

# **Government 101**

## **Mastering the Maze**

### **Libraries in Dialogue with Government Symposium**

October 16 – 18, 2006  
Victoria, British Columbia, CANADA

Assembled by Jim Looney  
Oakmount Information Associates

## Libraries in Dialogue with Government

In his conveyance of British Columbia's strategic plan for public libraries, "[Libraries Without Walls: the World Within Your Reach](#)", Premier Gordon Campbell recognizes the everyday contributions that public libraries make to the lives of citizens and the health of BC's communities. The Premier commits the Province to enhancing the investment already made in our public libraries ensuring equitable access to information for all British Columbians and effective use of provincial public library resources. **Libraries without Walls** creates an integrated approach to serving British Columbians, addresses increasing public expectations, and supports libraries by expanding service deliveries, all the while rewarding collaboration within a climate of limited resources.

The strategy has also raised the profile of public libraries within government as an effective partner for achieving public policy priorities. The purpose of this symposium is to bring together trustees/librarians from public libraries and government representatives to begin a dialogue, one which hopefully will bridge any gaps in mutual understanding and will establish working relationships between libraries and government agencies across both program areas and geographic locations.

**Government 101** looks at the structure, vision and program objectives of the current administration in its own words. The resources and selections from government service plans have been chosen from a librarian's perspective – where government objectives overlap with the values and service philosophies of BC's public libraries. As you participate in the symposium, consider the strategic objectives outlined in **Libraries Without Walls** or objectives in your own library's strategic documents. Where do public library objectives overlap with the objectives of government? Where are there opportunities for new partnerships to enhance services? What do you need to do to start a dialogue?



# Government of British Columbia – Key Resources

**A. Primary Web Site:** <http://www.gov.bc.ca>

## **B. People...**

1. Government Directory: <http://www.dir.gov.bc.ca>
2. Executive/Cabinet: [http://www.premier.gov.bc.ca/cabinet\\_ministers](http://www.premier.gov.bc.ca/cabinet_ministers)
3. [Government Committees](#): [link: Office of the Premier Menu frame]
4. MLA Finder: <http://www.leg.bc.ca/mla/3-1-1.htm>
  - a) Photos/Biographies: <http://www.leg.bc.ca/mla/3-2.htm>
5. [Key Contacts including Deputy Ministers](#) [PDF]

## **C. Organizational Units...**

1. [Office of the Premier](#): [link from Menu frame]
2. [Ministries and Organizations](#) [link from Menu frame]
3. Legislative Assembly: <http://www.leg.bc.ca/index.htm>
4. Lieutenant Governor: <http://www.ltgov.bc.ca/>

## **D. Documents and Resources...**

1. Throne Speeches: <http://www.leg.bc.ca/38th1st/4-8-38-1.htm>
2. Service Plans: <http://www.bcbudget.gov.bc.ca/>
3. News Releases: <http://www.mediaroom.gov.bc.ca/Default.aspx>
  - a) RSS feeds: <http://www.news.gov.bc.ca/rss/default.asp>
4. Budgets and Budget Speeches: <http://www.bcbudget.gov.bc.ca/>
5. Hansard: <http://www.leg.bc.ca/hansard>
6. [Previous Parliament Overviews](#)
7. Statutes, Regulations, Orders-in-Council [Use *QP Legaleze*]

## **E. Other Tools...**

1. Legislative Library: <http://www.webpac.leg.bc.ca/>
2. GovPubs Index: <http://www.publications.gov.bc.ca/search.aspx>

## II. Public Policy Priorities

At any moment in time, you need a starting point to see what public policy priorities are driving government departments. Start at the Top of the organization - with the Office of the Premier.

**Latest News** [More News >>](#)

**October 3, 2006**  
**SUBMISSIONS INVITED FOR A NON-FICTION AWARD**

VANCOUVER – Premier Gordon Campbell and Keith Mitchell, chair of the British Columbia Achievement Foundation, issued a call today for submissions for the third annual British Columbia Award for Canadian Non-Fiction.

[Read more >>](#)

**October 1, 2006**  
**PREMIER SUPPORTS RUN FOR THE CURE**

VICTORIA – Premier Gordon Campbell released the following statement in recognition of the Canadian Breast Cancer Foundation's CBC Run for the Cure as he joined thousands of participants for the annual event in support of breast cancer awareness and research.

[Read more >>](#)

The screenshot shows the official website of the Office of the Premier of British Columbia. The page features a header with the Premier's name, Gordon Campbell, and a navigation menu. The main content area displays a 'Latest News' section with several articles, including 'SUBMISSIONS INVITED FOR A NON-FICTION AWARD' and 'PREMIER SUPPORTS RUN FOR THE CURE'. A sidebar on the right contains various links and resources, such as 'Premier's Radio Message', 'Conversation On Health', and 'Major Provincial Capital Projects Inventory'. The footer includes copyright, disclaimer, privacy, and accessibility information.

**Conversation On Health**

**Major Provincial Capital Projects Inventory**

**The New Relationship with Aboriginal People**

- » 2010 Commerce Centre
- » British Columbia, Be Here
- » Achieve BC
- » Throne Speech
- » Four Years of Action - New Era Promises Made and Kept

### Important Links

- [Office of the Premier](#)
- [Premier's Biography](#)
- [Premier's Media Gallery](#)
- [Premier's News Releases](#)
- [Premier's Speeches](#)
- [Premier's Service Plan](#)
- [Premier's Annual Service Plan Report](#)
- [Premier's Technology Council](#)
- [Cabinet Ministers](#)
- [Government Caucus Committees](#)
- [Legislative Calendar](#)
- [Open Cabinet Meetings](#)
- [Ministry Service Plans](#)

**GOVERNMENT**

Quick access to information based on government's structure

- [B.C. Government](#)
- [Ministries & Organizations](#)
- [Other Levels of Government](#)

**RELATED LINKS**

- [Intergovernmental Relations Secretariat](#)

**Strategic Vision**

The Premier's strategic vision has provided a core set of services and information for:

- » Environmental Management
- » Education and Literacy
- » Healthy Living
- » Jobs and the Economy
- » Systems of Support

**Improved Online Access**

The government of B.C. is committed to providing a full range of meaningful, convenient, easy-to-use online services and resources for:

- » Residents
- » Businesses
- » Visitors

### III. Current Government Directions

The British Columbia Legislature is in what is termed the 38<sup>th</sup> Parliament and has completed the Second Session (May 18, 2006). The Government has recently announced that there will not be a Fall sitting of the Legislature in 2006.

Strategic directions for the 38<sup>th</sup> Parliament were first announced with the [Speech from the Throne](#) delivered by The Honourable Iona Campagnolo, Lieutenant-Governor of BC, on September 12, 2005. Pages 6 and 7 repeat the “five great goals” established by the government in an earlier throne speech:

- *To make B.C. the best educated, most literate jurisdiction on the continent.*
- *To lead the way in North America in healthy living and physical fitness.*
- *To build the best system of support in Canada for persons with disabilities, special needs, children at risk and seniors.*
- *To lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management, bar none.*
- *To create more jobs per capita than anywhere else in Canada.*

Other themes become prominent in the Throne Speech:

- Government will accomplish initiatives through “Cross-Ministry” actions.
- High-level “advisory bodies” will be the vehicle used to “advance the great goals”.
- *“All of the great goals will be advanced by the 2010 Olympic and Paralympic Winter Games”.*
- Social challenges of housing, addictions, mental illness, poverty, literacy and skills development, and community safety will be researched through establishment of Pacific Centre for Social Innovation.
- Renewed focus on First Nations issues (e.g. healthcare, poverty, inadequate housing, chronic unemployment, and low high-school completion rates).
- New structures and funding for regional economic/community development.

The [Budget Speech](#) delivered on February 21, 2006, reinforced the above and introduced some new themes:

- *“Budget 2006 focuses on children” and support for child services like “health care, child-care support, early learning programs for babies and toddlers, public education, and programs that help young people make healthy choices”.*
- *“more culturally-appropriate services for Aboriginal children and families”*
- Support for children with disabilities.
- Support for teens and families of teens with substance addiction problems, including public education programs.
- Employment training and skill development; information to connect workers with job and career opportunities, including programs aimed at women, First Nations and immigrant populations.
- Enhanced opportunities in higher education.

## IV. Service Plans – From Vision to Action

Part of the current Liberal Administration's Open Government model includes publication of "service plans" at all levels of the organization. Amendments made in 2001 to the ***Budget Transparency and Accountability Act*** require government to table a three-year Strategic Plan and annual three-year service plans for ministries and government organizations funded through the provincial budget. These plans outline Government and Ministry/Agency goals, and "enable British Columbians to hold government accountable for its decisions and actions". At the end of each Fiscal Year, Ministries/Agencies publish a formal evaluation of their efforts in meeting the goals/objectives in their Service Plans (usually end of June).

