

SURREY IMMIGRANT INTEGRATION STRATEGY 2016-2019



Everyone  
in Surrey  
Belongs!



Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



**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





## Contents

### 3 Message from the Co-Chairs

### 6 The Surrey Local Immigration Partnership

- 7 Surrey LIP Committee
- 8 Surrey Immigrant Advisory Roundtable
- 10 What is a LIP?
- 11 Our Guiding Principles

### 12 Research and Consultation

#### 16 Surrey's Planning Context

- 16 Community Profile and Immigrant Demographics
- 18 Integration Barriers
- 21 City and Regional Planning
- 21 Looking Forward

### 22 Our Vision, Mission and Mandate

### 24 Strategic Directions 2016-2019

- 24 Our Goals and Objectives
- 26 Accessible Services
- 28 Engaged Community
- 30 Meaningful Employment
- 32 Thriving Youth
- 34 Sustainable Leadership

### 36 Implementation Plan

- 38 Accessible Services
- 40 Engaged Community
- 42 Meaningful Employment
- 44 Thriving Youth
- 46 Sustainable Leadership

### 48 Acknowledgements

### 50 Contact Us

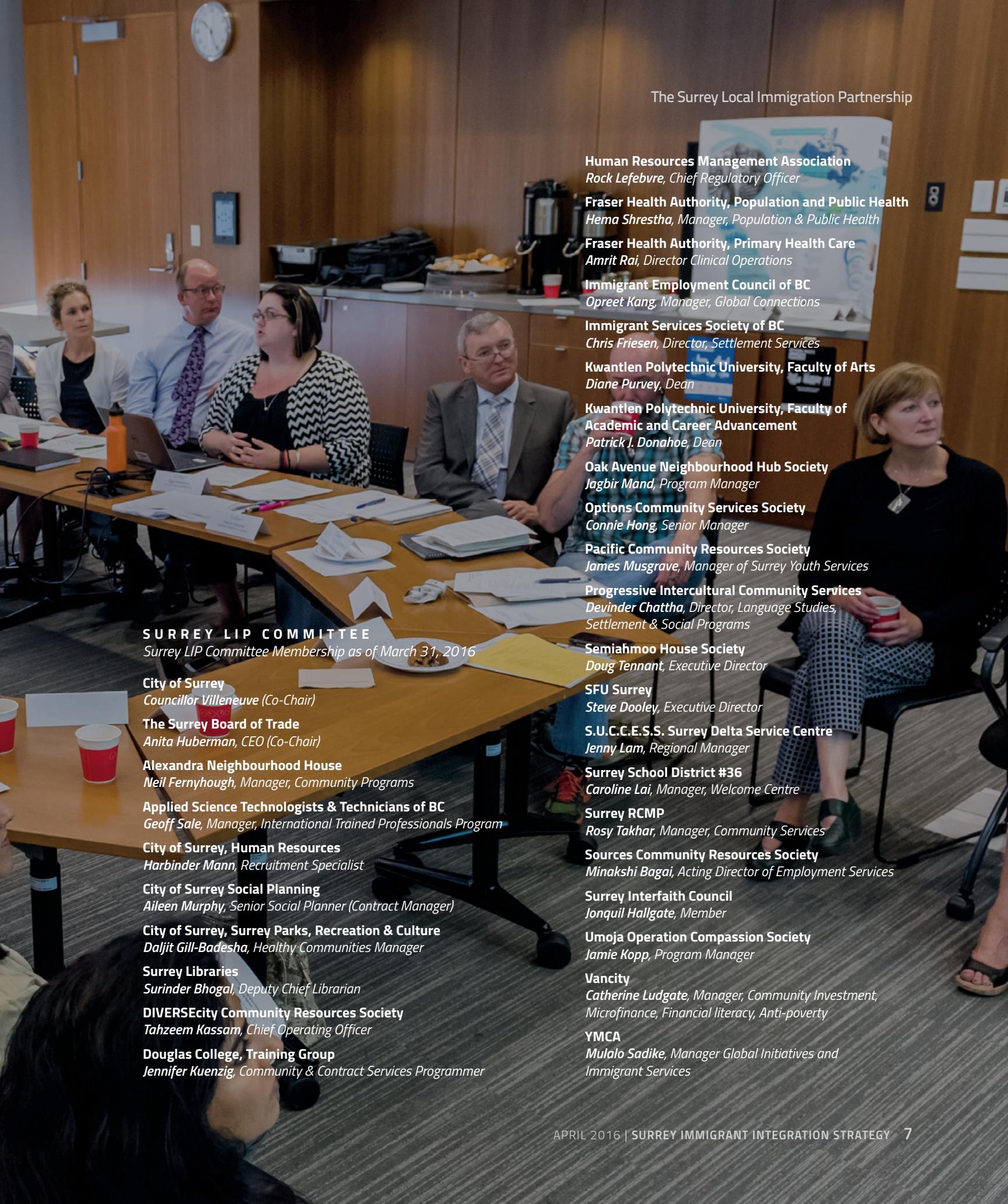
# The Surrey Local Immigration Partnership

