

NO: R139

COUNCIL DATE: June 13, 2016

REGULAR COUNCIL

TO: Mayor & Council **DATE: June 6, 2016**

FROM: General Manager, Parks, Recreation and Culture **FILE: 1850-01**
General Manager, Finance and Technology

SUBJECT: Funding Request – Refugee Welcome Event

RECOMMENDATION

The Parks, Recreation and Culture Department and Finance and Technology Department recommend Council:

1. Receive this report as information; and
2. Approve financial support for the Refugee Welcome event from the Council Initiatives Fund in the amount of \$6,850 to develop a community event to recognize and celebrate refugees in Surrey.

INTENT

The purpose of this report is to advise Council of, and to seek funding for the Refugee Welcome event that will provide an opportunity for residents of Surrey to acknowledge and celebrate the contributions and achievements of refugees in our community.

BACKGROUND

As one of the destinations for refugees in Canada, Surrey is home to thousands of refugees who have fled their countries in search of safety, security and peace.

In response to the recent influx of Syrian refugees a Corporate Report went to Council on April 18, 2016 (Corporate Report R089:2016 attached as Appendix “I”) that indicated in the summer of 2016 a welcoming event for refugees will be organized by the City of Surrey. The City would like to welcome refugee families to an event at City Hall Plaza on, Wednesday, July 20th to provide them an opportunity to celebrate, express their cultural identity, and meet their neighbours. The event will take a similar format to the ‘Welcome to City Centre Block Party’ that took place in the Plaza last fall and would be organized with strong involvement from Surrey Local Immigration Partnership (LIP) partners, members of the Immigrant Advisory Roundtable, local businesses and community organizations. Activities will include children’s games, cultural entertainment, food and City Hall tours.

Budget Considerations

The development and delivery of the Refugee Welcome event by City of Surrey and partners will require a budget of \$6,850, with additional in-kind support from the City. The funding will support staffing and volunteer recognition, provide food and refreshments, tour interpreters, entertainment honorariums, supplies and marketing including translation services. The status of the Council Initiative Fund is documented in Appendix “II” attached to this report including the allocation recommended in this report.

SUSTAINABILITY CONSIDERATIONS

The Refugee Welcome event will serve to address several of the Desired Outcomes and support Strategic Directions found under multiple themes identified in the Sustainability Charter 2.0, including:

- *Inclusion – Diversity and Accessibility;*
- *Inclusion – Community Pride and Engagement;*
- *Built Environments and Neighbourhoods - Neighbourhoods and Urban Design;*
- *Public Safety - Community Safety and Emergency Services; and*
- *Health and Wellness – Wellness and Recreation.*

CONCLUSION

Based on the above discussion, it is recommended that Council approve financial support for the Refugee Welcome event in the amount of \$6,850 from the Council Initiatives Fund that will celebrate and welcome refugees living in Surrey while enhancing the community spirit for all participants.

Laurie Cavan
General Manager
Parks, Recreation & Culture

Vivienne Wilke, CPA, CGA
General Manager
Finance and Technology

Appendix “I” – CR Ro89:2016 Update on the Arrival of Syrian Refugees
Appendix “II” – Status of Council Initiatives Fund

Update on the Arrival of Syrian Refugees



CORPORATE REPORT

NO: R089

COUNCIL DATE: April 18, 2016

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **April 18, 2016**
FROM: **General Manager, Planning and Development** FILE: **5080-01**
SUBJECT: **Update on the Arrival of Syrian Refugees**

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 arrival of Syrian refugees in Surrey and the City of Surrey's actions to welcome the newcomers.

BACKGROUND

It has been five years since the onset of the civil war in Syria. Today, eleven million Syrians are displaced from their homes and four million Syrians have left their country. The crisis continues to grow.

In November 2015, the Government of Canada committed to resettling 25,000 Syrian refugees to Canada. This goal was reached at the end of February, with additional Syrian refugees expected to arrive in Canada throughout 2016. Canada's response to the Syrian crisis is this country's largest refugee resettlement initiative since the 1975 to 1980 period when Canada resettled close to 69,000 refugees fleeing Vietnam, Cambodia and Laos.

Historically, British Columbia has received 10-12% of all Government Assisted Refugees (GARs) coming to Canada. From 2010 to 2015, Surrey was the largest recipient of GARs arriving in the province with approximately 400 arrivals each year, representing 25-30% of all GARs settling in BC.

DISCUSSION

Since the Federal Government's November 2015 announcement of their plans to resettle 25,000 Syrian refugees to Canada, the City of Surrey has been actively engaged in:

- supporting the successful settlement of refugees by participating in national, regional and local planning processes;
- taking actions that will help to make the Syrian refugees that settle in Surrey feel welcome; and
- continuing to work on the development of a Surrey Refugee Integration Strategy.

Arrival of Syrian Refugees

There are three categories of Syrian refugees arriving in Canada. All hold Permanent Resident (PR) status upon arrival.

- *Government Assisted Refugees (GARs)* are identified by the UN Refugee Agency (UNHCR) and selected by the Government of Canada on the basis of being most in need of protection. They receive financial and other support from the Government of Canada for up to one year.
- *Privately Sponsored Refugees (PSRs)* are Convention refugees selected from abroad by a private sponsor (often a family member) who agrees to provide financial and other support for one year.
- *Blended Visa Office Referred Refugees (BVORs)* are identified by the UNHCR and matched with a private sponsor. The Government of Canada provides up to six months of income support while the private sponsor provides up to six months of income support and up to one year of social and emotional support.

The majority of Syrian refugees arriving in BC are GARs.

