

NO: R149

COUNCIL DATE: **July 13, 2015**

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 13, 2015**

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

FILE: **5080-01**

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

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## RECOMMENDATION

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

## INTENT

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

## BACKGROUND

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

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

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

## DISCUSSION

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

## **Surrey LIP Governance**

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

### ***The Surrey LIP Committee***

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

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

### ***Surrey LIP Immigrant Advisory Roundtable***

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

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

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

## **Surrey LIP Communications**

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

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

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

### **Research and Consultations**

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

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

#### ***Immigrant Integration Research Project***

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

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

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

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

### ***Service Mapping Project***

The goal of the Service Mapping Research project was to:

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

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

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

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

### ***Refugee Research Project***

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

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

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

### ***Labour Market Integration Research Project***

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

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

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

### **Next Steps**

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

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

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

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

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

### **CONCLUSION**

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

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

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

*Original signed by*  
Jean Lamontagne  
General Manager,  
Planning and Development

AM:OS:saw

Attachments:

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

**THIS ISSUE**

Meet the new  
Surrey LIP  
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A look back  
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LIP steering  
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GET  
INVOLVED!

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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](http://www.surrey.ca/lip)*

## QUICK LIP FACT



**March 2014**

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



**A variety of community sectors is represented**

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

## Steering Committee Member Organizations

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

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

## OUR GOVERNANCE STRUCTURE

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

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

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

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

## QUICK LIP FACTS

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

**\$606,014**  
Surrey LIP 2-year funding

**30** Members in the Surrey LIP Steering Committee

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



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

## HOW CAN I GET INVOLVED?

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

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

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

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**THIS ISSUE**  
Meet Some  
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Participants

Thoughts  
From The City  
Manager

Your  
Coordinator

LIP  
Updates

GET  
INVOLVED!

**NEXT ISSUE**  
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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.

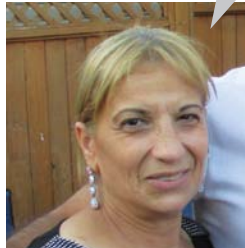
Among the Plan's key elements are diversity and inclusion, she says: "Culturally sensitive approaches to service delivery

## 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*

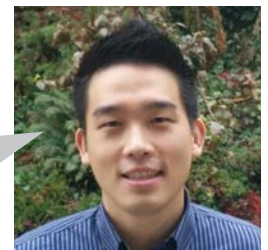


A native of Lebanon, **Salime Mansour** has been a dedicated student of English Conversation programs offered by Parks, Recreation and Culture. Since Spring 2013 five sessions of the English Conversation program have been filled to their capacity of 250, with several sessions seeing an overflow of up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

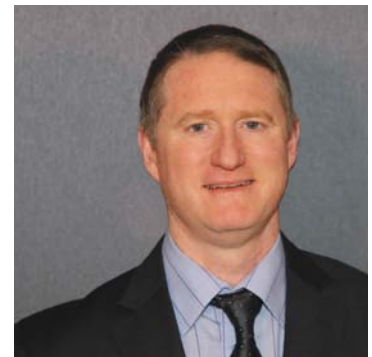
LIP is an opportunity and a cause for optimism, says Bowie. "My heart is connected to the idea of community health," she says, and LIP is aligned with that as well. "It's a huge challenge, but you are energized by what other people are doing."

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## 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](http://www.surrey.ca/lip)



### Holiday Hours

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

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- 29 Vancity Credit Union
- 30 YMCA

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**03**

FEBRUARY 2015



SURREY LIP NEWSLETTER

# Engaged & Inclusive

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



## The Service Ethic

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

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



*(The Service Ethic: continued)*

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

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

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

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

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

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

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

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

## Changes In The Air

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

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

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

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

Connie Hong, of Options Community



*(The Service Ethic: continued)*

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

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

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

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

## THE IMMIGRANT ADVISORY ROUNDTABLE

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

It took Drastant Mehta only a few months to find a good job in his field of computer engineering after arriving in Metro Vancouver from Kenya in 2013, but, he says, that was



only because “I had a lot of help from a lot of people. Now I want to help others in the same way. It’s a matter of personal ethics.”