## 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.





## 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

### 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 Tenant, 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 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  
Khaleda 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  
Tumadhus (Tuma) Altokhais  
Wafa Al-jabiri  
Yasin Muktar Mussa



## 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.



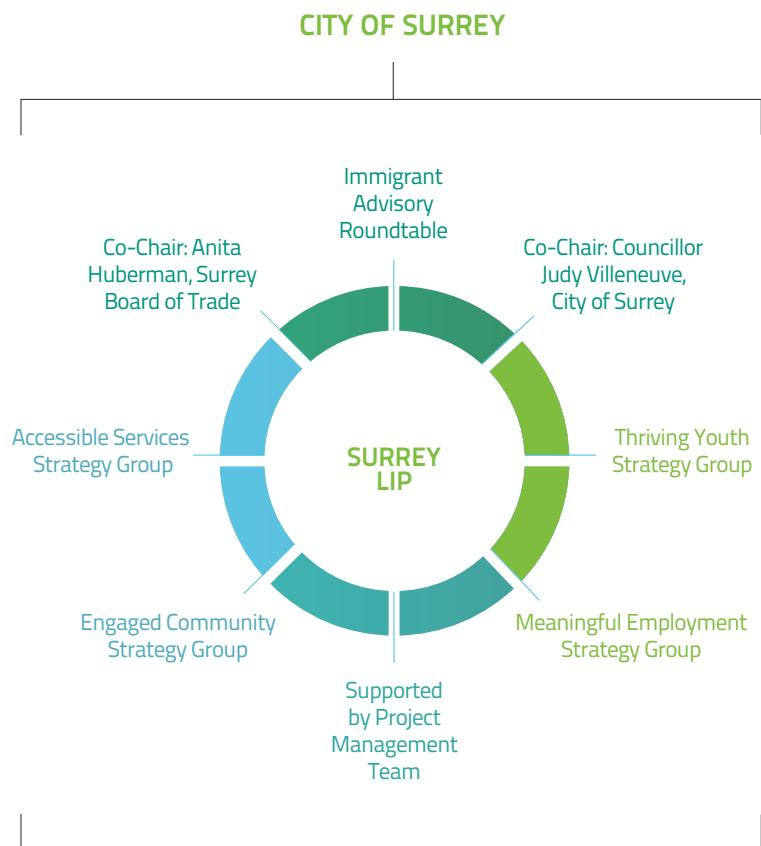
## How We Work

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



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

FEBRUARY 2015  
Surrey Library Pop Up event.

## 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.

The screenshot shows the SurreyLIP.ca website with a navigation bar at the top featuring links for "What is Surrey LIP?", "Facts & Resources", "LIP Strategy & Projects", "In the News", "Events", and "Services Map". The "Services Map" link is highlighted with a red bar. Below the navigation, there is a section titled "To search Surrey services:" with a list of instructions:

- 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.

