REPORT

SURREY WELCOMING COMMUNITIES SERVICE PROVIDER CONFERENCE

March 26, 2014

Prepared by AMSSA

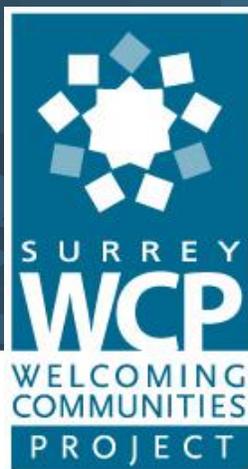# Table of Contents

Overview

The Surrey Welcoming Communities Service Provider Conference was held on Friday, March 21, 2014 at the Sheraton Vancouver Guildford Hotel in Surrey. The conference was included as a component of the Surrey Welcoming Communities Project initiatives.

With over 170 participants in attendance, the conference provided an excellent opportunity to bring Surrey service providers together to share and discuss information, ideas, resources, and promising practices to help make Surrey a more welcoming and inclusive community for all. Plenty of opportunity was provided for conference delegates to engage in rich dialogue and discussions about what makes Surrey one of the most diverse and dynamic cities in Canada.

The Surrey Welcoming Communities Service Provider Conference was coordinated by AMSSA in collaboration with the City of Surrey, the Conference Working Group Members (a sub-committee of the SWCC), and PEERs.

The Working Group consisted of the following members:
- Aileen Murphy, Senior Social Planner, City of Surrey Social Planning
- Connie Hong, Senior Manager, Options Community Services Society
- Jody Johnson, Principal, PEERs
- Linda Rubuliak, Manager, YMCA Connections, YMCA
- Lisa Elliott, Conference Coordinator, AMSSA
- Monica Prasad, Diversity Coordinator, Surrey RCMP

Working Group meetings were held monthly for 4 months leading up to the conference. The working group members shared their knowledge and expertise to advise the agenda development and planning for the conference.

The overarching goals for the conference were to provide opportunities:
- To share information about the services and resources available in Surrey to support newcomers.
- To share and discuss ideas to help make Surrey a more welcoming and inclusive community for all.
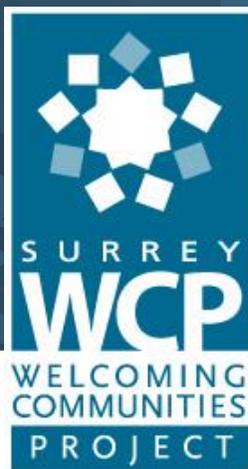
- To network and develop stronger relationships with other Surrey service providers.

The agenda (see Appendix B) was structured to provide a clear focus on the three goals cited above.

Conference Learning Outcomes

The conference was designed to achieve the following learning outcomes:

Welcoming Address: Strategic Directions for Surrey: Diversity, Inclusion & the Future

Learning Outcomes:

- Increased understanding of the strategic directions for the City of Surrey to support immigration, diversity, multiculturalism and inclusion for all.

Presentation: Super Diversity & Population Dynamics in Surrey

Learning Outcomes:

- Increased understanding of the population dynamics and demographics in Surrey
- Increased understanding of the concept of 'Super Diversity' and what Super Diversity means for the City of Surrey in terms of managing immigration, helping newcomers integrate and creating a community that is inclusive for all.

Breakout Session 1: Engaging Youth: 10 Tips for Engaging Youth in Community Development

Learning Outcomes:

- Increased awareness and understanding of immigrant youth experiences in Surrey.
- Increased knowledge of current immigrant youth statistics and demographics in Surrey.
- Increased understanding of promising practices to engage immigrant and Canadian-born youth in community development.
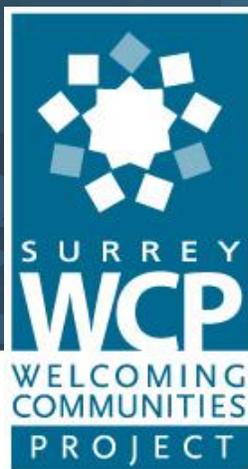
- Increased knowledge of the influence youth can have on helping newcomers feel a sense of belonging within the city of Surrey.
- Increased knowledge of ways to encourage and promote youth development and social inclusion through technology such as social media and other online communities.
- Increased knowledge of strategies to encourage immigrant youth to promote their ideas, vocalize their goals, organize community groups, engage in political discussions, reclaim identities, create identities, connect with others, and work together to enhance Surrey's welcoming nature.
- Increased awareness and understanding of the types of programs available in Surrey that work with immigrant youth.

Breakout Session 2: Who are the Ineligible Clients? Understanding the Impacts and Developing a Strategy
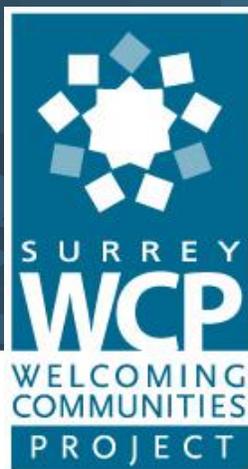
Learning Outcomes:

- Increased understanding of the experiences of the most isolated newcomers in Surrey.
- Increased understanding of the existing barriers for newcomers to access services in Surrey
- Increased understanding of the strategies to provide service continuity and support to clients who may be ineligible to receive services under CIC and into the future.
- Identify innovative ways to build linkages between all levels of government, service providers, employers, educational institutions, and other stakeholders to enable smooth service access for all newcomers.
- Increased understanding of strategies to accurately map immigrant & refugee services within the city of Surrey and identify gaps in services.

Breakout Session 3: Strategies for Community Engagement in Welcoming Communities

Learning Outcomes:

- Increased understanding of the ways that service providers and other community stakeholders can work together to create and sustain long-term partnerships to support new immigrants in Surrey

- Increased knowledge of ways to engage the public in welcoming immigrants to the city of Surrey

Breakout Session 4: Refugee Myth Busting: Understanding Who the Refugees in Surrey Really Are

Learning Outcomes:

- Increased awareness and understanding of refugee experiences in Surrey.
- Increased knowledge of current refugee statistics and demographics in Surrey.
- Increased awareness of the services, service gaps and challenges that exist to support refugees in Surrey.
- Increased understanding of refugee needs so that service providers can in turn help refugees to successfully integrate into the community.

Breakout Session 5: Multiculturalism & Respect for All: Is Your Space Welcoming, Inclusive & Safe?

Learning Outcomes:

- Increased awareness of the various dimensions of multiculturalism and diversity that exist in public spaces in Surrey including those who experience marginalization, racialization, and exclusion.
- Increased understanding of how to build respectful public spaces that are inclusive and diverse.
- Increased preparedness to address discrimination and bias to create a welcoming and inclusive space.

Breakout Session 6: The Role of the Public Sector in Creating Welcoming Communities in Surrey: Promising Practices & Future Directions

Learning Outcomes:

- Identification of the challenges and future directions for the City of Surrey in building a welcoming community
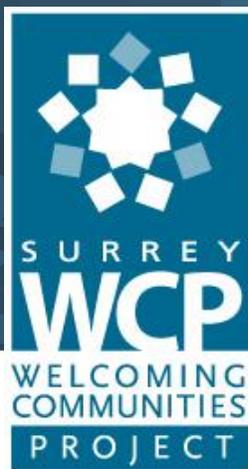
- Surrey's strengths, opportunities, and challenges in relation to current immigration trends.
- Increased understanding of how immigration statistics and demographics can be utilized to inform city planning in Surrey.
- Increased knowledge of how public institutions are responding to current immigration trends in Surrey
- Identification of promising practices for welcoming immigrants

Conference Evaluation

Conference participants were asked to evaluate the success of the conference through completing an overall event evaluation form and an evaluation form for each of the breakout sessions they attended. In general, the session evaluations indicate broad support that the event goals were met, and strong approval of the event logistics. See Appendix G for the detailed evaluation summary reports.

Conference Funders & Sponsors

The Surrey Welcoming Communities Service Provider Conference was made possible through funding from the Government of Canada and the Province of British Columbia.

The conference was also supported by a number of community sponsors and donors. The following organizations made financial and/or in-kind contributions to support the conference:

Delegate Bag Sponsors - $500 sponsorship level

- Semiahmoo House Society
- DIVERSEcity
- Pacific Community Resources Society (PCRS)

Delegate Folder Sponsor - $500 sponsorship level

- Progressive Intercultural Community Services (PICS)
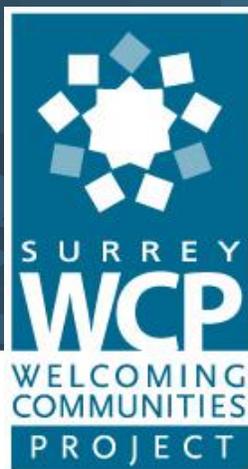
Draw Prize Donors

- iPad Mini - Back in Motion Rehab
- Two 1-month Family Memberships to the YMCA of Greater Vancouver – YMCA of Greater Vancouver
- Healthy Living Gift Basket - Options Community Services

Conference Resources & Information

The appendix includes a collection of the conference documents and summaries that capture the key elements presented at the conference. In the appendix, you will find the following key documents:

- Conference Delegate List - Appendix A
- Conference agenda and program - Appendix B
- Conference Presentation Materials and Supporting Documents - Appendix C
- Small Group Discussion Summary - Appendix D
- Breakout Session Discussion Summary - Appendix E
- Interactive Art Project Summary - Appendix F
- Event Evaluation Summary (Conference Overall and Breakout Sessions 1 - 6) - Appendix G

For more information about the conference, please visit the Surrey Welcoming Communities website at www.wicsurrey.org/projects/service-provider.
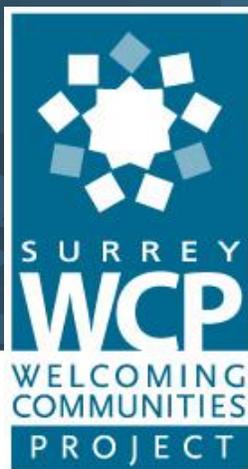
Appendix A: List of Organizations

