



Report Number: C2018-0504

Meeting: Regular Meeting of Council

Meeting Date: 2018 April 23

NOTICE OF MOTION

RE: RE: MULTILINGUAL COMMUNICATIONS & ENGAGEMENT POLICY

Sponsoring Councillor(s): COUNCILLOR GEORGE CHAHAL

WHEREAS Council Priorities identify the need to include opportunities for all Calgarians to participate in civic life to help create a prosperous city;

AND WHEREAS Calgary has a large and growing immigrant community, representing almost 30% of Calgary's Population. Between 2011 and 2016, the population of immigrants in Calgary which increased by 28 per cent totaling 383,065 immigrants grew faster than the general population in 2016;

AND WHEREAS approximately 30% of Calgary's current population is comprised of residents whose mother tongue languages are not English or French and this trend is likely to continue to grow into the foreseeable future;¹

AND WHEREAS public participation rates of immigrants are typically lower than those of non-immigrants;²

AND WHEREAS the Government of Canada projects that immigration will be the main driver of population growth within Calgary until at least 2036;³

AND WHEREAS in 2006, The City of Calgary became a member of the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD), making a commitment to involve residents by giving them a voice in initiatives and decision making; and to include multi-cultural communities into the cultural fabric of the municipality;

AND WHEREAS Council approved the Welcoming Community Policy in 2011, to engage with senior governments and the local community in providing successful integration for immigrants to Calgary and addressing their needs as they relate to the municipal mandate of creating a welcoming and inclusive community;

AND WHEREAS City Administration has created the Channel Strategy for ethno-cultural communities in Calgary to assist The City in communicating and engaging with these communities;

AND WHEREAS City Administration has been exploring joint opportunities with other orders of government to reduce barriers for public participation with ethno-cultural and immigrant communities;

AND WHEREAS recent City public engagements for Chinatown and the Genesis Centre have required specialized translation and communications resources that had to be contracted out at significant expense;

¹<http://www12.statcan.gc.ca/census-recensement/index-eng.cfm>

²<http://www.statcan.gc.ca/pub/89-652-x/89-652-x2015006-eng.pdf>

³<http://www.statcan.gc.ca/pub/91-551-x/91-551-x2017001-eng.pdf>

AND WHEREAS lessons learned from the recent engagements have shown that having in-house or on-retainer translation and language expertise would have added value to the public engagements and would have improved the efficiency of Administration's work;

AND WHEREAS other major Canadian municipalities have established policies, standards and dedicated resources related to multi-cultural relations and inclusivity;⁴

THEREFORE, BE IT RESOLVED that City Council directs City Administration to develop and report back to Council no later than Q3 2018 on a short-term communications and engagement approach for translation and increasing access for ethno-cultural communities, including resourcing and based on the Channel Strategy for Ethno-cultural Communities, for current and upcoming City projects;

AND FURTHER BE IT RESOLVED that City Council directs City Administration to develop and report back to Council through the Standing Policy Committee on Community and Protective Services no later than Q2 2019 on recommendations for a policy, strategies and implementation plan that includes standards of service for translation and interpretation, timelines, resources and budgets that incorporates the work done on the Channel Strategy for Ethno-Cultural Communities;

AND FURTHER BE IT RESOLVED that City Council directs City Administration to research and report back to Council through the Standing Policy Committee on Community and Protective Services no later than Q4 2018 on the resourcing needs of the Office of the Councillors and the Office of the Mayor as they relate to communications and engagement with ethnically diverse communities in Calgary.

⁴<https://www.toronto.ca/legdocs/mmis/2017/ex/bgrd/backgroundfile-103523.pdf>