

DISCUSSION

According to IRCC, LIPs are community-based partnerships that aim to enhance collaboration, coordination, and strategic planning at the community level in order to foster more welcoming and inclusive communities for new immigrants and refugees and to improve their settlement and integration outcomes. The Federal Government introduced the LIP program into British Columbia in 2014.

The Surrey LIP was initiated in April 2014 with the City as the lead agency. By April 2016, all the activities and deliverables included in the City's 2014-2016 Contribution Agreement with IRCC were completed. This includes:

- establishing a Surrey LIP committee;
- creating communications resources to raise awareness of immigrant and refugee issues, as well as the LIP;
- conducting research and consultations on newcomers' needs and services; and
- developing a local immigrant strategic plan.

Surrey LIP Governance

The Surrey LIP has established a governance structure which includes the Surrey LIP Committee and Surrey LIP Immigrant Advisory Roundtable (IAR).

The Surrey LIP Committee

The Surrey LIP Committee is composed of 30 organizations representing a broad range of community sectors. It is co-chaired by Councillor Judy Villeneuve and by Anita Huberman, CEO of the Surrey Board of Trade. The LIP Committee provided direction on all the LIP activities, including the development of the Surrey Immigrant Integration Strategy.

Surrey LIP Immigrant Advisory Roundtable (IAR)

The Surrey LIP IAR was established in December 2014 to bring authentic newcomer voices to the LIP processes and activities. The IAR is currently composed of 19 local immigrant and refugee residents from 16 different countries of origin.

In addition to participating in IAR meetings, the IAR planned and organized a "Welcome to Surrey Centre Block Party" in September 2015, which was attended by over 200 residents. The IAR has recently received \$2,800.00 from the Provincial Government's Gaming Grant to plan and organize another welcoming event for Surrey newcomers in Fall 2016.

Surrey LIP Communications

As a part of its "knowledge transfer" mandate, the Surrey LIP has developed a number of communication resources to raise awareness about the Surrey LIP and educate community stakeholders on immigrant/refugee issues specific to Surrey.

- **Website:** A Surrey LIP website was developed that links to the City’s website. Since its launch in April 2015, the website has received over 31,000 page-views and has had over 1,000 document downloads.

The website is www.SurreyLIP.ca.

- **Newsletters:** Eight issues of the “Engaged & Inclusive” newsletter were produced, featuring the following themes:
 1. Introducing the New Surrey Local Immigration Partnership;
 2. The City’s Role (outlines how the City contributes to welcoming and including newcomers);
 3. The Service Ethic (highlights the work of Surrey’s settlement agencies);
 4. Education that Works and Welcomes (focuses on the role of the education sector in creating an integrated society);
 5. Putting Surrey on the Map (provides an overview of the Service Mapping research);
 6. Part Way There (explores the findings from the Immigrant Integration research);
 7. Getting to Work (provides an overview of the Labour Market research); and
 8. Surrey & Syria (focuses on the local responses to the arrival of Syrian refugees).

Newsletters are available online at www.SurreyLIP.ca/engaged-inclusive.

- **Fact Sheets:** Eight fact sheets were prepared using a smart infographics approach. The fact sheets provide Surrey-specific data on the immigrant/refugee population, as well as highlight findings from the Surrey LIP research.

Fact sheets are available online at www.SurreyLIP.ca/fact-sheets.

- **Surrey LIP Monthly e-Update:** Beginning in December 2015, a monthly e-update has been distributed. Currently, the e-update is sent to over 800 subscribers.
- **2014-2016 Surrey LIP Progress Report:** The “We Can: We Will” report provides a brief overview of key Surrey LIP achievements in 2014-2016. It is attached as Appendix “VI” to this report.

Research and Consultations

Four research projects were completed over the past two years. The findings from three of the projects were used to inform the development of the Surrey Immigrant Integration Strategy. These include:

- Immigrant Integration research project;
- Service Mapping research project; and
- Labour Market Integration research project.

The findings of the fourth research project, focussed on refugees in Surrey, will contribute to the development of a Surrey Refugee Integration Strategy to be released in Fall 2016.

Immigrant Integration Research Project

The Immigrant Integration research project explored public perceptions of Surrey as a welcoming and inclusive community for new immigrants and refugees. The project was conducted by CitySpaces Consulting, in partnership with the Mustel Group and Kari Huhtala + Associates. The research included a randomized telephone survey, focus groups, and community consultations. In total, over 500 Surrey residents participated in the research. The following are some of the key findings:

- Overall, Surrey residents (both immigrant and Canadian-born) feel welcomed and have a sense of belonging in the community. Residents feel accepted for who they are (ethnicity/religion), and feel comfortable doing their day-to-day activities (shopping, working, accessing services).
- Generally, immigration is seen as making a positive contribution to the community. The survey revealed that more immigrants than Canadian-born residents believe that immigration is good for Surrey (85% vs. 68%).
- Discrimination was found to be at least "somewhat" of a problem by over half of the survey participants. In focus groups, residents generally downplayed the notion that discrimination is a problem.
- The survey revealed that more immigrants than non-immigrants have difficulty finding employment that matches their qualifications (41% vs. 31%). The survey finding was supported in focus groups where newcomers identified challenges finding suitable employment as one of the key integration barriers.
- Surrey residents who are immigrants are more likely to feel that their cultural/ethnic group are underrepresented in government or authorities.

The full report is available online at www.SurreyLIP.ca/strategies-projects/research-and-consultation.

Service Mapping Project

The goal of the Service Mapping research project was to develop an inventory of settlement services and programs in Surrey; create an online map of these services; and to identify trends, duplications, and gaps in settlement services. The project was conducted by the Social Planning and Research Council of BC (SPARC BC). The following key findings emerged from a survey of social service leaders in Surrey:

- For refugees, mental health services and program delivery features such as transportation, interpretation, and better service coordination were identified as needing the most attention.
- For other immigrants (not refugees), vocational training, employment readiness, and qualification evaluation were identified as the type of services requiring the most attention.

- Inadequate funding was the most cited issue identified by social service leaders.

The full report is available online at www.SurreyLIP.ca/strategies-projects/research-and-consultation.

The online interactive map of settlement services is also available on the Surrey LIP website.

The Labour Market Integration Research Project

The Labour Market Integration research project aimed to obtain a better understanding of Surrey's current and future labour market needs. In addition, it identified the barriers faced by local employers to hire immigrants, and by Surrey's immigrants to find jobs. The project was conducted by the Human Capital Strategies Consulting. A total of 175 employers, immigrants, and service providers participated in the research. The following are some of the key findings:

- For new immigrants, the challenges in finding employment include a lack of workplace-specific English language proficiency, a lack of Canadian experience, differences between Canadian and immigrant home countries' hiring practices, and difficulties in having foreign credentials recognized.
- Employers identified the challenges in hiring new immigrants as limited Human Resources capacity (in small businesses), immigrants' perceived lack of understanding of business and company needs, and not being aware of the supports available from settlement agencies to employers that hire new immigrants.
- According to the Province of B.C. Labour Market Outlook, Surrey will likely have more than 8,000 unfilled positions between now and 2022.

The full report is available online at www.SurreyLIP.ca/strategies-projects/labour-market-integration-research.

The Settlement and Integration Needs of Refugees in Surrey Research Project

The Refugee research aimed to identify the settlement issues that are specific to refugees in Surrey. The research was led by SFU Surrey working in partnership with 22 other organizations. Twelve Research Assistants (RAs) were hired and trained; seven of those RAs came to Canada as refugees. The following key challenges were identified for refugees:

- **Pre-arrival Settlement Phase**
Pre-departure communications often created an overly optimistic picture of resettlement in Canada.
- **Arrival Settlement Phase**
There are some structural/systemic social barriers that impede refugee integration, such as social isolation; limited access to affordable housing; transportation challenges; and poverty.
- **Settling-in Phase**
Families are forgoing basic necessities to repay transportation loans. Refugees are eager to find work but there are limited pathways to meaningful employment for them. They

highly value education and would like to contribute to community, but they are faced with long waiting lists for English language training.

- **Long Term Settlement Phase**

The impacts of family separation are significant. Employment challenges, trauma, poverty, and complex family care demands delay refugee community integration. Many employment and volunteer opportunities require a criminal record check, which is challenging for refugees to provide.

- **Service Coordination Challenges**

Better integration and coordination of settlement services is required but the current funding model does not foster it.

The full report is available online at www.SurreyLIP.ca/strategies-projects/refugee-settlement-priorities-research.

Surrey LIP Stakeholder Consultations

Five stakeholder consultation events were conducted from September 2015 to March 2016 involving over 180 community members and service providers. The purpose of the consultations was to share the research findings and engage the community in identifying priorities and recommendations for action.

A separate consultation event was held for each of the four research themes: immigrant integration, services, labour market integration, and refugees. The fifth consultation focussed on youth. The Surrey LIP partnered with the Vancouver Foundation's Fresh Voices team to organize and facilitate the day-long youth forum held in January 2016, with over 50 Surrey newcomer youth participants.

The consultation summaries are available online at www.SurreyLIP.ca/strategies-projects/research-and-consultation.

The Surrey Immigrant Integration Strategy 2016-2019: Everyone in Surrey Belongs!

The research and consultation results were used to develop the Surrey Immigrant Integration Strategy ("the Strategy"), titled "Everyone in Surrey Belongs!" The Strategy includes five strategic directions, twenty objectives, and over 80 recommended actions to improve the integration of newcomers into the community. The five strategic directions and associated goals and objectives are:

- **Accessible Services**

Goal: Surrey has a robust and fully resourced settlement service infrastructure where immigrants and settlement stakeholders have ready access to the services, supports and information they need.

- 1) Develop, promote and disseminate information tools and resources to enhance service coordination in order to assist both newcomers and stakeholders to navigate the continuum of programs and services.
- 2) Identify and determine Surrey's immigrant programs and services capacity and demand to better inform service planning and articulate community needs.

- 3) Enhance Surrey's capacity to define and address the demand for English Language and communication skills training required by immigrants to integrate within the workplace and community.
- 4) Increase awareness of immigrant mental health and counselling needs to support healthcare practitioners and service agencies to recognize and appropriately address these needs.

- **Engaged Community**

Goal: Surrey is a welcoming and inclusive city that supports all newcomer residents to belong, make community connections, and actively participate in all that Surrey has to offer.

- 1) Encourage and support the delivery of programs, services and activities to assist immigrants make connections with Aboriginal peoples, residents and longer term immigrants.
- 2) Increase awareness of the specific needs of vulnerable immigrant and refugee populations.
- 3) Increase awareness of and address racial discrimination issues in Surrey.
- 4) Increase access to volunteer leadership opportunities for immigrants and refugees in Surrey.

- **Meaningful Employment**

Goal: Surrey has a vibrant economy where employers and businesses fully realize the benefits of immigration and immigrants are economically integrated.

- 1) Enhance coordination and promote connections amongst Immigrant Serving Organizations (ISOs), immigrants, employers and business and industry organizations.
- 2) Establish partnerships with business, industry and government to promote the benefits of hiring immigrants, enhance workplace integration and ensure understanding of Surrey's labour market and employment service needs.
- 3) Increase mentorship, co-ops, work experience and volunteer programs, initiatives and placements for immigrants.
- 4) Raise the capacity and expertise of the employment service sector to address current and emerging challenges and demands in immigrant employment.

- **Thriving Youth**

Goal: Surrey is an inclusive and supportive community in which all immigrant youth have the opportunity to thrive and grow, while enjoying full access to educational, labour market, recreational and family resources and opportunities.

- 1) Encourage and support opportunities for immigrant youth to connect across cultures, participate in events and activities and share their perspectives.
- 2) Support Surrey's education system to assist immigrant youth to fully integrate and benefit from all the education system has to offer.
- 3) Increase opportunities for immigrant youth to access employment services and supports and gain work experience.
- 4) Enhance supports and services for Surrey's youth to address the intercultural and intergenerational differences they experience.

- **Sustainable Leadership**

Goal: The Surrey Local Immigration Partnership has a diversity of members, partners and resources to fully address immigrant integration issues within the community, to sustain and expand its initiatives and is recognized as a leader in immigrant community and workforce integration.

- 1) Coordinate and sustain the operations of the Surrey LIP.
- 2) Evaluate the Surrey LIP membership to effectively address immigrant integration issues in Surrey.
- 3) Secure and diversify LIP funding to ensure sustainability of the LIP and implementation of its activities.
- 4) Increase public and stakeholder awareness and support of the Surrey LIP.

The Strategy is intended to guide community-wide action over the next three years. As such, the Strategy's implementation plan identifies the stakeholder groups who have responsibility for each of the 83 recommended actions. The City of Surrey is identified as having a role to play in the implementation of 27 of the 83 recommended actions.

Next Steps

The Surrey LIP Contribution Agreement with IRCC has been extended for another year (April 2016 – March 2017) with the City receiving \$248,000.00 to support the work of the LIP. Activities will include:

- continuing to support the LIP Committee and IAR;
- updating and preparing new communications resources;
- developing a Surrey Refugee Integration Strategy;
- assessing the capacities and the demand for settlement services;
- organizing another youth forum,
- organizing an event focussed on immigrant employment;
- conducting an evaluation of the LIP; and
- finding other funding sources to support specific projects and actions as identified in the Strategy.

The Surrey LIP will also be undertaking an anti-racism project. In January 2016, the City was awarded a \$20,000.00 grant from the Province of B.C. (Ministry of International Trade, Multiculturalism and Anti-Racism Unit). The "True Colours of Surrey" project will research existing anti-racism initiatives in Surrey; facilitate a forum; and develop an anti-racism campaign. This project responds to Objective # 7 in the Strategy, which is to "increase awareness of and address racial discrimination issues in Surrey".

CONCLUSION

Over 40% of Surrey residents are immigrants, and this proportion is expected to increase over the coming years. The Surrey LIP provides the City with the opportunity to convene the community in order to develop a coordinated and evidence-based strategy for creating a city that welcomes and includes new immigrants and refugees; a city where "Everyone in Surrey Belongs!"

Based on the above discussion, it is recommended that Council adopt the “Surrey Local Immigrant Integration Strategy 2016-2019: Everyone in Surrey Belongs!”

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:ss

Appendix “I” – Surrey Local Immigrant Integration Strategy 2016-2019:
Everyone in Surrey Belongs!

Appendix “II” – Corporate Report No. R085

Appendix “III” – Corporate Report No. R025

Appendix “IV” – Corporate Report No. R149

Appendix “V” – Corporate Report No. R089

Appendix “VI” – We Can: We Will – Surrey LIP 2014-2016 Progress Report

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SURREY IMMIGRANT INTEGRATION STRATEGY 2016-2019

Everyone
in Surrey
Belongs!

A photograph of a modern interior space. The wall is made of vertical wooden slats. In the foreground, there is a glass staircase with a dark metal railing. The lighting is warm and ambient.

Surrey is one of the
fastest growing cities in
Canada. Most of its growth
comes from immigration.



Judy Villeneuve



Anita Huberman

Message from the Co-Chairs

On behalf of the Surrey Local Immigration Partnership, we are pleased to present Surrey's Immigrant Integration Strategy. It marks the culmination of two years of research and consultation, an effort that has received the input of hundreds of Surrey residents, involved the participation of dozens of service providers and community organizations, and tapped the expertise of some of our community's most accomplished individuals and organizations. We are thankful for all of their contributions. That so many people came together in common cause is reflective of the good intentions directed at Surrey's newcomers.

Surrey truly is a city that celebrates its diversity and welcomes its newcomers, from wherever they may come. Similarly, our newcomers arrive with great optimism and a strong desire to integrate into their new country, community and the workplace. These are truths that shone through all of our work. At the same time, barriers to inclusion exist, and this Strategy is based on the principle that all Surrey citizens, businesses and institutions will benefit from the elimination of these barriers. The path to creating a community where everyone feels a sense of belonging is traced within this Strategy.

We especially wish to express our thanks to the Surrey Local Immigration Partnership's membership and project team, who have given so generously of their time and expertise.

On behalf of everyone involved in this crucial effort.

Judy Villeneuve
Councillor
City of Surrey

Anita Huberman
CEO
Surrey Board of Trade





WE FEATURE AUTHENTIC
Surrey residents and LIP
stakeholders in all the images
in our Strategy.

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The Surrey Local Immigration Partnership

Who We Are

The Surrey Local Immigration Partnership (LIP) is a robust committee made up of 30 community organizations representing community and immigrant service agencies, education, business, government, libraries, health, parks and recreation, faith, and others. Led by the City of Surrey, the Surrey LIP works collaboratively to identify and support coordinated, comprehensive, and strategic approaches to immigration, settlement, and integration that work for all residents of Surrey, newcomers and longer-term residents alike.

MAY 2015
Surrey LIP
Committee
meeting.

Human Resources Management Association
Rock Lefebvre, Chief Regulatory Officer

Fraser Health Authority, Population and Public Health
Hema Shrestha, Manager, Population & Public Health

Fraser Health Authority, Primary Health Care
Amrit Rai, Director Clinical Operations

Immigrant Employment Council of BC
Opreet Kang, Manager, Global Connections

Immigrant Services Society of BC
Chris Friesen, Director, Settlement Services

Kwantlen Polytechnic University, Faculty of Arts
Diane Purvey, Dean

Kwantlen Polytechnic University, Faculty of Academic and Career Advancement
Patrick J. Donahoe, Dean

Oak Avenue Neighbourhood Hub Society
Jagbir Mand, Program Manager

Options Community Services Society
Connie Hong, Senior Manager

Pacific Community Resources Society
James Musgrave, Manager of Surrey Youth Services

Progressive Intercultural Community Services
Devinder Chattha, Director, Language Studies, Settlement & Social Programs

Semiahmoo House Society
Doug Tennant, Executive Director

SFU Surrey
Steve Dooley, Executive Director

S.U.C.C.E.S.S. Surrey Delta Service Centre
Jenny Lam, Regional Manager

Surrey School District #36
Caroline Lai, Manager, Welcome Centre

Surrey RCMP
Rosy Takhar, Manager, Community Services

Sources Community Resources Society
Minakshi Bagai, Acting Director of Employment Services

Surrey Interfaith Council
Jonquil Hallgate, Member

Umoja Operation Compassion Society
Jamie Kopp, Program Manager

Vancity
Catherine Ludgate, Manager, Community Investment, Microfinance, Financial literacy, Anti-poverty

YMCA
Mulalo Sadike, Manager Global Initiatives and Immigrant Services

SURREY LIP COMMITTEE

Surrey LIP Committee Membership as of March 31, 2016

City of Surrey
Councillor Villeneuve (Co-Chair)

The Surrey Board of Trade
Anita Huberman, CEO (Co-Chair)

Alexandra Neighbourhood House
Neil Fernyhough, Manager, Community Programs

Applied Science Technologists & Technicians of BC
Geoff Sale, Manager, International Trained Professionals Program

City of Surrey, Human Resources
Harbinder Mann, Recruitment Specialist

City of Surrey Social Planning
Aileen Murphy, Senior Social Planner (Contract Manager)

City of Surrey, Surrey Parks, Recreation & Culture
Daljit Gill-Badesha, Healthy Communities Manager

Surrey Libraries
Surinder Bhogal, Deputy Chief Librarian

DIVERSEcity Community Resources Society
Tahzeem Kassam, Chief Operating Officer

Douglas College, Training Group
Jennifer Kuenzig, Community & Contract Services Programmer

SURREY IMMIGRANT ADVISORY ROUNDTABLE

In the first few months of the project, the Surrey LIP Committee identified the need to have representation and input of Surrey immigrants and refugees included in its research and planning processes and expanded its governance structure to include the direct participation of newcomers. The 18 Immigrant Advisory Roundtable (IAR) members represent 16 different source countries. The Advisory Roundtable occupies a central role in the Partnership's strategy, fulfilling three key roles:

- 1 To represent authentic voices of newcomer residents in the Surrey LIP strategic planning processes;
- 2 To help increase awareness of and engagement in intercultural issues; and
- 3 To reach out to ethno-specific communities to disseminate Surrey LIP information and encourage participation in its work.



Drastant Mehta



Magdalena Mot

IMMIGRANT ADVISORY ROUNDTABLE MEMBERSHIP

Aydin Nozhat
Anthony Margery Cantil
Clementine Iweh
Dongmei (Lily) Yang
Drastant Mehta (Co-Chair)
Faisal Durrani
Khaleida Banu
Luis Guerra
Michael Liang
Magdalena Mot (Co-Chair)
Mohammad Ali (Co-Chair)



Mohammad Ali

Monica Haiping Wang
Nina Dorcas Bazie
Rehab Marghany
Robert Jin-chein Lin
Tumadhur (Tuma) Altokhais
Wafa Al-jabiri
Yasin Muktar Mussa



JANUARY 2015
Surrey Immigrant
Advisory Roundtable

Where We Came From

The Surrey LIP was founded in 2014 with funding from Immigration, Refugees and Citizenship Canada (formerly Citizenship and Immigration Canada).

Prior to the formation of the Surrey LIP, the Surrey Welcoming Communities Project, operated for two years and provided a foundational membership as well as a basis of collective knowledge enabling the LIP to quickly organize and begin to tackle its ambitious research and community engagement activities.



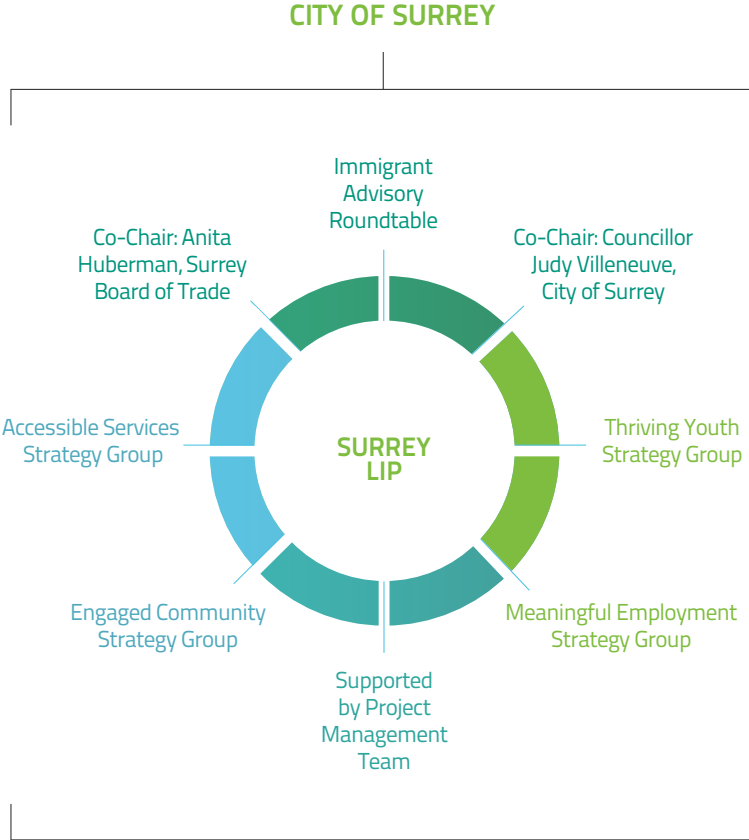
How We Work

The City of Surrey manages the project and is responsible for all the Surrey LIP deliverables.

It supplies the project staff: a Coordinator and a Senior Social Planner. The LIP Committee meets four to five times per year and is co-chaired by Councillor Judy Villeneuve, representing the City, and Anita Huberman, CEO of the Surrey Board of Trade.

The Immigrant Advisory Round Table, meets bimonthly. The representatives of the IAR attend the Surrey LIP Committee meetings and in 2016 the representatives of the Surrey LIP Committee have begun to attend the IAR meetings.

Additional services and input are provided by ex-officio members, working groups and contracted researchers and consultants.



What is a LIP?

Local Immigration Partnerships (LIPs) are community-based partnerships that:

Systematize local engagement of service providers and other institutions in newcomers' integration process;

Support community-level research and strategic planning; and,

Improve coordination of effective services that facilitate immigrant settlement and integration.

LIPs do not deliver services directly to newcomers, but provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers, both local and regional in scope.

As stated above the overall objective of the Surrey LIP is to enhance collaboration, coordination and strategic planning at the community level in order to foster more welcoming and inclusive communities and improve settlement and integration outcomes.

Throughout 2014-2016, the Surrey LIP has been guided by its agreement with Immigration, Refugees and Citizenship Canada. Specifically, it has worked to fulfill the following four objectives that have culminated in the development of this Strategy.

2014-2016 OBJECTIVES

1

Establish an inclusive partnership council that is broad-based, diverse and representative of the community and create a terms of reference;

2

Conduct research on newcomers needs and services, as well as the community's assets and gaps, and raise awareness of these needs with both the partnership's members and the wider community;

3

Establish a local Settlement Strategy identifying key priorities for the community; and

4

Develop an action plan with specific, measurable and time-bound activities to implement the community's strategic priorities.

Our Guiding Principles

The Surrey LIP Committee's work is guided by the following principles:



MAY 2015
Surrey LIP Committee meeting



Collective Responsibility

To recognize that integration is a two way process which requires commitment on the part of both newcomers and the hosting society to adapting to new ways of living.



Collective Commitment

To recognize that all members of the Partnership hold responsibility to develop and implement the Strategy and are accountable to each other and the community.



Collaboration

To commit to using collaboration in all facets of our work to generate innovative approaches and new outcomes that could only emerge when stakeholders are involved in open discussions and decision-making processes.



Respect

To recognize that everyone's opinion is valid and create an environment that promotes acceptance, trust and fairness.



Capacity Building

To build on existing partnerships and initiatives to maximize the effect of "systemic change" and effectively utilize limited resources.



Inclusivity

To incorporate a variety of ways for community members, including new immigrants, to participate and engage.



Sustainable Planning

Recognize that everyone is an influencer; however, make an effort to engage local influential leaders and decision makers who will be willing and have the capacity to advocate for change and implement the Strategy.

Surrey is welcoming because ...

... is what you think makes Surrey a welcoming and inclusive community

The main thing that gives me a feeling of belonging in Surrey is ...
Surrey would be more welcoming to newcomers if ...
I would feel like I belong in Surrey more if ...
The main thing that gives me a feeling of belonging in Surrey is ...
Surrey is welcoming to newcomers because ...
Surrey would be more welcoming to newcomers if ...
I would feel like I belong in Surrey more if ...

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The main thing that gives me a feeling of belonging in Surrey is ...
Surrey would be more welcoming to newcomers if ...
I would feel like I belong in Surrey more if ...

Over 1,000 residents and community stakeholders have participated in the Surrey LIP consultations.

Research and Consultation

The Surrey LIP has committed to the development of two Strategies: this Strategy - Surrey's Immigrant Integration Strategy and a forthcoming Refugee Settlement Strategy that will be developed by the fall of 2016. In each case, the development of these Strategies has been guided by extensive community research and consultation.

Since its inception in April 2014, the Surrey LIP has completed four significant research projects.

A Service Mapping Project identified some 230 services available to immigrants and refugees, as well as gaps and overlaps in services offered. These are organized in both map and list forms, providing a choice of easily searchable formats.

An Immigrant Integration Research Project canvassed both newcomers and longer-term residents and identified 10 specific areas of concern.

A Labour Market Research Project established employment as the single largest obstacle to immigrant integration, and identified seven key issues, while also making several recommendations.

A Refugee Research Project explored issues of particular importance to refugees in a city that is home to more refugees than any other in the province and will inform the development of the Refugee Settlement Strategy.

SERVICE MAP Two hundred and thirty services available to immigrants and refugees are searchable on **SurreyLIP.ca**

The research projects and the ensuing community consultations have not only informed the development of the strategies, but have also served to raise awareness and engage stakeholders and the community at large in the work of the Surrey LIP.

In the winter and spring of 2016, each research project was followed by a community consultation to present and explore the findings of the research with key community stakeholders, subject matter experts and individuals interested in contributing to furthering immigrant integration in Surrey.

The consultations were designed to:

- 1 Share the findings from a variety of the Surrey LIP research projects
- 2 Obtain stakeholder and community input and insights related to the research findings, and
- 3 Identify key priorities and actions to enhance immigrant and refugee community and workforce integration.

At the conclusion of these consultations well over 150 individuals had participated in the consultations, and contributed a wealth of perspectives and key actions that have been woven into the fabric of this Strategy.

Note: All the Surrey LIP consultation and research reports are available at www.SurreyLIP.ca

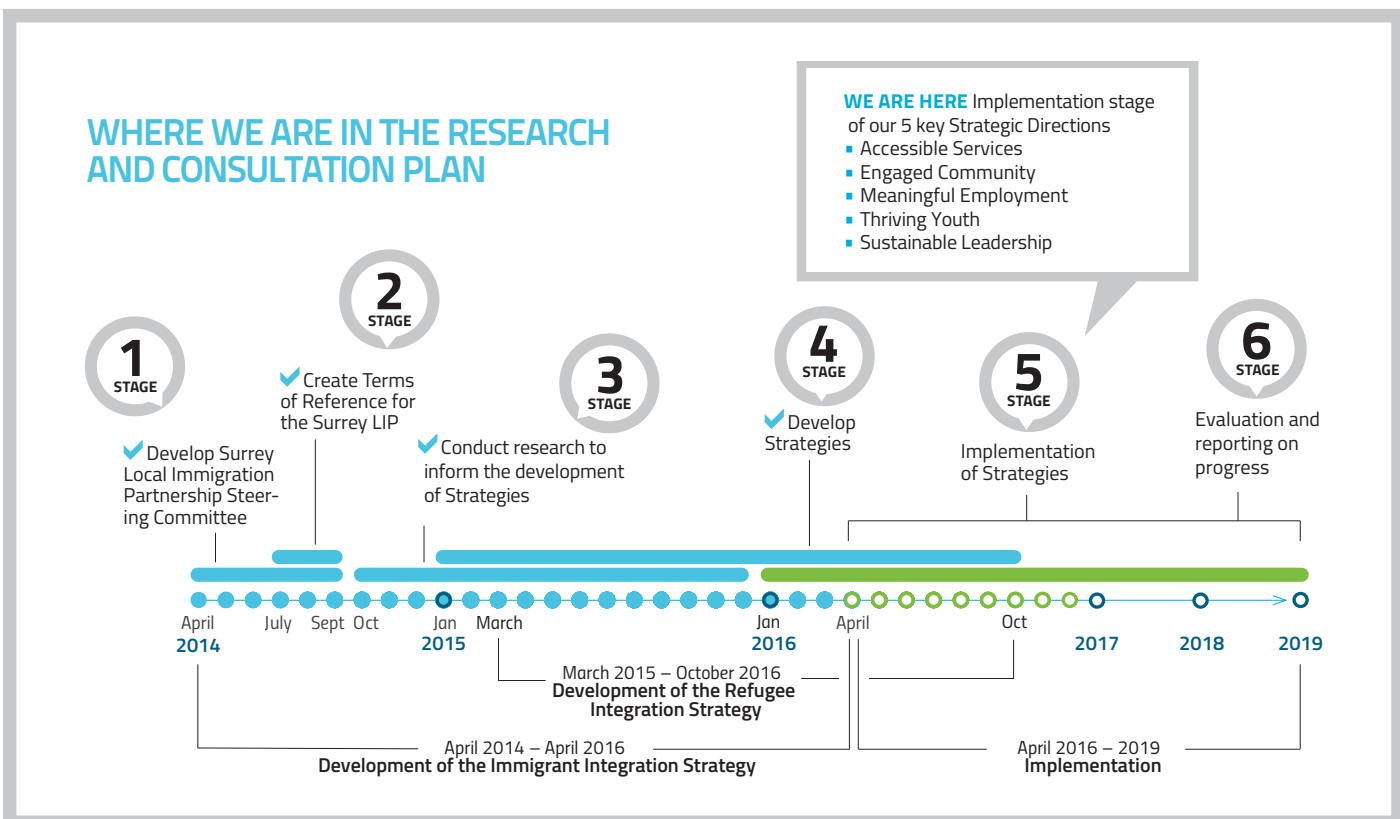
PROJECT	RESEARCHER OR CONSULTANTS	REPORT	DATES
Service Mapping Project	SPARC BC	Service Mapping Project Final Report http://www.surreylip.ca/strategies-projects/service-mapping-research	Nov. 2014 – Mar. 2015
Immigrant Integration Research Project	CitySpaces	Surrey is Home: Immigrant Integration Research Project Final Report http://www.surreylip.ca/strategies-projects/belonging-and-inclusion-research	Nov. 2014 – Mar. 2015
Labour Market Research Project	Human Capital Strategies	Immigrant Labour Market Research Project: Final Report http://www.surreylip.ca/strategies-projects/labour-market-integration-research	May – Oct. 2015
Refugee Research Project	SFU Surrey	Our Community, Our Voice: The Settlement & Integration Needs of Refugees in Surrey, BC http://www.surreylip.ca/strategies-projects/refugee-settlement-priorities-research	Apr. 2015 – Mar. 2016
Immigrant Services in Surrey Consultation	PEERs Employment & Education Resources / Surrey LIP team	Consultation #1 Summary Report http://www.surreylip.ca/strategies-projects/service-mapping-research	Sept. 2015
Immigrant Integration Research Consultation	PEERs Employment & Education Resources / Surrey LIP team	Consultation #2 Summary Report http://www.surreylip.ca/strategies-projects/belonging-and-inclusion-research	Oct. 2015
Labour Market Research Consultation	PEERs Employment & Education Resources / Surrey LIP team	Consultation #3 Summary Report http://www.surreylip.ca/strategies-projects/labour-market-integration-research	Nov. 2015
Youth Consultation	Vancouver Foundation, Fresh Voices / Surrey LIP team	Consultation #4 Summary Report	Jan. 2016
Refugee Research Community Stakeholder Consultation	SFU Surrey	Consultation #5 Summary Report http://www.surreylip.ca/strategies-projects/refugee-settlement-priorities-research	Mar. 2016



Youth Engagement

As Surrey is notable for its youth population both in the Canadian born population and in its immigrant population special attention and effort was made to engage youth within the research and the community consultations. In the Immigrant Integration Project a special Youth Engagement Advisor Team comprised of four Surrey youth was established to better capture the perspectives of Surrey’s youth on the project’s research questions, lead a youth focus group and ensure youth participation in the project’s community consultations and pop-up events.

In January 2016 a Youth Community Consultation was conducted to review the key findings of the Surrey LIP research and to provide their input on the Surrey Immigrant Integration Strategy. The consultation, led by the Vancouver Foundation’s Fresh Voices from Long Journeys Initiative, included the participation of over 50 immigrant youth and elicited several dozen ideas and priorities relating to newcomer youth, including ideas on education, employment, intercultural connections, family and access to services.



Surrey's Planning Context

Community Profile and Immigrant Demographics

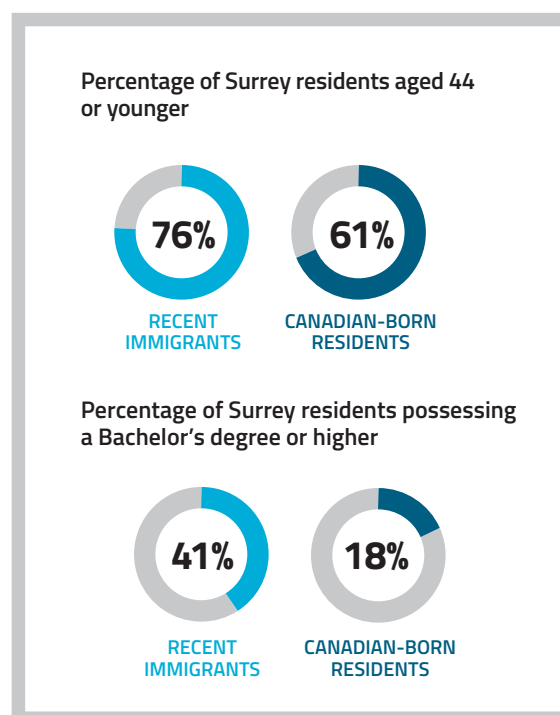
Twenty-five years ago Surrey was relatively homogenous in its demographic. Today it is one of the most diverse communities in the country, with a population that is projected to reach the 50% foreign-born mark by 2020. In 2011 that proportion was 41%, up from 33% in 2001, according to Census Canada. During the same 10-year period, Surrey's newcomer population increased by 64%, compared to 24% for Metro Vancouver.

A demographic portrait of Surrey's newcomer population would be painted in bright colours. Although slightly different from other places in B.C. due to a higher proportion of refugees and family class arrivals, in large part Surrey is similar to the rest of the province in that more than half of newcomers are classified as economic immigrants, considerably more than in other provinces. These economic class immigrants have qualified for residency based on their age, education, language abilities and suitability for the labour pool, and in general are more successful at integrating than are refugees or those arriving through family reunification.

Seventy-six of recent immigrants (those arriving in the 2006-2011 census period) are aged 44 or younger, compared to 61% of Canadian-born residents. Forty-one percent of recent immigrants to Surrey have a university degree, compared to 18% of Canadian-born residents.

Moreover, this generally well-qualified population reflects a diverse range of source countries and is dispersed fairly evenly throughout the community. The 2011 National Household Survey identified several dozen source countries of recent immigrants, including significant proportions from The Philippines (16%) and China (9%). At the same time, 41% of recent immigrants came from India, and Surrey's large South Asian population is a distinguishing feature of the community.

Meanwhile, in three of Surrey's six official communities (Newton, Whalley and Guildford), about 50% of residents were foreign-born, while in only one (Cloverdale) was the proportion less than 25%.



WHO ARE SURREY'S NEWCOMERS?



Every year Canada admits roughly

250,000

immigrants & refugees

Source: Citizenship and Immigration Canada

Over the past decade an average **40,000** of these have chosen BC and almost **7,000** newcomers have arrived in Surrey annually. Between 2006 and 2011 **19%** of all B.C. newcomers came to Surrey.

