



Item .....
Meeting .....2013 March 4

COUNCIL REPORT

---

**TO:** CITY MANAGER **DATE:** 2013 February 27

**FROM:** DIRECTOR PLANNING AND BUILDING **FILE:** 17000 00  
*Reference: Social Sustainability Strategy*

**SUBJECT: IMPLEMENTATION OF THE BURNABY SOCIAL SUSTAINABILITY STRATEGY**

**PURPOSE:** To seek Council's approval for a proposed implementation workplan for Phase 1 of the Burnaby Social Sustainability Strategy.

---

**RECOMMENDATIONS:**

1. **THAT** Council approve the approach for advancement of the actions in the Burnaby Social Sustainability Strategy, as outlined in the proposed Phase 1 workplan presented in Section 5.0 of this report.
2. **THAT** copies of this report be forwarded to:
  - all members of the Social Sustainability Strategy Steering Committee;
  - the Social Issues Committee;
  - the Community Development Committee;
  - the Community Policing Committee;
  - the Finance and Civic Development Committee;
  - the Traffic Safety Committee;
  - the Transportation Committee;
  - the Parks, Recreation and Culture Commission;
  - the Public Library Board;
  - the Simon Fraser Liaison Committee;
  - the Burnaby Board of Education;
  - the Burnaby Board of Trade;
  - the Fraser Health Authority;
  - Burnaby's Members of Parliament;
  - Burnaby's Members of the Legislative Assembly; and
  - the Urban Development Institute.

## EXECUTIVE SUMMARY

In 2011 July, Burnaby Council adopted the award-winning<sup>1</sup> Burnaby Social Sustainability Strategy, a bold plan that is intended to guide the City's initiatives and resource allocations in the social realm over the next ten or so years. The Strategy articulates 127 actions - addressing seven strategic priorities - for the City and others, acting within their respective mandates or in collaboration, to move Burnaby towards its social sustainability vision and goals.

Since adoption of the Strategy, staff have been working to prioritize actions and develop a formal implementation plan for Phase 1 (the next five or so years). In the meantime, conditions have been favourable for quick progress on and/or achievement of a number of actions, which are identified in the report.

Many factors have been weighed in proposing an approach to implementation – in fact, there are more than twenty criteria outlined in the Strategy to be considered in prioritizing the 127 actions for pursuit. During the prioritization process, staff consulted with the major external partners identified in the Strategy and relevant City departments regarding their capacity and preferred timelines for pursuing pertinent actions. Those discussions and assessment of the actions against the remaining criteria resulted in the categorization of the 127 actions into:

- those that could be focused on in Phase 1 (44 actions);
- those for future consideration in Phase 2 (56 actions); and
- those that involve a continuation of important work the City is already involved in and/or which are ongoing (27 actions).

This report focuses on actions the City and its partners can advance over the next five or so years. The 44 actions represent all seven Strategic Priorities and most of the topics included within them. Some of the actions can be accomplished in the near term, while others will involve work into the medium- and long-term, or simply become the way the City does business on an ongoing basis. Some are discrete projects in their own right, while others serve to pave the way for research and policy directions to support actions to be focused on in future years. Implementation of 5 (11%) of the actions could be undertaken by the City working on its own, while implementation of the remaining 39 (89%) actions would require the support, collaboration and, in specific cases, the initiative of external partners.

Progress on implementation of Phase 1 will be monitored and reported on through regular reports to the Social Issues Committee, other appropriate committees, and Council. Implementation of most of the actions suggested for Phase 1 can be accomplished without the infusion of additional City resources. Those requiring additional resources will be reviewed and advanced for committee and Council review prior to being included for consideration in the City's regular budgeting cycle, with resources allocated as supportable.

---

<sup>1</sup>The Burnaby Social Sustainability Strategy was honoured with a Canadian Institute of Planners' 2012 Award for Planning Excellence.

## REPORT

### 1.0 BACKGROUND

At its meeting of 2011 July 11, Council endorsed the Burnaby Social Sustainability Strategy, a bold, visionary and inspiring plan that is intended to guide the City's plans and resource allocations in the social realm over the next ten or so years. The Strategy was developed by a Steering Committee - chaired by Mayor Corrigan, and composed of twenty-four Burnaby residents including four members of City Council – following an extensive public consultation process.

The purpose of this report is to present an approach for advancing the actions in the Strategy, and to request Council's approval for the sequencing proposed, with particular reference to Phase 1.

### 2.0 OVERVIEW OF THE BURNABY SOCIAL SUSTAINABILITY STRATEGY

Over a sixteen month period, the Strategy Steering Committee consulted widely with the community to produce a Strategy with a social sustainability vision for Burnaby, three broad social goals, and seven strategic priorities. The framework for the Strategy, outlining the goals and strategic priorities, is *attached* as **Appendix 1**.

As well, the Strategy articulates 127 actions for the City and others, acting within their respective mandates or in collaboration, to move Burnaby towards the vision and the goals. Also included in the Strategy is an approach to implementation which includes the following steps:

- prioritize actions for implementation in Phase 1, including sequencing of actions;
- implement Phase 1;
- monitor and report on progress on a regular basis; and
- refresh the Strategy after five years and adopt a new strategy after ten or so years.

### 3.0 EARLY IMPLEMENTATION AND SUCCESSES

Since adoption of the Burnaby Social Sustainability Strategy, conditions have been favourable for quick progress on and/or achievement of a number of actions in the Strategy. Some of those actions were identified in a 2011 November report to Council, including expansion of the eligibility criteria for the Recreation Credit Program (Action #7), the launch of the City's new website (Action #74) and participation in Local Government Awareness week as a means of increasing voter turnout in civic elections (Action #53).

Since that 2011 November report, progress on other actions has also been made. Examples include text amendments to the Zoning Bylaw to simplify the approvals process for child care centres in some zoning districts (Action #1), Council's adoption of a resolution to join the Canadian Coalition of Municipalities Against Racism (Action #36), and Burnaby's 120<sup>th</sup> birthday celebrations consisting of a multitude of community-building activities (Action #95). **Appendix 2, attached**, provides a comprehensive, though not exhaustive, overview of actions on which progress has been made since the Social Sustainability Strategy was adopted in 2011 July.

To: City Manager  
From: Director Planning and Building  
Re: Implementation of the Burnaby Social Sustainability Strategy  
2013 February 27..... Page 4

In addition, a considerable number of actions in the Strategy, detailed in **Appendix 3, attached**, involve a continuation of important work the City is already involved in. That work carries on. Those actions range from recent Council action to ensure the retention of a 20 unit non-market housing complex (Action #12) and approvals for development plans featuring humanizing elements such as plazas and other gathering places (Action #80) to a feature column in *InfoBurnaby* on community safety and crime prevention (Action #115).

Considering all three sets of actions noted above, work to date on advancing actions in the Strategy has touched all seven strategic priority areas and the majority of topic areas within them.

With regards early implementation, a proposal included in the implementation section of the Strategy involves embedding socially sustainable practices within the City's own operations, services and programs as a means of deepening Burnaby's commitment to social sustainability. Ongoing management functions such as planning, purchasing, budgeting, training and staffing offer opportunities for integrating the City's social sustainability commitment into the City's day to day operations. The management system can be viewed as a cycle of continual improvement, with the aim being deeper and more meaningful integration of social sustainability within the City's management and operations over time. With this in mind, staff will work to facilitate dialogue and discussions, both within and between City departments, in an effort to identify opportunities to more fully align day to day practices with the City's social sustainability commitment. Any significant proposed changes requiring approval would be forwarded to relevant committees and Council for consideration.

#### **4.0 IDENTIFICATION OF PRIORITY ACTIONS**

Since adoption of the Strategy, staff have been working on a more formal implementation plan by prioritizing actions and developing a proposed workplan for Phase 1. Many factors have been weighed in proposing an approach to implementation – in fact, there are more than twenty criteria outlined in the Strategy to be considered in prioritizing the 127 actions for pursuit.<sup>2</sup> The full list of criteria is **attached** as **Appendix 4**.

During the prioritization process, staff consulted with the major external partners identified in the Strategy (e.g., Burnaby Board of Trade, Burnaby School District, Fraser Health Authority) to determine their interest and availability in working with the City on specific actions, and their timeline for advancing such work. For proposed Phase 1 actions on which the City is likely to take the lead, staff liaised with all relevant City departments. Those two sets of discussions and assessment of the actions against the remaining identified criteria resulted in the categorization of the actions in the Strategy into those that could be focused on in Phase 1 (outlined in Section 5.0, below, and summarized in **Appendix 5, attached**) and those for future consideration in Phase 2 (**attached** as **Appendix 6**).

---

<sup>2</sup> A matrix of the 127 actions and 20+ criteria provided an overview of how well each action satisfied the criteria. More weight was given to specific criteria that had to be met for a particular action (e.g., the willingness of an identified external partner to participate, necessary preliminary work having already been completed), and more serious consideration to balancing actions across the strategic priorities and topic areas.

## **5.0 ACTIONS FOR ATTENTION IN PHASE 1**

The proposed workplan for Phase 1 has been conceptualized as directions the City can take on various social topics over the next five or so years. The proposed workplan identifies 44 actions for attention. It includes actions from all seven Strategic Priorities, and from most of the topics included within them. Some of the actions can be accomplished in the near term, while others will involve work into the medium- and long- term, or simply become the way the City does business on an ongoing basis. Some are discrete projects in their own right, while others serve to pave the way for research and policy directions to support actions to be focused on in future years.

Implementation of 11% (5) of the Phase 1 actions can be undertaken by the City working on its own. Implementation of 89% (39) of the actions will require the support, collaboration and, in specific cases, the initiative of external partners – including the Burnaby Board of Trade and businesses, the Fraser Health Authority, the Burnaby Board of Education, non-profit service agencies, senior levels of government, and community members. As noted above, many of the possible partners have already been contacted, and have confirmed their interest in working on these specific actions.

Work on the 44 actions proposed for Phase 1 would be supplemented by the above-noted 27 actions categorized as “ongoing or enacted as opportunities arise”.

Progress on implementation of Phase 1 will be monitored and reported on through regular reports to the Social Issues Committee, other appropriate committees, and Council. The status of efforts on the actions will be provided, including information on whether an action has been completed, will require more work, or is no longer being considered. With reference to the latter, it should be noted that implementation for some actions will consist of “examining the feasibility or advisability”, with possibly no further action to be taken. The progress reports will also identify which items would be anticipated to move forward next. Implementation of most of the actions suggested for Phase 1 can be accomplished without the infusion of additional City resources. Those requiring additional resources will be reviewed and advanced for committee and Council review prior to being included for consideration in the City’s regular budgeting cycle, with resources allocated as supportable.

The proposed Phase 1 actions are detailed below, within their Strategic Priority and topic areas. They are presented in two groupings: priority actions and other actions which merit attention in Phase 1, as time and resources permit.

### **5.1 Meeting Basic Needs - Strategic Priority #1**

This Strategic Priority is about ensuring that everyone in Burnaby has a foundation to live a life of dignity. The main topic areas within this strategic priority are economic security; affordable and suitable housing; and support for healthy living.