In total, 163 Surrey service providers attended the Surrey Welcoming Communities Service Provider Conference, representing 46 organizations. Please find below the list of organizations:

1. Alexandra Neighbourhood House
2. AMSSA
3. Back In Motion Rehab Inc.
4. Boys and Girls Club of South Coast BC
5. City of Surrey
6. DIVERSEcity Community Resources Society
7. Douglas College
8. Earl Marriott High School- SD #36
9. Efry Society
10. Genesis Family Empowerment Society
11. ISSofBC
12. Keys Housing & Health Solutions
13. Kwantlen First Nation
14. Kwantlen Polytechnic University
15. Lafarge Canada Inc.
16. Ministry of Social Development & Social Innovation
17. MOSAIC
18. National Association of Career Colleges
19. North Shore Multicultural Society
20. Office of Jasbir Sandhu, MP
21. Options Community Services Society
22. PACE Canada College
23. Pacific Community Resources Society
24. PEERs
25. PICS and SOURCES
26. Progressive Intercultural Community Services (PICS) Society
27. Public Libraries Interlink, Surrey Public Library
28. RCMP
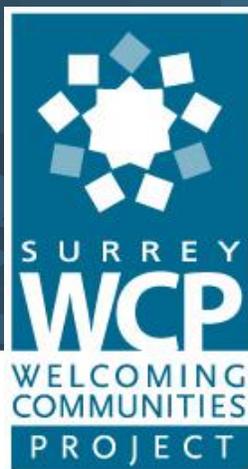
29. S.U.C.C.E.S.S.
30. Sejong Counselling And Communication Services
31. Semiahmoo House Society
32. Simon Fraser University
33. Society of Saint Vincent de Paul
34. SOURCES
35. Surrey Fire Service
36. Surrey Libraries
37. Surrey RCMP
38. Surrey School District #36
39. Surrey Welcoming Spaces
40. Surrey Welcoming Communities Committee
41. The Co-Operators Insurance
42. The Semiahmoo Foundation/Semiahmoo House Society
43. Umoja Operation Compassion Society
44. University of British Columbia
45. Welcoming Spaces Reviewer
46. YMCA of Greater Vancouver
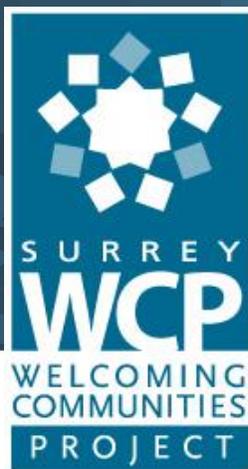
SURREY WELCOMING COMMUNITIES SERVICE PROVIDER CONFERENCE

Friday, February 21, 2014 | 8:00 am – 4:15 pm
Sheraton Vancouver Guildford Hotel | Tynehead Ballroom | 2nd Floor
15269 104 Ave | Surrey, BC V3R 1N5| Click here for Google map

MORNING AGENDA

8:00 am	**Registration / Informal Networking** Continental Breakfast & Coffee
9:00 am	**First Nations Blessing** *Lekeyten, Kwantlen First Nation*
9:10 am	**Introductions & Conference Overview** *Jody Johnson, Principal, PEERs*
9:20 am	**Welcoming Address** **Strategic Directions for Surrey: Diversity, Inclusion & the Future** *Councillor Mary Martin, City of Surrey*
9:35 am	**Networking Activity** Mingle! Mingle! Mingle!
10:05 am	**Presentation** **Super Diversity & Population Dynamics in Surrey** *Dan Hiebert, Co-Director, Canadian Network for Research on Terrorism, Security, and Society (TSAS) and Metropolis British Columbia (MBC)*
10:35 am	**Networking Break** Coffee & Refreshments
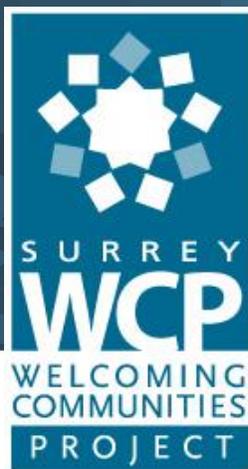
10:50 am	**Presentation**
	Immigrant Perspective: Experiences of Immigrants in Surrey
11:10 am	**Small Group Discussion**
	Considering Super Diversity & Population Dynamics in Surrey to Build a Welcoming Community
12:00 pm	**Youth Led Presentation & Activity**
	Karan Grover, Youth, WCP Youth Conference Participant
	Michelle Wong, Youth, WCP Youth Conference Participant
	Naomi Gantug, Youth, WCP Youth Conference Participant
12:30 pm	**Lunch**
	Hot Lunch Buffet

AFTERNOON AGENDA

1:35 pm	**Breakout Sessions 1, 2 & 3**
2:30 pm	**Networking Break**
2:45 pm	**Breakout Sessions 4, 5 & 6**
3:40 pm	**Networking Break**
	Coffee & Refreshments
4:00 pm	**Closing Remarks / Evaluations / Draw Prize**
	Jody Johnson, Principal, PEERs
4:15 pm	**Adjournment**
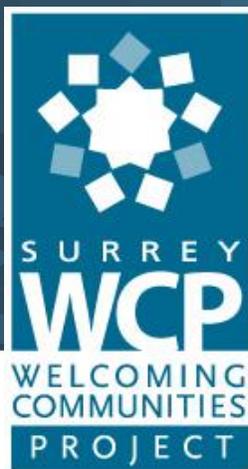
BREAKOUT SESSIONS

Breakout Session 1
Engaging Youth: 10 Tips for Engaging Youth in Community Development

Moderator:
- *Darren Mumford, Manager, Healthy Child Development, Fraser Region, YMCA*

Presenters:
- *Darren Mumford, Manager, Healthy Child Development, Fraser Region, YMCA*
- *Michelle Shaw, Manager Youth Services, Pacific Community Resources Society*
- *Karan Grover, Youth, WCP Youth Conference Participant*
- *Michelle Wong, Youth, WCP Youth Conference Participant*
- *Naomi Gantug, Youth, WCP Youth Conference Participant*

Breakout Session 2
Who are the Ineligible Clients? Understanding the Impacts and Developing a Strategy

Moderator:
- *Wendy McCulloch, Program Director, AMSSA*

Presenters:
- *Tazheem Kassam, Director, Language, Settlement and Community Programs, DIVERSEcity*
- *Connie Hong, Senior Manager, Options Community Services Society*
- *Devinder Chattha, Director, Language Studies, Settlement & Social Programs, Progressive Intercultural Community Services (PICS) Society*

Breakout Session 3
Strategies for Community Engagement in Welcoming Communities

Moderator:
- *Judy Smith, Program Director, Community Education Program Lifelong Learning, Simon Fraser University*
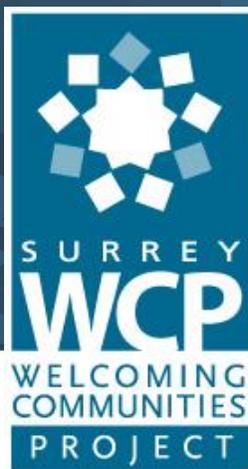
Presenters:
- *Jody Johnson, Principal, PEERs*
- *Rosy Takhar, Crime Prevention and Community Services Manager, Surrey Royal Canadian Mounted Police (RCMP)*

Breakout Session 4
Refugee Myth Busting: Understanding Who the Refugees in Surrey Really Are

Moderator:
- *Trevor Van Eerden, Principal, PEERS*

Presenters:
- *Caroline Dailly, Manager of the Resettlement Assistance Program, Immigrant Services Society of British Columbia (ISSofBC)*
- *Jane Godfrey, Manager, Settlement & Community Programs, DIVERSEcity Community Resources Society*

Breakout Session 5
Multiculturalism & Respect for All: Is Your Space Welcoming, Inclusive & Safe?

Moderator:
- *Lindsay Marsh, Safe Harbour Program Coordinator, AMSSA*

Presenters:
- *Lindsay Marsh, Safe Harbour Program Coordinator, AMSSA*
- *Jennifer Kuenzig, Community & Contract Services Programmer, Training Group at Douglas College*

Breakout Session 6
The Role of the Public Sector in Creating Welcoming Communities in Surrey: Promising Practices & Future Directions

Moderator:
- *Aileen Murphy, Senior City Planner, City of Surrey*
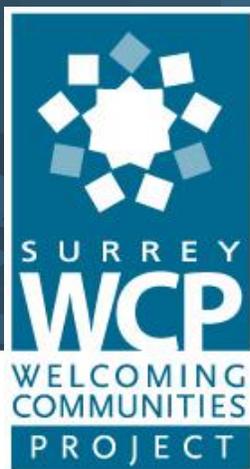
Panelists:
- *Sergeant Marc Searle, Surrey Royal Canadian Mounted Police (RCMP)*
- *Ravi Basi, Multicultural Services Librarian, City of Surrey Public Library*
- *Lori Bowie, Communities Manager, City of Surrey*
- *Lana McKay, Human Resources, City of Surrey*
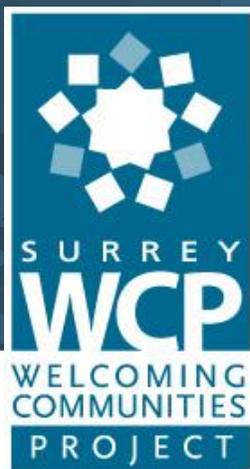
Appendix C: Conference Presentation Materials & Supporting Documents

To access presentation materials from the conference, please visit
www.wicsurrey.org/projects/service-provider.
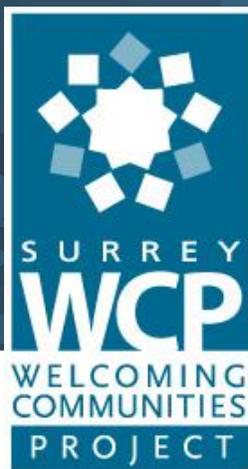
Appendix D: Small Group Discussion Summary

Conference delegates had the opportunity to participate in small group discussions within their table groups (groups of 6 – 8) during the morning agenda. Small group discussions focused on the topic of 'Super Diversity & Population Dynamics in Surrey to Build a Welcoming Community'. The following responses were collected from each table group.

