

COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: MULTI-LINGUAL VERSIONS OF BURNABY'S CITIZENS' GUIDE TO CITY
SERVICES

RECOMMENDATION:

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

REPORT

The Community Issues and Social Planning Committee, at its meeting held on 1999 January 27, received and adopted the attached report informing the Committee and Council of the publication and distribution of Burnaby's Citizens' Guide to City Services in five multi-lingual versions.

Respectfully submitted,

Councillor D. Johnston,
Chair

Councillor N. Volkow,
Vice Chair

<p>: COPY - CITY MANAGER - DIRECTOR ENGINEERING - DIRECTOR FINANCE - DIR. PLNG. & BLDG. - DIR. PARKS, REC. & CULT. SERV. - OFFICER-IN-CHARGE, R.C.M.P.</p>
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TO: COMMUNITY ISSUES &
SOCIAL PLANNING COMMITTEE

1999 JANUARY 18

FROM: DIRECTOR PLANNING & BUILDING

OUR FILE:17.818.3

**SUBJECT: MULTI-LINGUAL VERSIONS OF BURNABY'S
*CITIZENS' GUIDE TO CITY SERVICES***

PURPOSE: To inform the Committee and Council of the publication and distribution of *Burnaby's Citizens' Guide to City Services* in five multi-lingual versions.

RECOMMENDATION:

1. **THAT** the Committee forward this report to Council for information.

R E P O R T

1.0 BACKGROUND

From 1989 to 1997, Burnaby was involved with the international Healthy Community movement. Burnaby's Healthy Community Project, "Burnaby...Well into the Future", had both an in-house public policy component and a community component. The community component was co-ordinated by the community-based Healthy Community Initiative. It focused on encouraging Burnaby citizens (both corporate and individual) to become actively involved in building a healthier Burnaby. Annual grants from the Province of British Columbia supported the Initiative's activities.

One of the Healthy Community Initiative's most ambitious projects was the preparation and publication of Burnaby's *Citizens' Guide to City Services* in early 1996. This guide provided information on the many types of public services offered in each City department. It contained information as to the most appropriate division or individual to contact for over five hundred City services, as well maps, addresses and telephone numbers for all City facilities. The guide, which was offered free of charge, was well received by the public, and numerous additional printings were undertaken to keep up with demand.

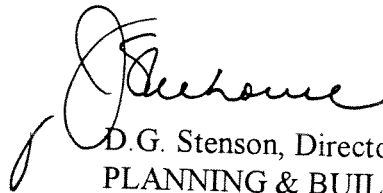
In early 1997, Burnaby received the last of its Healthy Community grants from the Province. The grant was used for the development of multi-lingual versions of the *Citizens' Guide to City Services*.

2.0 MULTI-LINGUAL VERSIONS OF THE CITIZENS' GUIDE

The multi-lingual versions of Burnaby's *Citizens' Guide to City Services* were published in late 1998. They were prepared with the assistance of the Burnaby Multicultural Society, which assisted with identifying the five target languages, and provided the translation services. The guide is now available in: Chinese-English, Korean-English, Spanish-English, Punjabi-English, and Farsi-English. Each version consists of approximately sixty pages, with English on the left-hand side, and the corresponding target language on the right-hand side. Like the original unilingual English language version, the multi-lingual versions contain telephone numbers for City departments and divisions, as well as descriptions of the various City departments, and maps and addresses for over forty-five City-operated facilities. All information has been updated since the 1996 English language version was published.

The various versions of the *Citizens' Guide to City Services* are available to the public at Burnaby City Hall, at Burnaby's recreation centres and at the four branches of the Burnaby Public Library. Copies can also be obtained through the Burnaby Multicultural Society. The guides are free of charge. An article advertising their availability will appear in the February 1999 issue of InfoBurnaby. A copy of the Chinese version of the guide is provided to each member of the Committee under separate cover. A copy is available for viewing in the Planning and Building Department.

This report is provided for the information of the Committee and Council.


D.G. Stenson, Director
PLANNING & BUILDING

JS/sa

Attachment

cc: City Manager
Director Engineering
Director Finance
Director Parks, Recreation and Cultural Services
OIC-RCMP