### **5.1.1 Economic Security**

Economic security includes access to meaningful work or income, support, and the removal of barriers to employment – for example, through accessible and affordable transportation, job training and child/elder-care.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #1: Zoning Bylaw and child care:** Examine the Burnaby Zoning Bylaw for opportunities to facilitate the development of more child care facilities (e.g., allowing child care as an outright permitted use in commercial districts).

**Action #8: Job training/mentorship for immigrants and others:** Consider engaging the Burnaby Board of Trade and business associations in discussions to enhance opportunities for job training, mentorship programs and practicum placements, especially as a means for new immigrants to gain Canadian work experience, and for youth, people with disabilities and others with employment challenges to acquire employment experience.

The City would take the lead on changes to the Zoning Bylaw. Any changes to facilitate the creation of more child care spaces would complement recent changes which simplified the approval process for child care centres in single-family residential zones.

It is expected that the Burnaby Board of Trade and business associations, in collaboration with service agencies and other organizations, would play a lead role on the job training/mentorship initiative. In supporting the initiative, the City would build on its own recent participation in the “Workplace Ambassadors” program. That program “matched” select new immigrant job seekers with appropriate senior City staff for an informational interview, who then referred the job seeker to two other local professionals in the field. The goal was to increase the networking capacity of the job seeker, and to increase awareness among participating organizations of the barriers new immigrants face in securing employment.

### **5.1.2 Affordable and Suitable Housing**

The topic of affordable and suitable housing focuses on the need of Burnaby residents of all income ranges and stages in life for access to a continuum of safe, accessible and affordable housing, including the support services they need, ranging from transition and emergency to private market ownership housing.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #15: Adaptable Housing Policy:** Consider revising the City’s Adaptable Housing Policy to ensure the construction of an adequate stock of adaptable housing units to meet the needs of those with disabilities and an aging population.

**Action #16: Supportive/affordable housing:** Look for opportunities to work with senior levels of government, businesses, Fraser Health, community organizations and others to facilitate the development of housing that is supportive of and suitable and affordable to specific target groups such as low- and moderate-income households, and those experiencing mental illness, addictions, family violence, homelessness and other challenges.

**Action #17: Secondary suites/laneway housing:** To facilitate housing affordability for a wide range of Burnaby residents, consider the feasibility and advisability of allowing – and regulating, as appropriate – additional housing options (e.g., secondary suites, laneway housing, coach houses) in residential areas, and revise the Burnaby Zoning Bylaw if and as appropriate.

**Action #18: Burnaby housing strategy:** Consider consolidating and updating the City’s several housing policies and programs into a comprehensive Burnaby Housing Strategy that recognizes the importance of partnerships and housing to other aspects of social sustainability, such as healthy living (e.g., negotiating for food garden space in new developments) and inclusion (e.g., mandating a portion of adaptable units in multiple-family developments).

The City would be the lead agency on three of the four actions, while primary responsibility for Action #16 would lie with senior levels of government and Fraser Health. Much of the work is already in progress. The City’s Adaptable Housing Policy, for example, is currently under review, and a consultation approach on potential amendments has been approved by Council. The City continues to work with all parties on opportunities for supportive/affordable housing development, including feasibility work for a jointly-held city, provincial and federal property at 3802 Hastings Street. In addition, the matter of secondary suites is under review, and a review of the City’s Housing Action Plan is pending to respond to directions to be set out in an updated Regional Context Statement relating to the Metro Vancouver Regional Growth Strategy.

The other proposed action in this topic area for possible attention during Phase 1 is:

**Advocacy for affordable housing:** Seek more effective ways to advocate to the federal and provincial governments, including through Metro Vancouver, Union of British Columbia Municipalities (UBCM) and/or Federation of Canadian Municipalities (FCM), for programs and policies that reflect a full continuum of housing options, and that make it easier for municipalities to support affordable and suitable housing. (Action #14)

Initiative on this action could come from any of the organizations noted in the action, or from the City. Such work would build on Burnaby’s long track-record of advocacy to the senior levels of government for national and provincial housing strategies.

### **5.1.3 Healthy Living**

Healthy living includes not only access to health services, but also healthy lifestyle practices through nutrition, recreation and connection with a healthy environment.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #23: Health promotion:** Consider updating and re-launching the Healthy Community Initiative to promote and deliver programs that include:

- health promotion and chronic disease prevention;
- benefits of walking and pedestrian- and bicycle-friendly development;
- good nutrition;
- tobacco- and drug-reduction;
- information on emotional and sexual health (e.g., healthy relationships); and
- awareness of health and support services available – family care/physicians, acute care, homecare, Burnaby Youth Hub, and others.

**Action #25: Food gardening:** Look for opportunities to work with neighbourhoods, landowners, strata councils, businesses, and developers to identify sites and other opportunities for community food gardening.

**Action #26: Burnaby food strategy:** Explore opportunities to facilitate the development of a community based food strategy, consistent with the Metro Vancouver Regional Food System Strategy. Ensure the Burnaby strategy is linked to health, environment and anti-poverty goals, including access to affordable and nutritional food.

In the spirit of the Healthier Communities Partnership advanced by Fraser Health, the City could work with that agency, at an appropriate level of engagement, on Action #23 to promote healthy eating, physical activity, and a tobacco reduction strategy, all of which Fraser Health has indicated it has an active interest in. Such work would build on existing City initiatives focusing on both residents (through recreation/community centres,) and City staff (through Healthy City). The initiative for the garden and food strategy actions would largely be expected to come from the community, with the City playing a coordinating and supportive role.

The other proposed action in the Healthy Living topic area that the City and Fraser Health could also take a lead on during Phase 1, as time and resources permitted, is:

**Healthy built environments:** Consider the incorporation into community plans of “Healthy Built Environment” principles, and look for opportunities to design environments that work for all segments of the population (e.g., children, youth, seniors, and people with disabilities). (Action #24)

Policy statements such as the City’s focus on planning for “complete communities” – communities that contain the services and amenities they need within their boundaries – and infrastructure such as audible traffic signals and curb ramps are examples of existing City practices that are relevant to this action.



## 5.2 Celebrating Diversity and Culture - Strategic Priority #2

This Strategic Priority recognizes that diversity and culture play an important role in supporting a cohesive, creative and engaged community. Going beyond minimal efforts to support diversity and culture, this priority signals Burnaby's interest in enhancing and celebrating these factors as a City asset. For the purposes of the Strategy, 'culture' refers to both the practices, beliefs and languages of the many ethno-cultural groups that make up Burnaby's rich diversity, as well as the range of arts and cultural opportunities that comprise Burnaby's vibrant entertainment scene. The topic areas for this strategic priority include cultural and religious harmony; a discrimination- and barrier-free community; and arts, culture and entertainment.

### 5.2.1 Cultural and Religious Harmony

Cultural and religious harmony is about respecting and embracing differences and encouraging the unique contributions diverse people can make, in order to maximize the potential of all, build a stronger community, and prepare the City for the future.

The proposed Phase 1 priority action in this topic area is:

**Action #31: Expanded recognition of cultural practices:** Look for opportunities to expand recognition of the practices and celebrations of a range of cultures in City plans, programming, and services.

Work continues on this City-led action. Recent examples include 2012 Diwali celebrations and 2013 Chinese New Year celebrations at several recreation facilities which featured culturally-relevant face-painting, craft-making and decorating of the facilities. Both the Burnaby Public Library and the Parks, Recreation and Cultural Services Department offer a range of programs which celebrate cultural diversity.

### 5.2.2 Discrimination- and Barrier-Free Community

A discrimination- and barrier-free community is one in which obstacles to the full participation of all citizens - regardless of factors such as race, income, ability, or sexual orientation - in the economic and social life of the community are removed.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #33: Language translation:** Consider the expanded translation of key City documents on an ongoing basis, as well as the use of images in City publications that reflect the diversity of the community.

**Action #35: Expansion of youth programming:** Look for opportunities to promote and expand youth programming through the City's youth centres and other venues such as schools.

The City would be the lead agency for both actions, though the latter would seek participation from the Burnaby School District, relevant community organizations, and the business and development community. Recent expansion in youth programming is reflected in the new Edmonds Pool and Community Centre, which includes a dedicated youth node, as well as a diverse range of facilities and programs for youth. With regards to translation, staff continue to pursue opportunities, on a case-by-case basis, to translate key City materials.

Other proposed actions in this topic area for possible attention during Phase 1 are:

**Additional youth-friendly programs:** Work with others to establish more youth-friendly programs including after-school and drop-in programs, events and spaces throughout the city. (Action #34)

**Reduction of racism and discrimination:** Look for opportunities to provide leadership in reducing all forms of discrimination, including those related to race, gender, age, sexual orientation and income level. (Action #36)

**Outreach to isolated seniors:** Build upon the City's Citizen Support Services program to increase community outreach to isolated seniors. (Action #37)

**Disability-confident organization:** Consider becoming a "disability confident"<sup>3</sup> organization. (Action 41)

The City would be the lead agency for all of the above actions, although work on expanding youth-friendly programs would seek participation from the Burnaby School District, and relevant non-profit agencies and community organizations. Efforts are already being made in several of these action areas. For example, the City continues to be involved in and a strong supporter of the award-winning Burnaby Intercultural Planning Table<sup>4</sup> which focuses its efforts on immigrant and refugee integration and settlement. As well, the Burnaby Access Advisory Committee (BAAC) continues to provide accessibility advice and input to the Planning and Building Department, as well as other departments upon request. A recent example is BAAC's review of an accessibility audit of major City parks that is being conducted by the Parks, Recreation and Cultural Services Department. Finally, Council's recent decision to join the Canadian Coalition of Municipalities Against Racism will serve as a catalyst to focus on actions in the strategy which promote inclusion and mutual understanding.

### 5.2.3 Arts, Culture and Entertainment

Support for a strong arts, culture and entertainment community enables unique celebrations of diversity of all kinds and contributes to Burnaby's vibrant entertainment scene.

---

<sup>3</sup> According to the Employers' Forum on Disability, a British group that has been working with organizations for over 20 years to make it easier to employ and do business with persons with disabilities, a "disability-confident" organization is one which: understands how disability affects all aspects of the organization's operations, creates a culture of inclusion and removes barriers for people with disabilities, makes adjustments to enable specific individuals to contribute and participate, acts as a regional role model for other similar organizations, and supports other organizations striving to remove barriers.

<sup>4</sup> For more information visit: [www.bipt.ca](http://www.bipt.ca)

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #44: Promotion of Burnaby events:** Help to promote and advertise Burnaby events, especially to groups that may not currently widely participate, such as those from diverse cultures.

**Action #47: Promotion of local artists:** Explore options for giving local writers, poets, painters, sculptors, potters, musicians, and other artists a higher profile, including showcasing their work at City facilities.

In the Strategy, the identified lead organization for the former action (Action #44) is Tourism Burnaby, working in partnership with local business associations. For the latter, the City would be the lead agency with input from local, relevant community groups. Related to this work, the Parks, Recreation and Cultural Services Department and the Burnaby Public Library continue to profile and support Burnaby's vibrant artistic base by offering showcase opportunities. A recent example is the display of works by members of the Aha Artists Cooperative<sup>5</sup>, a Burnaby-based artists' group supporting artists of all abilities, at the McGill, Cameron, and Tommy Douglas branch libraries. The City also supports local art initiatives through its community arts programmer, Festivals Burnaby grants, and support for the Burnaby Arts Council.

