



Survey of Residents Living in Langley Summary Report February 2023

**A Project of the Langley
Local Immigration Partnership**

Prepared by
**PEERs Employment
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Executive Summary

In recent years Langley has experienced rapid population growth and continues to evolve as both a residential and a business centre within Metro Vancouver B.C. Between 2016 and 2021, the overall population of the City and Township of Langley grew by 12.6%. During this period, the two municipalities combined grew by 17,835; said another way, **about 10 people per day moved into the region**. The immigrant population of the two municipalities grew by a momentous 35.4%, outstripping population growth in any other Metro Vancouver municipality. As of 2021, nearly 23% of Langley’s 159,000 residents were immigrants, a proportion that will continue to increase in the years to come.

In the Fall of 2022, the federal government shared its **2023-2025 Immigration Levels Plan** which intends to support the arrival of the highest numbers of immigrants in Canadian history.

2023-2025 Immigration Levels Plan

IMMIGRANT CATEGORY	2023	2024	2025
Total	465,000	485,000	500,000
Economic	266,210	281,135	301,250
Family	106,500	114,000	118,000
Refugees and Protected Persons	76,305	76,115	72,750
Humanitarian & Compassionate and Other	15,985	13,750	8,000

Source: IRCC Supplementary Information for the 2023-2025 Immigration Levels Plan

In 2020, in response to this ongoing growth, Langley Community Services Society applied to and was successful in obtaining funding from Immigration, Refugees and Citizenship Canada (IRCC) to establish a Local Immigration Partnership. Local Immigration Partnerships (LIPs) are community planning tables funded by IRCC to facilitate the integration of new immigrants and to enhance the welcoming and inclusive nature of communities across the country. There are about 18 LIPs in B.C. and nearly 90 across the country.

To inform the work of the [Langley LIP](#), several research projects and consultations have been conducted. The LIP Committee requested that this residents’ survey be conducted with the intent that all community members be provided an opportunity to share their knowledge, opinions and experiences related to multiculturalism and the development of Langley as a welcoming and inclusive community. For the purposes of the survey and this report, Langley refers to both the City and the Township of Langley.

This survey was designed to gain the communities’ input on the following:

1. Perceptions of Immigration and its Impact on Langley
2. Perception of New Immigrants vs. Racialized Canadians
3. Multiculturalism in Langley – Is it working?
4. Is Langley Welcoming?
5. Immigrant Inclusion in Langley
6. Importance of Welcoming and Including Immigrants
7. Resident Involvement in the Development of Langley as Welcoming and Inclusive

The survey was conducted online with additional print copies available for those not able to complete the survey online between November 2022 and January 2023. 619 people attempted the survey and 450 fully completed it. The survey not only exceeded its target of 300 respondents but was also successful in its aim to obtain input from a broad range of residents including different ages and genders, differing lengths of time living in Langley and in Canada, and responses from all Langley neighbourhoods.

The survey team is pleased with not only the range of respondents, but the wide range of responses and opinions received; the survey provided the opportunity for Langley residents to openly express their experience, opinions, and concerns and has provided much for the LIP Committee, local government, and community partners to consider and use in future planning.

This survey summary provides a detailed quantitative and qualitative analysis to all the questions and multiple responses received. Of note, where the survey included options for additional narrative and "Other" responses, the survey respondents fully embraced the opportunity and commentary received to the questions often exceeded 100 statements and the opening question received over 200 additional statements. In reviewing the substantial input that was provided, it is clear that a range of responses and next steps are possible certainly for the Langley Local Immigration Partnership, but

also for stakeholders across the community. This report identifies five Key Themes for Consideration for the Langley LIP and the many stakeholders that will determine the next steps and community level response to the information contained herein. These include:

1. Overarching Concerns about Immigration and Related Perceptions
2. Requirement for Information and Awareness-Raising
3. Engagement of the Community to Connect Immigrants with Support
4. Enhance Understanding Services and Supports for Immigrants
5. Effectively Engage Local Leadership and Government

Each of these themes is underscored with identified areas of attention, need, and in some cases, concern, as well pointers to next steps and specific areas of focus for the Langley LIP and others.

As stated above, this survey and its findings will be used by the LIP Committee and its community partners to plan and identify actions and activities that will improve the settlement outcomes of immigrants and the capacity and willingness of the community to be more welcoming and inclusive.

Acknowledgements

On behalf of the Langley Local Immigration Partnership and the community as a whole, we are very grateful for the funding and support for this work provided by Immigration, Refugees, and Citizenship Canada.

With this funding, the Langley LIP has been fortunate to have the opportunity to conduct this research. The ideas, perspectives and learning that has been gained from this project will be shared with the community and will assist the Langley LIP in its planning and the work they do to improve the settlement outcomes of immigrants to Langley and to address the needs and demands of its existing citizens to ensure Langley is welcoming and inclusive of all its residents.

This project would not have been possible without the full support of the membership of the Langley LIP and its Immigrant Advisory Council. These memberships provided input to the development of the survey and actively distributed, promoted, and encouraged its completion.

We would also like to acknowledge the work of PEERs Employment and Education Resources, Jody Johnson and Trevor Van Eerden, who led the development and distribution of the survey, and its analysis and presentation of the findings. They, in turn, would like to express their thorough appreciation of their research lead, Iris Sun, and their co-writer, Andrea Solnes, whose expertise was invaluable to this project.

Lastly, we would like to acknowledge the time and consideration given by the hundreds of individuals who participated in this survey. This participation demonstrates their passion for their community and their desire to be a part of its development.

The ideas, perspectives and learning that has been gained from this project will be shared with the community and will assist the Langley LIP in its planning and the work they do to improve the settlement outcomes of immigrants to Langley.

Project Background

The Langley Local Immigration Partnership – Overview

The City and the Township of Langley are vibrant residential and business communities that are growing quickly. The current population of the region is 159,000 and, according to the [Population Estimates and Projections for B.C.](#), it is expected to grow to about 203,000 by 2033. Much of this growth will be due to immigration.

Overall, during the 2016–2021 census period, Metro Vancouver was home to 78% of the province's immigrants. During that period, the immigrant population in Langley City and Township increased by almost 33%, more than three times as quickly as in Metro Vancouver as a whole. The growth in its immigrant population contributed to more than 50% of Langley's overall population increase within the period.

Services, supports, policies and practices need to be reviewed, considered and adapted in an ongoing fashion to meet the ever-changing needs of Langley residents. As the community grows and transforms, it is important to consider how services can be coordinated and that the knowledge and capacity is in place to address the needs of not only the communities' newest residents but also the needs of the longer-term residents who will welcome them.

In April 2020, Langley Community Services Society (LCSS) received five-year funding to establish and coordinate the Langley Local Immigration Partnership. Local Immigration Partnerships (LIPs) are funded by Immigration, Refugees and Citizenship Canada (IRCC) to develop and implement plans to improve immigrant and refugee settlement and integration. LIPs are community planning tables that include community agencies and institutions representing local government, settlement and community agencies, education, business, parks, recreation and culture, policing, libraries, volunteerism and others.

Since 2008, LIPs in Canada have been funded by the federal government to convene to support community-level research and planning to create more welcoming and inclusive communities where newcomers are connected and have opportunities to participate economically, socially, politically and culturally.

Survey of Residents Living in the City and Township of Langley – Overview and Purpose

The Survey of Residents Living in the City and Township of Langley was designed to ensure that the voices and perspectives of Langley's residents were captured and included in the next stages of planning by the Langley LIP and its community partners.

On behalf of the Langley LIP, LCSS contracted a research firm, PEERs Employment & Education Resources (PEERs), to develop a detailed survey to be broadly distributed throughout the City and Township of Langley. PEERs developed a draft survey and obtained the input of the full LIP Committee and then struck a sub-committee made up of LIP members to further refine and finalize the survey.

The Survey was developed to capture the experiences, perspectives, and opinions of Langley residents on the following:

1. Perceptions of Immigration and its Impact on Langley
2. Perception of New Immigrants vs. Racialized Canadians
3. Multiculturalism in Langley – Is it working?
4. Is Langley Welcoming?
5. Immigrant Inclusion in Langley
6. Importance of Welcoming and Including Immigrants
7. Resident Involvement in the Development of Langley as Welcoming and Inclusive

Survey Approach and Methodology

The Survey of Residents Living in the City and Township of Langley was developed based on a review of current local demographic data, other similar surveys conducted across the country, and from significant consultation with the Langley LIP Committee members and the Langley LIP Immigrant Advisors. Input was collected from the full membership and a sub-committee comprised of interested members was struck to further review and to finalize. The survey ran from November 2022 to January 2023. Both print and online versions were made available.

The survey was comprised of eighteen questions organized by four themes as follows:

1. Knowledge and perceptions of the immigration system
2. Perception of immigration and multiculturalism at the local level
3. Perception of immigrant integration in Langley
4. Moving forward – input and participation in enhancing the welcoming and inclusive nature of Langley

Five demographic questions were also asked to collect respondent information.

