



SURREY
LOCAL IMMIGRATION
PARTNERSHIP

SUMMARY REPORT

Exploring Newcomers' Civic Engagement in Surrey
September 2018

***Conducted by Surrey Immigrant Advisory Roundtable with the support of
the Surrey LIP project team.***

October, 2018



Funded by: Immigration, Refugees and Citizenship Canada
Financé par : Immigration, Réfugiés et Citoyenneté Canada

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ACKNOWLEDGEMENTS



We are thankful to all member organizations of Surrey LIP who supported promotion of the survey and engaged their immigrant clients. *In particular, we would like to say thanks to staff of DIVERSEcity who championed the survey with their clients and returned over 50 surveys.*

We also would like to acknowledge the following individuals for their support with the survey and community consultations:

- **Jagbir Mand, Neighbourhood Small Grants Coordinator in Surrey, Oak Avenue Neighbourhood Hub.** *We are grateful to Jagbir for facilitating a community discussion as a part of the Inclusive City Café series in 2018.*
- **Rachel Nelson, Associate Director, Partnership and Programs at SFU-Surrey.** *We are thankful to Rachel for supporting us in organizing Inclusive City Cafes.*
- **Ashleigh Rajala, Surrey LIP Assistant.** *We are grateful for Ashleigh's support and professionalism in making sure that all the surveys are entered into the online system.*
- **The CitySpeaks Team: Adel and Kent Waugh, Rupinder Baweja and Tammy McKenna.** *We really appreciate all the patience, expertise and professionalism that the CitySpeaks Team has shown in the process of creating, launching and analyzing the survey.*

Finally, we are grateful to Immigration Refugee and Citizenship Canada and the City of Surrey for their financial / in-kind support of LIP activities aimed at making Surrey a more welcoming and inclusive city.

Surrey Immigrant Advisory Roundtable

As of October 2018

Drastant Mehyta, Co-Chair
Mohammad Ali, Co-Chair
Anuja Sawant
Aydin Nozhat
Dacious Richardson
Dongmei (Lily) Yang
Faisal Durrani
Jessica Sabenecio-Phillips
Khlaeda Banu
Kristi Pinderi
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Muna Amir
Piyush Mehta
Preeti Hiro
Rehab Marghany
Wafa Al-jabiri
Simar Pabla
Qaiser Jamil
Zhan-Zhan Ge

OUR APPROACH

Surrey Immigrant Advisory Roundtable (IAR) is a group of 16 Surrey immigrant and refugee residents who serve as a “newcomer voice” in the work of Surrey Local Immigration Partnership (LIP). IAR was formed in 2014 and since that time the group has led a number of activities aimed to make Surrey a more inclusive city.

Engaged Community was identified as one of the five strategic directions in the 2016-2019 Surrey Immigrant Integration Strategy developed by Surrey LIP. Among the Strategy’s recommended actions, is “*Increase access to volunteer leadership opportunities for immigrants and refugees in Surrey*”.

In 2018, the IAR launched a survey and consultations in the community to better understand immigrant and refugee residents’ civic engagement experiences in Surrey.

Through the survey, the IAR aimed to accomplish the following:

- develop a better understanding about how immigrant/refugee residents are currently involved in the community;
- explore the challenges for immigrants to be involved; and
- identify the ways to improve access to volunteer leadership opportunities for immigrants and refugees in Surrey, so that immigrant and refugee residents’ voices are better represented in decisions made by local organizations .

The findings of the survey should be taken with caution as the survey sample is a convenience sample and not representative of Surrey’s immigrants and refugees.*

* OTHER LIMITATIONS OF THE SURVEY ARE OUTLINED IN APPENDIX 1.

OUR KEY MILESTONES - 2018

- Jan IAR hosts an Inclusive City Café (community consultations) .
- Jan-Mar IAR develops a questionnaire to be used for an online survey and IAR kitchen table consultations (discussions with their neighbours/friends/coworkers).
- Apr-May Survey goes live; promoted through LIP partners/IAR are conducting in-person discussions.
 - 220 survey respondents
 - Questionnaire was translated into Arabic, Punjabi and Chinese (over 50 surveys were returned in the first language)
 - Approximately 50% were paper-based , filled out by IAR members through their networks and LIP partner staff working with immigrant clients
- May IAR meeting—focus group and reflections on survey preliminary findings.
- Aug-Sept Survey and consultation results are analyzed . Report is produced.

KEY FINDINGS & RECOMMENDATIONS



KEY SURVEY FINDINGS

- **INVOLVEMENT:** The majority of respondents are already involved in community with 2 out of 10 reporting involvement in some type of activities to support their community. A large number of participants reported volunteering with a local church or supporting events run by organizations or the City.
- **AWARENESS:** There seemed to be a gap between awareness about and a level of involvement in certain community activities. For example, quite a few participants have reported being aware about PAC volunteer opportunities or a board opportunities with public institutions. In comparison, very few reported volunteering there. At the same time, participants have shown much less awareness about volunteering with City's Advisory Committees, Neighbourhood Resident Associations, Fraser Health Authority Patient Advisory or being a board member with a private institution.
- **MOTIVATIONS TO BE INVOLVED:** The strongest motivations for being involved in the community, reported by survey participants, are learning new skills, meeting new people and giving back to Canada. Almost every third respondent indicated that opportunities to be involved in the decision making processes is a strong motivator for them to be engaged in the community.
- **PREFERRED INVOLVEMENT:** The top three preferred volunteer opportunities indicated by participants were events run by the City and being a board member for a public or private institution.
- **KNOWING A BOARD MEMBER:** Almost every second respondent did not know anybody who volunteered as a board member. Established immigrants were twice as likely to know somebody who volunteered as a board member.
- **'BOARD MEMBER' DEFINITION:** It is possible that not all participants had a full understanding of what being a "board member" entails; hence, these survey findings need to be read with caution.

RECOMMENDATIONS

DIVERSE & INCLUSIVE CIVIC SOCIETY: To ensure that decision making bodies are diverse and inclusive. The following recommendations were brought forward by the Surrey IAR:

- Explore more community-driven, relationship-building outreach practices, i.e. engagement of existing immigrant community leaders, networks and programs (Library Champions, CLIC program, etc.)
- Consider a comprehensive review of applicants' selection processes using diversity and equity lenses
- Create more inclusive environments for immigrants/refugees to stay involved on boards, public committees
- Develop an increased understanding of the make up of boards/committees in Surrey

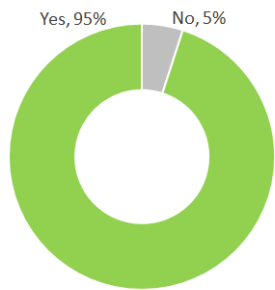
ENGAGED COMMUNITY: To ensure that immigrants/refugees stay and/or become more civically engaged, the following recommendations were brought forward by the Surrey IAR:

- Develop better understanding of the reasons why immigrants/refugees stay/become engaged and consider educating those involved in selection processes
- Explore strategies to facilitate removal of barriers for immigrants/refugees to become engaged (criminal record check for refugees, for example)
- Invest into enhanced communication to immigrant/ethnic groups to improve their understanding of volunteer opportunities and increase awareness of such opportunities (utilization of social media, ethnic radio, places of worship, etc.)