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

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

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

Ali, a business consultant originally from

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

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

## The LIP’s Role

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

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

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

## Roundtable Members

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

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



# TRANSPORTATION & TRANSIT REFERENDUM—Are you registered?

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

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

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

## VOTE YES



Build a new Pattullo Bridge



Maintain and upgrade the region's major roads



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



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



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



Extend the region's cycling and pedestrian networks

## LIP UPDATES

### Immigration Integration Research Project

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

### Refugee Settlement Research Project

Led by SFU Surrey, this project launches in March

for one year and has two objectives:

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

### Service Mapping Project

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

an interactive inventory/map of services will become available to the general public on the Surrey LIP website. Watch for it on the soon to be launched [www.SurreyLIP.ca](http://www.SurreyLIP.ca)

### Social Media Campaign

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

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Newcomers and Post-Secondary Education

Newcomers and Surrey Schools

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Perceptions of Immigrant Integration in Surrey

ISSUE NO.

04

MARCH 2015



SURREY LIP NEWSLETTER

# Engaged & Inclusive



## EDUCATION That Works and Welcomes

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

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



Kwantlen Polytechnic University campus.

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

*(Education That Works and Welcomes: continued)*

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

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

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

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

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

Accordingly, the language offerings are

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

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

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



Simon Fraser University Surrey campus.

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

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

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

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



## Metro Vancouver Transportation and Transit Referendum Underway

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

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

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

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

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

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

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

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

## WELL SCHOOLED

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

A few years ago, Pat Horstead, assistant superintendent of the Surrey School Board, noticed that something unusual was happening: teachers were calling and asking to speak to her directly.

The teachers worked at Guildford-area schools attended by a significant number of children from refugee camps in Iraq, and subsequently Syria. They were concerned that the new arrivals were poorly prepared for school life, with little respect for authority or conception of how to behave, and that their presence was making classroom and playground life difficult for other students.

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



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

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

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

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



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

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

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

**Surrey Schools and Better Transportation Go Together**

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

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**VOTE YES**



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



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



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



Extend the region's cycling and pedestrian networks

**LIP UPDATES**

**SurreyLIP.ca**

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

**Employment and Labour Market Research**

Access to employment and utilization of

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

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

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

**Immigrant Advisory Roundtable**

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

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**THIS ISSUE**  
New service  
map goes live

Service  
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ISSUE NO.

05

JUNE 2015



SURREY LIP NEWSLETTER

# Engaged & Inclusive

What is Surrey LIP?

Facts & Resources

LIP Strategy & Projects

In the News

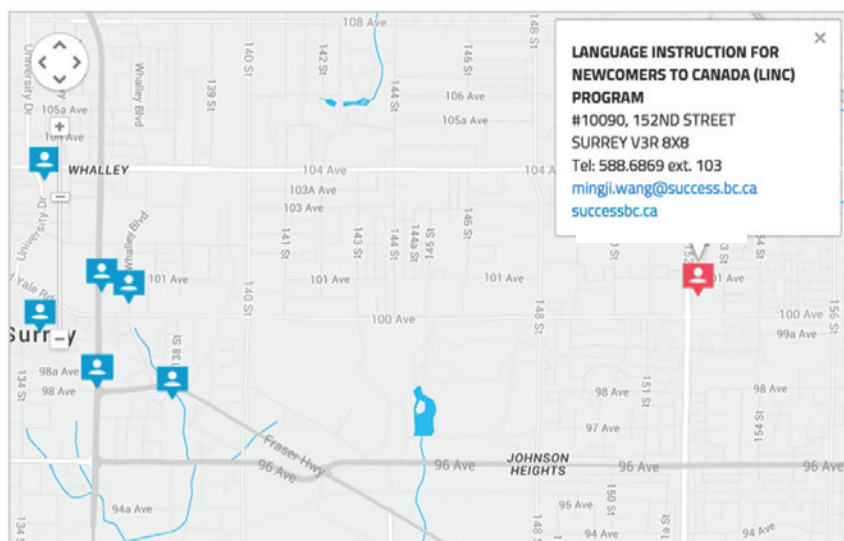
Events

Services Map

To search Surrey services:

