



SURREY  
LOCAL IMMIGRATION  
PARTNERSHIP

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# FALL 2015 STAKEHOLDER CONSULTATIONS #1: Immigrant Services in Surrey

## CONSULTATION SUMMARY

Friday, September 25<sup>th</sup>  
Surrey City Hall

Funded by:  Citizenship and Immigration Canada  
Financé par:  Citoyenneté et Immigration Canada



**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 first of these consultations was held on September 25<sup>th</sup> and focused on Immigrant Services in Surrey.

## **Consultation Approach and Purpose:**

Planning for the consultation was initiated in July, 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 Service Mapping Research project conducted by SPARC BC 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 Service Mapping research
2. To obtain your 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 Scott Graham of SPARC BC. 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 47 total registrations and 32 individuals excluding project staff, facilitators and presenters participated in the event.

The following lists the participating organizations represented at the consultation.

Alex Neighbourhood House	Options Community Services
AMSSA	Pacific Community Resources Society
ASTTBC	Progressive Intercultural Community Services
BaoBab Inclusive Empowerment Society	Semiahmoo House Society
City of Surrey, Healthy Communities	SFU-Surrey*
City of Surrey, Social Planning*	Surrey Food Bank
DIVERSEcity Community Resources Society*	Surrey Immigrant Advisory Roundtable*
Douglas College, Training Group*	Surrey Interfaith Council
Fraser Health, Diversity Services	Surrey Libraries*
Genesis Family Empowerment	Surrey Schools SD 36
ISSofBC	S.U.C.C.E.S.S.*
Justice Education Society	Umoja Operation Compassion Society
KPU	United Way of Lower Mainland
LISTN (formerly ELSA Net)	Vancity
Ministry of Children and Family Development	YMCA
Ministry of Social Development & Innovation	

\* Indicates organizations with more than one staff member in attendance

## **Consultation Results – Priorities and Actions:**

### **PRIORITIES:**

Through the facilitated discussions, consultation attendees identified a total of nine priorities related to Immigrant Services in Surrey and the Service Mapping 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. Service collaboration and coordination across all service sectors including mainstream providers and institutions;
2. Availability of tools and resources to assist newcomers and stakeholders navigate the range of programs and services;
3. Availability and accessibility of Mental Health, substance abuse, and counselling services;
4. Addressing the demand vs. capacity for enhanced English language service delivery in Surrey;
5. Collection, analysis and monitoring of community wide service data through a sustainable system to articulate community capacity versus demands; and
6. Employment - Advocacy on foreign credential recognition and enhanced access to work experience/volunteer opportunities.

### **ACTIONS:**

For the six priorities listed above, consultation participants identified a total of 67 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 brought forward. 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: Service collaboration and coordination across all service sectors including mainstream providers and institutions;**

Recommended actions:

- Host bi- annual Job Fair like open house event for service providers to network and learn about each other’s organizations and services

- Enhance and maintain the Surrey LIP website with up to date service information
- Coordinate meetings between different sectors
- Provide online forums within specific subject or sectors of immigrant services, Health, Legal, etc.
- Work to optimize coordination between different service providers and subject areas/populations

**PRIORITY 2: Availability of tools and resources to assist newcomers and stakeholders navigate the range of programs and services.**

- Expand the model of NewToBC where newcomers conduct outreach to other newcomers on the services available. Replicate and scale it to other organizations.
- Include and support the role of Libraries in information provision: hold workshops to build on existing resources and capacity: advocacy, warm transfer, and face to face information.
- Support more community connections-initiatives / create more buddy programs to give newcomers confidence in navigating easily, i.e.; expand programs like library champions and peer educators,
- Manage and update (annually) the Surrey LIP inventory or continue/collaborate with existing service inventories, e.g. 211, New to BC
- Enhance education and awareness of individuals and organizations of 211,
- Create multiple tools to illustrate the range of Surrey services -print, online, and in multiple languages
- Expand the low cost and free brochures and build on existing resources / infrastructure
- Advocate for extra funding for smaller agencies to have information/allocated with other agencies
- Research (or develop) a one stop immigrant services shop
- Simplify the organization / multiplicity of community agencies
- Provide coordinated-community info sessions where the breadth of services can be represented
- Assist organizations and immigrants to build relationships and personal networks
- Provide ongoing outreach through dedicated personnel to educate community partners (do not just rely on pamphlets and website)
- Identify and determine where service providers could collaborate.