Source: Welcome BC

Population of Surrey

Source: 2011 census

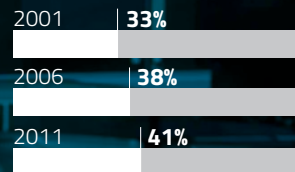
468,251

Population born outside of Canada

Source: 2011 National Household Survey

187,845

Immigrants as a percentage of Surrey's population



Surrey receives more Government Assisted Refugees (GARs) than any other B.C. municipality.

Over the past four years Surrey has received an average of **180** GARs annually—almost **30%** of the B.C. total. Local destinations of other types of refugees aren't known but if similar to GARs, Surrey has been receiving more than **400** refugees a year. *Source: ISSofBC*



TOP 10 PLACES OF BIRTH BY TOTAL AND RECENT IMMIGRANT POPULATION

Surrey - Total Immigrants

	#	%
TOTAL IMMIGRANTS	187,840	100.0
INDIA	70,680	37.6
PHILIPPINES	20,240	10.8
CHINA	10,570	5.6
UNITED KINGDOM	10,125	5.4
FIJI	8,540	4.5
KOREA; SOUTH	6,165	3.3
TAIWAN	6,095	3.2
VIET NAM	5,165	2.7
PAKISTAN	4,320	2.3
UNITED STATES	3,735	2.0
OTHER PLACES	42,205	22.5

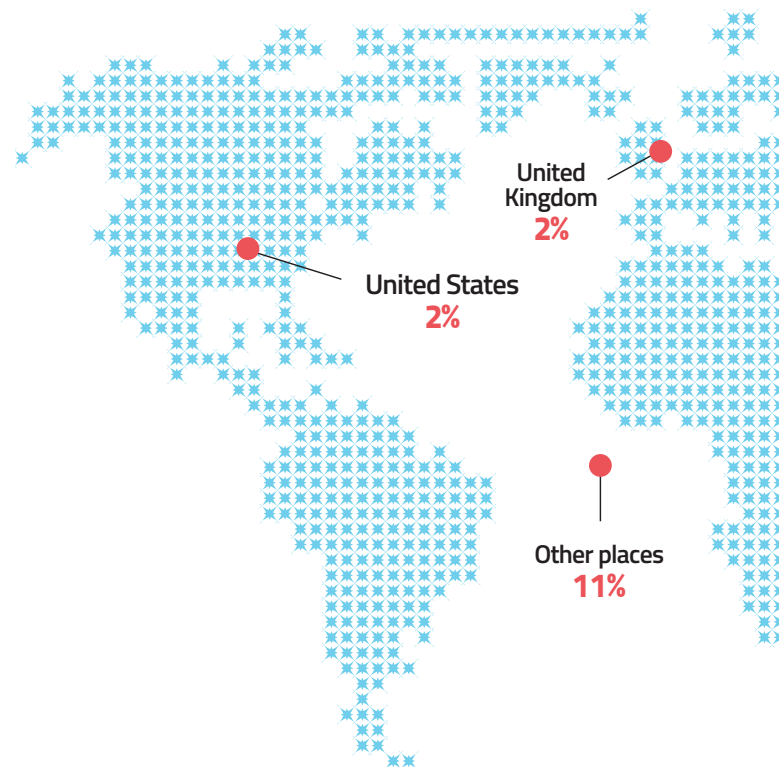
Surrey - Recent Immigrants*

	#	%
TOTAL RECENT IMMIGRANTS	34,875	100.0
INDIA	14,210	40.7
PHILIPPINES	5,705	16.4
CHINA	2,960	8.5
KOREA; SOUTH	1,325	3.8
TAIWAN	1,165	3.3
PAKISTAN	1,010	2.9
UNITED STATES	815	2.3
FIJI	705	2.0
UNITED KINGDOM	610	1.7
IRAQ	485	1.4
OTHER PLACES	5,885	16.9

*Recent immigrants are those who have arrived in Canada within the last five years arrived (2006-2011)
 Source: 2011 National Household Survey

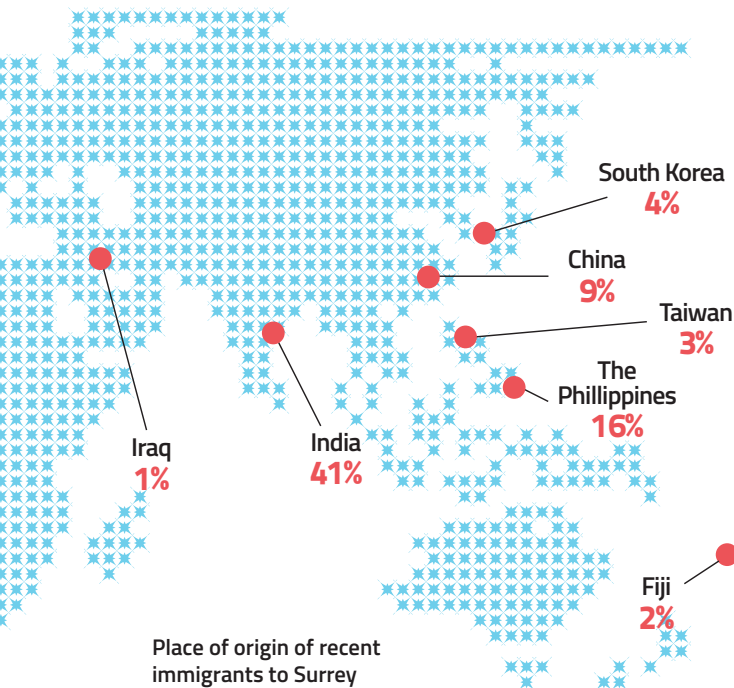
Integration Barriers

At the same time, there are significant stresses and strains, as well as statistics that paint a darker picture. Chief among these are average annual incomes that have been stubbornly stuck at a level 15% to 20% lower for immigrants than for Canadian-born. Each of the four primary research projects undertaken by the Surrey LIP was designed to provide findings that dug much deeper into the immigrant reality than does census data.



The Service Mapping Project, for example, identified at least 235 no-cost services for newcomers, but at the same time found that services of several types were insufficient to meet needs. It also found that services suffered from a lack of coordination and were often difficult to access.

The Immigrant Integration Research Project was notable for the emphasis placed on the perspectives of youth and on both Canadian-born and immigrant residents. Important observations and recommendations included some that might be expected,

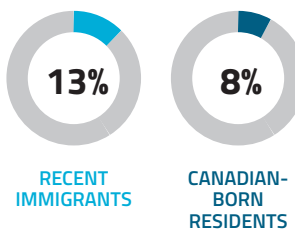


Place of origin of recent immigrants to Surrey

*Other Americas include South America., Central America, the Caribbean and Mexico.
Source: 2011 National Household Survey (NHS)

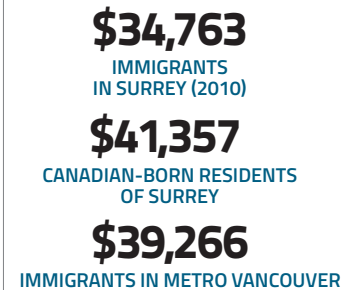
NEWCOMERS EXPERIENCE LOWER EMPLOYMENT AND LAGGING INCOMES

Unemployment rate in Surrey



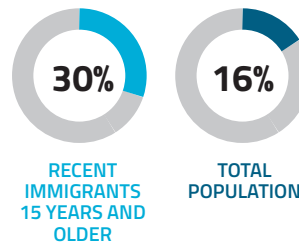
Source: NHS 2011

Average employment income



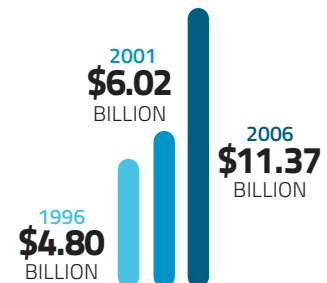
Source: NHS 2011

Percentage of Surrey population in the low income bracket



Source: NHS 2011

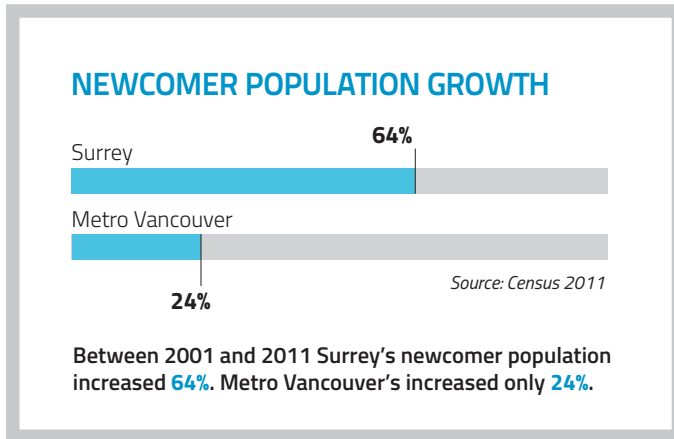
Skill under-utilization robs immigrants of earning power. Total value lost across Canada



Source: Source: Reitz, J.G., J. Curtis and J. Elrick (2014)

50% of immigrants to Surrey are 24 years old or younger on arrival. Surrey is home to almost 1/4 of all 10-18 year olds in Metro Vancouver.

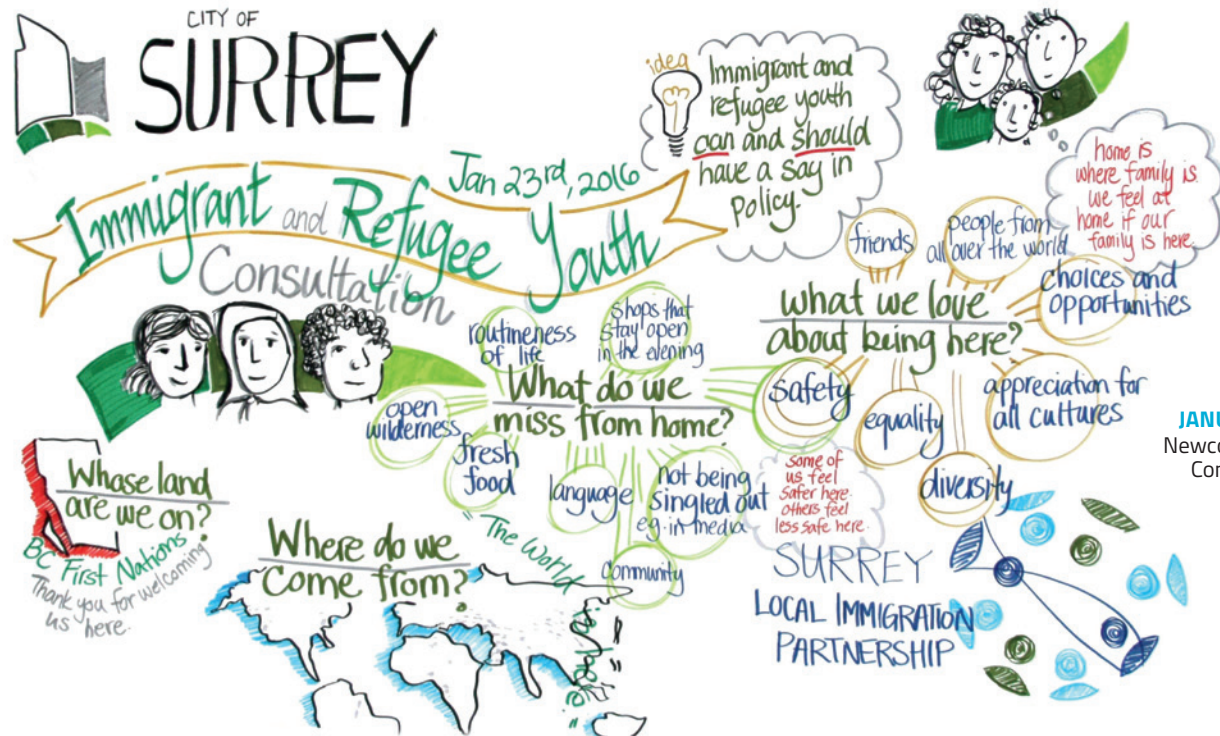
Source: Census 2011



such as the key integration role played by service providers and the importance of English language training for new immigrants. It also touched on less obvious themes. For example, an identical proportion of immigrant and Canadian-born residents felt a deficient sense of belonging. Meanwhile, recent arrivals were found to be generally more optimistic about their situation and prospects than were immigrants who had been here longer. Findings such as these imply a need to consider all residents as part of the integration effort.

Going into the Immigrant Labour Market Research Project, one thing was already clear. All other work conducted by either the LIP or its Welcoming Communities Project predecessor confirmed that difficulty finding employment commensurate with qualifications and expectations is the single biggest concern for immigrants. The project's findings further emphasized this problem, one that is not unique to Surrey. Delving more deeply into Surrey's specifics, however, the project found, for example, that the community is home to an unusually large proportion of small and medium-sized businesses, and that, lacking human resources departments, many of these have little capacity to train and integrate immigrants.

Programs and services in support of young people is a City of Surrey priority. Youth are reflected in this Strategy, based on research carried out as part of a Youth Consultation. That program identified priorities and potential initiatives in the categories of education, employment, intercultural connections, family and access to services.



JANUARY 2016
Newcomer Youth Consultations.

City and Regional Planning

Several priorities identified by the City of Surrey and the larger region come into play. The City of Surrey's Social Plan identifies "Diversity and Inclusion" as one of the City's five top priorities. Additionally, "ethno and culturally appropriate services, opportunities and programming" and "need for more culturally sensitive approaches to service delivery within municipal programs and greater promotion of the benefits of cultural and ethnic diversity" are identified key gaps.

Meanwhile, the City's updated Sustainability Charter pledges to foster inclusion with the goal of being "a caring community that encourages a sense of belonging and access to opportunity for all Surrey residents to realize their full potential". Among the Charter's strategic directions is to "support the social and economic integration of newcomers through the Local Immigration Partnership."

Coping with rapid growth and change is an issue for Surrey in all areas of planning. The Metro Vancouver Regional Growth Strategy projects Surrey to become Metro Vancouver's largest municipality by 2041, when a population of 770,000 — an increase of almost 50% from the current level — will represent 23% of the region's total. Much of this growth will be attributed to new immigrants settling in Surrey. At the same time, employment in Surrey will increase by closer to 55% as the city continues its transformation from bedroom community to employment centre.

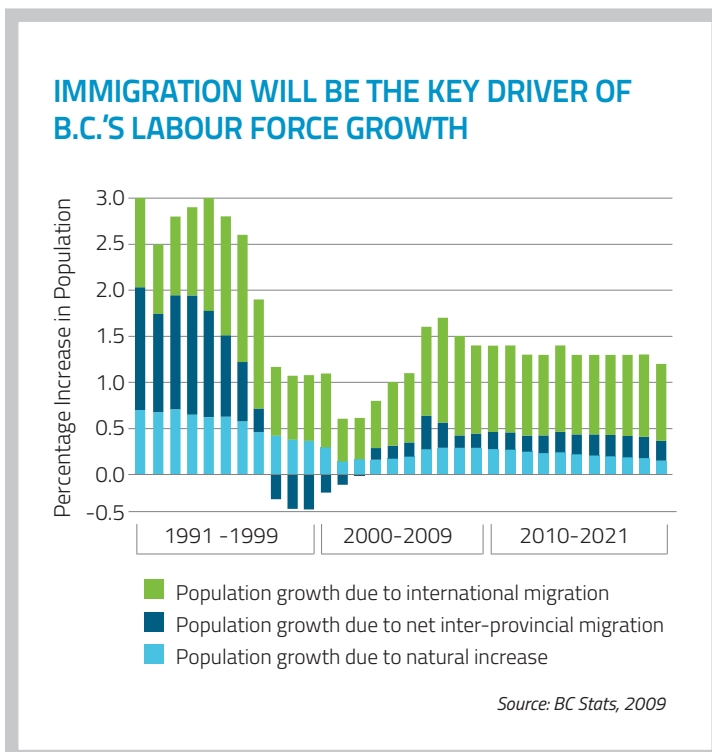
There is the challenge posed by Surrey's large geographic area and the more dispersed settlement pattern of recent immigrants. Research projects have identified areas of the city with significant immigrant populations, but where both service agencies and transit options are scarce. The provision of better transit is an issue for all Surrey residents, but especially for immigrants, who are more likely to rely on it.

Looking Forward

Finally, the LIP was tasked to provide a bold plan, one that places Surrey in the national and international arena. Our community and business partners demand nothing less, as the City is home to one of the world's fastest growing immigrant communities, and is projected to be one of Canada's leading job generators, subject to significant labour needs¹.

Meanwhile, the Strategy must be cognizant of the constantly evolving nature of immigration policies and patterns, as well as the political and cultural climate. Recent trends have seen a large drop in newcomer arrivals to the province, even as Surrey gathers a larger share of this reduced pool. At the same time, a new federal government, combined with a dramatically altered national economic landscape, suggest that additional shifts in policy, funding and immigrant settlement may be forthcoming. Currently, for example, Surrey is home to by far the largest share of Metro Vancouver's refugees from Syria, a challenge that the city and community have vigorously risen to.

¹ Source: Metro Vancouver, 2011. *Regional Growth Strategy Projections. Population, Housing and Employment 2006-2041.*





Our Vision, Mission and Mandate

Vision

Everyone in
Surrey belongs!

Mission Statement

The Surrey Local Immigration Partnership supports a coordinated and strategic approach to immigrant and refugee settlement and integration.

FUSION FESTIVAL
IN SURREY.



Surrey LIP Mandate

The overarching Mandate of the Surrey LIP is to:

- Strengthen community capacity to work collaboratively and cooperatively, which will result in improved access to immigrant settlement and integration services and reduce duplication among service providers;
- Increase engagement of multiple sectors of the community by including organizations that primarily serve immigrants as well as those that serve the whole community;
- Inform community strategic planning process and increase awareness in the community of immigrant/refugee-related issues as a result of comprehensive community-level research produced by the LIP project; and
- Improve immigrant settlement and integration outcomes, including social inclusion, labour market and civic participation outcomes.



Strategic Directions 2016 - 2019

Our Goals and Objectives

Our goals and objectives will move us, both as a community and a coalition of stakeholders, directly towards our vision of a city where everyone belongs. The Surrey LIPs goals and objectives have been developed and built from extensive research and community consultation conducted in Surrey, but also from the numerous community strengths and assets and the ongoing contributions and commitment to immigrant integration of the Surrey LIP membership.

Our goals and objectives recognize that Surrey has many excellent resources, services and initiatives already in place to assist newcomers and residents with integration and inclusion challenges. Therefore, we have developed Surrey's Immigrant Integration Strategy to not only leverage from these existing assets but to continue to involve a broad range of stakeholders in the achievement of our goals and objectives.

The ongoing involvement of our partners, the Immigrant Advisory Roundtable members, and the passionate response from long-term residents and newcomers alike gives us confidence that this Strategy is not only achievable, but holds the possibility for systemic change in our community.





Unique Surrey's geography makes it challenging for immigrants to access services and requires robust service coordination.



SURREY CITY
CENTRE LIBRARY.



STRATEGIC DIRECTION 1

Accessible Services

GOAL

Surrey has a robust and fully resourced settlement service infrastructure where immigrants and settlement stakeholders have ready access to the services, supports and information they need.

OUR OBJECTIVES

- 1 Develop, promote and disseminate information tools and resources to enhance service coordination in order to assist both newcomers and stakeholders to navigate the continuum of programs and services.
- 2 Identify and determine Surrey's immigrant programs and services capacity and demand to better inform service planning and articulate community needs.
- 3 Enhance Surrey's capacity to define and address the demand for English Language and communication skills training required by immigrants to integrate within the workplace and community.
- 4 Increase awareness of immigrant mental health and counselling needs to support healthcare practitioners and service agencies to recognize and appropriately address these needs.

HOW WE GOT HERE

The Surrey LIP's first major project identified, mapped and analyzed 235 no-cost immigrant services that were grouped into 29 service types. The Service Mapping Project also assessed the adequacy of an infrastructure that has grown recently and rapidly but in a largely unplanned fashion, and found significant shortcomings. In fact, over 75% of identified service types were deemed inadequate by service leaders responding to a survey. Supporting this finding, the Surrey LIP's Labour Market Research Survey identified a lack of services, such as English language training, as one of the chief barriers to immigrant employment.

The challenge is multi-faceted. In the case of some service types, there are limited or no services available. In the case of others, issues of coordination and communication render access difficult. This is certainly true for immigrants, who often face cultural and language barriers, but also for employers, who reported in the Labour Market Research Project survey that they were simply not aware of the services available to help find, recruit and hire newcomers.

In some cases, service location and transportation added to the problem. Surrey is geographically large and services are concentrated in a few areas, mostly fairly central, while the settlement patterns of newcomers are fairly dispersed.

Meanwhile, the cultural or language barriers that sometimes make it difficult for immigrants to access immigrant-specific services can also hinder their access to general services such as health, education and public safety. As well, the supply of services and funding is not infinite, which affects all Surrey residents, newcomers and longtime residents alike.

In summary, the coordinated provision of immigrant services was confirmed as a crucial element in the successful integration of newcomers. Considerable scope was identified for increasing awareness and improving coordination of services. At the same time, there are many service areas that will remain critically deficient regardless of enhanced coordination. In some cases this is a result of inadequate funding; in others, rapid growth in immigrant populations and the emergence of new challenges or requirements affected service capacities. Nevertheless, there is work to be done to ensure there is adequate funding and services to meet the needs of Surrey's newest residents.

2015 WELCOME TO SURREY BLOCK PARTY
Organized by the Surrey IAR.

Residents would like to connect across cultures and learn more about each other.



STRATEGIC DIRECTION 2

Engaged Community

GOAL

Surrey is a welcoming and inclusive city that supports all newcomer residents to belong, make community connections, and actively participate in all that Surrey has to offer.

OUR OBJECTIVES

- 5 Encourage and support the delivery of programs, services and activities to assist immigrants make connections with Aboriginal peoples, residents and longer term immigrants.
- 6 Increase awareness of the specific needs of vulnerable immigrant and refugee populations.
- 7 Increase awareness of and address racial discrimination issues in Surrey.
- 8 Increase access to volunteer leadership opportunities for immigrants and refugees in Surrey.

HOW WE GOT HERE

In a city where 50% of the population will soon be foreign-born, questions of how we connect and build a sense of belonging and connection to community take on significant importance. To inform the development of the Surrey Immigrant Integration Strategy, the Surrey LIP conducted a significant research project on immigrant integration and community engagement which explored perspectives on belonging and intercultural connections from newcomers and Canadian-born residents.

The data and information gathered in the study revealed a surprising level of agreement from both groups. For example, a random telephone sample of 301 residents produced almost identical responses from immigrants and non-immigrants. A large majority of surveyed respondents, both immigrants and Canadian-born residents, said they generally feel welcomed in Surrey, have a sense of belonging in the community and are very comfortable using public services, community programs and local businesses. They largely feel free to express their personal beliefs publicly and most do not have difficulty connecting with or working for individuals of ethnic or cultural backgrounds different from their own.

However, some of the things that they generally agreed upon paint a less than ideal picture. More than half of each group agreed that discrimination is somewhat of a problem. About four in ten felt that cultural and ethnic representation in government and among other authorities is lacking. About three in ten found some difficulty connecting with people of ethnic/cultural backgrounds different from their own. Finally, one question provoked a measure of disagreement: about two-thirds of immigrants but only one-half of Canadian-born would like to see more immigrants move to Surrey.

The overall message that emerged is that there exists a relatively high degree of social cohesion but that it could be weakened if problems are not addressed. This Strategy's objectives take into account the need to critically examine and continuously upgrade the accessibility and welcoming nature of service providers, institutions, businesses and civic agencies, and to promote awareness of the positive effects of cultural diversity as well as provide opportunities for connections between residents of different cultures.

A man with dark hair, wearing a green V-neck sweater over a red and blue plaid shirt, is looking at a document. He is smiling slightly and looking towards the camera. The background is a blurred office environment with fluorescent lights.

Meaningful employment
gives newcomers a sense
of purpose and identity.



STRATEGIC DIRECTION 3

Meaningful Employment

GOAL

Surrey has a vibrant economy where employers and businesses fully realize the benefits of immigration and immigrants are economically integrated.

OUR OBJECTIVES

- 9 Enhance coordination and promote connections amongst Immigrant Serving Organizations (ISOs), immigrants, employers and business and industry organizations.
- 10 Establish partnerships with business, industry and government to promote the benefits of hiring immigrants, enhance workplace integration and ensure understanding of Surrey's labour market and employment service needs.
- 11 Increase mentorship, co-ops, work experience and volunteer programs, initiatives and placements for immigrants.
- 12 Raise the capacity and expertise of the employment service sector to address current and emerging challenges and demands in immigrant employment.

HOW WE GOT HERE

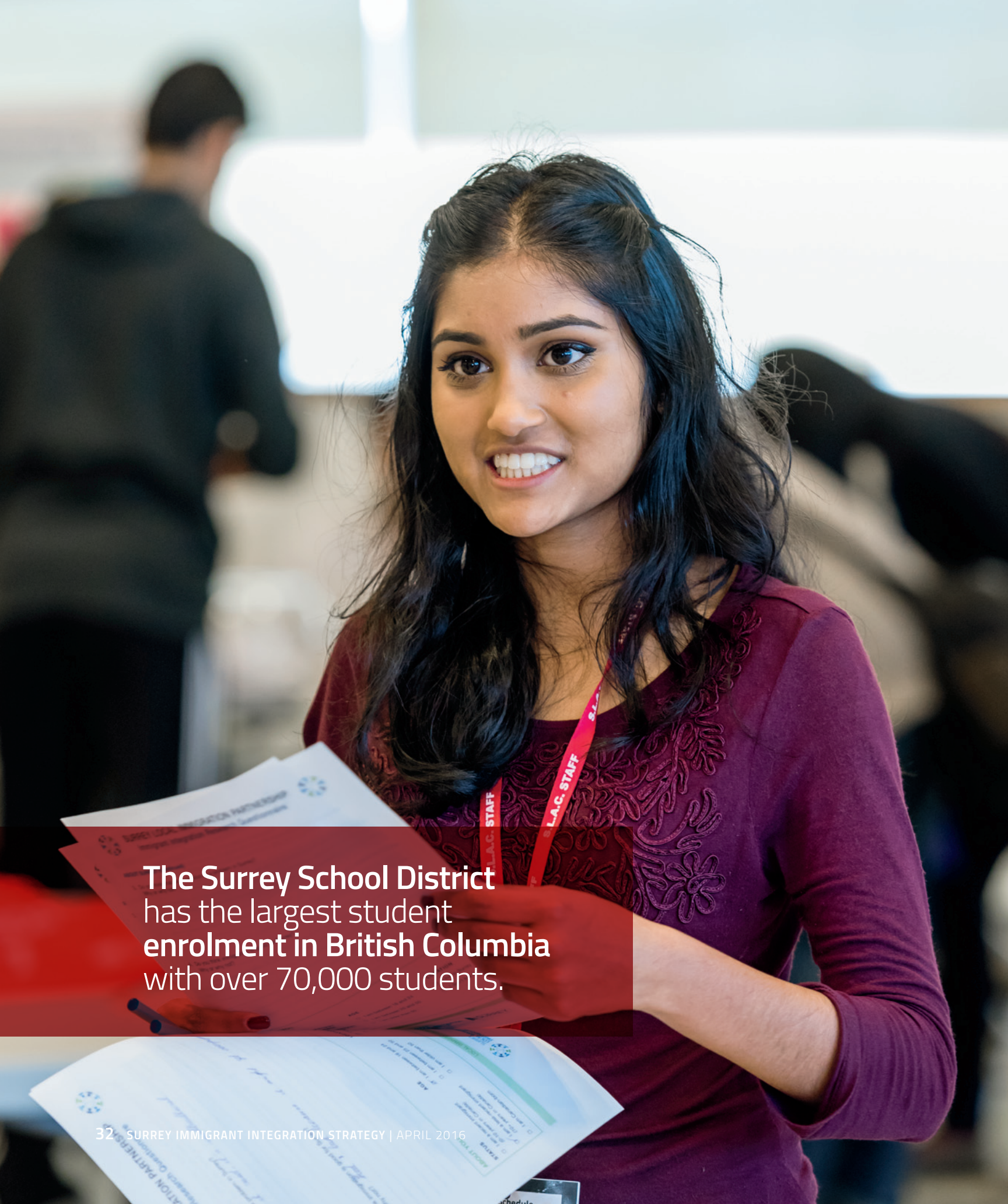
Canada's immigrant integration model is highly regarded, but it often falls short in providing immigrants with employment in line with their qualifications and expectations. The same is true in Surrey, where immigrants are subject to higher levels of unemployment and underemployment than longer-term residents despite being younger and better educated. This has obvious implications for the newcomers themselves, but it is also a drag on the local economy, as it reduces residents' purchasing power and leaves employers fewer options in dealing with skills and labour shortages that are forecast to worsen in years to come.

Using a combination of surveys, focus groups and secondary research, the Surrey LIP's Immigrant Labour Market Research Project examined this important problem. It identified several barriers to labour market participation and proposed recommendations that were taken into account in the formulation of this Strategy.

Some aspects of labour market participation are unique to Surrey. Among these is a relative lack of industries that employ professionals / para-professionals paired against the significant majority of Surrey's recent immigrants - skilled and highly educated workers who arrive within the Canadian immigration economic class. Many Surrey employers are smaller businesses lacking extensive HR capabilities that could lead to better recruitment and training of immigrants. And Surrey receives a relatively high number of Government Assisted and Privately Sponsored Refugees, who are generally less prepared for the labour force than other newcomers and may require different kinds of supports and services which are not available in Surrey.

All of these factors contribute to higher unemployment rates and lower incomes than might otherwise be expected. As well, a significant proportion of Surrey newcomers are entrepreneurs or self-employed, and would fare better if more help were available in dealing with new and unfamiliar systems.

The research also identified issues shared with other jurisdictions, along with solutions that have proved effective elsewhere. An awareness of these is reflected in the Strategy's objectives, which are realistic and realizable.



The Surrey School District
has the largest student
enrolment in British Columbia
with over 70,000 students.



STRATEGIC DIRECTION 4

Thriving Youth

GOAL

Surrey is an inclusive and supportive community in which all immigrant youth have the opportunity to thrive and grow, while enjoying full access to educational, labour market, recreational and family resources and opportunities.

OUR OBJECTIVES

- 13 Encourage and support opportunities for immigrant youth to connect across cultures, participate in events and activities and share their perspectives.
- 14 Support Surrey's education system to assist immigrant youth to fully integrate and benefit from all the education system has to offer.
- 15 Increase opportunities for immigrant youth to access employment services and supports and gain work experience.
- 16 Enhance supports and services for Surrey's youth to address the intercultural and inter-generational differences they experience.

HOW WE GOT HERE

Surrey is a young community, with a large immigrant population. In 2011, 26% of Surrey's residents (compared to 20% for Metro Vancouver), were 19 years or younger and one-third of all recent immigrants to Surrey were aged 24 or younger². The proportion of younger newcomers has probably increased since then, due to the increased arrival of refugees, which have a very young profile. It is also salient that newcomers are heavily concentrated in the young adult demographic, and accordingly, a large proportion of youth are the children of immigrants, even if Canadian-born themselves.

Accordingly, research leading to this plan involved an extensive consultation with immigrant youth, from mid-teens to mid-20s. In 2015, the Immigrant Integration Research Project hired a team of four local high school students to convene focus groups of both immigrant and native-born youth and conducted a public consultation focused on youth.

Furthermore, in 2016, the LIP partnered with the Vancouver Foundation's Fresh Voices team to conduct a full day youth consultation workshop which specifically targeted youth and youth-related issues. The event convened more than 50 immigrant and refugee residents ranging in age from pre-teens to those in their 20s.

This consultation generated a list of several dozen insights and suggestions organized in categories including education, employment, intercultural connections, family and access to services. The suggestions varied from emphasizing a social media presence in the welcoming effort to ensure that youth are actively involved in all integration efforts to increasing emphasis on activities promoting inclusion and on volunteer opportunities and career training.

These were in keeping with the 2010 City of Surrey's Child and Youth Friendly City Strategy, which identifies actions to promote the healthy development of young people, from early childhood, through middle childhood and adolescence. Similar to the priorities and actions identified in the focus groups and youth consultations for this Strategy, the Child and Youth Friendly City Strategy emphasizes community connectedness, youth engagement and participation in all aspects of civic life, and access to enriching programs and services that promote their healthy development regardless of their family's income or background.

² Source: National Household Survey, 2011.

MAY 2015
Surrey LIP Committee
Meeting.

To succeed in its objectives, the Surrey LIP needs a solid backbone organization and active engagement of all its members.



STRATEGIC DIRECTION 5

Sustainable Leadership

GOAL

The Surrey Local Immigration Partnership has a diversity of members, partners and resources to fully address immigrant integration issues within the community, to sustain and expand its initiatives and is recognized as a leader in immigrant community and workforce integration.

OUR OBJECTIVES

- 17 Coordinate and sustain the operations of the Surrey LIP.
- 18 Evaluate the Surrey LIP membership to effectively address immigrant integration issues in Surrey.
- 19 Secure and diversify LIP funding to ensure sustainability of the LIP and implementation of its activities.
- 20 Increase public and stakeholder awareness and support of the Surrey LIP.

THE CURRENT ENVIRONMENT

Surrey is one of the fastest growing cities in Canada, and the fastest growing city in Metro Vancouver. It has a population of over 500,000, and welcomes approximately 800 new residents each month. Immigrants currently make up 40.5% of Surrey's population. Furthermore, Surrey welcomes more Government Assisted Refugees (GARs) than any other community in British Columbia.

Multi-stakeholder groups, like LIPs, have the capacity to strengthen the role of local communities in integrating newcomers and building more inclusive and welcoming cities. Like communities across the country, Surrey needs to grow its capacity to receive and integrate the large and ever-growing population of newcomers to Canada who choose to settle here.

The process of integration for many newcomers does not only include finding the right job but also developing a sense of belonging and feeling welcomed and engaged in our communities.

In order to do that and actualize the priorities, goals and objectives set out within this Strategy, the Surrey LIP requires the full cooperation and commitment of its members. However, success will not be optimal without the efforts of a committed and effective organization specifically dedicated to their achievement.

For this reason it is crucial that the Surrey LIP continue as a robust and representative body. Looking ahead the Surrey LIP must leverage its membership strength to reach all sectors of the community, to consistently promote its work and the importance of successful immigrant integration and to diversify its funding to ensure a long standing and sustainable partnership.

Implementation Plan

The City of Surrey's LIP Project Team will coordinate the implementation of the Surrey LIP Settlement Strategy. The work will be guided and monitored by this team, however it will take a community of stakeholders to fully implement this Strategy. In some cases the project team will take full responsibility for these actions, but in most cases the actions will be implemented with the support of LIP working groups or individual community or stakeholders' leads. In the detailed action plan below, key stakeholder groups involved in the planning and implementation of each of the actions have been identified.





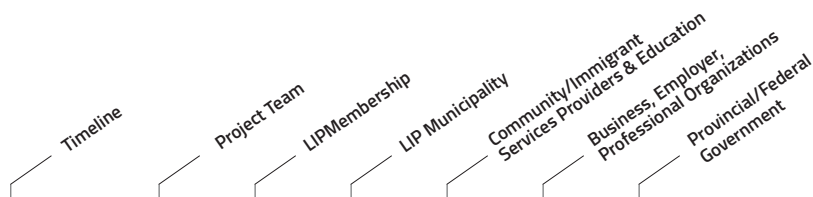
2015 PARTY FOR
THE PLANET.

Accessible Services

GOAL Surrey has a robust and fully resourced settlement service infrastructure where immigrants and settlement stakeholders have ready access to the services, supports and information they need.



OBJECTIVES AND ACTIONS



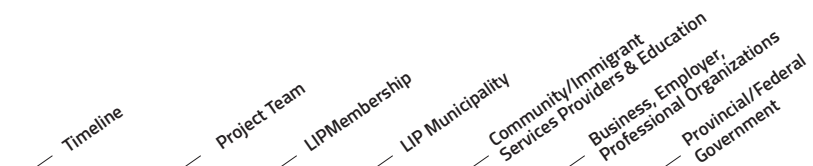
1 Develop, promote and disseminate information tools and resources to enhance service coordination in order to assist both newcomers and stakeholders to navigate the continuum of programs and services.

1.1	Position SurreyLIP.ca as an essential source for Surrey immigrant program and service information in Surrey.	Ongoing	✓	✓				
1.2	Enhance and regularly update the Surrey LIP website with immigrant focused program and service information.	Ongoing	✓					
1.3	Create tools and resources in print and online to illustrate the range of programs and services and promote better access.	Ongoing	✓			✓		
1.4	Collaborate with Surrey libraries to strengthen the provision of settlement information to the community.	Ongoing	✓		✓	✓		
1.5	Promote the use of plain language and use of easy to understand graphics in community and municipal communications.	Ongoing	✓	✓	✓	✓	✓	✓

2 Identify and determine Surrey’s immigrant programs and services capacity and demand to better inform service planning and articulate community needs.

2.1	Conduct a community scan to collect and analyze service data according to location, target groups: youth, seniors, women, etc.	2017-18	✓			✓		
2.2	Regularly survey new immigrants to identify current and emerging service needs.	2016-17	✓			✓		
2.3	Advocate for access to federal and provincial community-wide service data to examine and identify Surrey’s service capacity and demand for specific services, i.e. settlement and language services.	2016-17		✓	✓	✓		✓
2.4	Identify innovative and interim strategies to address settlement services waitlists.	2017-18		✓		✓		
2.5	Create neighbourhood profiles using Census 2016 data to aid in service planning and decision making.	2017-19	✓					

OBJECTIVES AND ACTIONS



3 Enhance Surrey’s capacity to define and address the demand for English Language and communication skills training required by immigrants to integrate within the workplace and community.

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
3.1 Research, identify and share innovative and promising practices and approaches related to English language programming.	2017-18	✓	✓		✓	✓	
3.2 Develop and promote an inventory of Surrey EAL programs according to specializations i.e. occupation specific, conversational, accent reduction, etc.	2017-18	✓	✓		✓	✓	
3.3 Partner with Surrey industry and professional associations to identify sector specific language training needs.	2018-19	✓			✓	✓	

4 Increase awareness of immigrant mental health and counselling needs to support healthcare practitioners and service agencies to recognize and appropriately address these needs.