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

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



## Services Map

Search By:  Title  Keyword  Both

English Language Services

GO

Select Service Sub-categories

GO

Results: 24

Immigrants Trade Training Initiative (ITTI) program

Information, Support & English Language Services for Adults

Language Instruction for Newcomers to Canada (LINC) Program

Language Instruction for Newcomers to Canada (LINC) Program

Language Instruction for Newcomers to Canada Program (LINC)

## PUTTING SURREY On The Map

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

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



*(Putting Surrey On The Map: continued)*

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

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

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

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

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

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

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



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

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

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

**SERVICE MAP MAIN CATEGORIES**

	
<b>Settlement &amp; Refugee Services</b>	<b>Health &amp; Nutrition Services</b>
	
<b>English Language Services</b>	<b>Employment &amp; Education Support Services</b>
	
<b>Community Integration Services</b>	<b>Individual &amp; Family Services</b>

**Emerging Needs Identified**

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

<i>To read the full report visit:</i>	<i>To read a fact sheet with key findings visit:</i>
<a href="http://www.surreylip.ca">www.surreylip.ca</a>	<a href="http://www.surreylip.ca">www.surreylip.ca</a>
LIP Strategy & Project: Research & Consultations	Facts & Resources: Fact Sheets



## READING BEYOND **THE MAP**

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

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

**235 unique programs were identified, spread among 30 organizations.**

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

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

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

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

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

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

## Reactions

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



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

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

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

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

*(Reactions: continued on page 4)*



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

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



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

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

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

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

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

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

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

## Steering Committee Member Organizations

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

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

## LIP UPDATES

### Fusion Festival

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

[www.surrey.ca/fusionfestival](http://www.surrey.ca/fusionfestival)

### Labour Market Integration Research Project

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

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

### Immigrant Advisory Roundtable Initiative

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

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

### Doors Open

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

## HOW CAN I GET INVOLVED?

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

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

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

Funded by: Financé par :



Citizenship and Immigration Canada  
Citoyenneté et Immigration Canada

# WHO ARE SURREY'S NEWCOMERS?

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

Source: Citizenship and Immigration Canada



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

Source: Welcome BC

## Population of Surrey

Source: 2011 census

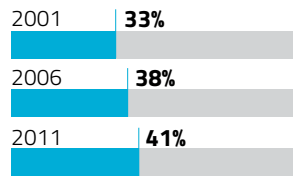
**468,251**

## Population born outside of Canada

Source: 2011 National Household Survey

**187,845**

## Immigrants as a percentage of Surrey's population



Source: 2011 National Household Survey

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

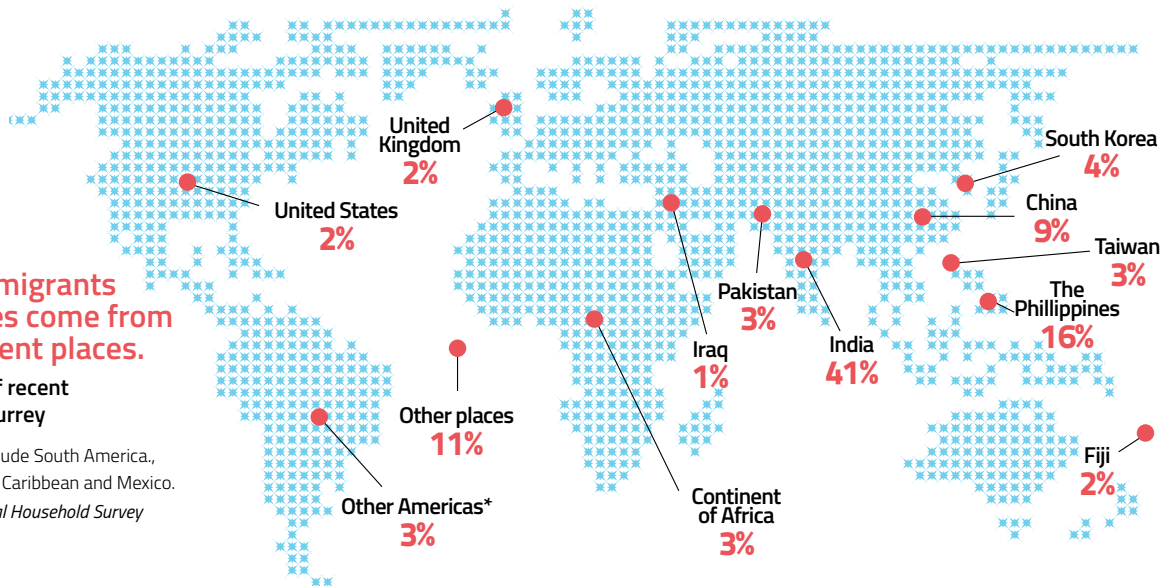
Over the past four years Surrey has received an average of **180** GARs annually—almost **30%** of the B.C. total. Local destinations of other types of refugees aren't known but if similar to GARs, Surrey has been receiving more than **400** refugees a year.