**PRIORITY 3: Availability and accessibility of Mental Health, substance abuse, and counselling services;**

- Focus on capacity building; emphasis on short-term training and cultural training events with Fraser Health Authority
- Conduct advocacy and awareness raising of (service deficits and demands) with the province and CIC; hold a forum on these issues.
- Allocate funding sources to address these issues
- Facilitate collaboration between mainstream mental health organizations and settlement stakeholders, (community orgs, settlement, specialized mental health VAST; getting into / access to mainstream mental health FHA)
- Improve counselling services that focus on cultural awareness: identify and train counsellors within different cultures, and also train mainstream counsellors to have cultural competencies.
- Advocate for recognition (of immigrant and refugee service needs) within medical fields: doctors, counsellors, etc.
- Take a proactive role in forecasting & identifying needs/gaps and preparing for future issues i.e. influx of Syrian refugees.
- Enhance connections between collective organizations of private counselors and free counselling services; explore capacity building and /or ways to coordinate services.

**PRIORITY 4: Addressing the demand vs. capacity for enhanced English language service delivery in Surrey.**

- Improve coordination of classes to meet localized demand and match services with provider expertise: Where are they needed? Who should be doing what?
- Develop better demographic data, demand and needs per local region, demand vs location: for LINC services;
- Identify and add informal language services (e.g. seniors) within the LIP service inventory
- Formal coordination of language providers in Surrey - host meetings re. funding , cooperation, strengths & needs
- Build a volunteer base that could help with English language services
- Increase funding for services / occupation specific language classes i.e.: English for Engineers; oversubscribed at CC.
- Advocate on behalf of Surrey re: spaces vs demand to CIC & provide data, demographics, demand /waitlists , secondary migration within Canada to Surrey

- Assist organizations to be more innovative in English language delivery through identifying what is happening elsewhere, taking leadership role in innovation (i.e.: online/computer delivery).
- Provide an inventory of ESL deliverers specific to speciality i.e. occupation specific, conversation specific, etc.

**PRIORITY 5: Collection, analysis and monitoring of community wide service data through a sustainable system to articulate community capacity versus demands.**

- Conduct community scan to research and collect updated service data according to location, target groups: youth, seniors, women, etc.
- Conduct focus groups in different languages in order to identify scope and scale of specific immigrant needs
- Translate the census data into Surrey neighbourhood communities

**PRIORITY 6: Employment - Advocacy on foreign credential recognition and enhanced access to work experience/volunteer opportunities.**

- Increase the number of businesses providing mentorship, internships/ job shadowing opportunities
- Educate employers on how they can benefit from hiring immigrants and involvement in immigrant employment programs and initiatives
- Develop or promote incentives for businesses to engage with ISOs.
- Support and expand the existing IEC-BC connector program; expand to other Surrey LIP members & businesses.
- Expand LIP membership to include Credential Recognition organizations
- Develop and promote systems and practices that help organizations simplify processes for volunteering and job entry (e.g. reduction in Criminal record check requirements)
- Organize and offer info sessions on foreign credentials
- Advocate to post-secondary system to develop alternative pathways for accepting newcomers into programs
- Support universities in working with business communities to arrange for practicums
- Support the Surrey Board of Trade to host an annual immigrant employment event

## **Next Steps:**

In addition to the priorities and actions identified here, each of the four 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 too 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.

## Surrey LIP Stakeholder Consultation Series

# Immigrant Services in Surrey

<b>WHEN</b>	<b>September 25, 2015</b> 8:30 A.M. – 12:00 P.M.
<b>WHERE</b>	<b>Surrey City Hall, 13450 – 104 Ave. Surrey</b> Community Rooms 2E 20.08

## AGENDA

- |    |   |               |
|----|---|---------------|
| 1. | Registration, Breakfast, Networking   | 8:30 – 9:00   |
| 3. | Welcome, Overview and Purpose of the Consultation<br>PEERs  | 9:00 – 9:15   |
| 4. | Service Mapping Research Findings Presentation, Q&A<br>Scott Graham, SPARC BC                       | 9:15 – 9:45   |
| 5. | Identifying Strategic Priorities for the Surrey LIP<br>Facilitated Small Group Discussions<br>PEERs | 9:45 – 10:30  |
| 6. | Ranking Strategic Priorities – “Dot-ocracy”<br>PEERs  | 10:30 – 10:45 |
| 7. | <b>BREAK</b>  | 10:45 – 11:00 |
| 8. | Identifying Actions – Facilitated Small Group Discussions<br>PEERs                                  | 11:00 – 11:50 |
| 9. | Closing Comments, Next Steps and Evaluation<br>PEERs  | 11:50 – 12:00 |