### **5.3 Getting Involved - Strategic Priority #3**

Community trust and social bonds are strengthened when individuals, groups and organizations are able to actively participate in, contribute to, and help shape community life. The topic areas for this strategic priority are civic and community engagement; and business participation.

#### **5.3.1 Civic and Community Engagement**

An involved and engaged community is a strong community where connections are made across diverse groups, and citizens have access to decision-making processes. The City operates on a philosophy of citizenship and participation, whether on the part of individuals, community groups, or local businesses and organizations.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #51: Public consultation:** Explore opportunities to expand the City's existing public consultation programs.

**Action #58: Community engagement:** Consider researching emergent thinking and existing models about how to foster robust community engagement and participation. Such research could identify possible City and partner-led initiatives for connecting people at the local and city level and for moving towards a new model of citizenship.

---

<sup>5</sup> For more information visit: <http://aha-artists.ca/>

The City would be the lead agency for both of the above actions. Activity has already begun, in that the City is working to develop its Twitter, Facebook and email presence as a means of consulting with the public.

The other proposed actions in this topic area for possible attention during Phase 1 are:

**Civic involvement guide:** Create a how-to guide about how to get more involved and provide one's input at the civic level. Consider making the guide available in a range of languages, and attractive to youth. (Action #50)

**Non-profit volunteer support:** Explore opportunities for supporting Burnaby non-profit organizations with their volunteer engagement and management needs. (Action #57)

For the former action, the City would be the lead agency. A foundation is already in place in that Burnaby has participated for the past two years in the Union of BC Municipalities' Local Government Awareness Week program. This program seeks to provide engaging and interactive ways for members of the public to learn about their local government and how to get involved, including ways to make their voice heard. For the latter action, the Strategy identifies Volunteer Burnaby as the organization with the expertise and community presence to assist non-profit organizations to identify their needs. Other partners would then need to be engaged to provide the actual support required. The City has, historically, provided Volunteer Burnaby with an annual grant to support its core operations.

#### **5.4 Learning for Life - Strategic Priority #4**

Lifelong learning – the continuous building of skills and knowledge through people's lives from birth to late adulthood – supports personal fulfillment, human resource development and global citizenship. The topic areas for this strategic priority include formal learning; informal learning; and civic information.

##### **5.4.1 Formal Learning**

Formal learning opportunities are structured avenues for gaining skills and/or knowledge offered through organizations such as school boards, post-secondary institutions, or non-profit societies. The proposed Phase 1 priority action in this topic area is:

**Action #65: Inventory of learning services:** Consider compiling and actively publicizing a publicly accessible inventory of available formal and informal learning services and programs in Burnaby.

The Strategy identifies local non-profit agencies and community organizations involved in this area as the leads in compiling the inventory, with the assistance of public and private educational institutions and programs including the Burnaby School District, Simon Fraser University, and British Columbia Institute of Technology. Indeed, initial work on this process has already begun through Literacy Now Burnaby, a community network that is committed to building and enhancing literacy services, programs and affiliations in Burnaby. The City is represented on

Literacy Now Burnaby in the Chair position, held by the Chief Librarian, and through a general membership position currently held by a Social Planner from the Planning and Building Department.

#### **5.4.2 Informal Learning**

Informal learning occurs through unstructured opportunities such as leisure activities, travel, reading, and discussing topics with friends or family in which new knowledge and/or skills are gained.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #66: Promote BC 211:** Promote BC 211 through staff training and public education. BC 211 is a “one stop shop” B.C.-wide, multi-lingual telephone service for the public to call at any time of the day or night to get information about social support programs in the community.

**Action #67: Computer literacy:** Consider exploring, with community partners, additional opportunities to develop and offer computer literacy classes, particularly for new immigrants, seniors, and low-literacy adults.

**Action #73: Literacy programs:** Consider exploring, with community partners, opportunities to develop new (and support ongoing efforts to offer) “street” access to literacy programs for adults (e.g., store-front classrooms, mobile classes).

Primary responsibility for enhancing and promoting BC 211 lies with the Province. However, at the local level, the City can play a lead role in ensuring Burnaby residents are able to access the service. Indeed, information on BC 211 has already been included in multiple locations on the City website. For the remaining two actions, the City is identified as one of a team of partners – any of whom could take the initiative on the actions - needed to achieve the desired outcome. This team of partners includes relevant, local non-profit organizations, community groups, educational institutions, and the provincial government as a funding agent. Some work in the above areas is currently underway. For example, Burnaby Public Library regularly offers free computer literacy workshops. Literacy Now Burnaby has partnered with South Burnaby Neighbourhood House, Burnaby Public Library and Douglas College to provide peer literacy training and support to low-literacy English-speaking individuals in south Burnaby. Also of interest is that Literacy Now Burnaby has formed a clear language working group to support Burnaby community agencies to use clear language.

#### **5.4.3 Civic Information**

From the City’s perspective, lifelong learning can also include civic awareness and sharing/coordinating of information, both keys to engaging residents in community life and supporting a local knowledge-based economy.

The proposed Phase 1 priority action in this topic area is:

**Action #77: Access to City information:** Investigate opportunities to provide key City information in multiple formats, and with alternative digital ‘viewing’ options available (e.g., Adobe PDF Reader, Open Office) to address a wide range of access to information barriers.

The City is identified as the lead agency for this action, and work continues in this area with the ongoing enhancement of the City website. The intent of the action is to make information available to citizens without their having to purchase software packages. At this time, the majority of documents provided on the website are available in PDF (both conventional and flipbook) format, which the public can access by downloading Adobe Reader free of charge.

The other proposed action in this topic area for possible attention during Phase 1 is:

**Civic communications plan:** Consider developing a comprehensive civic communications plan to spread the word more effectively about existing services, for both initiatives and projects that are City-initiated and those initiated by the community. (Action #78)

This action would be City-initiated. Along with the aforementioned Action #77, it would build upon the City’s existing commitment to maximize the effectiveness of its communications by coordinating various departmental and program-based efforts under a corporate umbrella.

## **5.5 Enhancing Neighbourhoods - Strategic Priority #5**

This Strategic Priority recognizes both the importance people place on vibrant neighbourhoods that offer a range of services and opportunities for neighbours to interact, and the many opportunities to foster social sustainability that may arise at the neighbourhood level. The topic areas in this strategic priority are places; and connections.

### **5.5.1 Places**

Neighbourhoods are enhanced through sound community planning that promotes a sense of place and belonging and encourages “complete communities” - communities that offer a range of services close to home - as well as spaces within them for people to interact.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #86: Urban design:** Recognize and promote examples of urban design with ‘character’ (e.g., public art, iconic architecture, water features, playful sidewalk patterns and inscriptions, floral displays, historical monuments).

**Action #89: Community amenity needs:** Consider encouraging progress towards the Official Community Plan goal of “complete communities” by undertaking a review of current and future community amenity needs to ensure that the capacity of educational, recreational, health, transportation, library and social services, programs and infrastructure keeps pace with Burnaby’s population growth.

**Action #91: Community Benefit Bonus Policy:** Consider reviewing criteria for the use of cash contributions through the Community Benefit Bonus Policy to facilitate the provision of community benefits in areas of the city other than town centres (e.g., earmark potential contributions to a City-wide fund for use outside of town centres).

The City would be the lead agency on the three actions. Much of the work on these actions will take place within the current work program of the Planning Department. The planned Beresford Art Walk will offer many opportunities for creative urban design. Similarly, the redevelopment of Station Square will include the creation of significant public space that will enhance the character of Metrotown, as will redevelopment activities in other areas of the City. Future work on the City’s Official Community Plan (OCP), Regional Context Statement, Town Centre and Urban Village plans, and area specific rezoning processes will provide more formal opportunities to consider these actions.

The other proposed action in this topic area for possible attention in Phase 1 is:

**Civic squares:** Consider the development of a large outdoor civic gathering space, similar to Civic Square, which provides infrastructure for creative community use (e.g., stages), in each of the City’s four town centres. (Action #88)

The City would be the lead agency on this action, working co-operatively with the development industry. On major rezoning applications, the City will continue to negotiate opportunities for public squares and gathering places in its Town Centres as is noted above. As with the three actions noted above, more formal opportunities to consider this action will be forthcoming.

### **5.5.2 Connections**

Connections refer to opportunities for neighbours to meet either formally (e.g., through neighbourhood associations) or informally in places or at events designed to encourage interactions.

The proposed Phase 1 priority action in this topic area is:

**Action #93: Community gatherings:** Help to attract people to neighbourhood and larger-scale gathering places with art, music and spoken word, as has been done successfully with the summertime concerts at Civic Square at the Bob Prittie Branch of the Burnaby Public Library in Metrotown.

This would be a City-led initiative offering opportunities to involve key partners. Similar to 2012 summer events at Civic Square, Deer Lake Park and smaller neighbourhood parks, and the “Celebrate 120” activities in 2012 September, the Parks, Recreation and Cultural Services Department will continue to offer a variety of community events at parks and recreation facilities. As well, the Burnaby Public Library will look to expand gathering opportunities to all branches in the coming years. The City’s Festivals Burnaby grant program also encourages community groups to stage community gatherings.

## **5.6 Getting Around - Strategic Priority #6**

This Strategic Priority envisions a future in which transportation services, infrastructure and information combine to ensure that travel is not a barrier to participation in society. The City can help people to get around in three main ways: by planning for mobility; by ensuring accessible, affordable, reliable and safe connections; and by encouraging healthy, sustainable travel options.

### **5.6.1 Planning for Mobility**

Planning for mobility means that City planning processes consider the way all people get around Burnaby, whether by walking, cycling, using scooters and wheelchairs, using transit, or driving alone or with others.

The proposed Phase 1 priority actions in this topic area are as follows:

**Action #101: Sidewalk development:** Consider reviewing the process for building and funding local improvement projects such as sidewalks to work toward a more complete network of continuous sidewalks throughout the city.

**Action #102: Accessibility guidelines:** Consider creating accessibility guidelines for the pedestrian environment that feature: provision of benches on pedestrian routes, as appropriate; access to public washrooms; clear, wide and accessible paths of travel on sidewalks; wayfinding signage in Town Centres; and stations for recharging wheelchair and scooter batteries.

The City would be the lead agency for both actions, and has already initiated a review of sidewalk installations in high priority areas in the Burnaby Heights/Capitol Hill neighbourhoods. Accessibility features are currently incorporated into development projects (e.g., Edmonds Street infrastructure improvements), and a staff workshop on accessible design planned for autumn 2013 will provide further insights into accessibility features for the pedestrian environment.

The other proposed action in this topic for possible attention in Phase 1 is:

**Sustainable transportation planning:** Continue to practice sustainable urban design in transportation planning. Within the Transportation Plan update process, consider specific features aimed at encouraging and promoting walking, cycling and use of transit. (Action #100)



Initiative on this action would come from the City in its forthcoming update of the Transportation Plan. Other actions proposed for Phase 1 which focus on sidewalk development, pedestrian accessibility guidelines, accessibility audits, and the promotion of walking and cycling as affordable and sustainable ways of getting around Burnaby, will complement and enhance current and future efforts in this area.