Source: ISSofBC

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

### Place of origin of recent immigrants to Surrey

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



## GLOSSARY

**Newcomers** refers to immigrants and refugees.

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

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

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

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

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

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

Sources: CIC, ISSofBC

## ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

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

# SURREY'S NEWCOMERS

## Newcomers come for many different reasons.



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

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



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

## And they speak many languages.



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

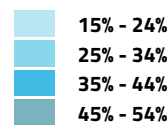
Top five languages most often spoken at home by immigrants in Surrey

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

Sources: WelcomeBC, 2011 National Household Survey

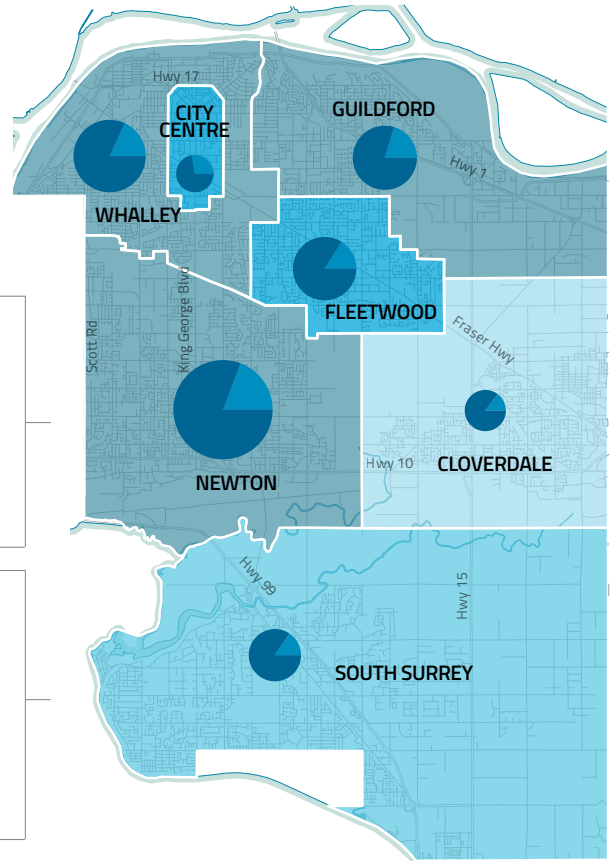
## Newcomers are our neighbours.

Newcomers as a percentage of the total population by community



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

Recent immigrants (2006-2011)  
 Immigrants before 2006

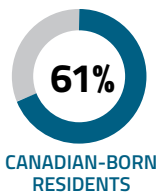
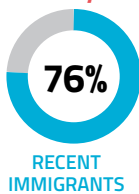


COMMUNITY	TOTAL POPULATION	IMMIGRANTS	RECENT IMMIGRANTS
BRITISH COLUMBIA	4,324,455	1,191,875	185,115
CITY OF SURREY	463,340	187,840	34,880
CITY CENTRE	22,180	9,005	2,490
CLOVERDALE	54,160	10,970	1,615
FLEETWOOD	58,190	26,035	4,170
GUILDFORD	58,280	26,620	5,425
NEWTON	131,800	63,685	12,265
SOUTH SURREY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

