

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 12/20/2021 9:09:23 AM

Subject: CM: Council Memo: Update on the implementation of the Access to City Services without Fear (ACSWF) Policy - RTS 13831

Attachments: ACCS - GM - Memo (Council) - Access without Fear Policy Motion 13831 (2021-12-16).pdf

Dear Mayor and Council,

Please find attached a memo from General Manager of ACCS Sandra Singh that provides an update on staff work to advance Council motion RTS 13831 entitled: Safety for Residents with Precarious Status: Delivering Access without Fear from March 2020. Key points include:

- Staff drafted a plan for policy implementation, including key communications and draft guidelines. These draft materials have been shared with community advisors and partners for feedback before finalization.
- Materials accompanying the Policy - i.e., communications materials and guidelines - will include community-informed scenarios and FAQs to help underscore the importance of the AWF policy, including discussion of the impacts of not complying with AWF policy and aligned approaches for interactions with undocumented residents.
- The communications materials and guidelines will specifically reference City services and programs for which the City has jurisdiction.
- Engagement with other local-serving agencies - such as VPL, VSB, VCH, VPD, etc. - will continue and City staff will share materials created for the City with these organizations, recognizing that each organization develops their own unique policy and guidelines within their governance and jurisdictional contexts.
- Staff are advancing work on this motion in alignment with Council directed work related to anti-racism.

If Council has any questions, please email Sandra directly and she will ensure they receive responses through the weekly Council Q&As.

Best,
Paul

Paul Mochrie (he/him)
City Manager
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətaʔ (Tsleil-Waututh) Nations.

MEMORANDUM

December 16, 2021

TO: Mayor & Council

CC: Paul Mochrie, City Manager
Karen Levitt, Deputy City Manager
Armin Amrolia, Deputy City Manager
Lynda Graves, Administration Services Manager, City Manager's Office
Maria Pontikis, Director, Civic Engagement and Communications
Katrina Leckovic, City Clerk
Anita Zaenker, Chief of Staff, Mayor's Office
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office
Mary Clare Zak, Managing Director, Social Policy and Projects

FROM: Sandra Singh, General Manager, Arts, Culture and Community Services

SUBJECT: Update on Implementation of Access To City Services Without Fear (ACSWF) Policy Implementation and March 2022 motion response

RTS #: 13831 and 13832

PURPOSE

The purpose of this memo is to provide an update on the implementation of the Access to City Services without Fear (ACSWF) Policy: For Residents with Uncertain or No Immigration Status.

BACKGROUND

In 2016, Council adopted the Access to City Services Without Fear (ACSWF) for Residents with Uncertain or No Immigration Status policy to ensure that residents can use City services without fear of being asked about their immigration status or share information about residents' immigration status with other institutions unless the law requires it.

In March 2020, Council passed two motions with regard to the implementation of this Policy and staff are at varying stages of completion with regard to the directions in the 2020 motion: [Safety for Residents with Precarious Status: Delivering Access without Fear 13831 \(March 2020\)](#). Items E, F, G, and H have been completed.

Implementation of the City's ACSWF policy and the directions in the motion is integrated into the emerging anti-racism and cultural redress plan and partially supported by the \$300k budget allocated in 2021.

Strategic Context

The ACSWF policy aims to support the health and wellbeing of residents with uncertain or no immigration status. Immigration status is a social determinant of health, and fear of harm, detention and deportation prevents people from seeking the support they need.

Vancouver is home to many newcomers including those who are here with uncertain or no immigration status including temporary foreign workers whose work permits have expired or have severed relationships with employers, those needing to separate from a spouse, refugees whose claims have been denied, students who overstay their study period or work permit, or those who have multiple immigration statuses within one family. Many of these residents may not access services due to the fear of having to disclose their immigration status that may lead to detention, psychological and physical harm, and/or deportation.

This work continues to inform and reflect a range of City strategies including, but not limited to the Framework for City of Reconciliation, Healthy City Strategy, the recently approved Equity Framework, and the imminent Accessibility Strategy, Phase 1.

DISCUSSION

To support the implementation of the ACSWF policy and the March 2020 Council motion, staff have engaged with the City's advisory committees and specific community groups, as community consultation is critical to the process moving forward and ensuring that City actions are relevant to community experiences.

Status updates were provided to Council in early 2020 in response to a January 2020 enquiry and 2021 via a memo.

Progress made on the ACSWF Council motion includes:

- Q1 2021: Staff completed coordinated review of 311 (including Vanconnect) calls regarding racist, hateful, and discriminatory complaints and confirmed with 311 staff that immigration status information is not being requested or recorded when accepting and following up on complaints or feedback.
- Q3-Q4 2021: In consultation with City Departments, staff drafted a plan for policy implementation, including key communications and draft guidelines. These draft materials have been shared with community advisors and partners for feedback before finalization. All materials intended will be plain language and accessible.
- Staff regularly attend engagement meetings convened by Sanctuary Health which bring together undocumented workers.

NEXT STEPS

- Q1 2022: A City staff engagement strategy will be created, which will include an internal communications package and crew talks for internal departments and City Advisory Committees, to communicate Policy and guidelines:
 - Materials accompanying the Policy – i.e., communications materials and guidelines – will include community-informed scenarios and FAQs to help

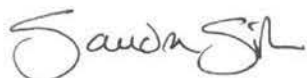
underscore the importance of the AWF policy, including the community based and human rights basis for this policy, and discussion of the impacts of not complying with AWF policy and aligned approaches for interactions with undocumented residents.