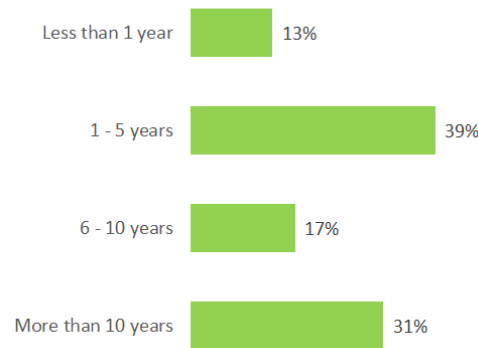
PROFILE OF SURVEY PARTICIPANTS



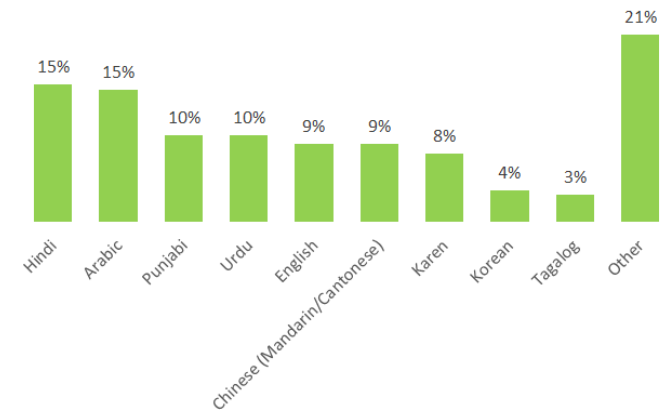
Born Outside of Canada*



Years of Residency in Canada*

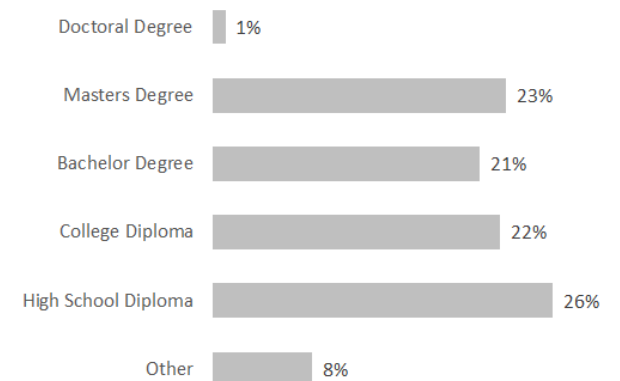


Primary Language*



- Out of 220 respondents, the vast majority of survey participants were born outside of Canada and live in Surrey (95% and 98%).*
- Over 50% lived in Canada for less than five years (recent immigrants)
- Top two languages spoken by respondents are Hindi and Arabic. 26% of recent immigrants reported speaking Arabic (15% for all immigrants). In many cases, survey participants indicated that they speak two languages (the language specified above and English).

Highest Level of Education*



***Limitations**

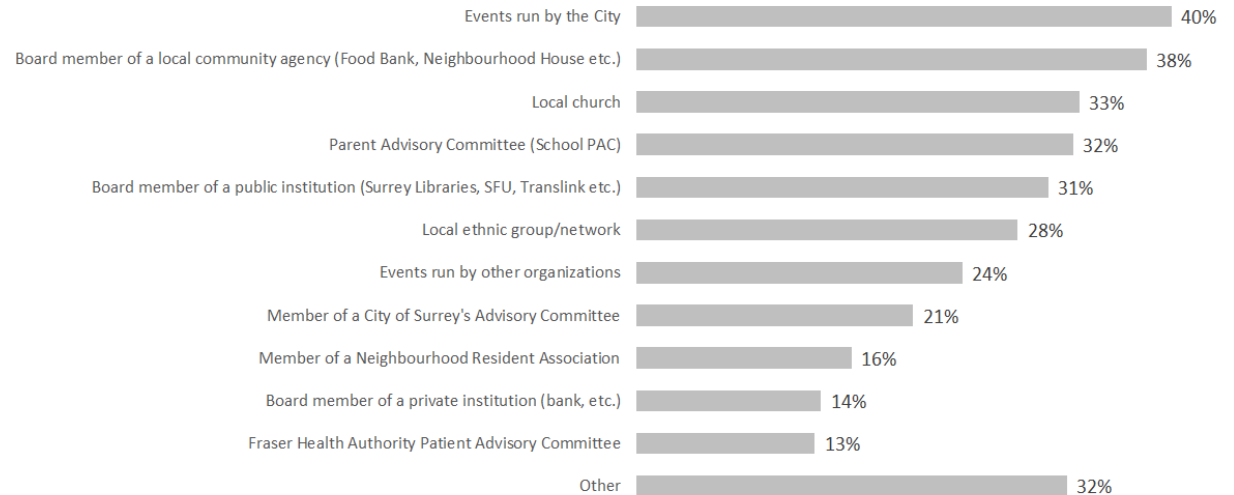
Due to convenience sample of the survey, any comparative analysis between established and recent immigrants and interpretations should be read with caution.

***All immigrants (recent & established)**

* SURVEY ANSWERS BY YEARS OF LIVING IN CANADA AND A LIST OF SUGGESTIONS ARE DETAILED IN APPENDICES 3, 4, 5, 6 and 7

AWARENESS OF CIVIC ENGAGEMENT OPPORTUNITIES

- **At least a third of respondents were aware of civic engagement opportunities available through events run by the City (40%), community agencies' Boards (38%) and local churches (33%).**
- **Respondents showed limited awareness about such opportunities offered through Neighbourhood Resident Associations, Fraser Health Authority Patient Advisory and boards of private institutions.***
- **Not surprisingly, respondents who were in Canada for more than five years were more aware about most civic engagement opportunities than newcomers with the exception of "Being a board member of local community agency" and "Board member of public institutions".**
- **Established immigrants were significantly more aware about the opportunities with local churches and ethnic networks than recent immigrants (41% vs 22% and 42% vs. 19%).***



*Limitations

Corporate boards opportunities were included in this survey as they also present an opportunity for citizens to get involved in their community. For example, members of credit unions are eligible for board positions; however, often immigrants are not aware of such opportunities and might have limited access to information or chances of being elected.

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.