Question 1: What are the trends, issues and changes that have emerged / are emerging as a result of "superdiversity" in Surrey?

Language
- Increasingly diverse languages spoken in Surrey.
- Information is challenging to deliver to immigrants re: language or concepts
- Communication is challenging
- Challenges in communication among various levels of literacy, education, and navigating cultural exchange
- Communication/language trends and overcoming language barrier
- 150 different languages need to be dealt with
- Language support – challenge to accommodate all languages
- The needs for multilingual service providers in order to give clients more access
- How do we budget for 150 plus different languages from library point of view. Currently serving only 18 languages
- Communication – not enough resources to learn English
- Lack of services in their own language
- Have workers that speak the language (switch from main stream only to diverse culture)
- Languages: more support for English language learners
- Need for first-language services and supports
- Reverse discrimination – marginalizing Canadians born here – they don't speak another language; feeling excluded

Settlement
- The time it takes for new immigrants to settle down sets them back economically – especially if the services are not in their language
- Services don't represent the population of the area
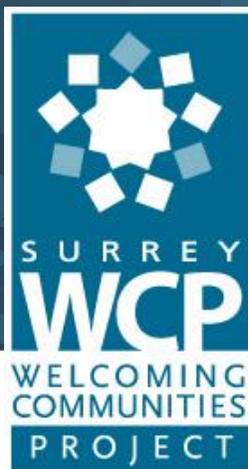
- Immigrant children are assessed prior to entry into school. It takes too long to receive the services that are needed.
- More work is being done to be inclusive and welcoming within the city
- There are more communications between agencies
- Not doing a lot to help populations that are poor and gang affiliated
- How do newcomers become aware of free or low-cost services
- Shift in the communities, with NGOs, attempting to connect with a variety of ethnicities, language speakers
- Developing and finding resources to address their issues
- NGO funding streams can be restrictive in some sense, as definitions of eligibility can leave gaps in services
- Government assisted refugees accessing resources and moving towards financial independence
- Certain individuals from Iran are more structured and organized - Iran-Sunni. Lack of support from society, education, PTSD
- Super complex needs
- Need calls for help for food, bus passes (transportation), and clothing
- Barriers to accessing services because of cultural perceptions and stigma
- Financial support only for the first few months. There is no child care resources
- Multi-ethnicity of the workers
- Need to build capacity
- Addressing different classes/types of immigrants/refugees/newcomers
- Increase in the number of refugees coming to Surrey and therefore more social services support
- Partnership with other agencies

Social
- New immigrants have challenges understanding current issues around drugs.
- Cultural literacy and diversity - make assumptions
- Different festivities/religious beliefs/celebrations
- Not a 'ghetto' – there is a myth
- We need to increase acceptance of other cultures (tolerance)
- Newcomers need to accept others as well
- More difficult for immigrants to assimilate into Canadian culture if they are stuck in their cultural enclave. Opposite is true for Canadian born long-time residents.
- Isolation
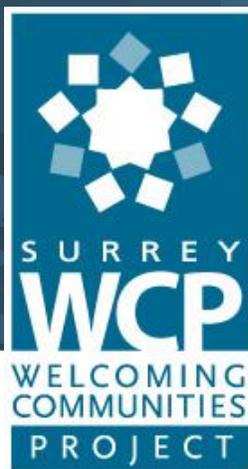
- Segregation
- Discrimination within the multicultural population
- Labelling based on cultural background versus individual characteristics
- People/organizations are aware of negative consequences of enclaves and working to include more people
- Welcoming environment (i.e. Fusion Festival, Vaisaki parade)
- More newcomers want to volunteer in the community
- Implied segregation
- easy access to drugs
- social isolation
- newcomers want exchanges with Canadian people or people who've lived here a while
- Increase in awareness of issues
- Breaking down stereotypes
- Immigrants want to fit into a new social structure, they need to build something new, need to develop social network and support systems
- Many positive things happening – people feel comfortable attending
- Openness to the world cultures
- Increased awareness among communities
- As people live longer in a community they tend to withdraw from reaching out
- Social isolation → only hang out with people from same ethnic group → not integrated
- Need for increased cultural safety
- superdiversity in capacities/backgrounds (socioeconomic languages etc.)
- Increase focus on soft skills (interaction, norms)
- Cultural shifts and changes
  - Adaptations go both ways
  - Mentally
- Rise in 'crime rate' and feeling both safe and unsafe
- Diversity – Benefits and issues
- Ethnicity – different groups against each other (politics, economic issues, religion)
  - Positive note ☐ because of different ethnicity, because of exposure to other cultures, accept the differences

Demographics
- Ever changing demographics
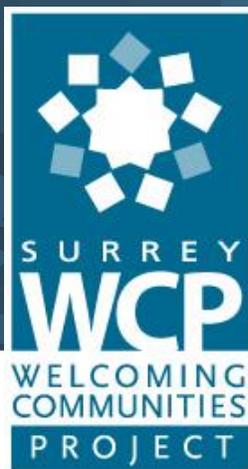
- Development of pockets that can lead to a social definition of a pocket e.g. Populations moving in – others (Europeans) moving out → could be socio-economic bound e.g. Intra-cultural migration within migrants → varies within the culture
- Awareness that there's diversity within diversity
- Increasingly completing the 'picture' of diverse community
- more intercultural exchanges within same areas with high levels of immigrants and refugees; it allows for more understanding of other cultural groups
- Refugees becoming a trend
- rising number of newcomers to Surrey
- Growing percentage of children/youth coming. Having programing for all. Increase participation, not enough teens
- In some communities, diversity and changing demographics are leading to people who were born here feeling unwelcome

Economic
- Economic challenges to recent immigrants can make the transition difficult, this is exacerbated by the travel loan

Health
- Lack of mental health resources for refugees
- Mental health/addictions

Employment
- Hiring for employment kept in own community groups
- Businesses have presumptions about people that might not be accurate
- high poverty
- highly skilled educated workers
- Huge demand for programs (looking for skilled workers)
- Overachieving. Funding for appropriate support for work, school, not enough time; only getting entry positions
- Education degree is not being recognized and end up in lower skilled jobs leads to morale plummets

Education
- Education system is impacted
- Schools recognize the needs to address different cultural groups
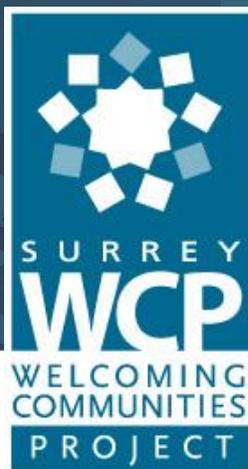
- Rising number of ELL learners. There is not enough workers in schools
- Education issues with immigrations ☐ transferability of credentials
- Need to understand backgrounds + previous situations of immigrants ☐education of those who live here not to make assumptions
- Problems in school, housing, and employment

Infrastructure
- Traffic patterns; close to airport
- Land for growth
- inadequate transportation access in Surrey
- Transportation – under serviced
- Lack of affordable, safe, housing
- Need for housing – somewhere to go for the night in particular Whalley, downtown
- Address transportation. Isolation. Don't run late
- Expensive housing
- Lack of affordable housing: unregistered basement suits

Question 2: What are the implications of these trends, issues and changes – in your neighborhood, community, workplace, etc.?

Language
- Need for highly accessible ESL so that communication can be easy
- Lack of language discourages participation in socio-economic dialogue in the city. This leads to frustration and pushes younger generation towards crime/drugs
- Navigating and engaging around the complications of a multi-lingual environment
- Use of English as primary language to help immigrants/refugees to communicate and be part of the community

Social
- Family role reversals/changes result in family breakdown e.g. In a male dominated household, the male doesn't get the job and results in breakdown
- Recreational needs and cultural events
- Reverse discrimination (racism)?
- Super Diversity to learn about cultures
- We are open to ideas. Let organization and people celebrate as they choose
- State of openness to diversity
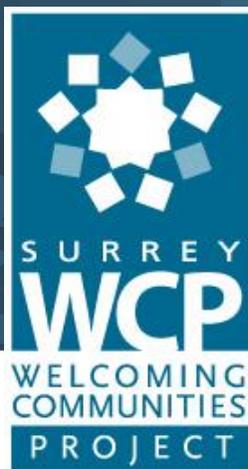
- Need to understand other cultures perspectives
- People become isolated in neighbourhood if they aren't accepted or haven't been welcomed and gotten acquainted. They feel excluded whether they are newcomers or Canadian born
- Trying to be inclusive of all different cultures
- More awareness on welcoming and inclusiveness
- Opposite of people feeling welcome e.g. Feeling like they are the minority when they were once the majority
- Minorities mentioned in media except for European descent and Canadian born e.g. Bacon Brothers
- In Canada, you're always an xx-Canadian e.g. Iranian Canadian. Immigrants themselves hold onto their culture
- Difficulty finding a common voice within a cultural mix
- Issue of social isolation is addressed by drop-in programs
- Amazing potential for cultural exchange and multi-ethnicity
- Isolation leads to segregation
- Reverse discrimination – Canadian born are feeling isolated
- Trying to keep open boundaries in the enclave, want to have security
- Enclave may encourage traditional thinking and conflict, tension in families, neighbourhoods
- Criminal activity for young males
- Gender equality for spousal relationships/youth
- Social isolation and integration (women and seniors)
- Isolation ☐ language barriers and misunderstanding leads groups to stick together.
- Support is not provided and involve in gang entrenchment
- Wanting to find a balance through integration
- Combatting the 'new immigrant effect'
- a need for neighbourhoods to be more open, curious and tolerant
- a need to be more proactive in communications
- Need for dialogue ☐ creating inclusion from both sides
- Ethnic media gained popularity and influences learning
- If support not provided may result in criminal activities
- People are living harmoniously
- Sharing and being aware of the differences but have positive ☐ stereotyping
- Exploitation/ways to find easy money
- Stereotypes immigrant youth (i.e. Arabic)
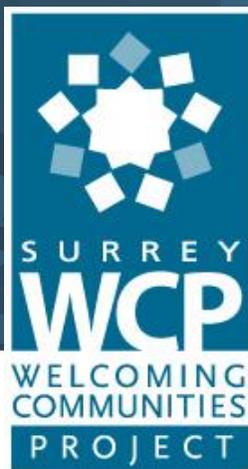
- Exclusion vs inclusion