### **5.6.2 Accessible, Affordable, Reliable and Safe Connections**

People's ability to get around Burnaby also depends on safe connections. While the transit system is the responsibility of TransLink, the City provides safe, accessible, and reliable connection points and routes.

The proposed Phase 1 priority action in this topic area is:

**Action #106: Accessibility audits:** Consider conducting "accessibility audits", similar to the recently completed audit in the Edmonds Town Centre, in other areas of the city.

The City would be the lead agency for this action. In spring 2013, Planning staff expect to work with the Voices of Burnaby Seniors, the Burnaby Access Advisory Committee, and school children to conduct an accessibility audit in another pedestrian-oriented area of Burnaby. The audit will consider pedestrian routes to transit stops, commercial services and the local elementary school.

The other proposed action in this topic area for possible attention during Phase 1 is:

**Pedestrian environment:** Look for opportunities to facilitate and promote walking as a healthy, affordable and sustainable way of getting around Burnaby. The pedestrian environment, including access points to the transit system, should be safe and accessible for people of all ages and abilities. (Action #104)

The City would take the lead on this action. Current programs and initiatives that facilitate and promote walking include the City's annual curb cut program, the Local Area Service Program, and trail resurfacing and upgrade projects in parks throughout the city. The development of a walking map for each quadrant of the city is planned for 2013, and additional bus shelters will be provided. In support of its healthy living initiatives, it is also expected that Fraser Health will help to promote the health benefits of walking. As with the above-noted action on sustainable transportation planning, forthcoming work on updating the City's Transportation Plan will help to set the policy framework within which this action would be considered and evaluated.

### **5.6.3 Healthy, Sustainable Options**

Sustainable travel options such as pedestrian and cycling routes are healthy for people and the environment.

The proposed action in this topic area for possible attention in Phase 1 is:

**Cycling:** Look for opportunities to facilitate and promote cycling as a healthy, affordable and sustainable way of getting around Burnaby and meeting daily needs. (Action #109)

The City would take the lead on this action. Current City initiatives to promote cycling include the annual production of the Burnaby Bike Map, support and promotion of Bike to Work and Bike to School weeks, and development and maintenance of an urban trail and bikeways network. The planned update to the Transportation Plan is expected to provide a further foundation for work on this action.

## **5.7 Protecting Our Community – Strategic Priority #7**

A socially sustainable community is one in which all people can live their lives without fear, and with confidence in their ability to respond to a crisis. By fostering an atmosphere of security, all people are better able to participate in community life. The main elements of this secure environment are crime prevention and response; and emergency preparedness and crisis response.

### **5.7.1 Emergency Preparedness and Crisis Response**

This topic is about ensuring that the City – and its residents – are prepared to respond appropriately and swiftly in emergency and crisis situations.

A proposed action for possible attention during Phase 1 is:

**Emergency preparedness campaign:** Consider undertaking an awareness campaign on emergency preparedness. (Action #110)

The City would share the lead on this proposed action with other levels of government and community partners, which would build on current efforts of the City's Emergency Program Office. In 2012 June, the City co-sponsored a talk on emergency preparedness for seniors and persons with disabilities. Rather than sponsoring its own "emergency preparedness campaign", the City will continue to align itself with national and provincial campaigns, such as national Emergency Preparedness Week during the first full week of May, and the provincial Great British Columbia Shakeout in October, the most recent of which was held on 2012 October 18. The Emergency Program Office will continue to promote preparedness and to enhance its efforts through bus shelter ads, presentations, and an increased presence on the City website and Facebook page.

### **5.7.2 Crime Prevention and Response**

This topic is about ensuring that systems and structures are in place to prevent and reduce crime, and to respond assertively to criminal activities.

The proposed Phase 1 priority action in this area is:

**Action #117: Business Watch Program:** Assess the effectiveness of the “Business Watch” pilot program, and consider possibilities for expansion.

Through consultation with businesses participating in the pilot and business associations, the pilot Business Watch Program was assessed as successful and worthy of expansion. Council approved expansion of the program into the Southwest Community Policing District in 2011 November. The Council-approved 2013 Workplan for the Community Policing Committee notes that further evaluation is recommended to incorporate lessons learned from the initial implementation and maintenance of the program in the Hastings-Brentwood District and from expansion into the Southwest District.

A proposed action in this topic area for possible attention during Phase 1 is:

**Street lighting:** Consider reviewing the process for funding and installing street lighting, especially along highly used pedestrian and community corridors (e.g., near schools and along walking/cycling paths). (Action #127)

The City would be the lead agency for this action.

## 6.0 COMMUNICATION WITH THE PUBLIC

Given the significant level of community consultation which took place during development of the Social Sustainability Strategy, public and potential partner interest in its implementation and the outcomes of implementation is strong. To keep the community apprised of progress with implementation of the Strategy, regular progress reports would, as noted above, be forwarded to the Social Issues Committee, other relevant committees, and Council which would detail the status of actions focused on recently by the City and/or its external partners, actions for particular attention in the near future, and any recommended revisions or additions to the Phase 1 Workplan. Additional reports would be forwarded to Council and/or relevant committees if specific approvals or allocation of funding were required.

Aside from reports to Council, other means of keeping the community informed on progress with the Strategy would also be used, including the City’s website and press releases. These and other communication/consultation vehicles such as surveys, presentations, public meetings, and social media options could also be used for Phase 1 actions that would benefit from either a targeted or open public consultation process.

## 7.0 SUMMARY AND CONCLUSIONS

Council adopted its award-winning<sup>6</sup> Social Sustainability Strategy in 2011 July. The Strategy, which contains 127 actions on a wide range of social topics, is intended to guide the City’s activities and resource allocations in the social realm over the next ten or so years.

---

<sup>6</sup>The Burnaby Social Sustainability Strategy was honoured with a Canadian Institute of Planners’ 2012 Award for Planning Excellence.

Since the Strategy was adopted, staff have worked to prioritize the actions for implementation in Phase 1. Based on consultation with potential external partners and assessment of all the actions in the Strategy against more than twenty implementation criteria, a draft Phase 1 workplan consisting of 44 actions is presented in Section 5.0 of this report. Implementation of 11% of the actions in the draft workplan would be undertaken by the City working on its own, while implementation of the remaining actions (89%) would require the collaboration and support and, in specific cases, the initiative, of external partners.

Regular progress reports would be forwarded to the Social Issues Committee, other relevant committees, and Council which would detail the status of actions focused on recently by the City and/or its external partners, actions for particular attention in the near future, and any recommended revisions or additions to the Phase 1 workplan. Additional reports would be forwarded to Council and/or relevant committees if approvals for particular initiatives or for changes to the workplan were required.

Implementation of most of the actions suggested for Phase 1 is expected to advance without the infusion of additional City resources. Those requiring additional resources, at the initiation stage or as a result of completed work, would be reviewed and advanced for committee and Council review prior to being included for consideration in the City's regular budgeting cycle, with resources allocated as supportable.

As a complement to the draft Phase 1 workplan, appendices to this report outline actions on which significant progress has already been made, actions that are ongoing or to be enacted as opportunities arise, and actions that would be earmarked for future consideration.


It is recommended that Council approve the approach for advancement of the actions in the Burnaby Social Sustainability Strategy, as outlined in the proposed Phase 1 workplan presented in Section 5.0 of this report.

It is also recommended that copies of this report be forwarded to:

- all members of the Social Sustainability Strategy Steering Committee;
- the Social Issues Committee;
- the Community Development Committee;
- the Community Policing Committee;
- the Finance and Civic Development Committee;
- the Traffic Safety Committee;
- the Transportation Committee;
- the Parks, Recreation and Culture Commission;
- the Public Library Board;
- the Simon Fraser Liaison Committee;
- the Burnaby Board of Education;
- the Burnaby Board of Trade;

To: City Manager  
From: Director Planning and Building  
Re: Implementation of the Burnaby Social Sustainability Strategy  
2013 February 27..... Page 21

- the Fraser Health Authority;
- Burnaby's Members of Parliament;
- Burnaby's Members of the Legislative Assembly; and
- the Urban Development Institute.

  
Lou Pelletier, Director  
PLANNING AND BUILDING

JS/sla/sa

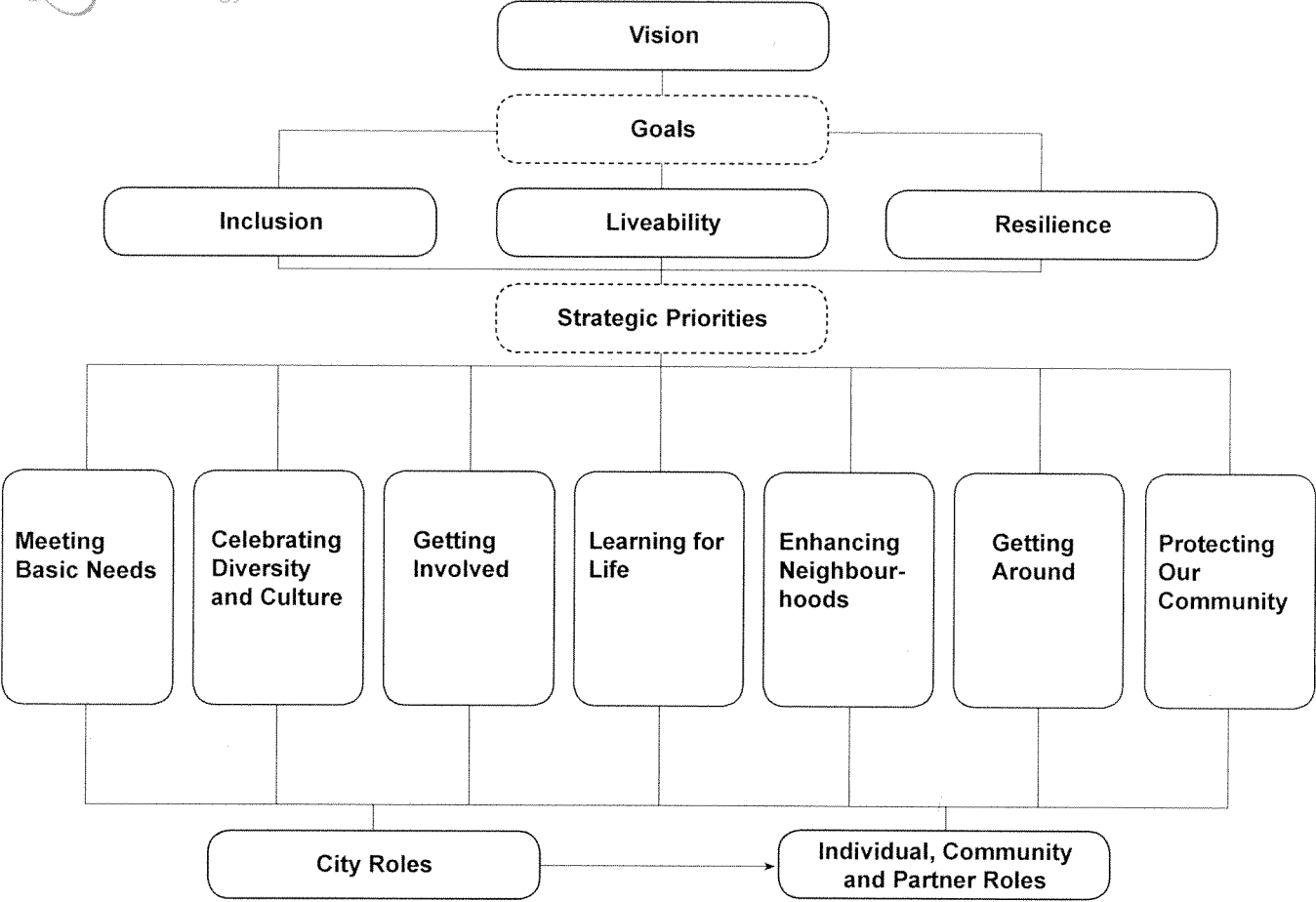
*Attachments (6)*

cc:	Deputy City Managers	Fire Chief
	Acting Director Engineering	Chief Librarian
	Director Finance	City Solicitor
	Acting City Clerk	OIC – Burnaby RCMP
	Director Parks, Recreation and Cultural Services	

*R:\Long Range Clerical\DOCS\JS\Reports\2013\Implementation of the Burnaby Social Sustainability Strategy 2013 Feb.docx*



# Framework



## Burnaby Social Sustainability Strategy

### Actions on Which Progress Has Been Made

#### Strategic Priority #1 – Meeting Basic Needs

1. **Action #1:** Examine the Burnaby Zoning Bylaw for opportunities to facilitate the development of more child care facilities.