Survey Distribution

To ensure a wide distribution and collection of representative input, a comprehensive distribution plan was developed and executed. Both print and electronic versions of the survey were made available. An inviting promotional flyer with QR (Quick Response) code was designed to support promotional efforts. The survey was distributed through the extensive personal and professional networks of the LLIP membership and the Immigrant Advisory and community partners.

Significant effort was made to ensure a broad range of residents had access to the survey. Print surveys were shared with seniors in care homes, instructors shared the opportunity with students at Kwantlen Polytechnic University, and flyers were posted in areas of high traffic.

Methodology and Research Limitations

Data Collection and Monitoring

To maximize the efficiency and validity of the research, the research team employed what is called a *“purposeful sampling strategy”*. Purposeful sampling strategy is widely used in research; and simply put, means the research team, with support from the LLIP membership, purposely reached out to specific communities because the individuals within those communities fit the profile of the people the team wanted input from.

In this survey, the team sought input from Langley's residents representing a wide range of backgrounds including length of time living in Langley and Canada, age groups and genders. As the demographics collected and presented below demonstrate, the team was successful in its aim of a diverse and representative sample. However, this method has an unavoidable limitation – respondents with biases may have self-selected into the sample, leading to an overrepresentation of their interest.

It is also important to note, that this strategy may cause bias; that is, survey respondents may not fully represent the entire Langley population. As the distribution plan leveraged the networks of the Langley LIP and its community partners, certain groups had greater access to the survey, or were more willing and / or more capable of responding to the survey. For example, respondent demographics

reveal that certain groups were overrepresented. Two-thirds of the respondents were female, while females comprise 51% of Langley's population and 25% of responses came from senior citizens (65+) while they make up 18% of Langley's population.

Nonetheless, the research team believes (as supported by the respondent data) the survey reached a wide range of individuals and backgrounds and that the data collected is representative and will provide good guidance to the work of the Langley LIP.

The research team adopted the following techniques to elicit honest and thoughtful responses and to ensure responses were from Langley residents.

- The survey included several multiple-option questions where "*primacy bias*" can emerge. Primacy bias is the tendency for respondents to pick one of the first options presented. To avoid this bias, the order of all options provided were randomized or re-ordered each time the survey was accessed.
- Skip-logic was used to ensure only relevant questions were displayed to respondents based on their answer to the previous question. This technique helps minimize biases that might emerge if respondents are asked to provide input to irrelevant questions and helps address respondents' tendency to tire as they move through a lengthy questionnaire.
- The research team collaborated with local agencies to engage Langley's residents, representative of its demographics. The research team closely monitored the demographics of respondents throughout the survey period

and reached out to key stakeholders regularly with requests to engage respondents from under-represented groups, i.e. Langley youth, more recent immigrants, refugees, and immigrant residents, etc.

- One screening question was presented at the beginning of the survey to check respondents' eligibility by their residency in Langley. 619 individuals attempted to do the survey; 7% of these did not match the target audience criteria, and therefore could not proceed further in the survey.

Data Analysis

The survey was comprised of multi-option questions and narrative questions. The following methods were used to analyze the data.

1. **Frequency analysis:** each survey question was measured by frequency to identify quantitative tendencies and characteristics of the responses.
2. **Cross-tabulation:** each question was cross-tabulated using demographic dimensions to draw inferences. Responses were cross examined by gender, by age group, by length of time in Canada and by length of time in Langley.
3. **Text analysis:** Responses to open-ended questions were thoroughly reviewed, categorized into themes, and these themes reviewed for frequency and relevance of information.

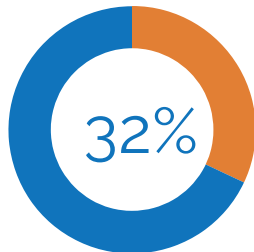
Overview of Survey Respondents

619 individuals attempted to respond to the survey and 450 fully completed representing all neighbourhoods of the Township and the City.

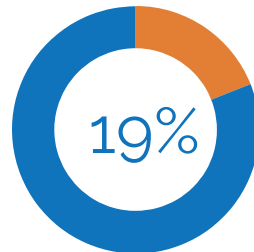
Length of time in Langley and in Canada

Close to one-third (32%) of the survey respondents have lived in Langley for five years or less, 19% for six to ten years, and the remaining 49% have lived in Langley for more than 11 years.

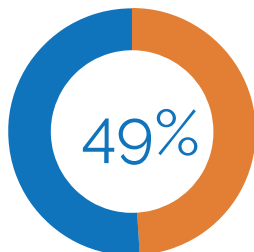
13% have lived in Canada for less than five years, 10% for six to ten years, and 77% have lived in Canada for more than 11 years (including Canadian-born respondents).



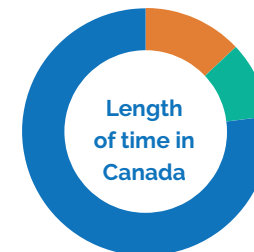
Respondents who have lived in Langley for 5 years or less



Respondents who have lived in Langley for 6-10 years



Respondents who have lived in Langley for more than 11 years



Length of time in Canada
13% less than 5 years
10% 6-10 years
77% more than 11 years

Age and Gender of Respondents

Survey respondents are from all age categories, including youth and seniors. About 38% of the survey respondents are 55 years or older, significantly higher than the representation of Langley's senior population. 58% are between 25 and 54 years old, and the remaining 4% are younger than 24.

About two-thirds (66%) of respondents are female respondents, 29% are men, and 5% self-identify as non-binary or prefer not to indicate gender.



4% of respondents younger than 24 years old

58% of respondents 25-54 years old

38% of respondents 55 years or older



5% preferred not to indicate gender

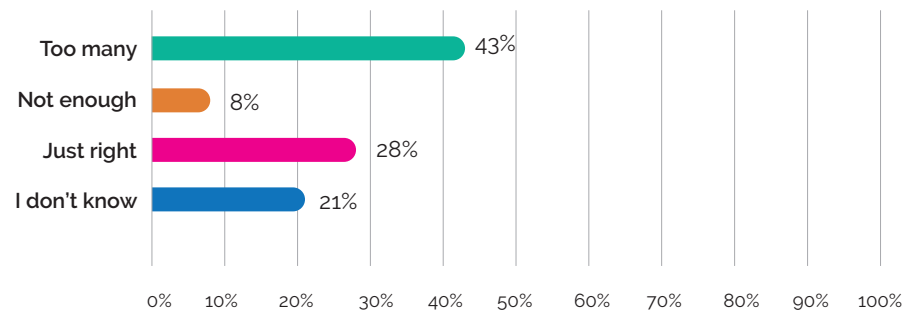
29% male respondents

66% female respondents

Summary of Key Findings

Perceptions of Immigration

In response to the federal government's announced increases to its immigration targets over the next three years, 43% of the respondents said 450,000 each year for the next three years is too many while only 8% believe it is not enough. 28% said it was just right and the rest (21%) said "I don't know". In looking at specific population groups, Seniors (65+) are the most likely to think welcoming this number of immigrants per year is too many, while youth (25-34) are the least likely to think this way – 38% of youth think the number is just right. Respondents who had lived in Canada for less than five years were least likely to think the immigration target is too many (27%) and most likely to think it is just right (42%).



QUESTION

In the recent past, Canada welcomed between 270,000 and 300,000 new immigrants each year. The federal government increased its immigration targets and plans to welcome about 450,000 new immigrants each year for the next three years. Do you think this is:

ANSWER CHOICES

- Too many
- Not enough
- Just right
- I don't know
- Please explain

Why “too many”?

Respondents who thought that 450,000 immigrants to Canada per year were too many (43%) were asked to explain why they thought that way. The volume of narrative responses to this question was extensive and provided a strong indication of how passionate Langley residents are about this topic. Approximately 200 respondents in this response category provided comments, in many cases paragraphs, to elaborate on the reasons they felt the projected immigration numbers indicated in the federal government plan reflected too many immigrants to Canada in the coming three years.

1 | Immigration numbers put pressure on healthcare, housing and infrastructure

The most common reasons given were around concerns that Langley does not have sufficient healthcare, housing, and infrastructure to meet the needs of the current population, and that increasing immigrant numbers would exacerbate the pressure on these systems that already exists. Some acknowledged that *“While Canada does require immigration to bolster its aging population and workforce needs, the current infrastructure, i.e., housing, healthcare and education are not able to sustain this level of immigration”*.

However, out of 115 comments related to concerns about the lack of healthcare, housing and critical infrastructure, most expressed a more fixated concern that many people in Langley are already struggling to access healthcare and housing, that the population is growing faster than the means to create infrastructure, and that *“we simply do not have the residential capacity or school and healthcare capacity for more people”*. A few comments referred to *“recent data pointing to strains on housing and healthcare being directly related to increased immigration”*. It is also interesting to note that along with several comments in this response category, people identified that they themselves were immigrants: *“It’s pretty self-evident that with the housing crisis, higher unemployment rates, and other pressure, there is not a need for immigration increases – and this coming from an immigrant”*.

