



CORPORATE POLICY MANUAL

Section:	Social & Community Services Planning	10
Sub-Section:	Social & Community Services - Issues	4720
Title:	COMMUNITY DIVERSITY	2

POLICY

The Community Diversity Policy:

- **Recognizes and values the fact that we are a diverse community.**
- **Promotes awareness and understanding of the community’s diversity and encourages understanding of the value of diversity among District residents and staff.**
- **Provides equitable access to municipal services for all District residents**
- **Promotes and encourages the participation of all residents in civic affairs and community life**
- **Does not condone racism, prejudice, or intolerance of diversity as defined in this policy.**
- **Recognizes the benefits of sharing Canadian values and experiences with those who add to and enrich our community.**

REASON FOR POLICY

To demonstrate leadership and provide a framework for actions promoting inclusion, access to services and quality of life enriched by community diversity.

The population of the District of North Vancouver consists of individuals with a wide range of backgrounds. We all, as individuals have a cultural background and together make a diverse society. A diversity policy acknowledges that questions of equity, access and inclusion in a diverse community are complex, and so begins to address these issues within the context of the current strengths and characteristics of the District of North Vancouver organization and community.

AUTHORITY TO ACT

Delegated to Staff

PROCEDURE

Objective 1 To maintain and share knowledge about the diversity of the District of North Vancouver community.

- Actions
1. Maintain a current profile of the demographic diversity of the District.
 2. Maintain a current profile of the range of diversity initiatives and resources on the North Shore.
 3. Share diversity information with Council, staff, municipal agencies, community representatives and the community at large.

Objective 2 To promote awareness and understanding of diversity and the value of diversity to the community.

- Actions
1. Disseminate the District of North Vancouver Diversity Policy to encourage a broader understanding of the District's respect for diversity
 2. Look for opportunities to promote awareness of diversity both among staff and within the community at large
 3. Support opportunities for citizens to preserve, enhance and share their diverse backgrounds and abilities
 4. Publicize community activities, initiatives and positive experiences that demonstrate community building.

Objective 3 Identify and eliminate where possible barriers to providing effective service to all District of North Vancouver residents.

- Actions
1. Communicate the District's commitment to diversity through new employee orientation and staff training programs at all levels of the organization
 2. Support employees' efforts to increase their understanding of diversity through study, participation in events and work initiatives
 3. Facilitate a consultation process with community members, District staff and Council to identify ways of providing effective service to a diverse community.
 4. Use diverse media such as local publications, the Internet, ethnic media, radio and television, universal signage and sign language to provide District information.
 5. Continue to evaluate District documents for accessibility to diverse community audiences and adapt where necessary. Consider, for example, translation, readability, plain language and provision of alternate formats.

Objective 4 Ensure that District of North Vancouver public involvement processes are equitably accessible to all residents.

- Actions
1. Promote involvement in District processes of all members of the diverse community, consistent with the principles of the Corporate Business Plan and the Public Involvement Framework.
 2. Encourage participation of all residents in civic life by increasing understanding of and reducing barriers to processes such as: public hearings, Council meetings and municipal elections.
 3. Employ the use of technologies such as looped hearing assistance devices to increase accessibility.
 4. Provide information about District processes and public involvement opportunities in clear, simple language
 5. Promote opportunities for District residents to serve the community on District committees.

Objective 5 Reflect a corporate attitude that will not condone racism, prejudice, or intolerance of diversity.

- Actions
1. Review District policies, practices and programs for opportunities to support and recognize diversity.
 2. Communicate the District commitment to excellent customer service to all residents through training for new and existing employees.
 3. Uphold the values of justice, tolerance, fairness, equity, and democracy.

Objective 6 Through leadership, support and participation, promote acceptance of diversity by staff, community agencies and throughout the North Vancouver District community.

- Actions
1. Participate in community-based organizations, networks and initiatives that promote diversity.
 2. Seek opportunities for collaboration with agencies and community groups to promote an inclusive North Shore community.

3. Encourage community organizations receiving funding from the District to be accessible to and representative of the community.
4. Support and encourage residents to uphold the principles espoused in the Canadian Constitution and Human Rights legislation
5. Look for opportunities to raise awareness about diversity issues in the community, such as Multicultural Week.

Objective 7 Promotes awareness and understanding of the core values of the community, including mutual respect, justice, tolerance, fairness, equity, democracy, and environmental stewardship

- Actions
1. Provides residents with opportunities to learn about our community, including the workings of local government, the Canadian justice system, and the many opportunities available for public participation in local activities and decision making
 2. Continues to provide support for settlement services for newcomers.

Approval Date:	February 26, 2001	Approved by:	Regular Council
1. Amendment Date:		Approved by:	
2. Amendment Date:		Approved by:	
3. Amendment Date:		Approved by:	