



SURREY  
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FALL 2015 STAKEHOLDER CONSULTATIONS  
**#2: Belonging & Inclusion in Surrey**

# CONSULTATION SUMMARY

Friday, October 23<sup>rd</sup>, 2015  
Surrey City Hall

Funded by:  Citizenship and Immigration Canada  
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**About Surrey LIP:** Established in 2014, the Surrey 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.

## **Background:**

In preparation for the development of its Strategic Settlement Plans, the Surrey Local Immigration Partnership (LIP) Committee determined that it would hold a series of four community stakeholder consultations based on each of the LIP's key research elements. A fifth consultation for youth will be held to obtain their input on the project's findings. The input obtained at these consultations will inform the development of the Settlement Plans by assisting the project team and the LIP Committee to identify priorities and actions.

As consultants to the Surrey LIP, Jody Johnson and Trevor Van Eerden (PEERs Inc.), were contracted to facilitate and summarize the first three consultations. The Refugee Research Consultation will be facilitated by SFU Surrey, the refugee research lead, and the youth consultation will be led by a youth specialist selected by the City.

The second of these consultations was held on October 23<sup>rd</sup> and focused on Belonging & Inclusion in Surrey.

## **Consultation Approach and Purpose:**

Planning for the consultation was initiated in August, and from the onset it was determined by both the consultation working group and the project team that it would be an interactive and participatory event. The event was organized to examine the results and findings of the Immigrant Integration Research project conducted by CitySpaces Consulting and, based on this research and the collective knowledge of attendees, input on priorities and actions that should be addressed within the LIP strategic plans would be collected.

The stated purpose for the Consultation was:

1. To share the findings from the Surrey LIP Immigrant Integration research
2. To obtain stakeholder and community input and insights related to the research findings
3. To identify key priorities and actions to enhance immigrant and refugee community and workforce integration

To accomplish this, consultation participants received a brief presentation on the key findings from Noha Sedky of CitySpaces. Participants were put into small groups and provided guiding questions to assist them to identify priorities. Priorities were shared in a whole group format and nine were posted for review and consideration by attendees. Using a "dotocracy" exercise, attendees ranked the

priorities. In small groups, the top six were examined and discussed and potential supporting actions identified. (See Appendix 1 for the Consultation Agenda)

## Registration and Attendance:

Registration to the consultation was limited to Surrey LIP Committee members, members of the LIP Immigrant Advisory Roundtable, and subject matter experts and community stakeholders identified by the consultation working group. The City of Surrey managed registration through a series of “save the date” announcements, email invitations and an online registration system. The consultation received 38 total registrations and 33 individuals excluding project staff, facilitators and presenters participated in the event. The following table lists the participating organizations represented at the consultation.

Alexandra Neighbourhood House *	Surrey District Parent Advisory Committee *
BC Government	Surrey Interfaith Council
City Diversity Advisory Committee *	Surrey Immigrant Advisory Roundtable
City of Surrey, Social Planning *	Surrey Libraries
City of Surrey, Parks and Recreation	Surrey RCMP *
City of Surrey, Human Resources	SUCCESS
DIVERSEcity *	Umoja
Douglas College Surrey Learning Centre	Vancouver Foundation, Fresh Voices
Fraser Health Authorities	
Immigrant Advisory Roundtable *	* Indicates organizations with more than one staff member in attendance
Immigrant Services Society of BC	
Kwantlen Polytechnic University	
Latinos in Action and Peace Alliance	
Muslim Food Bank	
Options Community Services Society	
Pacific Community Resources Society	
Provincial Government	

## Consultation Results – Priorities and Actions:

### PRIORITIES:

Through the facilitated discussions, consultation attendees identified a total of nine priorities related to Immigrant Integration in Surrey and the Belonging and Inclusion Research. Participants were then asked to further consider these priorities and identify which were the most relevant to the LIP and collectively rank the identified priorities. Through this process six priorities emerged for consideration within the LIP Strategic Plan. The priorities in ranked order are:

1. Enhance awareness, communication and connections between cultures in a manner that is inclusive of newcomers, long-term residents, and Aboriginal peoples;
2. Define, “unpack” and address discrimination across Surrey’s multiple cultural and faith communities;
3. Address employment and Foreign Credential recognition to better utilize immigrants skills, experience and education;
4. Create more welcoming and inclusive spaces and places in Surrey;
5. Consider, include and serve Surrey’s most marginalized populations-in all aspects of the LIP’s work; and
6. Promote and communicate information on “life in Surrey” to facilitate access to all (mainstream and immigrant specific) programs, services.