2 | Need to prioritize current populations

At least 25 comments directly indicated that governments should take care of the people who are already here before bringing in more people. There was a strong sentiment that *“people are struggling with no proper resources”*. Poverty, homelessness, inflation, unemployment, traffic congestion, housing shortages, overcrowding, food shortages, shrinking farmland and flood devastation were all mentioned as conditions current residents are facing that should be prioritized before bringing in more immigrants. Several comments also reflected a perception that *“immigrants are getting better treatment from local government and communities than our folks that pay taxes and are struggling daily”* and that *“bringing in more means taking from the folks that live here”*.

Five further comments suggested that immigration is a financial burden to current residents. Most of these reflected a perception that *“taxpayers money goes toward bringing in immigrants, setting them up and providing financial support and access to government grants and benefits when seniors, vets, and low-income families are in need of the same thing”*. One commented that *“immigration is a great way to make our country strong, but needs to be at a slow, steady pace ... and that too many end up as a drain on our social services”*.

3 | Overcrowding

Twelve comments indicated overcrowding as their primary concern and that the increase in numbers is simply *“far too many people”*. *“270,000-300,000 is a more manageable number to ensure everyone can live comfortably.”* Concern was also expressed that new immigrants choose to live in the same three or four major cities in Canada, whether they immigrate there directly, or eventually move away from the central, colder provinces where there is more need for people.

4 | Not enough services to help new immigrants

At least 12 comments in this response highlighted that there are not enough support and services in place to support new immigrants adequately. No clear integration plan, lack of recognition of foreign education, racism amongst Canadians, poor job placements, and lack of affordable housing were all cited as conditions that need to be addressed for new immigrants to settle and integrate successfully into the community.

5 | Effects of immigration on job market

At least nine people in this section of the survey expressed concern about the effects of immigration on the local job market. Most of these indicated that there were already unemployment issues that immigration would exacerbate and that *“job opportunities during a recession would go to new immigrants, and benefits would be given to them from taxpayers who are not getting benefits”*. One comment expressed *“concern for workers/corporations balance as the population increases – bringing in immigrants too quickly would result in labour over supply and depressed wages”*.

An additional four comments addressed concerns around a mismatch between skills of new immigrants and the needs of the economy. In these comments, immigrants were reflected as having low skills, being of no benefit to the Gross Domestic Product (GDP), and not meeting the basic qualifications for immigration.

6 | Racism and anti-immigration comments

Twelve comments expressed categorically racist and anti-immigration sentiments, citing refugees as taking advantage of Canada, certain immigrant cultures being responsible for corruption in the housing market, and labelling immigrants as *“unskilled”*, *“uncivilized”*, *“criminals”* and *“communists”*.

7 | Perceived threat to local culture

Seven people reflected concern about changes to the cultural fabric of Canada and Langley. Most of these expressed a loss: of *“local feeling”* with local businesses being forced to close, *“a destruction of our forests and acreage taking away from what makes Langley special”*, and a sense that *“little ethnic towns”* will serve to divide our country.

Why “not enough” or “just right”?

People who indicated that the federal government’s plan to bring in 450,000 immigrants per year was “not enough” and “just right” (36% combined) provided very similar explanations for their responses:

1 | Immigration addresses skill shortages and boosts economy

By far the most common reason respondents offered for why 450,000 immigrants per year was not enough or just right was related to Canada’s inability to address its labour force shortage. *“Our current economic structure requires a significant infusion of people employable for entry level positions as well as many specialized careers.”*

Welcoming immigrants to fill jobs is seen by many as a way for Canada to grow and compete globally. Respondents expressed that it was reasonable to slowly increase the population of immigrants in a way that housing capacity and infrastructure would be able to adjust and at the same time stimulate the economy. Bringing in more skilled and trained workers were highlighted as ways the workforce would benefit from more immigrants. Some responses indicated a balance is required, however, in addressing labour shortages in typically lower paid trades and services on the one hand and affordability for workers in these lower paid service industries on the other.

Several comments were made across these two response categories pointing out that immigrants were needed to replace Canada’s aging population. *“If we do not have enough immigrants, our economy will increasingly struggle given that a major wave of retirement is coming, and Canada has a relatively low birthrate.”* The same person further stipulated that *“We should only admit immigrants that we can properly acclimatize to Canadian culture”*. Another was optimistic on this point: *“We see a lot of new Canadians in our business, and they are fabulous, motivated and eager to embrace the Canadian culture and way of life”*.

Others indicated in this section the type of immigrant that should be admitted: some cited young, professional people and the acceptance of international students as needed, while one commented they

would like to see selective immigration based on employment needs, rather than on applicants’ investment ability.

2 | Humanitarian support and freedom of choice

Within the combined responses of “just right” and “not enough”, only 14 people commented that Canada’s acceptance of immigrants was important on social or moral grounds. Some of these commented that Canada should work toward being more inclusive and it is our duty to help fellow humans who are suffering around the world, while others cited a belief in freedom of choice for all people to live where they want. One person mentioned global warming as a factor in accepting populations forced to migrate.

3 | Enhance diversity and multiculturalism

Thirteen comments in this section of the survey indicated that the number of immigrants should be increased for reasons of multiculturalism or to enhance diversity. They expressed *“diversification and fusion of different cultures as a good development for both the City and Township”*, saw diversity within development projects such as housing and libraries as beneficial, and regarded the increase of immigrants as an opportunity to *“allow and welcome other cultures to provide more opportunities to learn and highlight special events”*.

4 | Pro-immigration sentiment and the capacity to welcome immigrants

Several respondents who believed the number was just right expressed pro-immigration sentiment and highlighted the capacity of Canada and Langley to welcome immigrants. Six people expressed immigration as part of Canada’s identity: *“a country founded on the concept of migration and immigration”*. They expressed pride in a country that is *“willing to do things right”* and welcome newcomers. A few in this response category believe Canada and Langley have both the land mass and the developing infrastructure to welcome many

immigrants. Others indicated an openness to immigration in general but expressed concern that they do not want it to be at the expense of overcrowding, and that infrastructure and community supports need to continue to develop to support the numbers.

Some people in this response category offered their own identity as immigrants as a reason to support the proposed numbers. This is further corroborated by a subsequent question in the survey when respondents were asked to identify how long they have been in Canada. Newcomers (less than five years) to Langley are least likely to think the immigration target is too many (27%) and most likely to think it is just right (42%).

5 | Trust in the Canadian government on immigration policy

Exclusive to the response category of “*just right*”, 11 people reflected in their explanation trust in the Canadian government that the number is right for Canada’s development and that the government is doing a good job of managing immigration. Others offered a more conditional explanation: *“It is the right number if housing starts, school additions and the funding for required language training keeps parallel to facilitate successful labour market and community integration”*.

Why “I don’t know”?

While 21% – almost one of four respondents of the survey – said that they did not know if the numbers were too many, not enough, or just right, it is interesting to note that these same people offered detailed explanations that reflected a range of considerations and concerns.

1 | Don’t have enough data or information to comment

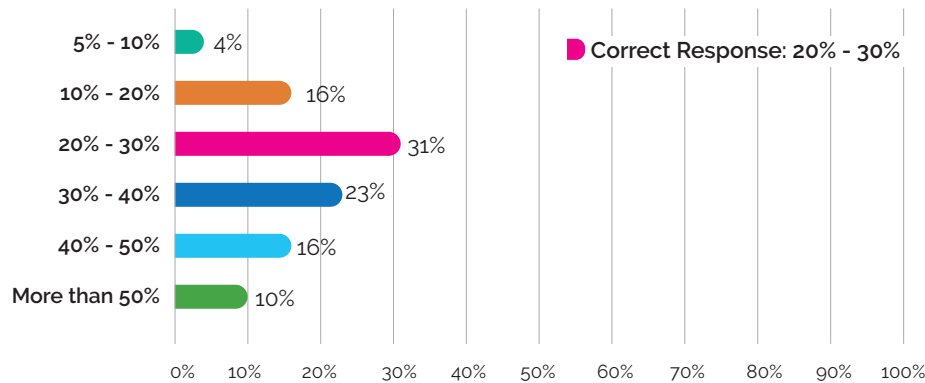
The majority of respondents in this category indicated that they did not have the data, information, understanding or tools to determine what is the right number of immigrants Canada needs. Some cited not understanding the country’s immigration system, while other were not familiar enough with the needs of Langley e.g., labour shortages. Many were unfamiliar with what supports and services are needed for newcomers, and whether Langley had the infrastructure and services to accommodate those needs.

2 | Concerns about the readiness to welcome a big number

Twenty-six respondents who indicated that they did not know if the number was appropriate expressed doubts and concerns similar to those expressed by other respondents. Concerns about the infrastructure and resources required to support the numbers of immigrants as well as needs of current Canadian populations were widely expressed. Many people focused their comments here on what they would like the government to address: *“We have a very serious housing crisis. Where will these people live? What about the shortage of doctors and nurses that we have? When will that be addressed? Our roads in Langley are a mess...no plans for addressing traffic congestion that I can see.”* Others in this response category expressed doubt about the immigration system and the *“quality of candidates”*, and expressed ideas that immigrants somehow took away from those already here.