**Progress:** In 2012 April, Council approved text amendments to the Zoning Bylaw to simplify the approval process for home-based child care centres and provide the option for home-based child care providers to hire one non-resident staff person to work in their centres. This change allows operators to change their licensing category to care for more children under age four.

2. **Action #2:** Continue to advocate to the federal and provincial governments for a comprehensive and integrated child care plan which establishes an early care and learning system that is universal, publicly funded, inclusive, affordable, and of high quality.

**Progress:** In 2011 October, Burnaby Council endorsed the “Community Plan for a Public System of Integrated Early Care and Learning” prepared by the Child Care Advocates of B.C. and the Early Childhood Educators of B.C. The plan calls for a community-based non-profit child care system that is high quality, affordable, accessible, publicly funded and accountable. As part of its 2013 Work Plan, the Social Issues Committee’s Child Care Resources Group will monitor progress on the Community Plan and will advise on any advocacy actions for Council’s consideration.

3. **Action #5:** Continue to advocate to the federal and provincial governments for a stronger system of community-based seniors care to ensure timely access to the full range of public services which seniors need to remain independent and connected members of the community.

**Progress:** At its meeting of 2011 June 13, Council endorsed two resolutions urging the provincial government to: 1) significantly enhance B.C.’s system of community-based seniors’ care, and 2) provide funding for enhanced seniors outreach and health prevention programs. The resolutions were forwarded to and endorsed at the UBCM Convention in 2011 September.

4. **Action #6:** Continue to advocate to the provincial and federal governments for poverty reduction and other measures to enhance economic security.

**Progress:** At the request of the Social Issues Committee, the Mayor wrote to the Premier in 2012 November urging the Provincial Government to support an increase in the benefit rate for Persons with Disabilities to a minimum of \$1,200/month.

5. **Action #7:** Consider reviewing eligibility criteria and income thresholds for the Recreation Credit Program to render non-family households eligible for the credit, and to assess the feasibility of offering some level of credit to those households with incomes over the Low Income Cut-offs but within the fourth and/or fifth income quintiles.

**Progress:** Effective 2011 September 1, single adults became eligible for the credit.

6. **Action #8:** Consider engaging the Burnaby Board of Trade and business associations in discussions to enhance opportunities for job training, mentorship programs and practicum placements, especially as a means for new immigrants to gain Canadian work experience, and for youth, people with disabilities and others with employment challenges to acquire employment experience.

**Progress:** In 2011 October, the Burnaby Intercultural Planning Table (BIPT), a community coalition dedicated to ensuring Burnaby is a welcoming community, launched the Burnaby Workplace Ambassador Project. The purpose of the project was to increase awareness of the talents of internationally trained workers and the challenges they face in Canadian workplaces, and to increase those workers' understanding of local workplace culture, necessary communication skills, and the challenges faced by local employers. Through the project, in spring 2012, thirteen internationally-trained skilled newcomers to Burnaby were given the opportunity to meet with senior City staff in their field, who also provided them with introductions to two other relevant professionals to assist with networking.

7. **Action #12:** Continue to lease City-owned properties for non-market and supportive housing which is affordable to low- and moderate-income households, and for residential services such as safe houses and transition houses in order to increase the supply of such housing in the city.

**Progress:** In 2012 August, the City assumed responsibility for a non-market housing project on City-owned land on Irmin Street to ensure the retention of twenty affordable townhouse units.

8. **Action #15:** Consider revising the City's Adaptable Housing Policy to ensure the construction of an adequate stock of adaptable housing units to meet the needs of those with disabilities and an aging population.

**Progress:** At its meeting of 2013 February 4, Council approved a consultation process with stakeholders on proposed changes to the Adaptable Housing Policy.

9. **Action #16:** Look for opportunities to work with senior levels of government, businesses, Fraser Health, community organizations and others to facilitate the development of housing that is supportive of and suitable and affordable to specific target groups such as low- and



moderate income households, and those experiencing mental illness, addictions, family violence, homelessness and other challenges.

**Progress:** In 2011 October, Council agreed to fund a feasibility study and possible development plan for affordable housing for families, seniors or persons with disabilities on a Hastings Street site jointly owned by the federal, provincial and municipal governments. The City, with partnership funding from senior levels of government, is currently completing a preliminary development concept and pro forma study for the eastern half of the site.

10. **Action #20:** Continue, where feasible, to make affordable program/office/storage space available to Burnaby-based non-profit social service and community agencies through lease grants and the Community Benefit Bonus Policy.

**Progress:** Through a “request for proposals” process, the City has selected non-profit occupants for three new City-owned program/office spaces negotiated through the Community Benefit Bonus Policy. The three spaces are expected to be ready for occupancy in spring 2013, autumn 2014, and spring 2015.

## **Strategic Priority #2 – Celebrating Diversity and Culture**

11. **Action #27:** Continue to provide support for intercultural entities, such as the Burnaby Intercultural Planning Table, which assist with the settlement and integration of newcomers to Burnaby, through administrative and other in-kind assistance.

**Progress:** City staff participate in the Burnaby Intercultural Planning Table, and continue to provide administrative support (e.g., assisting with funding applications, research for future projects).

12. **Action #28:** Continue to nurture and expand cultural and economic exchanges with Burnaby’s “sister” and “friendship” cities.

**Progress:** In 2012 January, the Mayor appointed a three member International Relations and Friendship Cities Committee, comprised of three Council members, which meets at the call of the Chair. The Committee’s mandate is to discuss potential hosting and visit opportunities, and otherwise promote international relations. In 2012, a City delegation visited Burnaby’s newest Sister City, Zhongshan, China, and Burnaby’s Friendship City, Taichung, Taiwan.

13. **Action #30:** Help to address the community’s spiritual needs by working with others to increase opportunities for interfaith dialogues, learning, and positive interactions amongst faith groups through such means as provision of venues and administrative support.

**Progress:** In 2012, the Burnaby Inter Cultural Planning Table, in which the City participates, initiated its second interfaith dialogue project. It hosted a community event in 2012 and will continue to host dialogues in 2013.

14. **Action #31:** Look for opportunities to expand recognition of the practices and celebrations of a range of cultures in City plans, programming, and services (e.g., Lunar New Year and Diwali in recreational programming).

**Progress:** The Parks, Recreation and Cultural Services Department offers many programs which celebrate cultural diversity, ranging from Chinese Brush Painting and Watercolour and African drumming to Indo Jazz and tai chi. 2012 Diwali celebrations and 2013 Chinese New Year celebrations were held at several recreation facilities. The Burnaby Public Library has established a Chinese interface on its webpage, and provides links to information in Chinese on a wide range of topics. Currently, books in languages other than English account for 11% of the Library's total annual book circulation. Programs which promote cultural diversity include Embracing Diversity, My First Language kits and Chinese-language parent-child Mother Goose.

15. **Action #32:** Building on past practice, consider ongoing mandatory diversity training for all City staff. Consider opening up training opportunities to others, as appropriate.

**Progress:** Though not mandatory, the current City Training Program offers sessions on Disability Awareness, and Service Across Cultures.

16. **Action #33:** Consider the expanded translation of key City documents on an ongoing basis, as well as the use of images in City publications that reflect the diversity of the community.

**Progress:** Many City departments already translate key public documents (e.g., the Curbside Waste Collection schedule, the Recreation Credit Program brochure, the Citizens' Crime Report form, the Recreation in Burnaby brochure, and several Burnaby Public Library materials.) The City's website includes a Google translation function which translates material on the website into a number of languages.

17. **Action #35:** Look for opportunities to promote and expand youth programming through the City's youth centres and other venues such as schools (e.g., later evening, weekend and after-school programs, expanded target age group to include 12-year olds, additional floor space, an additional youth centre in central Burnaby).

**Progress:** The new Edmonds Pool and Community Centre, expected to open in spring 2013, includes a dedicated youth node.

18. **Action #36:** Look for opportunities to provide leadership in reducing all forms of discrimination, including those related to race, gender, age, sexual orientation, and income level. Possible activities include:

- educate the public as to what discrimination is;
- sign the Declaration of the Canadian Coalition of Municipalities Against Racism and Discrimination and develop a Plan of Action to implement its commitments to reduce racism and discrimination; and
- continue to provide equal opportunities as a municipal employer, service provider and contractor.

**Progress:** In 2012 September, Burnaby Council passed a motion to join, and address the commitments of, the Canadian Coalition of Municipalities Against Racism and Discrimination.

19. **Action #38:** Look for opportunities to encourage and support seniors' (intergenerational) participation in school-aged children's activities at schools, libraries, recreation centres and other public venues.

**Progress:** In 2012, Voices of Burnaby Seniors in partnership with the Burnaby Falls Prevention Society presented a "Safe for Seniors" program in Burnaby elementary schools. Seniors made presentations to school children about ways they could help to keep their grandparents safe by reducing trip hazards in the home.

20. **Action #40:** Continue to encourage the exploration of additional models (for providing information and referral services and for coordinating services) to support immigrant settlement and integration in Burnaby's elementary and secondary schools (e.g., engage paid coordinators similar to community school coordinators, build volunteer and administrative capacity within schools, promote the Strong Start model, enter into/support partnerships with organizations focused on settlement, and deploy neighbourhood outreach workers).

**Progress:** A Neighbourhood Learning Co-ordinator position has been created, on a pilot basis, to support Armstrong and Windsor elementary schools and Cariboo Secondary School.

21. **Action #43:** Continue to develop and implement a communication strategy, including use of the City's website, to widely advertise the City's "Festivals Burnaby" grant program.

**Progress:** Information posted on the City's website on the "Festivals Burnaby" grant program is easier to access with the City's new web design.

22. **Action #47:** Explore options for giving local writers, poets, painters, sculptors, potters, musicians, and other artists a higher profile, including the showcasing of their work at City facilities.

**Progress:** The City continues to profile and support Burnaby's artistic base by offering showcase opportunities. A recent example is the display of works by members of the AHa Artists Co-operative, a Burnaby-based artists' group supporting artists of all abilities, at public library branches.