Government Assisted Refugees' Arrival to BC & Surrey

From November 4, 2015, to March 18, 2016, 1,804 GARs, representing 414 family units, have arrived in BC. Sixty percent are children.

The majority of refugees are being settled in Metro Vancouver, however refugees were also sent to 7 communities outside of Metro Vancouver. Finding permanent housing in Metro Vancouver has been a challenge resulting in refugees being accommodated in hotels until permanent housing is found. As of April 12, 2016, of the 1,815 Syrian GARs that have arrived in BC:

- 266 GARs were in temporary accommodation; and
- 1,379 GARs have moved into permanent accommodation (excluding Victoria).

Of the GARs that have been moved into permanent accommodation, 670 individuals (155 families) have been settled in Surrey which represents approximately 49% of all BC GARs in permanent housing so far. The high number of Syrians being settled in Surrey is due to the fact that rental rates in Surrey are more affordable relative to rents in many other areas of the region. (For their first year in Canada, if they are not employed, GARs are provided income support that is equivalent to the provincial income assistance rates.)

More information can be found on the ISSofBC Refugee Response Hub at:
<http://refugeehub.issbc.org>

Privately Sponsored Refugees & Blended Visa Office Referred Refugees Arrival to Surrey

In terms of PSRs and BVORs, from November 4, 2015, to April 11, 2016, the numbers are as follows:

- 49 PSRs were admitted;
- 33 PSRs are in the inventory; and
- 6 BVORs were admitted.

Information is available at: <http://www.cic.gc.ca/english/refugees/welcome/milestones.asp>

Services in Surrey

The Syrian refugees are housed in apartments and secondary suites throughout Surrey. They are not concentrated in any single neighbourhood. This has meant that the children are attending a number of schools, rather than all being enrolled in a single school or couple of schools.

Surrey's settlement agencies are experienced in supporting refugees and already had Arabic speaking workers. Additional funding has been provided by the federal government to agencies serving the Syrian newcomers. However, responding to the increased demand for their services continues to be a challenge. The Surrey Food Bank has reported a large number of Syrian refugees already showing up at the Food Bank.

The Fraser Valley Refugee Response Team, described later in this report, provides a venue for continued monitoring of the capacity of agencies in Surrey to support the Syrian refugees.

Supporting the Settlement of Syrian Refugees

Municipalities do not have responsibility for refugee policies and programs. This is primarily the responsibility of the federal government and the agencies that they contract to deliver settlement services. As well, provincial services, such as health, education and employment, are involved in refugee settlement. However newcomers settle in communities, and the successful integration of refugees into the social and economic life of the community benefits all.

Over the past five months, the City of Surrey has worked with representatives from the Federal and Provincial Governments, local settlement agencies and other key stakeholders to plan for the settlement of Syrian refugees.

- ***Appeal for Public Support:*** On November 10, 2015, ISSofBC organized a Call to Action media event calling for the public's assistance in providing housing and other supports for the Syrian refugees. Councillor Villeneuve represented the City of Surrey at the event.

- **Federal Government Planning:** In late November, the City's Senior Social Planner was invited by Immigration, Refugees and Citizenship Canada (IRCC) to participate in a national planning session attended by staff from the federal government, province/territories, municipal governments, and settlement agencies. The City of Surrey was the only municipality in B.C. invited to attend.

On December 2, 2015, Mayor Hepner hosted a roundtable meeting with Minister McCallum at Surrey City Hall. Minister Bond from the Province, along with several local mayors, philanthropists and non-profit executive directors were in attendance.

- **Regional & Local Planning:** Social Planning staff has been participating in regional and local planning processes. This included the City convening two meetings in late 2015 that brought local settlement agencies and other relevant agencies together to be briefed by federal government and ISSofBC representatives on the arrival of the refugees and discuss organizations' capacity to support additional refugees.

The Province has contracted DIVERSEcity Community Services to lead a Fraser Valley Refugee Response Team (FVRRRT) for a one-year period. The FVRRRT's action plan outlines six main issues for action including: data collection and public education; employment; healthcare; housing; and language training. Social Planning staff is representing the City on the FVRRRT.

Welcoming the Syrian Refugees in Surrey

Canadians across the country have welcomed the Syrian refugees with open hearts. The City of Surrey is no exception. Below are activities that have been undertaken by the City of Surrey, in partnership with the Surrey Local Immigration Partnership (LIP), to ensure the Syrian refugees feel welcomed.

- **Community Forum on Syrian Refugees Settlement in Surrey** was held on January 20, 2016. Hosted by Mayor Hepner in partnership with the Surrey LIP, the forum was attended by over 200 residents who were interested in hearing about the arrival of the Syrian refugees and how the public could assist.
- **How You Can Help Refugees pamphlet and City's webpage** was created in January 2016 to provide information to the general public about the ways residents can get involved and help Syrian refugees. The pamphlet is attached to this report as Appendix "I". It is available online at: <http://www.surrey.ca/files/RefugeeSettlementBrochure.pdf>.
- **Welcome to Surrey pamphlet** was developed in January 2016 for the Syrians settling in Surrey. It includes greetings from Mayor and Council, along with some very basic information about Surrey, its facilities and local settlement services. The brochure includes both English and Arabic text. The pamphlet is attached to this report as Appendix "II". It is available online at: <http://www.surreylip.ca/sites/default/files/SurreyLIP-Pamphlet-WebFinal.pdf>.