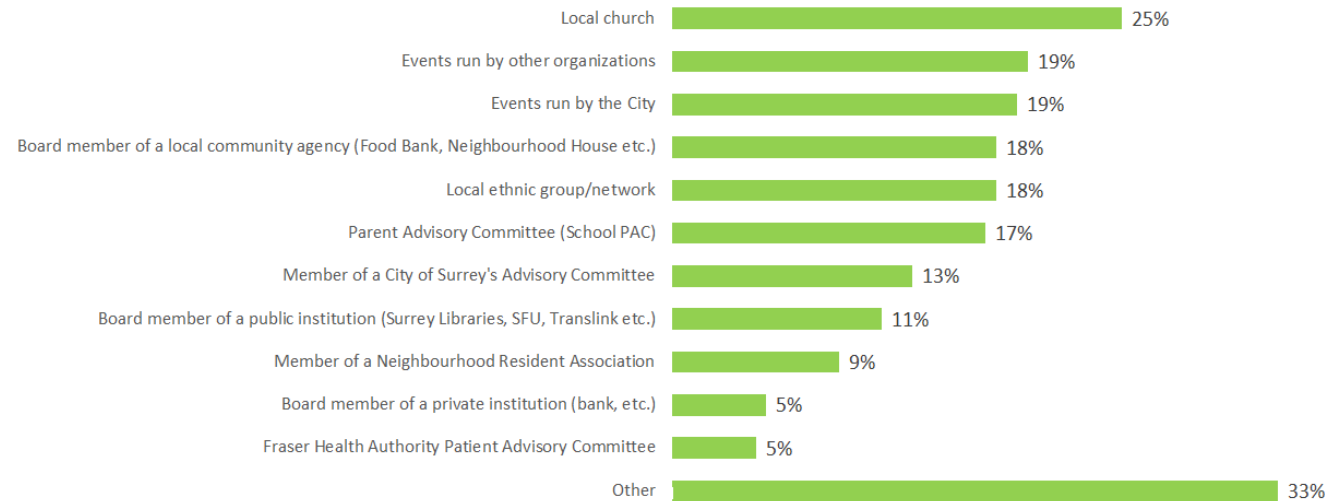
Q: What civic engagement opportunities are you aware of (you knew that you could apply and volunteer at these organizations in a leadership capacity)? Select all that apply.

Total participants: 219

CURRENT INVOLVEMENT TO SUPPORT THEIR COMMUNITY



- **Almost two out of 10 respondents or 17% indicated that they are not involved in any volunteer activities.**
- **Over 60% of respondents are involved through their churches, volunteer at events run by the City and other organizations.**
- **One third of immigrants who have been in Canada for over five years volunteer in local churches vs. 13% of recent immigrants.**
- **In general, recent immigrants are more likely to be involved in mainstream civic engagement opportunities than more established immigrants.**



*Limitations

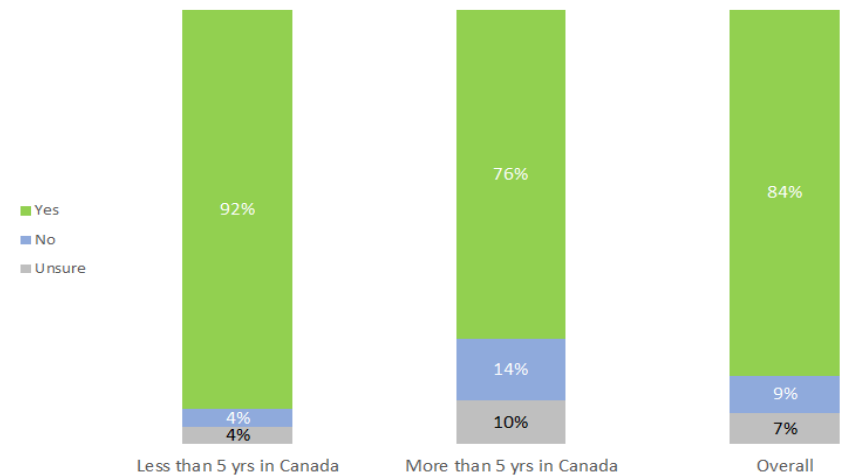
Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.

Type of community involvement	Newcomer	Established immigrant
Board member of local community agency	25%	9%
Board member of public institution	19%	3%
Member of Neighbourhood Resident Association	14%	3%
Parent Advisory Committee	20%	13%
Events run by the City	23%	15%

Q: How are you currently involved to support your community? Select all that apply. I volunteer as/at...
Total participants: 210/175. Chart is based on those who are currently volunteering.

INTEREST IN BEING INVOLVED

- The majority of respondents indicated that they were interested in being involved in their community (84%)
- Recent immigrants are significantly more interested in being involved than their more established counterparts (92% vs. 76%)*
- The three main reasons for not wanting to be involved or uncertainty about being involved in their community are as follows:
 - Lack of available time
 - Lack of awareness of volunteering opportunities
 - Language barriers



*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.

Q: Would you like to be involved in your community?

Q: If no, please tell us why if you can.

Total participants: 210/18

The 2017 Vancouver Foundation survey "Connect & Engage" found that residents in Metro Vancouver area are less active in community life today compared to 2012. Similar barriers to participate were identified: not enough time and not being aware of opportunities.

Source: <https://www.vancouverfoundation.ca/connectandengage/key-findings>

MOTIVATIONS FOR BEING INVOLVED

- The strongest motivations for being involved are learning new skills (63%), meeting new people (51%) and giving back to Canada (48%)
- Additionally, almost a third of respondents indicated that opportunities to participate in decision making that affect their lives was their motivation for being involved. About a quarter indicated that expanding their professional networks would motivate them to be involved in community life.
- Established immigrants are more likely to be motivated to participate in the processes that affect them as residents/citizens than recent immigrants (38% vs. 22%)
- As expected, 'Gaining Canadian Experience' was a much more stronger motivator for recent immigrants than for their established counterparts (60% vs. 32%)*

*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.



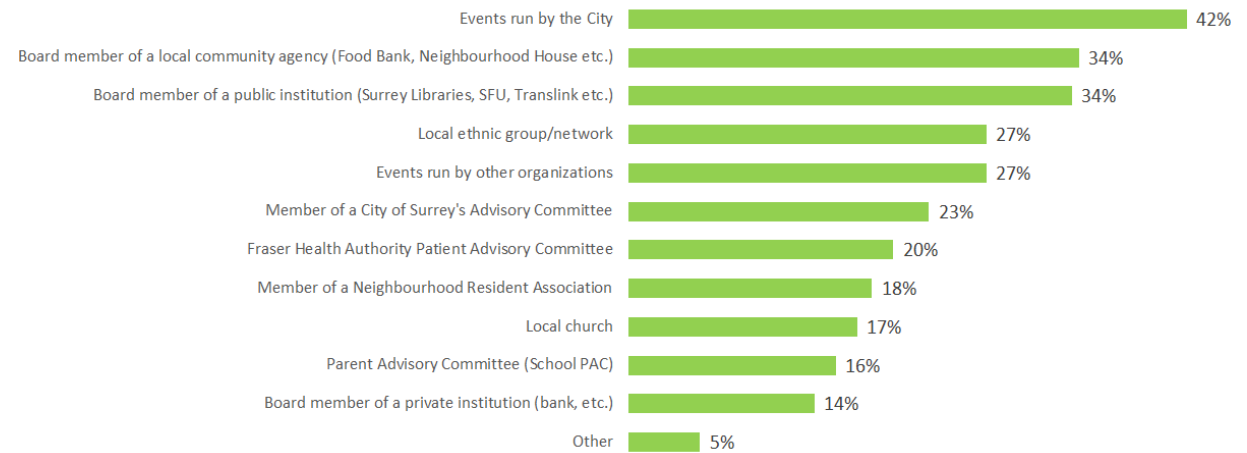
In a recently completed consultation on the City of Surrey's Parks, Recreation and Culture Strategic Plan, citizens called for *enhanced opportunities for civic engagement.*

Q: Why would you like to be involved? Please select top 4.
Total participants: 185

PREFERRED INVOLVEMENT OPPORTUNITIES



- **The top three civic engagement opportunities preferred by respondents were as follows: events run by the City (42%), being a board member of a local community agency (34%) or a board member of a public institution (34%)**
- **Established immigrants are more interested in being involved in events run by other [than the City] organizations (36% vs. 19% for recent immigrants) and volunteer at a local church (23% vs. 11%)***



*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.