Source: 2011 National Household Survey

## Newcomers are young.

Percentage of Surrey residents aged 44 or younger



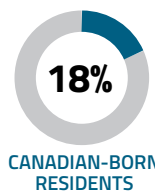
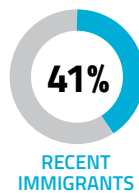
Median age of the population in private households

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

Source: 2011 Census

## They are well-educated.

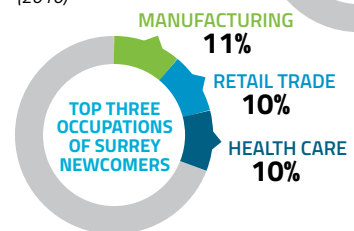
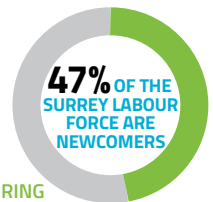
Percentage of Surrey residents possessing a Bachelor's degree or higher



Source: 2011 National Household Survey

## They work hard.

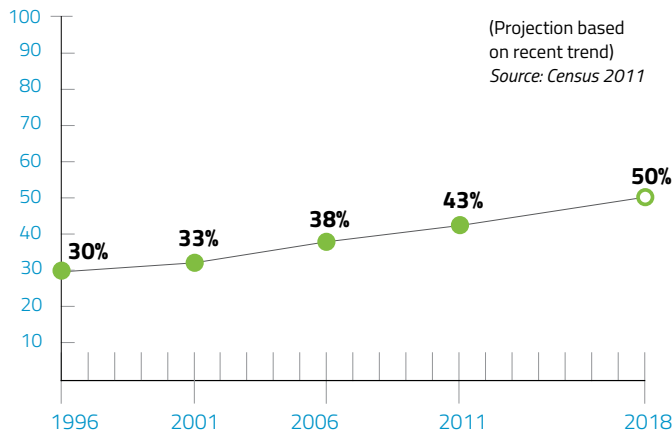
Newcomers as a percentage of the total Surrey labour force (2010)



Source: 2011 National Household Survey

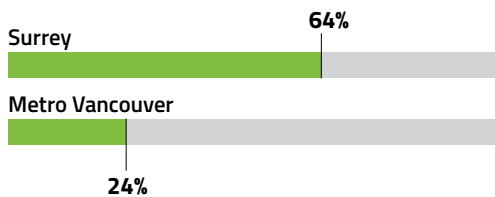
# THE BIG PICTURE: WHY DO IMMIGRANTS MATTER TO SURREY?

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



Thirty percent of Metro Vancouver population growth is in Surrey.

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



## The Global Competition for Talent

Where will the workers come from?

**650,000**

The estimated number of high school graduates.

**1.013 million**

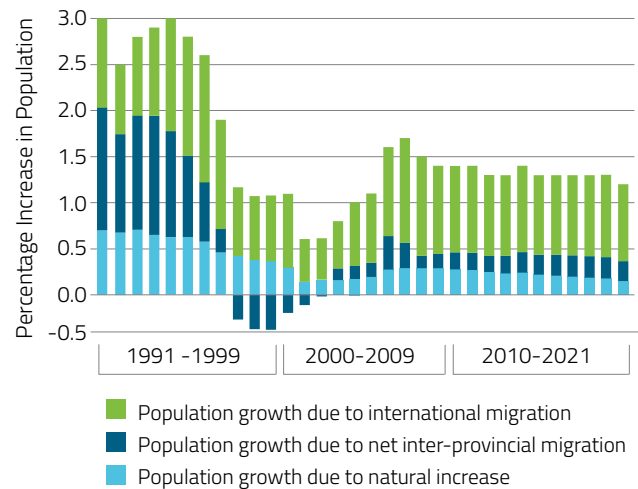
The estimated number of job vacancies in B.C. to 2019.

**363,000**

The estimated shortfall in workers.

