SURREY
LOCAL IMMIGRATION
PARTNERSHIP

Surrey is Home: Immigrant Integration Research Project

Final Report | March 2015

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CITY OF SURREY


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SURREY

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About This Project

CitySpaces Consulting (in partnership with the Mustel Group and Kari Huhtala + Associates) was commissioned by the City of Surrey, on behalf of the Surrey Local Immigration Partnership (LIP), to undertake community research and consultations to assess newcomers' and long-term residents' perceptions related to immigration to Surrey, and Surrey as an inclusive community. This project is part of a larger research and consultation initiative led by the Surrey LIP, and serves as a foundational study to inform the strategic community planning process in Surrey.

To meet the objectives set for this project, the approach used a mixed methodology of literature review of selected studies and reports, a random telephone survey, focus groups, and public consultation. Additionally, a youth engagement advisory team was hired to help gain the perspectives of Surrey's youth.

This project was conducted between November 2014 and March 2015.

Key Project Components

Literature Review. A literature review was conducted to provide a baseline understanding of how Surrey is doing with respect to being a welcoming community, and facilitating successful integration of newcomers. In total, 21 source documents were reviewed, covering a variety of topics, from settlement experiences for newcomers and barriers to integration, to Canadian policy and attributes of welcoming communities.

Random Telephone Survey. This survey was conducted by the Mustel Group between December 17, 2014 and January 4, 2015, with a total sample size of 301 participants. The final sample was weighted to match City of Surrey 2011 census demographics on the basis of age, gender, and neighbourhood.

Focus Groups. Seven focus groups were conducted, between February 18 and March 5, 2015, at a variety of locations throughout Surrey. A total of 67 people participated in these groups, which were held with the following groups:

- Immigrant Surrey Residents (in Canada 10+ years)
- Canadian-born Surrey Residents
- Recent Immigrant Surrey Residents (in Canada 0-10 years)
- Immigrant Youth (16-24 years old) Surrey Residents
- Canadian-born Youth (16-24 years old) Surrey Residents

Public Consultation. Three public consultation events were held to get input from the public on the project's key research questions. One event targeted Surrey's youth, while the other two engaged the general public. Each event used a questionnaire and a comments board to collect input. Over the course of the three events, 112 questionnaires were completed, and 193 individual comments were received.

KEY FINDINGS & EMERGING THEMES

The key research objectives of the project were to explore questions around the following four themes: 1) Surrey as a welcoming community, 2) the sense of belonging in Surrey, 3) perceptions of discrimination in Surrey, and 4) immigration and change in Surrey.

Surrey as a welcoming community.

OVERALL, SURREY IS SEEN AS A WELCOMING COMMUNITY.

- Generally, Surrey is seen as welcoming, and this was a consistent finding across all research inputs for the project.
- Immigrants and Canadian-born residents share this view, with immigrants feeling this slightly more strongly than those born in Canada.
- Residents feel Surrey is welcoming mainly because of its multicultural community character; availability of various programs, activities and events; and its welcoming people.

SERVICES & PROGRAMS FOR IMMIGRANTS ARE KEY TO MAKING NEWCOMERS FEEL WELCOME.

- Services and programs that support immigrants are key to the successful integration of newcomers, and this finding is supported across all the study's components.
- Residents feel more can be done to make sure immigrants know about, and are able to access the services and programs available to them.

ACCESS TO EMPLOYMENT IS A KEY ISSUE FOR NEWCOMERS.

- Based on the survey, immigrants are more likely to feel they have more difficulty finding employment to match their education, skills, and abilities than do Canadian-born residents.
- This finding was supported in focus groups with recent immigrants, which found many immigrants experience significant difficulties and feelings of frustration when trying to secure suitable employment.
- There is a risk that immigrants who experience, what they consider, unfair treatment through the job search process are more likely to feel unwelcome in Surrey, and to see discrimination as a norm.

TELEPHONE SURVEY KEY FACTS

- **91% feel welcomed in Surrey.**
- **86% agreed feel a strong sense of belonging in Surrey.**
- **75% believe immigration is good for Surrey.**
- **64% would be happy to see more immigrants move to Surrey.**
- **56% feel discrimination is a problem in Surrey.**
- **28% have a hard time connecting with people of ethnic backgrounds different from their own in Surrey.**

IMMIGRANTS MUST BE ENCOURAGED & SUPPORTED IN THEIR EFFORTS TO LEARN ENGLISH.

- Immigrants who do not speak English have difficulties integrating into the wider Surrey community. They struggle to fully take part in community life, are more likely to face social isolation, and be at a higher risk of physical and mental health problems as a result.
- Immigrant students with poor English are less likely to form social connections with other students outside their language-based cultural groups.
- While research did not find immigrants have trouble accessing English training, there was concern that some immigrants, especially the elderly, may not be getting the type of English training they need to integrate.

Sense of belonging.

FOR MANY RESIDENTS, NOT ONLY IMMIGRANTS, THEIR SENSE OF BELONGING COULD BE STRENGTHENED.

- The telephone survey and public consultation found residents with a strong sense of belonging in Surrey, with immigrants feeling this a little more strongly than Canadian-born residents.
- A strong sense of belonging is often attributed to cultural community bonds, involvement in churches or religious organizations, volunteering, or knowing one's neighbours.
- Participants with a weaker sense of belonging see challenges in the existence of cultural differences among residents, as well as having too few opportunities to meet and do things with neighbours.
- Residents feel that having more opportunities to meet their neighbours and get involved in community life would increase their sense of belonging.

HAVING THINGS TO DO & PLACES TO DO THEM HELPS PEOPLE CONNECT & FEEL A STRONGER SENSE OF BELONGING.

- A rich offering of programs, activities, and events is available year round in Surrey, and this was identified throughout the research as a critical way for people to connect with others, and feel a strong sense of belonging.
- Residents value being able to take part in activities and programs, such as sports, dancing, and music at places like recreation centres and libraries.
- Special events, such as the Fusion Festival, and Surrey's park system – provide opportunities for residents to engage with each other, and build a stronger sense of belonging.
- More effort may be needed to better meet the needs of youth, seniors, and low-income immigrants.

PEOPLE WANT TO CONNECT ACROSS CULTURES, BUT STRUGGLE TO DO SO.

- Residents feel making stronger connections across cultures would help strengthen their sense of belonging.
- However, many residents have a hard time connecting across cultures. Survey results show almost 30% of both immigrants and Canadian-born residents find some difficulty connecting with people of ethnic/cultural backgrounds different from their own.

Discrimination

RESIDENTS ARE SPLIT ON WHETHER DISCRIMINATION IS A PROBLEM OR NOT.

- Public opinion is divided in Surrey on whether discrimination is a problem or not.
- In focus groups, residents generally downplayed the notion that discrimination was a problem. While a number spoke of having experienced discrimination or racism, they tended to frame the experience as an exception to the norm, rather than a symptom of a deeper problem of discrimination.
- New immigrants looking for work, and youth in schools appear to be the most sensitive and vulnerable to discrimination.
- Many residents feel finding ways to increase cultural understanding across cultures would help reduce the problem of discrimination.

Immigration & change in Surrey

IMMIGRATION IS SEEN AS GOOD FOR SURREY, BUT LESS SO BY CANADIAN-BORN RESIDENTS.

- Residents generally feel immigration is good for Surrey – a finding consistent across all research components.
- The survey found most residents feel immigration is good for Surrey, although with Canadian-born residents at a notably lower rate (68%) than immigrants (85%). A similar response was noted at the public consultation events.
- Generally, immigration is seen as making the city more interesting, culturally rich, and economically successful.
- On the other hand, some residents, especially those Canadian-born, are concerned that increasing levels of immigration will make Surrey too crowded, create social problems due to a lack of understanding among cultures, and increase competition for jobs.

ETHNIC ENCLAVES ARE SEEN TO BOTH HELP & HINDER IMMIGRANT INTEGRATION.

- Residents hold mixed feelings about neighbourhoods where immigrant residents can live without developing strong connections outside of their cultural groups.
- While ethnic neighbourhoods can make members of that group feel more welcome in Surrey, there is concern that such neighbourhoods can feel unwelcoming to people who do not belong to that cultural group.
- Also, from the perspective of immigrant integration, there is an additional concern that immigrants who live in ethnic enclaves may be impeded in their efforts to successfully become fully integrated members of the wider Surrey community.

Acknowledgements

This project has been deeply collaborative, and would not have been possible without the efforts and support of many people and organizations. On behalf of CitySpaces Consulting, the Mustel Group, and Kari Huhtala + Associates, we would like to acknowledge the contributions of the following individuals and organizations:

PROJECT LEADERSHIP

Surrey Local Immigration Partnership Committee
Surrey Local Immigration Partnership Research Working Group

FOCUS GROUP & PUBLIC CONSULTATION VENUES

South Surrey Recreation Centre, *Jay Deo & Team*
Surrey City Centre Library, *April Cox & Team*
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PROJECT ASSISTANCE

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PROJECT TEAM

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Olga Shcherbyna, *City of Surrey*
Jody Johnson, *PEERs Inc.*
Trevor Van Eerden, *PEERs Inc.*


I would feel like I belong in Surrey more if...
My voice was heard
Surrey would be more welcoming to newcomers if...
it became more vibrant
Surrey would be more welcoming to newcomers if...
if there were more accepting opportunities
Surrey is welcoming to newcomers because...
The main thing that gives me a feeling of belonging in Surrey is...
Diversity
I would feel like I belong in Surrey more if...
everybody high-fived

Project Purpose & Background

CitySpaces Consulting (in partnership with the Mustel Group and Kari Huhtala + Associates) was commissioned by the City of Surrey, on behalf of the Surrey Local Immigration Partnership (LIP), to undertake community research and consultations to assess newcomers' and long-term residents' perceptions related to immigration to Surrey, and Surrey as an inclusive community. This project is part of a larger research and consultation initiative led by the Surrey LIP, and serves as a foundational study to inform the strategic community planning process in Surrey. The following components are included in the Surrey LIP research and consultation initiative:

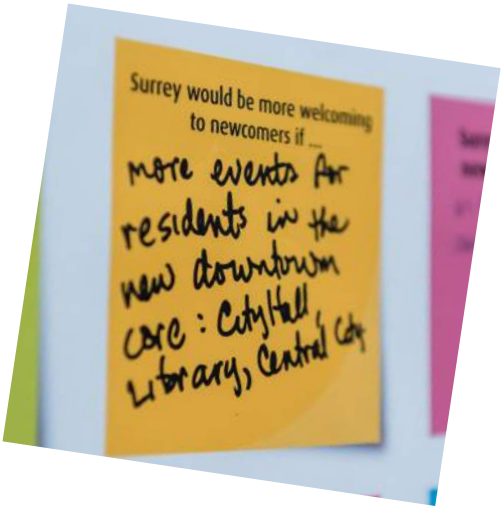
- **Immigrant Integration Research.** To better understand public perceptions of Surrey as a welcoming and inclusive community.
- **Service Mapping Project.** To identify and analyze settlement services' gaps and distribution, and develop an online map of settlement services available in Surrey.
- **Refugee Settlement Priorities Research.** To identify settlement issues, solution, actions, and promising practices specific to Surrey's refugees
- **Labour Market Integration Research.** To determine Surrey labour market needs and integration barriers for newcomers and employers.

The results from all four projects undertaken in 2014-15 will inform the development of the *Surrey Immigrant and Refugee Settlement Strategy*.

This report only presents the findings from the Immigrant Integration Research.

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

Surrey LIP is a multi-stakeholder collaboration among 30 community partners. These partners are working together to develop a city-wide *Surrey Immigrant & Refugee Settlement Strategy*, with the goal of improving immigrant and refugee integration outcomes in the community. The two-year project is funded by Citizenship and Immigration Canada. The City of Surrey is the contract holder of the project, and responsible for the administration of all activities.




Surrey is welcoming because ...
Settlement
Services

Research Objectives

The objective of this research project is to assess the perceptions held by both immigrants and Canadian-born residents' on topics related to immigration to Surrey, and on Surrey itself as an inclusive community.

As part of the design and implementation of this project, the following key research themes and questions were identified in advance.

PERCEPTIONS OF HOW WELCOMING SURREY IS FOR IMMIGRANTS

One of the key questions was how welcoming is Surrey for immigrants. The research program was designed to explore aspects of this issue, including:

- A general feeling of being welcome in Surrey.
- The supports needed by newcomers.
- Access to basic services.
- Access to employment.
- Access to language training.
- Access to housing.

SENSE OF BELONGING IN SURREY

Another key research area involved investigating how strongly Surrey residents feel a sense of belonging. The intention was to better understand the extent to which immigrants feel they belong in their communities, and if their perceptions are markedly different from those of the Canadian-born population. Topics considered relevant to explore included:

- Having social connections with others in the community.
- Being able to connect with people of different ethnic backgrounds.
- Feeling safe and secure.
- Feeling able to visit any of Surrey's neighbourhoods, businesses.
- Feeling of being able to express oneself publicly.
- Feeling accepted and respected.

DISCRIMINATION IN SURREY

A third major research area included exploration of residents' attitudes on discrimination, and whether it was considered a problem in Surrey. Aspects for investigation of this topic included:

- Feeling treated fairly when applying for work.
- Comfort in working for, or with, someone from another ethnic background.
- Feeling Surrey's different ethnic groups make a positive contribution to the city.

IMMIGRATION AND CHANGE IN SURREY

The fourth and final major research area was the extent to which immigration has changed Surrey, and might continue to change the city in the future:

- Perceptions of the contributions of immigrants.
- Feelings about future immigration to Surrey.
- The influence of immigration on Surrey's neighbourhoods.
- The positive and negative impacts of ethnic enclaves.

The research objectives, as expressed through these initial themes and questions, were used as a foundation in designing the approach to the various components of the project.

Project Approach

To meet the objectives set for this project, the approach used a mixed methodology that included literature review of selected studies and reports, a random telephone survey, focus groups, and public consultation. Additionally, a youth engagement advisory team was hired to help gain the perspectives of Surrey youth.

PROJECT TIMELINE

This project was conducted between November 2014 and March 2015. The following table shows the key project activities and milestones.

ACTIVITIES & MILESTONES	TIMELINE
Project initiation	Late November 2014
Literature review & telephone survey design	Early December
Workshop with LIP Research Working Group	Early December
Survey questionnaire completed	Mid December
Survey completed	Early January 2015
Preliminary survey & literature review results to LIP Steering Committee	Early January
Youth Engagement Team hired	Mid January
Planning & logistics for focus groups & public consultation events	Mid to late January
Promotion of focus groups	Early February
Focus groups	Late February to early March
Public consultation	Late February
Data analysis & reporting	Early to mid March
Project completion	**Late March**

LITERATURE REVIEW

The focus of the literature review was to provide baseline understanding of how Surrey is doing with respect to being a welcoming community, and facilitating successful integration of newcomers. The review included selected literature to set the context and backdrop for data collection and analysis of Surrey residents' experiences. With this in mind, documents dealing directly with immigrant issues, as experienced in Surrey, were prioritized. In total, 21 source documents were reviewed, covering a variety of topics, from settlement experiences for newcomers and barriers to integration, to Canadian policy and attributes of welcoming communities.

TELEPHONE SURVEY

To gauge public opinion on several themes central to this project's objectives, a community-wide survey of residents was conducted by the Mustel Group. The themes included: Surrey as a welcoming community, the overall sense of belonging and inclusion in the community, if discrimination is seen as a problem, and views on the benefits and impacts of immigration in Surrey.

A set of primarily closed-ended questions was developed, designed to solicit information about the survey respondents (age, immigrant or Canadian-born, residing in which area of Surrey, etc.), as well as opinions on 18 questions related to the study themes. These questions were based on those used as part of the *Welcoming and Inclusive Communities and Workplaces Program*, a major multi-year survey conducted across BC between 2009 and 2011, under the leadership of the provincial government. Many of the questions used in this earlier survey were directly relevant to the research objectives of this study.