- **Guildford Library and Recreation Centre** supported the refugees who were temporarily housed in local hotels. Facility tours, along with temporary library cards and recreation passes, provided the refugees with access to recreation, as well as books and computers at the library.
- **Cultural Awareness Information Sessions for City Staff** were held on March 30 and March 31, 2016. The sessions enabled City staff to learn about refugees and Middle East culture, as well as hear stories from Surrey staff and a young Syrian refugee. Follow-up is being planned to facilitate staffs' interest in volunteering and fund-raising.
- **Surrey LIP Newsletter on Syrian Refugees** was released in March 2016. It provides updates on refugee settlement in Surrey, as well as highlights the challenges and successes of local agencies in responding to the arrival of Syrians. The newsletter is attached to this report as Appendix "III". It is available online at: http://www.surreylip.ca/sites/default/files/Newletters/LIPnewsletter-o8-Syrians_Surrey.pdf.
- **Information Session for Arabic-speaking Refugees** was organized by the Surrey LIP Immigrant Advisory Roundtable on April 9, 2016 at the Guildford Recreation Centre. The goal of the session was to welcome the newcomers and provide information on "what you should know about settlement in Canada but nobody ever tells you". The session was offered in English and Arabic and attended by 30 refugees.
- **April 20 - 28, 2016 - Surrey Museum Exhibit: Surrey - A Place of Refuge** will be displayed at City Hall. The exhibit was developed as a part of the 2013-2014 Surrey Welcoming Communities Project and tells the stories of seven refugees.
- **Summer of 2016 - Welcoming Event for Refugees** will be organized by the City of Surrey. It is anticipated that the family-friendly celebratory event will be hosted by Mayor and Council in Surrey City Hall later in the spring.

Developing a Surrey Refugee Integration Strategy

The City of Surrey is the lead agency for the Surrey LIP, a federally funded initiative aimed at engaging local communities in immigrant and refugee integration. The LIP identified the development of a Surrey Refugee Integration Strategy as one of its initiatives for 2014-2017.

In the spring of 2015, SFU Surrey was contracted by the Surrey LIP to conduct research and consultations on refugees in Surrey. The "Our Community Our Voice" project is being conducted by SFU and Kwantlen researchers, as well as a team of research assistants who are all young people who arrived in Canada as refugees. The final report will be available in April 2016.

The Surrey LIP will be using the SFU research, along with learnings from the recent settlement of the Syrian refugees, to develop a Surrey Refugee Integration Strategy.

An update on the progress of the Surrey LIP will be provided to Council in May 2016.

CONCLUSION

The arrival of Syrian refugees has been a historic event in Canada. While there are many challenges in settling such a large number of vulnerable refugees in a short period of time, Canadians' interest and out-pouring of generosity has been heart-warming and inspiring.

The City of Surrey has been actively engaged in this national effort. Over the past five months, the City has shown strong leadership by supporting settlement planning processes, as well as taking action to ensure that Surrey is a welcoming new home for the Syrian families who settle in our community.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

AM:ss

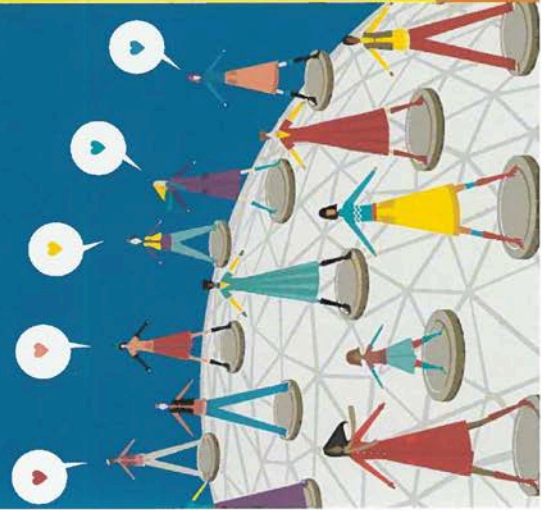
Appendix "I" – Refugee Settlement in Surrey: Local Resources & How to Help
Appendix "II" – Welcome to Surrey
Appendix "III" – Surrey LIP Newsletter: Engaged & Inclusive, Issue No. 8

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SURREY WORKING TOGETHER

The humanitarian crisis in Syria has prompted the Government of Canada to expand its intake of refugees from Syria by 25,000 over the coming months. In addition to other provinces across the country, refugees are expected to arrive throughout British Columbia, including in the City of Surrey. To plan for and respond to the expected increase in newcomer volunteers, a wide range of individual, community and interagency support is needed.

The City of Surrey, the Surrey Local Immigration Partnership (SLIP), and a variety of local agencies are working together to strengthen Surrey's integration of these newcomers. Members of the community and local business can help Syrian and other immigrant families with their difficult transition and to build a brighter future in our City.



FEDERAL PROGRAM INFORMATION

ABOUT THE REFUGEE ASSISTANCE PROGRAM

Refugee Assistance Program (RAP) is funded by the Government of Canada through Immigration, Refugees and Citizenship Canada (IRCC, formerly known as CIC). In BC, it is delivered through Immigrant Services Society of BC (ISSofBC). It includes providing initial (two weeks) settlement support to Government Assisted Refugees (GARs). Services include finding housing, initial orientation and other supports.

ABOUT SETTLEMENT SERVICES

Settlement services are funded by the Government of Canada Immigration Refugees and Citizenship Canada. They are delivered by settlement agencies and include language training, needs assessment and referrals, employment-related services, community connections for newcomers and other supports.

For more information, visit www.canada.ca.

