.
- While I agree with being accepting and understanding of people with diverse ethnic backgrounds, as a Burnaby citizen, I have too often witnessed the rights and values of the majority being sacrificed when Municipal staff and Council bend over backwards not to offend a minority. Ethnic groups should not be exempt from respecting and obeying the rules and laws which have been formulated for the overall benefit of all citizens.

- The Museum welcomes visitors from many countries as well as local residents - some of whom do not speak English well or at all. This is common for all museums. There are a variety of ways to overcome language barriers so that we may communicate our main message even better.
- Having come from Montreal, I have always worked and got along with people of different ethnic backgrounds. I believe the Corporation serves its people well. We have staff who can translate into every imaginable language.
- The key challenges regarding the implementation of Burnaby's Multicultural Policy will be to gain support and enthusiasm for the effort from municipal staff at all levels, and to develop an effective community outreach strategy (i.e. getting the word out beyond Municipal staff.
- This is just a political pacifier to pretend that multiculturalism is working.
- Keep up the good work. (2)
- A need for all staff to recognize that Burnaby is a multicultural community.
- All would benefit with information about different kinds of dress - turbans, Chinese clothes, etc.

Include More Target Groups

- I commend the Municipalities support and promotion of multicultural identification actions. There is a concern however that the focus is only on new Canadians of Asian and East Indian backgrounds. It would seem most timely to familiarize the Municipal staff with Canadian Indian culture in B.C., followed by the variable others i.e: Swedish, Finnish, German, Austrian, Polish, Ukrainian, English, Scottish, Irish, Russian, U.S. of America, etc. that also make up the fabric of Canadian society in our progressive and supportive Municipality of Burnaby.
- I congratulate the Corporation for promoting Multiculturalism, but feel they should also look at other nationalities.
- Video tapes on different cultural groups in Canada.
- We are also always hearing of the Asian & Indian groups. What has become of the other immigrant groups?

Gather Input from Ethnic Community

- It would be nice to have a person able to communicate the needs and interests of the ethnic populations back to us. I am doing this - but much of the contact I make are with people who already use our services. It would be helpful to have another link to these ethnic populations.
- The Library should work to encourage more participation by ethnic groups - especially Indo-Canadian people.
- I have a concern that sport facilities for our various ethnic groups are not being considered in Capital Budget plans. A survey should be done of Burnaby's various groups to determine their sport facility needs.
- What we really need is a professionally administered community survey (random sample) to determine the age, home language and specific municipal service needs of the non-english speaking population.

Emphasis on Employment Equity

- Should be greater attempt to attract racial groups into employment with the corporation. (Including fire). Some people of other races view us as the enemy. The racial make-up of staff does not represent the community.
- Emphasis in hiring staff with high-demand non-official language skills - Chinese-cantonese, and Hindi-punjabi.

Need for Translation of Materials

- We need translation of major Burnaby language groups of important information brochures for library, i.e. material given out with new cards. Also more foreign language books in collection.
- Special language information requirement should be the responsibility of the individual not the government.
- I would like some signage or charts in the more dominant languages (other than English) for library patrons.
- I feel the greatest need is ESL programs and materials.
- I don't run into too many problems with the children. I try to find other children who are fluent in their language and English and they do the translating for me.
- Having interpretation material or training (basics) in another language necessary (Chinese, Japanese, or similar) would be an asset and would allow me and the fellow staff to better relate the increasing oriental citizens in the area.
- Heads of organizations should know English language fluently for communication purposes.
- Communication language bank in internal phone directory should be maintained and utilized by staff, but because we have such a diverse background of cultures entering Canada training in these differences, translation of written material, etc. would not only be a gross waste of time but also a gross waste of money (where do we stop our training? How many cultures etc.) Staff should simply be made aware of the possibilities of problems due to differences in cultural values and/or of cultural differences they can then deal with them.

Focus on Canada

- I am a Canadian (at least 5 generations) and I don't like to see Canadian culture being destroyed by reverse racism and multiculturalism that has no Canadian content.
- I am hesitant to suggest masses of municipal services for various multicultural projects as I feel a higher level of integration (sort of a 'Canadian First' idea) while respecting other cultures, may be more beneficial in the long run.
- Focus should be on integrating movement into Canadian life not separating and maintaining lifestyle of previous country in Canada.
- I feel very strongly that tax dollars could be put to better use than providing interpreters etc. of immigrants. I would welcome immigrants and work with them but I feel overall we do them a great disservice by spoon-feeding them. Some cultures do not encourage the women to learn English. Perhaps if it were known that a certain command of the language was necessary prior to emigrating to Canada this problem would be partially solved. The exception of course are the political refugees and they should be assisted in learning the language as soon as possible.

- As Canadian born remember our cultures and why our forefathers came to this land - religious freedom. This is a Christian country and we should be proud of it.
- Burnaby's Multicultural Policy is to be commended - these policies assist new immigrants in many ways and should continue. However, an aspect lacking is the need to educate newcomers into the Canadian culture - ie. emphasis seems to be placed on our adapting services to assist new immigrants rather than assisting them to adapt and integrate into our country and community and services.
- They came to Canada to become Canadians and should be prepared to adapt to Canadian culture.
- It would be good to know that our new citizens were being educated as to not only services available to them, but also that is fact they have come to a wonderful country called Canada and we have our own traditions, religion, and cultural influence that they would have to consider adapting to. We are also always hearing of the Asian & Indian groups. What has become of the other immigrant groups.
- Most ethnic countries have their own laws, religion, language. To go there you must learn them. That should be the same for Canada. To live in Canada with all it has to offer but by their laws, religion and language to me is discrimination. I enjoy learning about other cultures and their foods, but I live in Canada and proud of it.
- If I were to emigrate to a non-English speaking country - I would certainly see to it that I learned the native language as quickly as possible. If necessary I would take my own interpreter with me until I could manage on my own. This is exactly what my parents did.
- Ethnic groups should be encouraged to integrate - at least learn Canadian culture & English language. Why should taxpayers in this country for years have to give so much to encourage ethnic groups to remain in their ethnic huddles.
- Different cultural people should be also taught how to live in our Canadian culture and how to behave when dealing with all others in this country.

Planning & Building
Inspection Department
1991 August 19