Below this, there is a link to "Read more about how the Service Map was developed.". The main content area features a map of Surrey, British Columbia, with various service locations marked by blue icons. A callout box on the map provides details for the "LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC) PROGRAM":

**LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC) PROGRAM**  
#10090, 152ND STREET  
SURREY V3R 8X8  
Tel: 588.6869 ext. 103  
mingji.wang@successbc.ca  
successbc.ca

To the right of the map, there is a sidebar titled "Services Map" with search options:

**Search By:**  Title  Keyword  Both

**English Language Services**

**Select Service Sub-categories**

**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)

**SERVICE MAP** Two hundred and thirty services available to immigrants and refugees are searchable on [SurreyLIP.ca](http://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](http://www.SurreyLIP.ca)*

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

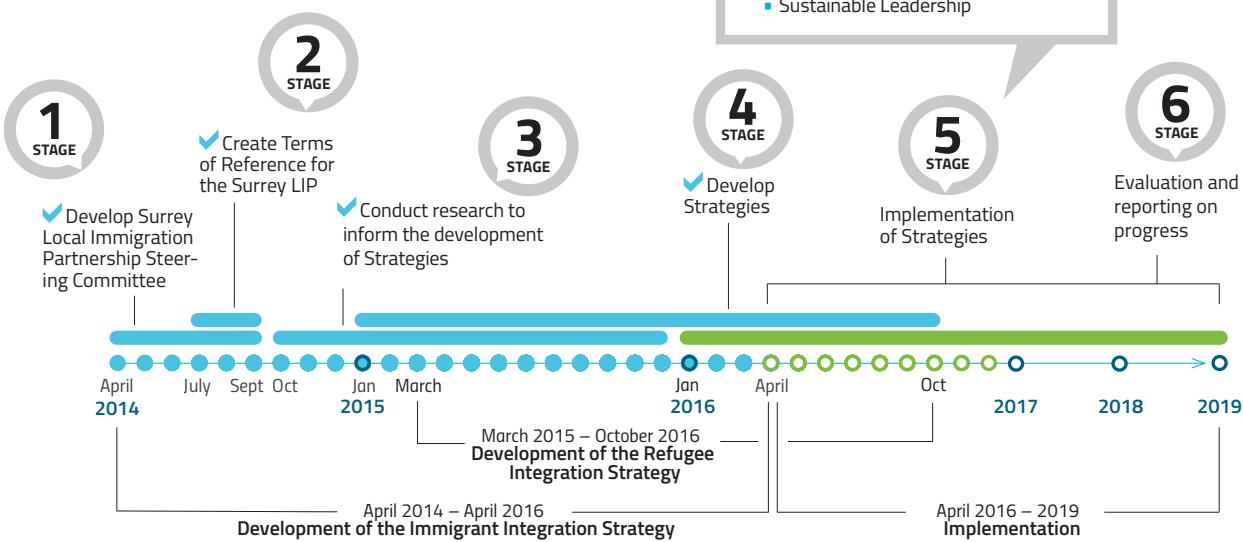


## Youth Engagement

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.

## WHERE WE ARE IN THE RESEARCH AND CONSULTATION PLAN



# 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.

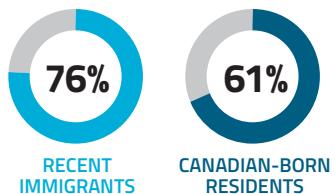
A demographic portrait of Surrey's newcomer population would be painted in bright colours. Although slightly different from other places in B.C. due to a higher proportion of refugees and family class arrivals, in large part Surrey is similar to the rest of the province in that more than half of newcomers 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.

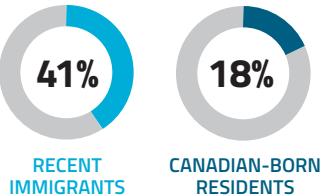
Moreover, this generally well-qualified population reflects a diverse range of source countries and is dispersed fairly evenly throughout the community. The 2011 National Household Survey identified several dozen source countries of recent immigrants, including significant proportions from The Philippines (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%.