Settlement
- Ever changing demographics of the clients
- Transiency
- Change the way we do work, multi-lingual
- Government needs to be pro-active
- Smaller steps; practical integration
- Service providers engaging in partnerships
- Challenging to find spokes-people to represent their neighbourhood to meet the range of needs of that neighbourhood
  - The solution is to find people in those neighbourhoods to voice all their concerns so everyone gets equal access
- Finding resources is challenging
- Finding unique strategies to develop programs, find skills and resources within our communities
- How can we maximize our ability to deliver services with limited funding
- Face to face services needed for comprehension of services, rights, responsibilities
- Understanding the where, how, who, in our community
- More services needed
- More awareness
- Affordable to access childcare and transit
- Space for non-profits
- No transition/graduation for clients to be independent
- More work load/stress on workers to provide services due to lack of resources
- Libraries more than a book collection, but services for smaller communities to seek resources for comfort and to strengthen faith

Government
- Policy change as a result
- Government policy isn't keeping up or going into another direction

Economic
- Having standards too high (e.g. rent is high, no support for refugee families)
- Highly wealthy/educated immigrants may have issues being fully independent because they are used to having maids or assistants
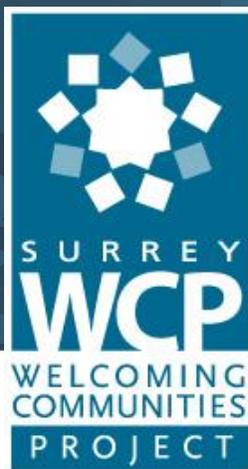
- Poverty increased – poor living conditions and slum lords

Infrastructure
- Housing
- Issue of social isolation due to transportation challenge. How do we allocate or lobby for funds/services to equalize access?
- Safety concerns for unregistered basement suits

Health
- Post Traumatic Stress Disorder leads to domestic violence, health issues, crime, gangs, drugs, addiction.
- Stigma around counselling
- Increase in family stress, abuse, violence
- Trauma - can be exacerbated by negative experiences upon immigration
- Increase in mental health issues stress/depression/trauma
- Ripple effects of the mental health on society

Employment
- Individuals not work ready (ESL)
- Forum (employers) have doubts and need to bridge with Government
- Losing mentoring programs (tailoring)
- Diversity and gender are being noticed in the workplace
- Motivation of businesses. For example, banks offering services in the different languages are not to help but to get their money
- Provides a sense of belonging when being recognized by cities and/or workplaces
- Challenges in finding and establishing employment
- Technological barriers to applying for Income Assistance, Employment Insurance, etc.
- Jobs - more people seeking
- Soft-skills may differ from work culture
- Community and workplace harmoniously understand different cultures and difference
- A need for employers to take risk and to accommodate
- Provide workplace safety training

Education
- Overgrowing in schools
- Advocacy in schools – not enough money
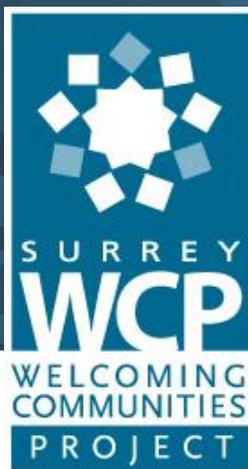
- Schools are overflowing - need to invest more money

Demographics
- Less diversity because the pockets move out

Question 3: How do these trends, issues and changes affect service delivery? What needs are emerging? What needs to be addressed? Are there new services or programs required? What do organizations need to address these shifts?

Impacts to Service Delivery
- Services are not as inclusive as everyone wants it to be due to language, housing, and economic status
- Transiency
- Limited job opportunities in Surrey
- Keeping people focused on what is familiar to them from their home country/culture, triggers emotions
- Breakdown in partnerships and less communication because of changes in funding…not province specific; blanket policy Canada wide
- Newcomers/clients falling through the cracks due to their barriers. May need to transfer mainstream which they might not be comfortable with
- Automated services do not support individuals with language/comprehension barriers and does not address culturally specific communication
- Widens the gap between service providers and clients and new immigrants
- Lots of refugees or temporary workers not receiving service deliveries
- Not enough time to focus in one year for newcomers could result in domestic violence, addictions, alcohol
- Increased waitlist time for services due to staff shortages
- Insufficient first language staffing
- Waitlists
- Citizens no longer being served by settlement workers
- Length of service will differ and need to be flexible

Emerging Needs
- Family breakdown will require family counseling
- Increase in job opportunities – overrated Canadian experience
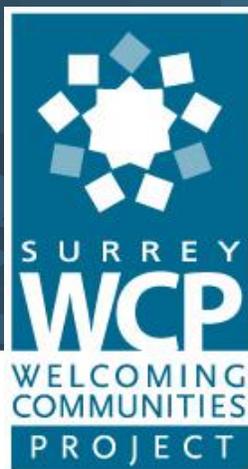
- Licensing bodies need to recognize foreign training and the process has to be more transparent and easily accessible
- Confidentiality
- Isolation
- Post Traumatic Stress Disorder
- Languages
- Emerging needs are complex and diverse
- Transportation
- Daycare – no funding, long wait list
- Communities to get involved – churches
- Mentoring
- Recreation (increase)
- Volunteer
- Youth
- Need to have workforce that is reflective of the community they're serving. Not targeting just the 'majority' cultural groups
- No medical support for immigrants
- Only major languages being served but not many others are served
- Need engagement of various groups
- Working against stigmas and cultural perceptions that relate to services such as mental health in order to provide access to these services
- Accessibility
- Refugee claimants
- Focus on seniors
- Language barrier (address barrier)
- Cultural differences
- How immigrants/refugees perceived
- Build confidence into the clients
- Should be accessible to people

Services Required
- Education of the general public as well as service providers and new immigrants
- Use of service as needed by clients
- Sports programs – to find common ground
- Fine arts might be a way to get people together
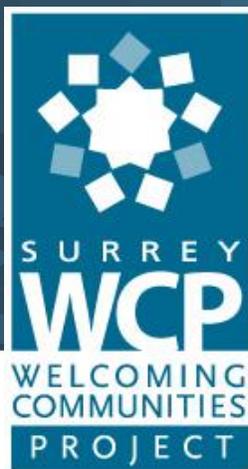
- Every organization must have employees who speak the language of their target clientele. This is important and that must be a priority
- Specialized services that would help with their integration
- More multi-lingual diverse workforce required
- More ESL programs as there are lots of waitlists
- Increase programs for disabilities as the needs are increasing
- Leadership – need to bring them together to give them help
- Food security such as community gardens
- Requirement to attend classes for immigrants
- More resources for mentoring in their own community
- Same language and community (family/host mentors)
- Neighbourhood/community services for refugees
- Expand more youth programs as they are most open to inclusiveness and can adapt so easily and faster
- Expansion in ELSA – Pre lit and ELSA level 1+2
- Programs for seniors in the community
- More funding for youth/single parents
- Programs for computer skills
- Helping youth to find volunteer jobs e.g. City of Surrey can only recruit volunteers to do criminal record check - recent immigrant youth cannot join
- Change service delivery to focus more on a person/need centered approach
- English conversation classes in the library
- Free education, accent reduction in conversational group to practice English
- Coaching dialogue

Address Shifts
- Coordination of service
- Collaboration of service providers
- Funding 'common ground' to understanding the shared values
- The message needs to go where people are, then filter down
- Check on how new immigrants are doing
- Emotional challenges – need the tools to move from confusion, isolation
- Organizations need to find funding elsewhere to subsidize i.e. the City of Surrey
- Need for more conferences, networking, and inter-agency communication
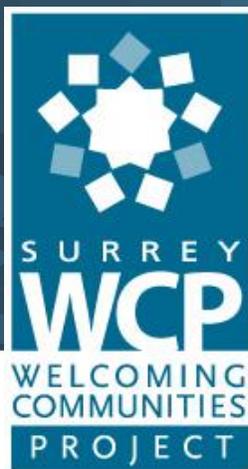
- A lot of good work being done and trends being observed – a lot of NGOs cannot operate unless they are given guidelines on how service can best be provided E.g. City's initiative to remove GAR
- More volunteers to help with delivery
- Developing strategies to address divergent needs of the community
- To find ways to allow for those communities to contribute
- Consistency in services for our community
- Training and support is needed and understanding the processes from government
- Investing in the right people to understand unique culture but limited funding
- Need diversity in skilled language workers
- Need to focus on technology
- Better engagement from communities to represent and have a voice to be part of the change. Is the leader dynamic? Change leaders
- More funding for further settlement services. Re-location of existing funding.
- Community fundraisers; relegated funding
- Every person needs to be treated as an individual rather than a collective need
- City Centre library: free wireless, free computers, long list of operations
- More funds needed
- May want to investigate other funding sources e.g. Canadian Tire, Starbucks
- Bridging, understanding own culture before appreciating other's cultures, this is more empowering specifically for youth e.g. Ancestry or host program?
- Review of immigrant services
- Mainstream programs need background of immigrants and refugees
- Able to see beyond the barriers

Question 4: Based on the trends, issues, and needs identified above, what should the SWCC / Local Immigration Partnership focus on? What are the priorities?