Current Service Plans for each of the following Ministries can be found by clicking on the links [CTRL + Click to follow link]:

- [\*\*Aboriginal Affairs and Reconciliation\*\*](#) [page 5]
- [\*\*Advanced Education\*\*](#) [page 8]
- [\*\*Attorney General\*\*](#) [page 12]
- [\*\*Children and Family Development\*\*](#) [page 15]
- [\*\*Community Services\*\*](#) [page 17]
- [\*\*Economic Development\*\*](#) [page 20]
- [\*\*Education\*\*](#) [page 23]
- [\*\*Health\*\*](#) [page 28]
- [\*\*Labour and Citizens' Services\*\*](#) [page 31]
- [\*\*Small Business and Revenue\*\*](#) [page 34]
- [\*\*Tourism, Sports and the Arts\*\*](#) [page 36]

At the next level - the department and branch level – there is not as much consistency in format or reporting. However you can learn a great deal about a government branch by visiting the branch web pages (via the Ministry web site).

Summary details from each Ministry's Service Plan are provided on the following pages (indexed above).

## ***Aboriginal Affairs and Reconciliation***

### **Linkage to the Five Great Goals**

The ministry will work with other ministries and agencies to ensure that, where appropriate, goals and practical outcomes specific to Aboriginal people are identified in their service plans. Indicators of success in each of the great goal areas may include but are not limited to:

#### **Goal 1: Best educated, most literate**

- Arrangements that allow a seamless system between First Nations schools and public schools.
- Preservation, revitalization, retention and teaching of Aboriginal languages.
- Improved K – 12 completion rates for Aboriginal people.
- Increased Aboriginal post-secondary participation.

#### **Goal 2: Leading the way in healthy living**

- Reduction in the incidence of preventable diseases, substance abuse and youth suicide among Aboriginal people.
- Increased number of trained Aboriginal health professionals.

#### **Goal 3: Best system of support**

- Improved access to satisfactory housing for Aboriginal people.
- Reduced number of Aboriginal children in care.

#### **Goal 4: Leading sustainable environmental management**

- Negotiation of agreements and treaties that provide opportunities for First Nations to engage in both economic and environmental benefits.

#### **Goal 5: Create more jobs per capita**

- Negotiation of agreements that incorporate First Nations into regional and provincial economies.
- Support for the development of an integrated Aboriginal tourism and cultural strategy.

### **Cross-Ministry Initiatives**

The ministry is actively involved in the following cross-ministry initiatives, led by other Ministries, which support the Five Great Goals. The Ministry of Aboriginal Relations and Reconciliation will collaborate with these agencies to ensure initiatives and their outcomes contribute to the new relationship.

- **Literacy:** the First Citizens Fund supports the preservation and teaching of Aboriginal languages.
- **Crystal Meth:** the ministry supports the promotion of grants to First Nations and Aboriginal communities who want to work on drug prevention and treatment strategies.
- **ActNow:** the ministry supports the incorporation of ActNow into preventative health programs to reduce incidence of preventable illness.
- **The Children's Agenda:** the ministry supports initiatives to strengthen the capacity of Aboriginal families and communities to care for their children.
- **Mountain Pine Beetle:** the ministry supports opportunities for First Nations to work to mitigate the beetle's impact and diversify regional economies.
- **The 2010 Olympic and Paralympic Winter Games:** the ministry supports the implementation of agreements with the four Host Nations (Squamish, Lil'wat, Tsleil-Waututh and Musqueam).

## Aboriginal Affairs and Reconciliation (continued)

### Performance Plan

**Goal 1: Conclude treaties and other lasting agreements on Crown lands and natural resources with First Nations.**

- **Objective:** Conclude agreements that define rights and responsibilities and facilitate economic development.

**Goal 2: Improve social and economic outcomes for Aboriginal people.**

- **Objective:** Cross-government implementation of programs and services to address socio-economic disparities.

**Goal 3: Build strong and respectful relationships between government and Aboriginal organizations.**

- **Objective:** Build trust with Aboriginal people through a reconciliation and recognition framework
- **Objective:** Foster engagement with Aboriginal people in government decisions that impact Aboriginal communities.

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## Ministry of Aboriginal Relations and Reconciliation

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## ***Advanced Education***

### **Linkage to the Five Great Goals**

**Goal 1: Make British Columbia the best educated, most literate jurisdiction on the continent.** This goal pervades all activities of the Ministry of Advanced Education. Our contribution to reaching this goal will be made by increasing opportunities for post-secondary students. Specific activities will include:

- Expanding the public post-secondary system, adding 25,000 student spaces by 2009/10;
- Devoting some of the 25,000 spaces to programs linked to government's key economic and social priorities, such as health care, oil and gas, research and innovation, and the 2010 Olympics;
- Developing strategies to increase graduate student enrolment and research;
- Reducing barriers to post-secondary education by expanding student financial assistance programs, including debt reduction, interest relief and loan forgiveness programs;
- Broadening efforts to improve post-secondary participation and success for Aboriginal learners;
- Expanding programs designed to improve adult literacy and basic skills, including English as a second language, adult basic education and adult special education;
- Supporting online learning in British Columbia by expanding cross-institutional connections and student services via BCcampus;
- Exploring options for building regional innovation capacity to support partnerships between post-secondary institutions and local industry; and,
- Encouraging internationalization of our post-secondary institutions by promoting British Columbia as a destination for international students and supporting study abroad by domestic students.

**Goal 2: Lead the way in North America in healthy living and physical fitness.**

- Our contribution to reaching this goal will be made by increasing training in health care professions. Specifically, we dedicate funds to increase the number of student spaces in selected health care programs, and to provide student financial aid incentives for students in health care programs.

**Goal 3: Build the best system of support in Canada for persons with disabilities, special needs, children at risk, and seniors.**

- Our contribution to reaching this goal will include providing student financial assistance programs and Adult Special Education programs and services that help people with disabilities participate in post-secondary education. The Ministry also supports public post-secondary institutions' efforts to offer a variety of programs that prepare students for positions in child protection, mental health services, hospitals, schools, youth correction agencies, infant development programs and other related areas. In addition, the Ministry of Advanced Education funds capital construction in public post-secondary education institutions that are designed to be accessible to students with physical disabilities.

**Goal 4: Lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management — bar none.**

- Our contribution to reaching this goal will be made by supporting researchers at public post-secondary institutions in their efforts to develop clean energy options, fuel cell technology and improve environmental management and conservation practices.

## Advanced Education (continued)

### **Goal 5: Create more jobs per capita than anywhere else in Canada.**

- Our contribution to reaching this goal will be made by supporting partnerships between post-secondary institutions and industry, and by ensuring post-secondary education is responsive to the needs of the economy. The Ministry generates a foundation of labour market data and research with which to analyze supply requirements and develop relevant training and education strategies. Specific activities will include:
  - Developing strategies to increase graduate student programs at post-secondary institutions, including internships to support university-industry linkages and research;
  - Exploring options for building regional innovation capacity to support partnerships between post-secondary institutions and local industry;
  - Supporting programs and efforts at post-secondary institutions to train students in high-demand fields, and to impart the knowledge, skills and training that entrepreneurs need to open businesses and create jobs; and
  - Supporting consortia linking industry, government and post-secondary institutions to meet the training needs of key areas such as oil and gas, hospitality and tourism, and aerospace.

### **Cross Ministry Initiatives**

The Ministry of Advanced Education will cooperate with other ministries and government organizations to achieve outcomes and meet government priorities in areas of overlapping responsibility. Our top priorities in these areas are identified below.

- **The 2010 Olympic and Paralympic Winter Games**  
Our activities will include supporting the British Columbia Hospitality and Tourism Education and Training Consortium in its efforts to address education and training needs in BC's hospitality and tourism industries.
- **ActNow**  
We will work with the Ministry of Health and other ministries on this initiative designed to encourage healthy living and physical fitness.
- **Aboriginal People**  
We will work with the Ministry of Aboriginal Relations and Reconciliation and other ministries to ensure that the benefits of government's five great goals are realized by Aboriginal people. Our activities will include consulting on a proposed post-secondary education strategy.
- **Asia-Pacific Strategy**
- **Children's Agenda**  
We will work with the ministries of Education, and Children and Family Development to improve outcomes for British Columbia's children. Our activities will include expanding British Columbia's public post-secondary system so institutions can respond to student and community demand for relevant programming, such as early childhood education and social work. We will also improve access to education through student financial assistance programs, support family literacy projects in communities across the province, and work with the Ministry of Education on strategies to promote transition from K-12 to post-secondary education.
- **Literacy**  
Our activities will include supporting programs to improve adult literacy, including community-based literacy, adult basic education, adult special education and English as a second language training. We will also host a national forum on adult literacy in 2006 in partnership with the Council of Ministers of Education, Canada, and we will develop strategies to assist Aboriginal post-secondary students achieve participation and completion rates comparable to non-Aboriginal students.