Perceptions of New Immigrants vs. Racialized Canadians

According to Statistics Canada Census Data for 2021, the total immigrant population (people born in a country other than Canada) of Langley, Township is 29,890 representing 22.8% of the total population. The total immigrant population of Langley, City is 6,530 representing 23.3% of the population. Combined, immigrants make up 22.9% of the Langley's total population.



When asked what percentage of Langley's population they thought was born in another country, approximately three in ten people were accurate in saying 20% to 30%. Approximately half think Langley has more immigrants than is actually the case, with one in ten people surveyed thinking that over 50% of the population in Langley are immigrants. It is also interesting to note that newcomers (less than five years) to Langley are the most likely to think that more than 50% of the population are immigrants.

It is perhaps not surprising that respondents who think that the immigration targets for the upcoming years are too high are more likely to perceive a higher percentage of immigrants in Langley than is actually the case. In contrast, those who think that the immigration targets are too low are more likely to perceive a smaller percentage of immigrants than the actual number.

Future research is warranted regarding the correlation of people's perceptions of racialized people and the percentage of immigrants in the community. Understanding of these perceptions will be key to reducing stigma and increasing community inclusion and belonging.

QUESTION

What percentage of Langley's population do you think was born in another country?

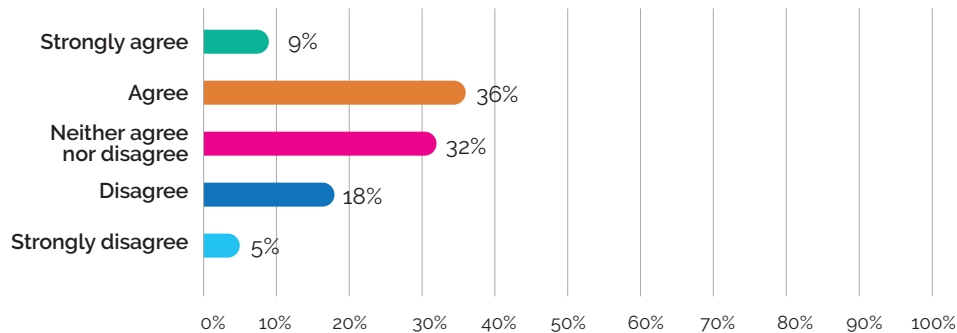
ANSWER CHOICES

- 5% - 10%;
- 10% - 20%;
- 20% - 30%;
- 30% - 40%;
- 40% - 50%;
- More than 50%

Multiculturalism in Langley – Is it working?

When asked to respond to whether multiculturalism (all cultures are promoted and accepted) is working well in Langley, 45% of the respondents agreed or strongly agreed with the statement, while 23% disagreed or strongly disagreed with the statement. About 32% neither agreed nor disagreed with the statement. With reference to specific populations, seniors surveyed were the least likely to think that multiculturalism is working well in Langley. Opinion amongst youth was divided, with 52% agreeing that it is working and 37% disagreeing that it is working. Close to 60% of respondents new to Langley (less than five years) are positive about multiculturalism in Langley. Females are slightly more likely to say multiculturalism is working than males.

Respondents who think Langley has more than 40% immigrant population are more likely to think that multiculturalism is not working well. Furthermore, 11% of them strongly disagree with the statement, double the percentage for the total respondents.



QUESTION

Would you say that "multiculturalism" (all cultures are promoted and accepted) is working well in Langley?

ANSWER CHOICES

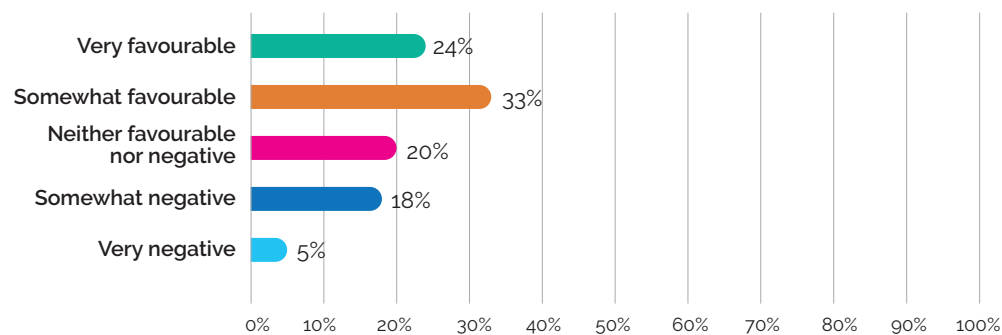
- Strongly agree;
- Agree;
- Neither agree nor disagree;
- Disagree;
- Strongly disagree

Impact of Immigration on Langley

When asked to describe the impact of immigration on Langley, more than half (57%) of the total respondents indicated the impact of immigration is positive, while 23% indicated the impact is negative. People who regarded the government's targets for immigrants as too many are least likely to think that immigrants are having a positive impact on Langley. About 9% of them describe the impact as *very negative*. The vast majority (85%+) of those who regarded the government targets as not enough or just right think that immigrants have a positive impact on Langley. Shedding further light on those who responded *"I don't know"* to the government's targets, about two-thirds of these people also regarded immigration as having a positive impact on Langley.

Respondents who think Langley's population includes more than 50% immigrants are much more likely to think of the impact of immigration as negative – 14% of this group, versus 0-6% of the other groups. Further, respondents who think multiculturalism is working well are more likely to think the impact of immigration is favourable. 58% of those who strongly disagree that multiculturalism is working in Langley think that the impact of immigration is negative, indicating a strong correlation between perception of multiculturalism and the impact of immigration.

About 80% of new residents (less than five years) to Langley think immigration is having a positive impact on Langley, while only 49% of those living in Langley more than 20 years are positive about the impact. Seniors are the least likely to think of the impact as positive, while youth (25-34) are the most likely to see the impact of immigration as positive.



QUESTION

How would you describe the impact of immigration on Langley?

ANSWER CHOICES

- Very favourable;
- Somewhat favourable;
- Neither favourable nor negative;
- Somewhat negative;
- Very negative

Positive Impacts of Immigration

When given options that describe how immigration positively impacts Langley, more than half of the respondents indicated that immigration provided needed labourers, enriched day to day life, e.g., food music, art, and increased resident knowledge and understanding of various cultures. Other common responses included: increased economic growth, added new world views and perspectives, and provided needed skilled workers: nurses, engineers, technicians etc.

ANSWER CHOICES	RESPONSES	
	%	#
Provided needed labourers	54.00%	236
Enriched day to day life, i.e., food, music, art, etc.	52.86%	231
Increased resident knowledge and understanding of various cultures	50.11%	219
Increased economic growth	49.20%	215
Added new world views and perspectives	46.00%	201
Provided needed skilled workers: nurses, engineers, technicians, etc.	43.25%	189
Better connections to global trade and business	20.82%	91
More infrastructure is built to accommodate increased population	18.31%	80
I do not believe there has been a positive impact	14.19%	62
None of these	4.81%	21
Other (please specify)		25

Very few other positive impact responses were generated by survey respondents. These included a greater variety in dining choices and opportunities for friendship.

Despite the question being about positive impacts, many more negative impact responses were generated than positive. Many of these echoed what was expressed in the comments of earlier questions in the survey, especially the impact of increased pressure on already stretched housing, healthcare and infrastructure. Most of the comments provided in this section, however, centered on culture, for example that *"immigrant populations choose to remain apart from the mainstream. There is very little mixing/absorption/learning/acceptance in either direction. Cultural mistrust goes in both directions."*

QUESTION

In your opinion, how has immigration positively impacted Langley? Please check all that apply.

ANSWER CHOICES

- Enriched day to day life, i.e., food, music, art, etc.;
- Increased resident knowledge and understanding of various cultures;
- Increased economic growth;
- Provided needed labourers;
- Provided needed skilled workers: nurses, engineers, technicians, etc.;
- Better connections to global trade and business;
- Added new world views and perspectives;
- More infrastructure is built to accommodate increased population;
- I do not believe there has been a positive impact;
- None of these;
- Other(s) (please specify)

Other comments centred on perceived behaviours and characteristics of newcomers: *"New arrivals of refugees seem content to take government funding but do not actively become productive members of society."* One senior expressed that *"immigrants have flooded every aspect of business and social life so one is forced to try and decipher what they are saying to you. No longer can we expect to be served by a Canadian with Canadian speech."*

Negative Impacts of Immigration

When given a list of possible negative impacts to choose from, 261 people out of 412 respondents (63%) indicated that increased cost of housing was a negative impact of immigration. 146 (35%) people indicated resources being re-allocated to support new immigrants was a negative impact. 114 indicated increased competition for jobs as a negative impact; 104 indicated the increased needs for diverse staff teams to serve diverse community and 85 (20%) indicated now it is more difficult to develop a connection with the community because there are so many different cultures.

ANSWER CHOICES	RESPONSES	
	%	#
Increased cost of housing	63.35%	261
Resources are being re-allocated to support new immigrants	35.44%	146
Increased competition for jobs	27.67%	114
Increased needs for diverse staff teams to serve diverse communities	25.24%	104
None of these	21.12%	87
Now more difficult to develop a connection to the community because there are so many different cultures	20.63%	85
Total Respondents		412

Other negative impacts of immigration generated by respondents included 30 comments about inadequate infrastructure, increased housing density, crowded facilities and roads, and strain on healthcare and public education facilities. Another eight comments focused on concerns related to cultural conflicts and safety. These comments reflected a perceived increase in crime, break down of social cohesion, *"feeling like a stranger in our own country"*.