For more information on the refugee settlement program in Surrey, please contact:

OLGA SHCHERBYNA
SURREY LOCAL IMMIGRATION PARTNERSHIP COORDINATOR
604-592-7059
oscherbyna@surrey.ca
www.surreyilp.ca

REFUGEE SETTLEMENT IN SURREY

LOCAL RESOURCES & HOW TO HELP



APPENDIX "I"



www.surrey.ca

HERE



HOW TO HELP

WELCOME ACTIVITIES, SUPPORT & EDUCATION

Visit www.SurreyLIP.ca to:

- Learn about refugee selection and the settlement process in Canada
- Stay up to date on newcomer settlement and welcoming activities
- Get details on sponsoring Syrian Refugees in Canada
- Download the How You Can Support Refugees in Surrey online form where you can register to volunteer, provide employment leads, offer housing support and more.

VOLUNTEERING & DONATIONS

There are a number of government-funded settlement agencies and other community organizations providing services to refugees and immigrants in Surrey. The following are in immediate need of volunteers, cash donations and other means of support to assist with the resettlement process.



Baobab Inclusive Empowerment Society

Providing social and recreational programs for children from low income families

101A 14914 104 Ave, Surrey, B.C. V3R 1M7 | 604-585-5775
www.baobabinclusive.ca

DIVERSITY Community Resources Society

Offering settlement and integration services to newcomers, including language training, employment services and programs for children and youth.

13455 76 Ave, Surrey, BC V3W 2W3 | 604-597-0205
www.dcrs.ca

Muslim Food Bank

Supporting primarily refugees and new immigrant families through culturally appropriate food hampers and community support programs

101-13085 115 Ave, Surrey, BC V3R 7S2 | 1-866-824-2525
www.muuslimfoodbank.com

Options Community Services Society

Providing social, housing and newcomer settlement and integration services in Surrey and neighbouring communities.

13520 78 Ave, Surrey, BC V3W 6J6 | 604-596-4321
www.options.bc.ca

Pacific Community Resources Society

Providing a number of social services including a Newcomer Program for Youth

114 13479 76 Ave, Surrey, BC V3W 2W3 | 604-592-6213
www.pcrs.ca

Progressive Intercultural Community Services Society

Providing support programs, including settlement, employment, language, social and housing services

12725 80 Ave, Surrey, BC V3W 3A6 | 604-596-7722
www.pics.bc.ca

S.U.C.C.E.S.S.

Providing a wide range of newcomer settlement and integration services in over 20 locations in Greater Vancouver.

206 10090 152 St, Surrey, BC V3R 8X8 | 604-588-6869
www.success.bc.ca

Surrey Food Bank

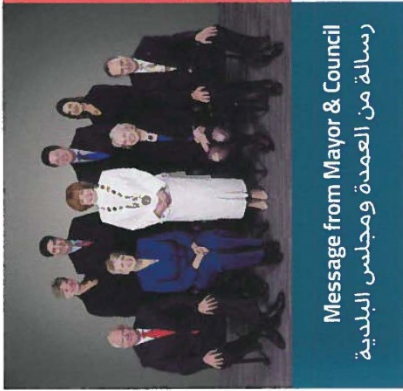
Supporting low income families in Surrey, including the distribution of about 2,000 food hampers each week

10732 City Parkway Surrey, BC, V3T 4C7 | 604-581-5443
www.surreyfoodbank.org

Umoja Operation Compassion Society

Supporting low income immigrants and refugees living in Surrey. Programs include after school home club, literacy programs, drop-in sewing and early childhood education.

10025 Whalley Blvd, Surrey, BC V3T 4G1 | 604-581-5574
umojaawardpress.apps-1and1.com



رسالة من العمدة ومجلس البلدية

On behalf of Surrey City Council, I wish to extend a warm welcome to you and your family. You have come a long way and endured much hardship on your journey from Syria to Canada. As you begin your new life in Surrey, I want you to know that support systems have been put in place to help you settle in your new home. Our goal is to ensure you have a good start to a safer and better future for you and your family.

The City of Surrey has a lot to offer from beautiful parks, recreation programs, and libraries to cultural facilities and festivals. We encourage you to not only explore all that the City has to offer, but to get involved. Participating in the community is a good way to connect with your new neighbours, get to know your new home and develop a sense of belonging.

We wish you and your family all the best in the days ahead.

Mayor Linda Hepler

بناءً عن مجلس مدينة سري، أود أن أرحب بك أنت وعائلتك لقد قطعت مسيراً طويلاً وحملت الكثير من الصعاب في رحلتك من سوريا إلى كندا. عندما بدأت رحلتك الجديدة في سري، أود أن أعلمك أننا نضع في مكاننا خدمات الدعم التي نريدها لك. هدفنا هو أن نساعدك على بدء حياتك الجديدة في سري بأمان.

مدينة سري لديها الكثير لتقدمه من الحدائق الجميلة، والمرامج الترفيهية، والمتكهنات والمرافق الثقافية والمهرجانات الموسمية. نحن نشجعك على فقط على استكشاف كل متعمده المدينة من حدائقها المتنوعة، والمشاركة في المهرجانات والأنشطة المجتمعية. المشاركة في المجتمع هي طريقة رائعة للتعرف على جيرانك الجدد، والتعرف على بلدنا الجديد، وتطوير شعورك بالانتماء.

نتمنى لك ولعائلتك كل خير في الأيام المقبلة.

العمدة ليندا هبلر

بلدية مدينة سري
13650 - 104th Avenue, Surrey, BC, V3T 1V8
www.surrey.ca

City of Surrey Programs & Services

البرامج والخدمات في مدينة سري

All Surrey residents are welcome to participate in the services and programs offered by the City of Surrey. جميع السكان في مدينة سري هم مرحب بهم للمشاركة في الخدمات والبرامج التي تقدمها المدينة.