VOLUNTEERING VS. GIVING

- **In 2010, only 39% of immigrants reported doing some volunteering vs. 49% of those born in Canada (15,500 Canadians surveyed by Statistics Canada)**
- **In contrast, Immigrants with annual household incomes of less than \$40,000 gave on average of \$404 to charitable and non-profit organizations, compared with \$214 for their Canadian-born counterparts**
- **Immigrant donors are more likely than Canadian-born donors to contribute to religious organizations and charities (50% vs 36%) and less likely to donate to non-religious organizations. In 2010, about 89% of immigrants who attended religious services weekly were charitable donors**

Source: Statistics Canada. Giving and volunteering among Canada's immigrants.. By Derrick Thomas. May 17, 2012

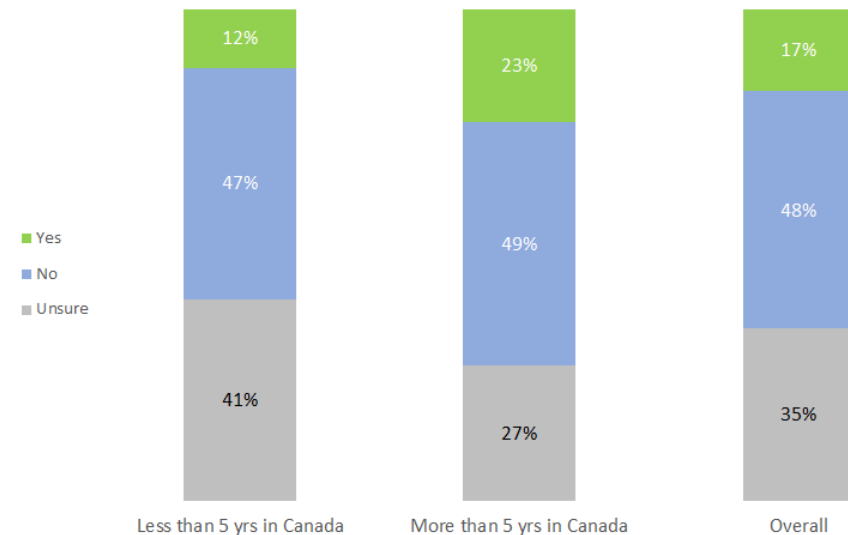
Q: Where would you like to be involved?
Total participants: 185

KNOWING SOMEBODY WHO IS A BOARD MEMBER

- **Almost every second respondent did not know anybody who volunteered as a board member (48%)**
- **Established immigrants were twice as likely to know somebody who volunteered as a board member (23% vs 12% for recent immigrants)**
- **A high proportion of recent immigrants were “unsure” about how to answer this question (41% vs. 27% for more established immigrants)***

*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants should be interpreted with caution.



BOARD DIVERSITY IN METRO VANCOUVER

In 2011, SPARC BC examined the diversity of boards and leadership in a number of organizations/corporations in Metro Vancouver. Some of the key findings are as follows:

- **Visible minorities were under-represented in the education sector. Only 20% of the boards of governors across the colleges in Metro Vancouver and 16% within universities were visible minorities**

- **Of the largest corporations, only 8% of board members came from a visible minority background**
- **Among the largest voluntary sector organizations, visible minorities comprised only 10% of board of directors**
- **11% of the appointed members to the largest provincial government boards and agencies came from a visible minority background**

Source: SPARC BC. Diversity Counts: A snapshot of diversity in leadership in Metro Vancouver. Research Report. July 2011.

Q: Do you know of somebody who volunteers as a board member?
Total participants: 203

ENSURING BOARDS/COMMITTEES ARE DIVERSE & INCLUSIVE



REACH OUT TO DIVERSE COMMUNITIES

Promoting opportunities through more diverse avenues was one of the most frequent recommendation from survey respondents who encouraged organizations to challenge their orthodox promotional & outreach methods to advertise.

"Advertising positions in diverse areas, church temple, Hindu temple."

"Organize lunch and learn for more inclusive participation".

"Advertise opportunities in media of different cultures".

" Advertise on social media".

"Appoint [engage] people of different cultures who can spread the word in their communities".

MAKE EXERTED EFFORTS TO BE DIVERSE

A number of respondents suggested that organizations should review their decision making processes when selecting applicants for leadership volunteer positions.

"Make sure you don't just put white people on the seat. Actually look for it to be a mix".

"Advertise openings sthrough community networks and take qualified individuals from minorities".

"Invite other ethnic groups to be involved in decision making process".

BE MORE CLEAR & SPECIFIC

The importance of being more clear and specific about expectations and commitments with volunteer opportunities was cited by a number of respondents.

"Be clear about how to be involved (opening dates, applications process ...) and what kind of commitment is needed to sit on the board or committee".

"More advertising of responsibilities involved in the role, actively recruiting at all levels".

CREATE INCLUSIVE ENVIRONMENT

Respondents suggested that trying to engage diverse residents to participate (on boards, events, etc.) is not enough. Creating inclusive environment for participation should be also a priority.

"By giving equal opportunities to residents who seek to be involved in volunteer jobs, learn more [about] what makes them more confident, specially [those] who feels isolated in a new country."

"Raise awareness & monitor policies being implemented ... respect cultural differences & feel welcomed and being heard".

COMMUNITY CONSULTATIONS: SUMMARY OF REFLECTIONS



BACKGROUND

In 2018, IAR members participated and moderated two Inclusive City Philosophers Cafes. Both events meant to initiate community discussions on civic engagement opportunities for newcomers in Surrey and also aimed to inform IAR members in the process of developing a survey questionnaire.

The first one took place on January 18, 2018 at City Centre Library. The theme of the discussion was “What do you mean by Civic engagement? This concept might be foreign to many newcomer residents in Surrey”. Three members of the IAR attended/moderated and one staff member supported moderators. Fifteen other residents/stakeholders attended this community consultation event, including a reporter of a major newspaper, students from SFU, local schools, City staff and representatives from local community agencies.