## Advanced Education (continued)

- **Trades Training**

While the Ministry of Economic Development now has responsibility for the Industry Training Authority (ITA), public post-secondary institutions continue to deliver the majority of trades training in British Columbia, so the Ministry of Advanced Education retains a key interest in trades training delivery. The Ministry of Advanced Education remains responsible for capital funding for the public post-secondary institutions, including trades facilities, and works with the ITA and the Ministry of Economic Development on capital requests for trades as well as on other industry training related issues.

### **Performance Plan**

The Ministry's goals and objectives described in this section are multi-year commitments for post-secondary education and research and innovation in the province. These goals and objectives are consistent with the Ministry's mandate and vision, and reflect the Ministry's responsibility for providing leadership and policy direction to the post-secondary system, and supporting research, innovation and technology development in the province.

**Goal 1: Excellent public and private post-secondary education that meets the needs and aspirations of British Columbians.**

- **Objective: Capacity.** Achieving this objective will ensure that there is enough space to accommodate students who wish to pursue post-secondary education.
- **Objective: Access.** Achieving this objective will ensure that opportunities are available for students to pursue post-secondary education throughout the province, and that barriers such as financial or geographic limitations are minimized.
- **Objective: Efficiency.** Achieving this objective will ensure students are able to progress through the post-secondary system and complete courses and programs in a reasonable amount of time.
- **Objective: Quality.** Achieving this objective will ensure that the education and training post-secondary students receive in British Columbia will exhibit a standard of excellence that is comparable or superior to that available anywhere in the world.
- **Objective: Relevance.** Achieving this objective will ensure that education and training offered through the post-secondary system are relevant to the knowledge, skills and abilities needed in the labour market.

**Goal 2: Excellent research and innovation that supports economic and social development.**

- **Objective: Capacity.** Achieving this objective will ensure that researchers in British Columbia have the personnel, resources and facilities necessary to fulfill the Ministry's research goal.
- **Objective: Relevance.** Achieving this objective will ensure that research activity in British Columbia produces results with relevant social and economic benefits.



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**Ministry of Advanced Education** <http://www.aved.gov.bc.ca>

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# Attorney General

[Law Reform, Justice, Legal Services to Government and Minister Responsible for Multiculturalism]

## Linkage to the Five Great Goals

1. **Make British Columbia the best educated and most literate jurisdiction on the continent.** Adult English language training to help immigrants participate in social and economic opportunities.
3. **Build the best system of support in Canada for persons with disabilities, special needs, children at risk and seniors.**
  - **Human Rights:** The direct access model, which removed the commission as gatekeeper and allows direct access to the Human Rights Tribunal, has improved the province's human rights system. The ministry funds the Human Rights Clinic to provide assistance to eligible complainants and respondents.
  - **Personal Planning and Adult Guardianship:** The ministry is consulting on proposals for personal planning instruments and on modern adult guardianship.
  - **Integrated Criminal Justice Strategy:** The ministry is working with the justice sector to develop a strategy that encourages components of the justice system to work more closely together and with the community.
  - **Children's Agenda:** Ministry strategies to support the Children's Agenda are discussed below under cross ministry initiatives.
5. **Create more jobs per capita than anywhere else in Canada.**
  - Multiculturalism and anti-racism public education initiatives to raise awareness, support diversity, and maximize the social and economic benefits of immigration.

## Cross Ministry Initiatives

Ministry strategies support the following cross ministry initiatives.

- **Children's Agenda:**
  - *Family Maintenance Enforcement Program:* Collects and distributes over \$125 million annually in child maintenance payments. Assists families and reduces reliance on public income assistance.
  - *Family Justice Services:* Counsellors assist families undergoing separation and divorce with a wide array of services to ensure better outcomes for children.
  - *Child Protection Mediation Program:* In conjunction with Ministry of Children and Family Development, provides mediation services in child protection cases under the *Child,*
  - *Family and Community Service Act.* Mediation allows quicker settlement of issues and children involved spending less time in care, with resulting savings.
  - *The Public Guardian and Trustee and the Child and Youth Officer:* These two independent agencies directly support the Children's Agenda and report to the Attorney General.
  - *Bill C-2: Vulnerable Witness Provisions:* Will permit testimony from vulnerable witnesses — children in particular — to be given in a safe situation such as via videoconferencing.
- **A New Relationship with First Nations:**

The ministry is working with Ministry of Aboriginal Relations and Reconciliation to define legislation and operational procedures to meet honour of the Crown requirements.
- **Crystal Meth:**

Ministry leads the federal/provincial/territorial component of this initiative — specifically, a review of crystal meth use, production and trafficking.

## Attorney General (continued)

- **ActNow, Asia-Pacific Strategy, Literacy and 2010 Olympic and Paralympic Winter Games:**

The following ministry strategies support all four cross ministry initiatives.

- Settlement services and language training for immigrants.
- Lead a coordinated cross-government approach to cultural diversity and immigration issues in the province. Involves the Ministries of Advanced Education, Education, Economic Development, Employment and Income Assistance, Finance and Attorney General as well as Intergovernmental Relations.
- A multiculturalism theme for the 2010 Olympic and Paralympic Winter Games (with the Multicultural Advisory Council and the Ministry of Economic Development).

### Performance Plan [AG]

#### **Goal 1: A ministry that is a leader in law reform and innovative justice processes**

- **Objective 1.1:** Ministry as a centre for promoting law reform
- **Objective 1.2:** Innovation in civil, criminal and administrative justice procedures
- **Objective 1.3:** Ministry is innovative in providing legal services

#### **Goal 2: An effective criminal justice system.**

- **Objective 2.1:** Fair, impartial and just criminal prosecutions and appeals
- **Objective 2.2:** Criminal prosecutions and appeals processed with appropriate speed
- **Objective 2.3:** Safe and secure criminal justice programs and services
- **Objective 2.4:** Reliable criminal justice services
- **Objective 2.5:** Public understanding of the criminal justice system. Public confidence in the justice system is about perceptions of the system — which may or may not be based on factual information, knowledge of the system or experience in the system. Public understanding influences the level of citizen engagement in the system and therefore contributes to the effectiveness of the system.

#### **Goal 3: Effective civil and family justice systems**

- **Objective 3.1:** Accessible and efficient civil and family court processes
- **Objective 3.2:** Accessible civil and family justice services as alternatives to court
- **Objective 3.3:** Safe and secure environment for resolving civil and family disputes
- **Objective 3.4:** Public understanding of the civil and family justice systems. Knowledge of the civil and family justice systems can lead to greater utilization and access to the system. It also relates to public confidence in the system. Public understanding influences the level of citizen engagement in the justice system and therefore contributes to its overall effectiveness.

#### **Goal 4: Effective legal services enabling government to administer public affairs in accordance with the law**

- **Objective 4.1:** High-quality, cost-effective legal services to government
- **Objective 4.2:** Legal risks and issues managed proactively and strategically

## Attorney General (continued)

### Performance Plan [Settlement and Immigration]

**Goal: Effective immigrant settlement and adaptation services, and multiculturalism and anti-racism initiatives**

- Objective: Improved settlement and socio-economic outcomes for immigrants. Enabling and expediting the settlement of immigrants directly benefits immigrants and their local communities. The branch will build community capacity to support new immigrants and refugees through language training, settlement and adaptation services.

Directory too large to be reproduced

## ***Children and Family Development***

### **Linkage to the Five Great Goals**

The ministry supports the Five Great Goals, with emphasis on the first three Great Goals, through its work in areas such as child protection, early childhood development, child and youth mental health, and child care, including services to children and youth with special needs. Specifically, the ministry contributes to:

**Goal 1: Make British Columbia the best educated, most literate jurisdiction on the continent** through early childhood development and child care programming;

**Goal 2: Lead the way in North America in healthy living and physical fitness** through initiatives designed to promote healthy living for vulnerable children, the promotion of healthy living through child care centres, and programs for youth in community centres, such as life skills training;

**Goal 3: Build the best system of support in Canada for persons with disabilities, special needs, children at risk, and seniors** through utilizing current best practice research to inform the delivery of child welfare services; implementing the Child and Youth Mental Health plan; participating in a cross ministry initiative for services to children and youth with special needs to deliver services in an integrated way to children and families; and implementing initiatives to assist youth at risk.

**[Goals 4 and 5:]** through our programs and initiatives.

### **Cross-Ministry Initiatives**

Effective cross ministry partnerships are essential for the successful implementation of the initiatives directed at realizing government's Five Great Goals and overall strategic direction. The ministry:

- plays a key role in the development of StrongStartBC; a government plan that will bring together the initiatives of a number of ministries to work together to improve outcomes for B.C.'s children;
- partners with the Ministries of Health and Education on early childhood development programs and for the implementation of the Child and Youth Mental Health plan;
- is partnering with the Ministry of Education to support early learning opportunities designed to improve children's readiness to learn, including the Literacy initiative;
- is involved with the Ministries of Education and Health in the ongoing development of an integrated approach to services for children and youth with special needs, and is contributing to the development of a cross government disability strategy led by the Ministry of Employment and Income Assistance;
- is participating with other ministries in relation to youth Crystal Meth strategies;
- is working with Aboriginal communities to increase supports for vulnerable Aboriginal children and their families; and
- is working to support data sharing with other ministries and government organizations through Integrated Information Systems.