Parks & Recreation
Every community in Surrey has recreation facilities that provide a range of sports and other leisure programs for people of all ages, and children. Learn more: www.surrey.ca/recreation

الحدائق العامة والترفيهية
يوجد مرافق ترفيهية وحدائق عامة في كل حي في مدينة سري. المرافق الترفيهية تضم مجموعة واسعة من المرافق وتحتوي على الألعاب والأجهزة لتلبية احتياجات الجميع. لمعرفة المزيد من المعلومات، www.surrey.ca/recreation



Arts & Heritage
The City of Surrey has a number of arts and heritage facilities with many programs for adults and children. Learn more: www.surrey.ca/culture-recreation

الفنون والتراث
مدينة سري لديها العديد من مرافق الفنون المتخصصة والفنون والتراث والتي تقدم العديد من البرامج الترفيهية للبالغين والأطفال. لمعرفة المزيد من المعلومات، www.surrey.ca/culture-recreation



Libraries
Surrey Libraries support learning, information and ideas. Library services are all provided free of charge and offer free access to internet. Learn more: www.surrey.ca/libraries

المكتبات
مكتبات سري تدعم التعلم وتقديم خدمات مجدية عميقة كالوصول للإنترنت وغيرها. لمعرفة المزيد من المعلومات، www.surrey.ca/libraries



Volunteer
Volunteering is a great way to meet new people, gain new skills and contribute to the community. Learn more: www.surrey.ca/volunteer

التطوع
العمل التطوعي هو وسيلة رائعة للتعرف على أشخاص جدد واكتساب مهارات جديدة والمساهمة في المجتمع. لمعرفة المزيد من المعلومات، www.surrey.ca/volunteer

City of Surrey Facilities and Services

مرافق وخدمات مدينة سري



The City offers a number of free services specifically designed for newcomers:

- High-visibility tours in libraries and community centres
- City Facilities Bus Tours for Newcomers*
- City Hall Tours*

*able newcomers are available

توفر مدينة سري عدداً من الخدمات المجانية التي صممت خصيصاً للمهاجرين الجدد:

- جولات مرافق المدينة عالية التردد في المكتبات ومراكز المجتمع
- جولات مرافق المدينة عالية التردد في مركز المدينة
- جولات مرافق المدينة عالية التردد في مركز المدينة

The City organizes a number of free community events and festivals:

- Surrey Forum July 20 (10:30 AM) about different cultures in Surrey
- Surrey Open House (2015) with free transportation that is included in each community
- Community/family festivals in every town centre

تتمتع المدينة عدداً من المهرجانات الاجتماعية والمهرجانات المجانية منها:

- مهرجان الإسكندر - Surrey Fusion - أيلول 20 (10:30 AM) التعرف على الثقافات الأخرى في سري
- مهرجان الإسكندر - Surrey Open House (2015) مع وسائل النقل المجانية التي هي جزء من كل مركز مجتمعي
- احتفالات العائلة في كل حي
- مهرجان الإسكندر - Surrey Fusion - أيلول 20 (10:30 AM) التعرف على الثقافات الأخرى في سري

Settlement Services

خدمات الإستقرار

The Government of Canada funds community agencies to provide services to help newcomers settle in Canada. Bylaws in list of agents that are funded to deliver general settlement services in Surrey.

حكومت كندا تمويل منظمات المجتمع المدني لتوفير الخدمات للمهاجرين الجدد. وقوانين قائمة الوكالات العامة التي تقدم خدمات الإستقرار في مدينة سري.

DIVERSECity Community Resources Society
DIVERSECity الموارد الاجتماعية
13455 76 Avenue, Surrey, B.C. V3W 2M3
Arabic Settlement Worker
604-597-0800

Options Community Services
منظمة أوبشن لخدمة المجتمع
13920 76th Street, Surrey, B.C. V3W 0B6
Arabic Settlement Worker
خدمات باللغة العربية
604-572-4060

Pacific Community Resources Society
Newcomer Youth Services
خدمات الشباب القادمين الجدد
604-597-6213 / www.pcrs.ca
13700 16th Street, B.C. V3W 2V3
Arabic Settlement Worker
خدمات باللغة العربية
604-587-8100

Progressive Intercultural Community Services Society (PICS)
مجتمع بيكس الثقافية للخدمات
12725 - 80th Avenue, Surrey V3W 3A6
Arabic Settlement Worker
خدمات باللغة العربية
604-596-7722

S.U.C.C.E.S.S.
منظمة بيكسكي لخدمة المجتمع
206-10090 152 St. Surrey, B.C. V3R 8J8
Arabic Settlement Worker
خدمات باللغة العربية
604-588-0869

Surrey School District Welcome Centre *
مديرية التعليم في سري - مركز الاستقبال
604-543-3060 / www.welcomecentre.5036.bc.ca
Unit #120 - 7925 King George Boulevard,
Arabic Settlement Worker
خدمات باللغة العربية
604-543-3060

To access an online map of our 29 settlement agents in Surrey, please click www.surrey.ca to access our online map of our 29 settlement agents in Surrey, please click www.surrey.ca

للحصول على خريطة تحتوي على أكثر من 290 خدمة الإستقرار في مدينة سري، يرجى زيارة موقع www.surrey.ca للوصول إلى خريطة الخدمات المقدمة للمهاجرين الجدد.

*قم بخدمات الأطفال والبالغين في المدارس

*قم بخدمات الأطفال والبالغين في المدارس

*قم بخدمات الأطفال والبالغين في المدارس

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*قم بخدمات الأطفال والبالغين في المدارس



عن مدينة سري

Surrey has a population of approximately 500,000 people. It is the second largest city in British Columbia.

بلغ عدد سكانها حوالي 500,000 نسمة وهي ثاني أكبر مدينة في مقاطعة كولومبيا البريطانية.