### **Strategic Priority #3: Getting Involved**

23. **Action #53:** Examine ways to increase voter participation in civic elections. Sample ideas include raising awareness among youth of the importance of municipal government and engagement with it, e-voting, profiling candidates for municipal elections on the City's website or through flyers delivered to homes, and reaching out to marginalized populations.

**Progress:** In 2011 June and October, City staff offered two community workshops on what local government is and how citizens can get involved. The workshops were part of the South

Burnaby Neighbourhood House's "Community Talks" program. In 2011 and 2012, the City participated in Local Government Awareness Week with a range of activities designed to raise public awareness of role of municipal government. In addition, since 2011, City staff have hosted a number of tours of City Hall for newcomers to Burnaby.

24. **Action #55:** Build upon current support for volunteering in Burnaby by helping to raise awareness – especially among youth, newcomers to Burnaby and those from diverse cultures and faith groups – of the value of volunteering and available opportunities to volunteer.

**Progress:** In 2011 July, the City's Citizen Support Services began advertising for volunteers who speak languages other than English. Presentations on the value of volunteering have been presented in the Korean language. As well, Citizen Support Services advertises on Craig's List and attends volunteer fairs at Simon Fraser University, Douglas College, and British Columbia Institute of Technology to attract younger volunteers.

25. **Action #59:** Recognizing economic implications, look for potential opportunities in all aspects of the City's operations and communications to prioritize local production and social purchasing, and to promote local history, culture, art, food, and natural assets as a means of strengthening Burnaby's unique identity.

**Progress:** The City's Green Team, which is tasked with implementing sustainable purchasing guidelines within the City, is expanding its work to promote and encourage local purchasing where possible.

## **Strategic Priority #4 – Learning for Life**

26. **Action #65:** Consider compiling and actively publicizing a publicly accessible inventory of available formal and informal learning services and programs in Burnaby.

**Progress:** Initial work on this initiative has begun through Literacy Now Burnaby, a community network in which the City participates.

27. **Action #66:** Promote BC211 through staff training and public education. BC211 is a "one stop shop" B.C.-wide, multi-lingual telephone service for the public to call at any time of day or night to get information about social support programs in the community.

**Progress:** Information on BC211 has been included in multiple locations on the City's website.

28. **Action #67:** Consider exploring, with community partners, additional opportunities to develop and offer computer literacy classes, particularly for new immigrants, seniors, and low-literacy adults.

**Progress:** The Burnaby Public Library regularly offers free computer literacy workshops, and basic computer skills workshops have recently been held in Mandarin. Individuals can also book one-on-one instruction with a computer lab attendant.

29. **Action #68:** Continue to support and seek opportunities to build upon the community school model in Burnaby.

**Progress:** In autumn 2011, Byrne Creek Secondary School was designated as a pilot secondary community school to complement the seven elementary community schools in Burnaby. The pilot has been extended to include the 2012-13 school year.

30. **Action #69:** Continue providing support, as appropriate, and increasing access to affordable English-as-a-Second Language (ESL) training and conversational practice group sessions, especially for refugee claimants.

**Progress:** In 2011 September, the City amended the Zoning Bylaw to allow for payment-in-lieu for parking for all commercial sites in the Hastings Street Area Plan, which enabled the non-profit organization, MOSAIC, to establish a language learning centre in North Burnaby. The Bob Prittie Metrotown branch of the Burnaby Public Library offers free ESL Conversation Circles on a regular basis. Support for both students and instructors of ESL is offered in the form of extensive collections of ESL instruction materials in all library branches.

31. **Action #73:** Consider exploring, with community partners, opportunities to develop new (and support ongoing efforts to offer) “street” access to literacy programs for adults (e.g., store-front classrooms, mobile classes).

**Progress:** The City is working with other partners in Burnaby Literacy Now to achieve this action. Provincial funding has been made available in Burnaby for one-on-one literacy support “out in the community” (i.e., not in an office but at a location of the learner’s choice).

32. **Action #74:** Work to ensure the City’s website enables community members to readily find current information regarding City activities and priorities in a flexible and user-friendly way (e.g., include connections to social media tools).

**Progress:** In 2011 October, Virtual City Hall, the City of Burnaby’s new website, was launched. Based on input from citizens, City staff and businesses, the architecture of the new website is intended to make finding information easy, intuitive, and quick.

## **Strategic Priority #5 – Enhancing Neighbourhoods**

33. **Action #80:** Continue to negotiate the development of plazas, surrounded by and conducive to a range of uses, as gathering places in large developments.

**Progress:** Architectural plans for the redevelopment of Station Square in Metrotown include seven distinct plazas of varying sizes, referred to as “city rooms”. The “rooms” have seating, weather protection, and landscaping, and each unique “room” will focus on making the urban environment enjoyable. A major plaza with a water feature is also included in the plans for a new development at Willingdon Avenue and Lougheed Highway, and plazas and open space will be featured in a redeveloped Brentwood Mall site.

34. **Action #86:** Recognize and promote examples of urban design with ‘character’ (e.g., public art, iconic architecture, water features, playful sidewalk patterns and inscriptions, floral displays, historical monuments).

**Progress:** New developments to be constructed along Beresford Street in Metrotown will face onto and contribute to a celebratory or Great Street which is intended to become a focus for public art, and a public gathering place for important events such as Canada Day. Similarly, the redevelopment of Station Square will include the creation of significant public space, as will the plan for the Brentwood Mall site.

35. **Action #93:** Help to attract people to neighbourhood and larger-scale gathering places with art, music and spoken word, as has been done successfully with the summertime concerts at Civic Square at the Bob Prittie branch of the Burnaby Public Library in Metrotown.

**Progress:** In September 2012, “Celebrate 120” (Burnaby’s birthday celebrations) offered two weeks of free family activities, performances and workshops celebrating community, arts, culture and sport. As well, a Canada-wide celebration of arts and culture – “Culture Days” - was recognized at Shadbolt Centre for the Arts, the Burnaby Art Gallery, Burnaby Village Museum and the Deer Lake Complex.

36. **Action #95:** Help to encourage neighbourhood-building initiatives such as block parties, community mural and art projects (including, for example, “legal” graffiti art walls), street festivals, community bulletin boards, intercultural events and activities, and other events/amenities through grants (including Festivals Burnaby funding), contests, corporate sponsorship, and other means.

**Progress:** Festivals Burnaby grants, launched in 2011, can be accessed by neighbourhood groups for such activities as block parties, tournaments, and other special events.

## **Strategic Priority #6 – Getting Around**

37. **Action #101:** Consider reviewing the process for building and funding local improvement projects such as sidewalks to work toward a more complete network of continuous sidewalks throughout the city.

**Progress:** The City has initiated a review of sidewalk installations in high priority areas in the Burnaby Heights and Capitol Hill neighbourhoods.

38. **Action #104:** Look for opportunities to facilitate and promote walking as a healthy, affordable and sustainable way of getting around Burnaby.

**Progress:** The City’s new bus shelter program will indirectly promote walking by providing additional shelters and a more comfortable environment for transit users. New sidewalks and/or curb ramps have also been constructed in various areas throughout Burnaby, as part of both the City’s capital works program and the redevelopment of adjacent public or private properties.

## Strategic Priority #7 – Protecting our Community

39. **Action #110:** Consider undertaking an awareness campaign on emergency preparedness.

**Progress:** In 2012 June, the City, in partnership with the B.C. Coalition for People with Disabilities, sponsored a community talk on emergency preparedness with focus on seniors and persons with disabilities.

40. **Action #111:** Consider undertaking and encouraging other large organizations to undertake public disaster simulation exercises to assess and improve the level of public preparedness.

**Progress:** On 2012 October 18, the City participated in the 3<sup>rd</sup> province-wide B.C. Shake Out.

41. **Action #112:** Consider the creation of a City-sponsored program, in partnership with the Burnaby business community, which offers emergency kits at a discounted price to community residents.

**Progress:** In autumn 2011, the City sponsored public Emergency Preparedness sessions. The \$35 registration fee included an Emergency Supplies Starter Kit.

42. **Action #115:** Continue to provide Burnaby residents with crime prevention advice, and information on community policing, crime prevention programs, and opportunities and ways to get involved in community safety. This can be accomplished through a variety of means, including the monthly *CommSafe* feature in the Burnaby NewsLeader and ongoing community-oriented crime prevention seminars.

**Progress:** Since spring 2012, the City's quarterly newsletter, *InfoBurnaby*, has included a regular article on crime prevention and community safety.

## **Burnaby Social Sustainability Strategy**

### **Actions That Are Ongoing or Enacted as Opportunities Arise**

#### **Meeting Basic Needs – Strategic Priority #1**

- #2 Continue to advocate to the federal and provincial governments for a comprehensive and integrated child care plan which establishes an early care and learning system that is universal, publicly funded, inclusive, affordable, and of high quality.
- #4 Continue to negotiate for City-owned child care centres through the Community Benefit Bonus Policy.
- #5 Continue to advocate to the federal and provincial governments for a stronger system of community-based seniors care to ensure timely access to the full range of public services which seniors need to remain independent and connected members of the community.
- #6 Continue to advocate to the federal and provincial governments for poverty reduction and other measures that enhance economic security.
- #12 Continue to lease City properties for non-market and supportive housing which is affordable to low- and moderate-income households, and for residential services such as safe houses and transition houses in order to increase the supply of such housing in the city.
- #13 Continue to add to Burnaby's stock of adaptable/accessible housing units suitable for persons with disabilities, seniors and others with unique access needs through the Community Benefit Bonus Policy.
- #20 Continue, where feasible, to make affordable program/office/storage space available to Burnaby-based non-profit social service and community agencies through lease grants and the Community Benefit Bonus Policy.
- #22 Continue to advocate to the provincial government for an adequately funded Burnaby-based hospital that addresses the broad range of community health needs.

#### **Celebrating Diversity and Culture – Strategic Priority #2**

- #27 Continue to provide support for inter-cultural entities, such as the Burnaby Intercultural Planning Table, which assist with the settlement and integration of newcomers to Burnaby, through administrative and other in-kind assistance.



- #42 Continue to advocate to the federal and provincial governments for funding to develop a multi-service hub on City-owned land in the Edmonds area. The proposed hub would provide a broad range of services for immigrants, seniors, families and others living in the widely diverse Edmonds area.
- #43 Continue to develop and implement a communication strategy, including use of the City's website, to widely advertise the "Festivals Burnaby" grant program.

### **Getting Involved – Strategic Priority #3**

- #53 Examine ways to increase voter participation in civic elections.
- #59 Recognizing economic implications, look for potential opportunities in all aspects of the City's operations and communications to prioritize local production and social purchasing, and to promote local history, culture, art, food, and natural assets as a means of strengthening Burnaby's unique identity.

### **Learning for Life – Strategic Priority #4**

- #68 Continue to support and seek opportunities to build upon the community school model in Burnaby.
- #69 Continue providing support, as appropriate, and increasing access to affordable English-as-a-Second Language (ESL) training and conversational practice groups sessions, especially for refugee claimants.
- #74 Work to ensure the City's website enables community members to readily find current information regarding City activities and priorities in a flexible and user-friendly way (e.g., include connections to social media tools).