QUESTION

In your opinion, how has immigration negatively impacted Langley?
Please check all that apply.

ANSWER CHOICES

- Now more difficult to develop a connection to the community because there are so many different cultures;
- Resources are being re-allocated to support new immigrants;
- Increased needs for diverse staff teams to serve diverse communities;
- Increased cost of housing;
- Increased competition for jobs;
- None of these;
- Others (please specify).

and a frustration that *“we are not allowed to have a Canadian culture anymore ... that we have to accept everyone else's that come into Canada, but get shut down for saying Merry Christmas”*. Five comments were generated about immigrants competing for resources and jobs with the current population. *“We already have people who need jobs that cannot find jobs, and bringing in people to take jobs that pay less and require people to work more than one job, and in some cases three jobs.”* Others expressed concern for English speaking children being left behind in schools as more and more time is being spent with non-English-speaking children.

Some respondents expressed negative impacts with concerns that immigrants have difficulty integrating into society. Challenges were expressed in terms of finding opportunities to connect with others, the small percentage of those who don't want to learn English and require years of support, and cultural groups becoming insular instead of integrating with the broader Langley community.

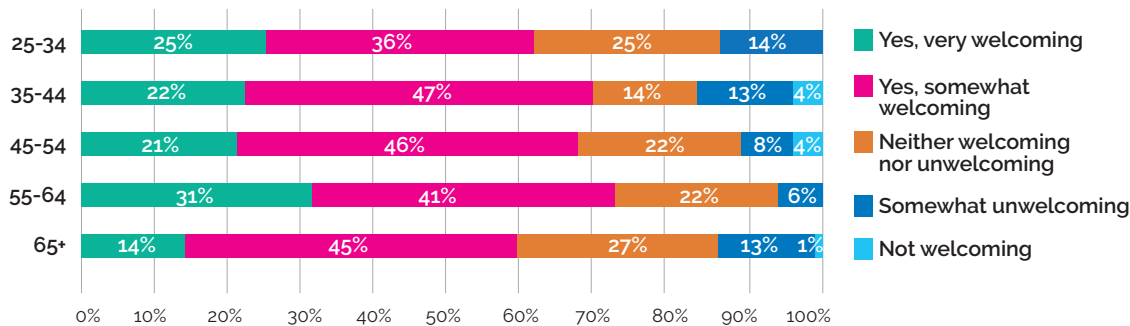
Interesting, many positive impacts were strongly articulated in this section. In general, they contradicted the notion that immigration was responsible for negative impacts, but rather the responsibility lay with the lack of response to the increase in population and diversification. *“I don't think Langley is negatively impacted by increased needs for diverse staff teams to serve diverse communities. If Langley is going to welcome and integrate immigrants, it would be natural that eventually our municipal governments would have diverse leadership and staff teams. This is not currently the case.”*

“I don't think Langley is negatively impacted by increased needs for diverse staff teams to serve diverse communities. If Langley is going to welcome and integrate immigrants, it would be natural that eventually our municipal governments would have diverse leadership and staff teams. This is not currently the case.”

Is Langley Welcoming?

When asked their opinion as to whether Langley residents are welcoming of new immigrant residents, about two-thirds of respondents said Langley residents are very welcoming (21%) or somewhat welcoming (44%) of new immigrants. 11% think Langley residents are somewhat unwelcoming and only 3% think Langley residents are not welcoming of new immigrant residents.

In looking at specific demographics, only 14% of seniors (65+) believe Langley residents are very welcoming of new immigrants, significantly less than other groups. Interestingly, people in the next oldest age category (55-64) are the least divided, being most likely to believe Langley residents are welcoming of new immigrants (67%). It is interesting to note that there were no respondents choosing "not welcoming" in this age category and the 25-34 age range.



New residents (less than 5 years) to Langley are most likely to believe Langley residents are welcoming of new immigrants (76%), yet those living in Langley 5-10 years are least likely (56%). However, when compared to responses from immigrants, more than 80% of very recent immigrants and recent immigrants thought Langley residents are welcoming of new immigrants to Langley. In contrast, Canadian-born new Langley residents are the least likely to think that Langley residents are welcoming of new immigrants.

Not surprisingly, respondents who think multiculturalism is working well and who consider immigration to have a positive impact on Langley are also more likely to think Langley residents are welcoming of new immigrant residents.

QUESTION

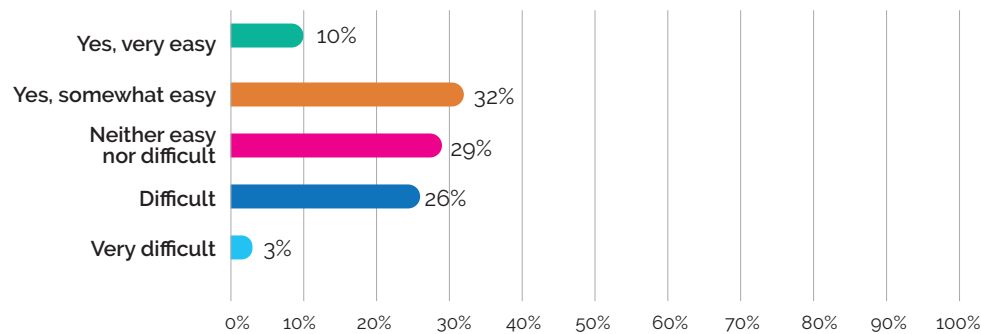
In your opinion, are Langley residents welcoming of new immigrant residents?

ANSWER CHOICES

- Yes, very welcoming;
- Yes, somewhat welcoming;
- Neither welcoming nor unwelcoming;
- Somewhat unwelcoming;
- Not welcoming

Immigrant Inclusion

Opinions are divided among respondents as to whether they think it is easy for new immigrants to feel included in Langley: 42% think it is very easy or somewhat easy, while 29% think it is difficult or very difficult. Youth (25-35) were particularly divided, with 39% thinking it is very easy or easy and 43% thinking it is difficult. 18% of youth think it is very easy, while only 3% of seniors (65+) share the same thought.



Of note, a third of the respondents indicated neither easy nor difficult, with the highest percentage (36%) of those respondents believing the immigration targets are too high, while the lowest percentage (11%) of these respondents believing they are not high enough. Interestingly, people who think the immigration target is not high enough are also most likely to think it is difficult for new immigrants to feel included in Langley. Respondents who think Langley has more immigrants than it actually does are more likely to believe it is easy for new immigrants to feel included. Respondents who think multiculturalism is working well are by far the most likely to think that it is easy for new immigrant to feel included in Langley (76%).

New residents (less than five years) to Langley are most likely to believe it is easy for new immigrants to feel included in Langley (52%), while those living in Langley 5-10 years are least likely to have the same thought (35%). This trend is paralleled with immigrants in Langley: Immigrants in Langley less than 15 years are more likely to think it is easy for new immigrants to feel included in Langley. For this group, the longer they live in Canada, the more likely they are to believe it is difficult or very difficult for immigrants to feel included.

QUESTION

Do you think it is easy for new immigrants to feel included in Langley?

ANSWER CHOICES

- Yes, very easy;
- Yes, somewhat easy;
- Neither easy nor difficult;
- Difficult;
- Very difficult

Improving How Langley Welcomes Immigrants and Immigrant Inclusion

Respondents were provided a list of possible ways for Langley to be more welcoming and inclusive of immigrants. Responses indicate the need to ensure services and supports are in place as well as opportunities to share culture and to connect.

ANSWER CHOICES	RESPONSES	
	%	#
Resources and services designed to help new immigrants	55.93%	231
Access to free English language training	54.96%	227
Community events and opportunities to share and celebrate different cultures	50.61%	209
Friendly neighbours	49.64%	205
Residents are accepted regardless of skin colour or accent	46.73%	193
Access to various religious facilities	35.84%	148
Encouraging new immigrants to participate in committees, boards, and municipal government	31.23%	129
Multilingual signage, publications, and services	25.18%	104
I don't know	16.95%	70

In addition to the above responses, respondents generated further ways that Langley could be more welcoming of immigrants.

1 | Language training and multilingual support

Most of these comments centered around language training and multilingual support, for example, the need for access to translators when engaging with community resources and seeking employment, and *“more funding for the adult education system so they can go beyond LINC to adult dogwood and post-secondary and raise their families above working poor”*. Other respondents, however, were quite to the contrary, citing *“multilingual signage, publications and services as not helpful to integration, and only serving to foster the attitude that immigrants do not need to learn and speak English”*. Further, several comments suggested that certain language levels are required to function and should be a prerequisite.

QUESTION

What are some ways that community makes new immigrants feel welcome in Langley? Please check all that apply.