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
4.1 Identify and promote the existing mental health work being done by various agencies to enhance coordination and collaboration between Surrey’s mental health organizations and settlement service providers.	2016-17	✓	✓		✓		
4.2 Organize and host a forum for settlement, health service and government stakeholders to increase awareness of specific immigrant and refugee mental health and counselling service demands and deficits in Surrey.	2017-18	✓	✓		✓		✓



My vision of the welcoming and inclusive Surrey is a future home that provides all inhabitants with the caring they deserve.

— Mohammad Ali, IAR Co-Chair

Engaged Community

GOAL Surrey is a welcoming and inclusive city that supports all newcomer residents to belong, make community connections, and actively participate in all that Surrey has to offer.



OBJECTIVES AND ACTIONS

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
5 Encourage and support the delivery of programs, services and activities to assist immigrants make connections with Aboriginal peoples, residents and longer term immigrants.							
5.1 Develop and distribute materials to increase understanding of the benefits and contributions of cultural diversity to the community, economy and work places.	Ongoing	✓	✓	✓	✓	✓	
5.2 Engage Aboriginal peoples in the development of resources for newcomers.	2017-19	✓	✓	✓	✓		
5.3 Build on the WCP – Welcoming Spaces research by disseminating information and promoting local practices related to the development of welcoming and inclusive spaces and places.	2017-19	✓	✓				
5.4 Support the development and expansion of the human-living library to focus on sharing information about different cultures.	Ongoing	✓		✓			
5.5 Identify and broadly promote Surrey’s existing welcoming and inclusive activities.	Ongoing	✓	✓	✓	✓	✓	
5.6 Promote new opportunities for all residents to gather and interact across cultures.	Ongoing	✓		✓	✓		
5.7 Promote community participation in immigrant led intercultural community events, activities and programs.	Ongoing	✓		✓	✓		
5.8 Promote the availability of a variety of grants for the development of events and activities that support intercultural connections.	Ongoing	✓	✓	✓	✓		
6 Increase awareness of the specific needs of vulnerable immigrant and refugee populations.							
6.1 Research, identify and describe the vulnerable cultural/newcomer group in Surrey.	2016-17	✓			✓		
6.2 Examine the accessibility of service information to these populations to determine the gaps and barriers and improve information flow and service provision.	2017-18	✓	✓		✓		
6.3 Identify the supporting organizations, community groups and cultural leaders and include them in the activities of the Surrey LIP.	2017-19	✓			✓		

OBJECTIVES AND ACTIONS

Timeline
Project Team
LIP Membership
LIP Municipality
Community/Immigrant Services Providers & Education
Business, Employer, Professional Organizations
Provincial/Federal Government

7 Increase awareness of and address racial discrimination issues in Surrey.

7.1 Identify existing racism related programs and initiatives and models of collaboration in Surrey.	2016-17	✓					
7.2 Conduct an online survey of residents to further explore the Mustel report findings related to discrimination in Surrey.	2016-17	✓	✓		✓		
7.3 Organize a one-day event that brings together key stakeholders in the community to define and discuss anti-racism and discrimination issues in Surrey and explore solutions-based approaches, models and best practices adopted by other municipalities.	2016-17	✓	✓	✓	✓	✓	✓
7.4 Conduct an educational and awareness raising campaign that will broadly disseminate web and print resources that include personal stories, narratives and testimonials related to discrimination issues in Surrey.	2016-17	✓	✓	✓	✓	✓	
7.5 Support the implementation of recommendations that arise from the research and Forum.	2017-19	✓	✓	✓	✓	✓	✓

8 Increase access to volunteer leadership opportunities for immigrants and refugees in Surrey.

8.1 Conduct research on leadership and civic engagement opportunities for immigrants and refugees in Surrey (Advisory Committees, Boards, etc.).	2017-19	✓		✓			
8.2 Support the development of and access to existing programs aimed to connect immigrants with leadership volunteer positions in Surrey, i.e. improve the diversity of local civic agency and business boards, etc.	Ongoing	✓	✓	✓	✓	✓	✓



My vision of the welcoming and inclusive Surrey is to create a place where people feel at home and not a second class citizen. Without a sense of belonging no one can participate and take ownership of the place or city one lives and works in. — Khaleda Banu, IAR

Meaningful Employment

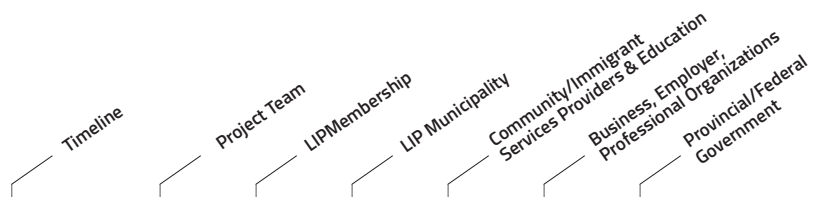
GOAL Surrey has a vibrant economy where employers and businesses fully realize the benefits of immigration and immigrants are economically integrated.



OBJECTIVES AND ACTIONS

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
9 Enhance coordination and promote connections amongst Immigrant Serving Organizations (ISOs), immigrants, employers and business and industry organizations.							
9.1 Develop a centralized Surrey employment site that can be used jointly by Surrey ISOs and employers to enhance employer / ISO communication, posting of jobs, share service information and promote specialized services or needs, workplace cultural awareness, workplace communications, resume advice, etc.	2016-17	✓			✓	✓	
9.2 Support the organization and scheduling of bi-annual facility tours and / or open houses for service providers to network and learn about each other's programs and services.	2017-19	✓			✓		
10 Establish partnerships with business, industry and government to promote the benefits of hiring immigrants, enhance workplace integration and ensure understanding of Surrey's labour market and employment service needs.							
10.1 Conduct analysis of Surrey labour market data and expected skill shortage areas to identify key employers, sectors, and business / industry associations to participate in the activities of the Surrey LIP.	2017-18	✓		✓		✓	
10.2 Collaborate with other partners to provide information to employers on the benefits of participating in immigrant employment programs and initiatives.	Ongoing	✓	✓		✓		
10.3 Partner with the Surrey Board of Trade to host an annual multi-stakeholder immigrant employment event to profile successful local practices, develop new solutions, and engage all stakeholders to work together on Surrey specific immigrant employment challenges and goals.	Annual	✓	✓		✓	✓	
10.4 Establish connections with Surrey-based Professional Immigrant Networks (PINs) to collect and share information on workplace integration challenges and successes in specific sectors.	Ongoing	✓			✓		
10.5 Expand the LIP membership to include representatives from provincial and federal ministries related to employment and immigration.	Ongoing	✓	✓				✓
10.6 Involve Credential Recognition organizations in the planning of the immigrant employment related activities of the Surrey LIP.	Ongoing	✓	✓				

OBJECTIVES AND ACTIONS



11 Increase mentorship, co-ops, work experience and volunteer programs, initiatives and placements for immigrants.

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
11.1 Create and distribute an inventory of Surrey-based volunteer opportunities, mentorship, co-op and other work experience programs and initiatives.	2017-18	✓			✓	✓	
11.2 Support the expansion of the existing IEC-BC Connector program amongst Surrey organizations and employers.	Ongoing	✓	✓			✓	
11.3 Research, create and disseminate information to increase awareness amongst new immigrants of the value of volunteering in community and workplace integration.	2018-19	✓	✓		✓		
11.4 Support organizations to review processes and practices for volunteering to facilitate increased newcomer participation.	2018-19	✓					

12 Raise the capacity and expertise of the employment service sector to address current and emerging challenges and demands in immigrant employment.

12.1 Identify and disseminate promising practices related to workplace coaching, career planning, job search and job placement approaches and methodologies.	2018-19	✓	✓		✓	✓	
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My vision of a welcoming and inclusive Surrey portrays a community with easy access to education focused on building local cultural knowledge, on diversity awareness, on human rights, as well as access to professional networking gatherings for newcomers. — Magdalena Mot, IAR Co-chair

Thriving Youth

GOAL Surrey is an inclusive and supportive community in which all immigrant youth have the opportunity to thrive and grow, while enjoying full access to educational, labour market, recreational and family resources and opportunities.



OBJECTIVES AND ACTIONS

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
13 Encourage and support opportunities for immigrant youth to connect across cultures, participate in events and activities and share their perspectives.							
13.1 Develop and employ youth oriented approaches such as social media to broadly promote Surrey's existing welcoming and inclusive activities to immigrant youth.	Ongoing	✓	✓	✓	✓		
13.2 Collaborate with youth stakeholders to develop projects celebrating the diversity of stories and journeys of immigrant youth to Surrey.	2017-18	✓	✓		✓		
13.3 Involve immigrant youth in the development, promotion and community participation of youth-specific intercultural community events, activities and programs.	Ongoing	✓		✓	✓		
13.4 Promote sporting events and opportunities for immigrant youth to participate as a means to introduce and connect across different communities and cultures.	Ongoing	✓	✓	✓	✓		
13.5 Identify and promote opportunities for immigrant youth to engage with community and civic leaders and provide their perspectives and experiences.	Annual	✓	✓	✓	✓	✓	
14 Support Surrey's education system to assist immigrant youth to fully integrate and benefit from all the education system has to offer.							
14.1 Collaborate with English as Additional Language providers to identify and increase interpretation and translations supports for immigrant parents' meetings and interactions with school staff.	2016-17	✓	✓		✓		✓
14.2 Work with education partners to identify resources and training needs to assist educators in enhancing the competency of teachers and school counselors to address the needs of diverse student bodies.	2017-18	✓	✓		✓		✓
14.3 Work with Surrey schools to develop and hold cultural awareness events and initiatives promoting diversity and inclusion.	Ongoing	✓	✓		✓		✓

OBJECTIVES AND ACTIONS

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
14.4 Work with education partners to establish and promote student volunteer opportunities for immigrant youth, and where possible assign credit to these opportunities.	2017-18	✓	✓		✓		✓
14.5 Collaborate with education partners to develop practical after school programs for immigrant youth on topics such as how to apply for jobs, or how to apply for post-secondary schools.	2017-18	✓	✓		✓		✓
14.6 Develop and promote resources to assist immigrant youth to understand the opportunities and requirements for entering post-secondary.	2017-18	✓			✓		✓
15 Increase opportunities for immigrant youth to access employment services and supports and gain work experience.							
15.1 Collaborate with community partners and service providers to identify and increase awareness of existing youth focused employment services.	2016-17	✓	✓		✓	✓	
15.2 Collaborate with community partners and service providers to provide additional youth employment services with "student friendly" hours including evenings and weekends.	2017-18	✓	✓		✓	✓	
15.3 Promote Surrey's growing immigrant youth "talent pool" to employers, business and industry associations.	Ongoing	✓			✓	✓	✓
16 Enhance supports and services for Surrey's youth to address the intercultural and intergenerational differences they experience.							
16.1 Identify and broadly promote Surrey's family and youth support services to enhance young immigrants' and young families' awareness and access to these services.	2017-19	✓	✓		✓		✓
16.2 Work with education, health and community services to identify practices and supports to assist immigrant youth bridge the generational and social gaps that they experience between their home life and experiences in school and social circumstances.	Ongoing	✓	✓		✓		✓
16.3 Hold and organize a youth forum to identify and develop practical approaches to intercultural and intergenerational connectedness.	2016-17	✓	✓	✓		✓	✓

Sustainable Leadership

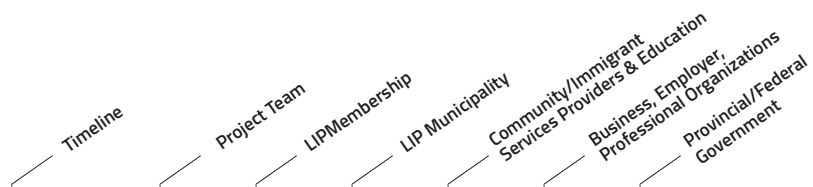
GOAL The Surrey Local Immigration Partnership has a diversity of members, partners and resources to fully address immigrant integration issues within the community, to sustain and expand its initiatives and is recognized as a leader in immigrant community and workforce integration.



OBJECTIVES AND ACTIONS

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
17 Coordinate and sustain the operations of the Surrey LIP.							
17.1 Establish the appropriate internal resources to provide adequate support to the Surrey LIP (human resources, work plans, consultants).	Ongoing	✓					✓
17.2 Establish and coordinate working groups to guide Surrey LIP strategic priorities and operations.	Ongoing	✓	✓				
17.3 Disseminate information to Surrey LIP stakeholders using diverse communication methods.	Ongoing	✓					
17.4 Maintain and regularly update the Surrey LIP website to ensure broad dissemination of appropriate information to the general public and LIP partners and stakeholders.	Ongoing	✓					
17.5 Develop a community impact evaluation framework and indicators of change.	2016-17	✓	✓				
17.6 Conduct regular evaluation of the Surrey LIP to track the progress of its activities and enhance communication & collaboration approaches.	Ongoing	✓					
17.7 Support the ongoing operation and activities of the Immigrant Advisory Round Table.	Ongoing	✓					
18 Evaluate the Surrey LIP membership to effectively address immigrant integration issues in Surrey.							
18.1 Conduct Surrey LIP Committee/infrastructure/membership evaluation	2016-17	✓	✓				
18.2 Annually review the Surrey LIP Committee membership and organizational structure to ensure ongoing viability.	Annual	✓	✓				
18.3 Recruit and identify new members for the Surrey LIP Committee to ensure sectoral representation and to address gaps in the expertise needed to fulfill the priorities and goals of this Strategy.	Ongoing	✓	✓				✓
18.4 Serve as a collective voice for additional services to Surrey to meet the emerging newcomer needs.	Ongoing	✓	✓	✓	✓	✓	✓

OBJECTIVES AND ACTIONS



19 Secure and diversify funding to ensure sustainability of the Surrey LIP and implementation of its activities.

	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
19.1 Manage and utilize the agreement and funding with IRCC to ensure successful implementation of this Strategy.	Ongoing	✓		✓			✓
19.2 Work with the LIP Committee membership to identify additional sources of funding to support specific initiatives and priorities of the LIP.	Ongoing	✓	✓				
19.3 Develop an inventory of funding opportunities available to Surrey LIP membership	Annual	✓					
19.4 Develop proposals for new funding sources, both public and private, to sustain the activities of the LIP.	Ongoing	✓					
19.5 Serve as a collective voice for allocating additional funding to address the emerging needs of the growing newcomer population in Surrey.	Ongoing	✓	✓	✓	✓	✓	✓

20 Increase public and stakeholder awareness and support of the Surrey LIP.

20.1 Develop and implement a three year communication plan to promote and build interest in the purpose and activities of the LIP.	2016-19	✓	✓	✓			
20.2 Participate and represent the LIP in other Surrey-based multi-sector partnerships and community tables.	Ongoing	✓	✓	✓			
20.3 Continue to expand the distribution of the Surrey LIP print, online and social media resources.	Ongoing	✓	✓				
20.4 Develop a media strategy to help inform the public on issues related to immigrant integration.	2016-17	✓		✓			



My vision of the welcoming and inclusive Surrey is where we will be strong and healthy individuals physically and psychologically. This will only happen if we support each other, involve in different activities and don't hesitate to express ourselves. — Rehab Marghany, IAR member

Acknowledgements

Surrey's Immigrant Integration Strategy is a direct reflection of the contributions, expertise and commitment brought forward by the membership of the Surrey Local Immigration Partnership. Over the past two years, 30 plus Surrey organizations, representing government, public and private institutions, business, non-profit and community agencies have joined forces to strengthen Surrey's integration of newcomers and build a more inclusive and welcoming city.

The direction and guidance provided by the representatives of the member organizations has been central to the formation of the priorities, objectives and actions of the Surrey Immigrant Integration Strategy. The Surrey LIP is privileged to have the commitment of these members and looks forward to working with all of them towards the vision they have outlined. The Surrey IAR members must also be recognized for their time and dedication to the process of developing this Strategy.

We would also like to acknowledge the contributions of the research teams and consultants that have played a critical role in identifying Surrey's immigrant integration needs and in shaping this Strategy's responses to those needs. The

Thank you to contributors from over 65 Surrey-based organizations and regional/provincial authorities³

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³Contributors are those staff and community members who participated in the four 2015-2016 Surrey LIP Stakeholder Consultations, attended Surrey LIP and IAR meetings and took part in identifying the strategic directions, objectives and actions for this Strategy.

research projects were led by CitySpaces, SPARC BC, Human Capital Strategies and Simon Fraser University, Surrey Campus. We are grateful for the insights and recommendations that each of their projects provided, and for their collective contributions to the strategy.

We also wish to thank our project consultants, Trevor Van Erden and Jody Johnson, of PEERs Employment & Education Resources who have worked with us throughout the two years and spear-headed the development of this Strategy.

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We gratefully acknowledge their contribution and look forward to working with the federal government on the improved settlement and integration of immigrants and refugees in Surrey for years to come.

Lastly, we wish to acknowledge the leadership and support provided by the Surrey Local Immigration Partnership Co-Chairs, Councillor Judy Villeneuve, and Surrey Board of Trade CEO, Anita Huberman. Their commitment to community-wide immigrant integration has helped elevate the work of the Surrey LIP and ensured that we work towards not only addressing the challenges faced by new immigrants, but rather that we work towards a society where everyone belongs!

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Contact Us

If you are interested in the Strategies or activities of the Surrey Local Immigration Partnership, please get a hold of us.

There are many ways to get involved with the Surrey Local Immigration Project, whether as an organization or as an individual. You can also request to be on our Surrey LIP stakeholder list and receive updates on a regular basis.

For more information:
www.SurreyLIP.ca

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Ram Maddur	QuComp Technologies
Raminder Kang	Progressive Intercultural Community Services (PICS)
Ravi Basi	Surrey Libraries, Multicultural Services
Ray Tseng	S.U.C.C.E.S.S. Surrey-Delta
Rehab Marghany	Surrey Immigrant Advisory Roundtable member
Reyna Joyce Villasin	Fresh Voices, Vancouver Foundation
Rock Lefebvre	Human Resources Management Association
Robert Jin-chein	Surrey Immigrant Advisory Roundtable member
Roger Hur	International Credential Evaluation Service (ICES)
Rosy Takhar	RCMP-Surrey, Community Services
Rupinder Gill	Progressive Intercultural Community Services (PICS)
Ruvini Amarasekera	Youth Engagement Advisor
Sabirin Alshammari	DIVERSEcity Community Resources Society

Sandra Mourad	Fleetwood Park Secondary School student
Sanjeev Nand	Sources Community Resources Society
Sarita Parmar	EV Logistics
Sireen El-Nashar	S.U.C.C.E.S.S. Surrey-Delta
Sonya Johnson	Pacific Community Resources Society (PCRS)
Steve Araujo	Pacific Community Resources Society (PCRS)
Steve Dooley	SFU-Surrey
Sunit Bector	wAffinity Manufacturing Ltd.
Supneet Chawla	ACE Trades and Technical Institute
Surinder Bhogal	Surrey Libraries
Susan Liu Woronko	DIVERSEcity Community Resources Society
Susan Yasin	Pacific Community Resources Society (PCRS)
Tahzeem Kassam	DIVERSEcity Community Resources Society
Tammy Leung	S.U.C.C.E.S.S. Surrey-Delta
Tanya Thiessen	Surrey Libraries
Tara Joshi	SFU-Surrey student
Tina - Yun Xuan Pi	Fraser Heights Secondary School student
Todd Ayotte	City of Surrey, Cultural Services
Tuma Altokhais	Surrey Immigrant Advisory Roundtable member
Valentina Stanciu	Ministry of Children and Family Development
Vasso Vahlas	Surrey Language Assessment and Referral Centre
Wafa Aljabiri	Surrey Immigrant Advisory Roundtable member
Wayne Tebb	Kwantlen Polytechnic University student
Yasmine Aldolaimiee	DIVERSEcity Community Resources Society
Yassin Mussa	Surrey Immigrant Advisory Roundtable member
Yizhan Ge	Fleetwood Park Secondary School student
Yu Tong (Tony) Zhao	Fleetwood Park Secondary School student
Yuriy Makogonsky	Moby Dick Restaurants Ltd
Yves Trudel	United Way of the Lower Mainland
Zeenah Alrefaei	Muslim Food Bank



With our collective efforts we make integration to Surrey so effortless that people from any corner of the world would love to call Surrey their home.

—Drastant Mehta, IAR Co-Chair





EVERYONE IN SURREY BELONGS!

SURREY IMMIGRANT INTEGRATION STRATEGY 2016-2019

 SURREYLIP.CA

As the Sponsor or lead agency, the City's role was to establish a Welcoming Communities Committee and, by means of the Committee, to develop and implement a Welcoming Communities Action Plan. The MOU with the Province had a term from January 1, 2013 to March 31, 2014.

The Surrey Welcoming Communities Committee (the "Committee") included approximately 25 members representing diverse sectors of the community including the City, Surrey School District, business community, education sector, and non-profit agencies. The list of organizations is provided in Appendix I of this report.

The Surrey Welcoming Communities Action Plan was based on the Committee's assessment of Surrey's needs and the barriers for new immigrants and refugees to feel welcomed and included in Surrey. The Action Plan focussed on:

- Access to Employment;
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The Action Plan was formally approved by the Province on March 1, 2013.

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DISCUSSION

The Surrey Welcoming Communities Action Plan was implemented from March 1, 2013 to March 31, 2014. Under the guidance of the Surrey Welcoming Communities Committee, all of the activities outlined in the Action Plan were successfully completed.

Under the terms of a two-year Contribution Agreement with Citizenship and Immigration Canada, Surrey will now embark on a Local Immigration Partnership project.

Surrey Welcoming Communities Program

Under the guidance of the Surrey Welcoming Communities Committee, youth, the business and education sectors, service providers, and the community-at-large were engaged in activities to make Surrey more welcoming and inclusive of new immigrants and refugees.

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The Refugee Myth Busting Campaign included a multi-faceted series of events and activities to raise awareness of the refugee experience as well as refugees' contributions to the community.

- Information & Resources – Based on research and focus groups with refugees, a number of resources were developed.
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In total, the reviewers visited 30 organizations and, using a standardized assessment tool, provided their perspectives and opinions on the welcoming nature of each location. Individual reports were prepared for each participant organization or business. A final report was prepared that summarizes the key findings both in terms of promising and best practices that were identified across the 30 spaces, and recommendations that can be adapted for a range services or organizations in Surrey.

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Three WCP projects focussed on engaging youth in better understanding and taking action to welcome and include their newcomer peers.

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Two websites were regularly updated throughout the project:

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On April 1, 2014, responsibility for immigrant settlement services in British Columbia transitioned from the provincial to the federal government. Citizenship and Immigration Canada ("CIC") has a Local Immigration Partnership program that is intended to "enhance collaboration, coordination and strategic planning at the community level".

According to CIC, Local Immigration Partnerships are community-based partnerships that:

- Systematize local engagement of service providers and other institutions in newcomers' integration process;
- Support community-level research and strategic planning; and
- Improve coordination of effective services that facilitate immigration settlement and integration.

While the Local Immigration Partnership has similarities to the BC Welcoming Communities Program, a key distinction is that the Local Immigration Partnership does not fund the implementation of strategies and action plans.

Surrey Local Immigration Partnership

In response to a Call for Proposals in July 2013, the City of Surrey submitted an application to Citizenship and Immigration Canada for a Surrey Local Immigration Partnership. The application was successful and on March 26, 2014, the City signed a two-year Contribution Agreement ("Agreement") with the Ministry of Citizenship, Immigration and Multiculturalism for:

- \$313,000 in 2014-2015; and
- \$292,512. in 2015-2016.

According to the Agreement, over the next two years the Surrey Local Immigration Partnership will:

- Establish a partnership council that is broad-based, diverse and representative of the community;
- Conduct research on newcomers needs and services, as well as the community's assets and gaps, and raise awareness of these needs;
- Develop a local settlement strategic plan identifying key priorities in the community; and
- Develop an action plan.

Updates on the Local Immigration Partnership will be provided to Council. A final report and local settlement strategic plan will be forwarded to Council at the completion of the project in the spring of 2016.

SUSTAINABILITY CONSIDERATIONS

The Welcoming Communities Program and Local Immigration Partnership assist in achieving the objectives of the City's Sustainability Charter; more particularly the following action items:

- SC5: Plan for the Social Well Being of Surrey Residents; and
- SC12: Adapting to Demographic Change.

CONCLUSION

The successful settlement and integration of new immigrants and refugees into the social and economic life of the community is of vital importance to the on-going health and vitality of Surrey.

Over the past year, the Surrey Welcoming Communities Program was successful in establishing a multi-sector Surrey Welcoming Communities Committee and developing and implementing a Welcoming Communities Action Plan. A range of interesting and innovative events and activities were organized, and resources were developed that enhance Surrey's capacity to welcome and include new immigrants and refugees. Surrey will now build on the work of the Welcoming Communities Program and establish a Local Immigration Partnership.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:saw

Attachment:

Appendix I Surrey Welcoming Communities Committee Representatives

Surrey Welcoming Communities Committee

Surrey's Welcoming Communities Committee includes representatives from the following organizations:

- Alexander Neighbourhood House
- City of Surrey – Planning Department, Surrey Libraries, Parks Recreation and Culture Department, and Human Resources
- DIVERSEcity Community Resources Society
- Douglas College
- Fraser Health Authority
- Fraser Region Aboriginal Friendship Centre (formerly Kla-how-eya)
- Immigrant Services Society of BC
- Kwantlen Polytechnic University
- Oak Avenue Neighbourhood Hub Society
- Options Community Services Society
- Pacific Community Resource Society
- Progressive Intercultural Community Services
- RCMP
- Semiahmoo House Society
- Simon Fraser University
- Sources
- S.U.C.C.E.S.S.
- Surrey Board of Trade
- Surrey Cares (Surrey Foundation)
- Surrey School District
- Umoja
- YMCA

NO: **R025**

COUNCIL DATE: **FEBRUARY 2, 2015**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **February 2, 2015**

FROM: **General Manager, Planning and Development**

FILE: **5080-01**

SUBJECT: **Update on the Surrey Local Immigration Partnership**

RECOMMENDATION

The Planning and Development Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to update Council on the activities of the Surrey Local Immigration Partnership ("LIP") since it was initiated in April 2014.

BACKGROUND

In March 2014 the City entered into a Contribution Agreement with Citizenship and Immigration Canada ("CIC") to establish a Surrey Local Immigration Partnership. The term of the Agreement is from April 1, 2014 to March 31, 2016, and the funding is up to a maximum of \$606,014 over the two-year period (Corporate Report No. R085; 2014, attached as Appendix "A").

The goal of the LIP is to build and enhance community-wide capacity to settle and integrate new immigrants and refugees in Surrey by:

- establishing a Surrey LIP Committee that is broad-based, diverse and representative of the community;
- conducting research and consultations on newcomer needs and services;
- developing a local Immigrant and Refugee Settlement Strategic Plan which identifies key priorities in the community; and
- developing an Action Plan.

DISCUSSION

Surrey is one of the fastest growing cities in Canada, and the fastest growing city in Metro Vancouver. The City welcomes approximately 800 new residents each month. Immigrants currently make up 40.5% of Surrey's population. Multi-stakeholders groups, such as LIPs, have

the capacity to strengthen the role of local communities in integrating newcomers and building more inclusive and welcoming cities. The Surrey LIP is one of 19 LIPs funded by the federal government in BC. The City of Surrey and City of Vancouver are the only two municipalities that have assumed a lead role on a LIP initiative in BC.

Surrey LIP Governance

A multi-sector Surrey LIP Committee has been established to guide the LIP initiative. An Immigrant Advisory Roundtable has also been established as a means of actively engaging newcomers in the LIP.

Surrey LIP Committee

The LIP Committee brings together leaders of 30 key institutions, organizations, and/or sectors that have an interest in immigrant integration in Surrey. Its membership was built on the membership of the 2013 - 2014 Surrey Welcoming Communities Committee. A Terms of Reference has been developed and four project-specific working groups have been established. Councillor Villeneuve and Surrey Board of Trade CEO Anita Huberman were nominated by the Committee to serve as the co-chairs. The Surrey LIP Committee membership list is attached to this report as Appendix "B".

Surrey LIP Immigrant Advisory Roundtable

A Surrey LIP Immigrant Advisory Roundtable was established by the LIP Committee as a means of actively engaging local newcomers in the LIP.

An information and selection meeting was held on November 26, 2014 at City Hall. Over 45 newcomer residents attended. To date, 19 members have been selected based on the following criteria:

- are immigrants or refugees living and/or working in Surrey;
- represent the diversity of Surrey (a range of countries of origin, length of time in Canada, immigration status, age, gender, occupational/educational backgrounds, etc.);
- have experience, knowledge, abilities or skills related to immigration integration, community development and/or civic engagement; and
- are non-partisan.

The first Immigrant Advisory Roundtable meeting took place on January 14, 2015. The Roundtable membership list is attached to this report as Appendix "C".

Project Management Team

The City's Senior Social Planner is providing overall contract management for the LIP. In June 2014, an additional Social Planner was hired as the Surrey LIP Coordinator. The Coordinator's role is to support the day-to-day project activities. Project Consultants from PEERs Inc. are providing project management and facilitation services.

Surrey LIP Communications

To ensure that stakeholders, service providers and the community are informed and engaged in the Surrey LIP, a communications plan and tools are required. The Surrey LIP has developed a Communications Action Plan which for 2014-2015 includes establishing brand and identity for the LIP, developing a website and social media strategy, and preparing newsletters and fact sheets to communicate the activities of the LIP and immigrant related information.

Brand and Identity

The brand and identity package for the Surrey Lip was completed by early fall. All materials will include the new Surrey LIP logo, shown below, which symbolizes community connections.



Website

In December 2014, Ion Design Inc. was retained by the City to develop and maintain a Surrey LIP website. In addition to information about the LIP, the site will host an online inventory of settlement services in Surrey. The website is expected to go live in March 2015. In the meantime, an interim webpage has been created on the City's website (www.surrey.ca/lip).

Newsletters and Fact Sheets

Eight newsletters and fact sheets will be produced over the course of the two-year LIP project. To date, two newsletters and fact sheets have been prepared. Issue 1 of the "Engaged & Inclusive" newsletter introduced the project (see Appendix "D"). The second issue focused on the City of Surrey's role in supporting newcomer integration (see Appendix "E"). The two LIP fact sheets that have been prepared provide basic facts and figures about immigrants and refugees in Surrey (see Appendix "F")

Social Media Campaign

The Surrey LIP Project Management Team is working with the City's Marketing and Communications Section to develop a social media plan. The LIP will utilize social media to raise awareness of immigrant and refugee issues in Surrey, as well as to promote the activities of the Surrey LIP. It is anticipated that the social media campaign will be launched in January/February 2015.

Research and Consultation

The development of the Surrey Immigrant and Refugee Settlement Strategy will be informed by four main research and consultation projects:

- Immigrant Integration Research and Consultations;
- Service Mapping Inventory;
- Refugee Settlement Priorities Research; and
- Labour Market Integration Research.

Immigrant Integration Research and Consultations

In December 2014, the City retained CitySpaces to undertake community research and consultations to assess both newcomers (immigrants and refugees) and long term residents' perceptions related to immigration and settlement priorities for Surrey. Four Youth Engagement Advisors are being hired to design and facilitate youth-specific community consultation activities.

The research and consultations on immigrant integration in Surrey include:

- *Research Scan:* A scan of relevant research was conducted in December 2014. Its purpose was to help inform the development of the research and consultation questions;
- *Telephone Survey:* A telephone survey was conducted by the Mustel Group in late December 2014/early January 2015. The short 20-question survey explored residents' perceptions of Surrey as an inclusive community;
- *Focus Groups:* Four to five focus groups will be conducted with immigrant and Canadian-born residents. At least one or two focus groups will be youth-focused and designed and facilitated by the Youth Engagement Advisors. Overall, at least 50 Surrey residents will participate in focus groups, which will take place in late January/February 2015; and
- *Pop Up Events:* Three community "pop-up" events will be organized in January/February 2015 to solicit broader community feedback. Pop up events will be held in public places such as malls and/or recreation centres. At least one pop up event will be designed and facilitated by the Youth Engagement Advisors.

The final report of research and consultation results will be completed by April 2015.

Service Mapping Inventory

The Social Planning and Research Council of BC (SPARC BC) were retained by the City in December 2014 to undertake a service mapping project. Project components include:

- *Settlement Services Inventory:* An inventory of settlement services in Surrey is being developed. Once completed, the inventory will be presented in an interactive map format on the LIP website; and

- *Analysis of Inventory Content:* An analysis of the inventory data will be conducted to identify existing assets, possible duplications and gaps in service delivery for new immigrants and refugees in Surrey.

The inventory and final report will be completed by April 2015.

Refugee Settlement Priorities and Labour Market Integration Research Projects

Two additional research projects will be undertaken by the Surrey LIP – a Refugee Settlement Priorities project and a Labour Market Integration Priorities project.

The goal of the Refugee Settlement Priorities project is to better understand Surrey refugees' settlement and integration issues and identify priorities for refugee settlement in Surrey. A Request for Proposal for this project was issued in early January 2015. The project will be undertaken in February 2015 to March 2016.

The goal of the Labour Market Integration research project will be to determine Surrey labour market needs and integration barriers for newcomers and employers. A Request for Proposal for the Labour Market Integration Research project will be issued in spring 2015.

CONCLUSION

Surrey is one of the fastest growing cities in Canada and the fastest growing city in Metro Vancouver. Many of the new residents coming to Surrey are new immigrants. While in 2001, immigrants made up a third of Surrey's population; by 2011 this number had increased to 40%. Current projections indicate that that in 10 years, about half of Surrey residents will be immigrants. The mandate of Surrey's new LIP is to build community-wide capacity to attract, settle and integrate these newcomers.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:OS:saw

Attachments:

- Appendix "A" Corporate Report No. R085;2014
- Appendix "B" Surrey LIP Membership
- Appendix "C" Surrey LIP Immigrant Advisory Roundtable
- Appendix "D" Surrey LIP Newsletter Engaged & Inclusive Issue 01
- Appendix "E" Surrey LIP Newsletter Engaged & Inclusive Issue 02
- Appendix "F" Surrey LIP Fact Sheets



CORPORATE REPORT

NO: **R085**COUNCIL DATE: **MAY 12, 2014****REGULAR COUNCIL**TO: **Mayor & Council**DATE: **May 12, 2014**FROM: **General Manager, Planning and Development**FILE: **5080-01**SUBJECT: **Update on the Surrey Welcoming Communities Program & Local Immigration Partnership****RECOMMENDATION**

The Planning and Development Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to update Council on the:

- completion of the Surrey Welcoming Communities Program; and
- initiation of the Local Immigration Partnership.

From January 1, 2013 to March 31, 2014, the Province of BC provided funding to the City of Surrey, on behalf of the Surrey Welcoming Communities Committee, to develop and implement a Welcoming Communities Action Plan. Over the past year a series of projects were undertaken to implement the Action Plan and build Surrey's capacity to be a more welcoming community for new immigrants and refugees.

The City of Surrey has now signed a two-year Contribution Agreement with Citizenship and Immigration Canada to establish a Surrey Local Immigration Partnership. Activities will include:

- establishing a partnership council;
- conducting research; and
- developing a local settlement strategic plan.

BACKGROUND

The Welcoming Communities Program was a program of Welcome BC – the Province's strategic framework for settlement services and welcoming communities' initiatives. In December 2012, the City of Surrey signed a Memorandum of Understanding ("MOU") with the Province of BC as the Sponsoring Organization for the Welcoming Communities Program in Surrey.

As the Sponsor or lead agency, the City's role was to establish a Welcoming Communities Committee and, by means of the Committee, to develop and implement a Welcoming Communities Action Plan. The MOU with the Province had a term from January 1, 2013 to March 31, 2014.

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According to the Agreement, over the next two years the Surrey Local Immigration Partnership will:

- Establish a partnership council that is broad-based, diverse and representative of the community;
- Conduct research on newcomers needs and services, as well as the community's assets and gaps, and raise awareness of these needs;
- Develop a local settlement strategic plan identifying key priorities in the community; and
- Develop an action plan.

Updates on the Local Immigration Partnership will be provided to Council. A final report and local settlement strategic plan will be forwarded to Council at the completion of the project in the spring of 2016.

SUSTAINABILITY CONSIDERATIONS

The Welcoming Communities Program and Local Immigration Partnership assist in achieving the objectives of the City's Sustainability Charter; more particularly the following action items:

- SC5: Plan for the Social Well Being of Surrey Residents; and
- SC12: Adapting to Demographic Change.

CONCLUSION

The successful settlement and integration of new immigrants and refugees into the social and economic life of the community is of vital importance to the on-going health and vitality of Surrey.