## Children and Family Development (continued)

### Performance Plan

**Goal 1: Vulnerable children and youth are healthy and safe in their families and communities.**

- **Objective 1.1:** A comprehensive and responsive child welfare system that supports families in keeping children safe.
- **Objective 1.2:** A comprehensive and responsive child welfare system that promotes permanency and stable, life-long attachments for children-in-care.
- **Objective 1.3:** An increasingly culturally appropriate service delivery system for Aboriginal children and families.
- **Objective 1.4:** Enhanced services for specific child and youth populations, such as youth in conflict with the law, children and youth at risk for or with mental disorders, and high-risk children and youth, such as those who are sexually exploited or homeless.

**Goal 2: Children and youth, including those with special needs, are supported to achieve their full potential.**

- **Objective 2.1:** Increased family and community capacity to support early childhood development. The ministry is working in partnership with other ministries, including the Ministries of Health and Education, to plan and strengthen early childhood development services in B.C. Government is working to provide parents with the information they need about early childhood development and to increase service choice and flexibility. Our ministry is collaborating with the Ministry of Education to plan an overall approach to early learning and child care. These efforts will support government's goal to make B.C. the best-educated, most literate jurisdiction on the continent. By making strategic investments in early childhood development, children will have the foundation skills to thrive and succeed in life. Government is partnering with the Human Early Learning Partnership (HELP). The HELP database provides information for some of the ministry's performance measurement activities. The enhancement of community resources through current initiatives like *Success by 6* and *Children First 10* helps to build community capacity, supports sustainable community partnerships, and improves access to appropriate early childhood development services. In particular, the ministry is committed to providing and supporting initiatives and services that support the early childhood development needs of young Aboriginal children and families.
- **Objective 2.2:** Families have access to quality child care.
- **Objective 2.3:** Increased access to early intervention and support services to assist families caring for children and youth with special needs.

**Goal 3: Children, youth, and their families are served by accountable and responsive community-based service delivery systems.**

- **Objective 3.1:** Community-based governance structures are supported.
- **Objective 3.2:** Accountable and quality contracted services.

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## **Community Services**

### **Linkage to the Five Great Goals**

The Ministry of Community Services contributes most significantly to the Government's goal to lead the world in sustainable environmental management. The ministry is working with the Union of BC Municipalities to implement the New Deal for Cities and Communities, which provides \$635 million in federal gas tax transfers, over five years, to communities throughout the province. The program will support environmental objectives through infrastructure investments which support cleaner drinking water, cleaner air, and reduced greenhouse gas emissions. The ministry also supports urban planning, including regional growth strategies and infrastructure grants for water and sewers, to ensure that communities have the capacity to grow in ways that are environmentally sustainable.

The ministry has a number of programs and initiatives that support the goal of building the best system of support for persons with disabilities, special needs, children at risk, and seniors. The ministry is responsible for domestic violence prevention and intervention services which include: transition houses and safe homes, community-based prevention projects, and counselling programs for women and their children who have experienced domestic violence. The ministry also supports the Premier's Council on Aging and Seniors' Issues, which will make recommendations in late 2006 on the types of supports and services seniors need to continue being active, healthy participants in society. Finally, the ministry is interested in assisting communities to develop new Urban Development Agreements to coordinate the work of the federal, provincial, and local governments to create healthy, safe, and sustainable inner-cities. This contributes to the Government's goal of creating more jobs per capita than anywhere else in Canada. The BladeRunners program, a ministry-funded program that gives at-risk youth the opportunity to enter the construction industry, also directly supports great goal five, as do the ministry's mentoring program and strategies to support communities in transition.

### **Cross Ministry Initiatives**

The Ministry of Community Services plays a supporting role with regard to the following cross ministry priorities and action plans:

- **2010 Olympic and Paralympic Winter Games.** The ministry is engaged with partner ministries to contribute to the implementation of the 2010 Winter Games Inner-City Inclusive Commitments, which are intended to maximize opportunities and mitigate potential impacts of the Olympics on Vancouver's inner-city neighbourhoods. There are 37 commitments relating to employment, economic development, housing, recreation, and culture. The BladeRunners program is consistent with the Inner-City Inclusive Commitments. It gives at-risk youth the opportunity to enter the construction industry.
- **Crystal Meth** The ministry has provided \$2 million to the Union of BC Municipalities to help address the issue of crystal meth at the community level. It also supports the inter-ministry committee on crystal meth.
- **StrongStart (Children's Agenda)** The ministry supports the Government's Children's Agenda through its counselling program for children who witness abuse. This program has an annual budget of \$4.6 million, and provides almost 2,000 counselling or support sessions to children and their caregivers each year.
- **First Nations** The Local Government-First Nations Relations Program actively supports and facilitates the development of constructive relationships between local governments and First Nations, through such initiatives as the Joint UBCM/First Nations Summit Community-to-Community Forum. The ministry also supports violence prevention initiatives for Aboriginal women. For example, it provides funding to several Aboriginal women's organizations to address health and safety issues. It also funds a sexual assault centre for Aboriginal women. On average, 82 per cent of the participants in the BladeRunners program, which assists at-risk youth to enter the construction trades, are of Aboriginal descent.

## **Community Services (continued)**

### **Performance Plan**

**Goal 1: Community governance is open, effective and accountable to its citizens.**

- **Objective 1:** Local governments are open, representative and responsive.
- **Objective 2:** Local governments are accountable and make effective use of their legislative powers.

**Goal 2: British Columbians live in resilient, sustainable communities.** Resilient, sustainable communities are places where citizens can lead healthy, fulfilling, economically secure lives without compromising the social, economic, and environmental needs of future generations. The ministry provides the legislative, regulatory, and policy framework that enables local governments to plan for the long-term sustainability of their communities. The ministry also develops and administers funding programs for infrastructure.

- **Objective 1:** Planning and infrastructure investments contribute to community sustainability.
- **Objective 2:** Communities are resilient and able to adapt to change.

**Goal 3: Communities effectively meet the social and economic needs of their citizens.** The social and economic needs of British Columbians vary significantly from community to community. Productive and cooperative working relationships among federal, provincial, and local governments, businesses, and community organizations will help to identify and address these needs, supporting strong, healthy, and economically vibrant communities.

- **Objective 1:** Economically strong regions in British Columbia.
- **Objective 2:** Cooperative approaches to respond to inner-city issues.

**Goal 4: Women are safe from domestic violence.**

- **Objective 1:** Strengthened community capacity to prevent and respond to domestic violence

**Goal 5: Women have the opportunity to reach their economic potential.**

- **Objective 1:** Women have more opportunities to participate in the economy.

**Goal 6: Improved social and economic well-being for seniors.**

- **Objective 1:** Support to the Premier's Council on Aging and Seniors' Issues.
- **Objective 2:** Greater awareness and understanding of issues related to an aging population.

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## ***Economic Development***

### **Linkage to the Five Great Goals**

A healthy and robust provincial economy will provide needed resources to assist government in achieving all of the five Great Goals for a Golden Decade. The ministry specifically leads *Goal 5 — To create more jobs per capita than anywhere else in Canada* and directly supports *Goal 1 — To make British Columbia the best educated, most literate jurisdiction on the continent.*

The ministry will contribute towards *Goal 1 — Make British Columbia the best educated, most literate jurisdiction on the continent* by identifying British Columbia's labour market shortages and building skills capacity that will improve the province's ability to compete in the national and international marketplace. The ministry works with partners, such as the Industry Training Authority to support and promote an industry-driven system for training and apprenticeship.

The ministry will work towards *Goal 5 — To create more jobs per capita than anywhere else in Canada* by:

- implementing an Asia-Pacific Strategy to capitalize on expanding Asian markets and positioning British Columbia as a key gateway for commerce on the Pacific Coast;
- facilitating economic growth and business competitiveness throughout the province;
- leveraging federal, provincial and private sector funding to address the infrastructure needs of our regional economies;
- implementing a labour market strategy to address key skill shortages in the province; and maximizing economic opportunities before, during and after the 2010 Olympic and Paralympic Winter Games.