The final list of questions was refined with input from the *Surrey Local Immigration Partnership Committee* in December 2014.

The survey sample size was 301 respondents. Designed to take about five minutes, the survey was conducted in English, with Punjabi translation offered (nine were completed in this language). The final sample was weighted to match City of Surrey 2011 Census demographics, on the basis of age within gender and geography (actual and weighted distributions appended). The margin of error, on a random sample of 300 interviews, is +/- 5.7 percentage points at the 95% confidence level (19 times out of 20, if the survey was repeated).

FOCUS GROUPS

Following the analysis of the telephone survey results, focus groups were held with a variety of groups to gain a deeper understanding of perceptions on the various issues explored through the telephone survey and literature review.

In total, seven focus groups were held, each with a defined target group:

1. Immigrant Surrey Residents (in Canada 10+ years)
2. Canadian-born Surrey Residents
3. Recent Immigrant Surrey Residents (in Canada 0-10 years)
4. Immigrant Youth (16-24 years old) Surrey Residents
5. Canadian-born Youth (16-24 years old) Surrey Residents
6. Surrey LIP Immigrant Advisory Roundtable (all immigrants)
7. City of Surrey Staff (immigrants and Canadian-born)

The groups were held at various venues throughout the city. Three were held during the day, and the remaining four were held during the evening. Both the location and timing of these groups were distributed to provide a variety of opportunities for participation.

Held between February 18 and March 5, 2015, each group was scheduled for two hours in duration, with the exception of Focus Group #7 with City of Surrey staff, which was one hour.

In addition to the focus groups being advertised through posters, social media, the Surrey website, and email distribution, members of the *Surrey Local Immigration Partnership* played an important role in promotion, as did staff at the facilities hosting the groups, and City of Surrey staff through various facilities and programs.

PUBLIC CONSULTATIONS

The purpose of the public consultation component was to get input from the public on the project's key research questions. Three events were held as part of this research.

All events were "pop-up" in nature, meaning that each was planned to take place at a time and location where significant foot traffic would be expected, or as part of another event where large numbers of people would likely be present. Pop-up public consultation is used to engage those who may not otherwise attend public events at less convenient times and places. This method also minimizes the influence of participant self-selection, in that those engaged would not have prior knowledge of the study, nor have made a special trip to participate in the study. In accordance with this approach, there was minimal advance promotion of these events.

Questionnaires and comment boards were used to collect the opinions of those who attended.

Questionnaires

The primary method used to gather public feedback was a short questionnaire, which asked the following questions:

- Do you think Surrey is a welcoming community? Why or why not?
- Do you feel a strong sense of belonging in Surrey? Why or why not?
- Do you think that discrimination is a problem in Surrey? Why or why not?
- Do you think immigration is good for Surrey? Why or why not?

Comment Boards

Another tool used was a poster board at each event, where participants could complete one or more of the following sentences:

- Surrey is welcoming to newcomers because…
- Surrey would be more welcoming to newcomers if…
- The main thing that gives me a sense of belonging in Surrey is…
- I would feel like I belong in Surrey more if…

YOUTH ENGAGEMENT ADVISORS

To better capture the perspectives of Surrey's youth on the project's research questions, a team of four youth engagement advisors was hired. All four youth are high school students, and live in Surrey.

The advisors were selected through a competitive selection process, and once retained, worked closely with the planning team on the design, recruitment, delivery, and reporting for the two youth focus groups, and the youth public consultation event. The team also assisted with the facilitation of the two main public consultation events. A final report on the project's youth engagement activities is included as Appendix E of this report.

Youth Focus Groups

The youth engagement advisors helped recruit participants for the focus groups, and this was done through school, extracurricular activities, and friends interested in participating. While the time participating in the focus groups was unpaid, participation was encouraged through the offer of volunteer hours (a requirement for high school graduation), and a meal.

Each group was facilitated by one youth advisor, while another was responsible for note-taking. The same pair collaborated on the reporting out of their group's findings.

Public Youth Consultation Event

The youth team was responsible for organizing one public event aimed at Surrey's youth. The event was held as part of the annual Surrey Leadership Action Conference (SLAC), in which three of the team members were participants. Advance promotion of the event was orchestrated through team networks to help drive conference participants to the project display, and encourage participation. After the event, the team was responsible for reporting out on the findings of the session.

General Public Events' Support

The youth team also played critical support roles at the two public events held with the general public. At each event, two youth team members supported a lead researcher in soliciting public participation in one or both of the event's activities – a comment board and a questionnaire.

Key Findings

LITERATURE REVIEW

From 2001 to 2011, Surrey's population increased by 120,000 people, of which 60% were immigrants. Typically, recent immigrants to Surrey are younger, and have greater levels of education than their Canadian-born counterparts. However, despite their higher levels of education, they experience significantly greater levels of unemployment, especially upon arrival.

With an understanding of the current levels of immigration into the city, and some of the trends that are likely to impact newcomers in the future, it is important to understand both the barriers faced by immigrants upon arrival to Canada, as well as the characteristics that help make a city or neighbourhood more inclusive. For newcomers, the major barriers to successfully integrating into Canadian society, as cited in the research for this project, relate mainly to:

- **Language.** Many newcomers do not speak English or French upon arrival.
- **Employment Opportunities.** Many face difficulties finding employment that matches their skills and/or education.
- **Housing**. Newcomers often have difficulty accessing housing that is suitable to their family size and composition, and that is affordable.
- **Cultural Awareness.** Many studies site a lack of cultural awareness, both for newcomers and their understanding of Canadian systems and customs, and Canadians' understanding of newcomers' customs and cultural norms.

Other research[1] has explored what characteristics help create a *welcoming community*, defined by Citizenship and Immigration Canada as "a location that has the capacity to meet the needs and promote the inclusion of newcomers, and the machinery in place to produce and support these capacities." In total, 17 characteristics have been identified that help create and foster a sense of belonging and inclusivity. These create a framework communities can use to assess the effectiveness of existing policies and programs in promoting newcomer integration. The characteristics, in order of importance, include:

1. Employment opportunities.
2. Fostering social capital.
3. Affordable and suitable housing.
4. Positive attitudes toward immigrants, cultural diversity, and the presence of newcomers in the community.

[1]"Characteristics of a Welcoming Community" , Victoria M. Esses, Leah K. Hamilton, Caroline Bennett-AbuAyyash, and Meyer Burstein. Welcoming Communities Initiative, March 2010 . http://stage01.commerx.com/krystal/clip/wp-content/uploads/2013/04/Characteristics-of-a-Welcoming-Community-11.pdf

5. Presence of newcomer-serving agencies that can successfully meet their needs.
6. Links between main actors working toward welcoming communities.
7. Municipal features and services sensitive to the presence and needs of newcomers.
8. Educational opportunities.
9. Accessible and suitable health care.
10. Available and accessible public transit.
11. Presence of diverse religious organizations.
12. Social engagement opportunities.
13. Political participation opportunities.
14. Positive relationships with the police and the justice system.
15. Safety.
16. Opportunities for use of public space and recreation facilities.
17. Favorable media coverage and representation.

Another important piece of background research was the 2014 Conference Board of Canada report entitled *City Magnets III: Benchmarking the Attractiveness of 50 Canadian Cities*. While the study does not directly address the issue of how welcoming or inclusive these cities are, it does include a number of indicators relevant to the successful integration of newcomers. The main strengths of Surrey were reported to include the growth of Gross Domestic Product (GDP) and jobs, established cultural diversity within the city, low rents relative to income, and an agreeable environment. However, the main weaknesses were noted to be a lack of cultural and innovative jobs, high mortgage rates relative to income, long travel times to work via transit/bike/foot, and poor access to health practitioners.

This project also builds on the research approach and methods used as part of the *Welcoming & Inclusive Communities and Workplaces Program* (WICWP), a pilot project that ran in British Columbia from 2008 to 2011. This program included an extensive province-wide survey, conducted between 2009 and 2011, that developed a model for the analysis of immigrant integration issues that was adopted, in part, for this research. The *Putting Down Roots* model, used by the WICWP survey, identified key areas in understanding the successful integration of immigrants into the community as: equal access to services, welcoming spaces, intercultural relationships, employment equity, mutual trust and non-discrimination, a welcoming community, and belonging and choosing to stay. These core categories, along with survey questions associated with these headings, were foundational to the establishment of the research approach to this project.

The full Literature Review can be found as Appendix A of this report.

RANDOM SAMPLE TELEPHONE SURVEY

This telephone survey was conducted by the Mustel Group between December 17, 2014 and January 4, 2015. With a total random sample size of 301 participants, the sample was weighted to be representative of the City of Surrey's population aged 18 years and older.

Welcoming Perceptions

- Overall, Surrey makes its residents feel welcome, as there is widespread agreement that the statement "I feel welcomed in Surrey" is true (91% agree and 6-in-10 agree strongly).
- Sentiments are similar among both immigrants and non-immigrants.
- There is also broad, and especially strong consensus among the adult public that they are "very comfortable accessing Surrey's public programs and services" (93% agree and 69% strongly agree), with immigrants even more inclined to strongly agree (79%).
- Likewise, most residents are able to access the health care services, and educational opportunities they need in Surrey (total agreement levels of 84% and 77%, respectively).
- The public is more divided on whether suitable employment (matching education, skills and abilities) is available for them in Surrey (35% tend to have difficulty finding such jobs, while 42% do not).

Belonging & Inclusion Perceptions

- Feelings about belonging and inclusion are similar for immigrants and non-immigrants alike.
- Generally, Surrey residents have a sense of belonging in the community (86% agree, with 40% agreeing strongly). They are very comfortable visiting local businesses (94%, with 65% strongly agreeing).
- For the most part, residents feel free to publicly express their personal beliefs (85%), with immigrants agreeing more strongly than non-immigrants (87% and 83%, respectively).
- A majority of Surrey residents would prefer to remain in Surrey rather than move (71%), claim they do not have a hard time connecting with others in Surrey who have backgrounds different from their own (70%), and believe they have a say in decisions affecting their community (65%).
- Less consensus is found on whether their own ethnic/cultural groups are represented in Surrey's government or authorities, but immigrants lean to feeling underrepresented (53% vs. 32% for non-immigrants).

TELEPHONE SURVEY KEY FINDINGS

- **91% agree with the statement: *I feel welcomed in Surrey.***
- **86% agreed with the statement: *I feel a strong sense of belonging in Surrey.***
- **75% agreed with the statement: *I believe immigration is good for Surrey.***
- **64% agreed with the statement: *I would be happy to see more immigrants move to Surrey.***
- **56% agreed with the statement: *I feel discrimination is a problem in Surrey.***
- **28% agreed with the statement: *I have a hard time connecting with people of ethnic backgrounds different from my own in Surrey.***

Discrimination Perceptions & Attitudes

- There is a tendency to think that discrimination is a problem in Surrey (56% of all respondents agree, 39% disagree). Interestingly, while immigrants and non-immigrants generally have similar perceptions overall, immigrants who disagree that discrimination is a problem, do so more strongly. Youth and those from South Asia are more apt to perceive a problem (69% and 67%, respectively).
- Most of Surrey's adults would be very comfortable working for someone with a different ethnic background than their own (88%), and tend to believe that Surrey's various ethnic groups make a positive contribution to their city (86%).
- Residents tend to agree that they are treated fairly when applying for jobs in Surrey (77% of those with an opinion).
- Of those who expressed an opinion, immigrants and non-immigrants have similar perceptions.

Immigration Attitudes

- Surrey residents tend to have favourable attitudes about immigration.
- A majority feel immigration is good for Surrey (75%), and would like to see more immigrants move to the city (64%).
- Not surprisingly, immigrants themselves are most enthusiastic (85% and 77%, respectively), while non-immigrants less so, particularly about being happy to have more immigrant newcomers in the city (54%).

Inclusiveness Overall

- Considering the degree to which residents feel Surrey is an inclusive community, in which no one feels excluded or left out, opinions are moderately positive. On a 10-point scale, where 10 means e*xtremely inclusive* and one means *not at all,* on average, adults give their city a 6.9 score. This suggests there is some satisfaction, but room for improvement.

Conclusions

- Overall, most Surrey residents appear open to cultural diversity, and hold a sense of belonging to the community. At the same time, the survey shows residents also have a number of concerns.
- On the positive side, both immigrants and non-immigrants generally feel welcomed in Surrey, have a sense of belonging in the community, and are very comfortable using public services, community programs, and local businesses.
- Both immigrants and non-immigrants largely feel free to publicly express their personal beliefs, and most do not have difficulty connecting with, or working for, Surrey residents of ethnic or cultural backgrounds different from their own.
- There is a general acceptance that immigration is good for Surrey. Most would choose to continue living in Surrey rather than move elsewhere.
- Nevertheless, in spite of many widespread positive perceptions and attitudes, weaknesses include the following:
    - Discrimination is thought to be at least somewhat of a problem by more than half the population – both among immigrants and non-immigrants. Particularly sensitive to discrimination are youth and those from South Asia.
    - Cultural/ethnic representation in government and authorities is considered lacking by more than one-third of all respondents, and by more than 4 out of 10 immigrant respondents.
    - About 3-in-10 respondents are not satisfied with the extent to which they have a say in decisions affecting their community.
    - About one-third of respondents have difficulty finding suitable employment in Surrey that matches their education, skills, or abilities, reaching a level of 4-in-10 among immigrants.
    - Almost one-third of immigrants and non-immigrants alike find some difficulty connecting with people of ethnic/cultural backgrounds different from their own.

The full summary of the telephone survey is available as Appendix B of this report.

FOCUS GROUPS: SUMMARY OF FINDINGS

Seven focus groups were conducted between February 18 and March 5, 2015, with a total of 67 participants.

FOCUS GROUP	NUMBER OF PARTICIPANTS
1. Immigrant Surrey Residents (in Canada 10+ years)	7
2. Canadian-born Surrey Residents	3
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4. Immigrant Youth Surrey Residents (16-24 years old)	14
5. Canadian-born Youth Surrey Residents (16-24 years old)	9
6. Surrey LIP Immigrant Advisory Roundtable (all immigrants)	6
7. City of Surrey Staff (immigrants & Canadian-born)	15
Total Participants	**67**

The findings from each of the seven focus groups are summarized below.

Surrey is a Welcoming Community.

Across all focus groups, Surrey was generally seen to be a welcoming community, and the main reasons residents feel that way are:

- The availability of services for immigrants helps make the city feel welcoming. The types of services mentioned include those provided by the City (such as providing information in multiple language), as well as those offered through settlement service providers, libraries, churches, and others. At the same time, it was noted by several residents that these services could be better promoted, and better tailored to meet the needs of newcomers.
- Schools and programs offered through Surrey's Welcome Centre were mentioned by youth as helping make Surrey feel welcoming.
- Newcomers use and value a range of programs, activities, and events open to the general public. These include recreation activities, educational programs, and cultural festivals, such as the Fusion Festival.
- Volunteering opportunities available to newcomers are seen as valuable ways to get involved in community life. Especially successful programs, such as Library Champions, should perhaps be expanded, or used as a model by other organizations.
- Surrey's cultural diversity makes many newcomers feel welcome, especially those who belong to an established cultural group in the community.
- Across all focus groups, participants spoke of the importance of newcomers making personal efforts to integrate, in particular, by learning English and getting involved in community life.

Some concerns, considerations, and suggestions for making Surrey more welcoming include:

- Newcomers can struggle to find jobs that match their skills and experience, and this experience detracts from their feeling that Surrey is a welcoming community.
- Ethnic enclaves can reduce the need for newcomers to learn English, or make social connections outside the cultural group, thereby hindering integration.
- Senior newcomers were mentioned as needing special attention, as they can be socially isolated.

Sense of Belonging

Generally, Surrey residents feel a sense of belonging, with immigrants feeling this sense more strongly than Canadian-born residents. Residents also feel that Surrey is becoming a more inclusive community for newcomers than it has been in the past.