Over 40% of Surrey residents were born outside of Canada.

Surrey is located on the traditional territory of the First Nations - Mtsya, Squamish, Stnab-mos, Tsowwassen, and A'w'wel'tem. تقع مدينة سري على أراضي السكان الأصليين من شعوب وولمال كاتري، كورلتن، ستينكو، ولوسن وكوكيكلانم.

The City of Surrey has an elected Mayor and 8 Councillors. Government elections happen every 4 years. مجلس مدينة سري له رئيس بلدية منتخب و 8 أعضاء مجلس الانتخابات البلدية تجري كل أربع سنوات.

عن هذا المنشور

This pamphlet was created by the City of Surrey and Surrey Local Immigration Partnership to welcome Syrian newcomers who are settling in Surrey in 2016. The pamphlet is available in English and Arabic.

تم إنشاء هذا الكتيب من قبل بلدية سري وبالتعاون مع الشركاء المحليين في مدينة سري لاستقبال القادمين السوريين الذين سيستقروا في سري عام 2016. الكتيب متوفر باللغتين العربية والإنجليزية.

مرحباً بكم في سري

The artwork titled, What We Gave Our Name, We Can Achieve Together is in the atrium at Surrey City Hall. هذا العمل الفني الجميل منسجماً في مبنى مجلس مدينة سري.



Funded by: Government of Canada / Immigration, Refugees and Citizenship Canada



Surrey Town Centres

City of Surrey is divided into six Town Centres. Each of these Town Centres has a variety of recreational facilities.

توجد ستة أحياء في مدينة سري. يوجد مجموعة متنوعة من المرافق الترفيهية في جميع أنحاء المدينة.

CLIFTONDALE 604-598-7900
Dixie Community Centre 604-592-6420
Dixie Community Library 604-592-6410
Clowdale Recreation Centre 604-592-6420
Clowdale Community Centre 604-592-6420
Surrey Archery 604-592-6159
Surrey Hockey 604-592-6535

FLEETWOOD 604-501-6239
Surrey Sport & Leisure Complex 604-501-5590
Fleetwood Library 604-598-7340

BRIDGEVIEW 604-592-6320
Goulds Recreation Centre 604-592-6320
Goulds Library 604-598-2360
Port (North) Library 604-598-1144

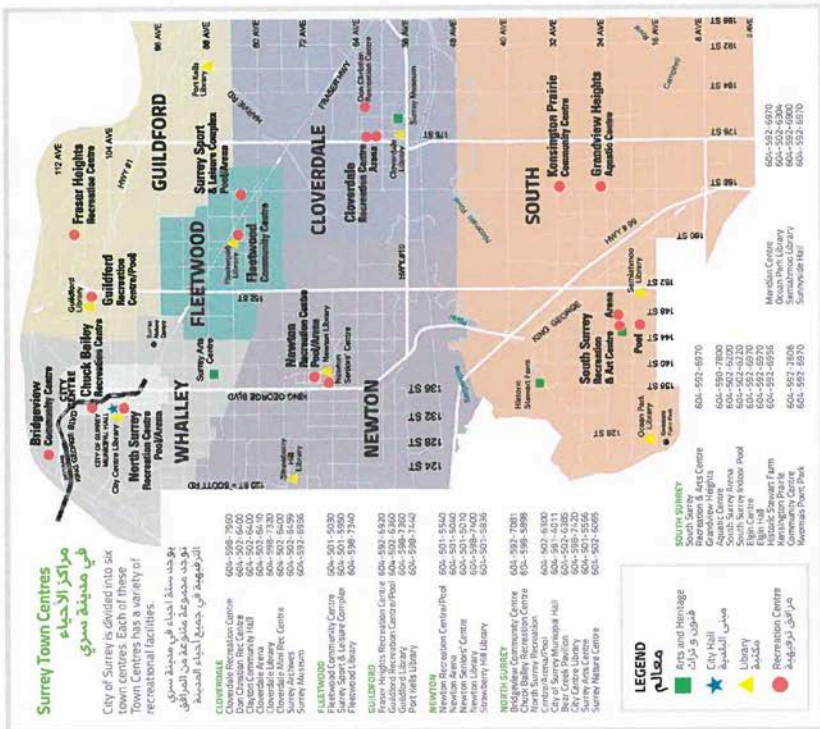
NEWTON 604-501-8540
Newton Recreation Centre 604-501-8540
Newton Sports Centre 604-501-2970
Newton Library 604-592-2520
Steele-Berry Hill Library 604-501-8836

NORTH SURREY 604-592-7881
Bridgeway Community Centre 604-598-5896
Central Surrey Recreation Centre 604-592-6320
Surrey Community Centre 604-592-6320
Surrey Community Centre 604-592-6320
Surrey Nature Centre 604-592-6265

SOUTH SURREY 604-592-6970
South Surrey Rec Centre 604-592-7820
Aquatic Centre 604-592-6920
South Surrey Involvement Pool 604-592-6920
Eight Courts 604-592-6970
Historic Stewart Farm 604-592-6956
Historic Stewart Farm Community Centre 604-592-2808
Innovative Point Park 604-592-6970

MEADOWS 604-592-6970
Meadows Centre 604-592-6900
Surrey Community Centre 604-592-6970

LEGEND
مواقع
Arts and Heritage
فنون و تراث
City Hall
مبنى البلدية
Library
مكتبة
Recreation Centre
مراكز ترفيهية



Town Centre	Phone Number
Clowdale	604-592-6420
Fleetwood	604-501-6239
Newton	604-501-8540
North Surrey	604-592-7881
South Surrey	604-592-6970
Meadows	604-592-6900

THIS ISSUE
Surrey and
Syria

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LIP Updates

ISSUE NO.