### **Cross Ministry Initiatives**

- **Asia-Pacific Strategy:** The ministry leads the Asia-Pacific Strategy to ensure that British Columbia has a coordinated and targeted initiative in place that takes full advantage of Asian market growth opportunities and B.C.'s Asian cultural and language base. The ministry will undertake to expand and diversify strategic Asia-Pacific commercial opportunities including increasing Asian foreign direct investment in the province and will work to ensure that B.C. takes advantage of potential immigration actions to increase our labour force and strengthen Asia-Pacific ties.
- **2010 Olympic and Paralympic Winter Games:** The British Columbia Olympic and Paralympic Winter Games Secretariat is the Province's primary agency for the 2010 Winter Games. The Secretariat provides the strategic leadership, coordination and oversight to ensure the Province meets its financial, infrastructure and service commitments for the Games. The Secretariat also has a key role in ensuring the development of sustainable economic and social opportunities in association with hosting the Games. To facilitate the successful hosting of the 2010 Winter Games, the Secretariat has been working diligently with all Provincial ministries, agencies, and Crowns directly or indirectly related to the Games. The Secretariat will work with these groups to ensure that all available opportunities to develop sustainable economic, social, cultural and sport legacies are explored and pursued so that every community in British Columbia has the opportunity to receive benefits from the 2010 Winter Games.
- **ActNow BC:** The Ministry of Economic Development participates in the provincial ActNow BC initiative aimed at supporting individuals and communities to protect and improve their health through several programs including...:
  - Olympic/Paralympic Live Sites Program, a \$20-million program to ensure that a share of the benefits of hosting the 2010 Olympic and Paralympic Winter Games are made available to residents of the province, beyond the immediate Olympic-venue towns and cities, while also providing communities with legacies of continuing economic value.

## ***Economic Development (continued)***

- The majority of program funding will be directed towards building or improving sport and recreational facilities.
- Canada/British Columbia Infrastructure Program, a five-year federal/provincial program designed to fund community infrastructure, including recreational facilities that provide for better health and quality of life. The program funding is fully committed and all projects are to be completed by March 31, 2008. In 2004/05, the Province committed about \$10 million under this program towards projects that support the ActNow BC objectives.

### **Performance Plan**

**Goal 1: B.C. is seen globally as a preferred place to live, work, invest and do business and as a key gateway for commerce on the Pacific Coast.**

- **Objective 1:** Increased recruitment and accelerated permanent resident status for skilled professionals and business investors.
- **Objective 2:** Increased foreign direct investment (FDI) to expand and diversify commercial opportunities in British Columbia.
- **Objective 3:** Increased availability of venture capital to encourage innovative business development throughout the province

**Goal 2: All British Columbians live in prosperous regions and are able to achieve their economic potential.**

- **Objective 1:** Advance economic growth and enhanced business competitiveness in every sector and region.
- **Objective 2:** Increased and accelerated credential assessment leading to jobs for new Canadians in trades/professions.

**Goal 3: B.C. hosts a successful Vancouver 2010 Olympic and Paralympic Winter Games to create a legacy of economic benefits for the Province.**



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## **Education**

### **Linkage to the Five Great Goals**

#### **Goal 1. Make B.C. the best educated, most literate jurisdiction on the continent.**

Given the increasingly complex nature of daily life and the reduced earning potential of people with inadequate reading, writing, numeracy and computer skills, improving literacy rates is essential for full participation in society. To support the Government's education goal, the Ministry will focus on improving student achievement, as well as on early learning, improving literacy rates for all ages, and improving access to information through public library initiatives designed to simplify user access to a broader range of information.

#### **Goal 2. Lead the way in North America in healthy living and physical fitness.**

An ongoing focus on healthy living and physical fitness is essential to the long-term health and prosperity of the Province. To support the Government's health goal, the Ministry will focus on teaching students to live healthy lifestyles and to make responsible life choices. In particular, the Ministry of Education will focus on decreasing tobacco use for youth, increasing physical activity levels for K – 12 students, and instilling healthy eating habits. These strategies are linked to the Government's ActNow BC initiative, which promotes a healthy lifestyle as a way to prevent future chronic diseases. The Ministry will also direct more funding to promote music, art and physical fitness programs.

#### **Goal 3. Build the best system of support in Canada for persons with disabilities, special needs, children at risk, and seniors.**

Often, these vulnerable citizens face barriers that prevent them from achieving success, or participating fully in society. The Ministry will focus on improving achievement and literacy rates for children with special needs, in support of Government's progression towards a more equitable and inclusive society, where the most vulnerable members are given the support they need. Removing barriers that hinder children with special needs and streamlining access to services into one point of contact will allow special needs children to participate more fully in their communities.

#### **Goal 4. Lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management — bar none.**

The Ministry of Education supports the Government's environmental goals by educating students — through our provincial K–12 curriculum — about the importance of environmental stewardship and responsible management of our natural resources.

#### **Goal 5. Create more jobs per capita than anywhere else in Canada.**

As the Government of British Columbia works to achieve its goal of creating more jobs per capita than anywhere else in Canada, the Ministry will work to provide graduates with the skills and knowledge they need to fill future positions and to meet the demands of a modern economy. Working in partnership with the Ministry of Advanced Education, the Ministry will continue to strive to expand opportunities for apprenticeships and trades training.

### **Cross Ministry Initiatives**

The Ministry of Education works in partnership with other ministries and government organizations to address the priorities of Government. Ministries with common program areas, clients, services, or goals communicate with each other to reduce areas of overlap or duplication, and areas where there are gaps in service. As the Government moves toward citizen-centred service delivery, the Ministry of Education will continue to collaborate with other social development ministries to identify areas where services from different ministries or agencies can be provided through a single point of service. The Government has identified key issues or initiatives where cross ministry collaboration and cooperation are critical — for the Ministry of Education, these are:

- ActNow BC
- Children's Agenda
- Literacy
- Crystal Meth

## ***Education (continued)***

### **Literacy**

The Ministry of Education will play a key role in improving literacy, both at the provincial and at the national level. In British Columbia, the Ministry has the lead for improving literacy across all segments of society, from young children to seniors. On the national stage, B.C. has shown its commitment to improving literacy rates across the country by assuming a national leadership role through the Council of Ministers of Education, Canada. To achieve the literacy goals of the Government, the Ministry of Education will work closely with the Ministry of Advanced Education, the Ministry of Children and Family Development (and other social development ministries), as well as community partners. The Ministry also has primary responsibility for liaising with the Premier's Advisory Council on Literacy. The Ministry's strategies for improving literacy include:

- To work in partnership with the Ministry of Children and Family Development and the Ministry of Health to improve early learning (through programs such as Ready, Set, Learn, which is designed to improve the school readiness of three-year-olds).
- Provide \$1.8 million in new provincial funding to support library services and improve child and adult literacy. This funding is part of the Province's \$12 million investment over three years to implement the *Libraries Without Walls* strategic plan (this plan outlines the commitment to provide broadband Internet into every library branch, to provide a 24-hour virtual reference desk, and to set up a One Card system to increase access to library information).

### **ActNow BC**

In March 2005, B.C. launched the ActNow BC program with the goal of making British Columbia the healthiest jurisdiction ever to host the Olympic and Paralympic Games. The Ministry of Education, the Ministry of Agriculture and Lands, and the Ministry of Health are working together to promote physical activity, healthy eating, and a reduction of harmful behaviours (such as smoking and substance abuse). ActNow BC promotes prevention by combining cross government and community-based approaches to address common chronic disease 16 risk factors through programs and initiatives that promote physical activity, healthy eating, living tobacco free and healthy choices during pregnancy. ActNow strives to build community capacity to create healthier, more sustainable and economically viable communities. Key programs that fall under the ActNow initiative include:

- **Action Schools! BC** — Action Schools! BC is a school-based initiative that integrates healthy living and healthy school environments into the social fabric of schools. The model on which the initiative is based promotes engagement with multiple stakeholders across the education, health and physical activity sectors to advance the development and maintenance of healthy behaviours in children. Action Schools! BC is designed to assist teachers by providing a best practices physical activity model, sample action plans, a step-by-step approach and guidance from the Action Schools! BC Support Team. Schools are encouraged to create an action team and draw on the diversity of resources available within the school and community. Action Schools! BC was developed in direct response to awareness that children's health outcomes are related to their level of physical activity and that patterns of healthy behavior are established early in life. The Government has committed to expanding Action Schools! BC into every B.C. Kindergarten through Grade 9 classroom and developing a suitable secondary school model by 2010. The Ministry of Education and the Ministry of Health co-sponsor the Action Schools! BC initiative.

## ***Education (continued)***

- **Healthy Schools (Health-Promoting Schools)** — The Ministry of Education and the Ministry of Health work in partnership to support the Health-Promoting Schools initiative. Promoting health through the school setting is a key strategy for improving the health of British Columbians and is strategically aligned with government-wide goals. Health is directly linked to educational achievement, quality of life and economic productivity. School health programs can simultaneously reduce common health problems, increase the efficiency of the education system and advance public health, education and social and economic development. The Health-Promoting School ideology embraces the view that promoting children's health is a responsibility shared by the school with parents, the health sector and the community, and that a school should strive to be a healthy setting for learning and working. The school provides an excellent setting in which to provide comprehensive health promotion and enhancement. Schools are in a unique position to partner with local community, provincial and national health promotion efforts, due to their access to children and youth, their central role in child and youth development, and their responsibility to teach.

### **Children's Agenda**

**Early Learning** — To improve early childhood learning outcomes and to better prepare children for school, the Ministry of Education will work closely with the Ministry of Children and Family Development. Both ministries are working collaboratively to give children the best future possible by increasing supports available for child care, and programs for early childhood development and early learning — all of which should increase the proportion of children entering school ready to learn. The ministries also work closely with the Ministry of Health on initiatives for children under the age of six (for example, the Ready, Set, Learn initiative, which prepares three-year-olds for school).