### ACTIONS:

For the six priorities listed above, consultation participants identified a total of 49 individual “actions” to be considered by the LIP. However, in examining these actions from the summary notes, it is clear that many of the “actions” included commentary and suggestions and were not specifically actionable. The following section identifies each of the above priorities with the corresponding actions. In this version, actions have been sifted and only those items that represent clear actions or ideas for consideration by the LIP have been listed.

#### **PRIORITY 1: Enhance awareness, communication and connections between cultures in a manner that is inclusive of newcomers, long-term residents, and Aboriginal peoples.**

Recommended actions:

- i. Promote simplified English, plain language and use of *easy to understand* graphics / info graphics in community and corporate communication

- ii. Develop, display and promote cultural information in “day to day” venues such as neighbourhoods, grocery stores, laundromats instead of relying on mainstream media
- iii. Create opportunities for people to gather / interact; i.e.; tea house gatherings, human / cultural libraries, neighbourhood get-togethers, and grass roots gatherings
- iv. Engage Aboriginal peoples in providing cultural history
- v. Engage employers in accepting immigrant professionals / immigrant job applicants, and encourage employers to provide job shadowing opportunities, and workplace inclusiveness, cultural sensitivity training, etc.
- vi. Establish a human / living library to provide events and information focused on different cultures

**PRIORITY 2: Define, “unpack” and address discrimination across Surrey’s multiple cultural and faith communities.**

- i. Establish a common definition of discrimination and provide clear examples what it means and how’s it applied
- ii. Provide education on discrimination to immigrants within the settlement process, provide examples of discrimination, cross-cultural discrimination vs. examples of individual bad behaviour
- iii. Develop a variety of localized training and resource offerings that can be adapted to varying audiences and levels of authority in the community
- iv. Coordinate access and opportunities to share information on anti-oppression and discrimination with community authorities, leaders and elected officials
- v. Develop monitoring mechanism(s) to identify impacts of training and information exchanges
- vi. Develop and initiate an accountability framework for the Surrey LIP, its member organizations and community authorities, leaders and elected officials
- vii. Host community conversations and events on topics such as racialization, ‘polite racism’, and the value of cultural diversity
- viii. Support Surrey’s cultural diaspora and build connections to the Aboriginal community
- ix. Assist newcomers in the establishment of connections with other ethnic communities, e.g. leverage off the Library Champions model in conducting outreach and building connections to groups across Surrey

**PRIORITY 3: Address employment and Foreign Credential Recognition (FCR) to better utilize immigrants skills, experience and education**

- i. Work with and advocate to government and regulatory bodies to ensure that Foreign Credential Recognition requirements are clearly communicated

- ii. Work with employment service providers to collect and share information on newcomer qualifications and needs to regulatory bodies so further fast track Credential Recognition options can be developed
- iii. Work with outreach organizations to help newcomers understand employment / job requirements

**PRIORITY 4: Create more welcoming and inclusive spaces and places in Surrey.**

- i. Define and clearly articulate what makes a place / space more welcoming & inclusive and promote / share throughout community
- ii. Create and promote an inventory of Surrey's existing welcoming and inclusive spaces and places, e.g. Open Doors event
- iii. Identify promising local practices related to the development of welcoming and inclusive spaces and places; provide both the context and the benefits for adopting such initiatives
- iv. Engage local businesses in the development and promotion of welcoming and inclusive spaces
- v. Employ approaches grounded in cross-cultural understanding and communication in organizing places and spaces
- vi. Facilitate bottom-up grassroots opportunities to establish welcoming and inclusive spaces and places