Additionally, IAR members attended another Philosophers’ Café that took place on February 22, 2018 and focused on providing information to local residents about Neighbourhood Small (NSG) Grants in Surrey. At the community discussion, IAR members shared their experiences applying for NSG funds and leading community projects. Over fifteen members have attended, including refugee youth and immigrants who shared their experiences in leading NSG projects in Surrey. (See posters in Appendix 2)

“

Immigrants are almost a half of City's population. How many are on City's leadership boards?

I lived in Surrey for almost five years and never knew that I could be on the Advisory Committee.

I find City's website very difficult to navigate. Also, I tried to contact City staff about volunteer opportunities but did not receive much response.

How do we know what the situation is in other public institutions in Surrey? Who makes decisions for us?

I do not feel visible in Vancouver. Space-wise, my religion is non-existent there. ... and while mosques are more prominent in Surrey, there is not much connections between social service providers and mosques. They [mosques] are not considered as valuable partners in the process of integration .

It is challenging to find a meaningful volunteer experience if you are a refugee

”

Participants of the Jan 18 consultations

LEARNINGS

Trust and Authorities: many newcomers have experienced traumatic events associated and/or initiated by the authorities in their home countries; hence, it makes it more difficult for some newcomers to volunteer for the City/police etc.

Barriers to for Refugees’ Involvement: most of public agencies require volunteers to provide and, sometimes pay for, a criminal record check. As a result, there are limited volunteer opportunities for residents who came to Canada as refugees as they often are not able to provide a criminal record check and, in some cases, do not have means to pay for it.

City and Newcomers: There are does not seem to be many opportunities to be involved with the City in a decision making capacity. What does *the City of Surrey* do to make sure that immigrant and refugee residents are aware of leadership civic engagement/volunteer opportunities with the City?

Places of Worship as Community Anchors: There is seemed to be a divide between how immigrants perceive places of worship in their settlement processes and how religious institutions are perceived by service providers & authorities. What can be done to open conversations about these differences and explore how they affect the process of integration for newcomers?

IAR FOCUS GROUP: SUMMARY OF REFLECTIONS



BACKGROUND

Members of the Surrey IAR met on May 16, 2018 to discuss survey findings and reflect on them.

Seven member attended the meeting and provided their insights. Additionally, three guests who were interested in becoming members of IAR also attended and provided their thoughts.

Olga Shcherbyna, Social Planner with the City and Surrey LIP facilitated a focus group with IAR members.

Preliminary findings were shared with the group based on over 100 surveys that had been submitted and analyzed by May 14, 2018. Most of the IAR reflections were focused on what the City should be doing/can do. (A full list of suggestions is in Appendix 8)

//

I am not a Muslim but In Turkey, as a refugee you go to mosques because you could talk to people, get information and help. If you come to City Hall there is nobody to talk to but they do not recognize the work of churches, mosques

There is a difference between refugee and immigrant in terms of volunteering

How does the city engage immigrants other than through the LIP? What are the opportunities? How do they advertise board positions/City's Advisory positions?

It is hard to be involved in something you do not understand or never been exposed to

//

Participants of the IAR meeting, May 16

REFLECTIONS

Recent immigrants: one of the findings of this study is the longer immigrants reported being in Canada the less they are involved in so called “mainstream” volunteer opportunities. We need to better understand whether this result holds true for all immigrants in Surrey and not just those who participated in the survey. If it holds true, we need to investigate the causes of this trend and explore avenues to improve engagement in Surrey.

Buddy system: there are a number of leadership community programs in Surrey (Library Champions, CLIC, etc.); how do we build on these existing pools of leaders and engage more champions in immigrant communities to reach out to ethnic groups and encourage immigrants be more involved?

Refugees is not a homogeneous group: different types of refugees come to Canada and while some have literacy challenges others have PhDs. Yet, there are many myths in the community about the value refugees bring and their abilities. How can we debunk these myths? How can we make it easier for refugees to volunteer and find a sense of belonging in the community?

Limited knowledge: we have a limited understanding of what has worked in the past and how and why leadership volunteer community programs have become successful. We also have limited knowledge about the state of diversity with existing public Boards and committees. Finally, we have limited understanding about how immigrants in Surrey, who do not use settlement services, obtain access to information about settlement and integration in Canada.

City of Surrey and Newcomers: we have limited understanding about what City does to attract more diverse applicants for their leadership volunteer positions (Advisory boards, etc.)

APPENDIX 1: LIMITATIONS OF THE SURVEY



SURVEY SAMPLE: The findings of this survey should be taken with caution as the survey sample is a convenience sample and is not representative of Surrey's immigrants and refugees.

COMPARATIVE ANALYSIS: Due to the size and type of the survey sample, comparative analysis between new and established immigrants and conclusions drawn from the findings should be taken with caution (small sample size) and might need further exploration.

TRANSLATION: The survey was conducted both online and using a paper questionnaire. Additionally, paper-based surveys were translated into three languages (Arabic, Punjabi and Chinese) but no translation was available for those participating in the online survey.

DATA ENTRY: Close to 50% of respondents have participated in the survey using paper questionnaires. Their responses were entered manually into the online survey by Surrey LIP project team. Due to limited capacities, not all suggestions made in different languages were translated and entered into the online survey.

LANGUAGE: In the online survey, respondents were able to select only one language but some paper-based survey respondents selected multiple languages in their copies. The first language selected in paper copies was entered into the online survey.

DEFINITION OF BOARDS: It is unknown if all survey respondents fully understood the role of public/private Boards; hence, survey findings need to be taken with caution as there is a chance that the concept of Boards did not translated fully into responses.

RESPONDENTS: 10 respondents (or 5% from total number of respondents) were born in Canada and 3 respondents (or 2%) reported as not living in Surrey. It was estimated that the variance related to this data is at most 2%; hence, no customized analysis was conducted and these responses were included in the overall data analysis.

GENDER: This question was excluded from the online survey, so no data on gender for respondents was included in the summary

GEOGRAPHY: There was no question on whether a respondent lives in Surrey in a paper-based survey and no option "Unsure" in the online survey; hence all paper-based surveys were entered as "live in Surrey".

AGE: There was no question on age in both surveys.

COMMUNITY: There was no question about "which Surrey's community a respondent lives in" in the paper-based survey. An online version did include the question. As data was incomplete for this question, no data analysis was included in the summary.

MANDATORY QUESTIONS: In an online survey, some mandatory questions did not have an option "prefer not to answer" (to ensure that respondents did answer this question) but in paper-based surveys, some respondents did not choose any replies; hence, for these respondents, "Other" answers were selected when entering their responses in the online survey

APPENDIX 2: INCLUSIVE CITY CAFÉ POSTERS



Inclusive City Philosophers' Cafe



What do you mean by "CIVIC engagement"?

This concept might be foreign to many **newcomer** residents in Surrey.

Join us for a lively discussion to explore the concept of CIVIC engagement for newcomer residents in Surrey. How do immigrants learn about volunteer leadership opportunities? How do they participate in civic affairs? What would help immigrant residents to get more involved in their community?