Over the past year, the Surrey Welcoming Communities Program was successful in establishing a multi-sector Surrey Welcoming Communities Committee and developing and implementing a Welcoming Communities Action Plan. A range of interesting and innovative events and activities were organized, and resources were developed that enhance Surrey's capacity to welcome and include new immigrants and refugees. Surrey will now build on the work of the Welcoming Communities Program and establish a Local Immigration Partnership.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:saw

Attachment:

Appendix I Surrey Welcoming Communities Committee Representatives

Surrey Welcoming Communities Committee

Surrey's Welcoming Communities Committee includes representatives from the following organizations:

- Alexander Neighbourhood House
- City of Surrey – Planning Department, Surrey Libraries, Parks Recreation and Culture Department, and Human Resources
- DIVERSEcity Community Resources Society
- Douglas College
- Fraser Health Authority
- Fraser Region Aboriginal Friendship Centre (formerly Kla-how-eya)
- Immigrant Services Society of BC
- Kwantlen Polytechnic University
- Oak Avenue Neighbourhood Hub Society
- Options Community Services Society
- Pacific Community Resource Society
- Progressive Intercultural Community Services
- RCMP
- Semiahmoo House Society
- Simon Fraser University
- Sources
- S.U.C.C.E.S.S.
- Surrey Board of Trade
- Surrey Cares (Surrey Foundation)
- Surrey School District
- Umoja
- YMCA

Surrey LIP Membership

Sector	Organization	Representative
Community Services	Alexandra Neighbourhood House	Neil Fernyhough, Manager, Community Programs
	Oak Avenue Neighbourhood Hub Society	Nicole Ensing, Program Manager
	Options Community Services Society	Connie Hong, Senior Manager
	Semiahmoo House Society	Doug Tennant, Executive Director
	Sources Community Resources Society	Sandra Galbraith, Director of Employment and Community Services
	YMCA - Surrey	Darren Mumford, Community Program Manager
Immigrant & Refugee Settlement Services	DIVERSEcity Community Resources Society	Tahzeem Kassam, Chief Operating Officer
	Immigrant Services Society of BC (ISSofBC)	Chris Friesen, Director of Settlement Services
	Pacific Community Resources Society (PCRS)	Michelle Shaw, Associate Director of Youth Services
	Progressive Intercultural Community Services (PICS)	Devinder Chattha, Director, Language Studies, Settlement & Social
	S.U.C.C.E.S.S. Surrey Delta Service Centre	Jenny Lam, Regional Manager
	Umoja Operation Compassion Society	Jamie Kopp, Program Manager
Employers & Professional Associations	Applied Science Technologists and Technicians of BC	John Leech, CEO
	Immigrant Employment Council of BC (IEC-BC)	Kelly Pollack, Executive Director
	Human Resources Management Association (HRMA)	Christian Codrington, Director, Regulatory Affairs and Member Value
	Surrey Board of Trade	Anita Huberman, CEO (Surrey LIP Co-Chair)
	Vancity	Catherine Ludgate, Manager, Community Investment
Education and Skills Training	Kwantlen Polytechnic University	Diane Purvey, Dean of Arts
	SFU Surrey	Steve Dooley, Executive Director
	Surrey School District #36	Catherine Remedies, Director of Instruction (ELL Welcome Centre)
	Surrey Libraries*	Surinder Bhogal, Deputy Chief Librarian
	Douglas College, Training Group	Jennifer Kuenzig, Community & Contract Services Manager

Sector	Organization	Representative
Municipal Government	City of Surrey	Councillor Judy Villeneuve (Surrey LIP Co-Chair)
	City of Surrey, Human Resources	Lana McKay, Manager of Human Resources
	City of Surrey Social Planning	Aileen Murphy, Senior Social Planner (Surrey LIP Contract Manager)
	City of Surrey, Surrey Parks, Recreation & Culture	Lori Bowie, Healthy Communities Manager
Health Authorities	Fraser Health Authority, Primary Care	Amrit Rai, Director, Primary Health Care
	Fraser Health Authority, Population Health	Hemi Shrestha, Manager, Population and Public Health
Faith Organizations	Surrey Interfaith Council	Jonquil Hallgate, Executive Director, Surrey Urban Mission
Police	Surrey RCMP*	Rosy Takhar, Manager, Community Services

Surrey LIP Immigrant Advisory Roundtable

	First Name	Last Name	Country of Origin
1.	Faisal	Durrani	Pakistan
2.	Anthony Margery	Cantil	Philippines
3.	Dongmei (Lily)	Yang	China
4.	Yasin*	Muktar Mussa	Somalia
5.	Clementine*	Iweh	Nigeria
6.	Khaleda*	Banu	Bangladesh
7.	Rehab	Marghany	Egypt
8.	Nina Dorcas	Bazie	Ivory Coast
9.	Michael	Liang	China
10.	Ania	Placewicz	Poland
11.	Tumadhur (Tuma)	Altokhais	Saudi Arabia
12.	Wafa	Al-jabiri	Iraq
13.	Robert Jin-chein	Lin	Taiwan
14.	Mohammad	Ali	Jordan
15.	Aydin	Nozhat	Iran
16.	Monica Haiping	Wang	P.R.China
17.	Drastant Mehta	Mehta	India
18.	Luis	Guerra	Mexico
19.	Magdalena	Mot	Romania

THIS ISSUE
Meet the new
Surrey LIP
Governance
structure

A look back
at the Surrey
Welcoming
Communities
Project

Interview
with the
co-chairs

LIP steering
committee
member
organizations

GET
INVOLVED!

NEXT ISSUE
Newcomers
and the City
of Surrey

ISSUE NO.

01

OCTOBER 2014



SURREY LIP NEWSLETTER

Engaged & Inclusive



INTRODUCING The New Surrey Local Immigration Partnership

As of 2014 Surrey is home to one of British Columbia's first Local Immigration Partnerships, otherwise known as a LIP. Our mandate is to build community-wide capacity to attract, settle and integrate immigrants. This mandate is fulfilled collaboratively by more than two dozen >

> LIP partners through three activity streams: collective planning, collaborative leadership and coordinated action.

Okay, But What's A LIP And Why Do We Have One?

Previously in British Columbia, organizations with this kind of mandate were coordinated through the provincial government and took the form of Welcoming Communities Projects (WCP). Surrey's was called, in fact, the Surrey Welcoming Communities Project. Earlier this year, responsibility reverted to the federal government, the primary funder, which already fulfilled this function in most of the rest of Canada. In Ontario especially, LIPs have been operating for several years and have a proven track record.

So How Does The Surrey LIP Differ From The Surrey WCP?

The similarities are more apparent than the differences. As with the Welcoming Communities Project, the lead agency is the City of Surrey, and as with the WCP, the LIP draws together representatives from more than two dozen agencies to act as a steering committee. The mandates of the WCP and LIP are therefore very similar.

The Welcoming Communities Project did a wonderful job of gathering agencies that had been operating in close proximity yet often knew little about each other and how they could better coordinate among themselves. It also tackled a lot of specific issues, raised community awareness and achieved some important goals.

However, as the name suggested, the Welcoming Communities Project was primarily project-based—it identified specific initiatives and then helped fund and organize them. By comparison the LIP is meant to be more strategic. It supports a coordinated, comprehensive and strategic approach to immigration, settlement and integration that works for Surrey.

What Is This LIP Doing?

Well, during our first few months we've mostly been getting ourselves organized and instigating a lot of research. We have a steering committee, two co-chairs, a project management team and various working groups, and we are planning to start an immigrant advisory roundtable. All of these are already in operation or in the process of being organized.

Meanwhile, the research element is essential if we're to develop a comprehensive and strategic approach to immigration. We're currently canvassing and engaging the community in order to develop a Surrey Immigrant and Refugee Settlement Strategy and Action Plan. The Strategy will identify the priority areas for the community to act upon in order to make Surrey a more welcoming and inclusive city for newcomers. The Action Plan will contain specific, measurable and time-bound activities to implement the Strategy. You'll begin to see these two things and the activities that stem from them in 2016.

Interested in finding out more or joining us? See the back page of this newsletter for contact information.





Councillor Judy Villeneuve



Anita Huberman

QUIZZING THE CO-CHAIRS

Surrey's new Local Immigration Partnership is co-chaired by Councillor Judy Villeneuve and Anita Huberman.

A second generation Indo-Canadian, Anita Huberman is CEO of the Surrey Board of Trade and the first South Asian to head a board of trade anywhere in Canada. Councillor Judy Villeneuve has been a Surrey Councillor for 25 years, and Chair of the Surrey Social Policy Advisory Committee for 15.

Judy, the City of Surrey also led the Welcoming Communities Project. Why are initiatives like these important to the City? More than 40% of Surrey residents are immigrants, and about 1,000 people are moving here every month. We want to make sure that people get connected, that they get educated, that they get the services they need, that they feel they're part of the community. It fits with Surrey's public safety agenda too, because we know that if people aren't connected within the community they'll have a higher health risk or a higher risk to commit crime. As well, we have a special interest in refugees. Surrey is a major destination for refugees, and the largest recipient of government-assisted refugees in B.C.

Anita, you were previously co-chair of the Surrey Welcoming Communities Project. How is the Local Immigration Partnership different? The Welcoming Communities Project created a foundation of

collaboration, and it showcased the various elements of newcomer support. This will take it to the next stage, ensuring continuity, but emphasizing progression. It's not only about the provision of personal supports. It's about remaking Surrey as a place where newcomers can be successful—a place where they can live, work and play.

Judy, it's early but what kind of things are you looking forward to with LIP?

The agreement is that we bring people to the table and together develop a plan that fits the unique needs of Surrey. Sixty-five percent of the growth in the Vancouver region is designated to take place south of the Fraser, so we know that people are going to continue to come. We have to make sure that there are lots of opportunities for them to participate and contribute to the community.

Anita, how do you convince businesses and the business community to get onside?

That won't be difficult. The business community is going through a transformation. It has labour shortages and skills shortages. Businesses know that they need to make use of the human capital: the right people with the right skills and the right attitude. There needs to be a way for our newcomer community to play a bigger role. LIP will help make that happen.

Tough Act To Follow

The Surrey Local Immigration Partnership follows in the footsteps of the Surrey Welcoming Communities Project; which ran from 2012 to 2014. These are a few of the projects that were undertaken:

Service Provider Events Hundreds of people work at dozens of agencies geared to helping newcomers. Through this project they gained an understanding of the big picture, and met their counterparts in complementary organizations.

Welcoming Spaces Trained newcomers fanned out across the city to analyse how aptly dozens of Surrey places and organizations meet their needs. They identified best practices and, equally important, areas where there is room for improvement.

Dialogues Inspired by Cooking and Food The fastest way to Surrey's heart proved to be through its stomach: a series of demonstration dinners that introduced community leaders to the welcoming effort.

Youth Engagement Projects Exactly 50% of newcomers are 24 years or under upon arrival. These projects helped them determine the supports and outlets they need, then helped deliver them.

Employer and Business Education and Awareness Focussed presentations to more than 700 business leaders. Message: Newcomers are young, well-educated and want to work. They are your future.

Refugee Myth-Busting Campaign This multi-pronged effort successfully cleared up myths and misconceptions about Surrey's refugee population. How successfully? A report on its achievements was delivered to a plenary session of the United Nations Refugee Agency.

Resources produced by the project are available at www.surrey.ca/lip

QUICK LIP FACT



March 2014

City of Surrey signed a 2-year Contribution Agreement with Citizenship and Immigration Canada



A variety of community sectors is represented

- Employers & Professional Associations
- Community Services
- Education & Skills Training
- Health Authorities
- Police
- Immigrant/Refugee Serving Agencies
- Newcomers
- Faith Organizations
- Municipal Government

Steering Committee Member Organizations

These are the organizations that provide leadership direction to the Surrey Local Immigration Partnership.

- 1 City of Surrey
- 2 The Surrey Board of Trade
- 3 Alexandra Neighbourhood House
- 4 ASTTBC
- 5 City of Surrey, Human Resources
- 6 City of Surrey Social Planning (Contract Manager)
- 7 City of Surrey, Surrey Parks, Recreation & Culture
- 8 Surrey Libraries
- 9 DIVERSEcity Community Resources Society
- 10 Training Group at Douglas College
- 11 HRMA
- 12 Fraser Health Authority: Population and Public Health
- 13 Fraser Health Authority: Primary Health Care
- 14 Immigrant Employment Council of BC
- 15 Immigrant Services Society of BC
- 16 Kwantlen Polytechnic University
- 17 Oak Avenue Neighbourhood Hub Society
- 18 Options Community Services Society
- 19 Pacific Community Resources Society
- 20 Progressive Intercultural Community Services
- 21 Semiahmoo House Society
- 22 SFU Surrey
- 23 S.U.C.C.E.S.S. Surrey Delta Service Centre
- 24 Surrey School District #36
- 25 Surrey RCMP
- 26 Sources Community Resources Society
- 27 Surrey Interfaith Council
- 28 Umoja Operation Compassion Society
- 29 Vancity
- 30 YMCA

OUR GOVERNANCE STRUCTURE

We have been organized to produce extensive measurable results in a short period of time while involving a broad spectrum of the community. Here are some of our key elements:

The City of Surrey manages the project and is responsible for its deliverables. It supplies the project staff: the LIP Coordinator and a Senior Social Planner, who report to the Steering Committee. The Mayor and Council and Social Policy Advisory Committee are regularly updated.

The Steering Committee draws representatives from approximately two dozen organizations and sectors. It is co-chaired by Councillor Judy Villeneuve, representing the City, and Anita Huberman, elected by the Committee. The co-chairs provide leadership to the Committee and liaise between the Committee and project staff.

Additional services and input are provided by ex-officio members and working groups.

QUICK LIP FACTS

MARCH 2016
Completion of Surrey LIP Immigrant and Refugee Settlement Strategy and Action Plan

\$606,014
Surrey LIP 2-year funding

30 Members in the Surrey LIP Steering Committee

1/2 One of two BC municipalities to be a LIP contract holder



A unique approach to strategic planning, focussed on two newcomer categories: immigrants and refugees

HOW CAN I GET INVOLVED?

Let us answer with a word that sums up a lot of what we're about: **Welcome!**

There are many ways to get involved with the Surrey Local Immigration Project, whether as an organization or as an individual. Surrey LIP will host city-wide community consultations and everyone is welcome to join. You can also request to be on our Surrey LIP stakeholder list and receive updates on a regular basis.

Please contact **Olga Shcherbyna**, Surrey LIP Coordinator, for more information.
Email: oshcherbyna@surrey.ca
Phone: 604-592-7059

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THIS ISSUE
Meet Some
Program
Participants

Thoughts
From The City
Manager

Your
Coordinator

LIP
Updates

GET
INVOLVED!

NEXT ISSUE
The
Immigrant
Services
Sector

ISSUE NO.

02

DECEMBER 2014



SURREY LIP NEWSLETTER

Engaged & Inclusive



The City's Role

The City of Surrey opted to become one of only two B.C. municipalities to lead its Local Immigration partnership. Here's why.

Under Canada's Constitution responsibility for immigration is shared between the federal and provincial governments, with municipalities playing no official role.

Yet a newcomer's experience is overwhelmingly local: the neighbourhood he lives in, the labour market she *(continued on pages 2 & 3)* ➤



(The City's Role: continued)

> experiences, schools, policing, libraries, recreation, and on and on.

Meanwhile, the municipalities that newcomers choose to live in are profoundly affected by those choices. The quantity and nature of services provided, the languages that services are provided in and the manner in which they are delivered—a large proportion of what a municipality

does must be transformed. In the case of Surrey, newcomers are expected to comprise half of the population within the next 10 years, so the effects are significant.

Looked at through this lens, it seems natural that the City of Surrey decided to become one of two B.C. municipalities to take on the leadership of its Local Immigration Partnership. It is understandable too that six of the 30 seats on the LIP's steering committee should be occupied by people representing some of the diverse arms of local government.

A Key Part of the Social Plan

Aileen Murphy is a Senior Social Planner within the City's Planning Department, and the former co-chair of the highly successful Surrey Welcoming Communities Project. The focus of Social Planning is people, and she explains that a great deal of its current focus stems from the adoption in 2006 of a Plan for the Social Well-Being of Surrey Residents, or Social Plan.

Among the Plan's key elements are diversity and inclusion, she says: "Culturally sensitive approaches to service delivery

IT'S HAPPENING HERE

Leadership of the Local Immigration Partnership marks an important new turn for the City of Surrey, but hardly a beginning. To illustrate some of the programs already in existence we talked to a few participants.

I go to classes almost every day—Zumba, fitness, belly dance, but especially English. I try to take every English class I can. We talk about the countries we came from and how it's different here. Sometimes I help the teacher. —Salime Mansour

The intent of the program is to help the women become self-sufficient and teach them small business skills. Most of them had lived in camps. They had never been in a city. Many are illiterate, and many are single mothers. There are so many gaps that need to be filled. It is difficult for them, but we have seen a lot of progress. —Nima Bolow



A native of Lebanon, **Salime Mansour** has been a dedicated student of English Conversation programs offered by Parks, Recreation and Culture. Since Spring 2013 five sessions of the English Conversation program have been filled to their capacity of 250, with several sessions seeing an overflow of up to 256 participants per session.



A native of Somalia, **Nima Bolow** is working as a facilitator in a pilot project offered through a community partnership that includes the City of Surrey's social planning department that is teaching self-sufficiency skills to women from Somalia. War-torn and drought-affected, the African country has been the largest source of government-assisted refugees in Surrey over the past few years.

I've put in about 600 hours and it's been lots of fun. There is a great variety of experiences and you see things you wouldn't otherwise. —Nicholas Jang



A native of South Korea, **Nicholas Jang** has been a volunteer with the Surrey RCMP's Auxiliary Program. Participants receive 260 hours of training and contribute to many aspects of policing, including representing the force at public events. In 2013 alone 100 constables volunteered over 24,000 hours of their time.

A native of China, **Wendy Guan** has volunteered as a library champion with Surrey Libraries, which helps newcomers discover Surrey libraries. She recently helped with the Diwali program at Fleetwood library, attended by more than 300 people.



The libraries offer a lot more than many people realize. I'll approach people who look a little lost. Sometimes I can speak to them in their own language. We have a lot of fun, but we also feel like we are helping. —Wendy Guan

(The City's Role: continued) within municipal programs and greater promotion of the benefits of cultural and ethnic diversity." That has already resulted in many new programs, as well as modifications to established ones—but, says Murphy, "without a specific immigrant strategy, the City's efforts have not been coordinated and strategic." For her department, LIP offers the opportunity to tackle challenges in a more comprehensive way.

One of the first places many immigrants go is the local library, says City of Surrey Libraries Deputy Chief Librarian Surinder Bhogal—for help with their job search, to learn how things are done here, to study the language, to meet others through participation in programs, or simply because it's a welcoming public space with accommodating hours. She bases that on research and observation, but also on personal experience. "When I arrived in Canada 17 years ago, the library was my first stop," she says.

"I see the growth in newcomers continuing," Bhogal says, noting that, like many other organizations, the library has responded with new initiatives including a dedicated newcomer family services librarian.

Levelling the Playing Field for Jobseekers

The City of Surrey employs some 340 people, making it one of the largest employers south of the Fraser River, and a natural fit as a place to work for many newcomers. In fact, given growing skills shortages, it's imperative that the City tap this resource, says Manager of Human Resources Lana McKay. There are obstacles, however, including language, cultural differences and issues around accreditation. The City already goes beyond policies intended to give newcomers a more level playing field by proactively working with other organizations to help people from other cultures understand what Canadian employers expect and are looking for. But more of that kind of coordination and shared understanding is needed. In the short time she's been with LIP, McKay says, "I've increased my own knowledge, and I'm passing that on."

Public safety is one of the City of Surrey's highest priorities, and a concern that affects newcomers directly, since a significant proportion live in vulnerable neighbourhoods. The Surrey RCMP, which is contracted by the City to provide policing services, is well aware of that, says Rosy Takhar, Crime Prevention and Community Services Manager. The RCMP offers several programs and strives to have a workforce that is reflective of the community it serves. "I'm hoping LIP will identify any gaps that need be addressed," says Takhar.

As Healthy Communities Manager within Surrey Parks, Recreation and Culture, Lori Bowie heads a department with more than 20 people. On one level, maybe that's surprising. But a look at the programs on offer

soon dispels any doubts. There are dozens, in fact, arrayed within several sub-departments including Youth (youth leadership teams), Health Promotion and Sports Development (sports and activities familiar to various cultures, or that serve girls and women) and Diversity and Inclusion (English language improvement and newcomer tours).

LIP is an opportunity and a cause for optimism, says Bowie. "My heart is connected to the idea of community health," she says, and LIP is aligned with that as well. "It's a huge challenge, but you are energized by what other people are doing."

Interested in finding out more or joining us? See the back page of this newsletter for contact information.

MEET THE CITY MANAGER Vince Lalonde

Vincent Lalonde has been with the City of Surrey for 18 years and was its chief engineer for five before being named city manager early in 2014. He claims he is still learning about the immigration field, but does admit to knowing Surrey pretty well. After chatting with him, we agree with the latter and suggest that, as for immigration, he's a very quick learner.



Immigration is a new file for you. How does it differ from some of the things a chief engineer would be concerned with?

You might be surprised at the similarities. Surrey is attractive as a place to live partly because we have a lot of land, which helps with housing affordability and job creation. But that also means we have to pay special attention to transportation and urban development and how those link to mobility, especially for newcomers. So: Careful planning and wise investment!

What are some of your early impressions about how newcomers are welcomed and how the City can help?

When someone leaves their country of origin they leave behind a lot. They arrive with few bonds and they need an opportunity to create new ones. Helping them with that is a key role that the City can play.

How does the LIP fit in, do you think?

I'm impressed by the breadth and complexity of social services offered. But they involve a lot of agencies, so there are gaps and overlaps. Getting to the next stage requires concrete actions geared to making arrival and integration successful, and that's where the LIP comes in.



MEET YOUR COORDINATOR Olga Shcherbyna

A native of Ukraine who moved here a little more than a decade ago, Olga Shcherbyna combines professional expertise with personal understanding of the newcomer experience.



What drew you to working in this field?

My professional background in Ukraine was in economics and accounting, but the trouble was, numbers don't excite me. After moving here I became involved in community initiatives aimed at social cohesion and civic involvement, and through that was introduced to the field of social planning—something that does not exist back home! I went to school at UBC to better understand how cities and other community stakeholders can work together to make communities more engaged and welcoming.

What's rewarding about working with the LIP? Short answer: everything. I feel lucky and honoured to be part of a community coming together to build an inclusive and healthy city where all residents feel welcomed and enjoy equal access to employment, services, housing and other important aspects of life.

LIP UPDATES

Immigrant Advisory Roundtable

The Surrey Local Immigration Partnership is expanding its structure to include the direct participation of newcomers. An information and selection meeting in November attracted 45 newcomers, from whom 15 to 18 roundtable members will be selected.

an inclusive community. It has been awarded to CitySpaces Consulting.

A Service Mapping project will identify immigrant and refugee services and programs and social inclusion initiatives. It has been awarded to Social Planning and Research Council of British Columbia Society.

Project Appointments

The Surrey Immigration Integration Research project will undertake community research and consultation to assess both newcomers and long term residents' perceptions of Surrey as

A Surrey Local Immigration Project website will be developed by Ion Brand Design.

Refugee Children's Booklet

One of the legacies of the Surrey Welcoming Communities Project is

the booklet Art and Stories by Child Refugees in Surrey, a project directed by Immigrant Services Society of B.C. It can be downloaded from our website, www.surrey.ca/lip



Holiday Hours

Surrey City Hall will close on Wednesday, December 24, reopening on Monday, January 5, 2015.

Steering Committee Member Organizations

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- 1 City of Surrey
- 2 The Surrey Board of Trade
- 3 Alexandra Neighbourhood House
- 4 Applied Science Technologists and Technicians of BC (ASTTBC)
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Please contact **Olga Shcherbyna**, Surrey LIP Coordinator, for more information. Email: oshcherbyna@surrey.ca Phone: 604-592-7059

Funded by: Financé par :



WHO ARE SURREY'S NEWCOMERS?

Every year Canada admits roughly
250,000
immigrants & refugees

Source: Citizenship and Immigration Canada



Over the past decade an average **40,000** of these have chosen BC and almost **7,000** newcomers have arrived in Surrey annually. Between 2006 and 2011 **19%** of all B.C. newcomers came to Surrey.

Source: Welcome BC

Population of Surrey

Source: 2011 census

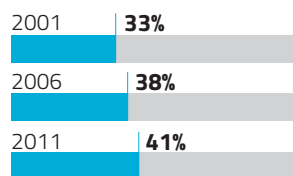
468,251

Population born outside of Canada

Source: 2011 National Household Survey

187,845

Immigrants as a percentage of Surrey's population



Source: 2011 National Household Survey

Surrey receives more Government Assisted Refugees (GARs) than any other B.C. municipality.

Over the past four years Surrey has received an average of **180** GARs annually—almost **30%** of the B.C. total. Local destinations of other types of refugees aren't known but if similar to GARs, Surrey has been receiving more than **400** refugees a year.

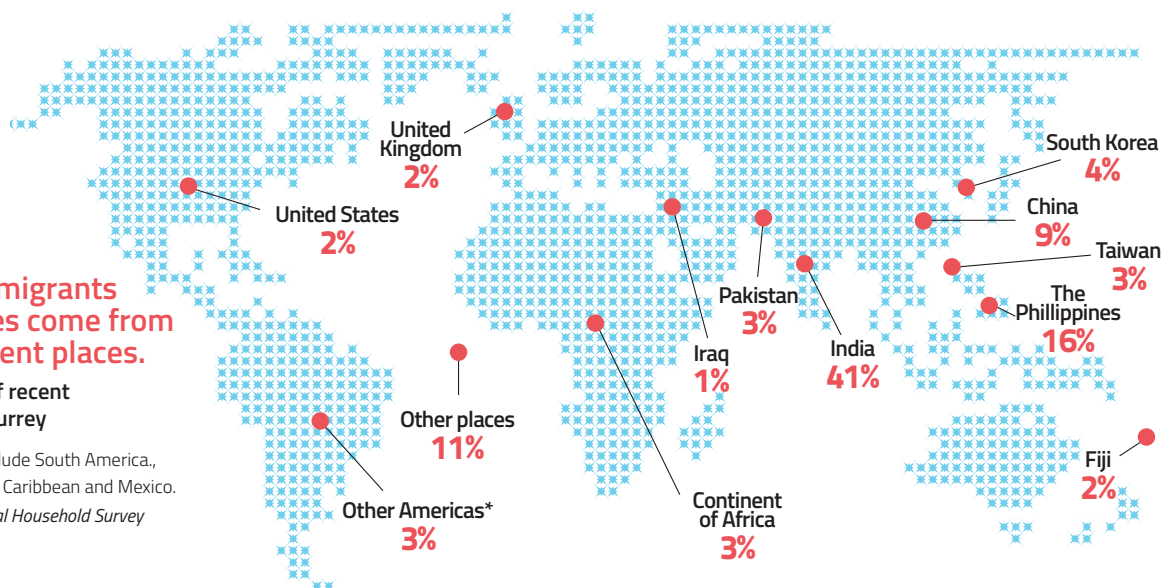
Source: ISSofBC

Surrey's immigrants and refugees come from many different places.

Place of origin of recent immigrants to Surrey

*Other Americas include South America, Central America, the Caribbean and Mexico.

Source: 2011 National Household Survey



GLOSSARY

Newcomers refers to immigrants and refugees.

Immigrants refers to persons born outside of Canada who have become landed immigrants and have permanent resident status.

Recent Immigrants refers to those who arrived during the 2006–2011 census period.

Refugees are persons who have been forced to leave their country in order to escape war, persecution or natural disaster.

Government Assisted Refugees (GARs) are persons who before their arrival in Canada have been sponsored by the Government of Canada. They receive financial and other supports for up to one year.

Privately Sponsored Refugees are persons selected from abroad by a private sponsor who agrees to provide financial and other support for one year.

GARs and Privately Sponsored Refugees are called **Conventional Refugees** and hold Permanent Resident status upon arrival.

Sources: CIC, ISSofBC

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

Established in 2014, Surrey's LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations working together to improve newcomer integration in Surrey.

SURREY'S NEWCOMERS

Newcomers come for many different reasons.



In B.C., in a typical year, about **60%** come as skilled workers who seek better economic outcomes while replenishing the labour market.

Approximately **1 in 3** arrive as family members reuniting with their relatives.



In B.C. only about **5%** come as refugees who fear persecution or threats to their lives. However, in Surrey, the proportion is somewhat higher. In fact, Surrey receives more refugees than any other B.C. municipality.

And they speak many languages.



2/3 of Metro Vancouver's Punjabi "mother tongue" population lives in Surrey.

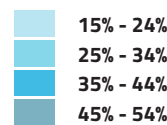
Top five languages most often spoken at home by immigrants in Surrey

30% Punjabi | **4%** Mandarin | **4%** Tagalog | **3%** Hindi | **3%** Korean

Sources: WelcomeBC, 2011 National Household Survey

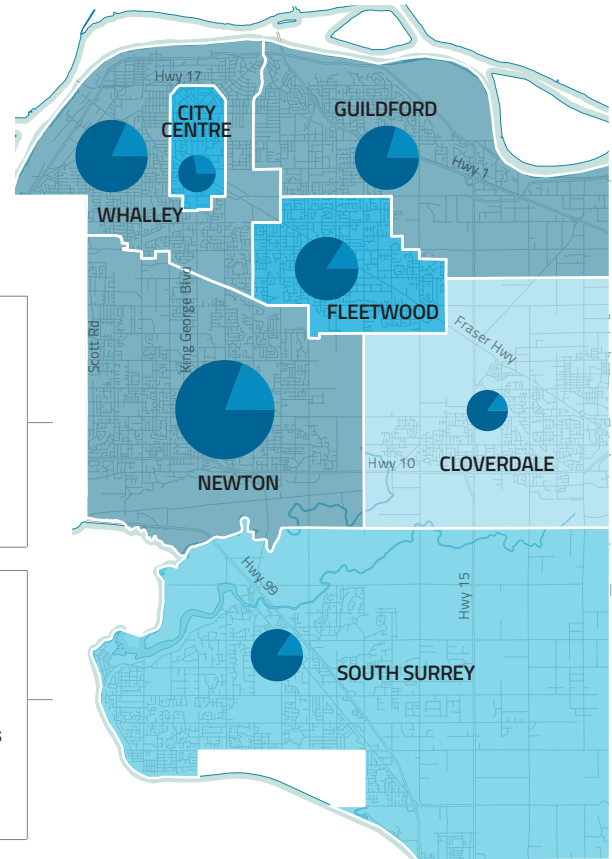
Newcomers are our neighbours.

Newcomers as a percentage of the total population by community



10,000
Size of circle indicative of size of immigrant population per area

Recent immigrants (2006-2011)
 Immigrants before 2006

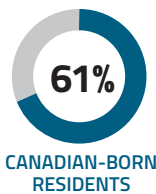


COMMUNITY	TOTAL POPULATION	IMMIGRANTS	RECENT IMMIGRANTS
BRITISH COLUMBIA	4,324,455	1,191,875	185,115
CITY OF SURREY	463,340	187,840	34,880
CITY CENTRE	22,180	9,005	2,490
CLOVERDALE	54,160	10,970	1,615
FLEETWOOD	58,190	26,035	4,170
GUILDFORD	58,280	26,620	5,425
NEWTON	131,800	63,685	12,265
SOUTH SURREY	67,360	17,705	2,780
WHALLEY	71,370	33,825	6,135

Source: 2011 National Household Survey

Newcomers are young.

Percentage of Surrey residents aged 44 or younger



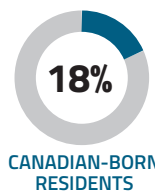
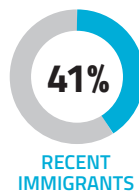
Median age of the population in private households

RECENT IMMIGRANTS IN SURREY	31 YEARS
TOTAL POPULATION IN SURREY	37.5 YEARS
TOTAL POPULATION IN GREATER VANCOUVER	40 YEARS

Source: 2011 Census

They are well-educated.

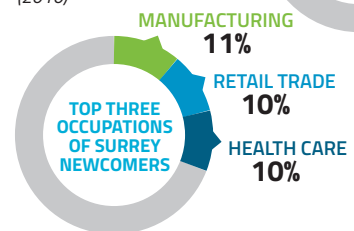
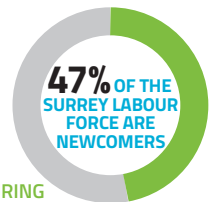
Percentage of Surrey residents possessing a Bachelor's degree or higher



Source: 2011 National Household Survey

They work hard.

Newcomers as a percentage of the total Surrey labour force (2010)



Source: 2011 National Household Survey

NO: R149

COUNCIL DATE: **July 13, 2015**

REGULAR COUNCIL

TO: Mayor & Council **DATE: July 13, 2015**

FROM: General Manager, Planning and Development **FILE: 5080-01**

SUBJECT: Update on the Surrey Local Immigration Partnership Year One Activities

RECOMMENDATION

The Planning and Development Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to update Council on the activities of the Surrey Local Immigration Partnership ("LIP") from April 1, 2014 to March 31, 2015. This represents the first year of activities included in the City of Surrey's two-year Contribution Agreement with Citizenship and Immigration Canada ("CIC").

BACKGROUND

In March 2014, the City of Surrey entered into a two-year Contribution Agreement with CIC to establish a Surrey LIP. The goal of the LIP is to build and enhance community capacity to settle and integrate new immigrants and refugees in Surrey.

According to the terms of the Contribution Agreement, the following activities will be undertaken during the period of April 1, 2014 to March 1, 2016:

- Establishing a Surrey LIP Committee that is broad-based, diverse and representative of the community;
- Conducting research and consultations on newcomer needs and services; and
- Developing a local immigrant and refugee settlement strategic plan and action plan.

DISCUSSION

The Surrey LIP has achieved all the milestones and deliverables included in the Contribution Agreement with CIC for the first year. This report highlights some of the most significant Surrey LIP achievements and findings from the research undertaken in 2014-2015.

Surrey LIP Governance

The Surrey LIP has established a governance structure which includes the Surrey LIP Committee and Surrey LIP Immigrant Advisory Roundtable ("IAR").

The Surrey LIP Committee

The Surrey LIP Committee was formally established in the fall of 2014. Co-chaired by Councillor Judy Villeneuve and Anita Huberman, CEO of the Surrey Board of Trade, the Committee includes leaders of 30 key organizations that have an interest in immigrant integration in Surrey.

The LIP Committee met five times over the past year. LIP members also participated in the LIP Communications, Research, and Service Mapping Working Groups.

Surrey LIP Immigrant Advisory Roundtable

The Surrey LIP IAR was established in December of 2014. The IAR is currently composed of 18 local immigrant and refugee residents who are committed to community building and civic engagement. The IAR meets every two months. Members elected three chairs who rotate in chairing the meetings. The chairs represent the IAR at the LIP Committee meetings.

In addition to participating in IAR meetings, IAR members have been involved in other City initiatives including:

- Two members presented at the SFU-Surrey Newcomer Employment Dialogue and one member acted as a master of ceremonies for the event;
- One member participated in the SFU Beedie School of Business Community Leaders Igniting Change Program;
- One member was appointed to the City's Social Policy Advisory Committee; and
- On behalf of the group, two members applied and received a Neighbourhood Small Grant to host a City Centre block party. The party is being planned for September 2015.

Surrey LIP Communications

The Surrey LIP has developed a number of communication resources to raise awareness about the Surrey LIP and educate community stakeholders on immigrant/refugee issues specific to Surrey. These include:

- **Website** - In April 2015, a new Surrey LIP website was launched. A key feature of the site is an interactive map of services available for immigrants and refugees in Surrey. The Surrey LIP website is www.surreylip.ca;
- **Newsletters** – Five newsletters, attached as Appendices I to V, were produced. The first issue provided an introduction to the LIP, while the other four issues each focused on a specific sector (municipal services, immigrant serving agencies, and the education sector) and their role in supporting newcomers;

- **Fact Sheets** - Five fact sheets, attached as Appendices VI to X, were prepared which provide Surrey-specific data on the immigrant/refugee population. One of the fact sheets provides an overview of the recent changes in national immigration policies; and
- **Surrey LIP Monthly e-Update** – A Surrey LIP Monthly e-Update is being sent to over 600 community members and stakeholders in Surrey. The e-Update includes recent news from the Surrey LIP and information about relevant training opportunities and events aimed to make Surrey a more welcoming and inclusive city.

Research and Consultations

Four research projects are being undertaken as part of the 2014-2016 LIP activities. By April 2015, two research projects were completed - the Immigrant Integration Research Project and the Service Mapping Project. The Refugee Research Project and Labour Market Integration Research Project will be completed in the 2015-2016 fiscal year.

The results of the four research projects will inform the priorities and recommendation of Surrey's Immigrant and Refugee Settlement Strategic Plans which will be completed by April 1, 2016.

Immigrant Integration Research Project

The Immigrant Integration Research Project explored public perceptions of Surrey as a welcoming and inclusive community for new immigrants and refugees. The project was conducted by CitySpaces Consulting, in partnership with the Mustel Group and Kari Huhtala + Associates, in December 2014 to March 2015. The research included a randomized telephone survey, focus groups and community consultations. In total, over 500 Surrey residents participated in the research. The following are some of the key findings.

- Overall, Surrey residents (both immigrant and Canadian-born) feel welcomed and have a sense of belonging in the community. Residents feel accepted for who they are (ethnicity/religion) and feel comfortable doing their day-to-day activities (shopping, working, accessing services);
- Generally, immigration is seen as making a positive contribution to the community. However, the survey revealed that more immigrants than Canadian-born residents believe that immigration is good for Surrey (85% vs. 68%);
- Discrimination was found to be at least "somewhat" of a problem by over half the survey participants. In focus groups, residents generally downplayed the notion that discrimination is a problem;
- The survey revealed that more immigrants than non-immigrants have difficulty finding employment that matches their qualifications (41% vs. 31%). The survey finding was supported in focus groups where newcomers identified challenges finding suitable employment as one of the key integration barriers; and

- Surrey residents who are immigrants are more likely to feel that their cultural/ethnic group are underrepresented in government/authorities in Surrey and residents would like to have more opportunities in making decisions affecting their communities.

The full report is available at <http://www.surreylip.ca/strategies-projects/research-and-consultation>.

Service Mapping Project

The goal of the Service Mapping Research project was to:

1. Develop an inventory of settlement services and programs in Surrey and create an online map of these services; and
2. Identify trends, duplications and gaps in settlement services.

The project was conducted by the Social Planning and Research Council of BC (SPARC BC) in November 2014 to April 2015. The following key findings emerged from a survey of social service leaders in Surrey.

- For refugees, mental health services and program delivery features such as transportation, interpretation, and better service coordination were identified as needing the most attention;
- For other immigrants (not refugees), vocational training, employment readiness and qualification evaluation were identified as the type of services requiring the most attention;
- Inadequate funding was the most cited service implementation issue suggested by social service leaders;
- Many social services leaders were not aware of the adequacy of services available to support immigrants in Surrey. Out of the 742 total individual survey answers service leaders provided to questions about the adequacy/inadequacy of service areas, over one-third (36%) service leaders were not able to provide any opinion; and
- Fleetwood was identified as a community in Surrey where there is a large population of immigrants and limited immigrant settlement services.