Immigrants
- The skills of the immigrants
- Sense of belonging
- Focus on 1/3 population under 19 they can lead the change
- There is a diversity among the newcomers so need to recognize the various newcomers
- Big focus on youth since they make up 33% of population
- Opportunities to reduce isolation for refugee and immigrant youth
- Help identify the needs
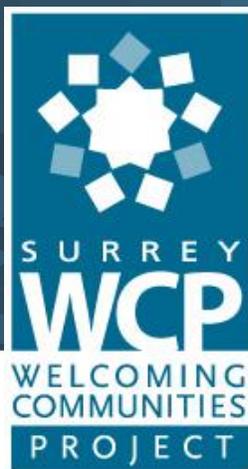
Community

- Celebrations/Festivals
- Share best practices of businesses for diversity
- Focus on the stats of new immigrants that are specific to local community
- Volunteer opportunities for newcomers as part of their integration/settlement
- Are we touching major groups of city? The small dots versus the big blobs
- Orientation and info session to new comers to tap resources in the community
- Advocacy

Resources

- Developing resources
- Drawing on community resources
- Developing awareness of available resources and programs

Services

- Make services more accessible – credential evaluation a fair and accessible process
- Day care
- Improve graduation rates among ESL students
- Bridging programs
- Quicker response to reduce the feeling of hopelessness and discouragement
- Quicker counselling
- Too many transitions among providers - a lot of good will but it gets lost in the rules
- More outreach on the part of NGOs and other service providers
- Stream-lining processes
- Integration services
- More outreach, advocacy, setting up health benefits, mental health
- Community gardens
- Medical support for newcomers
- Implementing and addressing youth services
- What is going to happen to the new ineligible clients of settlement agencies? E.g. citizens (especially seniors) and refugee claimants
- Access to mental health support
- Enhanced life-skills workshops made available to new comers free of charge
- Training for workers
- Pre registering - 6 month orientation at least for new immigrants
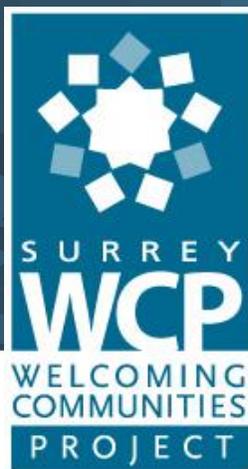
- Social services □ should be accessible to immigrants and refugees

Collaboration
- The government bodies need to collaborate with CIC and HRDC to get the immigrants to meet their needs and integrate them into our communities
- Streamlined, open and collaborative approach to help new families enter into systems needed to get the best support possible. For example, health, education and special services
- Justice system needs to be involved
- Incorporate big decision makers to be part of table
- Keep movement - e.g. all stakeholders at the table and talking
- Facilitating partnerships, creating connections between groups
- Connection of community agencies to each other
- Better connection between city, community, Provincial Government
- Establish collaborations
- Job councillor partnerships
- More communication/cross training within various service providers
- Partnerships and a space for training and workshops
- SWCC to send the messages to ideal group

Education
- Educating community, existing Canadians, and newcomers
- Get into schools/education
- Education for newcomers on social norms and education
- Strategic/myth busting locals
- Public education campaign to increase awareness
- Education/sensitivity training for the general public, especially within the education system
- Bring parents into the picture and educate them on the services for their children
- Training - E.g. similar function like this one
- To be realistic of the real situation of the Canadian service prospective. Immigrants have the impression that they are going to 'heaven'

Diversified Funding and Support for Immigrants
- Social innovations
- Find other sources of funding
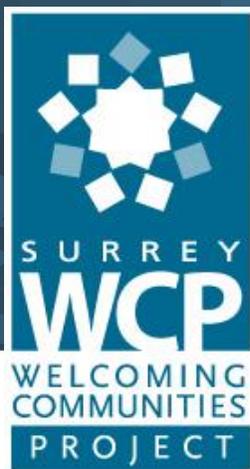
- Competition among providers for funding
- Need to rethink funding priorities and competition to get resources for service delivery
- Subsidized housing
- Funding! Funding! Funding!
- Higher level of government - provincial government

Strategic Planning
- A plan – we're here, now what
- Include the newcomers voice at the table
- Include more people who are newcomers
- 5 year strategic plan to address rising numbers of refugees and immigrants
- Evidence based on practices
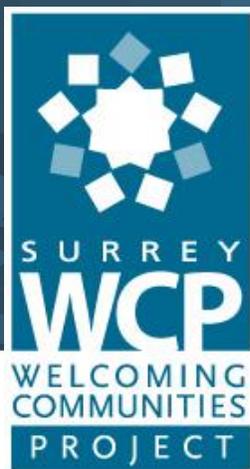
Appendix E: Breakout Session Discussion Summary

Breakout Session #2: Who are the Ineligible Clients? Understanding the Impacts and Developing a Strategy

1. What strategies can your agency use to better serve these ineligible client groups?

- Separate Agency
- Employ diverse backgrounds or staff with different languages
- Create list of agencies who have the language
- Talk to funders about the issue of ineligible clients
- Increase knowledge of our staff of how to screen and make the appropriate referrals for all immigrant persons
- Have a language bank with your agency
- Use BC 211
- Approach religious/cultural groups and inform them of issues/referrals
- Referral to federal and provincial representatives (MPs and MLAs) for intermediary services
- Make language provisions in mainstream agencies
- Referral to one stop shop delivery services like WorkBC for eligible settlement services
- Fundraising to offer non-profit services
- Create awareness of alternative resources
- Know the services/resources of other agencies in the community so that we can refer them where they can be served.
- Recruit/train volunteers to help
- Train front line workers to understand available resources
- Families to help each other/training may be required
- Fee for service programs
- Connect and educate other service providers e.g. faith group
- Identify needs - Where should these people go?
- Train volunteers
- Fundraising for staff to assist ineligible clients
- Online access for ineligible people?
- Existing funded/mainstream sources needs to be re-purposed to serving ineligible clients.
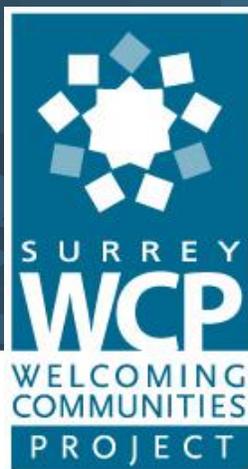
- Mainstream agencies to employ more multicultural staff/volunteers to overcome language barriers
- Internship opportunities

2. What additional information and knowledge does your agency need to serve these client groups?
- Language capacity of the mainstream agencies
- Database of resources available
- Trained/supervised volunteers at NGOs to serve ineligible clients

3. What linkages between settlement and mainstream services need to be strengthened to serve these clients successfully?
- Communication
- Connect with settlement worker and get information/education about what services were provided
- Language
- Inability to fill out documents
- Media participation in sharing information – social media, conducting information sessions, communication between agencies
- Collaborations/partnerships between organizations
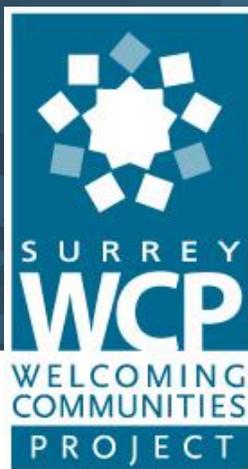
Appendix F: Interactive Art Project Summary

The interactive art project provided an opportunity for conference delegates to share and explore ways to enhance the City of Surrey as a welcoming and inclusive space for all. The interactive art project posed the statement 'To help make Surrey a more welcoming and inclusive space for all, I commit to…'

The following responses were received:

- Smile at a new person daily
- Being open to accept and embrace the differences
- Talk to my neighbours more
- Embracing diversity and inclusion
- Make people (newcomers) feel welcome
- Superdiversity inclusive community – that's great!
- Provide signage in different languages
- Ask questions in an appropriate manner and try different food!
- Keep smiling
- Embrace diversity
- Always smile!
- Spreading awareness and educating my immediate surrounding community to be inclusive and open.
- Embracing Diversity
- You don't need to know the language – smiling is the best introduction (don't be scared, I am your friend)
- Unity in diversity
- Network and create solutions for a better Surrey
- Be more sensitive to others. Smile and have welcoming gestures.
- Be friendly
- Having an open, friendly, safe space for all
- Be understanding of other cultures and the needs of new immigrants
- Be a home away from home
- Welcome diversity
- Clean environment
- Smile and wave
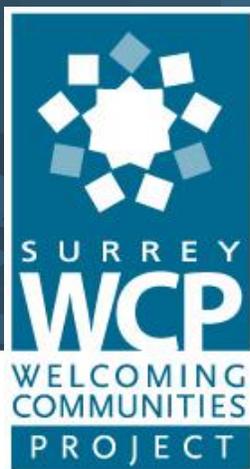
- Stand up against discrimination
- Have coffee and chat with a lonely person
- Be kind
- Go an extra mile to help someone
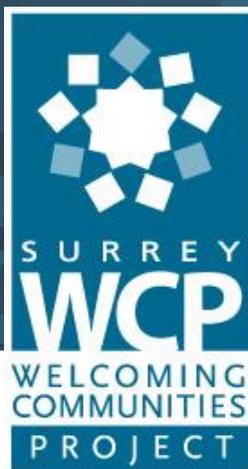
Appendix G: Evaluation Results

Overall Conference
Evaluation Results

TOTAL RESPONSES: 52

A. Keynote Speakers / Presenters

Please indicate your level of satisfaction in achieving the following outcomes through participation in today's event:

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased understanding of the City of Surrey strategic directions to support immigration, diversity, multiculturalism and inclusion for all.	0 (0%)	4 (8%)	28 (55%)	19 (37%)
I have an increased understanding of the population dynamics and demographics in Surrey.	0 (0%)	1 (2%)	25 (49%)	25 (49%)
I have an increased understanding of the concept 'Super Diversity' and what it means for the City of Surrey to support newcomers and create communities that are welcoming and inclusive.	0 (0%)	4 (8%)	24 (46%)	24 (46%)
I have an increased awareness of the experiences and needs of newcomers living in the City of Surrey.	0 (0%)	3 (6%)	30 (59%)	18 (35%)

Comments (optional):
- More time should be dedicated or more frequent.
- Well presented
- 3 students – amazing. Made all of us proud. Great for them to have done such great work!