The Inclusive City Cafés was initiated in the fall of 2015. This series is a partnership between the Surrey Local Immigration Partnership—LIP, City of Surrey, Surrey Libraries, SFU Philosopher's Café, and the SFU Surrey-TD Community Engagement Centre.

Thursday, January 18

5:30 pm - 7:00 pm

City Centre Library

10350 University Drive, Surrey, 1st floor READ-Ability Lounge. Coffee and tea is served.

Free to attend. Register at www.surreykip.ca

Moderators: Members of the Surrey Immigrant Advisory Roundtable (IAR).

Surrey IAR is a group of 16 immigrant and refugee residents who work together to make Surrey more welcoming and inclusive.



Inclusive City Philosophers' Cafe



How can we make Surrey more engaged?

Come and learn about **Neighbourhood Small Grants**
Up to \$500 available to residents in small grants

Did you know that you could get \$500 to organize a Block Party or a soccer tournament in your community? Come and learn what other residents—Small Grants' recipients—did last year. We will discuss ideas and help with tips on your applications. Anybody who lives in Surrey* is eligible to apply.

**Most areas in Surrey.*

The Inclusive City Cafés was initiated in the fall of 2015. This series is a partnership between the Surrey Local Immigration Partnership—LIP, City of Surrey, Surrey Libraries, SFU Philosopher's Café, and the SFU Surrey-TD Community Engagement Centre.

Thursday, February 22

5:30 pm - 7:00 pm

City Centre Library

10350 University Drive, Surrey, 1st floor READ-Ability Lounge. Coffee and tea is served.

Free to attend. Register at www.surreykip.ca

Moderators: Members of the Surrey Immigrant Advisory Roundtable (IAR) and NSG Coordinator.

Surrey IAR is a group of 16 immigrant and refugee residents who work together to make Surrey more welcoming and inclusive.

APPENDIX 3: ENSURING BOARDS ARE DIVERSE..., RESPONSES



Make sure you don't just put white people on the seat. Actually look for it to be mix.

By engaging newcomers and connecting them with local organizations

Be clear about how to be involved (opening dates, application process or recommendation), and what kind of commitment is needed to sit on the board or committee

We welcome people with any race...

Be more visible through campaigns

Create opportunities for people with diverse skill sets

Involve people from different backgrounds

To make a promotion about their activity in the school

Keep open to all people

Advertise more

Please hire new immigrants with potential to give them exposure and feeling of being included & their talents get appreciated

Give info to immigrants

They need to display their activities through more channels that can make people aware of the activities new immigrants can help with.

They need to display their activities through more channels that can make people aware of the activities new immigrants can help with.

They must organized events for people

Having representation from all communities and in case not possible then at least trying to reach out to those who can be effected and get their consent.

Local organizations must invite people from diverse background to join their organized events and participate in the organization.

To include people of different backgrounds and race to the board/committees which would make it more diverse. Also include a Native or First Nations because this would means a lot. And that's what diversity looks like.

Step up Reach; leadership in school

Invite other ethnic group to involve in decision-making process

Promoting awareness in marginalized areas and with those population, so these people know and become interested in joining and collaborating

Advertising positions in diverse areas, church temple, hindu temple, etc.

Better accessibility through the use of social media and other public forums

I believe having bilingual speakers

They can ensure that they have members from diverse

Raise awareness and monitor policies being implemented

communities and they respect the cultural differences and feel them welcomed and being heard

more advertising of responsibilities involved in the role, actively recruiting at all levels, mentoring by seniors who are currently in place

By giving equal opportunities to residents who seeks to involve themselves in volunteer jobs to learn more which makes them more confident specially who feels isolated in new country.

Training consulting and use technology to build diverse and inclusive team.

Advertise on social media

Organize lunch and learn for more inclusive participation

learn (about) other people's experience

Advertise opportunities in media of different cultures. Appoint marking people of different cultures who can spread the word in their communities.

Start from the bottom, let a few people volunteer to spread info in schools where international students are involved. then expand the organization and structure.

Advertise opening through community networks, and take qualified individuals from minorities

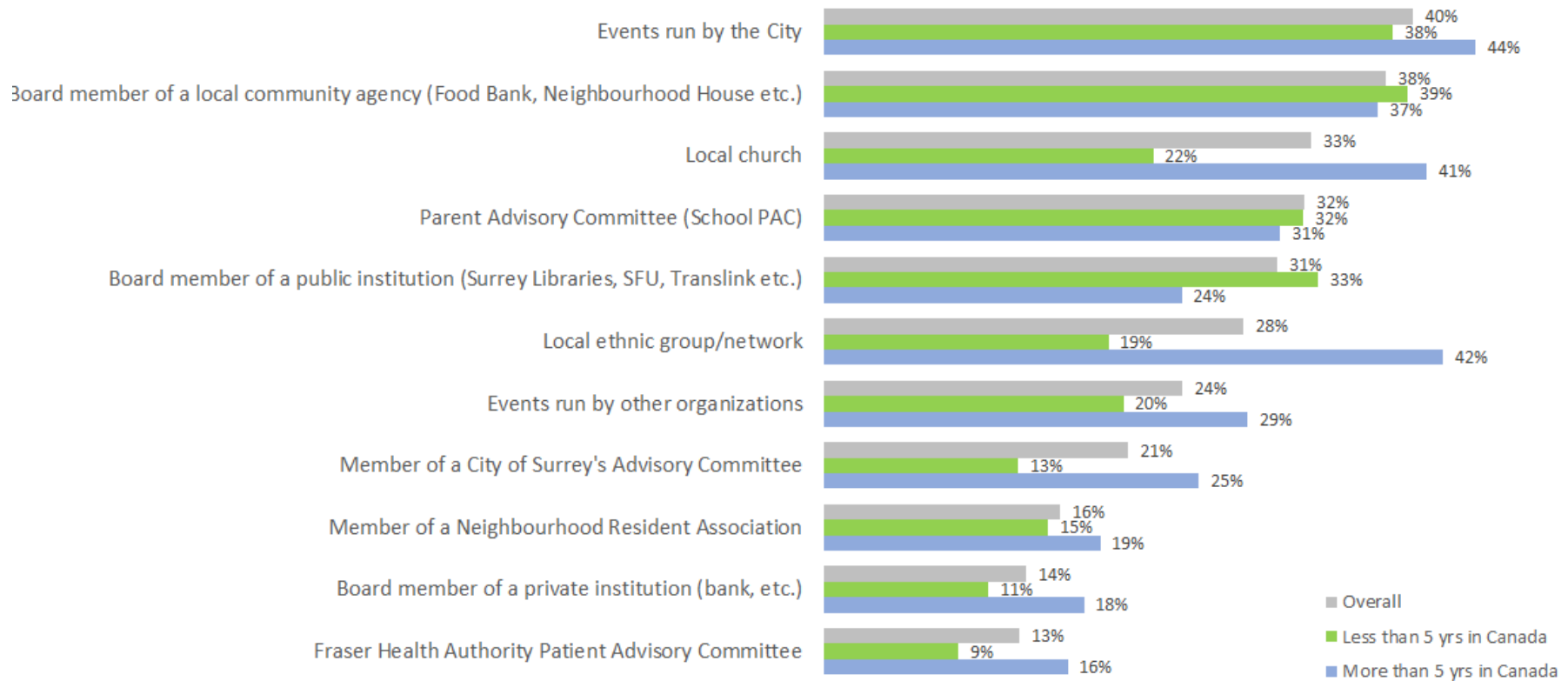
Advertise youth positions to diverse groups of people

Encourage everyone to get involved

Q: What can local organizations do to ensure that their Boards/Committees are diverse and inclusive?