Key reasons residents feel a sense of belonging are:

- Taking part in interest-based activities, recreational activities, educational programs, and cultural events.
- Having access to facilities and activities that cater to children and families.
- Volunteering opportunities for newcomers and Canadian-born residents alike.
- Surrey's public places, such as parks, provide both structured and informal ways for people to connect socially.
- Being an active member of religious community.
- For newcomers especially, belonging to a cultural group, and having a network of other immigrants.
- A strong sense of civic pride, and a feeling that Surrey has changed for the better in recent years.

"Neighbours are different in my home country. Here it is not the same. I never talk to my neighbours here."

Immigrant in Canada 10+ years

"Some people have been here forty years and don't speak English. This is sad. How do these people go to a hospital and interact?"

Immigrant in Canada 10+ years

"Surrey is a welcoming community on many levels. When a new family moves here there are many services and resources available."

Immigrant in Canada 10+ years

Concerns, considerations and suggestions for improving the sense of belonging for residents include:

- Neighbourhood-based social connections are weak in Surrey, mainly due to lack of opportunities for participating in activities together.
- Canadian-born residents are concerned that high rates of immigration increase the amount of cultural differences between people, and that this can weaken feelings of social belonging.
- Both immigrants and Canadian-born residents wish there were more opportunities to make cross-cultural connections, which they feel would help reduce the incidents of discrimination and increase the sense of social trust.
- Residents feel that improved neighbourhood walkability, as well as other outdoor public community-building activities (e.g., community gardens, Adopt-a-Street), would foster more social interaction and sense of community ownership.

- Residents noted that Surrey is a big city that can be difficult to get around, especially for newcomers who do not drive. Not being able to access community places will inhibit the development of one's sense of belonging.
- Many feel Surrey's perceived high crime rate weakens their sense of belonging.
- English language proficiency is critical to having a sense of belonging, especially for youth and seniors. At the same time, listening skills on the part of the members of the receiving community are also required. "People don't speak with an accent; we listen with an accent."
- Seniors who do not speak English can experience loneliness and social isolation, which can have negative implications on health.

Discrimination in Surrey

Residents hold differing opinions about whether discrimination exists in Surrey.

- Many residents feel discrimination is not a problem in Surrey. Many say they have not experienced discrimination personally, and others suggest that Surrey's welcoming character and cultural diversity mean discrimination is not a problem.
- For another segment of the population, discrimination is acknowledged as existing in Surrey, but is not considered a major problem.
- Many residents feel discrimination is not considered socially acceptable by the general population, and it is not encountered often in official and government settings.
- For those who consider discrimination a problem, concerns include:
  - Discrimination is part of the challenge newcomers face in finding employment.
  - Newcomers with jobs complain that, at times, they are unfairly treated because they are immigrants.
  - Canadian-born residents feel discrimination also plays out within cultural groups, based on factors like gender and social status.
  - Socio-economic discrimination against the poor and drug-addicted is still seen as prevalent.
  - Residents feel discrimination could be countered by teaching about other cultures in school, and offering diversity training.
  - Youth with weak English language skills can feel discrimination in school.
  - Immigrant youth observe some fellow students make stereotyping comments about those from other cultures.

"If you get to know someone and have a conversation it makes a difference."

Canadian-born resident

"There's something about our society that makes it hard to connect. If you can have an opportunity to give to your community, you get so much back."

Canadian-born resident

"Local people don't understand the difficulty of coming to a new place. They assume you find services on your own."

Recent immigrant, <10 years

Immigration & Change in Surrey

Generally, residents feel immigration is good for Surrey, the key reasons residents feel this way include:

- Many feel immigrants have helped Surrey's economic development.
- Residents feel immigrants have helped improve Surrey's image, which many also feel has been improving in recent years.
- Immigration has made the city more culturally diverse, something seen by many as a positive.

Some residents' concerns include:

- People generally socialize with people of the same cultural background. This hinders newcomer integration, and takes away from a sense of belonging for all residents.
- Canadian-born residents are concerned about the impact of certain cultural practices, such as face covering and large multi-generational households, on the community over time.
- It was noted that certain neighbourhoods have high concentrations of one ethnic group. The potential benefit of ethnic enclaves is that newcomers may feel more comfortable being around those who share their language and culture. At the same time, it is important that these neighbourhoods feel welcoming to all Surrey residents.

"My Toronto experience as a volunteer wasn't accepted here – they wanted local volunteer experience."

Recent immigrant, <10 years

"Surrey is a comfortable place for families. There's a mix of cultures. Here I can meet people from all backgrounds."

Recent immigrant, <10 years

"Becoming friends with immigrants is difficult. They have things in common, so those are the friends they make."

Canadian-born youth

"People talk to me."

Immigrant youth

Conclusions

- Surrey is generally seen, by immigrant and Canadian-born residents alike, as a welcoming community.
- Both Canadian-born and immigrant youth feel Surrey schools are welcoming and inclusive, for the most part. However, both groups feel a need for better cross-cultural understanding.
- Residents feel supports and services needed by immigrants are generally available in the community, but more promotion of them may be needed, and, in some cases, improvement may be required to better meet the needs of immigrants.
- The biggest challenge facing new immigrants is finding work that matches their skills and education. This struggle can engender feelings of being unwelcome, not belonging, and discrimination.
- While the importance of English proficiency was noted, it did not arise as a critical issue. This may be due to the fact that many in Surrey's largest immigrant group (South Asian) tend to have English language abilities before arriving in Canada.
- Nevertheless, without English proficiency, immigrants will face difficulties integrating, whether at school for youth, or social isolation for the elderly.
- Providing more opportunities for shared activities with neighbours would likely lead to a stronger sense of belonging.

- Similarly, opportunities for cross-cultural connections would also improve the sense of belonging.
- Residents who get involved in their community, whether through volunteering, recreational activities, faith-based organizations, and others tend to feel a strong sense of belonging.
- Being a member of a cultural group with strong social networks can encourage a strong sense of belonging.
- There is a concern that ethnic enclaves, where members have limited opportunity to make social connections outside their cultural group, can impede the integration process. This can have negative consequences, especially for youth and seniors.
- Most residents acknowledge discrimination exists in Surrey to some degree, but this is not considered a significant problem.
- However, discrimination against immigrants is considered a significant problem in relation to the barriers faced by immigrants trying to find work.
- Overall, immigration is seen to be good for Surrey.
- Many residents see Surrey's cultural diversity as good for the community, and feel it has helped improve the city's image.
- Canadian-born residents are more sensitive to the potential impacts of immigration in Surrey.

PUBLIC CONSULTATION: SUMMARY OF FINDINGS

Three public events were held as part of this project:

1. Saturday, February 21, 11:45 am to 1:30 pm at the Cloverdale Recreation Centre
2. Saturday, February 28, 11:00 am to 2:00 pm at the Surrey City Centre Library
3. Saturday, February 28, 11:00 am to 2:00 pm at the South Surrey Recreation Centre

EVENT #1: YOUTH. A youth-centred event was held as part of the *Surrey Leadership Action Conference* (SLAC). More than 150 young people took part in this three-day conference that focuses on providing participants the opportunity to develop skills necessary to make change in their community. The project pop-up event was part of the *resource fair*, a roughly 90-minute block of time during which conference attendees could view and interact with a variety of presentations and presenters.

EVENTS #2-3: GENERAL PUBLIC. Two events aimed at engaging the general public were held simultaneously at the Surrey City Centre Library, and the South Surrey Recreation Centre.

Participants were able to provide input through questionnaires and comment boards. Over the course of the three events, 112 questionnaires were completed, and 193 individual comments were received.

Surrey as a Welcoming Community

- Overall, Surrey is seen as a welcoming community.
- The questionnaire found 91% of residents reported feeling Surrey is a welcoming community (80% yes; 13% somewhat).
- Immigrants feel Surrey is a welcoming community more strongly than Canadian-born residents (89% of immigrants responding "yes", compared to 80% of Canadian-born).
- Some of the most important factors that make Surrey welcoming are:
  - Cultural diversity.
  - Programs, community events, and facilities.
  - The people, with respondents using terms like "friendly," "approachable", "positive", and "helpful."
  - The feeling of being accepted.
- The main reason some do not feel welcome in Surrey is a concern for personal security and safety.
- The following are the most common comment board responses to "Surrey would be more welcoming to newcomers if…" there were:
  - More programs, activities, and events.
  - More services for newcomers.
  - Stronger social connections, and a feeling of community.

91% of residents feel that Surrey is a welcoming community.

"Throughout Surrey there are a variety of different races and cultures that all get along. When you enter Surrey it doesn't matter where you're from because you know you'll be welcomed with open arms."

"There are a lot of things to do in Surrey like concerts, festivals, volunteer programs and activities."

Sense of Belonging

- Most residents report feeling a sense of belonging.
- The questionnaire found 63% feel a strong sense of belonging in Surrey, while 13% feel some or mixed feelings of belonging, and 17% do not feel a strong sense of belonging.
- With respect to feeling a sense of belonging, the questionnaire results did not show a clear difference between the attitudes of immigrants and Canadian-born residents
- Youth respondents feel a stronger sense of belonging than adults (77% and 58% "yes" responses, respectively).
- The main reasons for feeling a sense of belonging were:
    - Surrey is "home", or a sense of civic pride.
    - Cultural diversity, including religion, nationality, and ethnicity.
    - Programs, community events, and facilities.
    - Volunteering and community Involvement.
    - The people of Surrey ("friendly", "helpful", and "outgoing").
- The main reasons cited for not feeling a strong sense of belonging were:
    - Being new to Surrey.
    - Lack of social connections and community involvement.

76% of residents feel a strong sense of belonging in Surrey.

"I volunteer in my community and that gives me a sense of belonging."

"There are lots of people from different cultures and I think that's what makes Surrey unique. I feel that I do belong in Surrey because of that."

"People aren't as connected as they could be"

Discrimination

- Opinion is divided on discrimination in Surrey. Results of the questionnaire indicate one in three (32%) feel discrimination is a problem, while slightly more (38%) feel it is not. A quarter of respondents' answers fell somewhere in between.
- There was no noticeable difference between youth and adult, or immigrant and Canadian-born resident responses.
- For those who felt discrimination was a problem, the main additional comments received were:
    - Discrimination is everywhere, not just in Surrey.
    - Racial discrimination, in particular, is a problem in Surrey.
- Among those who felt discrimination was not a problem, the following comments were most prevalent:
    - Evidence of positive attitudes and behavior, with respondents using language, such as "accepting", "welcoming", "respectful", and "equal treatment."
    - Surrey's multicultural make up.

32% of residents feel that discrimination is a problem in Surrey.

"Unfortunately when mixing many different cultures in the same location, fear and prejudices do take hold."

"Multiculturalism is celebrated here."

Immigration & Change in Surrey

- By far, most respondents (78%) feel immigration is good for Surrey, with 9% holding mixed feelings.
- Seven percent feel immigration is not good for Surrey.
- Youth hold similar views to adults.
- Immigrants were more likely than Canadian-born residents to feel immigration is beneficial to Surrey (94%, compared to 81%).
- Top responses supporting that immigration is good for Surrey were:
  - Makes the city more culturally diverse.
  - Immigrants bring new ideas and knowledge to the community.
  - Immigrants enrich the culture of Surrey.
  - Positive economic impact.
- The most commonly cited reason for why immigration is not good for Surrey is that the city already has too many people.

78% of residents feel immigration is good for Surrey.

"Immigration is good for Surrey because it makes our community more diverse racially and culturally."

"Immigration brings more culture and fresh ideas into the communities."

Conclusion

- Residents – both immigrants and Canadian-born – consider Surrey to be a welcoming community.
- Surrey's cultural diversity is seen as one of its most welcoming features.
- Also important to creating a sense of welcoming are the various programs, community events, and facilities offered throughout the city.
- Concerns about safety and security impact how some residents feel about Surrey as a welcoming community.
- Most residents report feeling a sense of belonging.
- Immigrants are more likely to feel a sense of belonging than Canadian-born residents.
- Because it takes time to build a sense of belonging, one of the main reasons some do not feel a sense of belonging is because they have not lived in Surrey very long.
- Residents want more social connections, and to be more involved in the community.
- Slightly more than a third of respondents feel discrimination is not a problem in Surrey, while slightly less than a third feel that it is an issue.
- For many who consider discrimination a problem, it is not generally seen to be an issue particular to Surrey.
- Nevertheless, many feel discrimination, especially on the basis of race or cultural background, is a problem in Surrey.
- Residents feel immigration is good for Surrey, although Canadian-born residents feel this a little less so than immigrants.
- Residents see immigration making Surrey more diverse, interesting, culturally rich, and prosperous.
- Concerns about immigration tended to be in relation to worries about over-population and competition for jobs.


Surrey is welcoming
Tell us what you think makes Surrey a welcoming and inclusive community
REGISTER NOW

Emerging Themes

SURREY AS A WELCOMING COMMUNITY

Overall, Surrey is seen as a welcoming community.

- Generally, Surrey is seen as welcoming, and this was a consistent finding across all research inputs for the project.
- Immigrants and Canadian-born residents share this view, with immigrants feeling this slightly more strongly than those born in Canada.
- Residents feel Surrey is welcoming mainly because of its multicultural community character; its availability of various programs, activities and events; and its welcoming people.
- Some risks to Surrey's favourable image are concerns about crime, and a lack of social connectedness among different cultural groups.

Services & programs for immigrants are key to making newcomers feel welcome.

- Services and programs that support immigrants are key to the successful integration of newcomers, and this finding is supported across all the study's components.
- The literature review found that newcomer-serving agencies, and having local services and agencies that are sensitive to the needs of newcomers, are critical.
- Focus groups and public consultation found immigrants feel welcomed by having access to a variety of services and programs specifically for them. This includes volunteer opportunities (e.g., Library Champions), supports for new students (e.g., Welcome Centre), English classes, job search assistance, and others.
- Newcomers also take part in, and value, programs and events not specifically aimed at immigrants, such as cultural festivals, and programming offered through recreation centres.
- Residents feel more can be done to make sure immigrants know about, and are able to access, services and programs available to them.

Access to employment is a key issue for newcomers.

- Survey results indicated immigrants are more likely to feel they have more difficulty finding employment to match their education, skills, and abilities than do Canadian-born residents.
- This finding was supported in focus groups with recent immigrants, which found many immigrants experience significant difficulties and feelings of frustration when trying to secure suitable employment. Not unreasonably, many immigrants feel when it comes to finding work, they are treated unfairly compared with Canadian-born applicants, with non-recognition of foreign credentials being a key factor.
- The literature review found a lack of "employment opportunities" to be one of the major barriers faced by immigrants integrating into Canadian society. This issue was also identified by Citizenship and Immigration Canada as the most important of its 17 characteristics of a welcoming community.
- There is a risk that immigrants who experience, what they consider, unfair treatment through the job search process are more likely to feel unwelcome in Surrey, and to see discrimination as a norm.

Immigrants must be encouraged & supported in their efforts to learn English.

- Immigrants who do not speak English will have difficulties integrating into the wider Surrey community. They will struggle to fully take part in community life, be more likely to face social isolation, and be at a higher risk of physical and mental health problems as a result.
- Immigrant students with poor English are less likely to form social connections with other students outside their language-based cultural groups.
- While research did not find immigrants have trouble accessing English training, there was concern that some immigrants, especially the elderly, may not be getting the English training they need to integrate.

SENSE OF BELONGING

Many residents, not only immigrants, felt their sense of belonging could be strengthened.

- The literature review indicated that according to Citizenship and Immigration Canada's 17 characteristics of a welcoming community, "fostering social capital" was the second most important factor, after employment opportunities.
- The telephone survey found residents feeling a strong sense of belonging in Surrey, with immigrants feeling this a little more strongly than Canadian-born residents.
- Public consultation returned a more mixed response to the same question, with 66% feeling a strong sense of belonging. As with the telephone survey, immigrants reported feeling a stronger sense of belonging than Canadian-born residents.
- In focus groups, a strong sense of belonging was often attributed to cultural community bonds, involvement in a church or religious organizations, volunteering, or knowing one's neighbours.