**PRIORITY 5: Consider, include and serve Surrey's most marginalized populations-in all aspects of the LIP's work.**

- i. Identify and define the marginalized cultural (and other) populations in Surrey
- ii. Identify community leaders within the marginalized populations who can be representative of the needs of these populations
- iii. Examine the process and accessibility of information and resource provision to these populations to determine the gaps and barriers in information flow and service provision
- iv. Identify the existing contact points / organizations and their processes where marginalized populations already seek assistance in gaining access to information, resources, and services
- v. Establish standardized processes and practices for access to information, resources and services

**PRIORITY 6: Promote and communicate information on "life in Surrey" to facilitate access to all (mainstream and immigrant specific) programs, services.**

- i. Advocate more translation services and greater language capabilities in settlement and community services that facilitate integration, e.g. Arabic speakers for Muslim food bank clients
- ii. Advocate for staff and integration / transition services to culturally reflect the community that is being targeted by a particular program or service
- iii. Establish culturally appropriate mentorship program(s) to provide orientation and outreach to current or incoming refugees by those who went through the process before and speak the same language
- iv. Work with service providers to identify waitlists versus capacity for services (settlement and language services) and advocate for additional services to meet demand when required
- v. Work with service providers to identify interim strategies and supports that can be provided while immigrants are on service waitlists
- vi. Provide more intensive support for immigrants early in the arrival and settlement process
- vii. Advocate for more programs like “tea+chat”, and articulate and provide incentives to motivate volunteers to manage programs like this; e.g. Canadian and English language experience, experience for resume, credits towards classes / programs through a community program or recreation centre
- viii. Communicate to newcomers the importance of volunteering and giving back to the community
- ix. Improve promotion of existing programs and services to facilitate more rapid attachment and integration

## Next Steps:

In addition to the priorities and actions identified here and in the previous Service Mapping Consultation, each of the three upcoming consultations will be used to identify further priorities and actions. In each case, consultation summaries will be brought forward to the LIP Committee for their review and consideration and commentary. Through this review priorities and actions may be adopted, combined, assigned elsewhere within the community or discarded. The remaining draft priorities and actions will be used by the project team to draft the Surrey LIP goals, objectives, and actions: the basis of the Surrey LIP strategic and implementation plans. Once completed, these will be reviewed and revised with input from the Surrey LIP Committee. Final drafts of the LIP strategic and implementation plans will be produced in March 2016.

## Appendix 1: Consultation Agenda

### Surrey LIP Stakeholder Consultation Series

# Belonging & Inclusion in Surrey

**WHEN** October 23, 2015

8:30 A.M. – 12:00 P.M.

**WHERE** Surrey City Hall, 13450 – 104 Ave. Surrey  
Community Rooms 2E 20.08

## AGENDA

- |           |   |                      |
|-----------|---|----------------------|
| <b>1.</b> | <b>Registration, Breakfast, Networking</b>  | <b>8:30 – 9:00</b>   |
| <b>2.</b> | <b>Welcome, Overview and Purpose of the Consultation</b><br>PEERS                                       | <b>9:00 – 9:15</b>   |
| <b>3.</b> | <b>Belonging and Inclusion Research Findings Presentation, Q&amp;A</b><br>Noha Sedky, CitySpaces        | <b>9:15 – 9:45</b>   |
| <b>4.</b> | <b>Identifying Strategic Priorities for the Surrey LIP Facilitated Small Group Discussions</b><br>PEERS | <b>9:45 – 10:30</b>  |
| <b>5.</b> | <b>Ranking Strategic Priorities - "Dot-ocracy"</b><br>PEERS   | <b>10:30 – 10:45</b> |
| <b>6.</b> | <b>BREAK</b>  | <b>10:45 – 11:00</b> |
| <b>7.</b> | <b>Identifying Actions – Facilitated Small Group Discussions</b><br>PEERS                               | <b>11:00 – 11:50</b> |
| <b>8.</b> | <b>Closing Comments, Next Steps and Evaluation</b><br>PEERS   | <b>11:50 – 12:00</b> |