B. Overall Conference Learning Outcomes

Please indicate your level of satisfaction in achieving the following outcomes through participation in today's event:

Learning Outcome	Poor	Fair	Good	Excellent
I have increased my knowledge of the services and resources available in Surrey to support newcomers.	0 (0%)	4 (8%)	33 (63%)	15 (29%)
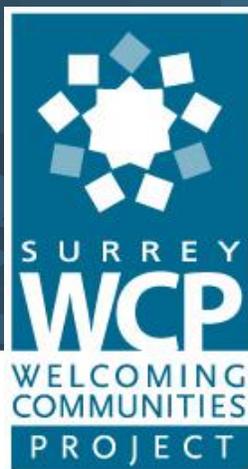
	Poor	Fair	Good	Excellent
I feel that I had an adequate opportunity to share and discuss ideas to help make Surrey a more welcoming and inclusive community for all.	0 (0%)	5 (10%)	23 (44%)	24 (46%)
I feel more confident in applying ideas that I learned today into my day-to-day work.	0 (0%)	2 (4%)	29 (57%)	20 (39%)

Comments (optional):
- Discussing is only part of it. If there is follow-up and the ideas are articulated and presented back to the community and organizations then the ideas can be more than just talk.
- Very informative and educational

C. WCP Showcase Booths
Please indicate your level of satisfaction in achieving the following outcomes through participation in today's event:

	Poor	Fair	Good	Excellent
I have a better understanding of the Surrey Welcoming Communities Projects	0 (0%)	5 (10%)	28 (54%)	19 (36%)

D. Overall Conference

	Poor	Fair	Good	Excellent
Online registration	1 (2%)	1 (2%)	13 (25%)	37 (71%)
Organization of the day	0 (0%)	0 (0%)	12 (23%)	40 (77%)
Flow of the event	0 (0%)	1 (2%)	16 (31%)	35 (67%)
Event topics	0 (0%)	2 (4%)	19 (37%)	31 (60%)
Registration / Check-in process	0 (0%)	0 (0%)	13 (25%)	39 (75%)
Conference materials	0 (0%)	1 (2%)	15 (29%)	36 (69%)
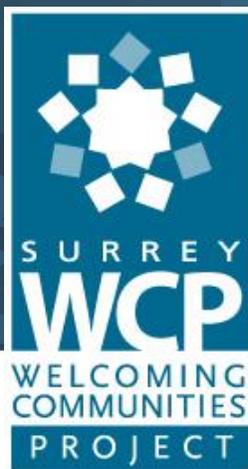
Networking opportunities / activities	0 (0%)	1 (2%)	17 (33%)	34 (65%)
Quality of breakout sessions	0 (0%)	1 (2%)	21 (42%)	28 (56%)

Comments (optional):

- Jody was a very good presenter. Very funny/humourous!
- Excellent event!
- Yes
- I was unable to stay for the whole day
- Should be done annually so all agencies are kept updated
- More time for breakout sessions. Presenters seemed to be rushing.
- Very well organized, hassle free and very welcoming
- Everything was great
- Engaging and thinking activities are important!

E. Overall, was the conference a success?

- Definitely keep up the good work
- The conference will be a success when some of the ideas get implemented. Even otherwise increasing awareness is the positive outcome from this.
- Yes!
- Yes.
- Excellent
- Yes
- Yes
- Yes. I especially appreciate learning that local government is embracing diversity and creating programs to demonstrate it.
- Yes
- Yes
- Well organized and inspiring
- Very successful
- Yes. It was a great time to network with other workers. Thanks.
- It was good.
- I thought it was well paced and very engaging
- Yes
- Great organization and facilitator
- Overall a pleasure to attend
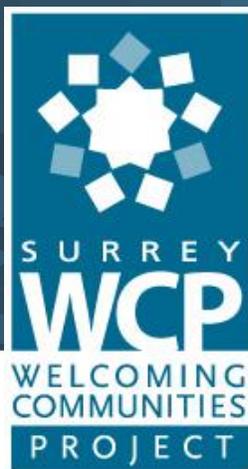
- Yes
- Great! Thank you!
- Absolutely!
- Very successful considering attendance and people stay
- Yes
- Yes, very good
- Yes!
- Yes – very great showing of resources & hearing successes of others. Always friendly, good spirited facilitators of sessions.
- Yes, successful.
- Friendly atmosphere. Was great and the diversity of people involved was appreciated.

F. How could the conference be improved?
- More time to network and some structure for it.
- Having more youth & adult newcomers participate and share experiences.
- None I can think of at the moment.
- Maybe some personal examples of immigration
- After lunch it was kind of hard to sit. So for future give heavy breakfast and serve a light lunch.
- Service Providers should be more open and frank to seek solutions to readily resolve the problem but trust only in the purpose to get funding.
- More time – especially for breakout sessions so they could be more meaningful
- Less choice in breakout sessions would make for larger discussions and make me feel less torn.
- More time for discussion of topics
- More interactive breakout session
- To allow difference organizations (local/other cities) interact more and share resources
- Vegan snacks

G. What additional comments / suggestions you would like to recommend to the Surrey Welcoming Communities Committee?
- Good luck.
- More often/frequent.
- Keep going. You are on the right track!
- I think it would be great to try to come together yearly to re-evaluate and add in best / more practices.
- Invite private employers to share their practices & programs they have at their work place that helps newcomers.
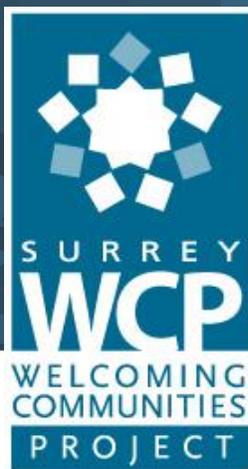- Jody was awesome! A great MC.
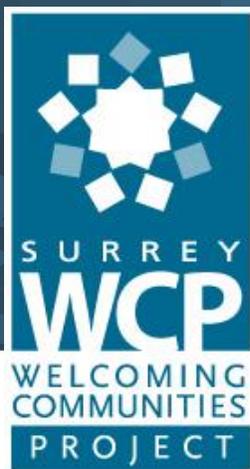
- Some more new refugees – to hear their stories.
- Keep up the great work!
- Hope to get some time for the introduction of the groups attending the SWCC.
- Have meeting within each town centre e.g. Fleetwood, Newton, etc. to have discussions there with community members.
- We still have some questions unanswered.
- Have the conference more often, like 2-3 times per year.
- Very satisfied
- The conference could have started a little later. We didn't need an entire first hour to do informal networking.
- Excellent! AMSSA – fab organization!
- This was a very information conference. Thank you!
- 2 day event. More direct information given from those we are serving.
- Very well coordinated and organized. Very good service & food. Great hotel choice. Very professional conference all around.
- Keep up the good work!
- Thank you! Great session & workshop.
- You did a great job.
- I found it very inappropriate for petitions to be put on the tables. I have many valid reasons to not sign and that I do not want to *sign* is not the business of everyone at my table.

Breakout Session #1
Engaging Youth: 10 Tips for Engaging Youth in Community Development
Evaluation Results

Total Responses - 32

A. Please rate your level of satisfaction with the following:

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased understanding of promising practices to engage immigrant and Canadian-born youth in community development.	1 (3%)	3 (9%)	17 (54%)	11 (34%)
I have an increased knowledge of the influence youth can have on helping newcomers feel a sense of belonging within the city of Surrey.		8 (25%)	14 (44%)	10 (31%)

|	Poor	Fair	Good	Excellent
I have an increased knowledge of ways to encourage and promote youth development and social inclusion through technology such as social media and other online communities.		5 (16%)	15 (47%)	12 (37%)
I have an increased knowledge of strategies to encourage immigrant youth to promote their ideas, vocalize their goals, organize community groups, engage in political discussions, reclaim identities, create identities, connect with others, and work together to enhance Surrey's welcoming nature.		6 (19%)	16 (50%)	10 (31%)
I have increased awareness of the challenges impacting the engagement of youth.	2 (6%)	7 (22%)	13 (41%)	10 (31%)

Comments (optional):
- Needs to be more thoughtful, better research.
- Great job! Thanks for the advice, too! ☺
- Great very insightful, great job!
- Well presented, it was good to see youth be involved
- Not enough time to explore
-

B. Overall Breakout Session Feedback:

	Poor	Fair	Good	Excellent
The topic was relevant and valuable		1 (3%)	18 (58%)	12 (39%)
The session was engaging and interactive		4 (13%)	10 (32%)	17 (55%)
The presenter(s) were well prepared		2 (7%)	10 (32%)	19 (61%)
The presenter(s) were knowledgeable about the topic		2 (6%)	11 (34%)	19 (60%)

## C. What was the most valuable part of the breakout session?
- Group dialogue
- Discussion time
- Discussions
- Including the youth was great – good to hear from their viewpoint
- 10 points to engage youth
- Ideas how to connect with youth
- The youth
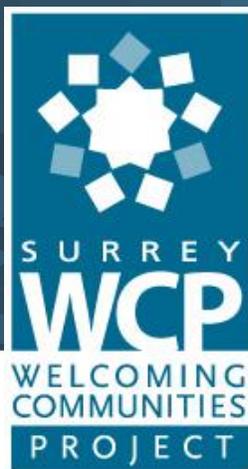
- The tips the youth provided
- Networking – wealth of information
- The youth speaking and the group discussion
- Youth led, gave great perspective
- Youth participating in group reflection & presentation
- They told us: use Twitter! Trust Us!
- 10 tips
- Variety of speakers (youth included)
- Group discussion with a youth present
- Youth speaking and giving their perspectives
- The possibility that youth could care about an adult's integrity and authenticity
- Hearing more about what youth really needs
- Loved the youth making the presentation
- Discussing different topics
- Discussion
- Youth sharing about their experience and how to engage their peers
- Let the youth speak and present!
- Great they have youth presenters
- Tips on how to integrate with youth
- Hearing from the youth what specific things engage them to volunteer and what might also be a barrier to participation