### **Enhancing Neighbourhoods – Strategic Priority #5**

- #79 Continue to use community benefits derived through Community Benefit Bonus Policy to generate community spaces.
- #80 Continue to negotiate the development of plazas, surrounded by and conducive to a range of uses, as gathering places in large developments.
- #81 Continue to use City facilities as focal points or venues for affordable neighbourhood activities.
- #82 Continue to work with the Burnaby School District to expand affordable community use of existing space in schools on weekends and evenings.

- #95 Help to encourage neighbourhood-building initiatives such as block parties, community mural and art projects (including, for example, “legal” graffiti art walls), street festivals, community bulletin boards, intercultural events and activities, and other events/amenities through grants (including Festivals Burnaby funding), contests, corporate sponsorship, and other means.

### **Getting Around – Strategic Priority #6**

- #99 Within the Transportation Plan update process, consider the development of comprehensive, neighbourhood-wide traffic calming strategies for residential streets.

### **Protecting Our Community – Strategic Priority #7**

- #115 Continue to provide Burnaby residents with crime prevention advice, and information on community policing, crime prevention programs, and opportunities and ways to get involved in community safety.
- #116 Continue to create initiatives to involve residents in public safety and crime prevention.
- #118 Continue to apply Crime Prevention Through Environmental Design principles to new developments and identified existing developments. Encourage TransLink to apply the principles near transit hubs.
- #121 Continue to promote the early and consistent reporting of crime, including public education (e.g., how to identify and effectively report possible drug-related activity).
- #124 Look for additional opportunities to enhance the maintenance of private and public vacant lands throughout the city (e.g., litter control, shrub clearing, basic lighting) to ensure that these lands do not become “dumping grounds” or locations for potential criminal activity, and revise City bylaws, as appropriate.

*Total Ongoing/As Opportunities Arise Actions: 27*

## Burnaby Social Sustainability Strategy

### Criteria for Prioritizing Actions

- Action makes progress in more than one of the strategic priority areas.
- Action forges links across the social, environmental and economic dimensions of sustainability.
- Action benefits multiple stakeholders and meets multiple needs.
- Resources, including staff time and budget, are available or can be sourced.
- Action produces “social return on investment”.
- Action is complementary to other City initiatives.
- Action is emblematic of Burnaby’s social sustainability commitment – or a “signature initiative”.
- Action fosters participation and engagement of Burnaby citizens.
- Action can engage City staff as social sustainability advocates and champions.
- Action can influence other organizations to integrate social considerations into their operations.
- Action was deemed important by participants in the spring 2011 public consultation on the draft strategy.
- Work on the action is already in progress.
- Timing implications of forging new relationships to implement action are not unduly challenging.
- As a group, prioritized actions create a flexible base that can accommodate emergent issues and developments in the city over the life of the Strategy.
- Inter-relationships within and between various actions ensure a logical sequence of implementation.
- As a group, prioritized actions help achieve all three Strategy goals.
- As a group, actions create a balance between:
  - ✓ building on our foundation, expanding our horizons, and breaking new ground;
  - ✓ benefitting a broad cross-section of Burnaby citizens and benefitting specific target groups;
  - ✓ initiatives the City has control over and initiatives that require the City to work in partnership with others to achieve the desired objectives;
  - ✓ actions that are “quick wins” to generate early successes and actions that are long-term and might take three years or longer to bring to fruition; and
  - ✓ benefitting from existing partnerships and forging new partnerships.

## Burnaby Social Sustainability Strategy

### Actions to Address in Phase 1

#### Meeting Basic Needs – Strategic Priority #1

##### *Priority Actions*

- #1 Zoning Bylaw and child care:** Examine the Burnaby Zoning Bylaw for opportunities to facilitate the development of more child care facilities
- #8 Job training/mentorship for immigrants and others:** Consider engaging the Burnaby Board of Trade and business associations in discussions to enhance opportunities for job training, mentorship programs and practicum placements, especially as a means for new immigrants to gain Canadian work experience, and for youth, people with disabilities and others with employment challenges to acquire employment experience.
- #15 Adaptable Housing Policy:** Consider revising the City’s Adaptable Housing Policy to ensure the construction of an adequate stock of adaptable housing units to meet the needs of those with disabilities and an aging population.
- #16 Supportive/affordable housing:** Look for opportunities to work with senior levels of government, businesses, Fraser Health, community organizations and others to facilitate the development of housing that is supportive of and suitable and affordable to specific target groups such as low- and moderate income households, and those experiencing mental illness, addictions, family violence, homelessness and other challenges.
- #17 Secondary suites/laneway housing:** To facilitate housing affordability for a wide range of Burnaby residents, consider the feasibility and advisability of allowing – and regulating, as appropriate – additional housing options (e.g., secondary suites, laneway housing, coach houses) in residential areas, and revise the Burnaby Zoning Bylaw if and as appropriate.
- #18 Burnaby housing strategy:** Consider consolidating and updating the City’s several housing policies and programs into a comprehensive Burnaby Housing Strategy that recognizes the importance of partnerships and housing to other aspects of social sustainability, such as healthy living (e.g., negotiating for food garden space in new developments) and inclusion (e.g., mandating a portion of adaptable units in multiple-family developments).
- #23 Health promotion:** Consider updating and re-launching the Healthy Community Initiative to promote and deliver programs that include:
- health promotion and chronic disease prevention;
  - benefits of walking and pedestrian- and bicycle-friendly development;

- good nutrition;
- tobacco- and drug-reduction;
- information on emotional and sexual health (e.g., healthy relationships); and
- awareness of health and support services available – family care/physicians, acute care, homecare, Burnaby Youth Hub, and others.

**#25 Food gardening:** Look for opportunities to work with neighbourhoods, landowners, strata councils, businesses, and developers to identify sites and other opportunities for community food gardening.

**#26 Burnaby food strategy:** Explore opportunities to facilitate the development of a community based food strategy, consistent with the Metro Vancouver Regional Food System Strategy. Ensure the Burnaby strategy is linked to health, environment and anti-poverty goals, including access to affordable and nutritional food.

### *Other Phase 1 Actions*

**#14 Advocacy for affordable housing:** Seek more effective ways to advocate to the federal and provincial governments, including through Metro Vancouver, Union of British Columbia Municipalities (UBCM) and/or Federation of Canadian Municipalities (FCM), for programs and policies that reflect a full continuum of housing options, and that make it easier for municipalities to support affordable and suitable housing.

**#24 Healthy built environments:** Consider the incorporation into community plans of “Healthy Built Environment” principles, and look for opportunities to design environments that work for all segments of the population (e.g., children, youth, seniors, and people with disabilities).

## **Celebrating Diversity and Culture – Strategic Priority #2**

### *Priority Actions*

**#31 Expanded recognition of cultural practices:** Look for opportunities to expand recognition of the practices and celebrations of a range of cultures in City plans, programming, and services.

**#33 Language translation:** Consider the expanded translation of key City documents on an ongoing basis, as well as the use of images in City publications that reflect the diversity of the community.

**#35 Expansion of youth programming:** Look for opportunities to promote and expand youth programming through the City’s youth centres and other venues such as schools.

- #44 **Promotion of Burnaby events:** Help to promote and advertise Burnaby events, especially to groups that may not currently widely participate, such as those from diverse cultures.
- #47 **Promotion of local artists:** Explore options for giving local writers, poets, painters, sculptors, potters, musicians, and other artists a higher profile, including the showcasing of their work at City facilities.

### *Other Phase 1 Actions*

- #34 **Additional youth-friendly programs:** Work with others to establish more youth-friendly programs including after-school and drop-in programs, events and spaces throughout the city.
- #36 **Reduction of racism and discrimination:** Look for opportunities to provide leadership in reducing all forms of discrimination, including those related to race, gender, age, sexual orientation and income level.
- #37 **Outreach to isolated seniors:** Build upon the City’s Citizen Support Services program to increase community outreach to isolated seniors.
- #41 **Disability-confident organization:** Consider becoming a “disability confident”<sup>1</sup> organization.

## **Getting Involved – Strategic Priority #3**

### *Priority Actions*

- #51 **Public consultation:** Explore opportunities to expand the City’s existing public consultation programs.
- #58 **Community engagement:** Consider researching emergent thinking and existing models about how to foster robust community engagement and participation. Such research could identify possible City and partner-led initiatives for connecting people at the local and city level and for moving towards a new model of citizenship.

### *Other Phase 1 Actions*

- #50 **Civic involvement guide:** Create a how-to guide about how to get more involved and provide one’s input at the civic level. Consider making the guide available in a range of languages, and attractive to youth.

---

<sup>1</sup> A disability-confident organization is one which: understands how disability affects all aspects of the City’s operations, creates a culture of inclusion and removes barriers for people with disabilities, makes adjustments to enable specific individuals to contribute and participate, acts as a regional role model for other local governments and organizations, and supports organizations striving to remove barriers.

- #57 Non-profit volunteer support:** Explore opportunities for supporting Burnaby non-profit organizations with their volunteer engagement and management needs.

## **Learning for Life – Strategic Priority #4**

### *Priority Actions*

- #65 Inventory of learning services:** Consider compiling and actively publicizing a publicly accessible inventory of available formal and informal learning services and programs in Burnaby.
- #66 Promote BC 211:** Promote BC 211 through staff training and public education. BC 211 is a “one stop shop” B.C. – wide, multi-lingual telephone service for the public to call at any time of the day or night to get information about social support programs in the community.
- #67 Computer literacy:** Consider exploring, with community partners, additional opportunities to develop and offer computer literacy classes, particularly for new immigrants, seniors, and low-literacy adults.
- #73 Literacy programs:** Consider exploring, with community partners, opportunities to develop new (and support ongoing efforts to offer) “street” access to literacy programs for adults (e.g., store-front classrooms, mobile classes).
- #77 Access to City information:** Investigate opportunities to provide key City information in multiple formats, and with alternative digital ‘viewing’ options available (e.g. Adobe PDF Reader, Open Office) to address a wide range of access to information barriers.

### *Other Phase 1 Actions*

- #78 Civic communications plan:** Consider developing a comprehensive civic communications plan to spread the word more effectively about existing services, for both initiatives and projects that are City-initiated and those initiated by the community.

## **Enhancing Neighbourhoods – Strategic Priority #5**

### *Priority Actions*

- #86 Urban design:** Recognize and promote examples of urban design with ‘character’ (e.g., public art, iconic architecture, water features, playful sidewalk patterns and inscriptions, floral displays, historical monuments).
- #89 Community amenity needs:** Consider encouraging progress towards the Official Community Plan goal of “complete communities” by undertaking a review of current and

future community amenity needs to ensure that the capacity of educational, recreational, health, transportation, library and social services, programs and infrastructure keeps pace with Burnaby’s population growth.

- #91 **Community Benefit Bonus Policy:** Consider reviewing criteria for the use of cash contributions through the Community Benefit Bonus Policy to facilitate the provision of community benefits in areas of the city other than town centres (e.g., earmark potential contributions to a City-wide fund for use outside of town centres).
- #93 **Community gatherings:** Help to attract people to neighbourhood and larger-scale gathering places with art, music and spoken word, as has been done successfully with the summertime concerts at Civic Square at the Bob Prittie branch of the Burnaby Public Library in Metrotown.