- **Special Needs Students** — In October 2004, Cabinet approved in principle a model for integrated service delivery for children and youth with special needs. The Ministry of Education, the Ministry of Health, and the Ministry of Children and Family Development are collaboratively working to develop an integrated approach to planning and service delivery.
- **Crystal Meth** — British Columbia's crystal meth strategy is coordinated by a new Crystal Meth Secretariat operating within the Ministry of Public Safety and Solicitor General. To address the growing threat that crystal meth poses to communities in B.C., the Government has assembled a cross ministry steering committee to:
  - seek opportunities to better coordinate existing efforts to achieve a measured decrease in crystal meth use;
  - identify and pursue additional actions that may be taken to target crystal meth; and
  - identify ways to support local community efforts to respond to crystal meth use and production.
- An Education Working Group will also be established, with representatives from three school districts, parents and addictions experts. Funding of \$1 million has been provided for a school-based crystal meth awareness campaign, as part of Government's \$7 million comprehensive initiative to fight crystal meth.

## **Performance Plan**

### **Goal 1: Improved Student Achievement**

- Children are ready for school when they enter Kindergarten
- Students participate as productive members of society and demonstrate the qualities of good citizenship
- Students demonstrate strong academic and life skills capabilities
- Aboriginal students show steady improvement in academic performance
- Students complete K – 12
- All British Columbians are highly literate

## ***Education (continued)***

- **Objective 1.1:** British Columbians are highly literate. The Ministry of Education has the lead role for improving literacy, both at the provincial level, and through participation in the Council of Ministers of Education, Canada 17 (CMEC), at the national level. At the provincial level, a key strategy is to build community capacity to improve literacy for community members of all ages. By strengthening partnerships and collaborating with other ministries, agencies, and levels of government, community capacity to improve literacy rates will increase. The Ministry is working in partnership with LiteracyNow 18 and other agencies to develop new methods to improve literacy. As well, Public Libraries 19 will play a critical role in the success of literacy initiatives, by improving access to information at the community level, and by helping to improve early childhood learning outcomes. School-age children who struggle with literacy and achievement will be supported through grants which fund innovative approaches to best support the learning needs of this group. Working in partnership with the Ministry of Children and Family Development, the Ministry of Education will focus on early learning so that children are better prepared for Kindergarten. The focus on early learning will help to identify and address potential problems (that could hinder literacy, for example) at an early stage, and pave the way for a successful academic career.
  - **Objective 1.2:** B.C. children live healthy lifestyles and make responsible life choices
  - **Objective 1.3:** Achievement will improve for all students
- Goal 2: A high quality performance-oriented education system**
- **Objective 2.1:** Focus on citizen-centred service delivery. The Ministry of Education is firmly committed to the shift to citizen-centred service delivery. Through initiatives like School Community Connections, 29 the Ministry will focus on integrating services and activities into the community and school settings. By housing similar services together, it may be possible to provide a single point of service for someone who requires support from many different disciplines, such as a child with special needs. The purpose of the School Community Connections initiative is to increase the number of schools that are centres for community activities and services. As shifting demographics and population patterns have left a number of schools underutilized or vacant, SCC's will benefit communities by helping school boards and local governments revitalize these schools for community learning and activities, such as daycare and early childhood development.
  - **Objective 2.2:** Focus on career development
  - **Objective 2.3:** Continued emphasis on accountability

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## **Health**

### **Linkage to the Five Great Goals**

**Goal 1: Make British Columbia the best-educated, most literate jurisdiction on the continent.** The Ministry of Health will:

- Provide health promotion and disease prevention programs that will help people stay healthy so they can learn. For instance, the ministry will contribute to healthy childhood development by providing hearing screening, sight testing and dental checks for children before the age of six.

**Goal 2: Lead the way in North America in healthy living and physical fitness.**

The Ministry of Health will:

- Lead government's ActNow BC initiative through which all ministries and all sectors will contribute to supporting British Columbians to make healthy lifestyle choices in their schools, workplaces and communities. The ActNow BC initiative will promote physical activity, healthy eating, living tobacco free, and making healthy choices during pregnancy.
- Work to continue to reduce inequalities in health status among British Columbians, with a particular focus on improving Aboriginal health and wellness.
- Expand the BC HealthGuide and BC NurseLine program to provide citizens with health information and advice 24 hours a day, 7 days a week, with translation services in over 130 languages.

**Goal 3: Build the best system of support in Canada for persons with disabilities, those with special needs, children at risk, and seniors.** The Ministry of Health will:

- Expand home and residential care options for seniors and the disabled, including building 5,000 new residential care, assisted living and supportive housing with care spaces in partnership with BC Housing and community affiliates by December 2008.
- Invest in strengthening and modernizing health services for seniors.
- Continue to enhance mental health and addiction services across the province, and participate with other ministries, health authorities, BC Housing, municipalities and community organizations to develop and implement strategies to address mental health, addictions and homelessness.
- Work with the Ministry of Children and Family Development and the Ministry of Education to better integrate services for children and youth with special needs.

**Goal 4: Lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management, bar none.**

**Goal 5: Create more jobs per capita than anywhere else in Canada.**

### **Cross Ministry Initiatives**

The Ministry of Health is an active contributor to several cross ministry initiatives. Most significantly, the ministry leads government's ActNow BC initiative, which involves all ministries and all sectors in supporting British Columbians to make healthy lifestyle choices. The ministry will also continue to work with other ministries across government to support a number of key government initiatives. Examples of the ministry's actions in these areas include:

- First Nations — the ministry supports government's efforts to improve First Nations' economic and social position in B.C. The Ministry of Health will work with federal, provincial and territorial governments, as well as Aboriginal organizations, to eliminate health inequalities between First Nations people and the general population.
- Literacy — the ministry supports government's literacy initiative by delivering programs that help ensure children are healthy and ready to learn. New healthy childhood development programs such as hearing screening, sight testing and dental checks for all children before age six, can help children be healthy when they reach school-age.
- Children's Agenda — the ministry supports government's focus on children by developing and implementing numerous healthy child development programs and healthy living initiatives.

## ***Health (continued)***

- Crystal Meth Strategy — the ministry is working with other ministries and organizations to combat crystal meth and other substance use in British Columbia. The ministry supports these coordinated efforts by designing and delivering prevention and addiction treatment programs.

### **Performance Plan**

#### **Goal 1: Improved Health and Wellness for British Columbians.**

- **Objective 1:** Individuals are supported in their efforts to stay healthy and make healthy lifestyle choices. British Columbians in general are among the healthiest people in the world. We want to support the excellent health status of the majority of our citizens while also helping those in the population who do not enjoy good health or are at risk of diminishing health from factors such as poor dietary habits, obesity, inactivity, injuries, tobacco use and problematic substance use. Services such as health promotion and protection, and chronic disease prevention and management, are important to maintaining and improving health outcomes while containing overall health system costs. Providing British Columbians with self care tools and resources can empower individuals and families to stay healthy and manage minor and chronic conditions safely, in collaboration with a health care professional where necessary. If we can keep people healthy and out of the health care system, we win on two fronts: people have a better quality of life, and scarce resources can be freed up for non-preventable illness. Key strategies include working with health authority partners and other government ministries and organizations to develop and implement ActNow BC, a program to promote healthy lifestyles and prevent disease by providing people with the information, resources and support they need to make healthy lifestyle decisions. Specifically, ActNow BC will promote physical activity, healthy eating and weight, living tobacco free and making healthy choices during pregnancy.
- **Objective 2:** Protection of the public from preventable disease, illness and injury.

#### **Goal 2: High Quality Patient Care.**

- **Objective 1:** Timely access to appropriate health services by the appropriate provider in the appropriate setting.
- **Objective 2:** Patient-centred care tailored to meet the specific health needs of patients and specific patient groups. Key strategies include providing targeted services for patients who have extensive health care needs or are at high risk. For instance, targeting programs for the frail elderly can provide needed services in a more coordinated manner, and lessen known risks in that population (e.g., hip fractures from falls).
- **Objective 3:** Improved integration of health service providers, processes and systems to allow patients to move seamlessly through the system. The ministry is committed to improved collaboration and coordination with other provincial government ministries and with agencies outside the traditional health system. Coordinated action and improved integration will allow government to provide better support services for persons with disabilities, special needs, children at risk and seniors.

#### **Goal 3: A Sustainable, Affordable, Publicly Funded Health System.**

- **Objective 1:** Effective vision, leadership, direction and support for the health system.
- **Objective 2:** Strategic investments in information management and technology to improve patient care and system integration.
- **Objective 3:** Optimum human resource development to ensure there are enough, and the right mix of, health professionals.
- **Objective 4:** Sound business practices to manage within the available budget while meeting the priority needs of the population.