The full report is available at <http://www.surreylip.ca/strategies-projects/research-and-consultation>. The online interactive map of settlement services is also available on the Surrey LIP website.

Refugee Research Project

In March 2015, the City contracted SFU-Surrey to undertake a refugee research project. The goal of the project is to identify issues and solutions to enhance refugee integration and inclusion in Surrey.

SFU Surrey is working in partnership with Kwantlen Polytechnic University, Surrey School District and four community agencies. A unique feature of this research project is that Invergarry Adult Education Centre students, who are refugees, have been hired as research assistants and are being paired with SFU/Kwantlen students to conduct focus groups and consultations.

The final Refugee Research Project report will be available in February 2016.

Labour Market Integration Research Project

In June 2015, the City retained Human Capital Strategies to conduct a Labour Market Integration research project. The goal of the project is to:

- better understand Surrey's labour market needs;
- explore labour market barriers faced by Surrey employers and immigrants; and
- identify solutions to improve immigrant labour market outcomes in Surrey.

The final Labour Market Integration Research Project report will be available in November 2015.

Next Steps

In the fall/winter 2015, four community stakeholder workshops will be held. Each workshop will focus on one of the following research themes:

- immigrant integration in the community;
- immigrant/refugee services;
- labour market integration; and
- refugees.

In addition, a separate youth consultation will be held. The workshops will provide an opportunity to discuss the research findings, and identify priorities and recommendations for action.

The research projects and stakeholder workshop results will be used to prepare Surrey Immigrant and Refugee Settlement Strategies. The Strategies will be completed by April 2016.

On June 22, 2015, CIC issued a National Call for Proposals. The City of Surrey plans to submit an application for funding to support the Surrey LIP for three years beginning in April 2016.

CONCLUSION

While immigration in Canada is a federal responsibility, cities have always been "the first point of contact" for newcomers. CIC's LIP program recognizes the importance of local engagement in the settlement and integration of newcomers to Canada.

The Surrey LIP was initiated in April 2014. Over the past year, a LIP Committee and IAR has been established, a LIP website has been launched, LIP newsletters, fact sheets and regular e-bulletins are being distributed, and research projects on immigrant integration and settlement services have been completed.

In the second year of the LIP, research projects on labour market integration and refugees will be completed and a series of stakeholder consultations will be conducted, following which Surrey Immigrant and Refugee Strategic Plans will be forwarded to Council for consideration.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:OS:saw

Attachments:

- Appendix I Surrey LIP Newsletter Engaged & Inclusive Issue 01
- Appendix II Surrey LIP Newsletter Engaged & Inclusive Issue 02
- Appendix III Surrey LIP Newsletter Engaged & Inclusive Issue 03
- Appendix IV Surrey LIP Newsletter Engaged & Inclusive Issue 04
- Appendix V Surrey LIP Newsletter Engaged & Inclusive Issue 05
- Appendix VI Surrey LIP Fact Sheet – October 2014
- Appendix VII Surrey LIP Fact Sheet – January 2015
- Appendix VIII Surrey LIP Fact Sheet – March 2015
- Appendix IX Surrey LIP Fact Sheet – March 2015(2)
- Appendix X Surrey LIP Fact Sheet – June 2015

THIS ISSUE

Meet the new
Surrey LIP
Governance
structure

A look back
at the Surrey
Welcoming
Communities
Project

Interview
with the
co-chairs

LIP steering
committee
member
organizations

GET
INVOLVED!

NEXT ISSUE
Newcomers
and the City
of Surrey

ISSUE NO.

01

OCTOBER 2014



SURREY LIP NEWSLETTER

Engaged & Inclusive



INTRODUCING The New Surrey Local Immigration Partnership

As of 2014 Surrey is home to one of British Columbia's first Local Immigration Partnerships, otherwise known as a LIP. Our mandate is to build community-wide capacity to attract, settle and integrate immigrants. This mandate is fulfilled collaboratively by more than two dozen >

> LIP partners through three activity streams: collective planning, collaborative leadership and coordinated action.

Okay, But What's A LIP And Why Do We Have One?

Previously in British Columbia, organizations with this kind of mandate were coordinated through the provincial government and took the form of Welcoming Communities Projects (WCP). Surrey's was called, in fact, the Surrey Welcoming Communities Project. Earlier this year, responsibility reverted to the federal government, the primary funder, which already fulfilled this function in most of the rest of Canada. In Ontario especially, LIPs have been operating for several years and have a proven track record.

So How Does The Surrey LIP Differ From The Surrey WCP?

The similarities are more apparent than the differences. As with the Welcoming Communities Project, the lead agency is the City of Surrey, and as with the WCP, the LIP draws together representatives from more than two dozen agencies to act as a steering committee. The mandates of the WCP and LIP are therefore very similar.

The Welcoming Communities Project did a wonderful job of gathering agencies that had been operating in close proximity yet often knew little about each other and how they could better coordinate among themselves. It also tackled a lot of specific issues, raised community awareness and achieved some important goals.

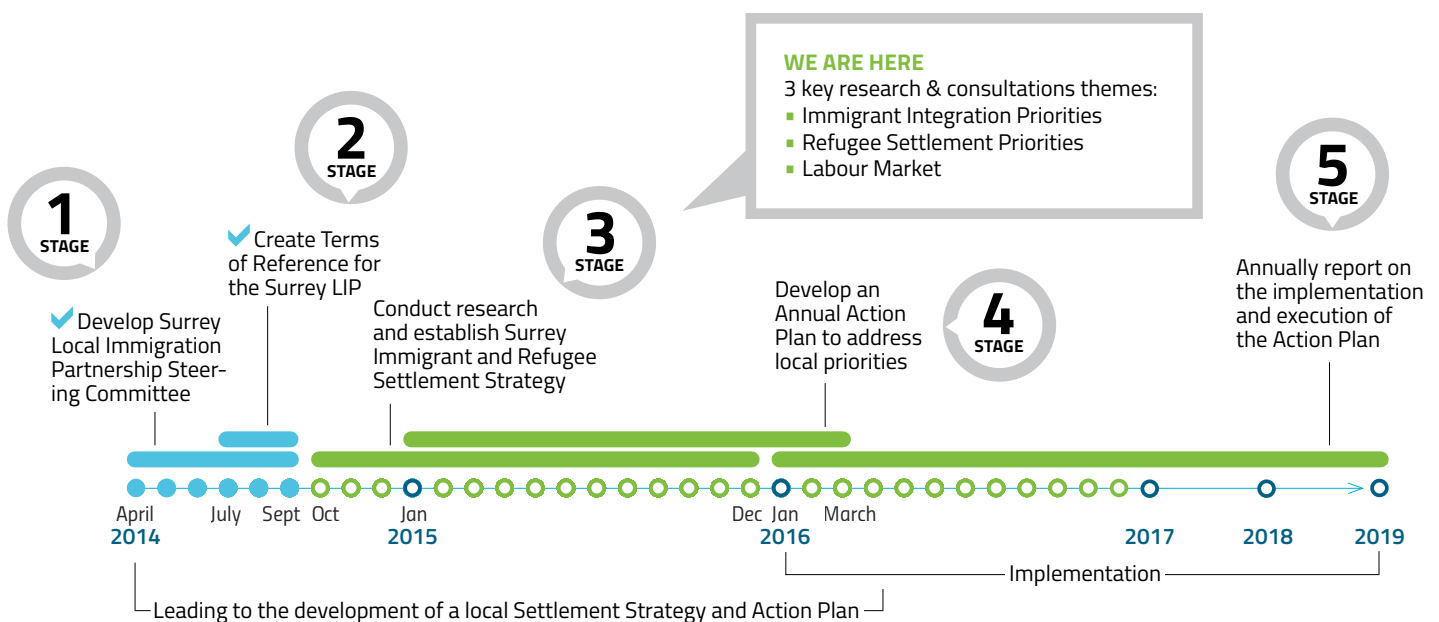
However, as the name suggested, the Welcoming Communities Project was primarily project-based—it identified specific initiatives and then helped fund and organize them. By comparison the LIP is meant to be more strategic. It supports a coordinated, comprehensive and strategic approach to immigration, settlement and integration that works for Surrey.

What Is This LIP Doing?

Well, during our first few months we've mostly been getting ourselves organized and instigating a lot of research. We have a steering committee, two co-chairs, a project management team and various working groups, and we are planning to start an immigrant advisory roundtable. All of these are already in operation or in the process of being organized.

Meanwhile, the research element is essential if we're to develop a comprehensive and strategic approach to immigration. We're currently canvassing and engaging the community in order to develop a Surrey Immigrant and Refugee Settlement Strategy and Action Plan. The Strategy will identify the priority areas for the community to act upon in order to make Surrey a more welcoming and inclusive city for newcomers. The Action Plan will contain specific, measurable and time-bound activities to implement the Strategy. You'll begin to see these two things and the activities that stem from them in 2016.

Interested in finding out more or joining us? See the back page of this newsletter for contact information.





Councillor Judy Villeneuve



Anita Huberman

QUIZZING THE CO-CHAIRS

Surrey's new Local Immigration Partnership is co-chaired by Councillor Judy Villeneuve and Anita Huberman.

A second generation Indo-Canadian, Anita Huberman is CEO of the Surrey Board of Trade and the first South Asian to head a board of trade anywhere in Canada. Councillor Judy Villeneuve has been a Surrey Councillor for 25 years, and Chair of the Surrey Social Policy Advisory Committee for 15.

Judy, the City of Surrey also led the Welcoming Communities Project. Why are initiatives like these important to the City? More than 40% of Surrey residents are immigrants, and about 1,000 people are moving here every month. We want to make sure that people get connected, that they get educated, that they get the services they need, that they feel they're part of the community. It fits with Surrey's public safety agenda too, because we know that if people aren't connected within the community they'll have a higher health risk or a higher risk to commit crime. As well, we have a special interest in refugees. Surrey is a major destination for refugees, and the largest recipient of government-assisted refugees in B.C.

Anita, you were previously co-chair of the Surrey Welcoming Communities Project. How is the Local Immigration Partnership different? The Welcoming Communities Project created a foundation of

collaboration, and it showcased the various elements of newcomer support. This will take it to the next stage, ensuring continuity, but emphasizing progression. It's not only about the provision of personal supports. It's about remaking Surrey as a place where newcomers can be successful—a place where they can live, work and play.

Judy, it's early but what kind of things are you looking forward to with LIP?

The agreement is that we bring people to the table and together develop a plan that fits the unique needs of Surrey. Sixty-five percent of the growth in the Vancouver region is designated to take place south of the Fraser, so we know that people are going to continue to come. We have to make sure that there are lots of opportunities for them to participate and contribute to the community.

Anita, how do you convince businesses and the business community to get onside?

That won't be difficult. The business community is going through a transformation. It has labour shortages and skills shortages. Businesses know that they need to make use of the human capital: the right people with the right skills and the right attitude. There needs to be a way for our newcomer community to play a bigger role. LIP will help make that happen.

Tough Act To Follow

The Surrey Local Immigration Partnership follows in the footsteps of the Surrey Welcoming Communities Project; which ran from 2012 to 2014. These are a few of the projects that were undertaken:

Service Provider Events Hundreds of people work at dozens of agencies geared to helping newcomers. Through this project they gained an understanding of the big picture, and met their counterparts in complementary organizations.

Welcoming Spaces Trained newcomers fanned out across the city to analyse how aptly dozens of Surrey places and organizations meet their needs. They identified best practices and, equally important, areas where there is room for improvement.

Dialogues Inspired by Cooking and Food The fastest way to Surrey's heart proved to be through its stomach: a series of demonstration dinners that introduced community leaders to the welcoming effort.

Youth Engagement Projects Exactly 50% of newcomers are 24 years or under upon arrival. These projects helped them determine the supports and outlets they need, then helped deliver them.

Employer and Business Education and Awareness Focussed presentations to more than 700 business leaders. Message: Newcomers are young, well-educated and want to work. They are your future.

Refugee Myth-Busting Campaign This multi-pronged effort successfully cleared up myths and misconceptions about Surrey's refugee population. How successfully? A report on its achievements was delivered to a plenary session of the United Nations Refugee Agency.

Resources produced by the project are available at www.surrey.ca/lip

QUICK LIP FACT



March 2014

City of Surrey signed a 2-year Contribution Agreement with Citizenship and Immigration Canada



A variety of community sectors is represented

- Employers & Professional Associations
- Community Services
- Education & Skills Training
- Health Authorities
- Police
- Immigrant/Refugee Serving Agencies
- Newcomers
- Faith Organizations
- Municipal Government

Steering Committee Member Organizations

These are the organizations that provide leadership direction to the Surrey Local Immigration Partnership.

- 1 City of Surrey
- 2 The Surrey Board of Trade
- 3 Alexandra Neighbourhood House
- 4 ASTTBC
- 5 City of Surrey, Human Resources
- 6 City of Surrey Social Planning (Contract Manager)
- 7 City of Surrey, Surrey Parks, Recreation & Culture
- 8 Surrey Libraries
- 9 DIVERSEcity Community Resources Society
- 10 Training Group at Douglas College
- 11 HRMA
- 12 Fraser Health Authority: Population and Public Health
- 13 Fraser Health Authority: Primary Health Care
- 14 Immigrant Employment Council of BC
- 15 Immigrant Services Society of BC
- 16 Kwantlen Polytechnic University
- 17 Oak Avenue Neighbourhood Hub Society
- 18 Options Community Services Society
- 19 Pacific Community Resources Society
- 20 Progressive Intercultural Community Services
- 21 Semiahmoo House Society
- 22 SFU Surrey
- 23 S.U.C.C.E.S.S. Surrey Delta Service Centre
- 24 Surrey School District #36
- 25 Surrey RCMP
- 26 Sources Community Resources Society
- 27 Surrey Interfaith Council
- 28 Umoja Operation Compassion Society
- 29 Vancity
- 30 YMCA

OUR GOVERNANCE STRUCTURE

We have been organized to produce extensive measurable results in a short period of time while involving a broad spectrum of the community. Here are some of our key elements:

The City of Surrey manages the project and is responsible for its deliverables. It supplies the project staff: the LIP Coordinator and a Senior Social Planner, who report to the Steering Committee. The Mayor and Council and Social Policy Advisory Committee are regularly updated.

The Steering Committee draws representatives from approximately two dozen organizations and sectors. It is co-chaired by Councillor Judy Villeneuve, representing the City, and Anita Huberman, elected by the Committee. The co-chairs provide leadership to the Committee and liaise between the Committee and project staff.

Additional services and input are provided by ex-officio members and working groups.

QUICK LIP FACTS

MARCH 2016
Completion of Surrey LIP Immigrant and Refugee Settlement Strategy and Action Plan

\$606,014
Surrey LIP 2-year funding

30 Members in the Surrey LIP Steering Committee

1/2 One of two BC municipalities to be a LIP contract holder



A unique approach to strategic planning, focussed on two newcomer categories: immigrants and refugees

HOW CAN I GET INVOLVED?

Let us answer with a word that sums up a lot of what we're about: **Welcome!**

There are many ways to get involved with the Surrey Local Immigration Project, whether as an organization or as an individual. Surrey LIP will host city-wide community consultations and everyone is welcome to join. You can also request to be on our Surrey LIP stakeholder list and receive updates on a regular basis.

Please contact **Olga Shcherbyna**, Surrey LIP Coordinator, for more information.
Email: oshcherbyna@surrey.ca
Phone: 604-592-7059

Funded by: Financé par :



THIS ISSUE
Meet Some
Program
Participants

Thoughts
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Your
Coordinator

LIP
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GET
INVOLVED!

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Sector

ISSUE NO.

02

DECEMBER 2014



SURREY LIP NEWSLETTER

Engaged & Inclusive



The City's Role

The City of Surrey opted to become one of only two B.C. municipalities to lead its Local Immigration partnership. Here's why.

Under Canada's Constitution responsibility for immigration is shared between the federal and provincial governments, with municipalities playing no official role.

Yet a newcomer's experience is overwhelmingly local: the neighbourhood he lives in, the labour market she *(continued on pages 2 & 3)* ➤



(The City's Role: continued)

> experiences, schools, policing, libraries, recreation, and on and on.

Meanwhile, the municipalities that newcomers choose to live in are profoundly affected by those choices. The quantity and nature of services provided, the languages that services are provided in and the manner in which they are delivered—a large proportion of what a municipality

does must be transformed. In the case of Surrey, newcomers are expected to comprise half of the population within the next 10 years, so the effects are significant.

Looked at through this lens, it seems natural that the City of Surrey decided to become one of two B.C. municipalities to take on the leadership of its Local Immigration Partnership. It is understandable too that six of the 30 seats on the LIP's steering committee should be occupied by people representing some of the diverse arms of local government.

A Key Part of the Social Plan

Aileen Murphy is a Senior Social Planner within the City's Planning Department, and the former co-chair of the highly successful Surrey Welcoming Communities Project. The focus of Social Planning is people, and she explains that a great deal of its current focus stems from the adoption in 2006 of a Plan for the Social Well-Being of Surrey Residents, or Social Plan.

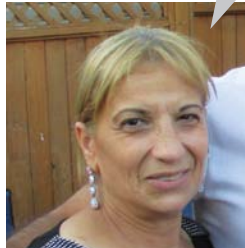
Among the Plan's key elements are diversity and inclusion, she says: "Culturally sensitive approaches to service delivery

IT'S HAPPENING HERE

Leadership of the Local Immigration Partnership marks an important new turn for the City of Surrey, but hardly a beginning. To illustrate some of the programs already in existence we talked to a few participants.

I go to classes almost every day—Zumba, fitness, belly dance, but especially English. I try to take every English class I can. We talk about the countries we came from and how it's different here. Sometimes I help the teacher. —Salime Mansour

The intent of the program is to help the women become self-sufficient and teach them small business skills. Most of them had lived in camps. They had never been in a city. Many are illiterate, and many are single mothers. There are so many gaps that need to be filled. It is difficult for them, but we have seen a lot of progress. —Nima Bolow

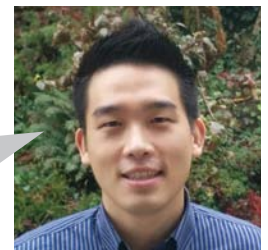


A native of Lebanon, **Salime Mansour** has been a dedicated student of English Conversation programs offered by Parks, Recreation and Culture. Since Spring 2013 five sessions of the English Conversation program have been filled to their capacity of 250, with several sessions seeing an overflow of up to 256 participants per session.



A native of Somalia, **Nima Bolow** is working as a facilitator in a pilot project offered through a community partnership that includes the City of Surrey's social planning department that is teaching self-sufficiency skills to women from Somalia. War-torn and drought-affected, the African country has been the largest source of government-assisted refugees in Surrey over the past few years.

I've put in about 600 hours and it's been lots of fun. There is a great variety of experiences and you see things you wouldn't otherwise. —Nicholas Jang



A native of South Korea, **Nicholas Jang** has been a volunteer with the Surrey RCMP's Auxiliary Program. Participants receive 260 hours of training and contribute to many aspects of policing, including representing the force at public events. In 2013 alone 100 constables volunteered over 24,000 hours of their time.

A native of China, **Wendy Guan** has volunteered as a library champion with Surrey Libraries, which helps newcomers discover Surrey libraries. She recently helped with the Diwali program at Fleetwood library, attended by more than 300 people.



The libraries offer a lot more than many people realize. I'll approach people who look a little lost. Sometimes I can speak to them in their own language. We have a lot of fun, but we also feel like we are helping. —Wendy Guan

(The City's Role: continued) within municipal programs and greater promotion of the benefits of cultural and ethnic diversity." That has already resulted in many new programs, as well as modifications to established ones—but, says Murphy, "without a specific immigrant strategy, the City's efforts have not been coordinated and strategic." For her department, LIP offers the opportunity to tackle challenges in a more comprehensive way.

One of the first places many immigrants go is the local library, says City of Surrey Libraries Deputy Chief Librarian Surinder Bhogal—for help with their job search, to learn how things are done here, to study the language, to meet others through participation in programs, or simply because it's a welcoming public space with accommodating hours. She bases that on research and observation, but also on personal experience. "When I arrived in Canada 17 years ago, the library was my first stop," she says.

"I see the growth in newcomers continuing," Bhogal says, noting that, like many other organizations, the library has responded with new initiatives including a dedicated newcomer family services librarian.

Levelling the Playing Field for Jobseekers

The City of Surrey employs some 340 people, making it one of the largest employers south of the Fraser River, and a natural fit as a place to work for many newcomers. In fact, given growing skills shortages, it's imperative that the City tap this resource, says Manager of Human Resources Lana McKay. There are obstacles, however, including language, cultural differences and issues around accreditation. The City already goes beyond policies intended to give newcomers a more level playing field by proactively working with other organizations to help people from other cultures understand what Canadian employers expect and are looking for. But more of that kind of coordination and shared understanding is needed. In the short time she's been with LIP, McKay says, "I've increased my own knowledge, and I'm passing that on."

Public safety is one of the City of Surrey's highest priorities, and a concern that affects newcomers directly, since a significant proportion live in vulnerable neighbourhoods. The Surrey RCMP, which is contracted by the City to provide policing services, is well aware of that, says Rosy Takhar, Crime Prevention and Community Services Manager. The RCMP offers several programs and strives to have a workforce that is reflective of the community it serves. "I'm hoping LIP will identify any gaps that need be addressed," says Takhar.

As Healthy Communities Manager within Surrey Parks, Recreation and Culture, Lori Bowie heads a department with more than 20 people. On one level, maybe that's surprising. But a look at the programs on offer

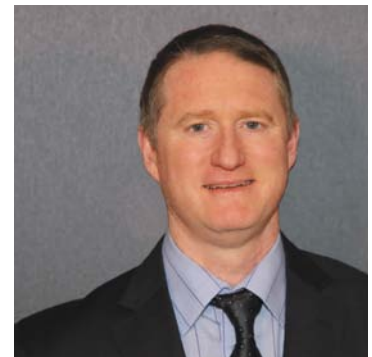
soon dispels any doubts. There are dozens, in fact, arrayed within several sub-departments including Youth (youth leadership teams), Health Promotion and Sports Development (sports and activities familiar to various cultures, or that serve girls and women) and Diversity and Inclusion (English language improvement and newcomer tours).

LIP is an opportunity and a cause for optimism, says Bowie. "My heart is connected to the idea of community health," she says, and LIP is aligned with that as well. "It's a huge challenge, but you are energized by what other people are doing."

Interested in finding out more or joining us? See the back page of this newsletter for contact information.

MEET THE CITY MANAGER Vince Lalonde

Vincent Lalonde has been with the City of Surrey for 18 years and was its chief engineer for five before being named city manager early in 2014. He claims he is still learning about the immigration field, but does admit to knowing Surrey pretty well. After chatting with him, we agree with the latter and suggest that, as for immigration, he's a very quick learner.



Immigration is a new file for you. How does it differ from some of the things a chief engineer would be concerned with?

You might be surprised at the similarities. Surrey is attractive as a place to live partly because we have a lot of land, which helps with housing affordability and job creation. But that also means we have to pay special attention to transportation and urban development and how those link to mobility, especially for newcomers. So: Careful planning and wise investment!

What are some of your early impressions about how newcomers are welcomed and how the City can help? When someone leaves their country of origin they leave behind a lot. They arrive with few bonds and they need an opportunity to create new ones. Helping them with that is a key role that the City can play.

How does the LIP fit in, do you think? I'm impressed by the breadth and complexity of social services offered. But they involve a lot of agencies, so there are gaps and overlaps. Getting to the next stage requires concrete actions geared to making arrival and integration successful, and that's where the LIP comes in.



MEET YOUR COORDINATOR Olga Shcherbyna

A native of Ukraine who moved here a little more than a decade ago, Olga Shcherbyna combines professional expertise with personal understanding of the newcomer experience.

What drew you to working in this field?

My professional background in Ukraine was in economics and accounting, but the trouble was, numbers don't excite me. After moving here I became involved in community initiatives aimed at social cohesion and civic involvement, and through that was introduced to the field of social planning—something that does not exist back home! I went to school at UBC to better understand how cities and other community stakeholders can work together to make communities more engaged and welcoming.

What's rewarding about working with the LIP? Short answer: everything. I feel lucky and honoured to be part of a community coming together to build an inclusive and healthy city where all residents feel welcomed and enjoy equal access to employment, services, housing and other important aspects of life.



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LIP UPDATES

Immigrant Advisory Roundtable

The Surrey Local Immigration Partnership is expanding its structure to include the direct participation of newcomers. An information and selection meeting in November attracted 45 newcomers, from whom 15 to 18 roundtable members will be selected.

an inclusive community. It has been awarded to CitySpaces Consulting.

A Service Mapping project will identify immigrant and refugee services and programs and social inclusion initiatives. It has been awarded to Social Planning and Research Council of British Columbia Society.

the booklet Art and Stories by Child Refugees in Surrey, a project directed by Immigrant Services Society of B.C. It can be downloaded from our website, www.surrey.ca/lip



Project Appointments

The Surrey Immigration Integration Research project will undertake community research and consultation to assess both newcomers and long term residents' perceptions of Surrey as

A Surrey Local Immigration Project website will be developed by Ion Brand Design.

Refugee Children's Booklet

One of the legacies of the Surrey Welcoming Communities Project is

Holiday Hours

Surrey City Hall will close on Wednesday, December 24, reopening on Monday, January 5, 2015.

HOW CAN I GET INVOLVED?

Let us answer with a word that sums up a lot of what we're about: **Welcome!**

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FEBRUARY 2015



SURREY LIP NEWSLETTER

Engaged & Inclusive

Members of the Surrey Immigrant Advisory Roundtable learning about each other at the first IAR meeting that took place on January 14, 2015.



The Service Ethic

The several dozen agencies providing services to Surrey's newcomers have developed in an organic way and are currently challenged by very dynamic conditions.

The City of Surrey covers 317 square kilometres—more than Vancouver, Burnaby and New Westminster combined. It's population is growing by about 9,000 people a year, and of those, 6,000 to 7,000 were born outside of Canada. These arrive from several dozen different countries and include B.C.'s largest refugee >



offer specific programs for newcomers while also striving to ensure that their many other offerings are as inclusive of immigrants and refugees as they are of the Canadian-born.

Just how many people are involved in providing newcomer services in Surrey? Nobody has a precise number, but in early 2014 a service workers event organized by the LIP's precursor, the Surrey Welcoming Communities Project, attracted 163 people from 46 agencies. Meanwhile, a service mapping project which is still in progress has already identified 230 projects and services (see LIP Updates on page 4 for further details).

Changes In The Air

There are several dynamics at work in the services field at the moment.

One sees multiple agencies cooperating to take on larger and more complex projects. The Moving Ahead Program is designed to assist immigrant and refugee individuals and families with multiple needs and significant integration barriers. It draws upon the combined efforts of DIVERSEcity Community Resources Society, Options Community Services, Pacific Community Resources Society and Progressive Intercultural Community Services.

Another stems from recent changes in immigration regulations and the shift from provincial to federal responsibility for most settlement programs. On one hand, this has led to a focus on providing more coordination in service delivery—generally agreed upon by service providers as a desirable outcome, and one of the major focuses of the LIP. On the other, agencies have had to adapt to new processes and guidelines.

Another factor is the nature of immigration flows. "With fewer immigrants overall landing in British Columbia and funding shifting to the federal government, there will be a need for a more strategic approach in determining needs and the delivery of programs for newcomers," says Jennifer Kuenzig of the Douglas College Training Group. "Surrey is unique in that it continues to grow rapidly."

Connie Hong, of Options Community

(The Service Ethic: continued)

➤ population. Now, is it a surprise that the list of organizations providing newcomer services is large and diverse?

So is the list of services, of course. Citizenship and Immigration Canada includes language training, information and referrals, help finding employment that matches newcomers' skills and education, and help integrating into Canadian society among the types of services it helps fund with its Settlement Program. The program focuses on four areas: information and orientation; language training and skills development; labour market access; and welcoming communities. Through WelcomeBC the province provides additional funding, as do numerous community-based groups, whether with money or volunteer labour.

Within Surrey's Local Immigration Partnership almost all organizations represented on the steering committee offer

newcomer services of some kind. A few, such as DIVERSEcity Community Resources Society, S.U.C.C.E.S.S. and Progressive Intercultural Community Services, exist primarily to provide specialized services to immigrants and refugees. Other organizations, such as the Douglas College Training Group, have developed specific areas of expertise that make them sought after partners and contractors for the delivery of certain types of service, such as language instruction.

Organizations such as the Fraser Health Authority, the Surrey School Board and various departments within the City of Surrey provide a variety of services to ensure that their primary roles can be carried out as effectively and accessibly as possible — the Surrey School Board's Settlement Workers in Schools program, for example, works to ensure that the children of newcomers have an equal footing within the school system.

And then there are large "mainstream" service providers such as Options Community Services Society and the YMCA, which

(The Service Ethic: continued)

Services, points out that increasingly Surrey is a destination for immigrants moving from elsewhere in Metro Vancouver. Among other things that should drive home the point that “they’re not just immigrants, they’re residents of Surrey,” she says. “They have the same social issues as anyone else.”

Through its participation in the Moving Ahead program, Hong’s organization serves Surrey’s large population of refugees, with needs that are often quite distinct from those of most recent immigrants, who often arrive in Canada

with strong qualifications, as intended by changing immigration policies. But, she notes, immigrants often experience a harsher letdown, as troubles with language, professional certification and finding employment catch them by surprise. “Pre-arrival settlement services,” are a possible solution, she says.

Jennifer Kuenzig foresees increased emphasis on employment, noting that while many programs matching newcomers and employers are already in operation “I can see a shift to more specific in-demand type training and perhaps more consultation, needs analysis and customized training,” she says.

THE IMMIGRANT ADVISORY ROUNDTABLE

Fresh from their first meeting, the members are eager to tackle challenges.

It took Drasant Mehta only a few months to find a good job in his field of computer engineering after arriving in Metro Vancouver from Kenya in 2013, but, he says, that was only because “I had a lot of help from a lot of people. Now I want to help others in the same way. It’s a matter of personal ethics.”

In keeping with that, Mehta was one of 50 immigrants and refugees who applied to join the Surrey Local Immigration Project’s Immigrant Advisory Roundtable, and one of 19 selected. With Mohammad Ali and Mot Magdalena, he was elected one of three co-chairs by the group at its inaugural meeting, on January 14.

The Advisory Roundtable occupies a central role in the Partnership’s strategy, fulfilling three key roles: to provide input; to help increase awareness of and engagement in cultural diversity and



intercultural issues; and to reach out to ethno-specific communities to disseminate Surrey LIP information and encourage participation in its work.

Ali, a business consultant originally from

Jordan, suggests that the latter networking role will be significant for Roundtable members. “In British Columbia, and especially Metro Vancouver, it’s a very important part of life,” he says.

“There are a lot of things available to an immigrant in Canada,” says Mehta, a native of India who has now experienced the newcomer reality twice. “But often, and I’m an example, we don’t find what we need until it’s too late. So we definitely need outreach. The Roundtable members are a diverse group, and we make a good mix,” he says. “It will be interesting to see the quality of work we can come up with and what the outcomes will be.”

The LIP’s Role

With its mandate to develop a city-wide comprehensive immigrant and refugee integration strategy and action plan by 2016, the Local Immigration Partnership is currently engaged in research aimed at identifying all the services offered, as well as newcomers’ needs. A primary tool for this is the service mapping project, which is slated for completion later this spring. Once identified, services will appear on the LIP website in the form of a searchable map.

The intent is to provide an analysis of gaps and overlaps, and to enable coordinated communication and promotion of the services available while enhancing access for newcomers.

Near term goals include services coordinated at the community level, adapted service and delivery by non-settlement institutions, improved accessibility for newcomers, and enhanced resources from diverse sources. Long term goals revolve around the achievement of significantly better outcomes for newcomers.

Roundtable Members

The 19 Immigrant Advisory Roundtable members come from 17 different source countries.

- Mohammad Ali** > Jordan
- Wafa Al-jabiri** > Iraq
- Tuma Altokhais** > Saudi Arabia
- Khaleda Banu** > Bangladesh
- Nina Dorcas Bazie** > Ivory Coast
- Anthony Cantil** > Phillippines
- Faisal Durrani** > Pakistan
- Luis Guerra** > Mexico
- Clementine Iweh** > Nigeria
- Michael Liang** > China
- Robert Jin-chien Lin** > Taiwan
- Rehab Marghany** > Egypt
- Drasant Mehta** > India
- Magdalena Mot** > Romania
- Yasin Muktar Mussa** > Somalia
- Aysin Nozhat** > Iran
- Ania Placewicz** > Poland
- Monica Haiping Wang** > China
- Dongmei Yang** > China



TRANSPORTATION & TRANSIT REFERENDUM—Are you registered?

Beginning in March, all registered voters will receive a mail-in ballot to vote on funding the Mayors' Transportation and Transit Plan.

It's important for eligible voters to participate in the mail-in ballot so they can have their say in the future of transportation and transit in Metro Vancouver. You can help by encouraging people in your networks and communities to register or update their contact information with Elections BC.

Be sure to check out www.surrey.ca/VoteYes to learn how the Mayors' Transportation and Transit Plan will benefit you and Surrey by cutting congestion, providing better service, and increasing buses and rapid transit.

VOTE YES



Build a new Pattullo Bridge



Maintain and upgrade the region's major roads



Build Light Rail Transit connecting Surrey Centre with Guildford, Newton, and Langley



Increase service on SkyTrain, Canada Line, SeaBus, and West Coast Express



Add more bus service to crowded routes and add new routes in growing areas



Extend the region's cycling and pedestrian networks

LIP UPDATES

Immigration Integration Research Project

Six focus groups were held with over 50 immigrants and Canadian-born residents during the month of February. While the findings from the focus groups are still being collected and analyzed, one theme has emerged quite prominently: a strong sense of civic pride. A final report will be shared in April.

Refugee Settlement Research Project

Led by SFU Surrey, this project launches in March

for one year and has two objectives:

1. Acquire a current view of the needs, barriers and challenges faced by Surrey's refugee population.
2. Identify solutions, actions and promising practices to enhance refugee integration and inclusion.

Service Mapping Project

Led by SPARC BC, this project researches existing assets and gaps in the immigrant services milieu. As of now, over 230 programs and services have been identified. After the verification process is completed,

an interactive inventory/map of services will be made available to the general public on the Surrey LIP website. Watch for it on the soon to be launched www.SurreyLIP.ca

Social Media Campaign

During February, City of Surrey and Surrey LIP partners initiated a social media campaign on Twitter and Facebook. Due to this a Surrey LIP staff member was interviewed about Surrey LIP and focus groups by a local radio station targeting the South Asian population.

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MARCH 2015



SURREY LIP NEWSLETTER

Engaged & Inclusive



EDUCATION That Works and Welcomes

Surrey is home to a surprising complement of post-secondary institutions, and they recognize their role in creating an integrated society

Surrey—a college town? That's not the common perception, but consider the facts. Douglas College is based just across the Fraser River in New Westminister, but operates several programs in Surrey. The Surrey Campus of Simon Fraser University enrolls about 6,000 students annually. And Kwantlen Polytechnic University, which has its headquarters >



Kwantlen Polytechnic University campus.

At Kwantlen Polytechnic University 30% of students enrolled at the two Surrey campuses were born outside of Canada

(Education That Works and Welcomes: continued)

➤ in Surrey, enjoys an enrollment of 17,500 across its four campuses, making it one of the province's larger institutes of higher education.

All three institutions are both active within the Surrey Local Immigration Partnership and leaders in the effort to make Surrey a welcoming and inclusive community.

Douglas College, through its Training Group, partners with other groups to offer English language programs, operates the Surrey Learning Centre for immigrants and refugees and participates in several other initiatives.

At Kwantlen Polytechnic University 30% of students enrolled at the two Surrey campuses were born outside of Canada, and that's a key factor in almost everything the university does, says provost and vice-president academic Sal Ferreras. "We see it in our community connections and in the conversations with the school districts that we are in continuous dialogue with."

The most direct implication is on English language learning, Ferreras says. Kwantlen is an open-access university, focusing on teaching more than research and admitting all students who qualify. "It ranges from finishing high school to a high level of training," Ferreras says. The term glass ceiling, while usually applied to women in the workplace, is also applicable to immigrants, he believes. "People retrain to attain"

Accordingly, the language offerings are

diverse. Some students need better language proficiency to succeed at their university studies, while others enroll for the express purpose of improving their English. "Many are here to acquire skills for the workplace or to qualify for further training," Ferreras says.

In the past year Kwantlen has expanded its offerings to include a wide range of professional studies, which range from health science disciplines to a new "contractor's academy," intended to help builders learn business skills. Many of these, as well as other Kwantlen offerings, are with an eye toward newcomers who are embarking on new lines of work or striving to improve their credentials. "I can't think of much that we're not in the business of doing," says Ferreras.

At Simon Fraser University's Surrey campus, initiatives and operations are guided by SFU's newly adopted strategic vision as "the engaged university," says



Simon Fraser University Surrey campus.

Steve Dooley, Executive Director of the Surrey campus. That engagement extends to students, research and, not least, communities. "We want to be Canada's most community-engaged, research-intensive university," he says. "That's why as a university we want to be part of the Local Immigration Partnership."

SFU is very aware of Surrey's multicultural make-up and accelerating appeal to newcomers, and takes it into account in several ways, he says. An India Advisory Committee recognizes the historically strong South Asian population and helps guide active relations with universities in India and co-op programs that allow many students to exchange there. Friends of Simon is a Faculty of Education initiative that recruits, prepares and assigns university students as literacy tutors, particularly with newcomer K-12 students. The Surrey campus has an Interfaith Space that caters to the incredibly diverse student population. "What I see is the richness that this brings to the campus," says Dooley.