Source: Work BC

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



## Newcomers Are Young. They are the future of Surrey.



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

Source: Census 2011



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

Source: Census 2011

### ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

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# CHALLENGES AHEAD

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



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

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

## The bumpy road to becoming a welcoming and engaged community.

Are we a welcoming and engaged community? Not yet.



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

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



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

Source: Vancouver Foundation, June 2012

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

Source: Vancouver Foundation, June 2012

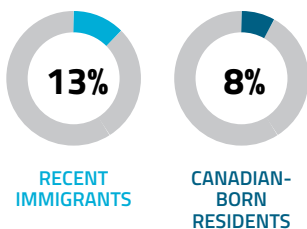


**14%** of Surrey's students in grades 7 to 12 reported experiencing racial discrimination in 2008, compared to the provincial rate of **12%**.

Source: McCreary Centre Society, Adolescent Health Survey, 2008

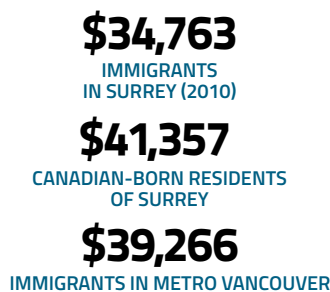
## Newcomers experience lower employment and lagging incomes.

### Unemployment rate in Surrey



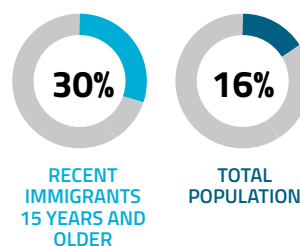
Source: NHS 2011

### Average employment income



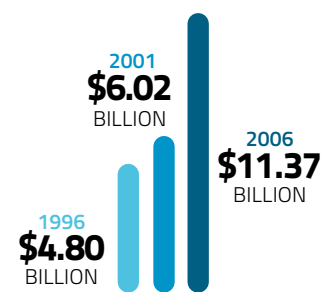
Source: NHS 2011

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



Source: NHS 2011

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



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

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

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



### Introducing Express Entry

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

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

Source: Citizenship and Immigration Canada

### How Express Entry Works

#### FOR CANDIDATES

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

#### FOR EMPLOYERS

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

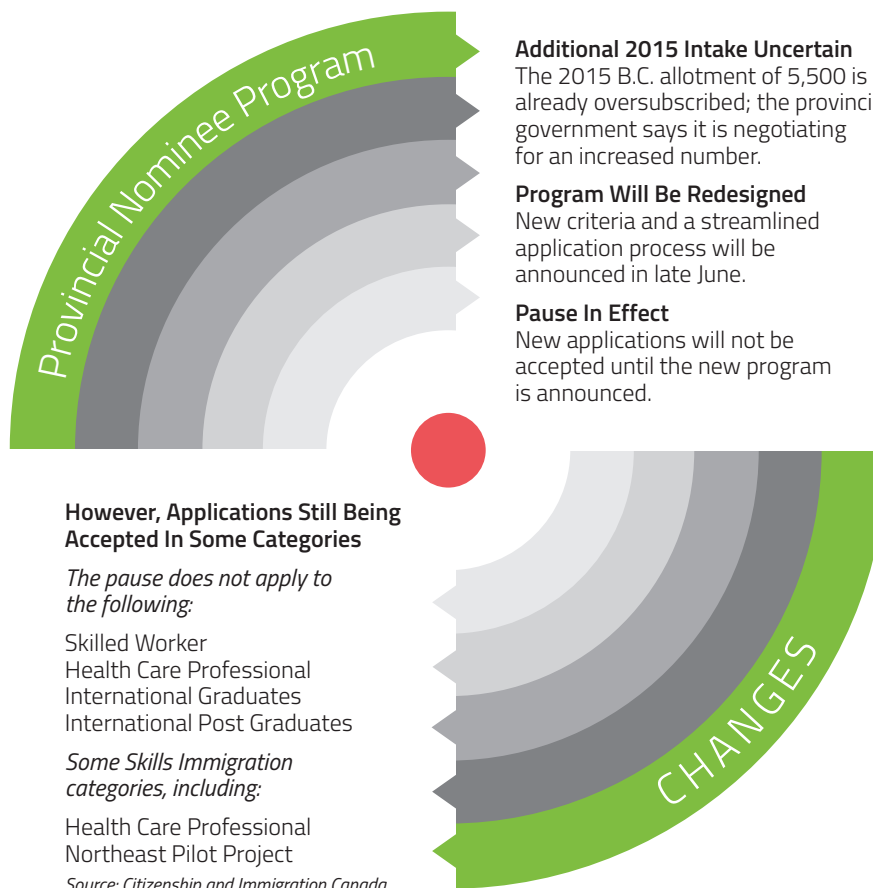
- When you find a qualified foreign national through your own recruitment efforts
- When you want to offer a permanent job to a current Temporary Foreign Worker
- When you are matched with a qualified foreign national through the Job Bank