Percentage of Surrey residents aged 44 or younger



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



## 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

2001	33%
2006	38%
2011	41%

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\*

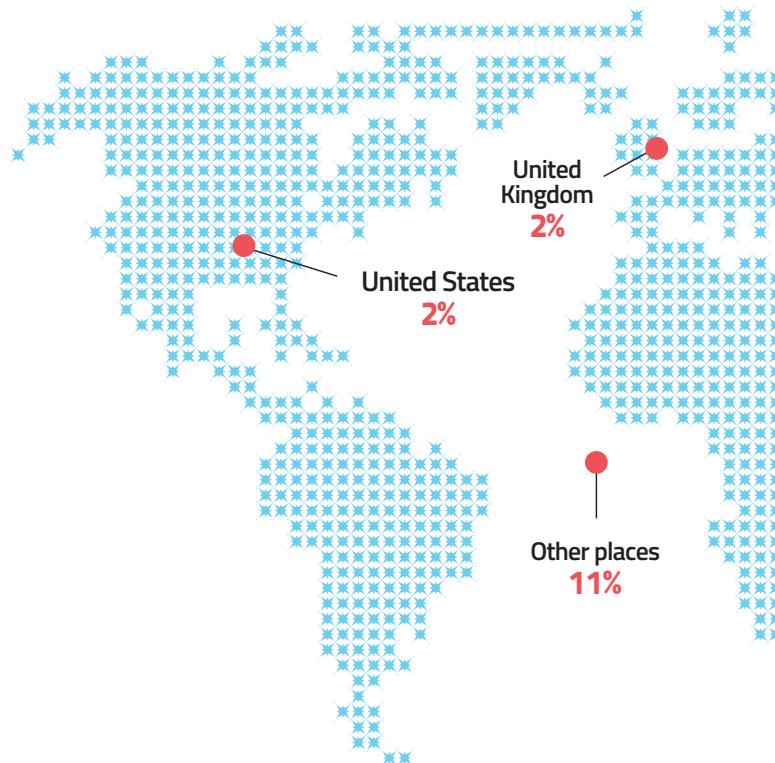
	#	%
TOTAL RECENT IMMIGRANTS	34,875	100.0
INDIA	14,210	40.7
PHILIPPINES	5,705	16.4
CHINA	2,960	8.5
KOREA; SOUTH	1,325	3.8
TAIWAN	1,165	3.3
PAKISTAN	1,010	2.9
UNITED STATES	815	2.3
FIJI	705	2.0
UNITED KINGDOM	610	1.7
IRAQ	485	1.4
OTHER PLACES	5,885	16.9

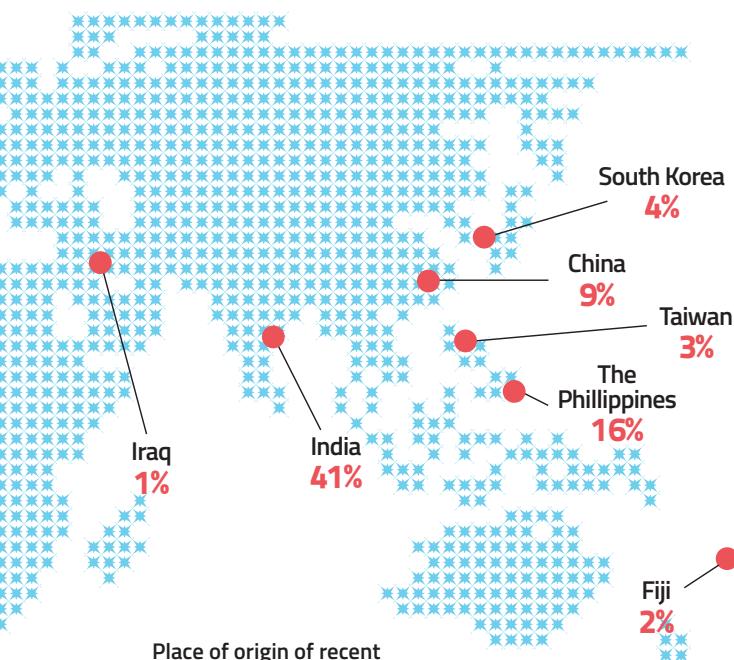
\*Recent immigrants are those who have arrived in Canada within the last five years arrived (2006-2011)

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.



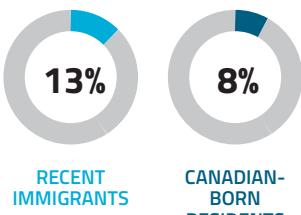


The Service Mapping Project, for example, identified at least 235 no-cost services for newcomers, but at the same time found that services of several types were insufficient to meet needs. It also found that services suffered from a lack of coordination and were often difficult to access.