A veteran of more than two decades of community-based research, Dooley is especially excited by the Surrey campus's contract to lead the LIP's Refugee Settlement Research Project, which launched this month. Its goals are to acquire a current view of the needs, barriers and challenges faced by Surrey's refugee population, and to identify solutions, actions and promising practices to enhance refugee integration and inclusion.

"The really cool piece of that project is that we're going to be hiring and training refugee youth as research assistants," he says. "So the project will give back by identifying potential leaders who can make a difference in their own communities."

WELL SCHOOLED

More than 40% of students enrolled with the Surrey School Board are English language learners.

A few years ago, Pat Horstead, assistant superintendent of the Surrey School Board, noticed that something unusual was happening: teachers were calling and asking to speak to her directly. The teachers worked at Guildford-area schools attended by a significant number of children from refugee camps in Iraq, and subsequently Syria. They were concerned that the new arrivals were poorly prepared for school life, with little respect for authority or conception of how to behave, and that their presence was making classroom and playground life difficult for other students.

The school board responded in several ways. Using a form of art therapy, one program revealed that many of the refugee kids were suffering from gradations of post-traumatic stress disorder (as were many of their parents) and provided insights into how to better deal with their issues. A program called CARE channeled refugee children for half their school days into special classes with smaller teacher loads and Arabic-speaking assistants.

And the launch of a school-run soccer league provided an outlet for students who didn't have the social capability to join community leagues. Now children

who play in that league are acting as mentors to other refugee children, says Sukh Shergill, manager of the Community-Schools Partnership.

Many other programs exist to make the transition to Canada as easy as possible for school-age newcomers, including a dedicated English Language Learner Welcome Centre. A partial list includes school orientation and registration support; language assessment and placement assistance; ongoing support relating to multiculturalism and settlement; and settlement workers, including those in the Settlement Workers in Schools, or SWIS program.

Horstead emphasizes that, while refugee children do face unique problems, the roughly 42% of children enrolled with the school board who are English language learners work hard, fit in easily and achieve at a high level. In fact, about 92% graduate compared to about 87% of those for whom English is the first language. "We don't see the proportion of newcomers as a problem at all. These kids add a lot to our schools," she says. "They may need additional services, but overall the diversity they bring is something we celebrate."



A program called CARE channeled refugee children for half their school days into special classes with smaller teacher loads and Arabic-speaking assistants



Metro Vancouver Transportation and Transit Referendum Underway

When Faisal Durrani moved to Canada, the commute from his home in Surrey to his first job in Vancouver gave him pause. "I had to change buses with two transfers," says Durrani, a member of the Immigrant Advisory Roundtable. "It ate up a lot of time that I could have been spending with my wife and family. Every day I spent three hours travelling."

Until May 15 registered voters in Metro Vancouver have the opportunity to vote on funding a transportation and transit plan that will improve how people move around the region and save up to 20 to 30 minutes per day on commute time.

"I believe it is very important we vote yes for this," Durrani says. "When new immigrants come to Canada they have a lot of challenges. The commute challenge is on top of that."

A Yes vote for the Mayors' Council Plan in Surrey will mean major road improvements, a new Light Rail Transit line to connect communities, increased and new bus service, a new Pattullo bridge with wider lanes and a centre barrier, and walking and cycling improvements throughout the city.

With almost one-quarter of Surrey residents under the age of 18, a Yes vote also means increased transportation options to university campuses throughout the Lower Mainland as well as over 100 schools in Surrey School District, with transit so frequent that users won't need a schedule.

The plan alone can't solve every problem. Caroline Lai, Manager of English Language Learner Welcome Centre Surrey Schools, notes that, for example, the cost of a bus or Skytrain is already steep for many. "A high number of refugees in our communities can't afford bus tickets to begin with," she says.

But the population of Metro Vancouver is projected to increase by 1.2 million people by 2041. Meanwhile, congestion is worsening

(Metro Vancouver Transportation and Transit Referendum Underway: continued on page 4)



(Metro Vancouver Transportation and Transit Referendum Underway: continued from page 3)

and the risks of climate change are increasing rapidly. More and better transit and transportation options combined with less congestion —what's the downside?

Learn more about the Transportation and Transit Referendum and its benefits to Surrey at www.surrey.ca. Eligible voters have until May 15 to register and request a ballot package from Elections BC online at www.elections.bc.ca or by calling 1-800-661-8683. Deadline for mailing ballots is May 29 at 8 p.m.

Surrey Schools and Better Transportation Go Together

- ✔ School District 36 is the largest school district in British Columbia.
- ✔ Founded in 1906, Surrey Schools provides educational programs and services to more than 70,000 students in Surrey, White Rock and the rural area of Barnston Island.
- ✔ There are 101 elementary and 19 secondary schools, spread over a large region.

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✔ VOTE YES



Build a new Pattullo Bridge



Maintain and upgrade the region's major roads



Build Light Rail Transit connecting Surrey Centre with Guildford, Newton, and Langley



Increase service on SkyTrain, Canada Line, SeaBus, and West Coast Express



Add more bus service to crowded routes and add new routes in growing areas



Extend the region's cycling and pedestrian networks

LIP UPDATES

SurreyLIP.ca

In April www.SurreyLIP.ca will launch. The website contains a number of resources, including fact sheets and research & immigrant-related demographic information specific to Surrey. The highlight is our Surrey Online map of over 260 settlement resources and programs, an excellent tool for service providers and immigrants.

Employment and Labour Market Research

Access to employment and utilization of

immigrants' skills and experience remains one of the most significant barriers to integration. In the coming months (April to August 2015) the Surrey LIP will dig into this issue at a local level, with research that engages business and immigrant communities in pursuit of the following goals:

1. Obtain an understanding of Surrey's current and looming labour market needs.
2. Acquire a current view of the employment barriers and challenges faced by immigrant and refugee populations.

3. Understand the barriers and challenges faced by Surrey employers in their attempts to recruit, hire and retain new immigrant and refugee workers.

Immigrant Advisory Roundtable

Three members of the Advisory took part in the Newcomer Employment Dialogue at SFU-Surrey on March 24. Magdalena Mot was MC of the event and Drastant Mehta and Clementine Iweh gave inspirational speeches about their volunteering and job search experiences in Canada.

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THIS ISSUE
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LIP Updates

NEXT ISSUE
Immigrant
Integration

ISSUE NO.

05

JUNE 2015



SURREY LIP NEWSLETTER

Engaged & Inclusive

What is Surrey LIP?

Facts & Resources

LIP Strategy & Projects

In the News

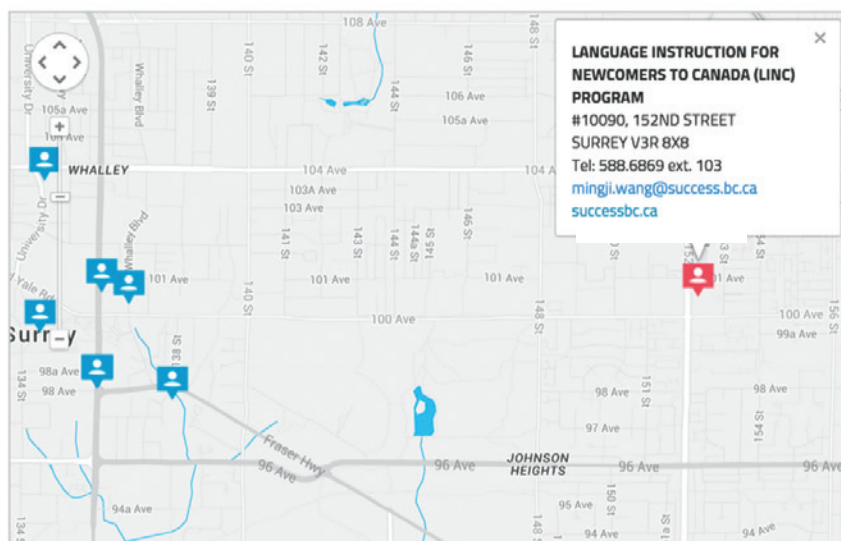
Events

Services Map

To search Surrey services:

- Use the pull-down menus to the right, or enter keywords into the search field.
- For best results, refine your search using both category and sub-category to get a smaller list.
- Once results are shown, mouse over the icons on the map or on the right sidebar for details.
- Use your mouse wheel to zoom the map

[Read more](#) about how the Service Map was developed.



Services Map

Search By: Title Keyword Both

English Language Services

GO

Select Service Sub-categories

GO

Results: 24

- Immigrants Trade Training Initiative (ITTI) program
- Information, Support & English Language Services for Adults
- Language Instruction for Newcomers to Canada (LINC) Program
- Language Instruction for Newcomers to Canada (LINC) Program
- Language Instruction for Newcomers to Canada Program (LINC)

PUTTING SURREY On The Map

The culmination of an ambitious service mapping project will certainly help people, but ultimately it may be even more important for the purposes of planning.

A student in the Public Policy program at Simon Fraser University and a member of Surrey LIP's Immigrant Advisory Roundtable, Tumadhur Altokhais volunteers for organizations including SUCCESS, the Surrey Food Bank and the City of Surrey. In early June she found herself helping a refugee family just arrived from Syria look for tutoring services needed to help their school-age children. A few weeks earlier, that would have >



(Putting Surrey On The Map: continued)

> meant sifting through conventional listings, but instead Altokhais took the family to a library and helped them search the Surrey LIP's new services map.

It wasn't a perfect solution, says Altokhais. Her clients didn't know English well enough to have been able to use it themselves, and realistically it's unlikely they would have discovered the service map's existence without her help. But nonetheless, the tutoring service was secured, making one less thing to worry about for a family that is trying to find its feet.

The services map that debuted on www.SurreyLIP.ca in April marks the culmination of a project that began last fall. Contracted to Social Planning and Research Council of British Columbia (SPARC BC), its production involved research into

and classification of 235 services offered by 30 distinct organizations. These were divided into six overarching categories and 29 categories in total. "Everybody cuts the apple a bit differently," says Scott Graham, SPARC's associate general director.

The obvious benefit of the map is to users like Altokhais and her refugee clients, "research for people," as Graham describes it. But an equally important aspect arises from the analysis that accompanied the project: "research for planning."

Working closely with LIP committees and other service leaders, SPARC BC sought to determine what services are needed, and to match that against the inventory found to be available. In this case, supply definitely did not meet demand. Gaps and overlaps are common in many areas of public life. But in this case, Graham says, there were some significant deficiencies.

In large part that's due to the continuing large numbers of immigrants and refugees settling in Surrey. Graham thinks the community could be described using the term "superdiversity," recently coined to describe "new, small and scattered, multiple-origin, transnationally connected, socio-economically differentiated and legally stratified populations" (to quote Wikipedia) in urban locales such as London, Toronto and, yes, Surrey. For service providers in such places it's not just a case of catching up with the pace of growth, it's also a matter of dealing with the dramatic complexity. Such considerations will play an important role in determining the LIP's strategy and action plans (see Reading



Tumadhur Altokhais was able to assist a Syrian refugee family more easily find tutoring services because of the recently launched Surrey LIP services map.

Beyond the Map), which will soon enter their development phase as the research phase wraps up.

There is also some good news, beyond the compilation of a service map that should make life just a little easier for immigrants, refugees and those who help them find services. The study found that most services are located in neighbourhoods where recent immigrants and refugees are clustered, an exception being Fleetwood, which has a large newcomer population but few services. And Graham was deeply impressed by the commitment shown by service providers and their leaders — "an example of successful collaboration" that will serve the community well in the race to better match supply to ever-growing demand.

SERVICE MAP MAIN CATEGORIES

 Settlement & Refugee Services	 Health & Nutrition Services
 English Language Services	 Employment & Education Support Services
 Community Integration Services	 Individual & Family Services

Emerging Needs Identified

Survey respondents identified several areas as emerging needs for immigrants and refugees, led by employment services, education services and health and nutrition.

<i>To read the full report visit:</i> www.surreylip.ca LIP Strategy & Project: Research & Consultations	<i>To read a fact sheet with key findings visit:</i> www.surreylip.ca Facts & Resources: Fact Sheets
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READING BEYOND **THE MAP**

What did the Surrey LIP gain from the recently completed Service Mapping project? Well, a service map, of course—an important new tool to help immigrants and immigrant and mainstream service providers access all that Surrey has to offer. But beyond that, the project's contractors at SPARC BC provided an analysis that will be a key resource as the LIP develops its strategy. Here is a brief summary:

1 **"There are many strong and active services and supports in Surrey available to immigrants and refugees."**

235 unique programs were identified, spread among 30 organizations.

This infrastructure presents opportunities for innovation, guided by the needs and strengths of the city's newcomers. In 2014, 11 organizations and agencies offering a wide array of services received funding from Citizenship and Immigration Canada.

3 **And "many service leaders are unaware of services offered and whether or not they are adequate."**

More than one-third of the questions presented to service leaders were answered "No opinion." Based on these conclusions, the report proposed 11 Considerations for Strategy Development, ranging from "Review and update the online inventory of services every two years to ensure that the information in the inventory is kept up-to-date," to "Increase the amount of services that are available in languages relevant to the immigrant and refugee population," to "Develop a strategy for promoting the development and exchange of information about available services to support the immigration and settlement services."

The conclusions and considerations will be important inputs as The LIP develops its Surrey Immigrant and Refugee Settlement Strategies and Action Plans.

2 **But in many ways the current service infrastructure in Surrey is "inadequate to effectively support the integration and settlement process for immigrants and refugees new to the community."**

A survey of social service leaders deemed 22 of 29 service types inadequate. Those considered especially lacking included Mental Health Services (100% of respondents who stated an opinion), Alcohol and Drug and Addiction Services (94%), Disability Services (92%), Legal Services (92%), LGBTQ Services (90%), Transportation Services (83%), Family Counselling Services (77%), Youth Services (76%), Women's Services (75%) and Housing Support Services (75%).

Reactions

Here's what two of the people active in the Surrey Local Immigration Partnership had to say about the Service Mapping project and accompanying analysis.



Aileen Murphy is a Senior Social Planner with the City of Surrey and co-chaired the Surrey Welcoming Communities Project, which precurred the Surrey LIP.

"A healthy, vibrant city is one where everyone is included and has an opportunity to participate and contribute," says Aileen Murphy—and it's obvious that not all residents are equally equipped to do this. "Some newcomers need some services to help them integrate."

Faced with evidence that many of these services are inadequate, Murphy sees an advocacy role for the City. Municipalities have no jurisdiction over immigration, she points out, but the City of Surrey can be a leader in ensuring that the community receives an appropriate share of services, and that the needs of newcomer residents are met.

Secondly, she notes, branches of civic government such as libraries and recreational facilities are a common point of contact for newcomers. "The service map will help people figure things out for themselves," she says. But it will be an equally valuable resource for the librarians, recreational centre and other city staff who may be approached for help.

(Reactions: continued on page 4)



Murphy also notes a third element, one that has been an ongoing concern of the City's. She is worried about the level of support that Surrey's growing number of refugees are receiving, particularly Government Assisted Refugees. "Many have all sorts of vulnerabilities," she says.

Connie Hong is senior manager of Options Community Services Society, which offers up to 80 programs to residents of Surrey and adjacent municipalities.



"We were already aware that in the face of Surrey's growth, there are challenges providing services — but for immigrants it's very difficult," Connie Hong says.

On one level, she stresses, newcomers are simply Surrey citizens, with the same multiplicity of needs and issues as other residents. At the same time, there can be complicating factors such as a reluctance

to take advantage of "gated" services requiring registration or qualification, often due to a mistrust of governments. For this reason her organization has begun to provide income assistance specialists,

who can inform newcomers about what's available and help them work through the procedures.

Hong also echoes Murphy's point that many of those taking advantage of the service map will be community service workers who weren't previously aware of everything available. "I sit at

other community tables," she says. "I will be making sure that people are aware of this outside of the immigrant service sector."

Finally, Hong is glad to see that service inadequacies were pointed out by the service mapping project and hopes that this will be a catalyst for change. "Having it on paper really helps," she says.

Steering Committee Member Organizations

These are the organizations that provide leadership direction to the Surrey Local Immigration Partnership.

- 1 City of Surrey
- 2 The Surrey Board of Trade
- 3 Alexandra Neighbourhood House
- 4 Applied Science Technologists and Technicians of BC (ASTTBC)
- 5 City of Surrey, Human Resources
- 6 City of Surrey Social Planning (Contract Manager)
- 7 City of Surrey, Parks, Recreation & Culture
- 8 Surrey Libraries
- 9 DIVERSEcity Community Resources Society
- 10 Training Group at Douglas College
- 11 Human Resources Management Association (HRMA)
- 12 Fraser Health Authority: Population and Public Health
- 13 Fraser Health Authority: Primary Health Care
- 14 Immigrant Employment Council of BC
- 15 Immigrant Services Society of BC
- 16 Kwantlen Polytechnic University
- 17 Oak Avenue Neighbourhood Hub Society
- 18 Options Community Services Society
- 19 Pacific Community Resources Society
- 20 Progressive Intercultural Community Services (PICS)
- 21 Semiahmoo House Society
- 22 SFU Surrey
- 23 S.U.C.C.E.S.S. Surrey Delta Service Centre
- 24 Surrey School District #36
- 25 Surrey RCMP
- 26 Sources Community Resources Society
- 27 Surrey Interfaith Council
- 28 Umoja Operation Compassion Society
- 29 Vancity Credit Union
- 30 YMCA

LIP UPDATES

Fusion Festival

Acknowledged as one of the world's great multi-cultural festivals, Surrey Fusion Festival takes place on July 18 and 19 at Holland Park. It focusses on music, food and culture and features pavilions from more than 40 cultures.

www.surrey.ca/fusionfestival

Labour Market Integration Research Project

Human Capital Strategies has been contracted to conduct a Labour Market Integration research project. The goal of the project

is to better understand Surrey's current and looming labour market needs, explore the labour market barriers faced by Surrey employers and immigrants, and identify solutions to improve immigrant labour market outcomes. The final report will be available in November.

Immigrant Advisory Roundtable Initiative

On behalf of the Immigrant Advisory Roundtable, two members applied for and received a Neighbourhood Small Grant to host a Welcome to City Centre

block party. The party is being planned for August or September 2015. Please contact us if you are interested in participating or helping to organize.

Doors Open

The City of Surrey's Doors Open on June 27 provides a one of a kind opportunity... to explore parks, places of worship, art exhibits, universities, recreation centres, historic and architectural sites. Find information at: <http://www.surrey.ca/culture-recreation/11056.aspx>

HOW CAN I GET INVOLVED?

Let us answer with a word that sums up a lot of what we're about: **Welcome!**

There are many ways to get involved with the Surrey Local Immigration Project, whether as an organization or as an individual. Surrey LIP will host city-wide community consultations and everyone is welcome to join. You can also request to be on our Surrey LIP stakeholder list and receive updates on a regular basis.

Please contact **Olga Shcherbyna**, Surrey LIP Coordinator, for more information. Email: oshcherbyna@surrey.ca Phone: 604-592-7059

Funded by: Financé par :



Citizenship and Immigration Canada
Citoyenneté et Immigration Canada

WHO ARE SURREY'S NEWCOMERS?

Every year Canada admits roughly **250,000** immigrants & refugees

Source: Citizenship and Immigration Canada



Over the past decade an average **40,000** of these have chosen BC and almost **7,000** newcomers have arrived in Surrey annually. Between 2006 and 2011 **19%** of all B.C. newcomers came to Surrey.

Source: Welcome BC

Population of Surrey

Source: 2011 census

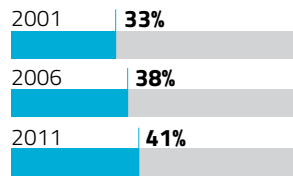
468,251

Population born outside of Canada

Source: 2011 National Household Survey

187,845

Immigrants as a percentage of Surrey's population



Source: 2011 National Household Survey

Surrey receives more Government Assisted Refugees (GARs) than any other B.C. municipality.

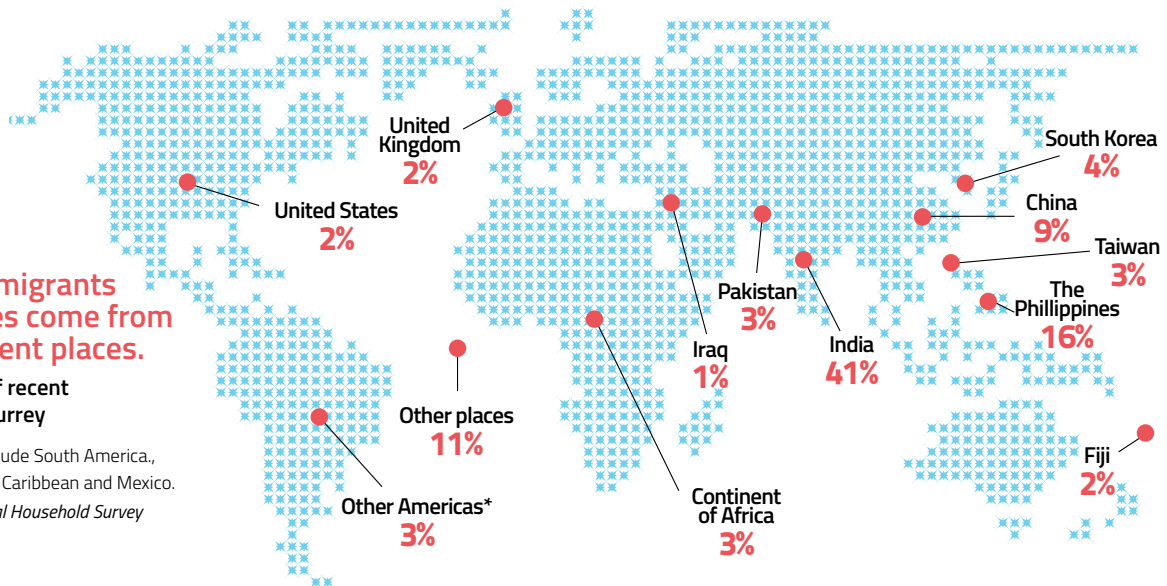
Over the past four years Surrey has received an average of **180** GARs annually—almost **30%** of the B.C. total. Local destinations of other types of refugees aren't known but if similar to GARs, Surrey has been receiving more than **400** refugees a year.

Source: ISSofBC

Surrey's immigrants and refugees come from many different places.

Place of origin of recent immigrants to Surrey

*Other Americas include South America, Central America, the Caribbean and Mexico.
Source: 2011 National Household Survey



GLOSSARY

Newcomers refers to immigrants and refugees.

Immigrants refers to persons born outside of Canada who have become landed immigrants and have permanent resident status.

Recent Immigrants refers to those who arrived during the 2006–2011 census period.

Refugees are persons who have been forced to leave their country in order to escape war, persecution or natural disaster.

Government Assisted Refugees (GARs) are persons who before their arrival in Canada have been sponsored by the Government of Canada. They receive financial and other supports for up to one year.

Privately Sponsored Refugees are persons selected from abroad by a private sponsor who agrees to provide financial and other support for one year.

GARs and Privately Sponsored Refugees are called **Conventional Refugees** and hold Permanent Resident status upon arrival.

Sources: CIC, ISSofBC

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

Established in 2014, Surrey's LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations working together to improve newcomer integration in Surrey.

SURREY'S NEWCOMERS

Newcomers come for many different reasons.



In B.C., in a typical year, about **60%** come as skilled workers who seek better economic outcomes while replenishing the labour market.

Approximately **1 in 3** arrive as family members reuniting with their relatives.



In B.C. only about **5%** come as refugees who fear persecution or threats to their lives. However, in Surrey, the proportion is somewhat higher. In fact, Surrey receives more refugees than any other B.C. municipality.

And they speak many languages.



2/3 of Metro Vancouver's Punjabi "mother tongue" population lives in Surrey.

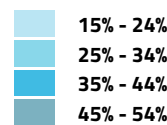
Top five languages most often spoken at home by immigrants in Surrey

30% Punjabi | **4%** Mandarin | **4%** Tagalog | **3%** Hindi | **3%** Korean

Sources: WelcomeBC, 2011 National Household Survey

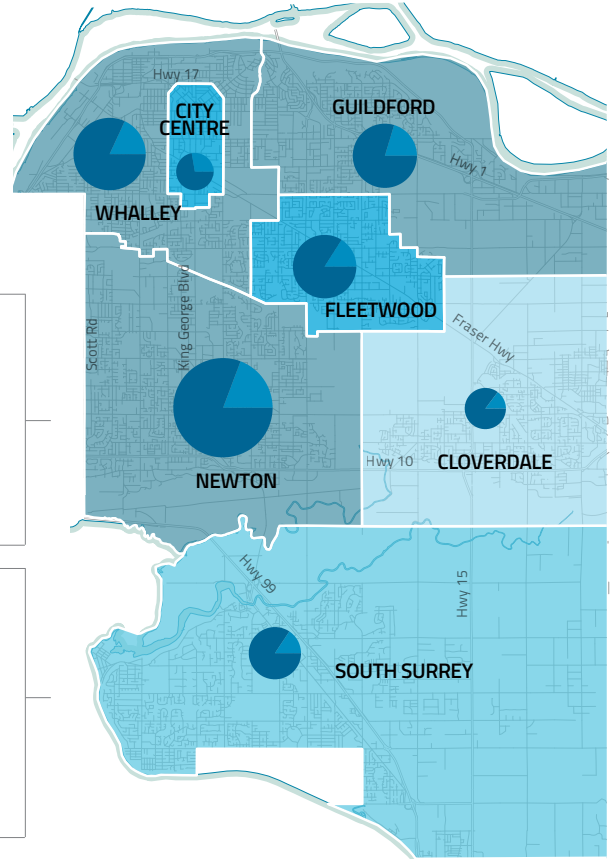
Newcomers are our neighbours.

Newcomers as a percentage of the total population by community



10,000
Size of circle indicative of size of immigrant population per area

Recent immigrants (2006-2011)
 Immigrants before 2006

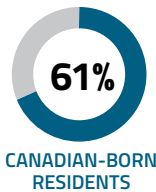


COMMUNITY	TOTAL POPULATION	IMMIGRANTS	RECENT IMMIGRANTS
BRITISH COLUMBIA	4,324,455	1,191,875	185,115
CITY OF SURREY	463,340	187,840	34,880
CITY CENTRE	22,180	9,005	2,490
CLOVERDALE	54,160	10,970	1,615
FLEETWOOD	58,190	26,035	4,170
GUILDFORD	58,280	26,620	5,425
NEWTON	131,800	63,685	12,265
SOUTH SURREY	67,360	17,705	2,780
WHALLEY	71,370	33,825	6,135

Source: 2011 National Household Survey

Newcomers are young.

Percentage of Surrey residents aged 44 or younger



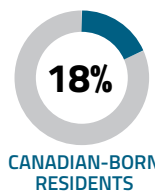
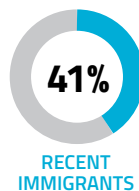
Median age of the population in private households

RECENT IMMIGRANTS IN SURREY	31 YEARS
TOTAL POPULATION IN SURREY	37.5 YEARS
TOTAL POPULATION IN GREATER VANCOUVER	40 YEARS

Source: 2011 Census

They are well-educated.

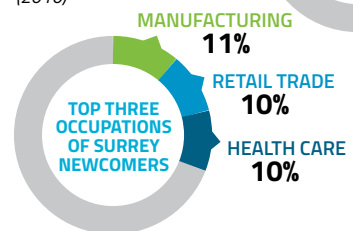
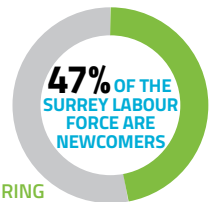
Percentage of Surrey residents possessing a Bachelor's degree or higher



Source: 2011 National Household Survey

They work hard.

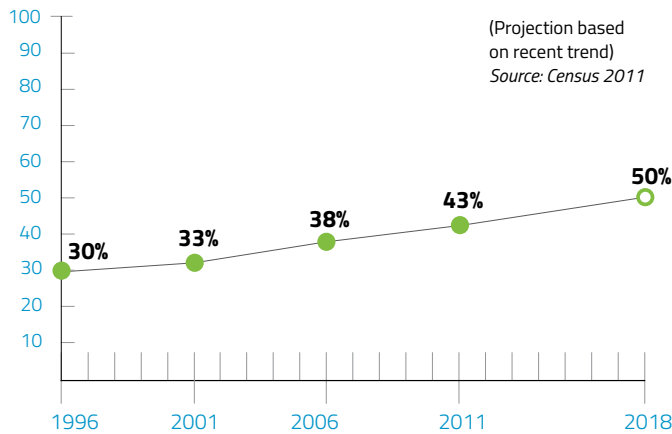
Newcomers as a percentage of the total Surrey labour force (2010)



Source: 2011 National Household Survey

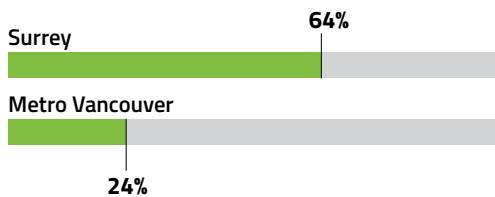
THE BIG PICTURE: WHY DO IMMIGRANTS MATTER TO SURREY?

Within approximately five years newcomers will account for half of Surrey's population.



Thirty percent of Metro Vancouver population growth is in Surrey.

Between 2001 and 2011 Surrey's newcomer population increased **64%**. Metro Vancouver's increased only **24%**.



The Global Competition for Talent

Where will the workers come from?

650,000

The estimated number of high school graduates.

1.013 million

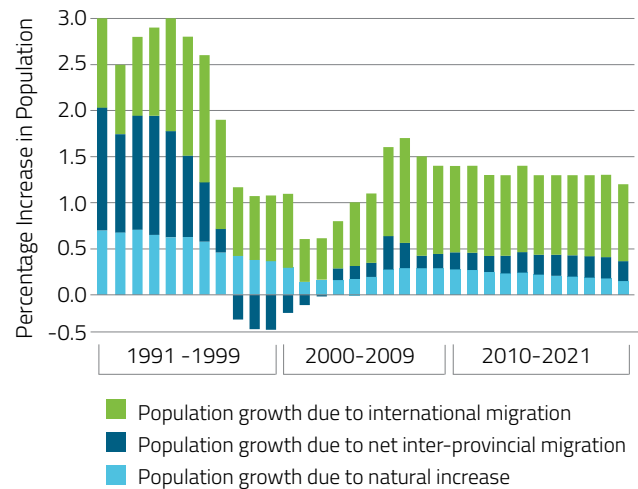
The estimated number of job vacancies in B.C. to 2019.

363,000

The estimated shortfall in workers.

Source: Work BC

SOLUTION Immigration will be the key driver of B.C.'s labour force growth.



Source: BC Stats, 2009

Newcomers Are Young. They are the future of Surrey.



50% of immigrants to Surrey are **24** years old or younger on arrival.

Source: Census 2011



Surrey is home to almost one-quarter of all **10-18** year olds in Metro Vancouver.

Source: Census 2011

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CHALLENGES AHEAD

Newcomers are a key economic and social driver for Surrey. Here are some of the obstacles that need to be addressed.




Surrey's new civic plaza is a gathering place for all.


The Local Immigration Partnership's role is to identify obstacles faced by immigrants and refugees and help create the conditions for improvement. The goal is a more welcoming community and better outcomes for newcomers.

The bumpy road to becoming a welcoming and engaged community.

Are we a welcoming and engaged community? Not yet.

 More than **1/3** of Metro Vancouver residents do not have close friends outside of their own ethnic group, according to a recent survey by the Vancouver Foundation.


Source: Vancouver Foundation, "Connections and Engagement", June 2012

 **50%** of new immigrants in Metro Vancouver reported having difficulties making new friends.

Source: Vancouver Foundation, June 2012

63% of Metro Vancouver residents did not feel that all immigrant and refugee groups would be welcomed equally in their neighbourhoods.

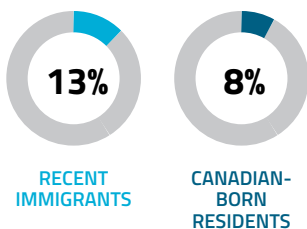
Source: Vancouver Foundation, June 2012

 **14%** of Surrey's students in grades 7 to 12 reported experiencing racial discrimination in 2008, compared to the provincial rate of **12%**.

Source: McCreary Centre Society, Adolescent Health Survey, 2008

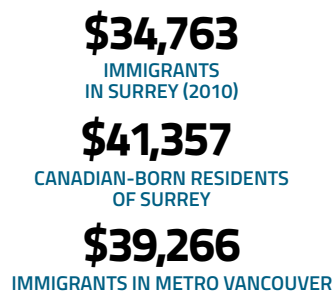
Newcomers experience lower employment and lagging incomes.

Unemployment rate in Surrey



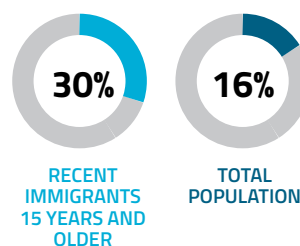
Source: NHS 2011

Average employment income



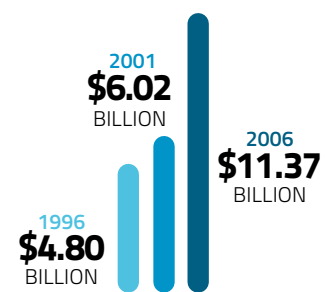
Source: NHS 2011

Percentage of Surrey population in the low income bracket



Source: NHS 2011

Skill under-utilization robs immigrants of earning power. Total value lost across Canada



Source: Source: Reitz, J.G., J. Curtis and J. Elrick (2014)

RECENT CHANGES TO THE **Immigration Process** AND HOW THEY AFFECT YOU

Canada's immigration system has undergone significant changes. Here's a quick glance at how the new Express Entry process, combined with changes to the Live-In Caregiver Program, the Provincial Nominee Program and the Family class have altered the landscape for many immigration candidates and the employers who want to hire them.



Introducing Express Entry

Express Entry is a new process recently introduced by Citizenship and Immigration Canada to streamline the application process and speed up processing times in the Federal Skilled Worker Program (FSWP); Federal Skilled Trades Program (FSTP); Canadian Experience Class (CEC); and a portion of the Provincial Nominee Program.

Old System	New System
First applicant in, first to be processed	CIC selects candidates that are most likely to succeed in Canada, rather than the first in line
Difficult to navigate the immigration system due to multiple players	Express Entry candidates with a valid job offer or provincial nomination will quickly be invited to apply for permanent residence
Recruitment of global talent at employer time and expense	Later in 2015 a new Job Bank will connect Canadian employers with a pool of skilled foreign national
Average of 12-14 months to process an application	Express Entry candidates will benefit from processing times of six months or less

Source: Citizenship and Immigration Canada

How Express Entry Works

FOR CANDIDATES

- Submit an online Express Entry profile
- If your profile meets the criteria of one of the federal economic immigration programs subject to Express Entry, you will be accepted into the Express Entry pool
- You will be assessed according to a skills-based ranking system that looks at language proficiency, education, Canadian work experience and other factors that lead to success in Canada (a valid trade certification, for example)
- You will be assigned a score; those with the highest scores will be the first to be drawn from the pool
- If you have a job offer, your score will be raised to better ensure that you can be drawn from the pool
- It is your job to promote yourself. You should signal your presence in the Express Entry pool to recruiters, on private sector job boards, by participating in job fairs, by contacting Canadian employers directly, etc.

FOR EMPLOYERS

There are many scenarios in which an employer might employ Express Entry:

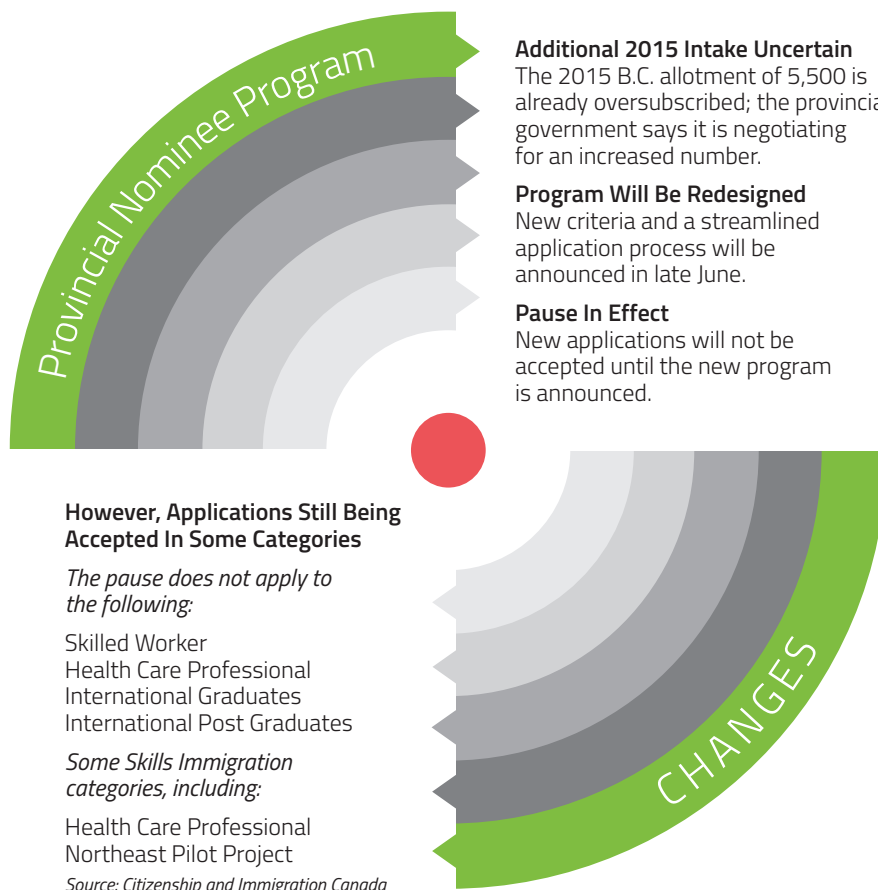
- When you find a qualified foreign national through your own recruitment efforts
- When you want to offer a permanent job to a current Temporary Foreign Worker
- When you are matched with a qualified foreign national through the Job Bank

Express Entry is not a new immigration category and it does not eliminate the need to seek a Labour Market Impact Assessment (where required) or to seek suitable domestic candidates. It is a new system designed to streamline the application process and speed up approvals. Find complete information at www.canada.ca/ExpressEntry. Note also the creation (later in 2015) of a new Employer Liaison Network, available to answer questions and make presentations.

