

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

**To:** "Direct to Mayor and Council - DL"

**CC:** "City Manager's Correspondence Group - DL"  
"Singh, Sandra" <Sandra.Singh@vancouver.ca>

**Date:** 1/29/2020 2:29:54 PM

**Subject:** Update: Access Without Fear Implementation

**Attachments:** ACCS - SP - Access without Fear Update (2020-01-28).pdf

Dear Mayor and Council,

Recently a Councillor requested an update on the Access Without Fear implementation. I thought you would all be interested. Please find attached a brief update on the implementation status of this policy.

Please do not hesitate to let Sandra Singh ([Sandra.Singh@vancouver.ca](mailto:Sandra.Singh@vancouver.ca)) know if you have any questions.

Best,  
Sadhu

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Pronouns: he, him, his



*The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.*

Six Proposed Implementation Initiatives	Update 2018 (memo)	Completion Expected 2018	Update 2019 (Nov 13 email)	Update & Completion Expected 2020	Cllr. Swanson Questions
<p><b>1. Creation of Access To City Services Without Fear Guidelines:</b> The effective implementation of this policy will require the creation of guidelines for City staff. The City will engage with community partners and individuals with lived experience to assist in the development of the Guidelines.</p>	<p>Not completed.</p> <p>Guidelines to be jointly developed between the City, VPL and VPB.</p>	TBC – est. Q4 2018	Initial scheduling of meeting with VPL and VPB staff.	<p>Meeting between City, VPL and VPB are scheduled for Feb, 2020.</p> <p>The development of guidelines will need to engage with community groups for feedback. People of experience will be invited to provide input.</p> <p>Expected completion end of April</p>	
<p><b>2. Align with existing City's review and complaint mechanism:</b> The City's existing review and complaint mechanism will be used to ensure no one is denied access to services based on their immigration status.</p>	No action required.	n/a	n/a	n/a	<p>What is the existing complaint mechanism? Have there been complaints about access based on immigration status? (see #6)</p> <p>There has been no reporting of complaints in accessing City services to date. Complaints can be made in different ways (e.g. emails, 311, community groups report, directly to staff) If the City receives complaints, they will be reviewed by appropriate department first and/or go to City Manager's office for further response</p>
<p><b>3. Provide opportunities for City staff and community organizations to learn about the policy and guidelines:</b></p> <p>a. An essential component in adopting this policy and associated guidelines is to inform relevant City staff on the policy and guidelines. This will be incorporated into current staff training.</p> <p>b. Further, Social Policy will inform organizations receiving City funding for the provision of community</p>	<p>The June 11, 2018 Immigration Summit provided an opportunity for City staff and community organizations to hear about the policy. Feedback from people with lived experience is being gathered from this summit and will be considered as part of the Poverty Reduction Plan and to inform future actions arising within the context of the Access policy implementation. ACCS and HR/EEO to work on staff</p>	TBC - Communication Plan Q4 2018	<p>Policy is now posted on the City website and on City Wire.</p> <p>ACCS organized citywide training session on the Access policy, with about 30 staff from diverse City departments attending.</p> <p>Staff are exploring the possibility of repeating this training annually.</p> <p>Staff was invited to present on the Access policy for</p>	<p>ACCS will organize workshop in June, 2020, inviting community organizations which are City's grant recipient groups to attend.</p> <p>This will be an opportunity for engaging community service groups on the policy, as well as a roll-out of the policy guidelines.</p> <p>City, VPL and VPB can jointly sponsor a roll-out of the policy guidelines as part of ongoing training for staff. This can be done in June this year.</p>	<p>Will the training be repeated annually? Or when will that be decided? It's contingent on available resources each year; current plan is to have a joint training on policy guidelines roll-out with VPL and VPB this year.</p> <p>What is the communications plan? Will all front-line staff be aware of and trained on the policy? Training can be advertised through City Wire which is available to all staff. Frontline staff can request to attend</p>



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<p>services about the policy and guidelines by sponsoring related workshop(s).</p> <p>Feedback will be sought from individuals with lived experience.</p>	<p>roll-out, with assistance from Corporate Communications and City Clerk's Department. Will also further discuss with VPL and VPB on a joint approach. A community outreach plan will be developed.</p>		<p>three external groups.</p> <p>Staff also participated in online dialogues with cities across Canada</p>		<p>if approved by departments.</p> <p>Did the Park Board and VPD give updates at the session? If so, what were they? Yes, VPL, VPB and VPD all gave updates at 2019 staff training session. They talked about overall approach (VPD has guideline but no policy) in implementation and issue they have addressed. Park Board implementation is mostly through their Leisure Access Card Program.</p> <p>Is this the extent of the community outreach plan? Do any of the organizations presented to serve undocumented residents? In proposed workshop with community groups this year, staff will encourage/motivate groups to consider adopting similar policy or approach in their service delivery. Many local groups ( e.g. neighbourhood houses) already serve undocumented residents.</p>
<p><b>4. Implement a communication strategy to inform stakeholders and the community on the policy:</b> Staff will implement a communication strategy to inform stakeholders and the community about the Access policy</p>	<p>To be completed. A communication plan will be developed for further implementation.</p>	Q3 2018		<p>Proposed community workshop this year will inform more key stakeholders on the policy. ( please see above)</p>	
<p><b>5. Support the provision of services to Vancouver residents, regardless of immigration status:</b></p>	<p>MWGI will continue advocacy work; the June 11 Immigration Summit gathered</p>	Ongoing		<p>Vancouver Immigration Partnership (VIP) initiative continues to provide information regarding this initiative</p>	

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<p>The City will continue to advocate for the needs and challenges of residents with uncertain or no immigration status to other orders of government and jurisdictions.</p>	<p>recommendations which can be shared with the City, the Province, and the Federal government.</p>			<p>where appropriate.  The City participates on Provincial and Federal immigration tables and this issue is brought up by City staff. In particular, the City's advocacy to the Province has led to the recognition of needs of undocumented residents and additional funding to groups for needed services.  Further, through the summer workshop, service groups will be encouraged to consider providing services to undocumented residents</p>	
<p><b>6. Reporting and Evaluation</b>  The City Manager will have an annual report back to City Council on the application of this policy, any complaints received and their disposition, as well as recommendations for amendments.</p>	<p>No report to date.   Appropriate reporting approach still TBD</p>	<p>First report to occur in Q2 of 2019</p>	<p>Update Memo to Council</p>	<p>Please see comments in the next box</p>	<p>Will 2019 and 2020 reports be given to council?  We've provided updates to council through Memo to Council. This may be more appropriate as there are no reported complaints to date.</p>