08

MARCH 2016



SURREY LIP NEWSLETTER

Engaged & Inclusive



Staff, volunteers and new arrivals at the Muslim Food Bank.

SURREY & SYRIA

With more Syrian refugees arriving here than in any other B.C. municipality, Surrey has been asked to play a key role in an important national project. And that's exactly what it is doing.

Imagine you're Mainu Ahmed. One day you're the director of the Muslim Food Bank, located in the Bridgeview area of North Surrey. The next, your organization has been tapped by ISSofBC to play a big part in Surrey's role in one of the greatest Canadian projects of this century—the resettlement of 25,000 Syrian refugees in less than four months. Your food bank is already a busy place, but boy, are things going to get busier. By the end of February there are 299 Government Assisted Refugees in Surrey, and every one of them will need all the help you can give them and more. >

www.surreylip.ca



(Surrey and Syria continued)

> Similarly, imagine you're Tahzeem Kassam. You're already Chief Operating Officer at immigrant service provider DIVERSEcity, and now your organization has been tapped to lead one of five provincial regional refugee response teams, in your case a Fraser Valley region extending from North Delta to Chilliwack. With all of those people and organizations out there trying to help with the welcoming effort, somebody is going to have to coordinate and encourage communication, and that is going to be you.

And finally, imagine that you work for Fraser Valley Health, or Surrey Schools, or the City of Surrey, and that the scope of what you do has just been expanded by a factor of who-knows-how-much. Maybe you're someone like Aileen Murphy, Senior Social Planner for the City. From the very beginning, the City's Mayor and Councilors made it clear that Surrey expected to play a big role in the resettlement effort, and civic departments of various stripes, from recreation centres, through libraries, through the RCMP, have been intensely involved. Your job is to help coordinate inter-departmental efforts, organize forums, translate and disseminate crucial information, and generally try to ensure that the City is doing everything that it can.

That's a lot of people, putting in a lot of extra work and employing a lot of extra resources. And, they believe, the effort is paying off. "These refugees," Mainu Ahmed says, "are getting more support than previous ones."

And they need that support.

All of the recent immigrants from Syria are escaping a long-running war characterized by violence and deprivation, but the roughly one-third who are privately sponsored have the advantage, on average, of better education and smaller families, in addition to receiving individual support from their sponsors. Government-assisted



ISSofBC asked Ahmed and the Food Bank to help lead the Surrey effort because the group was already an active supporter of refugees, and many of its staff and volunteers speak Arabic.

refugees do receive government benefits equivalent to welfare payments for a period of one year, but beyond that, the help they get is dependent on what local settlement agencies and organizations can muster.

Chris Friesen, Director of Settlement for ISSofBC, notes that the 299 government-assisted refugees in Surrey represent 48% of the refugees that have been housed in Metro Vancouver so far. Of Metro Vancouver's total complement of 1,516 government assisted refugees 41% have been settled into housing, and 59% are still in temporary accommodation. These are contained within just 339 families, some of them with as many as 12 children. Sixty percent are under 19, and 34% are school-aged. He's been bowled over by the public response, and amazed that things are going as well as they are. "To put it into perspective, we've received double our annual refugee case load in a matter of weeks," he says. "It would have been nice to have more time, but that wasn't possible."

ISSofBC asked Ahmed and the Food Bank to help lead the Surrey effort because the group was already an active supporter of refugees, and many of its staff and volunteers speak Arabic. And Ahmed and the Food Bank have definitely risen to the occasion. "We have 13 separate programs on the go right now," he says. Most have nothing to do with the activities one would ordinarily associate with a food bank but rather span the entire sphere of newcomer integration.

To illustrate Ahmed gives a few examples of the circumstances faced by Surrey's 299 refugees, as well as the kind of support they are receiving. "ISS supplies a lot of the basics," he says. "We complement that with more individualized help."

Upon arrival each refugee group is greeted and assessed by a volunteer caseworker (there are now several dozen), with a staff social worker called in when needed. Each group receives a welcome package with toiletries, as well as a cell phone and a sim card. As of the beginning of March, more than half of Surrey's refugees still lacked accommodation and were staying in temporary quarters such as hotels, which complicates matters. "It's the little things," Ahmed says. "You don't read English. You don't have an address. How are you even going to activate a phone account?"

Depending on their needs, family groups may receive other packages as well. Baby supplies, in many cases, for example. These families have arrived with little more than the clothes on their back, points out Ahmed, so their needs are vast. Help is welcome from wherever it might arrive. The food bank, along with many other organizations, receives donations through its website.

Friesen notes that in Metro Vancouver, 110 residential units have been offered by citizens and companies, but the majority of Syrian refugees are still unhoused, and ISSofBC has 14 people scouting for more. Ahmed points out that families

need help enrolling children in school and accessing medical help. Many of the refugees would love to find work, and a few already have, Ahmed says. Meanwhile, there are long waiting lists for ESL classes, so the Food Bank is currently rounding up both instructors and locations so that it can organize additional ones. "That's something we could use some help with," says Ahmed. This crop of newcomers is incredibly varied, he says. "Everyone from a doctor to people who can't read Arabic."

For now several hundred refugees are temporarily staying in two Guildford-area hotels. Fortunately, the City has both a recreation centre and a library nearby, and it has provided passes and cards for both. The library has gone to extensive lengths to make its services accessible, with tours by an Arabic-speaking staff member, and by ordering books written in both Arabic and English. "Those are a huge hit," says Aileen Murphy.