Total participants: 86

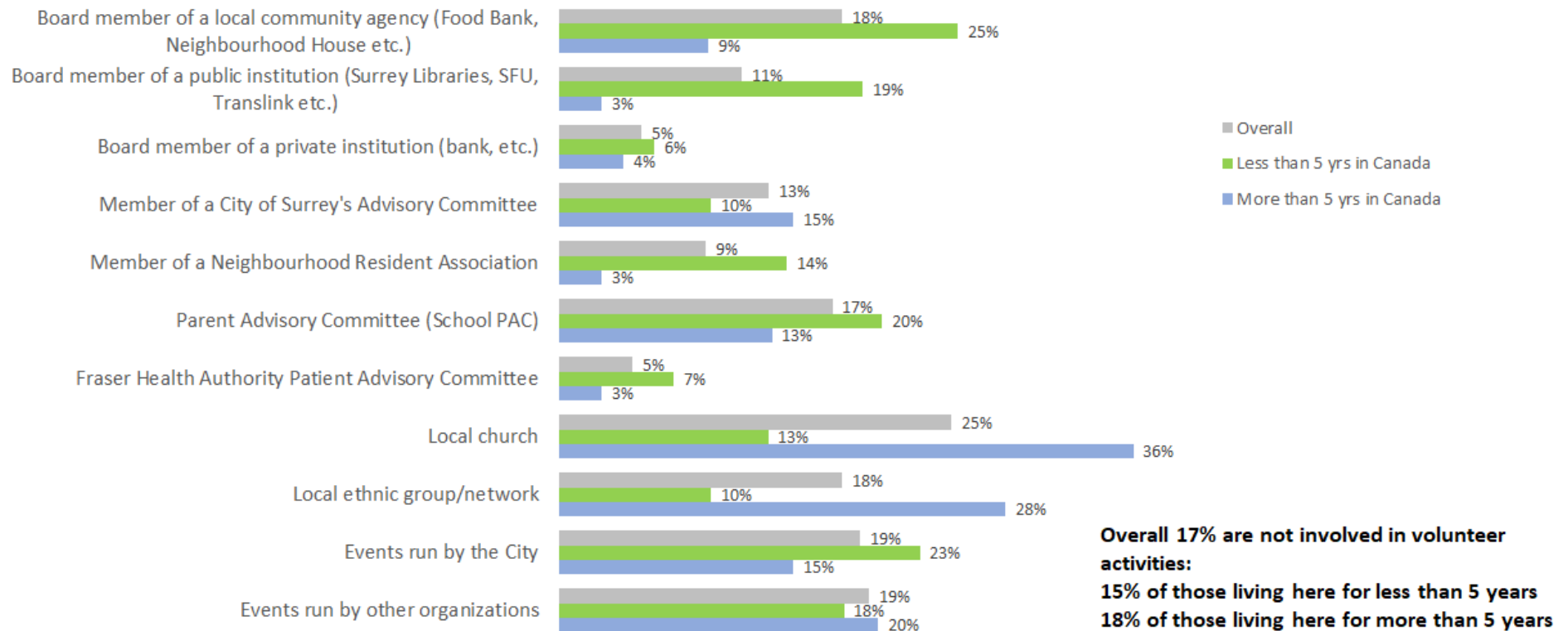
APPENDIX 4: AWARENESS OF CIVIC OPPORTUNITIES, BY YEARS



*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants and interpretations should be read with caution.

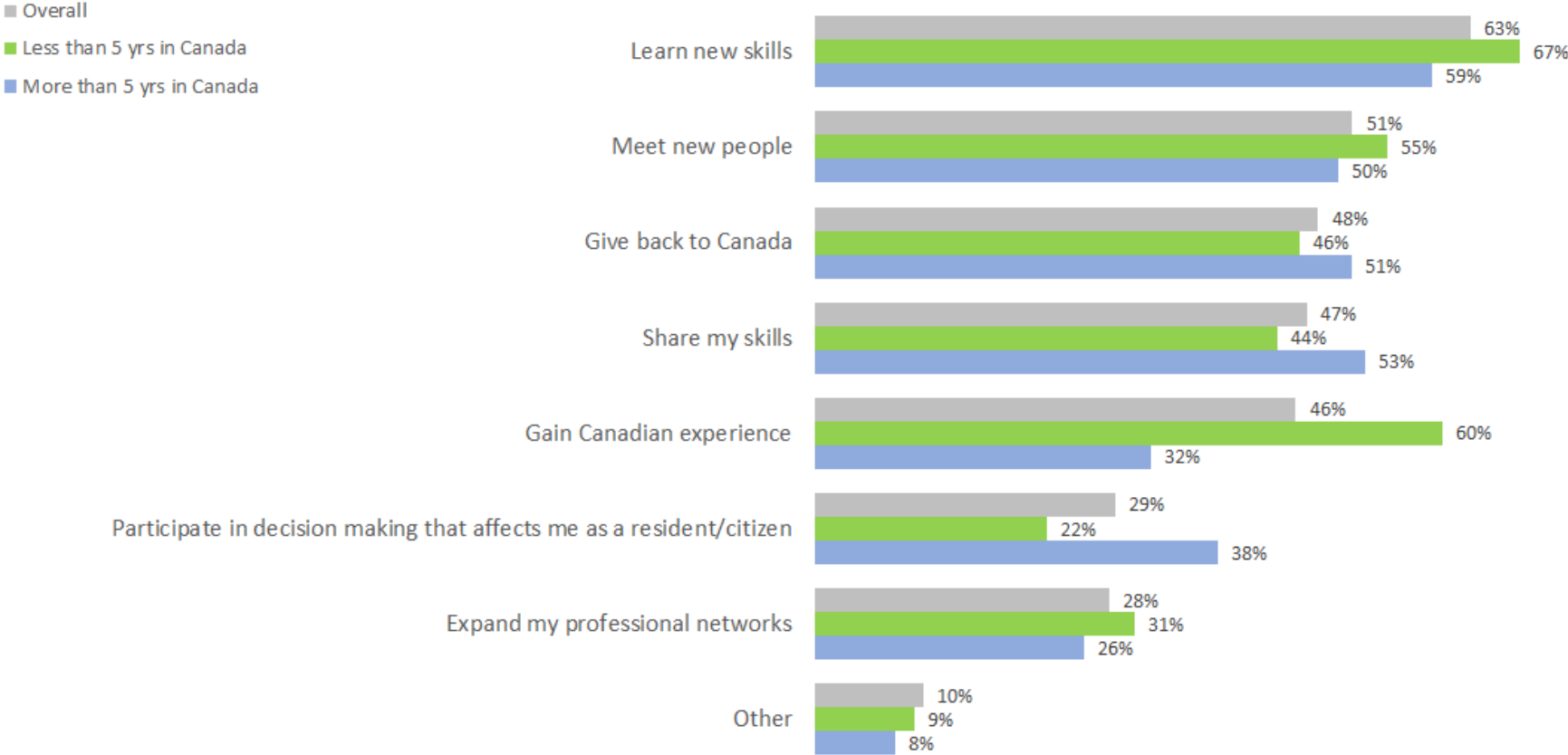
APPENDIX 5: CURRENT INVOLVEMENT, BY YEARS



*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants and interpretations should be read with caution.