Source: Citizenship and Immigration Canada

CHANGES TO THE Provincial Nominee Program

Recent changes have made entry to Canada more difficult under programs such as the Temporary Foreign Worker Program and the Immigrant Investor Program. In turn, this has resulted in an increased number of applications to the B.C. Provincial Nominee Program.



Benefits of Provincial Nominee Enhancements

▶ **Provincial Nominees** will enjoy expedited entry under the new federal Express Entry system.

▶ **When a candidate is** identified as a provincial nominee, they receive additional points in the ranking system and will be quickly invited to apply for permanent residence.

▶ **CIC will process** most applications in six months or less.

Source: Citizenship and Immigration Canada

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Live-In Caregiver Program Overhaul

Several changes introduced late in 2014 are designed to provide faster processing, faster family reunification, better career opportunities and better protection against workplace vulnerability.

Some of the key concerns that have been addressed:

Backlog Reduction

- Permanent resident admittees to be increased to 30,000 and members of their families in 2015

Two New Pathways Allow Caregivers To Live On Their Own

- New Caring for children pathway geared to those with a work permit, at least two years of Canadian childcare experience and who meet education and language criteria.
- New Caring for people with high medical needs pathway geared to those with a work permit, and appropriate experience and qualifications.

Changes Within Family Class

- Since late 2014, eligible spouses or common-law partners have had the opportunity to work in Canada while they wait for their application for permanent residence to be processed.
- Also since late 2014, the age required to qualify as a dependant child has been reduced from 22 to 19.

For more information:

www.cic.gc.ca/english/work/caregiver/improvements.asp

REFUGEES IN CANADA AND B.C.

What is a refugee?

A refugee is a person who "owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country."

Source: "Convention and Protocol Relating to the Status of Refugees", Office of United Nations High Commission for Refugees.

How many refugees are there?

In 2013 there were about **10 million** refugees in the world, and the UNHCR estimated that **960,000** were in need of resettlement.

What is Canada's role?

As a signatory to the United Nations Refugee Convention, Canada is pledged to accept a share of the world's refugees. In 2013, **24,000** refugees arrived in Canada.

How do refugees arrive?

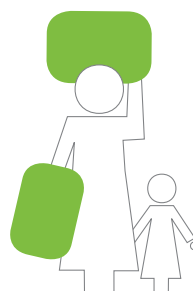
There are two ways:

- Some are selected abroad to be resettled. These are called **Government Assisted Refugees (GARs)** or **Privately Sponsored Refugees (PSRs)**.
- Some arrive on their own and make a claim. These are called **Refugee Claimants**.
- Refugee claimants make up a little more than half of all Canadian refugees, but less than half of those to B.C.

The former can be **Government Assisted Refugees (GARs)** or **Privately Sponsored Refugees (PSRs)**. The latter are called **Refugee Claimants** and constituted a little more than half of all Canadian refugees, although less than half of those to B.C.

How many come to B.C.?

In 2012, CIC data indicates **1,438** "protected persons" arrived in B.C. This represents **3.5%** of the Canadian total and **4%** of total immigration to the province. Source: CIC

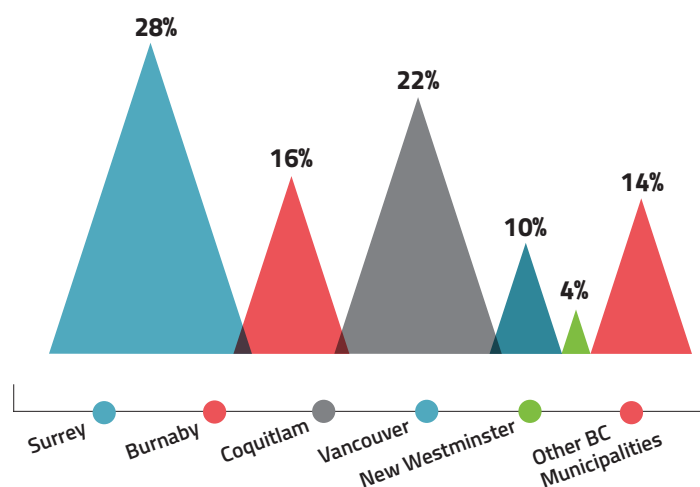


Where in B.C. do they settle?

Refugee claimants and privately sponsored refugees are not tracked, but six of nine B.C. sponsor groups for PSRs are based in Metro Vancouver. Precise data is available only for GARs. This suggests that Surrey, followed by the Tri-Cities and Burnaby, are B.C.'s largest refugee destinations. Source: ISSofBC

Government Assisted Refugees destined to B.C. by municipality, 2010 to 2013

Source: ISSofBC



Note: 6% are reported as Outside B.C.

REFUGEES IN SURREY

How many refugees arrive in Surrey?

Data is available only for **GARs**, which in B.C. represent about **40%** of refugee arrivals in a typical year. From 2010 to 2013 there were **701** such arrivals in Surrey, suggesting an estimated refugee total of **400** or more annually.

Where do refugees in Surrey arrive from?

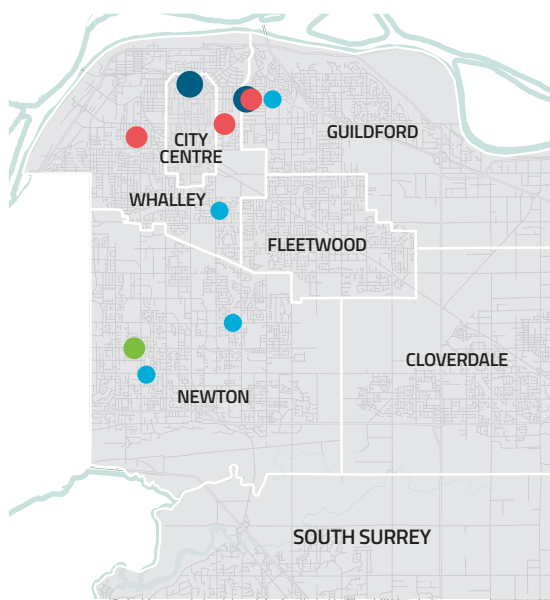
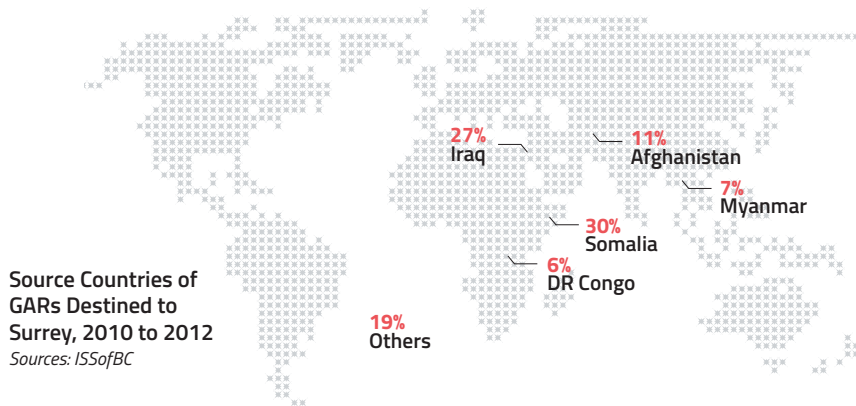
Between 2010 and 2012 the top five countries were Somalia, Iraq, Afghanistan, Myanmar and the Democratic Republic of the Congo. Source countries typically vary based on global strife. In recent years there has been an increase from countries such as Syria.

What are the issues faced by Surrey's refugees?

Whereas immigrants are selected based on their ability to succeed in Canada, sponsored refugees include high-needs individuals, with characteristics such as the following:

- Low literacy levels in their original languages
- Increased physical and mental health issues
- Larger households
- More households with single parents, mostly led by women
- Youth with limited exposure to formal education

In addition, refugees receive a transportation loan from the federal government to offset the cost of resettlement. As a result many refugee families arrive in Canada with almost **\$10,000** in debt. The debt constitutes a severe hardship, yet about **90%** successfully repay it. *Source: CIC*



What additional information is available?

Surrey offers a diversity of services and programs specifically designed for refugees. Check Surrey Settlement Services Map at www.SurreyLIP.ca

For a comprehensive overview of Surrey's refugee situation, download the document *Refugee Newcomers in Surrey: Changing Faces and Neighbourhoods* from www.surrey.ca/community/16060.aspx

The Surrey Local Immigration Partnership is currently undertaking research and consultation intended to reveal the needs, barriers and challenges faced by Surrey's refugee populations and identify solutions, actions and promising practices to enhance integration and inclusion.

See more at: www.SurreyLIP.ca

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP Established in 2014, Surrey LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations.

SURREY'S NEW SETTLEMENT SERVICES MAP

A comprehensive new service mapping project shows that Surrey is home to an impressive range of immigrant services, but also some deficiencies.

More than 6,000 immigrants and refugees arrive in Surrey every year. Meanwhile, services to help them settle and integrate have multiplied rapidly, but there have been questions about their adequacy.

Some of the Questions Being Asked

Can appropriate services be easily identified and accessed by those who need them?

Have disparate agencies and organizations concentrated on some services at the expense of others?

Are neighbourhoods within the city equally well served?

In light of its rapid growth, does Surrey have an appropriate complement of services?

For the first time many of these questions are being answered. Contracted in late 2014 to the **Social Planning and Research Council of British Columbia (SPARC BC)**, the **Surrey Local Immigration Partnership's Service Mapping Project** debuted online in April 2015.

The main objective is to identify key trends, strengths and opportunities related to the service system for newcomers in Surrey in order to establish consistent, innovative and coordinated service delivery and improve accessibility of services to newcomers.

The project turned up an impressive **235** unique, no cost services offered through **30** agencies and organizations, including **11** funded by Citizenship and Immigration Canada and directed purely at immigrants and refugees. But it also revealed that awareness of available services is not uniformly high and that some types of service are lacking. For more see reverse.

Use The New Surrey LIP Service Map

Identifies 235 unique, no cost services

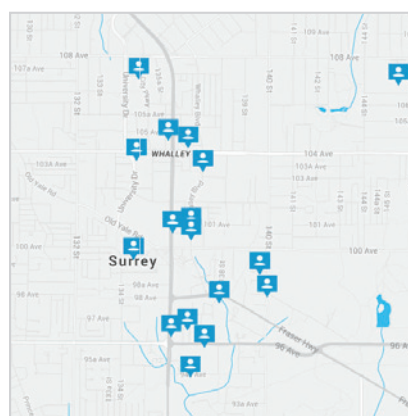
Draws from 30 agencies and organizations

Divided into 6 major categories:

- 1 Settlement + Refugee Services
- 2 Health + Nutrition Services
- 3 English Language Services
- 4 Employment + Education Support Services
- 5 Community Integration Services
- 6 Individual + Family Support Services

Further divided into 29 subcategories

Easily searchable



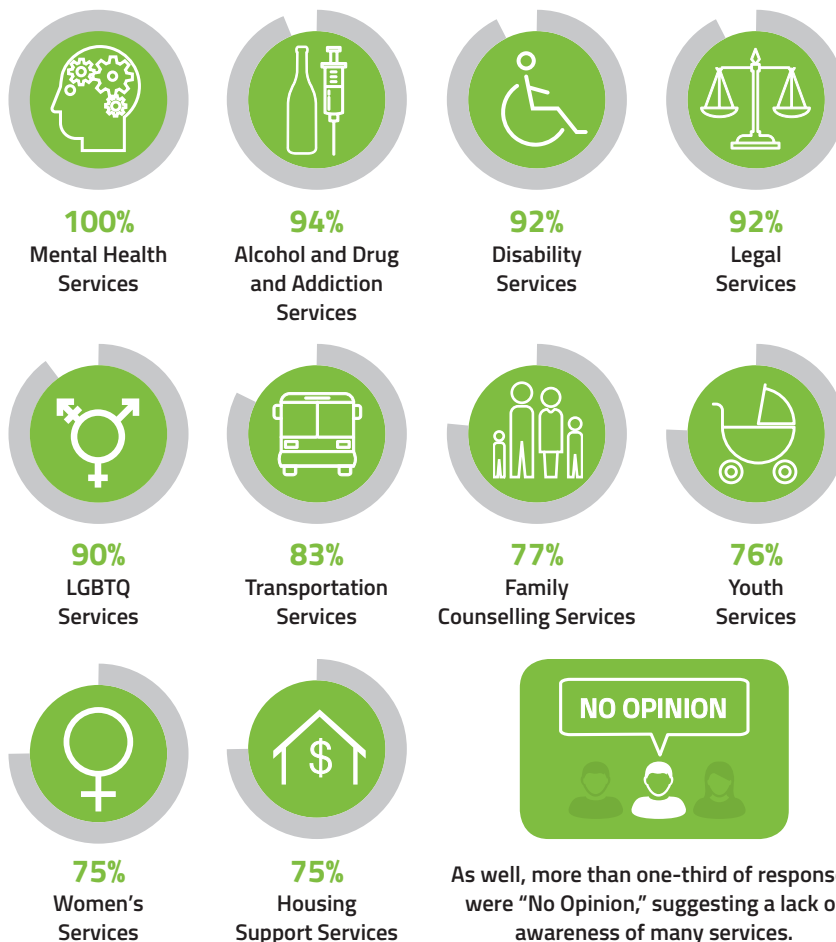
Find it at www.surreylip.ca/service-map

SETTLEMENT SERVICES IN SURREY

The Surrey LIP service mapping project identified several areas of critical need.

In addition to identifying and classifying Surrey's services for immigrants, the service mapping project sought to assess the adequacy of services. This was accomplished via a questionnaire completed by **25** leaders within Surrey's social services sector. The results portray a community with inadequacies in several areas.

Of **29** service types, **22** were deemed inadequate by at least **50%** of respondents who had an opinion. These are the services identified most often as inadequate, along with the percentage identifying them as such:



As well, more than one-third of responses were "No Opinion," suggesting a lack of awareness of many services.

Emerging Issues

Respondents were also asked to identify emerging issues related to supporting immigrants and refugees:

1. Employment and Education needs
2. Health and Nutrition services.
3. Individual and Family Support services
4. Community integration services
5. English language needs

What Next?

The authors of the Services Map came to three overarching conclusions:

1. There are many strong and active services and supports in Surrey available to immigrants and refugees.
2. The current service infrastructure in Surrey is perceived by service providers to be mostly inadequate to effectively support the integration and settlement process for immigrants and refugees new to the community.
3. Many service leaders are either unaware of the adequacy of the services or unaware what is available to support the immigration and settlement process.

They further proposed **11** Considerations for Strategy Development. These conclusions and considerations will form part of the basis for the Surrey Local Immigration Partnership as it begins to formulate its Surrey Immigrant and Refugee Settlement Strategy and annual Action Plans.

A Neighbourhood Left Out?

For the most part services are located in the areas with the highest concentration of newcomers, such as Newton, Guildford and North Surrey. However, one neighbourhood, Fleetwood, stood out as having a high concentration of immigrants but few services. Fortunately, most areas of Fleetwood are fairly well served by public transit, with connections to neighbourhoods where services are located.

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP Established in 2014, Surrey LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations.

DISCUSSION

Since the Federal Government's November 2015 announcement of their plans to resettle 25,000 Syrian refugees to Canada, the City of Surrey has been actively engaged in:

- supporting the successful settlement of refugees by participating in national, regional and local planning processes;
- taking actions that will help to make the Syrian refugees that settle in Surrey feel welcome; and
- continuing to work on the development of a Surrey Refugee Integration Strategy.

Arrival of Syrian Refugees

There are three categories of Syrian refugees arriving in Canada. All hold Permanent Resident (PR) status upon arrival.

- *Government Assisted Refugees (GARs)* are identified by the UN Refugee Agency (UNHCR) and selected by the Government of Canada on the basis of being most in need of protection. They receive financial and other support from the Government of Canada for up to one year.
- *Privately Sponsored Refugees (PSRs)* are Convention refugees selected from abroad by a private sponsor (often a family member) who agrees to provide financial and other support for one year.
- *Blended Visa Office Referred Refugees (BVORs)* are identified by the UNHCR and matched with a private sponsor. The Government of Canada provides up to six months of income support while the private sponsor provides up to six months of income support and up to one year of social and emotional support.

The majority of Syrian refugees arriving in BC are GARs.

Government Assisted Refugees' Arrival to BC & Surrey

From November 4, 2015, to March 18, 2016, 1,804 GARs, representing 414 family units, have arrived in BC. Sixty percent are children.

The majority of refugees are being settled in Metro Vancouver, however refugees were also sent to 7 communities outside of Metro Vancouver. Finding permanent housing in Metro Vancouver has been a challenge resulting in refugees being accommodated in hotels until permanent housing is found. As of April 12, 2016, of the 1,815 Syrian GARs that have arrived in BC:

- 266 GARs were in temporary accommodation; and
- 1,379 GARs have moved into permanent accommodation (excluding Victoria).

Of the GARs that have been moved into permanent accommodation, 670 individuals (155 families) have been settled in Surrey which represents approximately 49% of all BC GARs in permanent housing so far. The high number of Syrians being settled in Surrey is due to the fact that rental rates in Surrey are more affordable relative to rents in many other areas of the region. (For their first year in Canada, if they are not employed, GARs are provided income support that is equivalent to the provincial income assistance rates.)

More information can be found on the ISSofBC Refugee Response Hub at:
<http://refugeehub.issbc.org>

Privately Sponsored Refugees & Blended Visa Office Referred Refugees Arrival to Surrey

In terms of PSRs and BVORs, from November 4, 2015, to April 11, 2016, the numbers are as follows:

- 49 PSRs were admitted;
- 33 PSRs are in the inventory; and
- 6 BVORs were admitted.

Information is available at: <http://www.cic.gc.ca/english/refugees/welcome/milestones.asp>

Services in Surrey

The Syrian refugees are housed in apartments and secondary suites throughout Surrey. They are not concentrated in any single neighbourhood. This has meant that the children are attending a number of schools, rather than all being enrolled in a single school or couple of schools.

Surrey's settlement agencies are experienced in supporting refugees and already had Arabic speaking workers. Additional funding has been provided by the federal government to agencies serving the Syrian newcomers. However, responding to the increased demand for their services continues to be a challenge. The Surrey Food Bank has reported a large number of Syrian refugees already showing up at the Food Bank.

The Fraser Valley Refugee Response Team, described later in this report, provides a venue for continued monitoring of the capacity of agencies in Surrey to support the Syrian refugees.

Supporting the Settlement of Syrian Refugees

Municipalities do not have responsibility for refugee policies and programs. This is primarily the responsibility of the federal government and the agencies that they contract to deliver settlement services. As well, provincial services, such as health, education and employment, are involved in refugee settlement. However newcomers settle in communities, and the successful integration of refugees into the social and economic life of the community benefits all.

Over the past five months, the City of Surrey has worked with representatives from the Federal and Provincial Governments, local settlement agencies and other key stakeholders to plan for the settlement of Syrian refugees.

- ***Appeal for Public Support:*** On November 10, 2015, ISSofBC organized a Call to Action media event calling for the public's assistance in providing housing and other supports for the Syrian refugees. Councillor Villeneuve represented the City of Surrey at the event.

- **Federal Government Planning:** In late November, the City's Senior Social Planner was invited by Immigration, Refugees and Citizenship Canada (IRCC) to participate in a national planning session attended by staff from the federal government, province/territories, municipal governments, and settlement agencies. The City of Surrey was the only municipality in B.C. invited to attend.

On December 2, 2015, Mayor Hepner hosted a roundtable meeting with Minister McCallum at Surrey City Hall. Minister Bond from the Province, along with several local mayors, philanthropists and non-profit executive directors were in attendance.

- **Regional & Local Planning:** Social Planning staff has been participating in regional and local planning processes. This included the City convening two meetings in late 2015 that brought local settlement agencies and other relevant agencies together to be briefed by federal government and ISSofBC representatives on the arrival of the refugees and discuss organizations' capacity to support additional refugees.

The Province has contracted DIVERSEcity Community Services to lead a Fraser Valley Refugee Response Team (FVRRT) for a one-year period. The FVRRT's action plan outlines six main issues for action including: data collection and public education; employment; healthcare; housing; and language training. Social Planning staff is representing the City on the FVRRT.

Welcoming the Syrian Refugees in Surrey

Canadians across the country have welcomed the Syrian refugees with open hearts. The City of Surrey is no exception. Below are activities that have been undertaken by the City of Surrey, in partnership with the Surrey Local Immigration Partnership (LIP), to ensure the Syrian refugees feel welcomed.

- **Community Forum on Syrian Refugees Settlement in Surrey** was held on January 20, 2016. Hosted by Mayor Hepner in partnership with the Surrey LIP, the forum was attended by over 200 residents who were interested in hearing about the arrival of the Syrian refugees and how the public could assist.
- **How You Can Help Refugees pamphlet and City's webpage** was created in January 2016 to provide information to the general public about the ways residents can get involved and help Syrian refugees. The pamphlet is attached to this report as Appendix "I". It is available online at: <http://www.surrey.ca/files/RefugeeSettlementBrochure.pdf>.
- **Welcome to Surrey pamphlet** was developed in January 2016 for the Syrians settling in Surrey. It includes greetings from Mayor and Council, along with some very basic information about Surrey, its facilities and local settlement services. The brochure includes both English and Arabic text. The pamphlet is attached to this report as Appendix "II". It is available online at: <http://www.surreylip.ca/sites/default/files/SurreyLIP-Pamphlet-WebFinal.pdf>.

- ***Guildford Library and Recreation Centre*** supported the refugees who were temporarily housed in local hotels. Facility tours, along with temporary library cards and recreation passes, provided the refugees with access to recreation, as well as books and computers at the library.
- ***Cultural Awareness Information Sessions for City Staff*** were held on March 30 and March 31, 2016. The sessions enabled City staff to learn about refugees and Middle East culture, as well as hear stories from Surrey staff and a young Syrian refugee. Follow-up is being planned to facilitate staffs' interest in volunteering and fund-raising.
- ***Surrey LIP Newsletter on Syrian Refugees*** was released in March 2016. It provides updates on refugee settlement in Surrey, as well as highlights the challenges and successes of local agencies in responding to the arrival of Syrians. The newsletter is attached to this report as Appendix "III". It is available online at: http://www.surreylip.ca/sites/default/files/Newletters/LIPnewsletter-o8-Syrians_Surrey.pdf.
- ***Information Session for Arabic-speaking Refugees*** was organized by the Surrey LIP Immigrant Advisory Roundtable on April 9, 2016 at the Guildford Recreation Centre. The goal of the session was to welcome the newcomers and provide information on "what you should know about settlement in Canada but nobody ever tells you". The session was offered in English and Arabic and attended by 30 refugees.
- ***April 20 – 28, 2016 - Surrey Museum Exhibit: Surrey - A Place of Refuge*** will be displayed at City Hall. The exhibit was developed as a part of the 2013-2014 Surrey Welcoming Communities Project and tells the stories of seven refugees.
- ***Summer of 2016 – Welcoming Event for Refugees*** will be organized by the City of Surrey. It is anticipated that the family-friendly celebratory event will be hosted by Mayor and Council in Surrey City Hall later in the spring.

Developing a Surrey Refugee Integration Strategy

The City of Surrey is the lead agency for the Surrey LIP, a federally funded initiative aimed at engaging local communities in immigrant and refugee integration. The LIP identified the development of a Surrey Refugee Integration Strategy as one of its initiatives for 2014-2017.

In the spring of 2015, SFU Surrey was contracted by the Surrey LIP to conduct research and consultations on refugees in Surrey. The "Our Community Our Voice" project is being conducted by SFU and Kwantlen researchers, as well as a team of research assistants who are all young people who arrived in Canada as refugees. The final report will be available in April 2016.

The Surrey LIP will be using the SFU research, along with learnings from the recent settlement of the Syrian refugees, to develop a Surrey Refugee Integration Strategy.

An update on the progress of the Surrey LIP will be provided to Council in May 2016.

CONCLUSION

The arrival of Syrian refugees has been a historic event in Canada. While there are many challenges in settling such a large number of vulnerable refugees in a short period of time, Canadians' interest and out-pouring of generosity has been heart-warming and inspiring.

The City of Surrey has been actively engaged in this national effort. Over the past five months, the City has shown strong leadership by supporting settlement planning processes, as well as taking action to ensure that Surrey is a welcoming new home for the Syrian families who settle in our community.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:ss

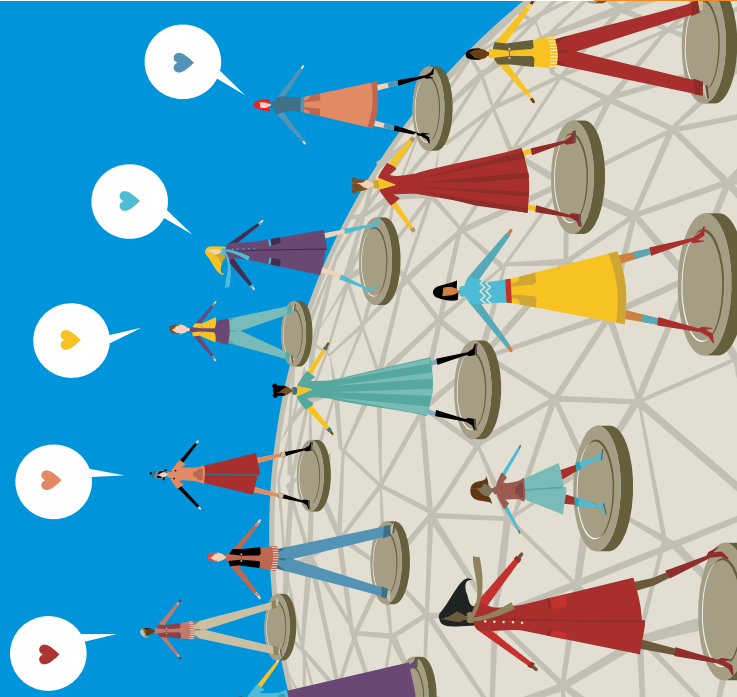
Appendix "I" – Refugee Settlement in Surrey: Local Resources & How to Help
Appendix "II" – Welcome to Surrey
Appendix "III" – Surrey LIP Newsletter: Engaged & Inclusive, Issue No. 8

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SURREY WORKING TOGETHER

The humanitarian crisis in Syria has prompted the Government of Canada to expand its intake of refugees from Syria by 25,000 over the coming months. In addition to other provinces across the country, refugees are expected to arrive throughout British Columbia, including in the City of Surrey. To plan for and respond to the expected increase in newcomer volumes, a wide range of individual, community and inter-agency support is needed.

The City of Surrey, the Surrey Local Immigration Partnership (LIP), and a variety of local agencies are working together to strengthen Surrey's integration of these newcomers. Members of the community and local business can help Syrian and other immigrant families with their difficult transition and to build a brighter future in our City.



FEDERAL PROGRAM INFORMATION

ABOUT THE REFUGEE ASSISTANCE PROGRAM

Refugee Assistance Program (RAP) is funded by the Government of Canada through Immigration, Refugees and Citizenship Canada (IRCC, formerly known as CIC). In BC, it is delivered through Immigrant Services Society of BC (ISSofBC). It includes providing initial (two weeks) settlement support to Government Assisted Refugees (GARs). Services include finding housing, initial orientation and other supports.

ABOUT SETTLEMENT SERVICES

Settlement services are funded by the Government of Canada Immigration Refugees and Citizenship Canada. They are delivered by settlement agencies and include language training, needs assessment and referrals, employment-related services, community connections for newcomers and other supports.

For more information, visit www.canada.ca.

For more information on the refugee settlement program in Surrey, please contact:

OLGA SHCHERBYNA
SURREY LOCAL IMMIGRATION
PARTNERSHIP COORDINATOR

604-592-7059
oshcherbyna@surrey.ca
www.surreylip.ca

REFUGEE SETTLEMENT IN SURREY

LOCAL RESOURCES & HOW TO HELP



HOW TO HELP

WELCOME ACTIVITIES, SUPPORT & EDUCATION

Visit www.SurreyLIP.ca to:

- Learn about refugee selection and the settlement process in Canada
- Stay up to date on newcomer settlement and welcoming activities
- Get details on sponsoring Syrian Refugees in Canada
- Download the How You Can Support Refugees in Surrey online form where you can register to volunteer, provide employment leads, offer housing support and more.

VOLUNTEERING & DONATIONS

There are a number of government-funded settlement agencies and other community organizations providing services to refugees and immigrants in Surrey. The following are in immediate need of volunteers, cash donations and other means of support to assist with the resettlement process.



Baobab Inclusive Empowerment Society

Providing social and recreational programs for children from low income families.

101A 14914 104 Ave, Surrey, B.C. V3R 1M7 | 604-585-6775
www.baobabinclusive.ca

DIVERSECity Community Resources Society

Offering settlement and integration services to newcomers, including language training, employment services and programs for children and youth.

13455 76 Ave, Surrey, BC V3W 2W3 | 604-597-0205
www.dcrs.ca

Muslim Food Bank

Supporting primarily refugees and new immigrant families through culturally appropriate food hampers and community support programs.

101-13085 115 Ave, Surrey, BC V3R 7S2 | 1-866-824-2525
www.muslimfoodbank.com

Options Community Services Society

Providing social, housing and newcomer settlement and integration services in Surrey and neighbouring communities.

13520 78 Ave, Surrey, BC V3W 8J6 | 604-596-4321
www.options.bc.ca

Pacific Community Resources Society

Providing a number of social services including a Newcomer Program for Youth.

114 13479 76 Ave, Surrey, BC V3W 2W3 | 604-592-6213
www.pcrs.ca

Progressive Intercultural Community Services Society

Providing support programs, including settlement, employment, language, social and housing services.

12725 80 Ave, Surrey, BC V3W 3A6 | 604-596-7722
www.pics.bc.ca

S.U.C.C.E.S.S.

Providing a wide range of newcomer settlement and integration services in over 20 locations in Greater Vancouver.

206 10090 152 St, Surrey, BC V3R 8X8 | 604-588-6869
www.success.bc.ca

Surrey Food Bank

Supporting low income families in Surrey, including the distribution of about 2,000 food hampers each week.

10732 City Parkway Surrey, BC, V3T 4C7 | 604-581-5443
www.surreyfoodbank.org

Umoja Operation Compassion Society

Supporting low income immigrants and refugees living in Surrey. Programs include after school home club, literacy programs, drop-in sewing and early childhood education.

10025 Whalley Blvd, Surrey, BC V3T 4G1 | 604-581-5574
umojawordpress.apps-1and1.com



رسالة من العمدة ومجلس البلدية Message from Mayor & Council

On behalf of Surrey City Council, I wish to extend a warm welcome to you and your family. You have come a long way and endured much hardship on your journey from Syria to Canada. As you begin your new life in Surrey, I want you to know that support systems have been put in place to help you settle in your new home. Our goal is to ensure you have a good start to a safer and better future for you and your family.

The City of Surrey has a lot to offer, from beautiful parks, recreation programs, and libraries to cultural facilities and festivals. We encourage you to not only explore all that the City has to offer, but to get involved. Participating in the community is a good way to connect with your new neighbours, get to know your new home and develop a sense of belonging.

We wish you and your family all the best in the days ahead.

Mayor Linda Hepner

نابذة عن مجلس بلدية مدينة سري، أود أن أرحب بك أنت وعائلتك. لقد قطعت شوطاً طويلاً وتحملت الكثير من الصعاب في رحلتك من سوريا إلى كندا. عندما تبدأ حياتك الجديدة في سري، أريد أن تعلم أنه يوجد مؤسسات توفر خدمات الدعم والتوطين لمساعدتك على الاستقرار في بلدك الجديد. هدفنا هو أن نضمن لك خيارات لتبدأ بداية جيدة لمستقبل أفضل وأكثر أمناً لك ولعائلتك.

مدينة سري لديها الكثير لتقديمه من الحدائق الجميلة، والبرامج الترفيهية، والمكتبات، والمرافق الثقافية والمهرجانات الموسمية. نحن نشجعك ليس فقط على استكشاف كل ما تقدمه البلدية من خدمات مختلفة، بل نتمنى منك المشاركة في المجتمع لأنها وسيلة جيدة للتواصل مع جيرانك الجدد، وتسهيل التعرف على بلدك الجديد وتتمية الشعور بالانتماء.

نتمنى لك ولعائلتك كل خير في الأيام المقبلة.

العمدة ليندا هينر

City of Surrey Programs & Services البرامج والخدمات في مدينة سري

All Surrey residents are welcome to participate in the services and programs offered by the City of Surrey.

جميع السكان في مدينة سري مدعوين للمشاركة في الخدمات والبرامج التي تقدمها المدينة



Parks & Recreation

Every community in Surrey has recreation facilities that provide a range of sports and other leisure programs for people of all ages, incomes and abilities. Learn more: www.surrey.ca/recreation

الحدائق العامة والترفيهية

يوجد مرافق ترفيهيه وحدائق عامة في كل حي في مدينة سري. المرافق الترفيهيه تقدم مجموعة واسعة من برامج رياضية وترفيهية أخرى لجميع الفئات والاعمار. لمزيد من المعلومات: www.surrey.ca/recreation



Libraries

Surrey Libraries support learning, information and ideas. Library services are all provided free of charge and offer free access to internet. Learn more: www.surreylibraries.ca

المكتبات

المكتبات في سري تدعم التعلم وتقدم خدمات مجانية عديدة كالاتصال بالإنترنت وغيرها. لمزيد من المعلومات: www.surreylibraries.ca



Arts & Heritage

The City of Surrey has a number of arts and heritage facilities with many programs for adults and children. Learn more: www.surrey.ca/culture-recreation

الفنون والتراث

مدينة سري لديها العديد من المرافق المختصة بالفنون والتراث والتي تقدم العديد من البرامج الترفيهية للبالغين والأطفال. لمزيد من المعلومات: www.surrey.ca/culture-recreation



Volunteer

Volunteering is a great way to meet new people, gain new skills and contribute to the community. Learn more: www.surrey.ca/volunteer

التطوع

العمل التطوعي هو وسيلة رائعة للتعرف على أشخاص جدد، واكتساب مهارات جديدة والمساهمة في المجتمع. لمزيد من المعلومات: www.surrey.ca/volunteer

City of Surrey Facilities and Services مرافق وخدمات مدينة سري

Quick Facts: Civic Facilities المرافق العامة في مدينة سري



The City offers a number of free services specifically designed for newcomers:

- English Conversation Circles in libraries and community centres
- Civic Facilities Bus Tours for Newcomers*
- City Hall Tours*
- *Arabic interpreters are available.

توفر مدينة سري عددا من الخدمات المجانية التي صممت خصيصا للقادمين الجدد:

- صفوف المحادثة باللغة الإنجليزية في المكتبات و المراكز الاجتماعية
- رحلات بالحافلة للقادمين الجدد للمرافق الترفيهية والثقافية *
- جولات تعريفية داخل مبنى البلدية.
- *يوجد مترجمين بالعربية.

The City organizes a number of free community events and festivals:

- Surrey Fusion (July 2016). Learn about different cultures in Surrey.
- Surrey Doors Open (June 2016). Free access to many sites in Surrey with free transportation that is included in each community.
- Community/family festivals in every town centre.

تنظم البلدية عددا من الفعاليات الاجتماعية والمهرجانات المجانية، منها:

- مهرجان الانتماء -Surrey Fusion (يوليو ٢٠١٦) للتعرف على الثقافات المختلفة في سري
- مهرجان الابواب المفتوحة - Doors Open (يونيو ٢٠١٦) امكانية الدخول المجاني إلى العديد من المرافق المختلفة في سري من خلال النقل المجاني ضمن نطاق كل حي
- المهرجانات والانشطة المختلفة في مراكز الاحياء

Settlement Services خدمات الإستقرار

The Government of Canada funds community agencies to provide services to help newcomers settle in Canada. Below is a list of agencies that are funded to deliver general settlement services in Surrey.

حكومة كندا تمول منظمات المجتمع المدني لتوفير الخدمات للقادمين الجدد. وفيما يلي قائمة الوكالات والمنظمات التي تقدم خدمات الإستقرار في مدينة سري

DIVERSECITY Community Resources Society جمعية دايفرسيتي للموارد الإجتماعية

604-597-0205 / www.dcrs.ca
13455 76 Avenue, Surrey, B.C. V3W 2W3
Arabic Settlement Worker:
موظف التوطين المتحدث بالعربية:
604-507-6060

Options Community Services منظمة اوبشن لخدمة المجتمع

604-572-4060 / www.options.bc.ca
13520 78 Ave. Surrey, BC V3W 8J6
Arabic Settlement Worker:
خدمات باللغة العربية:
604-572-4060

Pacific Community Resources Society Newcomer Youth Services جمعية المحيط الهادئ لموارد المجتمع

خدمات للشباب القادمين الجدد
604-592-6213 / www.pcrs.ca
1114-13479 76 Ave., Surrey, B.C. V3W 2W3
Arabic Settlement Worker:
خدمات باللغة العربية:
604-587-8100

Progressive Intercultural Community Services Society (PICS) جمعية بيكس الثقافية للخدمات

604-596-7722 / www.pics.bc.ca
12725 - 80th Avenue, Surrey V3W 3A6
Arabic Settlement Worker:
خدمات باللغة العربية:
604-596-7722

S.U.C.E.S.S. منظمة سكسساس للخدمات المجتمع

604-588-6869 / www.success.bc.ca
206 10090 152 St. Surrey, B.C. V3R 8X8
Arabic Settlement Worker:
خدمات باللغة العربية:
604-588-6869

Surrey School District Welcome Centre *

مديرية التعليم في سري -مركز الاستقبال *
604-543-3060 / www.welcomecentre.sd36.bc.ca
Unit # 120 - 7525 King George Boulevard,
Surrey, B.C. V3W 5A8
Arabic Settlement Worker:
خدمات باللغة العربية:
604-543-3060

About Surrey عن مدينة سري

Surrey has a population of approximately **500,000** people. It is the second largest city in British Columbia.