Several other service groups have kicked into gear, while the sudden arrival of so many people, with such dire needs, affects civic agencies and organizations of every stripe. Educational and health organizations have responded at every level, while the City of Surrey has launched numerous initiatives across many different departments. Early in the process the City organized two

stakeholder events attended by representatives from about 40 service providers. A brochure describing civic services, in English and Arabic, was made available at all civic facilities. Staff training sessions have helped ensure that people are aware of Middle Eastern culture and religion.

With so many Surrey residents expressing such a wide range of emotions, from enthusiasm to concern (and sometimes both at once), and with so many questions to be answered, the Mayor's Office in partnership with the Surrey LIP also organized a public forum, which was attended by about 200 people, including Mayor Linda Hepner, Councillor Judy Villeneuve, provincial cabinet ministers Peter Fassbender and Amrik Virk, and RCMP Assistant Commissioner Bill Fordy.

Fordy's presentation was particularly interesting, says Murphy, in that he stressed how important the welcoming effort would be in ensuring that the refugees become productive citizens and good neighbours. His closing words sparked murmurs of agreement from many. "As we embark on this new phase for Surrey, I encourage you to keep your minds and hearts open, to challenge stereotypes, and to remember that these newcomers deserve a fresh start. It is up to us to make our communities stronger and safer together."

Checking In With The Refugee Research Project

The Refugee Research Project, led by SFU Surrey, drew toward its completion in early March with the submission of an executive summary, to be followed by a full report. Among the research initiatives were 16 focus groups involving service providers, City of Surrey

planning leaders and young and old recent refugees in five different cultural groups. These included Arabic-speaking, Karen-speaking, Somali-speaking, Spanish-speaking and Swahili-speaking. "The added value is that we trained nine research assistants," says SFU

Surrey Executive Director Steve Dooley, most of these being recent refugees. "It's an example of building community capacity into the job." The complete report, as well as a fact sheet identifying key findings and recommendations will be available in late March.

YOUTH CONSULTATIONS COMPLETE



In January the LIP conducted stakeholder consultations with 50 new immigrants and refugees, aged mid-teens to mid-20s in partnership with the Fresh Voices from Long Journeys Initiative of the Vancouver Foundation. The consultations elicited several dozen ideas and priorities relating to newcomer youth and the categories of education, employment, intercultural connections, family and access to services. The LIP has taken these recommendations into account and factored the results of the consultation into its Strategic Settlement Plan for Surrey, while Fresh Voices will also employ them in its ongoing engagement with local communities. For the Vancouver Foundation's Jorge Salazar, the really impressive aspect of the Surrey consultations was the turnout. "These are young people, at an all-day session, about policy," he points out. "They really appreciated the opportunity to have a say."

OUR IMMIGRANT ADVISORY ROUNDTABLE NEWCOMERS WELCOMING NEWCOMERS



Wafa Al-Jabiri

When the Surrey LIP's Immigrant Advisory Roundtable (IAR) was initiated in early 2015, no-one could have guessed how far the group's role would expand beyond being mere "advisors." In fact, a little over one year into its existence, the IAR now conceives and organizes events on a regular basis, including three during March and April.

"Everybody is very motivated," says IAR member Wafa Al-Jabiri. "It's been a very good experience." For more information about the following events, please consult SurreyLIP.ca.

March 17 Members of the IAR have organized an information session on qualifying and applying for a Vancouver Foundation Neighbourhood Small Grant.

March 30-31 As part of an information session for City of Surrey staff, Al-Jabiri will make a presentation to aid in expanding awareness of Syrian refugees.

April 9 Members of the IAR will conduct a session to inform local Arabic-speaking refugees about life in Canada, including topics such as opportunities for youth and education, community engagement and entrepreneurship opportunities.

LIP UPDATES

Coming Soon: The Plan!

Following two years of work, and five major research initiatives involving 1,000 residents and stakeholders, the Surrey LIP is almost set to unveil The Surrey Newcomer Settlement & Integration Strategic Plan. Five top strategic priorities have been identified:

- 1 Accessible Services;
- 2 Engaged Community;
- 3 Meaningful Employment;
- 4 Thriving Youth;
- 5 Sustainable Leadership.

The full Strategic Plan will be made public in April 2016.

True Colours of Surrey

The City of Surrey is one of the successful recipients of provincial Anti-Racism Program funding in 2016. The Surrey LIP team will be administering the True Colours of Surrey project, which will bring local stakeholders together to develop a community-driven model in addressing racism and discrimination in Surrey.

Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Steering Committee Member Organizations

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

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

HOW CAN I GET INVOLVED?

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

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

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

Appendix "II"



2016 FINANCIAL PLAN
COUNCIL INITIATIVES

Description	Amount	Allocation to date	Remaining
Carried Forward from Prior Year	2,800		
2016 Proposed Budget	<u>250,000</u>		\$ 252,800
My Neighbourhood, My futures Initiative (year 4 of 5)		40,000	
Surrey Poet Laureate (Year 2 of 3)		10,000	
SFU Surrey Campus Open House		15,000	
City of Surrey Busary		10,000	
Seeds Business Awards		4,000	
PICS Diversity City Sponsorship		5,000	
Bridal Week Vancouver		5,000	
100 Year Journey Gala Sponsorship		6,000	
Pride Festival		5,000	
Seniors Volunteer Project		75,000	
Ethar Trip to Cloverdale Rodeo		2,688	
Whalley Little League (Proposed)		2,000	
Refugee Welcome Event (Proposed)		6,850	
Sarah McLachlan School of Music (Proposed)		30,000	
Sarah McLachlan School of Music (Reimbursement from SFFCS)		-15,000	
Allocations for 2016		<u>\$ 201,538</u>	<u>\$ 51,300</u>