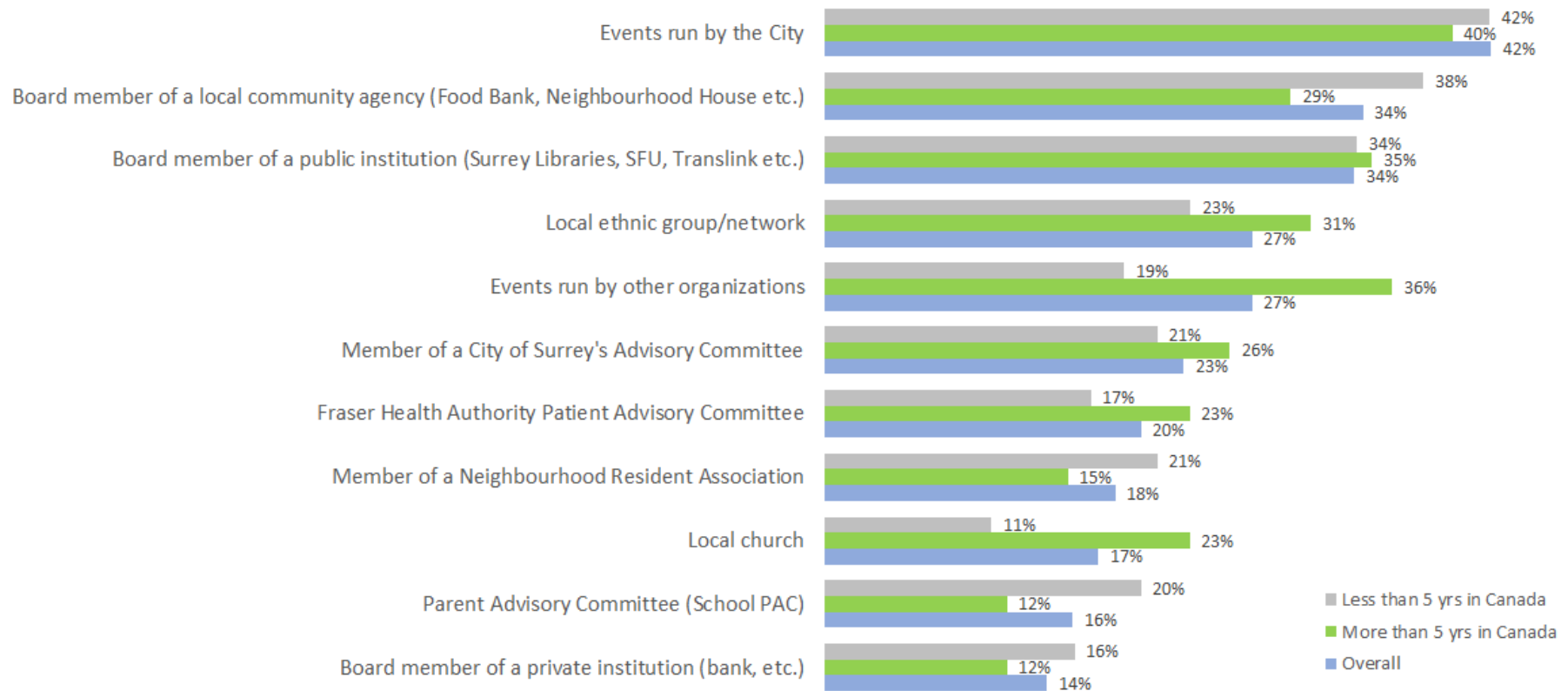
APPENDIX 6: MOTIVATIONS FOR BEING INVOLVED, BY YEARS



***Limitations**

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants and interpretations should be read with caution.

APPENDIX 7: PREFERRED INVOLVEMENT OPPORTUNITIES, BY YEARS



*Limitations

Due to convenience sample of the survey, any comparative analysis between established and recent immigrants and interpretations should be read with caution.

APPENDIX 8: IAR FOCUS GROUP, MAY 26, 2018



General reflections on findings

- Networking is cited as one of the top reasons to get involved for newcomers
- Volunteering is not a priority for newcomers
- There is a difference between refugee and immigrant in terms of volunteering
- Refugees are often pushed to two types of jobs: service and securities. There is no time to learn English and/or get involved in the community/better integrate
- I am not a Muslim but In Turkey, as a refugee you go to mosques because you could talk to people, get information and help. If you come to City Hall there is nobody to talk to but they do not recognize the work of churches, mosques
- It is understandable that immigrants would like to be involved as it allows them to access information about opportunities (jobs, etc.)
- It is hard to be involved in something you do not understand or never been exposed to
- Sometimes, immigrants perceive volunteering as free labour labour and do not understand why should I be involved?
- How does the city engage immigrants other than through the LIP? What are the opportunities? How do they advertise board positions/City's Advisory positions?
- There a different refugees, i.e. those who come to Canada with skills and volunteering is a door to employment for them and those who have challenges with literacy

Why recent immigrants are more interested in volunteering in/with "mainstream" processes/organizations?

- Looking for work experience
- Looking for opportunities where they can speak, contribute, build their social capital and sense of belonging
- Looking for information how to settle/integrate

Q: What can local organizations do to ensure that their Boards/Committees are diverse and inclusive?
Total participants: 86

What should be done to increase immigrants/refugees participation?

- Post more info on COS website
- Increase awareness about civic engagement with immigrant communities
- Target places where immigrants go
- Bridge cultural gaps as motivations to get involved are different for newcomers, established immigrants and Canadian-born residents. For example, when rec centres develop new programs, how do they consult with immigrant population?
- Advertise opportunities in schools, engage kids and parents. Engage kids early– in elementary schools.
- Improve access to refugees to volunteer
- Learn more about programs where volunteers received incentives (rec passes, etc.)
- How can we reach out to those who volunteered in the past and engage them (being a buddy, etc.) More mentors are needed. Can IAR become a group of mentors?
- Connect how volunteering leads to jobs and promote the linkage more to immigrants. Have a promotional campaign.
- Have champions within the City who would reach out to more ethnic communities
- Learn from existing programs where immigrants were successfully involved (Library Champions, CLIC, etc.)