- Participants with a weaker sense of belonging see challenges in the existence of cultural differences among residents, as well as having too few opportunities to meet and do things with neighbours.
- Residents feel that having more opportunities to meet their neighbours and get involved in community life would increase their sense of belonging.

Having things to do & places to do them helps people connect & feel a stronger sense of belonging.

- A rich offering of programs, activities, and events is available year round in Surrey, and this was identified throughout the research as a critical way for people to connect with others, and feel a strong sense of belonging.
- Residents value being able to take part in activities and programs, such as sports, dancing, and music at places like recreation centres and libraries.
- Special events, such as the Fusion festival, and Surrey's park system, provide opportunities for residents to engage with each other, and build a stronger sense of belonging.
- Youth feel under served in terms of having adequate things to do in Surrey.
- Concern was also raised about how accessible these activities and programs are to seniors, especially those with poor English.
- The cost for various programs can be a barrier for underemployed newcomers.

People want to connect across cultures, but struggle to do so.

- Residents feel making stronger connections across cultures would help strengthen their sense of belonging.
- The literature review also found that "cultural awareness" is a key barrier to immigrant integration.
- However, many residents have a hard time connecting across cultures. Survey results show almost 30% of both immigrants and Canadian-born residents find some difficulty connecting with people of ethnic/cultural backgrounds different from their own.
- This suggests residents could be interested in taking advantage of more opportunities to get to know their neighbours and fellow citizens from other cultures.

DISCRIMINATION

Residents are split on whether discrimination is a problem or not.

- Public opinion is divided in Surrey on whether discrimination is a problem or not.
- Telephone survey results showed 56% percent of respondents agreed with the statement "I feel that discrimination is a problem in Surrey."
- On the questionnaire, 32% of respondents answered "yes" to the same question, with another 25% offering a qualified response, acknowledging the presence of discrimination in Surrey in some way.

- In focus groups, residents generally downplayed the notion discrimination was a problem. While a number spoke of having experienced discrimination or racism, they tended to frame the experience as an exception to the norm, rather than a symptom of a deeper problem of discrimination.
- New immigrants looking for work, and youth in schools, appear to be the most sensitive and vulnerable to discrimination.
- Many residents feel finding ways to increase cultural understanding across cultures would help reduce the problem of discrimination.

IMMIGRATION & CHANGE IN SURREY

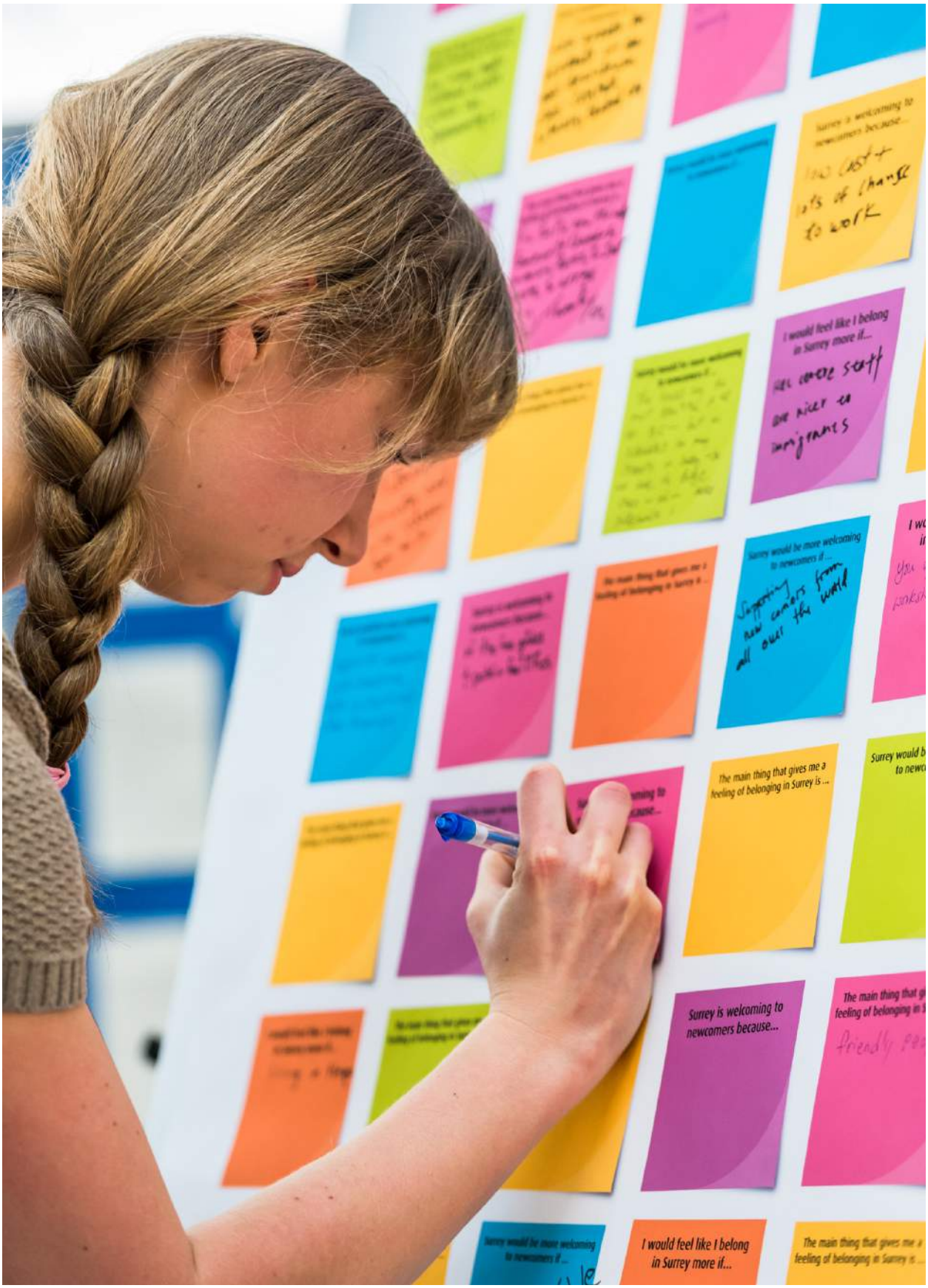
Immigration is seen as good for Surrey, but less so by Canadian-born residents.

- Residents generally feel immigration is good for Surrey – a finding consistent across all research components.
- The survey found most residents feel immigration is good for Surrey, although with Canadian-born residents at a notably lower rate (68%) than immigrants (85%).
- The questionnaire showed 78% felt immigration was good for Surrey. However, Canadian-born respondents were less likely to see immigration as good for Surrey than immigrants do (81% and 94% respectively).
- Generally, immigration is seen as making the city more interesting, culturally rich, and economically successful.
- On the other hand, some residents, especially those Canadian-born, are concerned that increasing levels of immigration will make Surrey too crowded, create social problems due to a lack of understanding among cultures, and increase competition for jobs.

Ethnic enclaves are seen to both help & hinder immigrant integration.

- Residents hold mixed feelings about neighbourhoods where immigrant residents can live without developing strong connections outside of their cultural groups.
- Ethnic neighbourhoods help create a complete community for members of the cultural group, allowing them to meet most, if not all, of their daily needs without leaving the neighbourhood. This can help create a welcoming environment for new immigrants, as well as nurture a strong sense of belonging over time.
- On the other hand, there is a concern that ethnic neighbourhoods can feel unwelcoming to those who do not belong to that cultural group.
- From the perspective of immigrant integration, there is additional concern that immigrants who live in ethnic enclaves may be impeded in efforts to form successful social connections outside of this group, to learn English (if lacking), and to become fully integrated members of the wider Surrey community.

RESEARCH CATEGORY	EMERGING THEMES
Surrey as a Welcoming Community	• Overall, Surrey is seen as a welcoming community. • Services and programs for immigrants are key to making newcomers feel welcome. • Access to employment is a key issue for newcomers. • Immigrants must be encouraged and supported in their efforts to learn English.
Sense of Belonging	• For many residents, not only immigrants, their sense of belonging could be strengthened. • Having things to do, and places to do them, helps people connect, and feel a stronger sense of belonging. • People want to connect across cultures, but struggle to do so.
Discrimination	• Residents are split on whether discrimination is a problem or not.
Immigration & Change in Surrey	• Immigration is seen as good for Surrey, but less so by Canadian-born residents. • Ethnic enclaves are seen as both helping and hindering immigrant integration.


I would feel like I belong in Surrey more if...
The main thing that gives me a feeling of belonging in Surrey is ...
Surrey is welcoming to newcomers because...
I would feel like I belong in Surrey more if...

Appendices

A. Literature Review

B. Telephone Survey Summary Report

C. Focus Group Summary Report

D. Public Consultation Summary Report

E. Youth Engagement Summary Report

APPENDIX A
Literature Review

LITERATURE REVIEW SUMMARY REPORT

In Support of the Surrey Local Immigration Partnership's Immigrant Integration Research Project

March 2015

CITY SPACES

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SURREY LOCAL IMMIGRATION PARTNERSHIP

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

CITY OF SURREY

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RESEARCH HIGHLIGHTS

OVERVIEW

With a long history of immigration, Canada is one of the most diverse countries globally, having some of the highest per capital immigration rates in the world. As a result, Canada receives global recognition as a land of immigrants, welcoming millions of newcomers who settled here driven by economic, family reunification, and humanitarian reasons; there are currently 34 distinct ethnic groups with at least 100,000 members each.

As Canadian communities learn to adapt to the continual influx of newcomers, it becomes particularly important for cities to understand the local perceptions of immigrant integration and inclusion issues. Commissioned by the Surrey Local Immigration Partnership, with funding from Citizenship and Immigration Canada (CIC), this document is part of a study exploring the impact of immigration on the City from the perspective of both recent and non-recent newcomers (immigrants and refugees), as well as Canadian-born residents. It provides an understanding of how Surrey is doing with respect to welcoming newcomers and facilitating their successful integration into the community.

This portion of the research includes a selected review of literature that serves to set the context and backdrop for the data collection and analysis of Surrey residents' experiences. In total, 21 source documents were included, covering a variety of topics, including: newcomers' settlement experiences, barriers to integration, Canadian policy, attributes of welcoming communities, and others. A description and highlights of the source documents is presented in Appendix 3.

CONTEXT

From 2001 to 2011, Surrey's population increased by 120,000 people, of which 60% were immigrants. Typically, recent immigrants to Surrey are younger and have greater levels of education than their Canadian-born counterparts. However, despite their higher level of education, they experience significantly greater levels of unemployment, especially upon arrival, with resulting lower income and higher poverty rates.

BARRIERS TO INTEGRATION

With an understanding of the City's current levels of immigration and some of the trends likely to affect newcomers in the future, it is important to understand both the barriers faced by immigrants upon arrival in Canada, as well as the characteristics helping to make a city or neighbourhood more inclusive. As cited in this literature, the major barriers for newcomers in successfully integrating into Canadian society relate mainly to:

- **Language** – many do not speak English or French upon arrival.
- **Employment Opportunities** – difficulties finding employment that matches their skills and/or education.

- **Housing** – difficulty accessing housing that is suitable to family size and composition, and is affordable.
- **Cultural Awareness** – many studies site a lack of cultural awareness, including both newcomers' understanding of Canadian systems and customs, as well as Canadians' understanding of newcomer customs and cultural norms.

BEING A WELCOMING COMMUNITY

The Province of British Columbia's WelcomeBC site states: "a welcoming and inclusive community promotes the full participation of all residents in the social, cultural and economic life of the region without discrimination".

Commissioned by CIC, a 2010 study identified 17 characteristics that help create and foster a sense of belonging in a community. The concept of a 'welcoming community' is defined as "a location that has the capacity to meet the needs and promote the inclusion of newcomers, and the machinery in place to produce and support these capacities." The identified characteristics create a framework through which communities can assess the effectiveness of existing policies and programs in promoting newcomer integration, and include:

1. Employment opportunities
2. Fostering social capital
3. Affordable and suitable housing
4. Positive attitudes toward immigrants, cultural diversity and the presence of newcomers in the community
5. Presence of newcomer-serving agencies that can successfully meet the needs of newcomers
6. Links between main actors working toward welcoming communities
7. Municipal features and services sensitive to the presence and needs of newcomers
8. Educational opportunities
9. Accessible and suitable health care
10. Available and accessible public transit
11. Presence of diverse religious organizations
12. Social engagement opportunities
13. Political participation opportunities
14. Positive relationships with the police and the justice system
15. Safety
16. Opportunities for use of public space and recreation facilities
17. Favourable media coverage and representation

HOW IS SURREY DOING?

In 2014, the Conference Board of Canada released a report entitled "City Magnets III: Benchmarking the Attractiveness of 50 Canadian Cities". While the study does not directly address the issue of how welcoming or inclusive these cities are, it does include and evaluate the cities against 43 indicators that make cities attractive to highly mobile populations, with a number of indicators that are relevant to the successful integration of newcomers. The main immigration related strengths of Surrey include: the growth of Gross Domestic Product (GDP), jobs and low rents relative to income, and a dynamic and diverse population, with a culturally-diverse ethnic composition. However, the noted weaknesses impacting immigration are: a lack of cultural and innovative jobs, high mortgage rates relative to income, long travel times to work on transit, bike, and foot, and poor access to health practitioners.

IMPLICATIONS FOR THE RESEARCH

This background review provides some context and understanding of newcomers' experiences to Canada in general and, in particular, to Surrey. In addition, it highlights a number of key barriers to integration and inclusion, in areas ranging from employment to housing, to access to social services. Selected strategies and action ideas recommended by selected research reports provide an additional backdrop to the research and analysis undertaken in Surrey.

INTRODUCTION

The Surrey Local Immigrant Partnership (LIP) and the City of Surrey are conducting research to explore newcomers (immigrants and refugees) and Canadian-born residents' perceptions of immigration on the City. The research includes this review of relevant literature, intended to set the context for the broader research and provide an overview of newcomer experiences.

The documents selected for the literature review represent various topics, some of which are primary research papers directly exploring the experiences of recent immigrants and refugees. While others are broader in scope, including secondary research, and other types of analysis. In all, 21 documents relating to settlement barriers, trends, and implications at the national, provincial, regional, and local levels, were reveiwed. These documents covered the following topics:

- **Health & Wellbeing** – the implications of policies on health outcomes of newcomers, and the barriers to access of health related services.
- **Housing** – the significance of housing suitability, discrimination, and affordability of the housing stock in meeting the housing needs of newcomers.
- **Labour Market** – the barriers for accessing employment in general, as well as the implications of government policies and programs on access to employment.
- **Policy Implications** – the policies affecting Government Assisted Refugees (GARs), and other factors that are likely to impact immigration, and possible refugee trends in the future.
- **Service Provision** – the settlement experience of newcomers, including their needs, and the strengths and weaknesses of the existing service provision system.
- **Welcoming Communities** – the characteristics that help encourage newcomer integration and participation in Canadian society.

As communities struggle to adapt to the continual influx of newcomers, it becomes particularly important for cities to understand the factors that assist integration, evaluate the strengths and shortcomings of the local service provision and integration framework, and explore opportunities to improve the newcomer integration process. This document provides a baseline understanding of Surrey's context as a destination for newcomers, and a review of the factors assisting with the integration process, including service provision and programs. In addition, it reviews the characteristics that allow a community to foster a strong sense of welcoming and inclusion, including a brief overview of Surrey's strengths and weaknesses as a welcoming community.

A description and highlights of the source documents is presented in Appendix 3.

SURREY CONTEXT

According to the Census, Surrey's population is growing quickly, and much of this growth is due to newcomer migration, including both immigrants and refugees. Between 2001 and 2011, Surrey's population grew by 120,000 people, 60% of whom (~72,000 people) are immigrants. In addition, out of the approximately 40,000 newcomers who arrive in BC each year, close to 25% of all immigrants and 30% of Government Assisted Refugees (GARs) move to the City of Surrey.

