



Policy Title: Welcoming Community Policy

Policy Number: CSPS034

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Approved by: Council

Effective Date: 2011, January 24

Business Unit: Calgary Neighbourhoods

BACKGROUND

In 2006, The City of Calgary became a member of the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD). According to the Canadian Commission for UNESCO: “Cities are the main focus of ethnic and cultural mixing. They are an ideal place to develop policies, and implement concrete strategies and actions to eliminate racism. By eliminating racism and multiple forms of discrimination, cities are able to build inclusive and respectful societies where everyone has an equal opportunity to participate in the economic, social, cultural, recreation, and political life of the city.” (Canadian Commission for UNESCO (2006:2), Call for a Coalition of Municipalities against Racism and Discrimination)

This policy supports The City in effectively continuing its engagement with the local community and senior governments in providing successful integration for immigrants into our community and addressing their needs as they relate to the municipal mandate of creating an inclusive community.

Immigration is of growing importance to Calgary’s social and economic success. Projections show it will account for all net labour force growth in the near future and total net population growth by 2031. Calgary continues to increase its share of national immigration and the immigrant population is expected to increase substantially over the next 20 years. At the same time, the visible minority population is expected to grow to represent nearly 40 percent of the city’s population.

While immigration is a federal and provincial mandate, The City has a significant role to play as local government with close access to citizens, and as one of the largest employers in Calgary by:

- Promoting a welcoming community where all Calgarians can live safely and have an equal opportunity to participate in the economic, social, cultural, recreational and political life of the community.
- Working with other orders of government to provide social and physical infrastructure in Calgary that meets the diverse needs of all Calgarians.



- Advocating on behalf of the unique needs of immigrants and to engage community service providers and senior governments to address these needs.
- Working with economic, social, cultural, recreational and community organizations to attract and retain immigrants to our community and our workplace.
- Creating a supportive and inclusive work environment that acknowledges the expertise and experience of immigrants.

PURPOSE

The policy outlines a blueprint for enhancing the lives of immigrants in Calgary by identifying ways in which The City of Calgary could better serve their distinct needs.

POLICY

The development of the Welcoming Community Policy is one example of The City's commitment as a member of CCMARD and provides a framework for continuing to work with the community. The City has created a framework to position itself to be proactive in attracting and retaining immigrants to our community by pursuing action and collaboration in the five following key areas:

1. **Economic and Social Integration** - The City will work with other partners and support inter-departmental, inter-governmental and community collaboration to encourage and promote full integration of immigrants' participation in the social, economic, political, recreational and cultural aspects of our community.
2. **Intergovernmental Relations** - The City will continue to engage with other orders of government in order to participate in discussions and create dialogue on issues related to immigration, integration and settlement that potentially impact Calgary.
3. **Service Access and Equity** – The City's programs, facilities and services will be increasingly accessible to immigrants. The City's business units will continue to include targets for creating an inclusive community when benchmarking for service accessibility and equity in business plans.
4. **Advocacy, Communication, Public Awareness and Education** - The City will provide public information, effective communication, and research that support successful settlement and integration, and will promote a



- welcoming, inclusive and positive community and municipal workplace for immigrants.
5. **Special Populations** - Given particular vulnerabilities and challenges faced by some segments of the immigrant population, The City's programs and services will be responsive to their needs within its mandate. The City recognizes that there are more significant barriers for individuals from vulnerable groups, such as non-White low-income female immigrants, immigrants with low literacy, and immigrants with disabilities.

This policy is aligned with existing Council Policies. Much like the Calgary Corporate Accessibility Policy, it expands on the Fair Calgary and Triple Bottom Line policies to specifically address a population that experiences significant barriers. It aligns with the Respectful Workplace Policy, Community Services Program Policy, Community Standards Policy, the Calgary Economic Development Strategy and The City's Sustainability Framework. The Welcoming Community Policy also complements the *Diversity and Inclusion in the Workplace Framework and Action Plan*.

INTENDED OUTCOMES OF THE POLICY

The Welcoming Community Policy will encourage the development of goals, actions and performance measures as they relate to immigrants in the following ways:

1. inform all relevant aspects of future Council and/or Administration policy, planning and service delivery;
2. inform The City's engagement of senior governments regarding intergovernmental relations as it relates to immigrants;
3. ensure consistency with responses from The City when issues related to immigrants arise internally and/or in public;
4. recognize the significant contributions of immigrants; and
5. enable The City to work with economic, social, cultural and community organizations to attract and retain immigrants to our community and our workplace.

IMPLEMENTATION OF THE POLICY

The implementation of this policy will occur at departmental and business unit levels throughout The City through the inclusion of goals, actions and performance measures in our business plans. These plans will be reviewed



regularly through Council review process of the three year business plans and budgets.

AMENDMENTS

Effective 2016 February 01, Community & Neighbourhood Services became Calgary Neighbourhoods.