### *Other Phase 1 Actions*

- #88 **Civic squares:** Consider the development of a large outdoor civic gathering space, similar to Civic Square, which provides infrastructure for creative community use (e.g., stages), in each of the City’s four town centres.

## **Getting Around – Strategic Priority #6**

### *Priority Actions*

- #101 **Sidewalk development:** Consider reviewing the process for building and funding local improvement projects such as sidewalks to work toward a more complete network of continuous sidewalks throughout the city.
- #102 **Accessibility guidelines:** Consider creating accessibility guidelines for the pedestrian environment that feature: provision of benches on pedestrian routes, as appropriate; access to public washrooms; clear, wide and accessible paths of travel on sidewalks; wayfinding signage in town centres; and stations for recharging wheelchair and scooter batteries.
- #106 **Accessibility audits:** Consider conducting “accessibility audits”, similar to the recently completed audit in the Edmonds Town Centre, in other areas of the city.

### *Other Phase 1 Actions*

- #100 **Sustainable transportation planning:** Continue to practice sustainable urban design in transportation planning. Within the Transportation Plan update process, consider specific features aimed at encouraging and promoting walking, cycling and use of transit.
- #104 **Pedestrian environment:** Look for opportunities to facilitate and promote walking as a healthy, affordable and sustainable way of getting around Burnaby. The pedestrian



environment, including access points to the transit system, should be safe and accessible for people of all ages and abilities.

- #109 **Cycling:** Look for opportunities to facilitate and promote cycling as a healthy, affordable and sustainable way of getting around Burnaby and meeting daily needs.

## **Protecting Our Community – Strategic Priority #7**

### *Priority Action*

- #117 **Business Watch Program:** Assess the effectiveness of the “Business Watch” pilot program, and consider possibilities for expansion.

### *Other Phase 1 Actions*

- #110 **Emergency preparedness campaign:** Consider undertaking an awareness campaign on emergency preparedness.
- #127 **Street lighting:** Consider reviewing the process for funding and installing street lighting, especially along highly used pedestrian and community corridors (e.g., near schools and along walking/cycling paths).

*Total Phase 1 Actions: 44*

## **Burnaby Social Sustainability Strategy**

### **Actions for Future Consideration**

#### **Meeting Basic Needs – Strategic Priority #1**

- #3 Seek opportunities, through such means as partnerships, to facilitate the creation of additional, affordable child care spaces, including those for school-aged children.
- #7 Consider reviewing eligibility criteria and income thresholds for the Recreation Credit Program to render non-family households eligible for the credit, and to assess the feasibility of offering some level of credit to those households with incomes over the Low Income Cut-offs but within the fourth and/or fifth income quintiles.
- #9 Build upon the City’s commitment to economic justice by examining the implications of supporting an adequate wage standard for City staff and contractors. If deemed feasible, work with the Burnaby Board of Trade to investigate how such a standard might be advanced among other employers.
- #10 Encourage the Burnaby Board of Trade and business associations to assist in creating opportunities for the establishment of social enterprises and to form partnerships for ongoing support.
- #11 City-wide Housing Fund: Consider developing or clarifying criteria for use of the City’s Housing Fund to fill gaps in the city’s housing continuum.
- #19 Consider a review of City bylaws, policies, and practices in order to reduce possible regulatory barriers to innovative, alternative, and supportive types of housing options.
- #21 Continue to advocate to the Provincial government for high-quality local health services spanning acute health, homecare, mental health, dental care, addictions, and outreach. Work with Fraser Health to assess needs in specific areas such as elder care and support services, long-term care, youth specific services such as detox and addictions treatment, dental and eye care services for low-income households, and the availability of nurse practitioner clinics and medical labs.

#### **Celebrating Diversity and Culture – Strategic Priority #2**

- #28 Continue to nurture and expand cultural and economic exchanges with Burnaby’s “sister” and “friendship” cities.
- #29 Explore opportunities for developing Burnaby Day on September 24 (Burnaby’s birthday), as a significant city-wide event to celebrate Burnaby’s cultural mosaic.
- #30 Help to address the community’s spiritual needs by working with others to increase opportunities for interfaith dialogues, learning, and positive interactions amongst faith groups through such means as provision of venues and administrative support.

- #32 Building on past practice, consider ongoing mandatory diversity training for all City staff. Consider opening up training opportunities to others, as appropriate.
- #38 Look for opportunities to encourage and support seniors' (intergenerational) participation in school-aged children's activities at schools, libraries, recreation centres and other public venues.
- #39 Consider researching and developing programs and facilities that address niche needs (e.g., girls-only recreation events, women-only swim times, design of change rooms and showers) to enable all members of the community to participate.
- #40 Continue to encourage the exploration of additional models (for providing information and referral services and for co-ordinating services) to support immigrant settlement and integration in Burnaby's elementary and secondary schools.
- #45 Consider designing new City facilities that have the flexibility to accommodate the performing arts and art exhibits, as appropriate.
- #46 Consider reviewing and updating the mandates of Parks & Recreation Commission, the Visual Arts Advisory Committee of the Burnaby Art Gallery, and Burnaby Arts Council to foster co-ordination and efficiencies between the bodies and to enhance their collective capacity to support and promote the arts in Burnaby.
- #48 Help to foster an active arts and culture scene in all four geographic quadrants of the city by looking for opportunities to provide each quadrant with access to actively programmed multi-functional performance and cultural space. Such space could be located in/at either City or non-civic facilities. Aim for a continuum from formal centres with performance and rehearsal space, lobby, and display areas to multi-use facilities, and informal and outdoor venues.
- #49 Consider undertaking research to identify barriers to the sponsorship of events in Burnaby, and develop recommendations to help community and business groups overcome those barriers.

### **Getting Involved – Strategic Priority #3**

- #52 Review the range of opportunities for engaging community members in local environmental stewardship, and consider developing a program to expand opportunities and encourage increased community involvement in maintaining and promoting Burnaby's healthy ecosystems. Such a program would help raise awareness of Burnaby's environmental resources and the importance of, and opportunities for, enhancing them.
- #54 Depending on the success of the pilot "Festivals Burnaby" Program, consider reviewing the funding criteria to:
  - ensure that funded events reflect the cultural diversity of Burnaby

- ensure the program is accessible to small groups with limited capacity to contribute resources
  - ensure that recipients have strong programs to promote and advertise their events to the community.
- #55 Build upon current support for volunteering in Burnaby by helping to raise awareness – especially among youth, newcomers to Burnaby and those from diverse cultures and faith groups – of the value of volunteering and available opportunities to volunteer.
- #56 Consider working with others to develop intercultural volunteering opportunities to support Burnaby events, and assist cultural minority newcomers to settle and integrate.
- #60 Encourage local newspapers to include features on businesses that engage in socially responsible initiatives.
- #61 Explore additional opportunities for demonstrating corporate social responsibility (CSR) leadership through a collaborative program with local businesses. As an example, consider acting as a CSR role model for other local governments and organizations by further developing policies, procedures, and programs to implement the City’s social sustainability commitment.
- #62 Consider developing a partnership with the Burnaby Board of Trade and other business associations to actively engage the local business community in social sustainability.

#### **Learning for Life – Strategic Priority #4**

- #63 Look for opportunities to renew the partnership with SFU partnership by identifying joint opportunities to help advance lifelong learning in Burnaby; consider including BCIT in the partnership.
- #64 Advocate to the federal and provincial governments for funding to increase the affordability of formal learning opportunities.
- #70 Encourage the Burnaby School District, SFU and BCIT to develop cultural and economic exchange programs with Burnaby’s “sister” and “friendship” cities.
- #71 Consider further developing and supporting Burnaby Public Library outreach services for populations that have literacy challenges.
- #72 Consider the feasibility of establishing additional library branches or satellite branches to support increased informal learning opportunities for Burnaby residents.
- #75 Consider the creation of a guide for new Burnaby residents, which provides information on Burnaby’s features and assets, and on available City and community services and resources. Draw on existing resources.

- #76 Consider adopting a clear language policy, accompanied by training for City staff, for all public documents and information to ensure that all City information is presented in clear, easily understood language.

### **Enhancing Neighbourhoods – Strategic Priority #5**

- #83 Encourage more commercial outlets, especially those that facilitate social interaction, in and immediately adjacent to SkyTrain stations.
- #84 Considering monitoring and encouraging progress towards the OCP goals of creating “complete communities” – communities that enjoy local access to a range of services, employment opportunities, recreation and shopping within walking or transit distance – by setting standards for “local access” and measuring distances.
- #85 Consider creating smaller neighbourhood-based centres as service and meeting hubs with games areas; age-appropriate exercise equipment; coffee corners; multicultural events; walking clubs; and inter-generational activities.
- #87 Explore opportunities to encourage businesses and other organizations to create informal social corners on their premises, either indoors or outdoors, which can serve as meeting places.
- #90 Consider researching innovative and creative mechanisms for increasing residential density.
- #92 Through a phased approach, consider developing a comprehensive Neighbourhood Strategy for Burnaby.
- #94 Look for opportunities to promote the development and sustainability of neighbourhood associations.

### **Getting Around – Strategic Priority #6**

- #96 Work through the upcoming Transportation Plan update process to ensure that transportation connections to all areas of the city, including neighbourhoods, town centres and the Big Bend area, are considered.
- #97 In the upcoming update of the city’s Parks and Open Space Plan, considering linking green spaces to walking and cycling routes.
- #98 Review the experience of the Hastings Street “green wave” to determine how Hastings Street and other routes could be made more efficient for bus travel.
- #103 Look for opportunities to work with TransLink and continue to advocate for an improved transit system.

- #105 Provide support, as appropriate, to the community-based initiative to develop a door-to-door “seniors’ shuttle”. Assist in advertising the shuttle if it materializes.
- #107 Look for opportunities to make motoring more efficient, affordable and sustainable.
- #108 Consider advocating to the Burnaby Board of Trade that it encourage its membership to make use of TransLink’s Employer Bus Pas Program.

**Protecting our Community - Strategic Priority #7**

- #111 Consider undertaking and encouraging other large organizations to undertake disaster simulation exercises to assess and improve the level of public preparedness.
- #112 Consider the creation of a City-sponsored program, in partnership with the Burnaby business community, which offers emergency kits at a discounted price to community residents.
- #113 Consider undertaking a review of Burnaby’s Emergency Program.
- #114 Consider undertaking an awareness campaign on crisis support, including information in languages other than English, and advocating for the increased availability of a more complete continuum of crisis support services.
- #119 Continue to work with the Burnaby RCMP to identify new opportunities to profile its non-emergency presence in the community and to complement current initiatives.
- #120 Continue to investigate opportunities to maintain, promote, and further expand community participation in the Burnaby RCMP’s existing Block Watch Program.
- #122 Continue to support the City Watch Program, whereby City staff keep an eye open for and report suspicious activity while travelling around the city in the course of the daily duties.
- #123 Continue to work with the Burnaby RCMP and other potential partners such as BC Hydro to educate the public about, and target and dismantle marijuana grow operations and illegal drug laboratories.
- #125 Work to increase public awareness of the City’s Children and Vulnerable Persons Protection Policy, and the associated Positions of Trust Program through public education activities.
- #126 Consider expanding the focus of the Burnaby Restorative Justice Program beyond youth to include adults.

*Total Actions for Future Consideration: 56*