As of 2011, Surrey's immigrant population represented close to 190,000 people, comprising 40% of the total population. Of those, 67,000 are recent immigrants who have been in the country for ten years or less (immigrated between 2001 and 2011).

The three most prevalent countries of origin for immigrants arriving in Surrey are India (41%), the Philippines (16%), and China (9%). Correspondingly, the National Household Survey reports that, while English is still the primary language spoken at home in the majority of households (52%), Punjabi is the primary language for approximately one fifth of Surrey households (21%).

The implications for Surrey are significant, as an influx of immigrants, especially recent immigrants, creates both opportunities and challenges. For example, in the 2011 Census, 75% of all recent immigrants were below the age of 44, compared to 60% of Canadian-born residents. In addition, for those between the ages of 25 and 64, 41% of recent immigrants have a bachelor degree or higher, compared to 19% of Canadian-born residents. Recent immigrants, therefore, represent a highly educated population, with many years left of potential labor participation.

Despite such high levels of educational attainment, recent immigrants are 70% more likely to be unemployed than their Canadian-born counterparts. This trend ameliorates for less recent immigrants, who are only 4% more likely to be unemployed than Canadian-born residents. Furthermore, one third of recent immigrants are most likely to work in the retail, manufacturing, accommodation, and food services sectors; whereas, Canadian-born residents are most likely to work in retail, construction, and health care, and social assistance sectors.

Understanding the barriers to social integration, and fostering opportunities to capture the economic and cultural potential of immigrants, is important for ensuring that Surrey remains a desirable place for newcomers to locate in the Metro Vancouver region today, and in the future.

BARRIERS TO INCLUSION & SETTLEMENT

Immigrants and refugees arrive in Canada for a variety of reasons, and bring with them a diversity of cultural norms, educational attainment, past employment experience, and expectations for life in Canada. Newcomers tend to have strong cultural ties with their country of origin while at the same time, are appreciative of the chance to pursue opportunities in Canada. Furthermore, many newcomers value Canada's multicultural makeup and tolerance and acceptance of different cultures and values.

Notwithstanding the positive aspects of living in Canada, newcomers noted several major barriers to their successful integration into society. The key barriers relate to a range of aspects of life in Canada, including English and French language competencies, employment, housing, health system, social services, cultural awareness, and others. Such barriers can result in increased stress, social isolation, and poor health outcomes for both recent immigrant and refugee households. The specific barriers identified in the literature are described in this section.

Discrimination, it should be noted, is an underlying issue that is commonly reported by newcomers. The presence of discrimination has implications for many of the barriers noted below. For example, racism and cultural discrimination can impact newcomers' ability to access jobs, housing, and youth inclusion within the school system. The discrimination can be overt (i.e. name-calling) or implied (i.e. a landlord not renting to a large family).

EMPLOYMENT BARRIERS

Many newcomers have noted difficulty in securing employment that pays sufficient wages and/or matches the skills and credentials they obtained prior to their arrival in Canada. The result can be the inability to gain financial stability through employment, taking low-paying jobs, and having multiple jobs – all of which can reduce economic and/or social capacity and lower the opportunity to participate meaningfully in the community.

One of the primary difficulties cited by newcomers is employer discrimination, citing a lack of "Canadian experience" (including local volunteering experience) as the reason for not gaining employment. This can be true even for newcomers who have extensive experience in a particular field, albeit outside of Canada. In addition, newcomers often have difficulty finding suitable or job-related volunteer opportunities within Canada (Murphy, J. et al., 2010, p. 17), limiting their ability to gain local experience and feeling included in society. Such discrimination creates a catch-22 for newcomers who are not able to gain "Canadian experience," and, as a result, may have to take jobs that do not match their skills and qualifications, or remain unemployed.

To ensure labour standards and worker competencies meet local standards, many professional bodies do not recognize credentials achieved outside of Canada. Newcomers may be required to upgrade their credentials to meet Canadian standards; however, depending on the individual's particular circumstances with regard to their immigration, including financial pressures or other factors, upgrading one's credentials may be a challenge. As a result, many newcomers find employment in sectors different from the one they had prior to coming to Canada.

LANGUAGE SKILLS

Many newcomers arrive with limited or no English and/or French language skills. As a result, it can be difficult for newcomers to connect with local residents, navigate their new surroundings, or adapt to new customs. Many service providers provide language-training skills, so newcomers can gain language competency upon arrival; however, it can take some time to learn a new language, especially for adults. Compounding the language barrier, several studies noted a lack of translators who can facilitate discussion between newcomers and service providers, and other community members.

Many immigrants and refugees rely on extended family and friends for assistance in setting up appointments, securing housing, and seeking job opportunities. This is especially true for those who settle in areas where there are many other immigrants speaking the same first language. Youth often have an easier time learning a new language than adults, which results in many children assisting their parents in navigating institutional systems (Calgary Local Immigration Partnership, 2013, p. 67).

HOUSING BARRIERS

Several aspects of housing that can be a barrier for newcomer households, especially upon first arrival to Canada, include:

HOUSING SUITABILITY

Depending on family composition and circumstance, newcomers may desire housing forms that are different from the typical housing stock developed in Canada. Many newcomers have larger family sizes than the Canadian average, sometimes with five or more children. Based on Canadian standards for housing, where older children are typically expected to have individual rooms, such families would require six or more bedrooms to be adequately housed.

In addition, many newcomers are more likely to be living with extended family than the average resident (Calgary Local Immigration Partnership, 2013, p. 51). Such families may also desire housing that can accommodate a multi-generational family, extending from young children to grandparents and even great-grandparents.

Most housing units that can accommodate larger family sizes are often limited to single detached homes, which may not be affordable, especially in Metro Vancouver and increasingly in Surrey. As a result, newcomers may struggle to find adequate accommodation to meet the needs of their family size and composition.

HOUSING AFFORDABILITY

The Metro Vancouver area has an extremely high cost of living, including both rental and ownership housing, which is an issue for Canadian-born and newcomer households alike. Housing affordability challenges may be compounded for recent newcomers with low paying jobs.

The result is that many newcomers are required to make financial and time trade-offs. For example, to afford housing and household expenses, adults of newcomer families often work multiple jobs, and therefore lack the time and resources to more fully engage with their families and participate fully in Canadian society (Murphy, J. et al., 2010, p.17).

HOUSING ACCESSIBILITY & LANDLORD DISCRIMINATION

Within the private rental market, landlord discrimination is often sited as a barrier for newcomer households in accessing housing. Such discrimination can take the form of landlords refusing to rent to certain races / ethnicities, or those with large family sizes, single parents, and or young children (Sherell, K. & Immigrant Services Society of BC, 2009, p. 52). Interestingly, such landlord discrimination can sometimes be between different newcomer groups, based on prejudices formed outside of Canada.

UNDERSTANDING THE SYSTEM

Many newcomers come from different cultural backgrounds and lack basic knowledge of Canadian society, including customs, legal rights, and services. As a result, many have difficulties understanding and integrating into the community, especially upon first arrival. Some of the main barriers are discussed below.

HEALTH CARE

The Canadian Health Care system is complex, and for many newcomers, linguistic and financial barriers can result in compounded difficulties in navigating the system (Esses et al., 2010, p. 59-60). This has been cited as a reason why newcomers may choose not to access health related services. In addition, as many family practitioners are not accepting new patients, newcomers may face difficulty in developing a long-term relationship with a health practitioner who can serve as the primary point of contact for health related concerns and issues.

Researchers have identified that improving newcomers' understanding of the medical system and processes for accessing health care is important. This would ensure that newcomers maintain optimal health and overall wellbeing during the challenging time of transition, one that may include adjustments to new diets, food, and lifestyles (Murphy, 2010, p. 25).

Despite the potential unfamiliarity with the health care system, newcomers generally become familiar with the system in time; once established in Canada, studies have noted that newcomers generally have good access to routine health services (Murphy, 2010, p. 25).

SCHOOL SYSTEM

Similar to the health care system, the public school system in Canada is typically different from that within the country of origin of most newcomers. An understanding of the various educational opportunities, curriculum content, and the overarching educational structure is often limited in new households (Calgary Local Immigration Partnership, 2013, p. 78). As a result, integration into the Canadian school system can be difficult for recently immigrated youth, with implications for their families who are supporting them.

In order to better facilitate the transition into the Canadian school system, research reports indicate that measures could be taken to enhance cultural sensitivity. The development of culturally focused curriculum and education structures would be particularly beneficial.

LEGAL RIGHTS

There may be a general lack of knowledge about the various legal rights and information that pertains to the BC systems among newly arrived immigrants. In particular, the lack of knowledge of workers' and tenants' rights is particularly problematic, especially for those facing discrimination from employers and landlords, respectively (Murphy, 2010, p. 27). The result is that newcomers may be unaware that some types of discrimination are illegal, and may not have the resources to challenge discriminatory behaviour.

To reduce potential discrimination, efforts to educate landlords on tenant rights and employers on employee rights, as well as newcomers as to their rights under the relevant legislation would be beneficial.

CULTURAL AWARENESS

Cultural awareness can be a barrier for newcomer integration in two important ways – a lack of knowledge about Canadian customs and norms upon arrival, and a lack of awareness of Canadians as to the cultural norms of those arriving in Canada.

In relation to newcomers' lack of understanding of Canadian systems (i.e. health care and schooling), often there can be a more general lack of understanding of basic elements of Canadian life, such as where to buy groceries and how to safely cross the street. This can be particularly true for refugees, especially those who are coming from war-torn countries and have lived in camps for extended periods of time. The period of adaptation for newcomers to become accustomed to Canadian ways and systems will vary from one group/household to another.

In addition, many studies indicate a general lack of awareness by Canadian citizens, institutions, and service providers of the different cultures represented by the various newcomer groups, including gender roles and other elements of cultural importance. For example, it is typical in Canada that health care providers utilize a patient-focused treatment approach. However, a newcomer whose culture is more family-focused may benefit from service provision of health related problems that is more holistic. This lack of understanding affects the ability for service providers to be responsive to newcomers unique needs.

SERVICES OFFERED

There are multitudes of service providers in Canada and the Metro Vancouver region that provide assistance to newcomers in language training, job search, and shelter services, to name a few. While it is noted that many of the services provided are of great value to newcomers, there are three main aspects regarding service type/provision that affect the ability of newcomers to successfully integrate into Canadian society:

LACK OF SERVICE PROVISION AWARENESS

It is often noted that newcomers are unaware of the types of services offered and how/where to access them. While many regularly access available services, many newcomers heavily rely on family and friends for support in accessing jobs and housing upon arrival.

DIVERSITY OF SERVICES

While many service providers offer a wide variety of programs and support to newcomers, the services provided do not always adequately cover the full spectrum of support required. Service providers tend to operate in a state of funding scarcity, with many providers competing for limited funding. As a result, service provision tends to be focused, with respect to both the types of services offered and the geographic location of where these are offered. Newcomers may, therefore, be required to travel long distances to access required services, or, depending on their cultural background, education level, and job experience, may find that the types of services offered do not adequately meet their specific needs.

CHILDCARE

Several studies note the impact of the lack of affordable childcare for newcomer households. This is especially true for those that are single parent led or require both parents to work in order to afford the cost of living in Surrey, or elsewhere, in the region. As a result, some parents reportedly choose not to take a job, especially a low-paying one, which will not adequately cover the costs of daycare and other essentials. Conversely, some newcomer parents may end up taking multiple jobs or working extremely long hours, and, as a result, may not have adequate time to spend with their children and/or get involved in their communities.

WELCOMING & INCLUSIVE COMMUNITIES

WELCOMING COMMUNITIES

The concept of a "welcoming community" encompasses a number of spatial and social attributes. The most successful communities are those where newcomers have a strong desire to live and feel at home, and have full participation in all aspects of life free from discrimination. Improving the degree to which a community is welcoming is achieved by identifying and addressing local barriers to inclusion, and promoting a sense of belonging.

The 2010 report, *Characteristics of a Welcoming Community* establishes indicators and key processes to help cities become more welcoming, through providing a framework to assess current status, and implementing and monitoring the effectiveness of policies and programs (Esses et al.). Given the relevance to this study, the 17 characteristics of a welcoming community are presented here, in order of importance:

1. **Employment Opportunities** – the presence of suitable employment that matches newcomer skills and education levels.
2. **Fostering of Social Capital** – the presence of pre-existing social networks and the ability to easily create connections between individuals.
3. **Affordable and Suitable Housing** – the availability of housing that both meets newcomer family and cultural needs, and is affordable.
4. **Positive Attitudes** – communities that look favourably toward immigrants and cultural diversity, and the benefits that newcomers provide to the community.
5. **Presence of Newcomer-Serving Agencies** – the number and scope of services available to accommodate the immediate needs of newcomers as they transition into Canadian communities and society.
6. **Links Between Main Actors** – the open communication between government and service providers, to better allocate resources and services to meet the needs of newcomer populations.
7. **Municipal Features and Services** – local municipalities play an important role in creating welcoming communities, through city planning, the development of cultural facilities and spaces and the provision of services.
8. **Educational Opportunities** – the number and type of education opportunities that exist within a community is a valuable resource to newcomers.
9. **Accessible Health Care** – communication and accessibility of information surrounding health care better enables newcomers to seek services.
10. **Public Transit** – the availability and accessibility of efficient and effective transit is vital for accessing employment, education, and health care services.
11. **Diverse Religious Organizations** – communities with well-established religious organizations help to connect newcomers with local communities and encourage diversity.

12. **Social Engagement Opportunities** – the variety and number of opportunities to connect with other community members.
13. **Political Participation** – the opportunity to gain knowledge of legal rights and responsibilities; and provides a civic role to newcomers.
14. **Police and the Justice System** – positive relations between local and regional law enforcement, and newcomer communities and the public at large.
15. **Safety** – low crime and injury rates, as well as the sense that one is free and safe to participate in society and express cultural norms and beliefs in public spaces.
16. **Use of Public Space and Recreation Facilities** – provide opportunities for newcomers to engage with and take part in the local community.
17. **Media Coverage** – a positive representation of newcomers' issues and cultures increases public perceptions of newcomers, and newcomers' sense that a community is welcoming.

These indicators function in tandem and should be evaluated relative to one another, including local applicability. As all communities have different influences and immigration trends, variations in policies, initiatives, and strategies can be implemented to best foster a greater sense of being a welcoming community.

HOW IS SURREY DOING?

In 2014, the Conference Board of Canada released a report entitled "City Magnets III: Benchmarking the Attractiveness of 50 Canadian Cities". While the study does not specifically assess the welcoming communities indicators, it examines 43 different characteristics that increase the attractiveness of a city to highly mobile populations; several of the indicators are directly related to newcomers.

Based on the report, the main strengths and weaknesses of Surrey include:

Strengths	Weaknesses
Strong employment and GDP growth	Lack of recognized success among foreign-born individuals
Good quality of environment and seasonal temperatures	Lack of availability/accessibility of health care services and professionals
Established cultural diversity within the city	Low proportion of persons with full-time employment
Good access to cultural facilities	Lack of jobs/employees in science, engineering and innovation sectors
Low proportion of income spent on rent	High proportion of income spent on mortgages
	Long travel times to work by transit, walking and cycling

CLOSING REMARKS

The literature reviewed, which covers a variety of topics regarding immigration and settlement experiences of newcomers to Canada, provides a basis for both evaluating the programs and services that exist in Surrey, ensuring they are targeting the primary needs of newcomers, as well as providing insight into the characteristics that will help Surrey continue to adapt to the ongoing influx of newcomers.

APPENDIX 1

Who are Surrey's Newcomers?

SURREY
LOCAL IMMIGRATION
PARTNERSHIP

QUICK STUDY

Immigrant and refugee demographic information

www.surrey.ca/lip

WHO ARE SURREY'S NEWCOMERS?