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

Source: Citizenship and Immigration Canada

## CHANGES TO THE Provincial Nominee Program

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



### Benefits of Provincial Nominee Enhancements

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

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

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

*Source: Citizenship and Immigration Canada*

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

### Live-In Caregiver Program Overhaul

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

Some of the key concerns that have been addressed:

#### Backlog Reduction

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

#### Two New Pathways Allow Caregivers To Live On Their Own

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

### Changes Within Family Class

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

*For more information:*

[www.cic.gc.ca/english/work/caregiver/improvements.asp](http://www.cic.gc.ca/english/work/caregiver/improvements.asp)



# REFUGEES IN CANADA AND B.C.

## What is a refugee?

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

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

## How many refugees are there?

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

## What is Canada's role?

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

## How do refugees arrive?

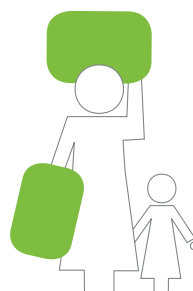
There are two ways:

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

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

## How many come to B.C.?

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

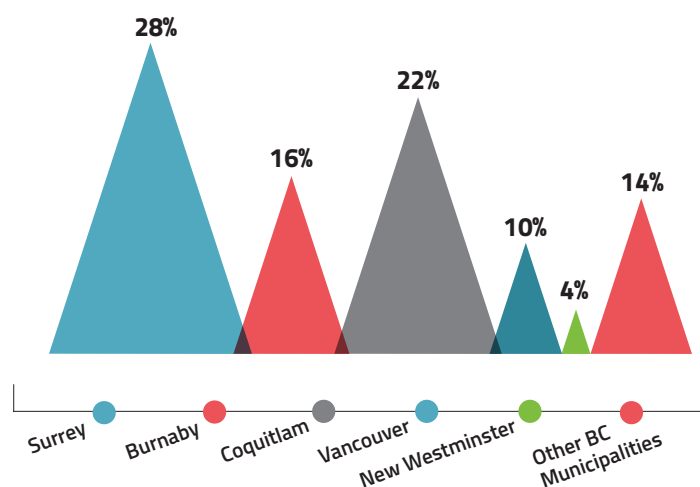


## Where in B.C. do they settle?

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

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

Source: ISSofBC



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

# REFUGEES IN SURREY

## How many refugees arrive in Surrey?

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

## Where do refugees in Surrey arrive from?

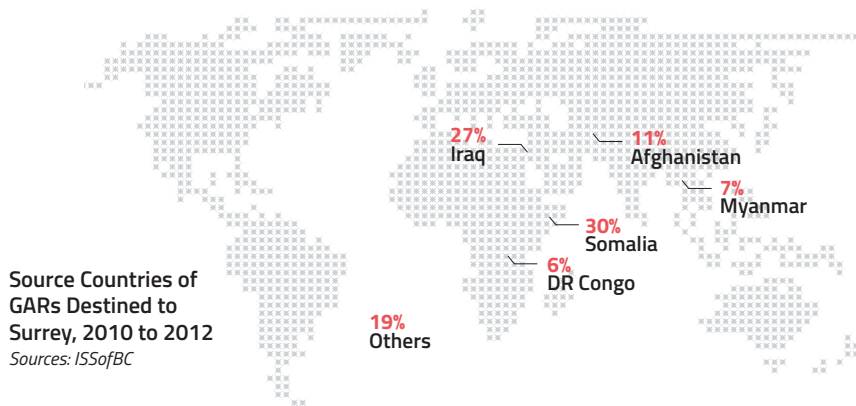
Between 2010 and 2012 the top five countries were Somalia, Iraq, Afghanistan, Myanmar and the Democratic Republic of the Congo. Source countries typically vary based on global strife. In recent years there has been an increase from countries such as Syria.