يبلغ عدد سكانها حوالي **500,000** نسمة. وهي ثاني أكبر مدينة في مقاطعة كولومبيا البريطانية.



Over **40%** of Surrey residents were born outside of Canada.

أكثر من **40%** من سكان سري ولدوا خارج كندا.

Surrey is located on the traditional territory of five First Nations – Katzie, Kwantlen, Semiahmoo, Tsawwassen, and Kwikwetlem.

تقع مدينة سري على أراضي السكان الأصليين من شعوب وقبائل كاتزي، كوانتلن، سميامو، وكويكولم.



The City of Surrey has an elected Mayor and **8** Council members. Local government elections happen every **4** years.

مجلس مدينة سري له رئيس بلدية منتخب وثمانية أعضاء مجلس. الانتخابات البلدية تجري كل أربع سنوات.



About This Pamphlet عن هذا المنشور

This pamphlet was created by the City of Surrey and Surrey Local Immigration Partnership to welcome Syrian newcomers who are settling in Surrey in 2016. The pamphlet is available in English and Arabic.

تم إنشاء هذا الكتيب من قبل بلدية سري و شراكة الهجرة المحلية في مدينة سري لاستقبال القادمين السوريين الذين سيسقرون في سري عام 2016. الكتيب متوفر باللغتين العربية والإنجليزية.

Welcome To Surrey مرحباً بكم في سري

The artwork titled, *What We Can't Do Alone, We Can Achieve Together* is in the atrium at Surrey City Hall
ملا نستطيع تحقيقه بمفردنا، باستطاعتنا تحقيقه
متحدين - مبنى بلدية مدينة سري

Surrey Town Centres مراكز الأحياء في مدينة سري

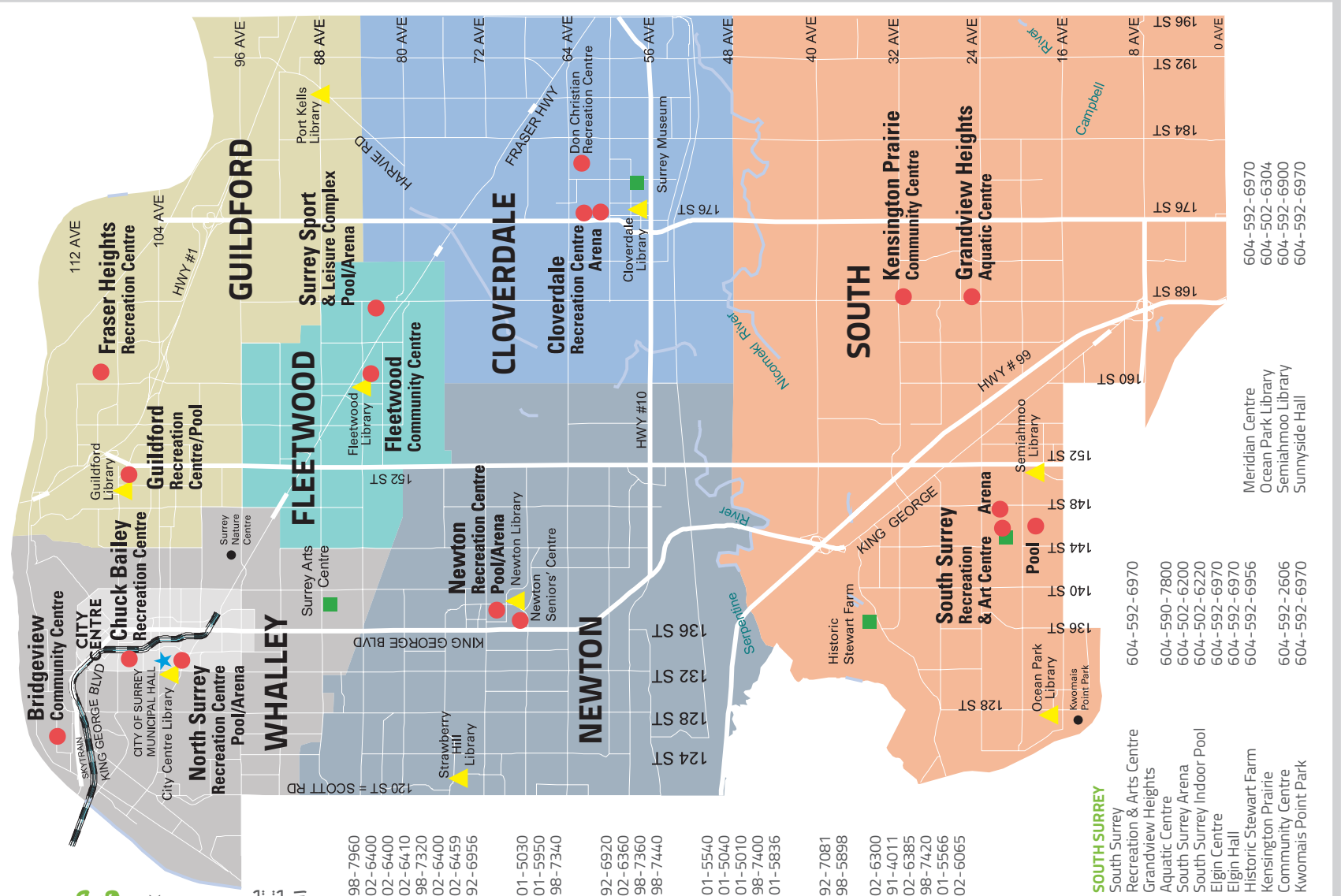
City of Surrey is divided into six town centres. Each of these Town Centres has a variety of recreational facilities.

يوجد ستة أحياء في مدينة سري. توجد مجموعة متنوعة من المرافق الترفيهية في جميع أحياء المدينة.

CLOVERDALE	604-598-7960
Cloverdale Recreation Centre	604-502-6400
Don Christian Rec Centre	604-502-6400
Clayton Community Hall	604-502-6410
Cloverdale Arena	604-598-7320
Cloverdale Library	604-502-6400
Cloverdale Mini Rec Centre	604-502-6459
Surrey Archives	604-592-6956
FLEETWOOD	604-501-5030
Fleetwood Community Centre	604-501-5950
Surrey Sport & Leisure Complex	604-598-7340
GUILDFORD	604-592-6920
Fraser Heights Recreation Centre	604-502-6360
Guilford Recreation Centre/Pool	604-598-7360
Guilford Library	604-598-7440
Port Kells Library	604-501-5540
NEWTON	604-501-5040
Newton Recreation Centre/Pool	604-501-5010
Newton Seniors' Centre	604-598-7400
Newton Library	604-501-5836
Strawberry Hill Library	604-592-7081
NORTH SURREY	604-598-5898
Bridgeview Community Centre	604-502-6300
Chuck Bailey Recreation Centre/Arena/Pool	604-591-4011
City of Surrey Municipal Hall	604-502-6385
Bear Creek Pavilion	604-598-7420
City Centre Library	604-501-5566
Surrey Arts Centre	604-502-6065
Surrey Nature Centre	
SOUTH SURREY	
Recreation & Arts Centre	604-592-6970
Grandview Heights Aquatic Centre	604-590-7800
South Surrey Arena	604-502-6200
South Surrey Indoor Pool	604-502-6220
Elgin Centre	604-592-6970
Elgin Hall	604-592-6970
Historic Stewart Farm	604-592-6956
Kensington Prairie Community Centre	604-592-2606
Community Centre	604-592-6970
Kwomais Point Park	
Meridian Centre	
Ocean Park Library	
Semiahmoo Library	
Sunnyside Hall	

LEGEND معالم

- Arts and Heritage فنون و تراث
- City Hall مبنى البلدية
- Library مكتبة
- Recreation Centre مرافق ترفيهية



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ISSUE NO.

08

MARCH 2016



SURREY LIP NEWSLETTER

Engaged & Inclusive



Staff, volunteers and
new arrivals at the
Muslim Food Bank

SURREY & SYRIA

With more Syrian refugees arriving here than in any other B.C. municipality, Surrey has been asked to play a key role in an important national project. And that's exactly what it is doing.

Imagine you're Mainu Ahmed. One day you're the director of the Muslim Food Bank, located in the Bridgeview area of North Surrey. The next, your organization has been tapped by ISSofBC to play a big part in Surrey's role in one of the greatest Canadian projects of this century—the resettlement of 25,000 Syrian refugees in less than four months. Your food bank is already a busy place, but boy, are things going to get busier. By the end of February there are 299 Government Assisted Refugees in Surrey, and every one of them will need all the help you can give them and more. >



(Surrey and Syria: continued)

➤ Similarly, imagine you're Tahzeem Kassam. You're already Chief Operating Officer at immigrant service provider DIVERSEcity, and now your organization has been tapped to lead one of five provincial regional refugee response teams, in your case a Fraser Valley region extending from North Delta to Chilliwack. With all of those people and organizations out there trying to help with the welcoming effort, somebody is going to have to coordinate and encourage communication, and that is going to be you.

And finally, imagine that you work for Fraser Valley Health, or Surrey Schools, or the City of Surrey, and that the scope of what you do has just been expanded by a factor of who-knows-how-much. Maybe you're someone like Aileen Murphy, Senior Social Planner for the City. From the very beginning, the City's Mayor and Councilors made it clear that Surrey expected to play a big role in the resettlement effort, and civic departments of various stripes, from recreation centres, through libraries, through the RCMP, have been intensely involved. Your job is to help coordinate inter-departmental efforts, organize forums, translate and disseminate crucial information, and generally try to ensure that the City is doing everything that it can.

That's a lot of people, putting in a lot of extra work and employing a lot of extra resources. And, they believe, the effort is paying off. "These refugees," Mainu Ahmed says, "are getting more support than previous ones."

And they need that support.

All of the recent immigrants from Syria are escaping a long-running war characterized by violence and deprivation, but the roughly one-third who are privately sponsored have the advantage, on average, of better education and smaller families, in addition to receiving individual support from their sponsors. Government-assisted



Mainu Ahmed

ISSofBC asked Ahmed and the Food Bank to help lead the Surrey effort because the group was already an active supporter of refugees, and many of its staff and volunteers speak Arabic.

refugees do receive government benefits equivalent to welfare payments for a period of one year, but beyond that, the help they get is dependent on what local settlement agencies and organizations can muster.

Chris Friesen, Director of Settlement for ISSofBC, notes that the 299 government-assisted refugees in Surrey represent 48% of the refugees that have been housed in Metro Vancouver so far. Of Metro Vancouver's total complement of 1,516 government assisted refugees 41% have been settled into housing, and 59% are still in temporary accommodation. These are contained within just 339 families, some of them with as many as 12 children. Sixty percent are under 19, and 34% are school-aged. He's been bowled over by the public response, and amazed that things are going as well as they are. "To put it into perspective, we've received double our annual refugee case load in a matter of weeks," he says. "It would have been nice to have more time, but that wasn't possible."

ISSofBC asked Ahmed and the Food Bank to help lead the Surrey effort because the group was already an active supporter of refugees, and many of its staff and volunteers speak Arabic. And Ahmed and the Food Bank have definitely risen to the occasion. "We have 13 separate programs on the go right now," he says. Most have nothing to do with the activities one would ordinarily associate with a food bank but rather span the entire sphere of newcomer integration.

To illustrate Ahmed gives a few examples of the circumstances faced by Surrey's 299 refugees, as well as the kind of support they are receiving. "ISS supplies a lot of the basics," he says. "We complement that with more individualized help."

Upon arrival each refugee group is greeted and assessed by a volunteer caseworker (there are now several dozen), with a staff social worker called in when needed. Each group receives a welcome package with toiletries, as well as a cell phone and a sim card. As of the beginning of March, more than half of Surrey's refugees still lacked accommodation and were staying in temporary quarters such as hotels, which complicates matters. "It's the little things," Ahmed says. "You don't read English. You don't have an address. How are you even going to activate a phone account?"

Depending on their needs, family groups may receive other packages as well. Baby supplies, in many cases, for example. These families have arrived with little more than the clothes on their back, points out Ahmed, so their needs are vast. Help is welcome from wherever it might arrive. The food bank, along with many other organizations, receives donations through its website.

Friesen notes that in Metro Vancouver, 110 residential units have been offered by citizens and companies, but the majority of Syrian refugees are still unhoused, and ISSofBC has 14 people scouting for more. Ahmed points out that families

need help enrolling children in school and accessing medical help. Many of the refugees would love to find work, and a few already have, Ahmed says. Meanwhile, there are long waiting list for ESL classes, so the Food Bank is currently rounding up both instructors and locations so that it can organize additional ones. "That's something we could use some help with," says Ahmed. This crop of newcomers is incredibly varied, he says. "Everyone from a doctor to people who can't read Arabic."

For now several hundred refugees are temporarily staying in two Guildford-area hotels. Fortunately, the City has both a recreation centre and a library nearby, and it has provided passes and cards for both. The library has gone to extensive lengths to make its services accessible, with tours by an Arabic-speaking staff member, and by ordering books written in both Arabic and English. "Those are a huge hit," says Aileen Murphy.

Several other service groups have kicked into gear, while the sudden arrival of so many people, with such dire needs, affects civic agencies and organizations of every stripe. Educational and health organizations have responded at every level, while the City of Surrey has launched numerous initiatives across many different departments. Early in the process the City organized two

stakeholder events attended by representatives from about 40 service providers. A brochure describing civic services, in English and Arabic, was made available at all civic facilities. Staff training sessions have helped ensure that people are aware of Middle Eastern culture and religion.

With so many Surrey residents expressing such a wide range of emotions, from enthusiasm to concern (and sometimes both at once), and with so many questions to be answered, the Mayor's Office in partnership with the Surrey LIP also organized a public forum, which was attended by about 200 people, including Mayor Linda Hepner, Councillor Judy Villeneuve, provincial cabinet ministers Peter Fassbender and Amrik Virk, and RCMP Assistant Commissioner Bill Fordy.

Fordy's presentation was particularly interesting, says Murphy, in that he stressed how important the welcoming effort would be in ensuring that the refugees become productive citizens and good neighbours. His closing words sparked murmurs of agreement from many. "As we embark on this new phase for Surrey, I encourage you to keep your minds and hearts open, to challenge stereotypes, and to remember that these newcomers deserve a fresh start. It is up to us to make our communities stronger and safer together."

Checking In With The Refugee Research Project

The Refugee Research Project, led by SFU Surrey, drew toward its completion in early March with the submission of an executive summary, to be followed by a full report. Among the research initiatives were 16 focus groups involving service providers, City of Surrey

planning leaders and young and old recent refugees in five different cultural groups. These included Arabic-speaking, Karen-speaking, Somali-speaking, Spanish-speaking and Swahili-speaking. "The added value is that we trained nine research assistants," says SFU

Surrey Executive Director Steve Dooley, most of these being recent refugees. "It's an example of building community capacity into the job." The complete report, as well as a fact sheet identifying key findings and recommendations will be available in late March.

YOUTH CONSULTATIONS COMPLETE



In January the LIP conducted stakeholder consultations with 50 new immigrants and refugees, aged mid-teens to mid-20s in partnership with the Fresh Voices from Long Journeys Initiative of the Vancouver Foundation. The consultations elicited several dozen ideas and priorities relating to newcomer youth and the categories of education, employment, intercultural connections, family and access to services. The LIP has taken these recommendations into account and factored the results of the consultation into its Strategic Settlement Plan for Surrey, while Fresh Voices will also employ them in its ongoing engagement with local communities. For the Vancouver Foundation's Jorge Salazar, the really impressive aspect of the Surrey consultations was the turnout. "These are young people, at an all-day session, about policy," he points out. "They really appreciated the opportunity to have a say."



OUR IMMIGRANT ADVISORY ROUNDTABLE NEWCOMERS WELCOMING NEWCOMERS



Wafa Al-Jabiri

When the Surrey LIP's Immigrant Advisory Roundtable (IAR) was initiated in early 2015, no-one could have guessed how far the group's role would expand beyond being mere "advisors." In fact, a little over one year into its existence, the IAR now conceives and organizes events on a regular basis, including three during March and April.

"Everybody is very motivated," says IAR member Wafa Al-Jabiri. "It's been a very good experience." For more information about the following events, please consult SurreyLIP.ca.

March 17 Members of the IAR have organized an information session on qualifying and applying for a Vancouver Foundation Neighbourhood Small Grant.

March 30-31 As part of an information session for City of Surrey staff, Al-Jabiri will make a presentation to aid in expanding awareness of Syrian refugees.

April 9 Members of the IAR will conduct a session to inform local Arabic-speaking refugees about life in Canada, including topics such as opportunities for youth and education, community engagement and entrepreneurship opportunities.

LIP UPDATES

Coming Soon: The Plan!

Following two years of work, and five major research initiatives involving 1,000 residents and stakeholders, the Surrey LIP is almost set to unveil The Surrey Newcomer Settlement & Integration Strategic Plan. Five top strategic priorities have been identified:

- 1 Accessible Services;
- 2 Engaged Community;
- 3 Meaningful Employment;
- 4 Thriving Youth;
- 5 Sustainable Leadership.

The full Strategic Plan will be made public in April 2016.

True Colours of Surrey

The City of Surrey is one of the successful recipients of provincial Anti-Racism Program funding in 2016. The Surrey LIP team will be administering the True Colours of Surrey project, which will bring local stakeholders together to develop a community-driven model in addressing racism and discrimination in Surrey.

Steering Committee Member Organizations

These are the organizations that provide leadership direction to the Surrey Local Immigration Partnership.

- 1 City of Surrey
- 2 The Surrey Board of Trade
- 3 Alexandra Neighbourhood House
- 4 Applied Science Technologists and Technicians of BC (ASTTBC)
- 5 City of Surrey, Human Resources
- 6 City of Surrey Social Planning (Contract Manager)
- 7 City of Surrey, Parks, Recreation & Culture
- 8 Surrey Libraries
- 9 DIVERSEcity Community Resources Society
- 10 Training Group at Douglas College
- 11 Human Resources Management Association (HRMA)
- 12 Fraser Health Authority: Population and Public Health
- 13 Fraser Health Authority: Primary Health Care
- 14 Immigrant Employment Council of BC
- 15 Immigrant Services Society of BC
- 16 Kwantlen Polytechnic University
- 17 Oak Avenue Neighbourhood Hub Society
- 18 Options Community Services Society
- 19 Pacific Community Resources Society
- 20 Progressive Intercultural Community Services (PICS)
- 21 Semiahmoo House Society
- 22 SFU Surrey
- 23 S.U.C.C.E.S.S. Surrey Delta Service Centre
- 24 Surrey School District #36
- 25 Surrey RCMP
- 26 Sources Community Resources Society
- 27 Surrey Interfaith Council
- 28 Umoja Operation Compassion Society
- 29 Vancity Credit Union
- 30 YMCA

HOW CAN I GET INVOLVED?

Let us answer with a word that sums up a lot of what we're about: **Welcome!**

There are many ways to get involved with the Surrey Local Immigration Project, whether as an organization or as an individual. Surrey LIP will host city-wide community consultations and everyone is welcome to join. You can also request to be on our Surrey LIP stakeholder list and receive updates on a regular basis.

Please contact **Olga Shcherbyna**, Surrey LIP Coordinator, for more information.
Email: oshcherbyna@surrey.ca
Phone: 604-592-7059

Funded by: Financé par :



Citizenship and Immigration Canada / Citoyenneté et Immigration Canada



SURREY LOCAL IMMIGRATION PARTNERSHIP PROGRESS REPORT 2014-2016

We Can We Will

A progress report of the Surrey Local Immigration Partnership (LIP) from its 2014 inception to April 2016 and the release of its Strategy and Action Plan — Everyone in Surrey Belongs!



We

are the Surrey Local Immigration Partnership, a consortium of government, public and private institutions, business groups, and nonprofit and community agencies working together to strengthen Surrey's integration of newcomers and build a more inclusive and welcoming city.

In pursuit of the shared interest of our fellow citizens, we have spent the past two years doing extensive research and outreach, leading to the unveiling in April 2016 of an Immigrant Integration Strategy and Action Plan, entitled Everyone in Surrey Belongs! This fall we will complete work on a similar strategy that is specific to refugees. Today we stand ready to begin the process that will see the words put into action.



Who We Are

Our Surrey LIP Committee

Representatives from 30 local agencies and organizations make decisions and provide leadership.

Our Surrey Immigrant Advisory Roundtable

Eighteen local immigrant/refugee residents representing 16 different countries of origin provide advice, link us to their communities and undertake important initiatives geared to involving newcomers in Surrey life (*like the block party you can read about on page 10*).



Judy Villeneuve



Anita Huberman

Our Co-Chairs

A City of Surrey Councillor for 25 years, Judy Villeneuve is Chair of the City's Social Policy Committee and a longstanding advocate for refugees and other newcomers.

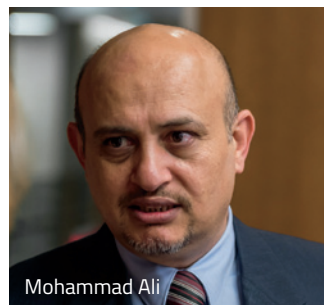
A second-generation Indo-Canadian, Anita Huberman is CEO of the Surrey Board of Trade and the first South Asian woman to hold such an office in a Canadian municipality.



Drastant Mehta



Magdalena Mot



Mohammad Ali

IMMIGRANT ADVISORY ROUNDTABLE MEMBERSHIP

- Aydin Nozhat
- Anthony Margery Cantil
- Clementine Iweh
- Dongmei (Lily) Yang
- Drastant Mehta (Co-Chair)
- Faisal Durrani
- Khaleda Banu
- Luis Guerra
- Michael Liang
- Magdalena Mot (Co-Chair)
- Mohammad Ali (Co-Chair)

- Monica Haiping Wang
- Nina Dorcas Bazie
- Rehab Marghany
- Robert Jin-chein Lin
- Tumadhur (Tuma) Altokhais
- Wafa Al-jabiri
- Yasin Muktar Mussa

SURREY LIP COMMITTEE

- City of Surrey
- The Surrey Board of Trade
- Alexandra Neighbourhood House
- Applied Science Technologists & Technicians of BC
- City of Surrey, Human Resources
- City of Surrey Social Planning (Contract Manager)
- City of Surrey, Surrey Parks, Recreation & Culture
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- DIVERSEcity Community Resources Society
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- Surrey School District #36
- Surrey RCMP
- Sources Community Resources Society
- Surrey Interfaith Council
- Umoja Operation Compassion Society
- Vancity
- YMCA



Our Plan (But First, Our Research)

The Immigrant Integration Strategy and Action Plan unveiled in April 2016 (see Our Strategy: Everyone In Surrey Belongs!) wasn't developed in a vacuum. Extensive consultation took place, and careful deliberation ensued, but most important of all was the research. In total, the Partnership undertook three major research projects relating to newcomer integration and a fourth focused on refugees. These became the building blocks for developing two Strategies: Surrey Immigrant Integration Strategy (April 2016) and Surrey Refugee Integration Strategy (fall 2016).

Belonging and Inclusion Research

What do newcomers think of their lives in Surrey? What do longer-term residents think of the new arrivals? Where are the greatest successes and what are the sticking points? These are important questions that a successful strategy would have to take into account, so we contracted with CitySpaces Consulting (in partnership with the Mustel Group and Kari Huhtala + Associates) for our Immigrant Integration Research Project, which surveyed both immigrants and Canadian-born residents (see "Integration or Isolation?") on important questions.

INTEGRATION OR ISOLATION?

Overall the Belonging and Inclusion survey found many positives. For example, residents feel comfortable shopping and accessing public programs and services. But discrimination does exist, finding appropriate work remains a key frustration, and immigrants and longer-term residents alike find it difficult to connect.

"I feel a strong sense of belonging in Surrey"

89% of immigrants and 83% of non-immigrants agreed

"I have difficulty finding employment that matches my education, skills and abilities in Surrey"

41% of immigrants agreed

"I feel that discrimination is a problem in Surrey."

54% of immigrants and 59% of non-immigrants agreed

"I have a hard time connecting with people of ethnic backgrounds different from my own."

28% of both immigrants and non-immigrants agreed

Labour Market Research

According to virtually all the Canadian data (ours included), difficulty in finding employment appropriate to qualifications has proved to be the single biggest barrier to immigrant satisfaction. Meanwhile, in an economically healthy region such as Metro Vancouver, employers complain of skills shortages. These are two very different problems, but with the same solution. To investigate how newcomers could enjoy better success within the labour pool, we contracted with Human Capital Strategies, which connected with 175 employers, immigrant-serving agencies, and immigrant job seekers in a search for answers. Several potential enhancements, many of them easily attained, were identified, even as the general nature and specific requirements of Surrey's labour market were clarified. See "Understanding Surrey's Employment Opportunities" for a small sample.

UNDERSTANDING SURREY'S EMPLOYMENT OPPORTUNITIES

Based on 114 survey responses, these points provide a picture of Surrey's employers and how immigrants can better meet their needs.

- Nearly **one-third** of employers are immigrants themselves.
- More than **two-thirds** forecast employee growth in the next three years.
- The vast **majority** employ immigrants and recruit through referrals from their existing employees.
- Over **70%** have a workforce diversity policy, but only **35%** proactively recruit immigrants.
- They strongly desire **assistance** in verifying foreign credentials, recruiting qualified immigrants, and accessing training grants and information on legal working requirements for immigrants.
- Less than **one third** of employer respondents have worked with an immigrant service organization.



Youth and Surrey LIP

Surrey has one of the youngest populations in Metro Vancouver, and newcomers are even younger than the general population. Meanwhile, a telephone survey conducted as part of our Belonging and Inclusion research, found that young immigrants are more likely to feel discriminated against than older ones.

Clearly, it was crucial for us to understand the very specific conditions faced by newcomer youth. Accordingly, four high school students were hired as youth engagement advisors; they helped design and deliver two youth focus groups and a pop-up public event during the Surrey Leadership Action Conference.

Later we partnered with the Vancouver Foundation Fresh Voices Initiative to mount Youth Consultations attended by approximately 50 immigrant and refugee youth in their teens and 20s. More than three dozen discussion points and recommendations were recorded, further organized within the categories of employment, intercultural connections, family, and access to services.

Our Immigrant Integration Strategy

In April we unveiled a Strategy and Action Plan geared to making Surrey a more inclusive and welcoming community. Here's the concise version:

Our Vision

Everyone in Surrey Belongs!

Our Surrey LIP Mandate

- Strengthen the capacity of service providers and others to work collaboratively and cooperatively so that newcomers gain improved access to settlement and integration services.
- Help achieve coordination between organizations that primarily serve immigrants with those that serve the whole community, so that services can be enhanced.
- Ensure that the body of research compiled by the LIP is employed at the community level as well as in immigrant-specific sectors, and that it is used to raise community awareness of newcomers and their needs.
- Help improve newcomers' outcomes in the crucial areas of social inclusion, labour markets integration and civic participation.

This will be our template as we work together to strengthen Surrey's integration of newcomers and build a more inclusive and welcoming city.



Our Refugee Plan

Our Refugee Needs Research

Surrey receives more refugees than any other Metro Vancouver community, and has played a key role in the current Syrian effort, settling about half of all Syrian Government-Assisted Refugees. The federal government has made it known that the country intends to increase its role as a refugee recipient, indicating that the number of refugees arriving in Surrey will likely increase in years to come. Refugees have unique needs that require

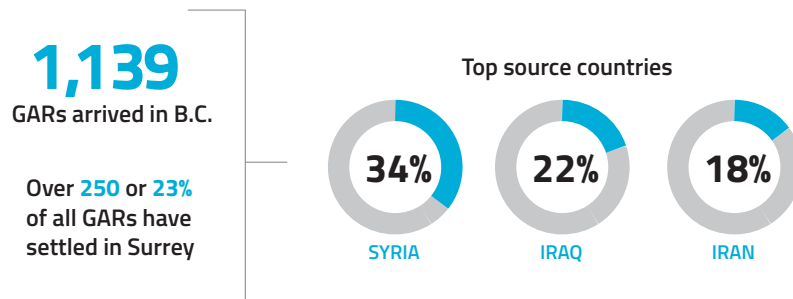
specific strategies and approaches in the settlement process. For these reasons and others, the Surrey LIP has opted to develop a distinct strategy and action plan for refugee settlement and integration.

In the past year, SFU-Surrey was contracted to do research and consultations that will inform the development of the Surrey Refugee Integration Strategy. An additional significant benefit of the project, entitled Our Community, Our Voice, has been an operational approach that has increased community capacity by hiring 12 research assistants, seven of them refugees themselves. The Surrey Refugee Integration Strategy will be released in Fall 2016.

The project is investigating five key questions:

- 1 What are settlement barriers faced by refugees and how are they being addressed?
- 2 How do existing settlement practices support refugee integration, and are there gaps?
- 3 What level of understanding and awareness do civic stakeholders have of refugees?
- 4 What community settlement planning for refugees exists, and how does it impact refugees and the community?
- 5 How can provision and coordination of refugee settlement supports be improved to benefit refugees and the community?

GOVERNMENT ASSISTED REFUGEES (GARs) IN 2015



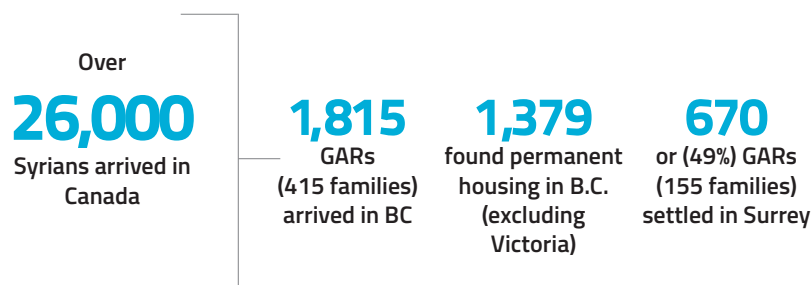
SURREY AND SYRIA

How our City, our community and our organization rose to a historic challenge.

The arrival in Surrey of 670 refugees between November 2015 and April 2016 resulted in unprecedented activity across the community. With the support of Surrey LIP, the City of Surrey organized a public forum, produced bilingual brochures and web material for Arabic speakers, and mounted staff training sessions focussing on Middle Eastern culture and religion—calling on a member of the LIP’s Immigrant Advisory Council for help to do so.

Health, education, and public safety agencies were among the additional sectors that mobilized in response. We were proud to be a part of this exceptional effort, and proud as well that the needs of refugees were so eagerly prioritized by the citizens of Surrey.

SYRIAN REFUGEES, NOVEMBER 2015 - APRIL 2016



Our Activities and Achievements, 2014 - 2016

How goals and objectives fit into our activities

OUR GOALS AND OBJECTIVES



Enhance community knowledge on issues



Enhance community collaboration capacity



Increase participation of mainstream agencies and businesses



Improve immigrant access to leadership / civic engagement opportunities



Increase municipal engagement



Improve newcomer access to services





Increase local academic capacity




Enhance community capacity to make Surrey more welcoming and inclusive

Developing a Strategic Plan Activities

 Over 1,000 people participated in consultations


 Over 30 consultation events and focus groups

 10 LIP Committee meetings

 The LIP is Co-Chaired by Councilor Judy Villeneuve and Anita Huberman, CEO of the Surrey Board of Trade


Fostering Collaborations Activities

 City has become an employer partner in the Connector program with close to 30 staff members matched with immigrant professionals


 Over 200 residents attended a Welcome to Surrey Centre Block Party organized by our IAR in partnership with 15 other agencies


 8 Inclusive City Philosophers Café meetings took place


 A Refugee Settlement Research Project was led by SFU-Surrey in partnership with 8 local service providers. Seven refugee youth were hired and trained as Research Assistants

 Two short documentaries were created by SFU-Surrey students

 5 Immigrant Advisory Roundtable meetings

 Produced online settlement services map

 4 Surrey LIP Research Project Reports

 Surrey LIP received \$20,000 to investigate the issues of racism and discrimination in Surrey


Facilitating Community Response to the Arrival of Syrian Refugees Activities


 Two local stakeholder dialogues attended by more than 50 agency representatives


 City of Surrey Inter-Departmental Working Group

 Community forum on Syrian Refugees attended by over 200 residents


 Welcome to Surrey brochure translated into Arabic

 Monthly e-updates sent to over 3,000 employees


 Two staff training sessions on the Middle East culture and a call to action to volunteer

 An information session for Arabic-speaking newcomers organized by Surrey IAR


Public Awareness and Engagement Activities


 10 Surrey LIP e-bulletins delivered to over 800 subscribers


 8 newsletter issues and 8 facts sheets published


 News and events promoted through the Surrey LIP website


 31,000 Surrey LIP website pages viewed in the past 12 months


 1,000 documents downloaded in the past 12 months


 Supported 6 external Surrey newcomer integration research projects (Fraser Health: Newcomer access to public health services, UBC: Newcomer Civic Engagement, etc.)

 A Surrey IAR member joined the City Social Policy Advisory Committee

 A Surrey IAR member participated in the Igniting Champion community training program

 Surrey IAR members presented at a number of community events and forums

 The IAR received \$3,000 from three funders to organize a Welcome to Surrey Centre Block Party

 The IAR received \$2,500 from the Province to organize a Newcomer Welcoming event in Surrey

Community Projects



2015 WELCOME TO SURREY BLOCK PARTY
Organized by the Surrey IAR.

Our Immigrant Advisory Roundtable's Block Party

One of our first actions as a newly established Partnership was to recruit an Immigrant Advisory Roundtable (IAR), and as time has proven, it was also one of the most important. The IAR was always expected to occupy a central role in the Partnership's strategy, fulfilling three key roles: to provide input; to help increase awareness of and engagement in cultural diversity and intercultural issues; and to reach out to ethno-specific communities to disseminate information and encourage participation in the LIP's work.

What wasn't necessarily expected is how active the 18 Roundtable members would prove to be. For example, in response to research findings that

Surrey residents wanted to reach across cultures but struggled to do so, the IAR decided to act by throwing a party. A block party, to be precise.

With the assistance of some seed funding from the Neighbourhood Small Grants (Vancouver Foundation), Vancity and City of Surrey, they sought and attained the participation of a dozen additional agencies, organizations and businesses, arranged for food and entertainment, and on September 25, 2015 attracted more than 200 people to Surrey City Hall Plaza, which for one evening was transformed into the most lively block in town.

Our Philosopher's Cafes

Simon Fraser University's Philosopher's Cafes have become an institution across Metro Vancouver. We partnered with SFU Surrey to initiate a special series of Inclusive City Cafes dedicated to providing a safe and welcoming place for local residents to discuss the challenges and opportunities of living in a diverse community.

Cafes to date have dealt with topics ranging from honouring diverse beliefs to the failings of Canada's Aboriginal record, with well-qualified moderators ensuring that discussion remains on point and interesting.

Our Connector Program

The Immigrant Employment Council of B.C.'s new Connector Program is a referral program that helps new immigrants build professional networks and connect with local job opportunities, while increasing employers' access to top-tier talent who may not make it in through regular recruiting channels.

The City of Surrey became one of the first Connector employer partners in B.C. after the Surrey LIP team helped introduce the program to the City's Human Resources department. Of the 13 City employees matched with newcomer professionals, all said they would recommend the program to colleagues, while the newcomer professionals reported a similar level of satisfaction. In 2016, the City is going through another round of matches.

Raising Awareness

One of the LIP's mandates is to enhance awareness of Surrey's diversity and the drive to make it as welcoming and inclusive as possible. These are some of the ways we got the message out.



Our website, www.SurreyLIP.ca, collected over 31,000 page views.



We delivered electronic updates to a distribution list of over 800 residents and stakeholders.



We produced eight newsletters that reported on our activities in a timely, readable and thoroughly researched manner.

All the newsletters and fact sheets can be found on www.SurreyLIP.ca

ISSUE 1 Introducing the New Surrey Local Immigration Partnership

ISSUE 2 The City's Role. Describes the programs and services offered by the City to newcomers.

ISSUE 3 The Service Ethics. Provides an overview of the settlement sector challenges in Surrey.

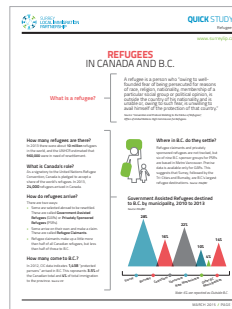
ISSUE 4 Education That Works and Welcomes. Introduces innovative welcoming programs and services offered through the education sector in Surrey.

ISSUE 5 Putting Surrey On the Map. Provides an overview of the Surrey LIP Service Mapping research and featuring interviews with local service providers.

ISSUE 6 Part Way There. Explores the findings from the Surrey LIP Immigrant Integration research.

ISSUE 7 Getting to Work. Provides an overview of the Surrey LIP Labour Market research.

ISSUE 8 Surrey & Syria. Focuses on the community and city activities to welcome Syrian refugees in Surrey.



We compiled eight fact sheets that collected the most important elements of our research and strategizing in a format that is easy to read and visualize.

FACT SHEET 1 Who Are Surrey's Newcomers?

FACT SHEET 2 The Big Picture: Why Do Immigrants Matter to Surrey?

FACT SHEET 3 Recent Changes to the Immigration Process and How They Affect You

FACT SHEET 4 Refugees in Canada and B.C.

FACT SHEET 5 Surrey's New Settlement Services Map

FACT SHEET 6 How Well Are Immigrants Being Integrated?

FACT SHEET 7 Newcomers and Employers

FACT SHEET 8 Our Immigrant Integration Strategy and Action Plan

FACT SHEET 9 Our Refugee Settlement Plan. A Progress Report



SURREY LOCAL IMMIGRATION PARTNERSHIP PROGRESS REPORT 2014-2016

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Contact Us

SURREYLIP.CA