

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.

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;
- Intercultural Understanding, Relationships & Trust;
- Creating Welcoming Spaces & Services; and
- Limited Understanding of Refugees.

The Action Plan was formally approved by the Province on March 1, 2013.

Corporate Report No. R017 (January 28, 2013) and Corporate Report No. R065 (April 8, 2013) provide further information about the Welcoming Communities Program and Action Plan.

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.

Refugee Myth Busting Campaign

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.
 - *Global Voices Newsletters* – Four newsletters were produced focussing on the themes of: refugees (summer 2013) government refugee transportation loan (fall 2013); youth (December 2013) and employment (March 2014);

- *Refugee Newcomers in Surrey – Changing Faces and Neighbourhoods – 2010-2013* – This report provides information on refugees at the international, national, provincial and local level, as well as maps of settlement patterns of government assisted refugees in Surrey; and
- *Refugee Newcomers in Surrey, Approaches to build a more welcoming and inclusive community* – This report highlights the results of a scan of promising practices that support refugees' community integration and summarizes the findings of the refugee focus groups.
- **Education Sector Training & Resources** – Over 600 education sector staff (elementary, high school and post-secondary) participated in training. Three different types of training sessions were offered.
 - Expressive art therapists used art produced by refugee children to create an art installation. This was used as a focal point for sessions delivered to elementary school staff. The children's art and stories were also compiled into a book;
 - An expressive art therapist provided sessions on refugee trauma. *A Resource Guide for Supporting Children with Refugee Experience* and a 12-minute video were also developed; and
 - A group of six refugee youth developed and delivered a workshop for secondary and post-secondary teachers and support staff. A video was made of interviews with some of the youth involved in developing the workshop.
- **Museum Exhibit** – The Surrey Museum created a portable exhibit on *Surrey – A Place of Refuge*. The exhibit was presented at Surrey Central Library, Surrey City Hall, School District, SFU Surrey Campus, Kwantlen Surrey Campus, and RCMP Surrey Detachment.

Welcoming Spaces and Workplaces Reviews

Newcomers were recruited and trained to "review" spaces and places in Surrey. The places represent various services or spaces a newcomer would use or visit while settling in Surrey, ranging from service to education, recreation and retail. The reviewers were asked to look for best or promising practices.

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.

Youth Projects

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

- **Surrey Leadership Action Conference and Projects** – A weekend Surrey Leadership Youth Action Conference was held in October 2013 with over 100 youth in attendance. As a follow-up to the conference, youth developed and conducted seven community service projects. In

addition, 17 refugee/newcomer youth from Umoja are being supported to attend a YMCA Youth Leadership Development Conference on the Sunshine Coast;

- Refugee Youth Social Media Project – A group of refugee youth created three films about their experiences settling in Surrey. To date, the films have been showcased at four community conferences/events, as well as being posted online and on various Facebook accounts;
- City of Surrey Volunteer Program Review & Pilot Project – The City of Surrey's volunteer application process requires applicants to complete a Volunteer Criminal Record Check. The Criminal Record Check requires a five year minimum residency in Canada in order to process. This project explored strategies for reducing the barriers and increasing the inclusion of refugee youth who want to become volunteers and have been living in Canada for less than five years.

Three focus groups were held with refugee youth to gain an understanding of their interests relative to volunteering. Based on the youths' feedback, the City recruited and trained seven government assisted refugees as volunteers for a spring day camp program. Since the youth were not able to complete a Volunteer Criminal Record Check, an alternative process and procedures were developed that included additional training and orientation, and the pairing of each refugee youth with an experienced City volunteer. The volunteer experience proved to be rewarding for all the youth involved.

Employer and Business Presentations and Forums

Through a partnership with the Surrey Board of Trade, a number of short presentations were made to the business/employer community at Board of Trade events throughout the year. In addition, in February 2014, a "*Business and Immigrant Workforce Strategies – A Leadership Surrey Dialogue*" was held. This event brought together employers and skilled immigrant job seekers to dialogue on issues related to immigrant workforce integration.

Service Provider Welcoming Communities Events

Two events for immigrant serving and mainstream service agencies were organized – a networking event in June 2013 and a conference in February 2014. These events provided networking and information sharing opportunities, as well as training on current demographics, new programs and services, and changes to immigration policies. Resources and "learnings" from the Welcoming Communities projects were also shared.

Dialogues Inspired By Cooking and Food

Six cooking dialogues were held. Each dialogue focussed on a specific ethnic cuisine including: Korean, Indian, Pilipino, Chinese, African, and Middle Eastern. At the sessions a local chef led an interactive cooking demonstration of an appetizer, main course and dessert related to the region profiled. During the cooking demonstration participants learned about the origins of the ingredients, recipes, preparation traditions and the histories of the people who created them. The dialogues were facilitated by a diversity and inclusion specialist who infused the sessions with information and guided discussion.

Websites

Two websites were regularly updated throughout the project:

- www.wicsurrey.org - This site, which was developed by SurreyCares (formerly the Surrey Foundation), served as the main website for the project; and
- www.getintheknow.ca - This site, which was developed by DIVERSEcity Community Resources Society, provides information related to welcoming workplaces.

Local Immigration Partnership

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

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
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LIP steering
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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
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- 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
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.

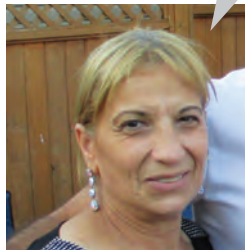
Among the Plan's key elements are diversity and inclusion, she says: "Culturally sensitive approaches to service delivery

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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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

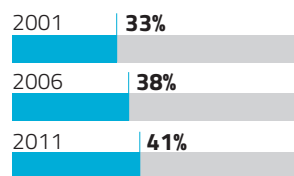
468,251

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.