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,

## NEWCOMERS EXPERIENCE LOWER EMPLOYMENT AND LAGGING INCOMES

### Unemployment rate in Surrey



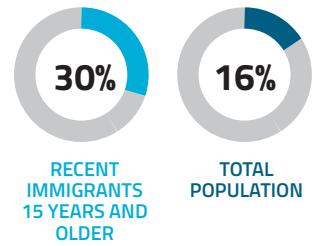
Source: NHS 2011

### Average employment income



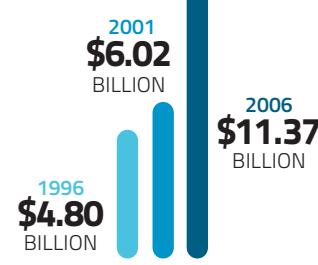
Source: NHS 2011

### Percentage of Surrey population in the low income bracket



Source: NHS 2011

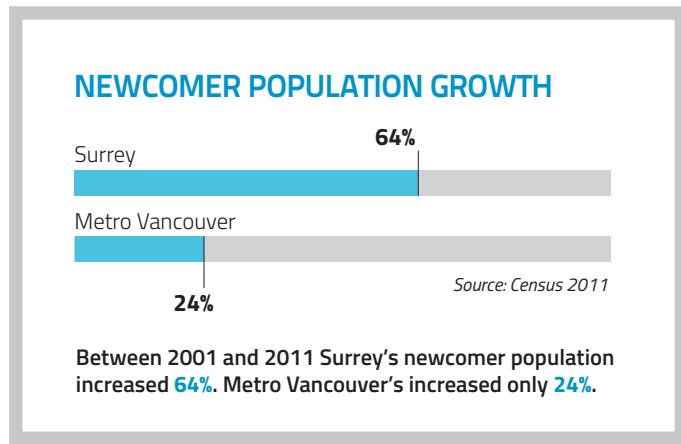
### Skill under-utilization robs immigrants of earning power. Total value lost across Canada



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.

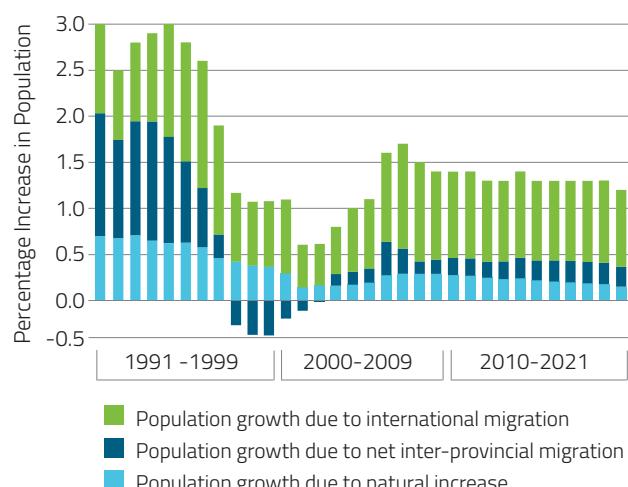


## City and Regional Planning

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."

### IMMIGRATION WILL BE THE KEY DRIVER OF B.C.'S LABOUR FORCE GROWTH



Source: BC Stats, 2009

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 needs<sup>1</sup>.

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.

<sup>1</sup> 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.