***Health (continued)***

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## **Labour and Citizens Services**

### **Linkage to the Five Great Goals**

Citizens' Services is mandated to lead the transformation of service delivery across government. Projects to integrate services across ministries and enhance citizen-centred delivery will be implemented to support all Five Great Goals. The provision of a robust IT infrastructure and integrated systems support enables service integration across government and secure information sharing.

**Goal 1: Make British Columbia the best-educated, most literate jurisdiction on the continent.** Network BC is expanding broadband access to First Nations communities and to all B.C. target communities;

- this will increase the capacity of communities and citizens to take advantage of information technology. Network BC also provides support to several initiatives led by the Ministry of Education (e.g. the Provincial Learning Network, Connecting Libraries, Information Data Exchange System).
- Providing citizens with improved access to government services through a variety of channels (59 Service BC – Government Agents offices located around the province, Service BC – Enquiry BC and the Provincial Government Online Service); increasing language offerings through these services; and creating new services by integrating information and services across government programs.

**Goal 2: Lead the way in North America in healthy living and physical fitness.**

- Supporting BC NurseLine and ActNow BC by developing an efficient and co-ordinated information and technology infrastructure and interface with citizens.
- Supporting ministries in strategic procurement activities (e.g. Provincial Laboratory Information Solution, Pan-Canadian Public Health Communicable Disease Surveillance and Management Project).

**Goal 3: Build the best system of support in Canada for persons with disabilities, those with special needs, children at risk, and seniors.**

- Leading the Citizen-Centred Service Delivery Initiative to support the social sector by providing secure communications and collaboration across the entire workforce associated with this sector; service integration across the diverse set of organizations operating in the sector; information and application sharing, as required; and security to maintain public trust.
- Developing a plan for a province-wide 2-1-1 toll free service throughout B.C. that will supply information and referrals about community, social, health and government services.
- Designing a procurement approach related to the social service sector.

**Goal 4: Lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management, bar none.**

- Leading the initiative for environmentally responsible procurement and disposal of assets.
- Providing funding support for a Green Fleet (to buy hybrid vehicles).
- Leading Green Buildings BC and initiatives related to B.C.'s Climate Change Plan and B.C.'s Plan for Energy Efficient Buildings.

**Goal 5: Create more jobs per capita than anywhere else in Canada.**

- Extending broadband access across B.C. to help create jobs in smaller communities.
- Continuing to provide support to FrontCounter BC.

## ***Labour and Citizens Services (continued)***

### **Cross Ministry Initiatives**

This ministry leads the Citizen-Centred Service Delivery Initiative that ensures:

- all provincial government staff have a common focus on providing excellent service to citizens;
- citizens' first interaction with government is positive and they get the information they need;
- access to government information and services is provided through a variety of channels, including public access terminals, 1-800 lines and trained staff at front counters to help assess needs and guide citizens to the appropriate service;
- one-stop service for particular segments of the population (e.g. seniors) is developed;
- performance standards, measures and reporting on citizen satisfaction is common throughout the system.

Citizens' Services also provides specific support to three of the cross ministry initiatives identified by government: Literacy, ActNow BC, and First Nations.

- Expanding broadband Internet access enables citizens to access learning where they live. This is especially important in rural and remote communities.
- Citizens' Services also supports ActNow BC to promote healthy populations through the Citizen-Centred Service Delivery Initiative and related services provided through Information Management/Information Technology services, the Office of the Chief Information Officer, Service BC – Enquiry BC and Service BC – Government Agents.
- The ministry is working directly with the First Nations Cultural Foundation and the Federal Government to ensure that the tools required for remote First Nations to access the First Voices language preservation and education program are incorporated in the broadband Internet plan. Citizens' Services is an active member of the Aboriginal Telehealth Planning partnership.

### **Performance Plan**

This ministry is leading the cross-government initiative — Citizen-Centred Service Delivery. The objective of this initiative is to transform public services to make them more responsive to the needs of citizens. Co-ordination across departments of government will allow information and services to be packaged and presented in a way that is easy to understand, timely and simple to use. It will also lead to the provision of new services and more choices for citizens. Government services are offered through many different channels (telephone, online, mail, in person).

#### **Goal 1: Positive service experiences for customers and clients.**

- **Objective 1:** Increased customer and client satisfaction with: service availability; service usability; and service delivery.

#### **Goal 2: Demonstrated leadership in transforming public sector service delivery to add value and be cost-effective.**

- **Objective 1:** Predictable and transparent shared services costs.
- **Objective 2:** Value for money maximized.
- **Objective 3:** Innovations and process improvements to support government-wide co-ordination and efficiency in the delivery of services. Key strategies include continuing to introduce and assist ministries in implementing more cost-effective service models including alternative service delivery and supporting initiatives to increase co-ordination among ministries and also with other levels of government to reduce duplication, increase economies of scale and improve service delivery.

#### **Goal 3: A robust technology infrastructure providing for secure information management and the emerging needs of customers and clients.**

- **Objective 1:** Ensure secure information to build and maintain public confidence.
- **Objective 2:** Strengthen information and technology infrastructure processes and practices across government. Key strategies include establishing and implementing an identity management strategy to provide simple, safe and secure access to enable citizens to get services from, and do business with, government online.

## ***Labour and Citizens Services (continued)***

**Goal 4: A corporate culture that supports a customer-focused, results-oriented, innovative and knowledgeable team.**

- **Objective 1:** The ministry's leadership and culture provide the foundation for high performance.

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## ***Small Business and Revenue***

### **Linkage to the Five Great Goals**

**Goal 1: Make British Columbia the best educated, most literate jurisdiction on the continent.** The ministry works with municipalities and local service areas to collect property taxes that pay for schools and libraries in communities across the province. The ministry administers a number of tax credits and exemptions that support literacy and access to education, for example, books and qualifying publications for educational, technical, cultural or literacy purposes are exempt of the social service tax. In addition, the ministry administers tax credits for education and tuition.

**Goal 2: Lead the way in North America in healthy living and physical fitness.**

The ministry collects medical service plan premiums to assist in funding the health care system and administers tax exemptions that support British Columbians in living healthier, more active lives. For example, social service tax exemptions are allowed for bicycles, and non-prescription drugs and vitamins.

**Goal 3: Build the best system of support in Canada for persons with disabilities, those with special needs, children at risk, and seniors.** The ministry administers tax benefit programs and exemptions on certain products providing support to seniors and persons with disabilities or special needs. Programs and exemptions include social service tax exemptions on equipment and devices designed for use by a person with a disability, tax refunds for motor fuel used for vehicles used by persons with disabilities, and additional home owner grants to seniors and disabled residents.

**Goal 4: Lead the world in sustainable environmental management, with the best air and water quality, and the best fisheries management, bar none.** The ministry administers numerous tax exemptions for environmentally friendly products and projects. For example, some alternate fuel vehicles, such as electric hybrid vehicles, are eligible for a social service tax exemption, as are prescribed materials and equipment used to conserve energy.

**Goal 5: To create more jobs per capita than anywhere else in Canada.** The ministry contributes to job creation in British Columbia by:

- Working with other ministries, other levels of government, partners and the small business community to identify and implement initiatives supporting small business.
- Implementing a regulatory environment to make dealing with government easier and more efficient for citizens and small business in British Columbia.
- Ensuring streamlined, simplified and fair tax administration that supports a competitive business environment in comparison to other jurisdictions.

### **Cross Ministry Initiatives**

- **The 2010 Olympic and Paralympic Winter Games.** The ministry is working closely with the Vancouver Organizing Committee to ensure contractors, sponsors and suppliers, particularly those from other provinces and countries, are aware of their tax obligations in British Columbia. The ministry's focus is on increasing awareness by providing educational materials and answering specific tax questions. The ministry is coordinating its activities with the Canada Revenue Agency.
- **ActNow.** The Ministry of Small Business and Revenue will contribute to the ActNow goal of reducing tobacco use by 10 per cent among British Columbians. Smoking is a major cause of illness and death in British Columbia, and the availability of inexpensive tobacco may contribute to current smoking rates. The ministry, working with partners, will determine if there are new opportunities to improve compliance and enforcement activities to reduce the availability of inexpensive contraband tobacco.

## ***Small Business and Revenue (continued)***

In addition to the cross ministry initiatives above, the ministry has identified three areas requiring cross ministry contributions in order to achieve ministry goals and objectives.

- **Small Business Strategy.** The ministry champions small business within government. The ministry has established a permanent Small Business Roundtable to provide ongoing advice to government on issues, strategies and possible actions to make British Columbia the most business friendly jurisdiction in Canada. Many different ministries and levels of government have programs and services that impact the small business sector. The Ministry of Small Business and Revenue will work with these organizations and other partners to jointly develop a Small Business Strategy, supporting the ongoing success of the small business sector.
- **Revenue Management.** The ministry continues to focus on creating a 'centre of excellence' for revenue management in government. The ministry will deliver the first phase of a consolidated revenue management system in 2006/07. Following implementation of the system, the Ministry of Small Business and Revenue will work with ministries to transition their account management, billing, payment and remittance processing, and collection functions to this centralized system.
- **Provincial Sales Tax Review.** The ministry will review the provincial sales tax (PST) policies, legislation and administrative process. The objective is to develop revenue neutral options that streamline, simplify and enhance fairness for taxpayers. The PST review will provide a venue for business and individual taxpayers to identify their key PST issues, suggest solutions, and if those solutions reduce government revenues, provide revenue neutral options to offset revenue losses. This review is being undertaken jointly with the Ministry of Finance, and will likely involve cooperation of other ministries.