ANSWER CHOICES

- Multilingual signage, publications, and services;
- Access to free English language training;
- Resources and services designed to help new immigrants;
- Community events and opportunities to share and celebrate different cultures;
- Access to various religious facilities;
- Residents are accepted regardless of skin colour or accent;
- Friendly neighbours;
- Encouraging new immigrants to participate in committees, boards, and municipal government;
- I don't know;
- Other (please specify)

2 | Other comments

Other suggestions related to access to programs and services included *“activities and programs that pair new immigrants and their families with current Langley families to help them feel welcome and share information and resources”* and the importance of providing contact information to new immigrants for government assistance.

A few more comments focused on culture, indicating that different cultures should be valued and celebrated (for example in schools) and that there is a need for cultures to be more integrated, rather than siloed and not inclusive of other traditions.

It is also important to note that several comments in this section that, while not directly addressing the question, highlighted many of the sentiments expressed in earlier questions that *“those born in Canada need to feel welcome again”*, that much is offered to immigrants, and that it is not the community’s responsibility to make immigrants feel welcome.

A few more comments focused on culture, indicating that different cultures should be valued and celebrated (for example in schools) and that there is a need for cultures to be more integrated, rather than siloed and not inclusive of other traditions.

Elements / Features of Community that Make New Immigrants Feel Unwelcome

Respondents were provided a list of reasons immigrants may feel unwelcome. It is interesting to note that intolerance and lack of understanding were identified at the top, above housing and employment.

ANSWER CHOICES	RESPONSES	
	%	#
Intolerance/racism in the community	61.92%	252
Lack of understanding amongst community members about the behaviors and practices of other cultures	52.33%	213
Lack of suitable housing	52.09%	212
Difficulties finding employment	44.47% ¹	181
Pocket communities that do not allow for diverse cultures to mix	39.07%	159
Not enough resources and services for new immigrants	33.91%	138
Resources and services are hard to find	26.78%	109
Insufficient multilingual signage and publications	18.18%	74
I don't know	8.35%	34
Difficulty obtaining credit to lease or to get mortgages	0.00%	0
Total Respondents		407

Echoing responses to prior questions, several additional comments were made, highlighting both the challenges of welcoming immigrants and the perception that immigrants themselves need to be more effective at integrating into the Langley community.

1 | Culture and religion

The most dominant theme in this section's additional comments were around culture and religion, perhaps reinforcing that *"lack of understanding amongst community members about the behaviors and practices of other cultures"* was the second most frequent answer in the above table. Comments included a recognition that the influx of more diverse culture groups and travel has developed multicultural awareness, but that *"the issue lies with immigrants who arrive from homogeneous countries who then struggle to adapt with other immigrants"*. Other respondents mentioned that immigrants preferred to stay within their own communities, and one pointed out that Langley has only Christian religious institutions.

QUESTION

In your opinion, what may make new immigrants feel unwelcome? Please check all that apply.

ANSWER CHOICES

- Insufficient multilingual signage and publications;
- Intolerance/racism in the community;
- Lack of understanding amongst community members about the behaviors and practices of other cultures; Pocket communities that do not allow for diverse cultures to mix;
- Not enough resources and services for new immigrants;
- Difficulty obtaining credit to lease or to get mortgages;
- Difficulties finding employment;
- Resources and services are hard to find;
- Lack of suitable housing;
- I don't know;
- Other (please specify)

2 | Other comments

Language-related issues were also raised in this section with mention of some high school English teachers not accommodating ESL students' learning and the need for funding and programs within the adult education system.

The high cost of living and employment challenges were also mentioned, with examples such as despite coming to Canada with a good credit background, new immigrants have difficulties in obtaining credit to get a mortgage.

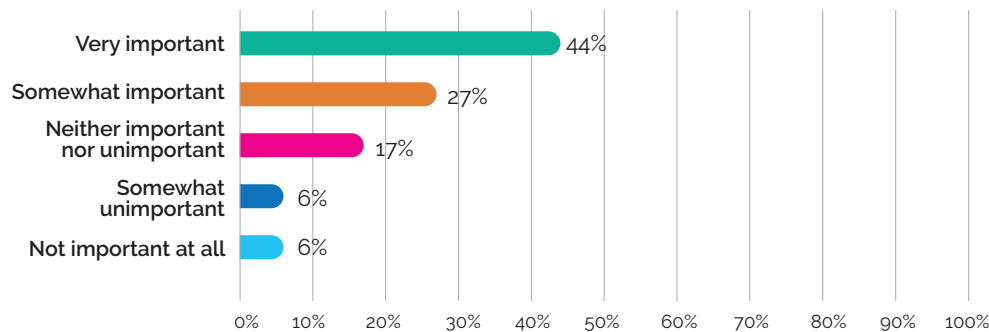
Again, other comments not directly addressing the question highlight the frustration and anger of some respondents. These comments ranged from it being difficult to understand new immigrants to a perception of increased crime, violence and danger in the community, and zero tolerance for *"unethical and illegal practices"*.

The high cost of living and employment challenges were also mentioned, with examples such as despite coming to Canada with a good credit background, new immigrants have difficulties in obtaining credit to get a mortgage.

Importance of Welcoming and Including Immigrants

Important to Welcome

When asked to rate how important it is for Langley to do more to be welcoming to new immigrants, 43% said "very important"; 27% said "somewhat important"; 17% said "neither important nor unimportant"; slightly under 6% said "unimportant"; and slightly more than 6% said "not important at all". Seniors (65+) are the least likely to believe welcoming new immigrants is important, with one in ten seniors responding to the survey saying it was not at all important. At the other end of the scale, 80% of respondents aged 25 to 35 think this is very important or somewhat important. Residents living in Langley for more than 20 years are least likely to think that welcoming immigrants is important (54%), while nearly 90% of those in Langley less than 5 years believe it is important.



QUESTION

How important is it for Langley to do more to be welcoming to new immigrants?

ANSWER CHOICES

- Very important;
- Somewhat important;
- Neither important nor unimportant;
- Somewhat unimportant;
- Not important at all

Summary of Key Findings

Strongly validating the patterns seen previously, 96% of the people who think that the government immigration targets are not enough think that it is very important or somewhat important that Langley do more to be welcoming to new immigrants. Conversely, less than half of those who indicated the immigration targets are too high think it is important for Langley to do more to welcome immigrants. Respondents who overestimate the number of Langley's immigrants are less likely to agree with the importance for Langley to do more to welcome new immigrants. In contrast, respondents who think multiculturalism is working well and who see the impact of immigration as positive are much more likely to think it is important to be more welcoming to new immigrants; consistently, 70% of the people who see the impacts of immigration as negative see welcoming immigrants as not important at all.

ANSWER CHOICES	RESPONSES	
	%	#
Educate residents on diversity and multiculturalism to enhance understanding and acceptance	63.51%	181
Make it easier for newcomers to access information and resources	62.46%	178
Increase English language supports	59.30%	169
Provide training to residents on how to assist new immigrants settle and integrate	57.54%	164
Involve new immigrant residents in community planning	49.47%	141
I don't know	5.96%	17
Total Respondents		285

It is interesting to note that the number of respondents for this question was 285 (approximately two-thirds of the total survey respondents) and that each answer choice was selected by a reasonably close range (between 50% and 64%) of those respondents. It would seem that this group of respondents see each of the efforts as worthwhile, with *"Educating residents on diversity and multiculturalism to enhance understanding and acceptance"* as the most frequent response and *"involving new immigrant residents in community planning"* at the lower end (the 50% mark).

QUESTION

If you answered very or somewhat important to Question 13 above, what further efforts should be made to welcome and include immigrants? Please choose all that apply.

ANSWER CHOICES

- Educate residents on diversity and multiculturalism to enhance understanding and acceptance
- Make it easier for newcomers to access information and resources
- Increase English language supports
- Involve new immigrant residents in community planning
- Provide training to residents on how to assist new immigrants to settle and integrate
- I don't know
- Other (please specify)

1 | More opportunities to help immigrants integrate

Several additional comments and suggestions from the respondents further identified the need for more initiatives and opportunities to help immigrants understand cultural diversity and connect with community, and more support and services to immigrants to help them settle, including free legal advice, education about social systems, and job search support. Some comments prioritized building community, purposely built friendships, and personal supports for immigrants. Other comments suggested more facilities such as a Welcome Centre for immigrants and *“more community centers that can support the next generation of immigrant kids to engage with local communities and feel more welcome”*.

2 | Role of government, public institutions and community leaders

Some unique suggestions emerged from this section around the important role of governments, public institutions and community leaders. Specific comments included a call for *“all levels of government to step up – for everyone”* and a suggestion to work with influential community members to be examples of diversity, inclusion, and equity. Another comment suggested a need for *“communications from public institutions emphasizing that the community belongs to us all, regardless of how long we have lived here, or what language we speak at home, or where we worship or don't worship”*.

3 | More engagement of immigrants at all levels of society

Respondents offered insights and suggestions as to how immigrants could be included in all levels of society: *“I believe Langley is a welcoming community. Having lived in the Township for 20+ years, I have never felt unwelcomed, experienced racism or discrimination. Perhaps, I am one of the lucky ones and speak English very well. I think maybe as the City and Township are sharing, immigrant voices need to be sourced and heard, as I observe that Langley is still pretty much an Anglo-managed town.”* More diversity in government was also suggested by other respondents.