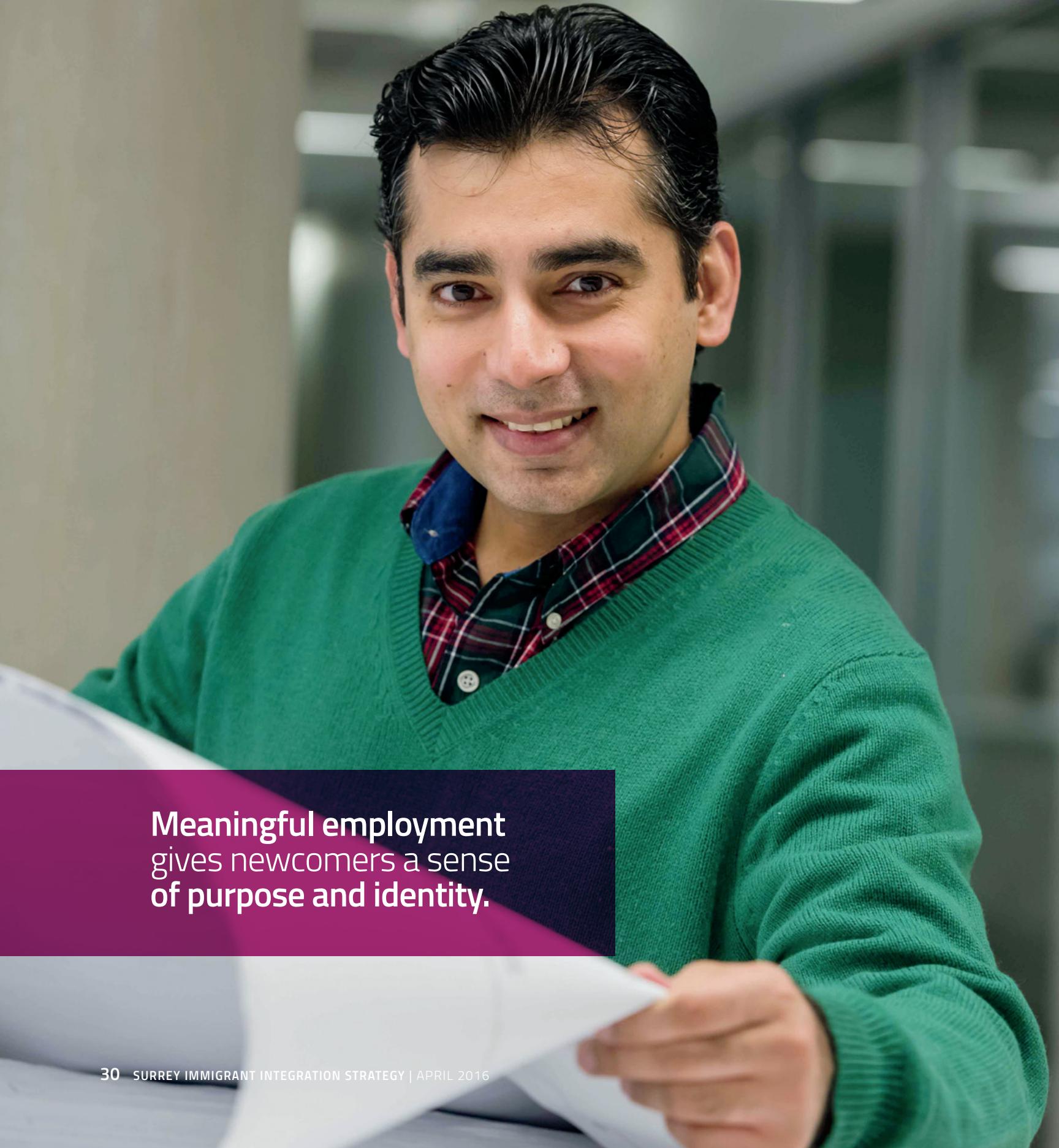
### HOW WE GOT HERE

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.



**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 intergenerational 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 younger<sup>2</sup>. 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.

<sup>2</sup> Source: National Household Survey, 2011.

**MAY 2015**  
Surrey LIP Committee  
Meeting.

A photograph showing a close-up of a person's hand holding a blue pen over a stack of papers. The person is wearing glasses and a dark jacket. The papers appear to be meeting agendas or reports. A blue paperclip is visible on the left side of the frame.

**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.





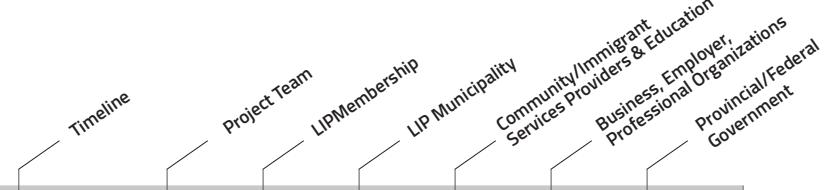
2015 PARTY FOR  
THE PLANET.

## 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	✓						

## Accessible Services

OBJECTIVES AND ACTIONS	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
<b>3</b> 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.							
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	✓			✓	✓	
<b>4</b> Increase awareness of immigrant mental health and counselling needs to support healthcare practitioners and service agencies to recognize and appropriately address these needs.							
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.*

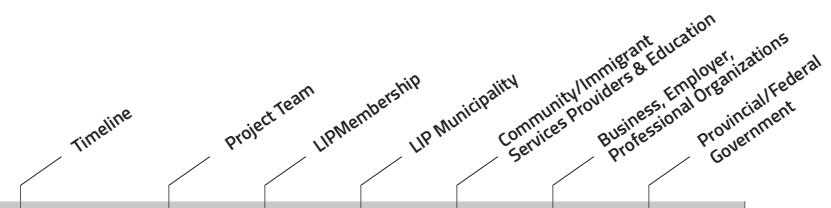
— Mohammad Ali, IAR Co-Chair

## 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



#### 5

Encourage and support the delivery of programs, services and activities to assist immigrants make connections with Aboriginal peoples, residents and longer term immigrants.