### **Performance Plan**

**Goal 1: Service that meets the needs of customers, stakeholders and partners.**

- **Objective 1:** Fair and efficient administration, and quality service.

**Goal 2: Small business development.** Small business is a significant driver of British Columbia's economic growth and is vital to the province's economic success. The ministry is committed to supporting a business climate in British Columbia where small business prospers. The ministry coordinates and supports government-wide initiatives and works with a variety of partners to jointly develop proposals and implement solutions that address small business concerns.

- **Objective 1:** Facilitate economic opportunities for small business.

**Goal 3: Amounts owed to government are paid.**

**Goal 4: A streamlined and simplified regulatory environment.**

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## **Tourism, Sports and the Arts**

### **Linkage to the Five Great Goals**

#### **Goal 1: Make B.C. the Best Educated, Most Literate Jurisdiction**

The ministry supports making B.C. the best educated, most literate jurisdiction in several ways. First, it encourages involvement in the arts, which has been shown to improve intellectual capacity, learning outcomes and creative thinking. All are important factors in developing the educated citizenry essential to a knowledge-based society. Second, it encourages involvement in sport and fitness activities, which support physical literacy and generate long term health and social benefits. Third, its work to preserve and promote heritage, cultural and archaeological sites, historical commemorations and celebrations, provides valuable learning opportunities for young and old alike.

#### **Goal 2: Lead the Way in Healthy Living and Physical Fitness**

The ministry supports the government in leading the way in healthy living and physical fitness by facilitating British Columbians' access to and participation in sport, recreation, arts and cultural activities. The ministry also works in partnership with many other bodies to promote *physical literacy* (basic physical skills such as running, jumping and balance) that are critical to life-long physical activity. For example, it is working with the Ministry of Health on programs such as ActNow BC, to encourage active living and fitness for all ages. It is also working with the private sector and other levels of government to increase investments in sport and sport participation initiatives. Finally, the ministry also manages a system of recreation sites and trails across the province, supporting outdoor activity for British Columbians as well as visitors.

#### **Goal 3: Build the Best System of Support**

The ministry's investments in infrastructure and initiatives support access to sport and recreation for seniors and people with special needs. Its support for the province's volunteer network will also help to foster strong systems of support.

#### **Goal 4: Lead the World in Sustainable Environmental Management**

The ministry supports sustainable environmental management through its integrated management of nature-based recreation and tourism, including heli-skiing, mountain biking, wildlife viewing, resorts and lodges. Future tourism strategies will be developed in cooperation with partners and other ministries to ensure the province's natural resources are managed in a way that recognizes the importance of integrating environmental, tourism and recreation values. This will ensure that land and resource decision-making maximizes recreation and tourism opportunities, while ensuring sustainability over the long term. The ministry fosters a shared commitment to the stewardship of British Columbia's heritage and archaeological sites through education, local capacity development, work with First Nations, regulation, and provision of accessible information via the Provincial Heritage Register. Encouraging preservation and revitalization of older buildings also supports efforts to ensure sustainability.

#### **Goal 5: Create the Most Jobs Per Capita in Canada**

The ministry will play an instrumental role in creating jobs and economic prosperity, by working with partners to maximize opportunities and benefits related to hosting visitors, athletes, media, and others leading up to, and during, the 2010 Olympic and Paralympic Winter Games. The ministry will also work with key partners to develop and implement a long term, sustainable plan for growth in the tourism industry and to double tourism revenues by 2015. The ministry is also working to enhance the creative economy by investing in culture, sport and heritage infrastructure and improving integration with a broader tourism strategy. It will also work with Aboriginal communities to support implementation of initiatives included in the Aboriginal Cultural Tourism Blueprint Strategy for BC. Participants in this strategy include the Ministry of Aboriginal Relations and Reconciliation, the Ministry of Economic Development, Aboriginal Tourism BC, Tourism BC, and other stakeholders.

## ***Tourism, Sports and the Arts (continued)***

### **Cross Ministry Initiatives**

- **A New Relationship with First Nations**

The ministry, in conjunction with other agencies, will have a primary and an influential role in funding programs and services that support building stronger relationships with, and enhancing the well-being of Aboriginal people. This will involve working closely with the Ministry of Aboriginal Relations and Reconciliation. Specific initiatives include:

- supporting success of the North American Indigenous Games in British Columbia to showcase Aboriginal excellence in sport;
  - leading the delivery of cultural programs and policies that will assist First Nations to reclaim and revitalize their arts and cultural heritage;
  - Celebrating BC2008, which will commemorate the culture, heritage and history of First Nations;
  - facilitating partnerships to support the implementation of an integrated Aboriginal Cultural Tourism Blueprint Strategy, with the Ministry of Aboriginal Relations and Reconciliation, the Ministry of Economic Development, Aboriginal Tourism BC, Tourism BC and other stakeholders;
  - exploring the feasibility of establishing a National Aboriginal Gallery;
  - supporting economic development opportunities for First Nations by facilitating access to Crown land and encouraging joint business ventures with tourism and resort developers and investors;
  - supporting tourism sector initiatives such as the Wei-Wai-Kum Cruise Ship Terminal, which is being developed by the Campbell River Indian Band; The terminal will be designed with a First Nations Village theme, a first in North America; and meeting government's commitment to new relationships with First Nations through meaningful and respectful consultations regarding tourism and resort developments on Crown land.
- **Mountain Pine Beetle**
  - **ActNow BC.** ActNow BC combines cross-government and community-based approaches to address common chronic disease risk factors, through programs and initiatives that support healthier eating, physical activity, ending tobacco use, and promoting healthy choices during pregnancy. As a partner, the ministry will fund programs and services to increase levels of physical activity through:
    - supporting the Active Communities program, which will enable increasing opportunities for people to be active in their communities;
    - funding the Aboriginal Sport Excellence and Aboriginal Youth FIRST programs to teach sport, recreation, and nutrition skills to Aboriginal youth in Vancouver's Downtown Eastside and rural areas;
    - entering and supporting the Sport Participation bilateral agreement with the federal government, which provides targeted funding to increase participation in sport for children, youth, seniors, and disabled persons; and
    - supporting the SportSafe program, to create a safer environment for sport and recreation participation.
  - **2010 Olympic and Paralympic Winter Games.** The ministry is supporting the 2010 Olympic and Paralympic Winter Games in a variety of ways, including enhancing B.C.'s sport system, developing and implementing tourism strategies, and showcasing B.C.'s arts, culture, and heritage to the world. These programs will not only contribute to the success of the Games but will also have broader, longer term benefits. The ministry will partner in programs and services that enhance sport infrastructure, tourism strategies, and sustainable arts and culture initiatives.

## ***Tourism, Sports and the Arts (continued)***

### **Performance Plan**

**Goal 1: A tourism sector that delivers lasting regional economic and social benefits.**

- **Objective 1.1:** Strategic and collaborative relationships to support tourism growth
- **Objective 1.2:** Expanded exposure and appeal as a quality world-class destination, through progressive market and product development.
- **Objective 1.3:** Tourism, sport, arts, culture and heritage sectors fully leverage the opportunities presented by the 2010 Olympic and Paralympic Winter Games.

**Goal 2: Vibrant and creative communities in which people have diverse opportunities to participate in recreation, sport, arts and culture.**

- **Objective 2.1:** Dynamic and sustainable sport, arts, culture and heritage sectors.
- **Objective 2.2:** An integrated and accessible range of sport, arts, culture, and heritage products, events, festivals, and destinations with strengthened contributions to the provincial economy.
- **Objective 2.3:** A physically active population where citizens have diverse opportunities to participate and excel in recreation and sport.
- **Objective 2.4:** Citizens are supported in contributing to the well-being of their communities through volunteerism.

**Goal 3: Effective joint stewardship of British Columbia's outdoor recreational resources and heritage.** The ministry's work to enhance economic and social sustainability through tourism, sport and the arts also requires responsible stewardship of the province's recreational resources, heritage places and buildings, and archaeological sites. This is accomplished in two ways. The first is through enhanced appreciation and commitment to sustainability and stewardship by private and public partners, local governments, First Nations, and the community at large. The second is through implementing policies and strategies that protect and maintain B.C.'s unique resources. These activities help to ensure a balance between protecting sensitive assets and enabling responsible development.

- **Objective 3.1:** Shared commitment to effective stewardship that enables the protection and management of British Columbia's heritage assets and tourism related resources in a balanced and sustainable way.
- **Objective 3.2:** Effectively maintain British Columbia's historic places and recreation sites and trails.

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