Somewhat Unimportant or Not Important Responses Explained

12% of respondents indicated that welcoming new immigrants is somewhat or not important.

1 | Priority should be given to local residents and developing infrastructure first

The majority of comments in this section echoed sentiments in previous sections of the survey. *“So many people who were born in Langley are currently struggling to make ends meet and feel excluded from benefits that immigrants get such as free education and help financially. It seems unfair to people like me who have struggled for years just to keep food on the table with no help like the immigrants get.”* Most comments reiterated the idea that the government should not be bringing in more people when they can't afford to support those already here, and that *“we need to clean up our city before bringing new people in”*. Langley was described as *“uninhabitable due to increased persons utilizing limited resources,”* citing Langley Hospital's substandard care due to increased populations, and *“pathetically underdeveloped”* road and housing infrastructure.

2 | Anti-immigration sentiments

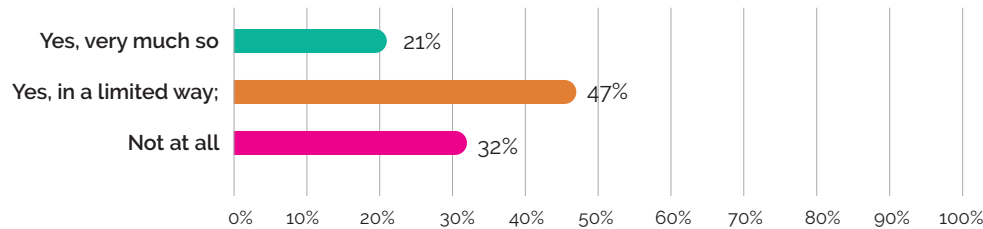
This section revealed another significant wave of anti-immigration sentiments similar to those expressed by people who felt that the government's proposed immigration targets were too high. These comments indicated that immigration was doing *“immense harm”* to the community, that multiculturalism damages social cohesion, that *“Canadians should be encouraged to have more children to promote the nuclear family unit and improve Canadian patriotism”*, and that surveys like these are a waste of time and effort should instead be directed towards doing more for the people who live here.

3 | Expectations of immigrants as immigrants

In four comments in this section, respondents self-identified as immigrants and outlined their experience as being one of *“no support”* and *“nothing coming for free”*. They further expressed that it is up to immigrants to adapt to a new country.

Resident Involvement in the Development of Langley as Welcoming and Inclusive

When asked if they were involved in making Langley more welcoming and inclusive (through work, leisure, school activities etc.) 47% said “yes, in a limited way”; 21% said “yes, very much so”; and 32% said “no, not at all”. Younger people are more likely to be involved in making Langley more welcoming (73%) and close to half (44%) of seniors (65+) are not involved at all.



In terms of length of time in Langley, interestingly, groups least likely to be involved with making Langley more welcoming and inclusive are divided: residents who have been in Langley less than five years (30%) and residents who have been in Langley more than 20 years (36%). Those residents living in Langley 15-20 years are the most likely to be involved in making Langley welcoming and inclusive.

Respondents who have a high level of involvement with immigrant integration are more likely to have a correct perception of the percentage of immigrants in Langley. People who think the immigration targets are too high are least likely to be involved in welcoming immigrants (44%). More than three quarters of those who think the immigration targets are just right or not high enough and 93% of those who strongly agree that multiculturalism is working well are involved in making Langley more welcoming and inclusive.

QUESTION

Are you involved somehow in making Langley more welcoming and inclusive (through your work, leisure, school activities, etc.)?

ANSWER CHOICES

- Yes, very much so;
- Yes, in a limited way;
- Not at all

Ways Residents are Involved in Welcoming and Including

For those respondents who are involved in making Langley more welcoming and inclusive – either very much involved or in a limited way – described their involvement in ways that can be captured in three categories:

1 | Through daily work with immigrant service providers or community agencies

Thirty-eight out of 86 respondents that are involved in making Langley more welcoming and inclusive do so through their work as community support workers, language facilitators, employment counsellors and in other roles that directly or indirectly support immigrants. Community support workers include those working with newcomers, people with disabilities, and other multiple-barriered populations. Those working in other roles that support immigrants include recreation program planner, Langley Local Immigrant Partnership (LLIP) member, public school teachers, leaders in workplaces working on equity and inclusion, healthcare positions, communication roles that include outreach to newcomer families, church administrator, and administrator in a family drop-in centre for young children. One respondent supported immigrants through refugee sponsorship.

2 | Volunteering

Seventeen respondents identified a wide range of volunteer initiatives that allowed them to be involved in making Langley more welcoming and inclusive. Some of the volunteer work included providing information and resources for new immigrants (both in formalized volunteer positions and more informally as opportunity permits), one-to-one help with language assistance, and volunteering with organizations such as Langley Food Bank, school PAC, performing arts organizations, and boards of colleges.

3 | Share experience and information, and being friendly

Several respondents in this response category self-identified as immigrants who are interested in “*showing and sharing what I have learned – simple things that took me years to know*”. Instances where people extend their help in informal ways also included sharing information about house rentals, job opportunities, and gardening ideas for new neighbours; paying attention to newcomers, making friends and being kind; picking up groceries for neighbours; and supporting diverse local businesses through google reviews and social media posts.

Reasons for Non-Involvement

When asked what, if anything, is preventing them from becoming involved in making Langley more welcoming and inclusive, 41% said they did not have enough time, 38% said they didn't have enough information about how to become involved, 37% said they were committed to other priorities, 21% said they were not sure how to connect with other cultures, 11% said the issue was not important to them, and 9% said they had a lack of interest in this issue.

ANSWER CHOICES	RESPONSES	
	%	#
Not enough time	40.97%	143
Not enough information about how to become involved	38.40%	134
Committed to other priorities	36.96%	129
Not sure how to connect with other cultures	21.49%	75
This issue is not important to me	11.46%	40
Lack of interest in this issue	8.60%	30
Total Respondents		349

Many respondents provided additional comments. Age and health conditions were the most frequent reasons people provided as to why they were not more involved. Others elaborated that they were too busy, having just moved to Langley, working, or travelling. Some cited language barriers (their own limited English, or that of the immigrants they might help), while others said they had applied for volunteering but never heard back. A few comments indicated that respondents saw making Langley more welcoming and inclusive the work of government “*which taxpayers already pay for*”, and a problem that they had no ability to impact. Again, several comments expressed anti-immigration sentiments that echoed ideas shared earlier in the survey, primarily that immigration is taking away from Canadians who need support, and that immigration is making Langley a less safe place.

QUESTION

What, if anything, is preventing you from becoming involved?

ANSWER CHOICES

- Not enough information about how to become involved;
- Not sure how to connect with other cultures;
- Lack of interest in this issue;
- Committed to other priorities;
- Not enough time;
- This issue is not important to me;
- Other reasons (please specify)

Final Thoughts from Respondents on Immigration and Multiculturalism in Langley

Once again, the number and range of responses to this opportunity to share final comments seems an indication of the interest in and enthusiasm for this topic. Over 150 respondents provided additional comments. The majority of those (approximately 88) reflected concerns around immigration:

1 | Need for more resources to support immigrant settlement and integration, including language training, job search, mentoring, hosting programs

Comments related to this concern included need for: more support workers who speak two or more languages; multi-lingual reception at the Langley Township front counter; evening English Language Learning (ELL) classes; more supports for multi-barriered immigrants; more opportunities for immigrants to work in their area of expertise to avoid having them marginalized in low paying jobs; low cost training for international students; less funds spent *“welcoming them and more funds spent getting them a job”*; and more cooperation with local business for working experiences. One comment summed up several of these points: *“Langley benefits from immigration yet seems to do very little to help them settle, find suitable housing or find meaningful work according to their qualifications.”*

2 | Need for more education and advocacy for both immigrant and Canadian-born populations on multiculturalism and diversity

Concerning education for immigrants, comments included the importance for newcomers to understand Canadian culture so they can adjust and feel part of it. Others commented more emphatically about *“immigrants learning to respect our traditions, culture and law, shown by driving, respecting cleanliness and order, and properly starting a formal business”*. More education for Canadian-born populations was represented by comments such as *“not enough is taught in school about other cultures – kids from different backgrounds should be encouraged to talk about their countries, languages and traditions”*. The following are a few comments illustrating these sentiments:

“I have gone to many Langley events which are for everyone but most of the people that go are Canadian born people. Every single time they look at us wondering what we are doing there, not necessarily in a bad way – but what I mean is that they are not used to seeing Latin people going to those events. That’s an example of how Langley lacks multiculturalism education.”

Another comment cited the *“importance of counteracting disinformation (e.g., the tropes that make the rounds on social media claiming ridiculous levels of government support for immigrants compared to Canadians) and providing good information on the positive aspects of immigration”*.

3 | Need for more events and initiatives to build connection

Several types of events were suggested: multicultural day and other platforms and celebrations which bring together people from different communities; more general events for social connection; and school events that recognize religious celebrations in addition to Christian ones.