Every year Canada admits roughly

250,000

immigrants & refugees

Source: Citizenship and Immigration Canada

Over the past decade an average **40,000** of these have chosen BC and almost **7,000** newcomers have arrived in Surrey annually. Between 2006 and 2011 **19%** of all B.C. newcomers came to Surrey.

Source: Welcome BC

Population of Surrey

Source: 2011 census

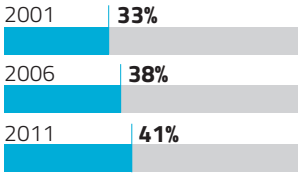
468,251

Population born outside of Canada

Source: 2011 National Household Survey

187,845

Immigrants as a percentage of Surrey's population



Source: 2011 National Household Survey

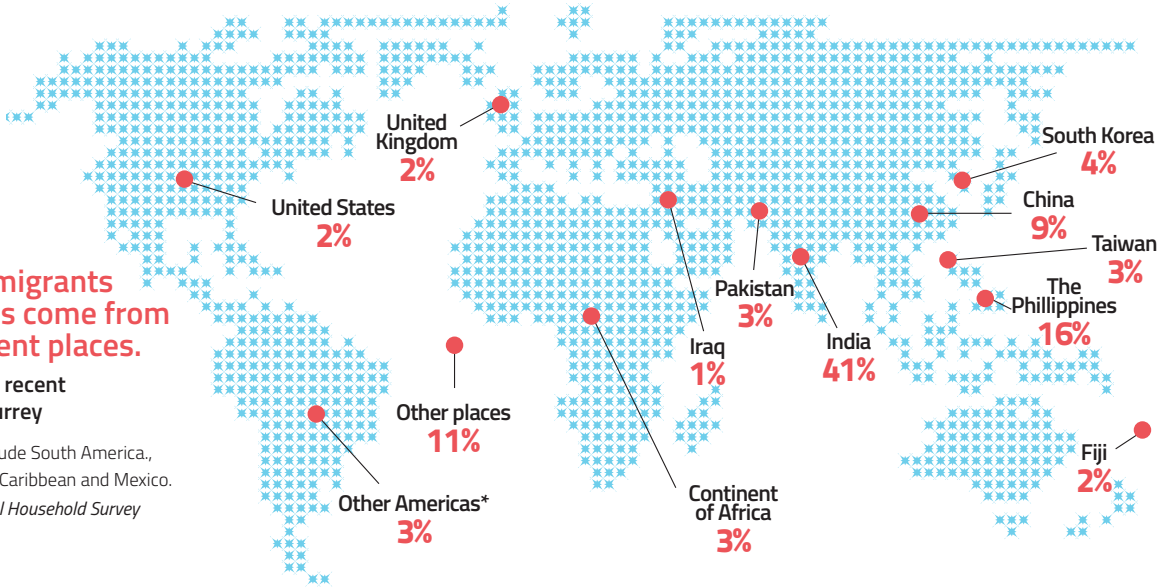
Surrey receives more Government Assisted Refugees (GARs) than any other B.C. municipality.

Over the past four years Surrey has received an average of **180** GARs annually—almost **30%** of the B.C. total. Local destinations of other types of refugees aren't known but if similar to GARs, Surrey has been receiving more than **400** refugees a year.

Source: ISSofBC

Surrey's immigrants and refugees come from many different places.

Place of origin of recent immigrants to Surrey



*Other Americas include South America., Central America, the Caribbean and Mexico.

Source: 2011 National Household Survey

GLOSSARY

Newcomers refers to immigrants and refugees.

Immigrants refers to persons born outside of Canada who have become landed immigrants and have permanent resident status.

Recent Immigrants refers to those who arrived during the 2006-2011 census period.

Refugees are persons who have been forced to leave their country in order to escape war, persecution or natural disaster.

Government Assisted Refugees (GARs) are persons who before their arrival in Canada have been sponsored by the Government of Canada. They receive financial and other supports for up to one year.

Privately Sponsored Refugees are persons selected from abroad by a private sponsor who agrees to provide financial and other support for one year.

GARs and Privately Sponsored Refugees are called **Conventional Refugees** and hold Permanent Resident status upon arrival.

Sources: CIC, ISSofBC

ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

Established in 2014, Surrey's LIP is led by the City of Surrey and governed by a committee drawn from 30 community organizations working together to improve newcomer integration in Surrey.

Note: Fractional numbers and percentages are rounded up or down to the nearest whole number. Totals may not add up to 100 due to rounding.

SURREY LOCAL IMMIGRATION PARTNERSHIP

QUICK STUDY

Immigrant and refugee demographic information

www.surrey.ca/lip

SURREY'S NEWCOMERS

Newcomers come for many different reasons.

In B.C., in a typical year, about **60%** come as skilled workers who seek better economic outcomes while replenishing the labour market.

Approximately **1 in 3** arrive as family members reuniting with their relatives.

In B.C. only about **5%** come as refugees who fear persecution or threats to their lives. However, in Surrey, the proportion is somewhat higher. In fact, Surrey receives more refugees than any other B.C. municipality.

And they speak many languages.

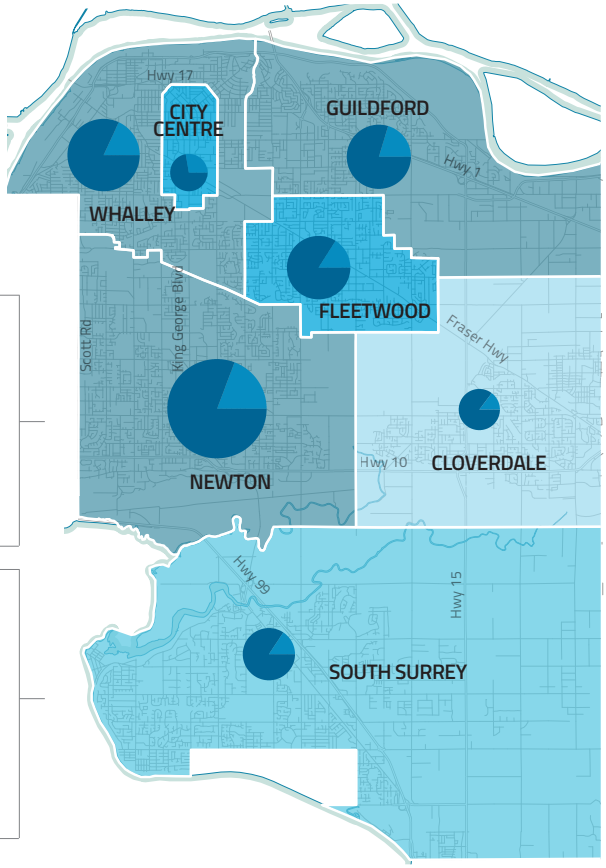
2/3 of Metro Vancouver's Punjabi "mother tongue" population lives in Surrey.

Top five languages most often spoken at home by immigrants in Surrey

30%	4%	4%	3%	3%
Punjabi	Mandarin	Tagalog	Hindi	Korean

Sources: WelcomeBC, 2011 National Household Survey

Newcomers are our neighbours.



Newcomers as a percentage of the total population by community

- 15% - 24%
- 25% - 34%
- 35% - 44%
- 45% - 54%

10,000

Size of circle indicative of size of immigrant population per area

- Recent immigrants (2006-2011)
- Immigrants before 2006

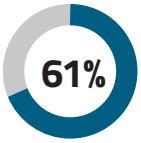
COMMUNITY	TOTAL POPULATION	IMMIGRANTS	RECENT IMMIGRANTS
BRITISH COLUMBIA	4,324,455	1,191,875	185,115
CITY OF SURREY	463,340	187,840	34,880
CITY CENTRE	22,180	9,005	2,490
CLOVERDALE	54,160	10,970	1,615
FLEETWOOD	58,190	26,035	4,170
GUILDFORD	58,280	26,620	5,425
NEWTON	131,800	63,685	12,265
SOUTH SURREY	67,360	17,705	2,780
WHALLEY	71,370	33,825	6,135

Source: 2011 National Household Survey

Newcomers are young.

Percentage of Surrey residents aged 44 or younger

RECENT IMMIGRANTS



CANADIAN-BORN RESIDENTS

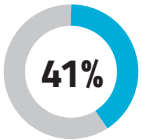
Median age of the population in private households

RECENT IMMIGRANTS IN SURREY	31 YEARS
TOTAL POPULATION IN SURREY	37.5 YEARS
TOTAL POPULATION IN GREATER VANCOUVER	40 YEARS

Source: 2011 Census

They are well-educated.

Percentage of Surrey residents possessing a Bachelor's degree or higher



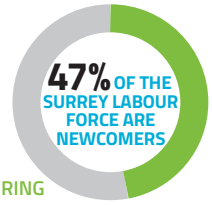
RECENT IMMIGRANTS

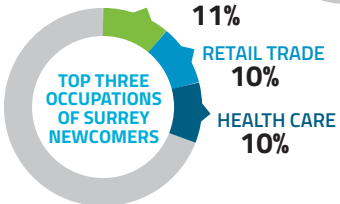
CANADIAN-BORN RESIDENTS

Source: 2011 National Household Survey

They work hard.

Newcomers as a percentage of the total Surrey labour force *(2010)*





Source: 2011 National Household Survey

Funded by: Financé par :

Citizenship and Immigration Canada / Citoyenneté et Immigration Canada

OCTOBER 2014

APPENDIX 2

Annotated Sources

As part of this background research, the documents reviewed span a wide range of topics and themes. Each document has been grouped into a major topic/theme area for ease of reference and is briefly summarized here.

HEALTH & WELLBEING

Thandi, G., Chahal, S. and Cheema, M. (2014) *A Review of Substance Abuse Services for South Punjabi Sikh Communities in Surrey and Surrounding Areas*. Genesis Family Empowerment Society.

Coordinated by a community service agency, this study was implemented to inform the practice of the society's team members. The purpose of this community-based action research was to determine what need exists in Surrey and surrounding areas for South Asian communities impacted by substance abuse. The study consisted of ten in-person or phone interviews. Selected themes that emerged from the study include:

- Multi-generational differences in the incidence of alcohol and drug abuse;
- Ethno-cultural influences that contribute to the prevalence of alcohol abuse, especially for men;
- The impact of alcohol and drug abuse on Sikh Punjabi women; and
- The perceived and existing barriers in accessing services.

The findings identified structural and systemic barriers, such as language and lack of cultural sensitivity in addiction care services. Some recommended interventions and prevention strategies include:

- Addiction service delivery to include practitioners with linguistic and cultural competence abilities;
- Holistic and client-centred care and treatment that considers cultural, religious, or spiritual dimensions;
- Increased community engagement and community-based approaches to prevention; and
- Increased efforts to reach out to immigrants and refugees who have difficulty accessing mainstream services.

Badger, M. & Koehn, S. (2014) *Unpacking Access to Health and Social Services for Ethnocultural Minority Older Adults*. Prepared for the Partnering to promote health care equity for ethnic minority older adults team.

Referred to as ethnocultural minority older adults, some recent immigrant older adults and visible minorities are said to experience health inequities in Canada. This is primarily related to the complex process of accessing suitable services and supports. This document aims to consolidate existing research on the topic, noting that Canadian research is fragmented and difficult to find. Six topic areas were explored, including:

- Influence of determinants of health on health status;
- Health promotion interventions;
- Strategies to address abuse;
- Dementia care service improvement;
- Mental health treatment interventions at the health care delivery and systems levels; and
- Provision of services for very small groups and/or geographically isolated/rural ethnocultural minority adults.

Common issues that emerged across all areas included alternative understandings of health and illness; awareness of the health issue; the role of stigma; family factors; maintaining agency or control over one's life; immigration factors; and the identification of issues in health settings.

Fraser Health. (2009) *Oral Health Needs Assessment Survey for Government Assisted Refugees Project Completion Report.*

This primary research consisted of a questionnaire and intra oral inspection to assess the oral health needs of 115 Government Assisted Refugees (GARs). The study explored the satisfaction with dental health and appearance; perceived treatment needs; history of dental pain; dental care habits; cost of dental care; and dental insurance. The physical assessment of GARs in the study focused on the state of oral health measuring 11 oral health indicators.

King, C. (2012) *Understanding the Oral Health Needs of Government Assisted Refugees.* Masters Thesis – Simon Fraser University.

This research examines the oral health needs of Government Assisted Refugees (GARs) living in the communities of Burnaby, Langley, and Surrey. This secondary research analyzed the results of the 2009 survey administered by Fraser Health examining the access and barriers to dental care, utilization of dental services, dental health practices, assessment and treatment needs, and other characteristics. The findings suggest that an inequality in oral health needs for GARs may exist.

HOUSING

Teixeira, C. (2012) *The Housing Experiences and Coping Strategies of Recent Immigrants in the Suburbs of Vancouver (Surrey and Richmond)*. Metropolis BC – Centre of Excellence for Research on Immigration and Diversity.

This primary research evaluates the housing experiences and coping strategies of recent immigrants in Surrey and Richmond. The study included 15 semi-structured interviews with key stakeholders and 7 focus groups with a total of 88 recent immigrant participants. The research indicates that new immigrants face numerous difficulties in the rental housing market, e.g. high rents, overcrowding, and poor quality housing. Most immigrants reported to be spending 50% of their monthly household income on housing, putting them at risk of homelessness. Based on the assessment of the housing experiences of immigrants in the suburban context, the study suggests that funding from all levels of government is needed to stimulate the creation of market and non-profit housing in the region, as well as appropriate housing services and programs in the settlement services sector.

Sherell, K. and Immigrant Services Society of BC. (2009) *At Home in Surrey? The Housing Experiences of Refugees in Surrey BC*. Prepared for the City of Surrey.

The City of Surrey is the primary destination for Government Assisted Refugees (GARs) in Metro Vancouver. This research study aimed to better understand the housing experiences of refugees in Surrey by: a) identifying the current housing needs of refugees; and b) determining how refugees are being supported by settlement services and housing services/programs. The research consisted of 24 key informant interviews, four focus groups with GARs, and four interviews with frontline and management at immigrant serving agencies.

The study documented widespread affordability challenges, significant overcrowding, poverty, and barriers to housing and employment. Short and long-term recommendations to improve the housing experiences of GARs targeted federal, provincial, and municipal levels. For the City of Surrey, selected recommendations include:

- Encouraging greater community understanding of the experiences of refugees;
- Promoting the Community Bridging/Host Program to encourage volunteering to support newcomers; and
- Creating a newcomers guide to Surrey brochure and “Welcome to Surrey” rotating sign on the City website.

LABOUR MARKET

Jihye Chun, J. and Cheong, A. (2011) *Immigrants and Low-Paid Work: Persistent Problems, Enduring Consequences*. Metropolis BC – Centre of Excellence for Research on Immigration and Diversity

A participatory action approach exlporing the costs and consequences of low-paid work for immigrants and their families in the region. Information-gathering events conducted in three languages – English, Spanish, and Cantonese – and held at various locations in a neighbourhood café format. The events brought together 44 individuals from ten different countries living in Canada from as little as five months to 35 years. Many participants described similar experiences in the Canadian labour market with low-paying jobs and unemployment. Some of the barriers to finding higher paid work included:

- Non-recognition of foreign credentials;
- Lack of Canadian experience;
- Limited English skills; and
- Lack of services and information about legal standards.

The study explores the impacts low-wage labour has on immigrant families, including stress, self-esteem, and health related issues. The authors stress the need for urgent action to respond to the labour market barriers facing new immigrants, including improvements to Canadian immigration policy and coordinated actions to improve access to stable and higher paying jobs.

POLICY IMPLICATIONS

Dickson, S., Webber, S. and Takaro, T. (2014) *Preparing BC for Climate Migration*. Canadian Centre for Policy Alternatives

This policy brief explores current federal policies relating to immigration, and more specifically Government Assisted Refugees (GARs). In particular, the paper explores the implications that climate change is likely to have on global refugee patterns, and whether Canada is prepared to assist refugee claimants who are fleeing their country of origin due to climate related issues. The report identifies gaps in current immigration and refugee policy and practice in that they are not designed to accommodate the underlying reality of climate change and migration. More migrants are expected to require enhanced settlement and other social services, yet service provider organizations are already stretched thin.