D. What were the major strengths of the breakout session?
- Youth insights
- It was good
- Showing a youth engagement video
- Discussion - all involved
- The youth
- Having youth to be a part of it, was nice to share their experiences
- Listening very diverse point of views
- Interactivity
- Youth led, gives great ideas
- It was great! Well done!
- Youth involvement was a major strength
- Youth themselves / group discussion
- More youth voices of results of Surrey saying how many youth would respond to X or Y (larger sample)
- Better organization
- Involved individuals who are knowledgeable about the topics
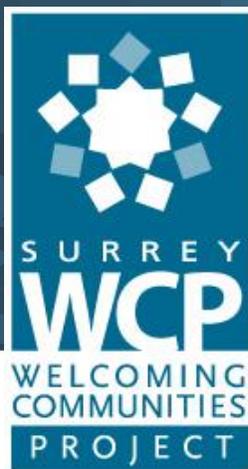
- Having the youth involved with the breakout session
- Hearing directly from youth is really valuable
- To have youth facilitate and share at the small group discussion. They really took initiative and spoke out.
- Team work, it was great!
- Youth

E. How could the breakout session be improved?
- Longer time
- More discussion
- Longer time, speaker a bit rushed
- Maybe include / facilitate an activity to make one think
- I would have liked a bit more explanation – no preface was shared
- A little bit more information about possible youth "interest"

F. Additional comments/ suggestions for the moderator(s) and presenter(s)?
- Keep sharing!
- To give more examples that we can learn from
- Nothing
- Great job
- Keep the good work!
- Loved how candid and open the presenters are\
- Thank you!
- Very fun and lively presenters ☺
- Thanks!
- Great job!
- Thank you to the youth for presenting to us!
- No, all is great!
- Fantabulous
- Amazing job – the session should be integrated in to schools, parent workshops, service delivery training.
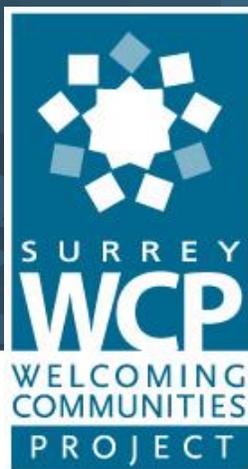
Breakout Session #2
Who are the Ineligible Clients? Understanding the Impacts and Developing a Strategy
Evaluation Form

Total Responses - 32

**A. Please rate your level of satisfaction of the following learning outcomes:**

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased knowledge about the extent of clients who are ineligible to receive services under the CIC policy.		9 (28%)	15 (47%)	8 (25%)
I have an increased understanding of opportunities to enhance service connectivity for newcomers within Surrey.		14 (44%)	13 (41%)	5 (15%)
I have an increased understanding of the strategies to provide service support to clients who may be ineligible to receive services under CIC and into the future.		13 (41%)	15 (47%)	4 (12%)

Comments (optional):
- All panel only read the handout, did not explain the in-depth question
- I'd like to inform myself more

B. Overall Breakout Session Feedback:

|	Poor	Fair	Good	Excellent
The topic was relevant and valuable	1 (3%)	3 (9%)	15 (47%)	13 (41%)
The session was engaging and interactive		4 (12%)	15 (47%)	13 (41%)
The presenter(s) were well prepared		6 (19%)	11 (34%)	15 (47%)
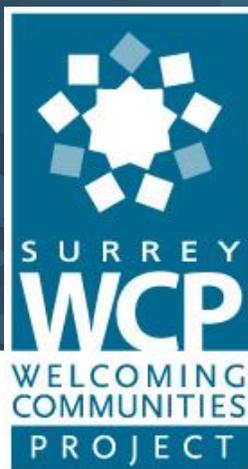
The presenter(s) were knowledgeable about the topic	4 (13%)	11 (34%)	17 (53%)

C. What was the most valuable part of the session?

- The third presenter seemed the most engaging
- An awareness of the increasing dependencies on individual organization and volunteers
- The brainstorming part
- Coming up with strategies how to tackle upcoming issues in regards to ineligible clients
- To understand the problem / awareness and working at options to overcome the situation
- All the ideas we can use to guide ineligible clients get service
- Info or lack to make us realize the severity of the issues
- Discussion questions
- Panel presenters – I didn't realize the details of what was happening.
- Small group discussion
- Different ideas discussions from different agencies
- Learning about the topic and opening it for discussion
- Group discussion
- Shared perspectives from different types of service providers
- Find out resolution
- Being informed of the impact CIC's management of settlement services & discussing how our service can assist clients with coping with these service changes
- Group discussion
- Provided me with better understanding of the funding changes to settlement services and what the implication for mainstream services
- Discussion part – sharing of knowledge
- Informative

D. What were the major strengths of the breakout session?

- New strategic planning.
- Presenters are from agencies that are affected. The affiliated sector is well represented.
- Information is provided and then it is followed by discussion groups. Both sides are heard.
- Interactions
- Team brain storming
- All the agencies are in the same dilemma
- More time
- Different news / experience
- Good as is
- Coming up with new innovative ideas to deal with the problem
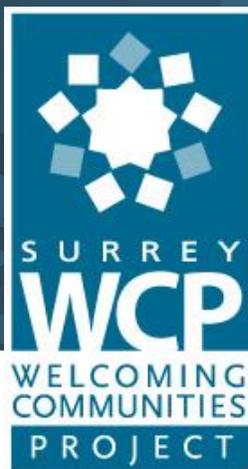
- Gathered many different ideas
- Very good information provided
- Understanding the existing issue
- To get information of strategy

E. How could the breakout session be improved?

- Explain better what your program does
- An increased understanding of the complexity of issues
- Set dates for the next step (i.e. dialogue)
- More guidance to the discussion
- More time
- Present clearer and on more specific information
- Possibility that the comments / info gathered is used to make changes / promote the work be tailored to meet the needs of refugees & citizens who will lose services previously available
- All topics are equally interesting but I can only be in one session
- We can focus on the detail

### F. Additional comments/ suggestions for the moderator(s) and presenter(s)?

- I think the presenters forgot that not everyone knows well what settlement services do.
- Emotional issues are often ignored, not supported when so many refugee are suffering from Post-Traumatic Stress Disorder (PTSD)
- Thanks to them for providing the insight of the upcoming change propositions
- Very informative!
- Well organized! Thank you!
- Nothing

Breakout Session #3
Strategies for Community Engagement in Welcoming Communities
Evaluation Form

Total Responses - 31

A. Please rate your level of satisfaction for the breakout session that you have attended:

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased understanding about the importance of developing a strategic plan to engage hard to reach stakeholders in support of welcoming immigrants to the city of Surrey.		2 (7%)	15 (48%)	14 (45%)
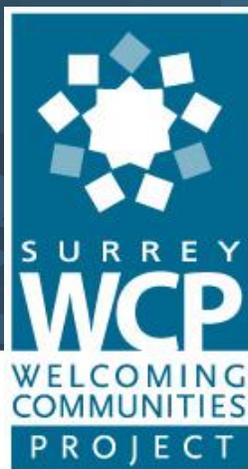
|	Poor	Fair	Good	Excellent
I have increased my knowledge about key strategies that will help me more effectively engage hard to reach stakeholders in support of welcoming immigrants to the city of Surrey.		3 (10%)	15 (48%)	13 (42%)

Comments (optional):
- Never enough time. Computer issue.
- Delivery was informal and that helped hammer it home

B. Overall Breakout Session Feedback:

	Poor	Fair	Good	Excellent
The topic was relevant and valuable			14 (50%)	14 (50%)
The session was engaging and interactive		2 (7%)	12 (43%)	14 (50%)
The presenter(s) were well prepared			15 (56%)	12 (44%)
The presenter(s) were knowledgeable about the topic			10 (37%)	17 (63%)

C. What was the most valuable part of the session?
- Topic and info provided
- Group discussion hand-out
- Strategies
- Chance to work on our own plan
- The brain storm, participation
- Realizing the difficulties of the process it isn't easy and you need to fight for it
- AV of it
- Practice tips in engaging stakeholders
- RCMP story
- Strategic planning
- Practicing the planning method with our table group
- The presentations of facts with ideas
- The interactions of participants – it was amazing
- The actual discussion with the group
- Introducing group brainstorming and dialogue
- Group activity at the end going over scenarios
- The exercise
- The example of the stakeholders and practicing the strategy
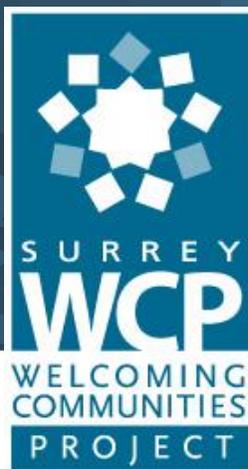
- The step-by-step
- Note copies
- Two stories shared: RCMP & BBT
- Sharing of experience
- The activity and the presenters

## D. What were the major strengths of the breakout session?
- Group work
- Very visual
- Learning from each other
- Too short
- Getting to know other stakeholders, networking was good
- Good information, well-paced
- More of this breakout session presentation
- Creating awareness
- Very through presentation covering very relevant topics
- Strength was hearing stories
- "Hands-on" learning

E. How could the breakout session be improved?
- Longer
- Was okay
- More time would have been good
- Topics more focused
- Technology needs improvement
- Initial breakout wasn't clearly explained, but that could have been me.
- A bit unclear of our scenario
- Longer session

F. Additional comments/ suggestions for the moderator(s) and presenter(s)?
- Well spoken
- The session allowed to learn about the employers engagement in creating welcoming environment
- Examples of each key point, i.e. a real world examples of what it looked like in practice
- Share the slides and video link
- Fix computer glitch
- I wish we had more time to go over examples step by step). That would help us to understood the topic even better
- YouTube Downloader – better than trying to stream video
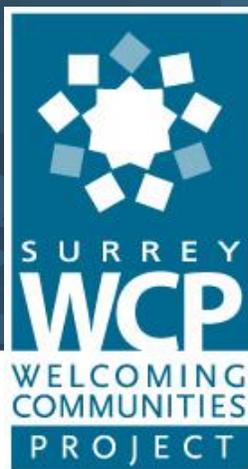
- Prepare for the video

Breakout Session #4
Refugee Myth Busting: Understanding Who the Refugees in Surrey Really Are
Evaluation Form

Total Responses - 27

**A. Please rate your level of satisfaction with the following breakout session learning outcomes:**

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased awareness and understanding of refugee experiences in Surrey.	0 (0%)	0 (0%)	11 (41%)	16 (59%)
I have an increased knowledge of current refugee statistics and demographics in Surrey.	0 (0%)	0 (0%)	9 (33%)	18 (67%)
I have an increased awareness of the services, service gaps and challenges that exist to support refugees in Surrey.	0 (0%)	4 (15%)	14 (52%)	9 (33%)
I have an increased understanding of refugee needs so that service providers can in turn help refugees to successfully integrate into the community.	1 (4%)	2 (7%)	14 (52%)	10 (37%)

Comments (optional):
- Very good information. Sadly there was limited time so info was a bit limited. Well put together.