4 | Too much too fast

Several additional comments again centered around concerns that immigration is creating a further burden on already stretched resources.

“Curtail immigration until the lower mainland has infrastructure, housing, medical and crime under control. I shudder to think what used to be a nice little town would be like with another influx of people that we’re not prepared to handle effectively”.

“I love multiculturalism. It’s enriching, knowledgeable and inviting always. I feel way too many expect me the taxpayer to pay for English as a second language, housing, resources etc. There are too many residents who need resources that are NOT getting their needs met. Much prefer to tend to those already living here than accept more. I can’t afford the taxes. It’s thru the roof and going higher.”

Concerns were also expressed that too much immigration too fast leads to new immigrants developing their own neighbourhoods and not integrating, and that it can lead to racism.

5 | Experiences of racism

Experiences of racism is one type of response within this section that had not surfaced as clearly in previous sections of the survey. Several respondents indicated that there is *“work to be done to curb racism and acceptance of immigrants”*. One respondent cited concerns in the school system: *“In the rural part of Langley the students I work with are continuously experiencing racism from their peers in high school and lack of support from some of their classroom teachers. I also feel for those teachers who aren't given time to learn how to support these students.”* Further, *“There is way too much racism going on, and lack of understanding where some immigrants come from”* – *“Canadians need to understand that we're here escaping from terrible violence in our countries”*. Some immigrants cited personal experiences of discrimination including *“in job hunting, some employers are not very nice to immigrants during interviews”*; by locals who are rude and mean when encountering an immigrant; and *“feeling frightened as a pedestrian near the Langley Centre bus stop where people express anti-immigrant sentiments”*.

6 | Anti-immigration, racism and extreme skepticism

A significant number of comments in this section (approximately 52) reflected more outright negative sentiments about immigration and racist views.

“Being born and raised in BC, I often feel like the minority in the lower mainland. I have worked very hard for the things I have and it's frustrating to have people come to Canada and are set up with the same things I had to work very hard for years for, and still don't have much. My child's daycare went downhill quickly when over one summer, all Caucasians quit and all immigrants were hired. Their different customs and the language barrier was a detriment to the preschoolers, unless they were the same descent as the employees.”

“Multiculturalism has failed everywhere it has been tried”.

“I believe that the push behind increased immigration is to supply large corporations with cheaper labour.”

“I feel some resentment toward immigrants who buy multimillion dollar properties with apparent laundered money. Then they want farm designation and come to us, their farmer neighbours, to help them to figure out a way to “farm” so as not to pay property taxes. Feels wrong.”

7 | Optimistic and willing to support

Of the 150 final comments, approximately 24 indicated overall positive impressions of immigration and multiculturalism.

“I am very pleased that the city is doing this survey to increase the support for new immigrants. Multiculturalism is important but the culture must be shared with and connected to other races.”

“I would love to get more involved (I am semi-retired now) in talking to communities and groups and organizing opportunities for more inter-cultural understanding and support in Langley.”

“We need more multicultural representation in our community government.”

“I'm pleased with the diversity I've experienced since I moved into the community. I know that this will only increase and improve over the years.”

“I have been so pleased to see a more diverse Langley than the Langley I first moved to 20 years ago. My family immigrated from Scotland to Canada in the 1970s and I remember that it took at least 5 years to feel more at home. We should do all we can to ease immigrants' integration into Canadian (and Langley's) society.”

Other comments echoed ideas from previous sections including the need for more infrastructure and facilities, and a preference for immigration policy that prioritizes immigrants with skills that fit the needs of the local labour market.

Key Themes for Consideration

Important issues and concerns have emerged from the survey data. The overlapping and complex natures of both the immigration context and the communities in which immigrants settle demand a multi-pronged approach to address the issues. It is the survey team's recommendation that the Langley LIP membership consider the range of needs and assets, as well as an array of approaches in supporting the communities of Langley to become more welcoming and inclusive, and at the same time address the readiness of the broader community.

The following is a description of Key Themes for Consideration that represent: the need for information and awareness-raising about issues related to immigration and the immigrants who are settling in the community; ways to positively engage the community in welcoming and including immigrants; understanding the service sector and demands being placed upon it; and the role of government and leadership in supporting all Langley residents to feel safe, supported, included and at home.

1 | Overarching Concerns about Immigration and Related Perceptions

There is an overarching and critical theme emerging from the survey data: there is a **high interest and concern expressed by the community** around issues related to immigration and other pressing concerns that residents consider to be exacerbated by immigration.

Throughout the report this concern is manifested in responses that articulate the strain and pressure that the influx of immigrants and growing population is having on Langley's infrastructure and civic supports inclusive of housing availability, healthcare access, education, transportation system limits and demands, childcare access and demand, etc. In addition, this overarching concern points to the need for increased settlement service capacity to support immigrants with their successful integration. Specifically, with such increased immigrant settlement to Langley, additional programs and services are needed and, in some cases, expansion of existing services is required.

Lastly, responses of racism, stereotyping and intolerance received within the survey should not and cannot be ignored. They point to a need for information, education and awareness raising that is addressed in the subsequent key considerations. But they also point to a need for a vigilance and a determination on behalf of the Langley LIP and other community and civic stakeholders to ensure a safe and just society for all residents of Langley.

2 | Requirement for Information and Awareness-Raising

As a starting point, there is need for **information and awareness-raising** related to immigration and immigrants. Information and related strategies to consider include:

- Significant need from the community for information from all levels of government to understand how the increased number of immigrants will be received and integrated, especially within the context of the current socio-economic challenges all communities are facing (e.g., housing and healthcare shortages, poverty, etc.)
- Need for information about the economic imperative of immigration to Canada and the contributions immigrants make
 - A strategy to consider is a campaign to help residents understand the economic, social and cultural benefits of immigration, coupled with clear myth-busting information
- Need for messaging and awareness-raising specifically designed for various groups, including seniors, working age folks, youth, and new immigrants:
 - For example, human interest stories to help seniors understand ways immigrants and racialized Canadians help Langley to thrive
 - Further consider leveraging youth to share their understanding and their optimism about the benefits of immigration and diverse communities
- Interest and need for more information about immigration streams and processes
- Need for increased education and awareness about the settlement process, particularly with regard to refugees

3 | Engaging the Community to Connect Immigrants with Support

Further, there is a strong indication that more opportunities are needed for **engaging community** to connect with immigrants and support Langley in being more welcoming and inclusive. They include:

- Need for greater opportunity for cross-cultural sharing and connections
- Finding ways to facilitate resident participation in welcoming and including immigrants
 - Consider leveraging and further exploring the acceptance and support of immigration indicated by the majority of working age folks, and how they can participate more
- Explore and implement more and new approaches to address racism – both for residents and newcomers

4 | Enhance Understanding Services and Supports for Immigrants

There is a need for more **understanding of services and supports for immigrants**, both for immigrants new to the community, and for the broader community to better understand what is currently being offered.

- Ensure that immigrants understand the services available to them, especially related to employment, language and targeted discrimination and racism
- Need to assess services and supports available to immigrants to identify where current demand is being met, and where it is not being met
- Greater understanding of the capacity of the service sector to meet the needs and demands being placed upon it, and ways in which capacity can be increased

5 | Effectively Engage Local Leadership and Government

Finally, there is a call to more effectively **engage leadership and government** in addressing challenges faced by the community. They include:

- Address the needs of the broader community, including housing shortages and options, healthcare fragmentation, and inadequate infrastructure
- Leadership from local government in demonstrating understanding of the issues and plans to address them
- Demonstration of equity, diversity and inclusion by government and community leaders

Conclusion

Conclusion

Never has the work of Local Immigrant Partnerships been more important. As a multi-stakeholder table, the Langley LIP is in a unique and critical position to harness the range of information, resources and platforms needed to support the City and Township of Langley to continue to thrive and be a community where all residents have the opportunity to live, work, play and connect.

As indicated loudly and clearly by the residents of Langley in this survey, the immigration numbers proposed by the federal government combined with current socio-economic conditions pose a significant challenge for the community and its leaders. It necessitates the engagement of a full spectrum of stakeholders, including a focused and concerted effort at all levels of government. Further, community assets including strong service delivery models, experienced and informed community leaders, and community members representing a wide range of ages and experiences need to be engaged. Immigrants making a new home in Langley deserve to be given opportunities to ensure that they can lead fulfilling, dignified lives, and be involved with and contribute to their new communities. It is equally critical that all Langley residents feel they are important, their needs are being addressed, and that they have a role in Langley as it evolves into a more diverse society.

It is the hope of the survey team that the information in this report serves as a checkpoint and provides insights not only as to where the City and Township of Langley are currently situated in these challenging times, but also as a testament to the heart and soul of Langley, founded on and continuing to be characterized by principles of hard-work, passion, care and determination.

About the Langley LIP

The Langley Local Immigration Partnership is one of more than 86 Immigration Partnerships in Canada. With funding from Immigration, Refugees and Citizenship Canada, the Langley LIP was established in April 2020 to bring community leaders together to develop and implement a plan to improve immigrant and refugee settlement and integration in the City and the Township of Langley.

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