(2014) *Refugee Newcomers in Surrey: Changing faces and neighbourhoods*. Surrey Welcoming Communities Project.

This topic paper outlines the national policy and overall immigration context, and subsequently discusses the implications of immigration (for both immigrants and refugees) within the Metro Vancouver area and the City of Surrey. The report outlines some of the major barriers to inclusion faced by GARs, as well as the settlement patterns and trends of some of the major refugee groups within the City (Somalis, Afghanis, Karen, Congolese and Iraqis).

SERVICE PROVISION

Murphy, J. (2010) *The Settlement & Integration Needs of Immigrants: A Literature Review*. Ottawa Local Immigration Partnership.

This literature review presents an in-depth contextual analysis of the needs of immigrants in the City of Ottawa, and including a citywide profile. The document explores the needs related to settlement and integration; employment and economic inclusion; and health and housing, pulling from Canadian-based literature where needed. Areas for consideration, including gender, ethnicity, and age are also addressed. Gaps and areas of concern are identified within the Ottawa context with recommendations for future steps.

Murphy, J. et al. (2010) ***Towards and Enhanced Service Capacity: Service Providers' Perspectives on Successes and Challenges in Serving Immigrants*****. Ottawa Local Immigration Partnership.**

A report summarizing the findings of a half-day event, in which Ottawa Local Immigration Partnership (OLIP) consultants engaged with over fifty service providers in Ottawa. Gaps and capacity challenges noted by the report include: cultural competency, language, awareness, and leadership among others. Successful strategies to enhance service capacity were shared. Final recommendations present a set of promising practices for service providers within the identified themes of collaboration and coordination; policy; services and organization; and economic integration.

Masinda, M. and Kambere, E. (2008) ***Needs Assessment and Services Delivery Plan for African Immigrants and Refugees in Vancouver Metropolitan Area – British Columbia*****. Umoja Operation Compassion Society.**

This research focuses on the needs of Sub-Saharan African Immigrants and Refugees (SSAIR) in the Metro Vancouver region. The study includes an assessment of the strengths and weaknesses of available services and identifies priorities for better allocation of limited resources. The study utilized a questionnaire, interviews, and focus groups with SSAIR community members to explore the strengths, weaknesses, and major needs of the community. Both adults and youth participated in the study, which also included a set of recommendations for organizations, policymakers and funders, as well as cities. For cities, highlighted recommendations include:

- Ask SSAIR members to review and provide advice on service approaches and diversity planning;
- Seek cultural training for management and staff and implement culturally sensitive service delivery;
- Support newcomer households with large families with housing support and resources;
- Create activities that enhance the sense of belonging in neighbourhoods; and
- Enhance outreach efforts through social service agencies and other institutions to facilitate greater access to services.

Masinda, M. and Kambere, E. (2008) ***In Search of a New Direction: A guide for people working with Sub-Saharan African Immigrants and Refugees in the Vancouver Metropolitan Area of British Columbia.*** **Umoja Operation Compassion Society.**

A follow-up report based on the SSAIR needs assessment targeted at improving service provision for the SSAIR community. The study explores different service delivery models and important considerations when developing and implementing services. Among models presented are those for outreach workers, mental health workers, and employment counselors among others.

Marchbank, J., Sherrell, K., Friesen, C. and Hyndman, J. (2014) ***Karen Refugees After Five Years in Canada – Readying Communities for Refugee Resettlement.*** **Metropolis BC.**

This report involves primary research exploring the challenges faced by Karen refugees who settled in Langley between 2005 and 2009. The study included 60 semi-structured interviews with adults and two focus groups with youth. An additional focus group was conducted with Canadian residents who had been actively involved with the settlement process. The study explores the evolution of services in Langley, which was initially ill equipped to deal with the settlement needs of the Karen refugees. In addition, the study highlights the major barriers to inclusion faced by Karen adults and youth; and explores the challenges faced in providing services for refugees, many of whom had lived for over a decade in a refugee camp prior to settling in Canada.

Zaman, H. and Bukhari, S.N. (2013) *South Asian Skilled Immigrants in Greater Vancouver: Formal and Informal Sources of Support for Settlement*. Metropolis BC.

The research focuses on the availability and utility of settlement services for South Asian skilled immigrant households in Metro Vancouver. The study included 30 in-depth interviews with immigrants, including a questionnaire; as well as five in-depth interviews with settlement workers / officials. The study explores the reasons for immigrating to Canada, as well as the barriers faced by new immigrants upon arrival. In addition, the major sources of support, including family and friends, as well as service providers and media are examined. Finally, the study highlights the effectiveness of ethnic media (TV, radio, newspapers), the internet, and the library as major sources for information and support for new immigrants.

WELCOMING COMMUNITY

Esses, M., Hamilton, L., Bennett-AbuAyyash, C. and Burstein, M. (2010) *Characteristics of a Welcoming Community.* Welcoming Communities Initiative.

This report, commissioned by Citizenship and Immigration Canada, outlines the current consensus of characteristics and indicators for welcoming communities. It identifies 17 characteristics for consideration; presents key processes and structures that obtain positive outcomes; and provides relevant case studies. The report is outcome-focused, based on the results of an extensive survey and indicators of success. It highlights the importance of cross-examining such indicators, between and within the identified characteristics, to gain a better understanding of how welcoming a city is, as experienced by newcomers.

(2013) *Settlement & Integration Calgary, A Welcoming City: A Literature Review.*
Calgary Local Immigration Partnership.

A contextual analysis of the City of Calgary within the seventeen areas of a welcoming community as set forth by the Welcoming Community Initiative. The literature review provides an in depth citywide profile, examining the strengths and weaknesses of current immigration employment opportunities, support services, and political participation among others. A thorough breakdown of ethnic identity development is also presented, exploring the concepts of integration, assimilation, separation, and marginalization. Through the development of these concepts, a better understanding of acculturation processes is presented.

Cappe, M. (2014) *City Magnets III, Benchmarking the Attractiveness of 50 Canadian Cities*.
The Conference Board of Canada.

A report that evaluates 50 Canadian cities, selected for population size and municipal representation, on features that are apt to attract the mobile population. Cities are scored on 43 indicators within seven categories: society, health, economy, environment, education, innovation, and housing. Providing letter grades 'A' through 'D', the report provides scoring breakdowns. Overall ranking and ranking within each category is provided. Selected cities in BC's Lower Mainland include: Surrey, Burnaby, Richmond, Port Coquitlam, and Vancouver.

(2012) *Connections and Engagement, A Survey of Metro Vancouver.* Vancouver Foundation.

A study prompted by reports of isolation and disconnection among Metro Vancouver residents. It includes research findings based on a qualitative survey that reached 3,841 people in Metro Vancouver. In exploring the topics of connection and engagement, the study identified areas of concern with the lived experience of residents in the region, both on a personal and community level. Key findings include:

- Some sub-populations are struggling to feel connected more than others;
- Many people in Vancouver are retreating from community life;
- Neighbourhood connections are cordial, but weak; and
- The affordability issue in Metro Vancouver is affecting people's attitudes and beliefs.

(2012) *Connections and Engagement, A Closer Look*. Vancouver Foundation.

A a follow-up report based on the research findings of *Connections and Engagement, A Survey of Metro Vancouver* highlighting the lived experience of the immigrant population, the report identifies the short term and long term trends of sentiments of connection and engagement among immigrants. The report concludes that optimistic attitudes and feelings of inclusion are greatest among immigrants within the first five years of their arrival to Canada; with increased duration of stay, this optimism begins to fade.

Mossop, S. (2014) *Nearly All Chinese and South Asian British Columbians Have Faced Discrimination*. Insights West.

This report brief presents the findings of a survey conducted by Insights West and the Youth Insights Multicultural Panel. Reaching 658 Chinese and South Asian British Columbians, the report establishes the level of discrimination experience by visible minorities in BC, rated from significant to moderate.

Key findings include:

- 84% of respondents had experienced ethnic discrimination;
- 28% of survey respondents have lost potential employment opportunities due to ethnicity; and
- South Asian respondents were 36% more likely than Chinese respondents to have experienced moderate to significant discrimination.

APPENDIX B
Telephone Survey Summary Report

January 2015

Surrey Immigrant Integration Survey

SURREY LOCAL IMMIGRATION PARTNERSHIP

MUSTEL GROUP
MARKET RESEARCH

In association with

CITY SPACES

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Introduction

Research Objectives

- Citizenship and Immigration Canada (CIC), in its role to encourage community-based partnerships and planning for newcomers, has funded the development of a Local Immigration Partnership (LIP) in Surrey. The Surrey LIP is utilizing some of this funding toward a research project to assess both newcomers' and long term Surrey residents' perceptions about immigration and inclusiveness in the City of Surrey.
- Mustel Group has been commissioned by City Spaces, the research project consultant, to conduct a community-wide survey of residents in order to gauge public opinion on the following topics:
  - Surrey as a **welcoming** community, overall and in terms of access to services, programs and opportunities,
  - Overall sense of **belonging and inclusion** in the community, also covering personal comfort with intercultural interactions, public expression of beliefs and voice in government/decisions,
  - **Discrimination**, including the problem overall, personal experience and attitude toward ethnic diversity,
  - Support for **immigration** in Surrey.

Methodology

- A random sample telephone survey was conducted to capture findings across the community. All interviewing was conducted by Mustel Group's trained telephone interviewing staff. The methodology consisted of the following procedures:
  - Random telephone interviews (random selection of listed phone numbers plus randomly generated cell phone numbers)
  - Surrey residents aged 18 and over
  - Sample size: 301 respondents
  - Punjabi translation offered (9 completed in-language)
  - Data collection: December 17, 2014 to January 4, 2015
  - Final sample weighted to match City of Surrey 2011 census demographics on the basis of age within gender and FSA (actual and weighted distributions appended).
- The margin of error on a random sample of 300 interviews is +/- 5.7 percentage points at the 95% confidence level (of 19 times out of 20 if the survey was repeated).
- A copy of the questionnaire used in this study is appended.

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Executive Overview

Profile of Surrey Residents

- The study sample reflects Surrey residents on the basis of key demographics and was weighted to match to the 2011 Surrey census.
  - Residents are gender balanced.
  - Age segments are well-distributed across youth (30% aged 18-34), middle-aged (40% in the 35-54 segment) and older residents (30% aged 55+).
  - Geographically, the survey represents all FSAs in correct proportion.
- In terms of place of birth, 57% are Canadian born, while 43% of adults surveyed are immigrants—similar to census statistics.
- A broad range of countries of origin are represented in this study with those immigrating from India the largest (36%).
- Most immigrants surveyed have been in Canada longer than 10 years (80%) and similarly most are longer-term Surrey residents (63%).

Welcoming Perceptions

- Overall, Surrey makes its residents feel welcomed, as there is widespread agreement that the statement *"I feel welcomed in Surrey"* is true (91% agree and 6-in-10 agree strongly). Sentiments are similar among both immigrants and non-immigrants.
- There is also broad and especially strong consensus among the adult public that they are "very comfortable accessing Surrey's public programs and services" (93% agree and 69% strongly agree) with immigrants even more inclined to strongly agree (79%).
- Likewise, most residents are able to access the healthcare services and educational opportunities they need in Surrey (total agreement levels of 84% and 77%, respectively).
- The public is more divided on whether suitable employment (matching their education, skills and abilities) is available for them in Surrey (35% tend to have difficulty finding such jobs, while 42% tend not to).

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Executive Overview

- **Belonging and Inclusion Perceptions**
  - Feelings on belonging and inclusion are similar for immigrants and non-immigrants alike.
  - Generally, Surrey residents have a sense of belonging in the community (86% agree with 40% agreeing strongly). They are very comfortable visiting local businesses (94% with 65% strongly agreeing).
  - Residents are largely positive about feeling free to express their personal beliefs publicly (85%) with immigrants agreeing more strongly than non-immigrants.
  - A majority would prefer to remain in Surrey rather than move (71%), claim they do ***not*** have a hard time connecting with others in Surrey who have backgrounds different from their own (70%) and believe they have a say in decisions affecting their community (65%).
  - Less consensus is found on whether their own ethnic/cultural group is represented in Surrey's government or authorities, but immigrants lean to feeling under-represented (53% vs. 32% for non-immigrants).

- **Discrimination Perceptions and Attitudes**
  - There is a tendency to think that discrimination is a problem in Surrey (56% agree, 39% disagree). Interestingly, while immigrants and non-immigrants generally have similar perceptions overall, immigrants who ***disagree*** that discrimination is a problem do so more strongly. Youth and South Asians are more apt to perceive a problem.
  - Most of Surrey's adults would be very comfortable working for someone with a different ethnic background than their own (88%) and tend to believe that Surrey's various ethnic groups make a positive contribution to their City (86%).
  - Residents tend to agree that they are treated fairly when applying for jobs in Surrey (77% of those with an opinion). Immigrants and non-immigrants with an opinion have similar perceptions.

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Executive Overview

- **Immigration Attitudes**
  - Surrey residents tend to have favourable attitudes about immigration.
  - A majority feels immigration is good for Surrey (75%) and would like to see more immigrants move to the City (64%).
  - Not surprisingly, immigrants themselves are most enthusiastic (85% and 77%, respectively), while non-immigrants less so, particularly for being happy to have more immigrant newcomers in the City (54%).

- **Inclusiveness Overall**
  - Considering the degree to which residents feel Surrey is an inclusive community, where no one feels excluded or left out, opinions are moderately positive. On a 10-point scale where 10 means 'extremely inclusive' and 1 means 'not at all', adults on average give their city a '6.9' score. This suggests that there is some satisfaction but room for improvement.

- **Conclusions**
  - Overall, most Surrey residents appear open to cultural diversity and hold a sense of belonging to the community. However, at the same time there are signs that could weaken social cohesion if not addressed.
  - On the positive side both immigrants and non-immigrants generally feel welcomed in Surrey, have a sense of belonging in the community and are very comfortable using public services, community programs and local businesses.
  - Both immigrants and non-immigrants largely feel free to express their personal beliefs publicly and most do not have difficulty connecting with or working for other Surrey residents of ethnic or cultural backgrounds different from their own.
  - There is a general acceptance that immigration is good for Surrey. Most would choose to continue living in Surrey rather than move elsewhere.
  - Nevertheless, some signs of weakness are identified.

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Executive Overview

- **Conclusions, continued**
  - In spite of many widespread positive perceptions and attitudes, weaknesses include the following:
    - Discrimination is thought to be a least 'somewhat' of a problem by more than half the population—both among immigrants and non-immigrants. Particularly sensitive to discrimination are youth and South Asians.
    - Cultural/ethnic representation in government and authorities is considered lacking by over one-third in total and by over 4-in-10 of immigrants.
    - About 3-in-10 immigrants and non-immigrants are not satisfied with the extent to which they have a say in decisions affecting their community.
    - About one-third have difficulty finding suitable employment in Surrey to match their education, skills or abilities — reaching a level of 4-in-10 among immigrants.
    - Almost 3-in-10 immigrants and non-immigrants alike find some difficulty connecting with people of ethnic/cultural backgrounds different from their own.

- **Considerations**
  - Ideas suggested by this study for improving inclusiveness to build a stronger, more cohesive, vibrant community include the following:
    - Greater ethnic/cultural representation in government, authorities, other community organizations and public events to reflect the highly diverse backgrounds of Surrey residents, including not only the larger but also the smaller minorities/groups, as well as Canadian;
    - Increasing job opportunities within the community;
    - Social planning of community programs and events that celebrate the city's diversity and neighborhoods that encourage a mixing of Surrey's varied cultures, including all groups and ages, a blending at events and within neighbourhoods as ways to bridge understanding.