B. Overall Breakout Session Feedback:

	Poor	Fair	Good	Excellent
The topic was relevant and valuable	0 (0%)	0 (0%)	6 (22%)	21 (78%)
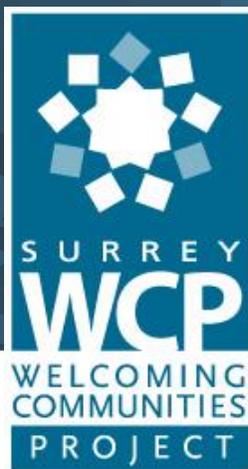
The session was engaging and interactive	0 (0%)	0 (0%)	10 (37%)	17 (63%)
The presenter(s) were well prepared	0 (0%)	0 (0%)	6 (22%)	21 (78%)
The presenter(s) were knowledgeable about the topic	0 (0%)	0 (0%)	6 (22%)	21 (78%)

## C. What was the most valuable part of the session?

- The coordinator as well as the panel were very engaging, knowledgeable and fun to listen to.
- Increased info around refugee settlement in Surrey
- When we talked about the refugee
- Overall, very informative
- Resources provided
- The statistics were a real eye opener. How refugees come to the country.
- The panel presentation – different perspectives. The statistics were interesting.
- Stats informative – put everything into perspective.
- Discussion, 3 perspectives & stats.
- Good questions at the start. Great speakers.
- Everything was good.
- The stats
- The group discussion. The personal success stories.
- Stats for refugee myths.
- I enjoyed the presenter perspectives.

D. What were the major strengths of the breakout session?

- Good speakers, excellent moderator.
- Myth busting to break down barriers
- Experts in refugee area provided the facts in a clear concise manner.
- Knowledgeable speakers.
- It was good.
- Valuable info

E. How could the breakout session be improved?

- We had too little time.
- More time needed for discussion
- Have speakers stand and use microphones
- Please use microphone
- More time (but understand it's tough with time allocated).
- Could have been improved by making it more interactive during the presentations.
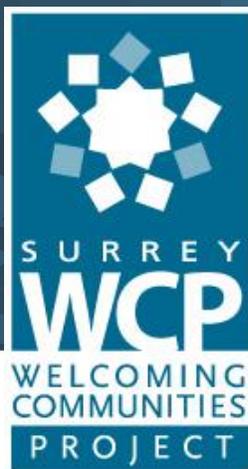
F. Additional comments/ suggestions for the moderator(s) and presenter(s)?

- Bring it to the public; they have to know all of this too!
- More time needed for discussion. Only had 5 minutes.
- Informative presentation!
- Nothing.
- Good job!!

Breakout Session #5
Multiculturalism & Respect for All:
Is Your Space Welcoming, Inclusive & Safe?
## Evaluation Form

Total Responses - 15

A. Please rate your level of satisfaction with the following breakout session learning outcomes:

Learning Outcome	Poor	Fair	Good	Excellent
I have an increased awareness of the various dimensions of diversity that exist in public spaces and neighbourhoods in Surrey.	0 (0%)	2 (13%)	8 (53%)	5 (34%)
I have an increased understanding of how to build respectful public spaces that are inclusive and diverse.	0 (0%)	1 (7%)	8 (53%)	6 (40%)
I am prepared to address bias and stereotypes to create a welcoming and inclusive workplace.	0 (0%)	1 (6%)	7 (44%)	8 (50%)
Comments (optional):				

B. Overall Breakout Session Feedback:

	Poor	Fair	Good	Excellent
The topic was relevant and valuable	0 (0%)	1 (7%)	7 (50%)	6 (43%)
The session was engaging and interactive	0 (0%)	1 (7%)	7 (50%)	6 (43%)
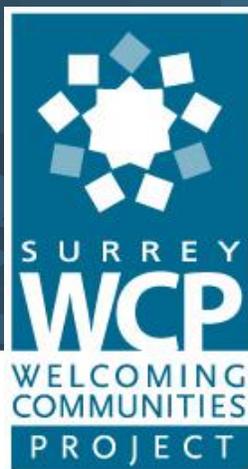
	0	1	4	9 (64%)
The presenter(s) were well prepared	(0%)	(7%)	(29%)	
The presenter(s) were knowledgeable about the topic	0 (0%)	1 (7%)	5 (33%)	9 (60%)

C. What was the most valuable part of the session?

- Handouts, discussions, scavenger hunt.
- Realising the difficulties and similarities
- The handouts and activities that made us think
- The sharing and conversations
- Inter-activeness

D. What were the major strengths of the breakout session?

- Handouts, self-reflection
- Great questions
- I learned a lot.
- Mingling was very interesting and knowledgeable.
- It was okay

E. How could the breakout session be improved?

- Time
- Not enough time.
- There wasn't much meat to this. It felt a bit light on content.

F. Additional comments/ suggestions for the moderator(s) and presenter(s)?

- Short, sweet and informative. Perfect for afternoons last session.
- Great starting/icebreaker activity
- Thank you.

Breakout Session #6
The Role of the Public Sector in Creating Welcoming Communities in Surrey: Promising Practices & Future Directions
Evaluation Form

Total Responses - 37

### A. Please rate your level of satisfaction in achieving the following learning outcomes:
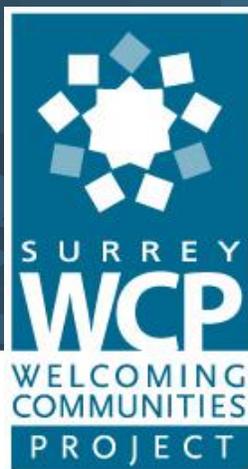
Learning Outcome	Poor	Fair	Good	Excellent
I am able to identify the challenges and future directions for the city of Surrey in building a welcoming community	1 (3%)	6 (15%)	15 (41%)	15 (41%)
I have an increased knowledge of how public institutions are responding to current immigration trends in Surrey.	0 (0%)	4 (11%)	20 (54%)	13 (35%)
I am able to identify promising practices for welcoming immigrants.	0 (0%)	5 (13%)	21 (57%)	11 (30%)

Comments (optional):
- Excellent panel

B. Overall Breakout Session Feedback:

	Poor	Fair	Good	Excellent
The topic was relevant and valuable	0 (0%)	5 (13%)	17 (46%)	15 (41%)
The session was engaging and interactive	0 (0%)	5 (13%)	17 (46%)	15 (41%)
The presenter(s) were well prepared	0 (0%)	2 (5%)	13 (35%)	22 (60%)
The presenter(s) were knowledgeable about the topic	0 (0%)	2 (5%)	10 (27%)	25 (68%)

C. What was the most valuable part of the session?
- Learning about the functions of the different sectors.
- Knowing all the new program and service of the presenters
- Q&A Session at the end
- Dissemination of information.
- Hearing stories about past / current experiences
- Various people as presenters – chance to ask questions
- Sharing their experiences
- Hearing what programming the city has for new comers
- Discussion of city desires and goals
- Real stories from presenters
- The dialogue
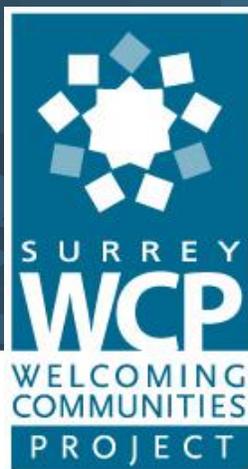
- Being able to ask questions and relate
- A good representation
- Ok – RCMP – showed a realistic side. Had a sense of humour. Library info great. Surrey City HR department – informative. Community – good.
- Learning how everyone works together within the city
- Hearing the ideas/hopes of public sector workers. Hearing what they are currently doing.
- Hearing about different projects that are happening around the city
- Sharing of the members of the panel
- RCMP being very light hearted
- Clearer understandings now
- Panel presentation & Q & A Session
- Different experiences / perspectives

D. What were the major strengths of the workshop?
- Inviting individuals who are knowledgeable about their topics.
- Very thorough, got right down to the point.
- RCMP Officer
- Humour and personable presenters
- Diverse presenters
- Allowing participants to introduce themselves
- Interaction
- Diversity of presenters
- The open discussion. More RCMP.
- The different experience of the panel
- The presenters were passionate about their areas
- Interactive
- Good panel of speakers – RCMP officer was the highlight
- Concise and specific content of presentation of each panelist
- It was great
- It was great

E. How could the breakout session be improved?
- More focused topic
- Could be nice to learn how we as employers / providers can be more welcoming.
- A more structured Q&A i.e. addition of topics, or work in breakout sessions would be helpful.
- Short summaries. More interaction from participants.
- Elaborate the function/programs of each sector.
- More time for Q&A
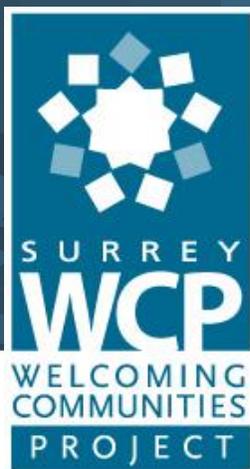
F. Additional comments/ suggestions for the moderator(s) and presenter(s)?

- Educational
- Provide brochures for speakers
- Not quite what I expected based on the description.
- Great event!
- More discussion between panelists
- Great presentation. Loved the commitment and passion!
- N/A
- Great presentation!
- A good review of services available.
- RCMP officer was hilarious!!
- RCMP Officer was fantastic!
- Good idea!
- Very, very informative! Excellent!
- More time?
- Great information and answers to service providers about resources.
- Thank you.