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

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

## Engaged Community

OBJECTIVES AND ACTIONS	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
<b>7 Increase awareness of and address racial discrimination issues in Surrey.</b>							
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	✓	✓	✓	✓	✓	✓
<b>8 Increase access to volunteer leadership opportunities for immigrants and refugees in Surrey.</b>							
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	✓	✓	✓	✓	✓	✓



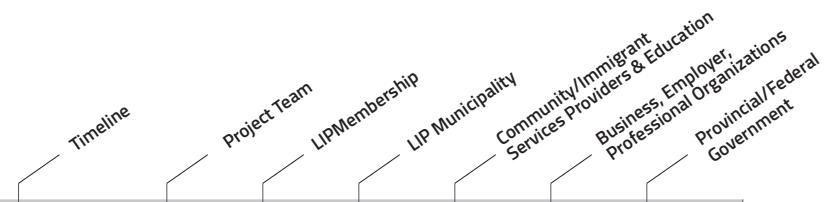
*My vision of the welcoming and inclusive Surrey is to create a place where people feel at home and not a second class citizen. Without a sense of belonging no one can participate and take ownership of the place or city one lives and works in.* — Khaleda Banu, IAR

## 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



#### 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	✓	✓				

## Meaningful Employment

OBJECTIVES AND ACTIONS	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
<b>11</b> Increase mentorship, co-ops, work experience and volunteer programs, initiatives and placements for immigrants.							
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	✓					
<b>12</b> 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	✓	✓		✓	✓	



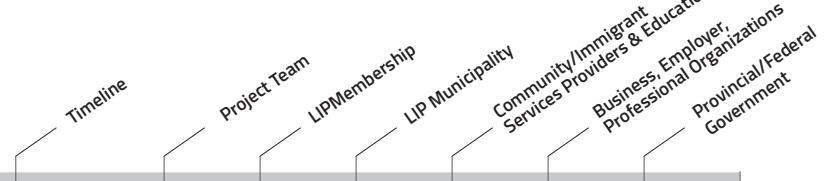
*My vision of a welcoming and inclusive Surrey portrays a community with easy access to education focused on building local cultural knowledge, on diversity awareness, on human rights, as well as access to professional networking gatherings for newcomers.* — Magdalena Mot, IAR Co-chair

## 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



#### 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	✓	✓		✓		✓

## Thriving Youth

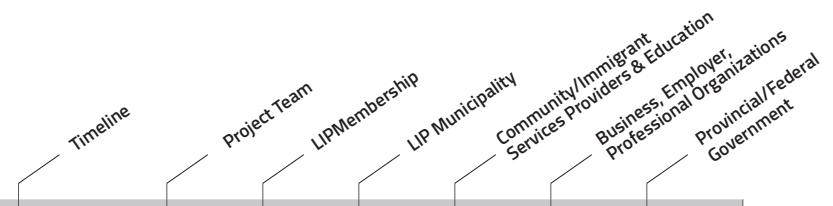
OBJECTIVES AND ACTIONS	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
14.4 Work with education partners to establish and promote student volunteer opportunities for immigrant 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	✓			✓		✓
<b>15</b> 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	✓			✓	✓	✓
<b>16</b> 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	✓	✓	✓		✓	✓

**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.



**OBJECTIVES AND ACTIONS**



**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	Timeline	Project Team	LIP Membership	LIP Municipality	Community/Immigrant Services Providers & Education	Business, Employer, Professional Organizations	Provincial/Federal Government
<b>19</b> Secure and diversify funding to ensure sustainability of the Surrey LIP and implementation of its activities.							
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	✓	✓	✓	✓	✓	✓
<b>20</b> 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 authorities<sup>3</sup>*

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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](http://www.SurreyLIP.ca)

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**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



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