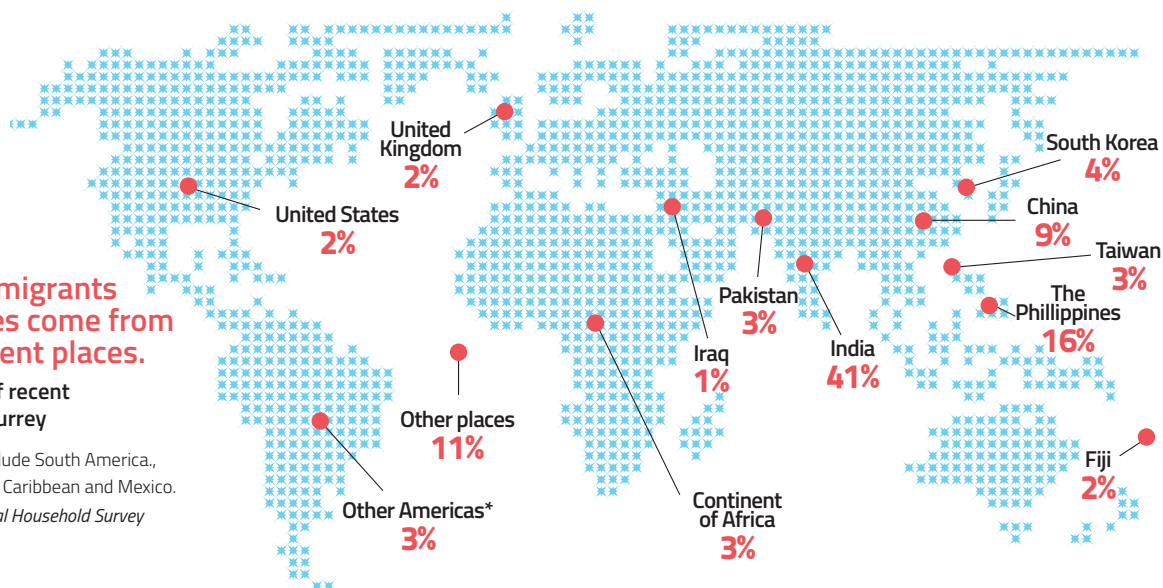
Source: ISSofBC

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

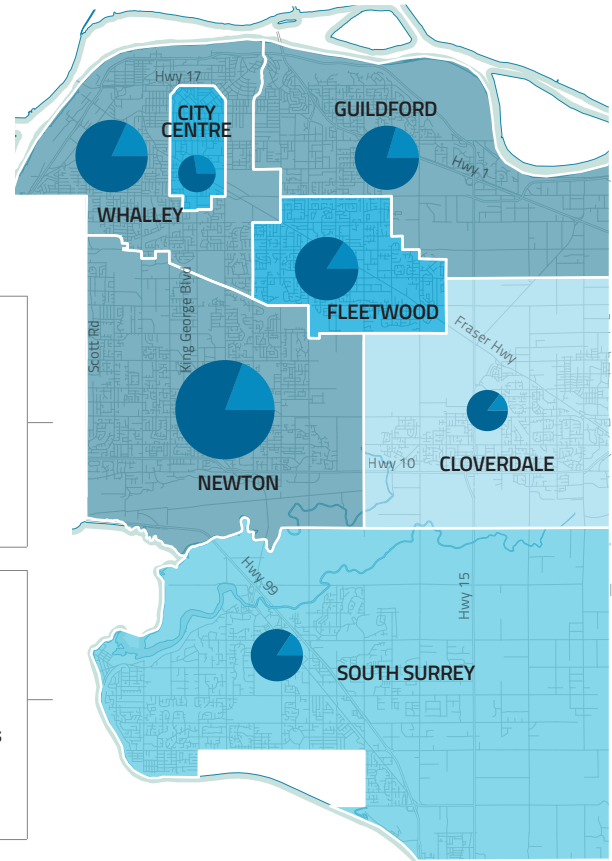
Newcomers are our neighbours.

Newcomers as a percentage of the total population by community

- 15% - 24%
- 25% - 34%
- 35% - 44%
- 45% - 54%

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

- Recent immigrants (2006-2011)
- Immigrants before 2006

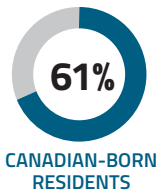


COMMUNITY	TOTAL POPULATION	IMMIGRANTS	RECENT IMMIGRANTS
BRITISH COLUMBIA	4,324,455	1,191,875	185,115
CITY OF SURREY	463,340	187,840	34,880
CITY CENTRE	22,180	9,005	2,490
CLOVERDALE	54,160	10,970	1,615
FLEETWOOD	58,190	26,035	4,170
GUILDFORD	58,280	26,620	5,425
NEWTON	131,800	63,685	12,265
SOUTH SURREY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



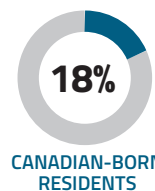
Median age of the population in private households

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.

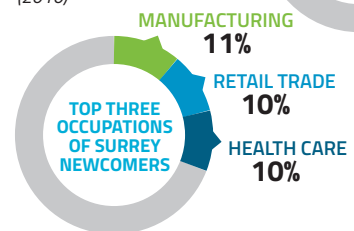
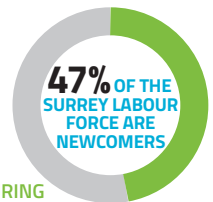
Percentage of Surrey residents possessing a Bachelor's degree or higher



Source: 2011 National Household Survey

They work hard.

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



Source: 2011 National Household Survey