## What are the issues faced by Surrey's refugees?

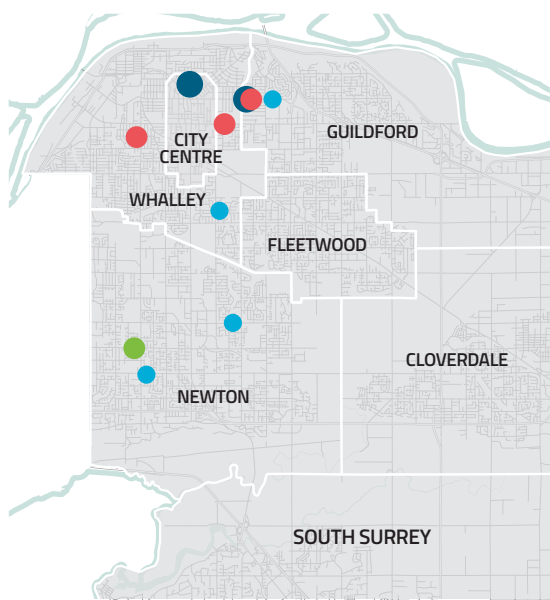
Whereas immigrants are selected based on their ability to succeed in Canada, sponsored refugees include high-needs individuals, with characteristics such as the following:

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

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



Source Countries of GARs Destined to Surrey, 2010 to 2012  
*Sources: ISSofBC*



## Where in Surrey do refugees settle?

Most are in established neighbourhoods such as Guildford, Whalley and Newton.

### City of Surrey Government Assisted Refugees Settlement Patterns 2010-2012

- Individuals per Postal Code
- 11-13
  - 14-16
  - 17-19
  - 20-23

*Source: ISSofBC*

## What additional information is available?

Surrey offers a diversity of services and programs specifically designed for refugees. Check Surrey Settlement Services Map at [www.SurreyLIP.ca](http://www.SurreyLIP.ca)

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

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

See more at: [www.SurreyLIP.ca](http://www.SurreyLIP.ca)

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

# SURREY'S NEW SETTLEMENT SERVICES MAP

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

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

## Some of the Questions Being Asked

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

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

Are neighbourhoods within the city equally well served?

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

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

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

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

## Use The New Surrey LIP Service Map

Identifies 235 unique, no cost services

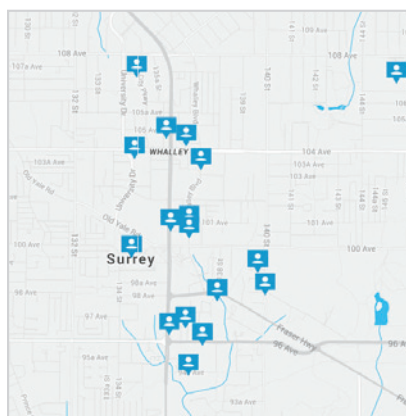
Draws from 30 agencies and organizations

Divided into 6 major categories:

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

Further divided into 29 subcategories

Easily searchable



Find it at [www.surreylip.ca/service-map](http://www.surreylip.ca/service-map)

# SETTLEMENT SERVICES IN SURREY

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

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

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

## Emerging Issues

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

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

## What Next?

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

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

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

## A Neighbourhood Left Out?

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



**100%**  
Mental Health  
Services



**94%**  
Alcohol and Drug  
and Addiction  
Services



**92%**  
Disability  
Services



**92%**  
Legal  
Services



**90%**  
LGBTQ  
Services



**83%**  
Transportation  
Services



**77%**  
Family  
Counselling Services



**76%**  
Youth  
Services



**75%**  
Women's  
Services



**75%**  
Housing  
Support Services



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

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