- The communications materials and guidelines will specifically reference City services and programs for which the City has jurisdiction.
- Engagement with other local-serving agencies – such as VPL, VSB, VCH, VPD, etc. – will continue and City staff will share materials created for the City with these organizations, recognizing that each organization develops their own unique policy and guidelines within their governance and jurisdictional contexts.
- Q2 2022: staff will refine and further develop policy guidelines and communications materials to share with external City partners, including: non-profit grant applicants and recipients, business license applicants, business license holders, project partners, and mailing list subscribers.
- Additional opportunities to share materials throughout the city and with neighbouring cities reflecting the policy will be identified: “Be accommodating, welcoming and open to people of all migration status, and socio-economic conditions, in their policies, practices and programs”.
- Additional financial and staff resources to develop online training modules including video and animation reference tools to further implementation of the ACSWF policy with in City services and with partner organizations will be explored.
- Staff will continue to apply an AWF policy lens to inform development of anti-racism public policy and racist incident response approaches.
- Staff will continue to apply an AWF policy lens in work with public, community, and other partners on anti-racism initiatives as opportunity arises.

A further update to Mayor and Council will be provided in spring 2022. As per the motion direction D, staff will bring forward any resource requests to Council to support implementation at a future point in time.

FINAL REMARKS

If Council has any further questions or needs additional information, please feel free to contact me directly at sandra.singh@vancouver.ca and responses will be provided through the weekly Council Q&As.



Sandra Singh, General Manager
Arts, Culture, and Community Services

sandra.singh@vancouver.ca

Appendix A: Council Motion

[Safety for Residents with Precarious Status: Delivering Access without Fear 13831 \(March 2020\)](#)

Note: Anything not noted as “Completed” is underway now or will be in a future stage of work.

FINAL MOTION AS APPROVED

- A. THAT Council recognize that a city where immigration status checks are only performed when required by law would help create a city where residents, no matter their immigration status, can truly access city and civic services, including public safety services, without fear of deportation. [Completed through motion]
- B. THAT Council direct staff to explore and report back in a public memo by the end of Q2 2020, on work underway to finish implementing the 2016 policy (as identified in the “Update: Access Without Fear Implementation” email and table sent from the City Manager to Mayor and Council on January 29, 2020). [Completed]
- C. THAT Council direct staff to incorporate the following into the work to finish implementing the 2016 policy:
 - i. For implementation of initiative #3, staff and community training: Maintaining annual policy training for department leaders and training for relevant front-line staff, including VPD statistics on immigration status checks and collaboration with the CBSA;
 - ii. For implementation of initiative #4, communication strategy: Supporting community groups that serve undocumented residents to develop resources and/or workshops for migrants on the policy and how it affects their access to services; and
 - iii. For implementation of initiative #6, “Reporting and Evaluation”: Providing an annual, public progress update at a Council meeting.
- D. THAT Council direct staff to explore and report back by the end of 2020 with a budget and timeline for options to strengthen the Access to City Services Without Fear (ACSWF) policy and guidelines in 2021, including Identifying and recommending any necessary or additional resources, such as staffing or additional funding for new initiatives, in order to fully implement or strengthen the ACSWF policy and to adopt best practices from sanctuary cities (e.g. providing City ID cards, legal advice, etc.).
 - i. Amending City of Vancouver grant eligibility requirements to read: “Be accommodating, welcoming and open to people of all . . . migration status, and socio-economic conditions, in their policies, practices and programs”;
 - ii. Mandating migrant rights training for staff as part of the business licence approval process;
 - iii. Inviting input from relevant advisory committees; and
 - iv. Requiring City-funded programs to ensure that access is not dependent on immigration status and that they maintain privacy of information, particularly pertaining to access without fear policies.
- E. THAT Council direct the Mayor to write to BC Housing to urge them to require that access to shelters and housing is not dependent on immigration status and that they maintain privacy of information related to access without fear policies. [Completed]

- F. THAT Council direct the Mayor to write to the Vancouver Police Board, VPD's Chief Constable, and VPD's senior management to share the motion entitled, "Safety for Residents with Precarious Status: Delivering Access without Fear", for their review and feedback. [Completed]
- G. THAT Council direct the Mayor to write to BC's Premier, Attorney General, and Ministers of Education, Health, and Labour to share the motion entitled, "Safety for Residents with Precarious Status: Delivering Access without Fear", to outline the impacts of the August CBSA raid for Vancouver's communities, reviewing their role in enabling the August CBSA raid and taking steps to prevent similar situations in the future, to ask that the province join the City of Vancouver and other municipalities by developing access without fear policies with an emphasis on healthcare, education, and employment standards. [Completed]
- H. THAT Council direct the Mayor to write to the federal Minister of Public Safety by April 15th to share the motion entitled, "Safety for Residents with Precarious Status: Delivering Access without Fear", to outline the impacts of the August CBSA raid for Vancouver's communities, and to ask that the CBSA revisit its investigation practices, particularly when there is no public safety risk and when working with racialized, marginalized, or vulnerable communities and to prioritize regularization of immigration status over deportation. [Completed]