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Detailed Findings

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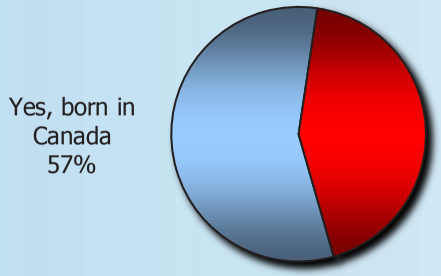
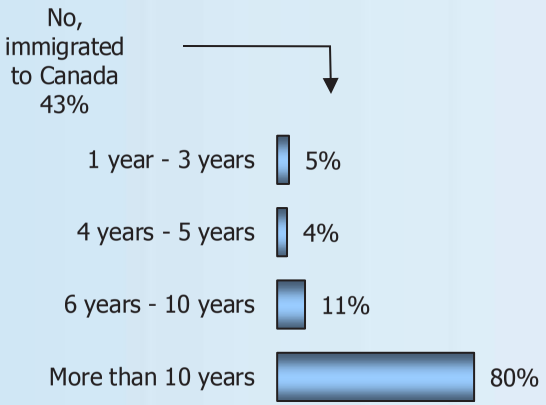
Immigration and Residency Characteristics

- After screening to ensure Surrey residency and randomized selection of an adult within the household, respondents were asked a series of questions about their backgrounds—including
  - Birthplace,
  - Country of origin,
  - Ethnic background and
  - Length of residency in Canada and the City of Surrey.

- The slides following present these findings.

Incidence of Immigration





Base: Total (n=301)

Q.4a) Were you born in Canada?

Base: Total immigrated to Canada (n=121)

Q.4b) How many years have you been living in Canada?

- The Surrey population of adults surveyed includes a large immigrant component (43%), reflective of the community's characteristics.
  - This survey finding is similar to the 2011 Census report of 41% immigrants among Surrey's total population (all ages). Since this survey is among those aged 18+ and was conducted three years later, it is perhaps not surprising for the proportion to be slightly higher.
- Most of these immigrants aged 18 and over have lived in Canada for over 10 years.

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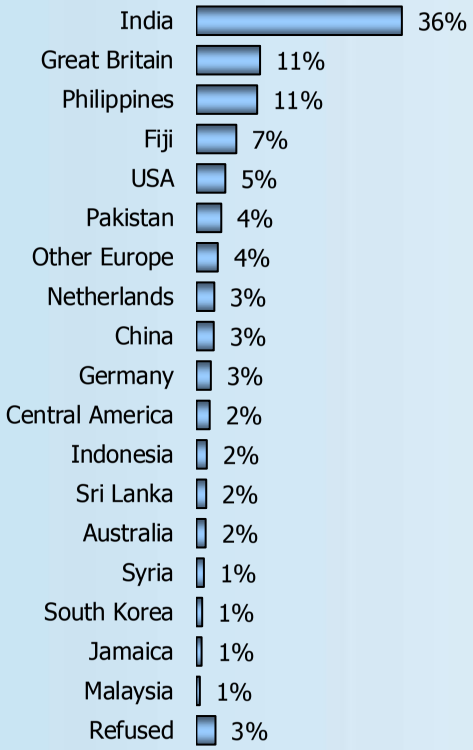
Country Immigrated From



Base: Total immigrated to Canada (n=121)

Q.4c) Which country did you come here from?

- While the largest group among immigrants are from India, there is a broad range of countries of origin represented, as is found in Surrey's population.

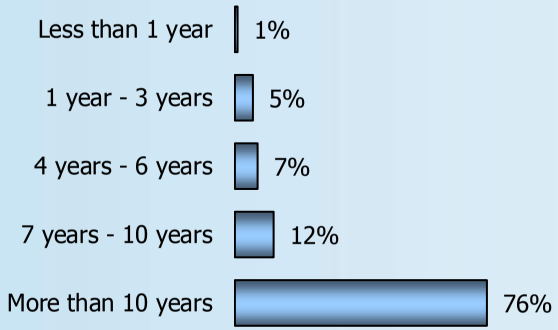
Self-Described Ethnic Background

Base: Total (n=301)

Q.5) How do you describe your ethnic background?

- When asked to describe their ethnic background without prompting, about one-third reply 'Canadian', followed closely by European and then South Asian.

Length of Time Lived in Surrey



Base: Total (n=301)

Q.6) How many years have you been in Surrey?

- The large majority of those surveyed are long-term residents who have lived in Surrey for more than 10 years.
- Among immigrants, 63% report long-term residency in Surrey (over 10 years).

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Perceptions and Attitudes among Surrey Residents

- Respondents were next asked to provide their perceptions and attitudes about living in Surrey using a series of 18 statements.
- The extent of agreement or disagreement was measured for each statement using the following scale — *agree strongly, agree somewhat, disagree somewhat or disagree strongly*. Interviewers recorded a 'don't know' response for those who were unsure or had no opinion.
- The statements were randomized from interview to interview to minimize any possible order bias.
- Note that the series included a mix of positive and negative statements, as this is standard practice to introduce some balance and thereby reduce potential bias.
- For analytical purposes, the statements have been divided into four topic areas:
  - Welcoming,
  - Belonging and inclusion,
  - Discrimination and
  - Immigration.

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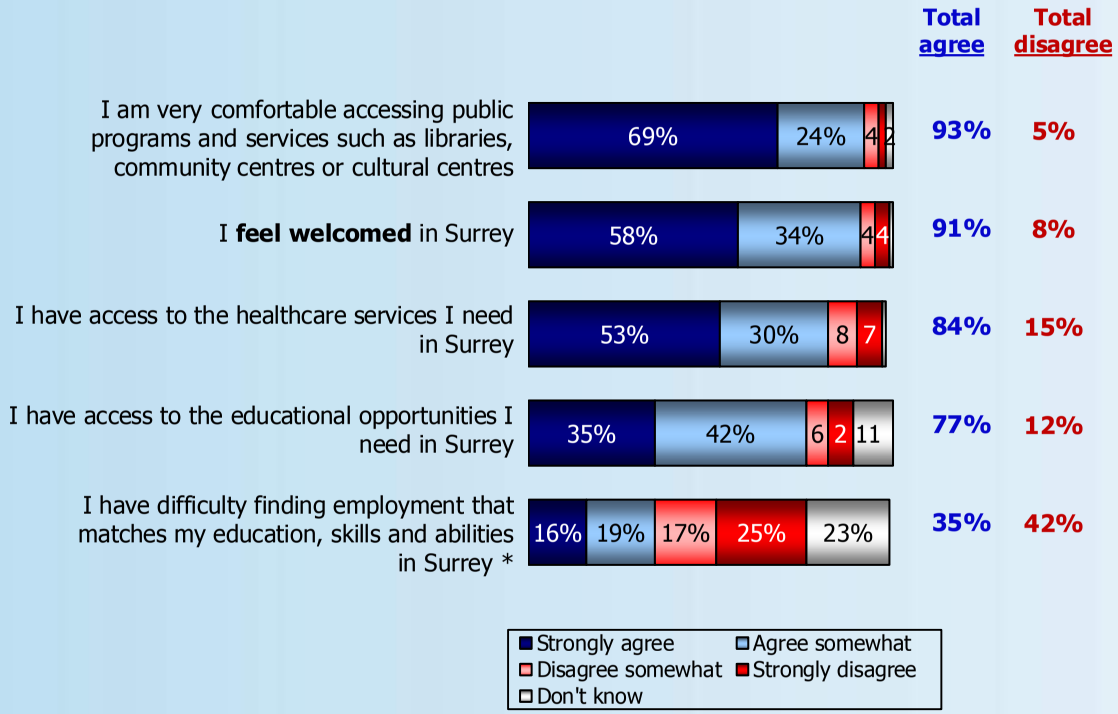
Perceptions of Surrey as Welcoming



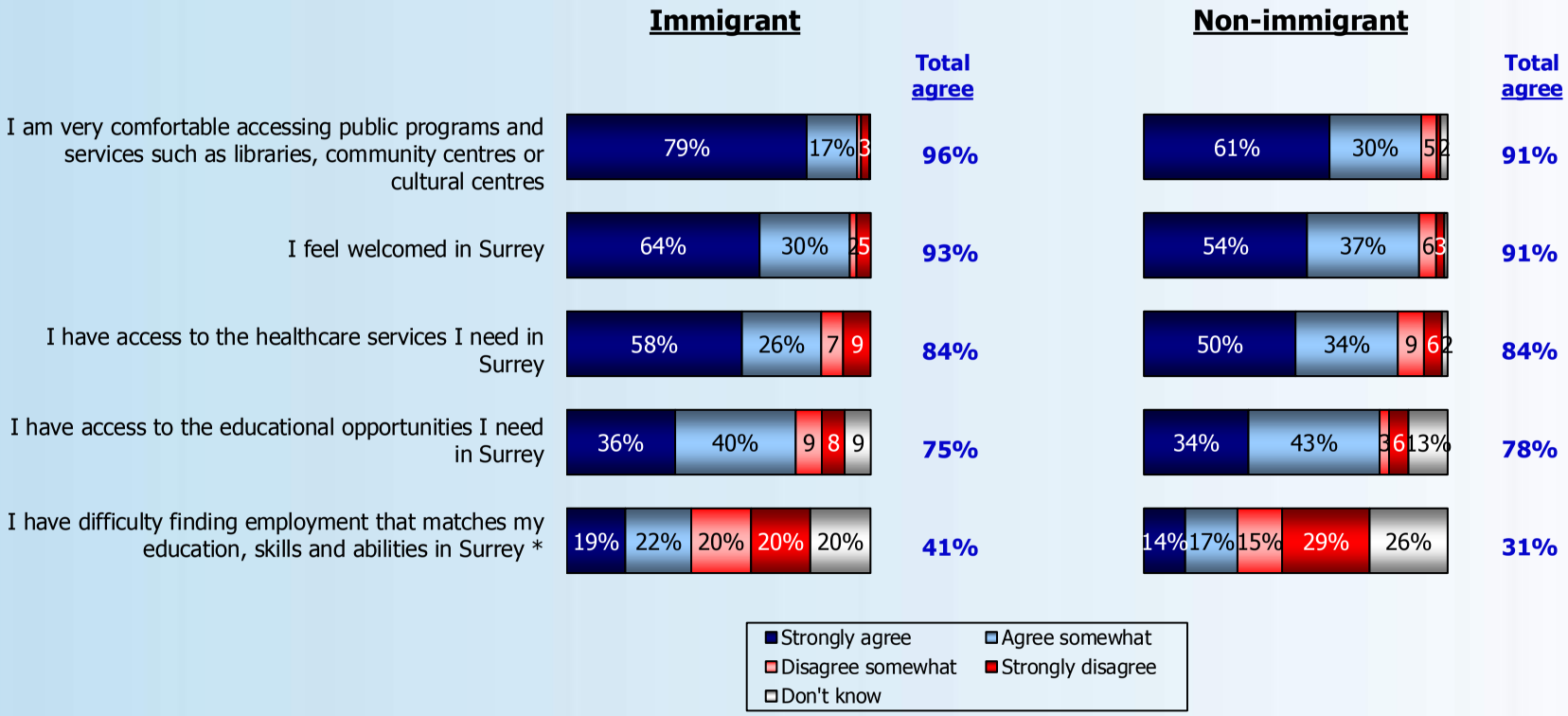
** Among those with an opinion (excluding Don't Know):*
46% Total agree, 21% strongly agree/ 54% Total disagree, 32% strongly disagree

Base: Total (n=301)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

- Overall, nearly all residents feel generally welcomed in Surrey (91%) with almost 6-in-10 strongly agreeing. One way of feeling welcomed is the level of comfort accessing public programs and services. In this we find not only broad consensus (93%) but also the strongest agreement—by about 7-in-10.
- Other 'welcoming' measures concern perceptions about access to Surrey services and opportunities. Access to healthcare services and educational opportunities are widely acknowledged, although the strength of agreement is weaker for educational opportunities (35% strongly).
- Residents tend to be more divided on finding employment in Surrey that matches their education, skills and abilities, but with a lean toward a favourable view (in total 42% disagree vs. 35% have difficulty; among those with an opinion 54% disagree/46% have difficulty).
- Welcoming perceptions are similar for immigrants and non-immigrants alike with no significant differences, except that immigrants are much more likely to strongly agree that they are comfortable accessing Surrey's public programs and services (79% strongly agree vs. 61% among non-immigrants). See next slide.

Perceptions of Surrey as Welcoming
Immigrant/Non-immigrant Comparison



** Among those with an opinion: (excluding Don't know)*
Immigrants 51% agree, 24% strongly/ 49% disagree, 24% strongly
Non-immigrants 41% agree, 18% strongly/ 59% disagree, 39% strongly

Base: Total immigrants (n=121)
Total non-immigrants (n=180)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one. cv

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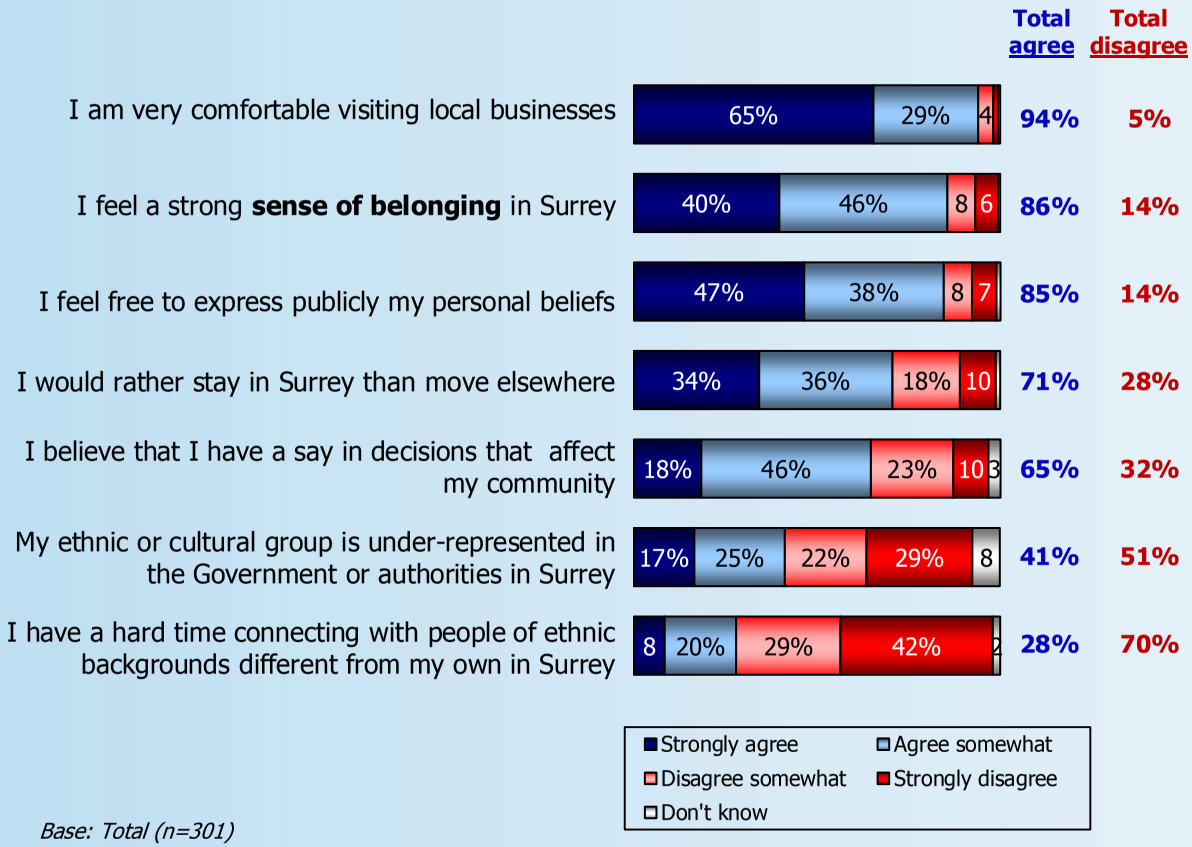
Perceptions of Belonging and Inclusion

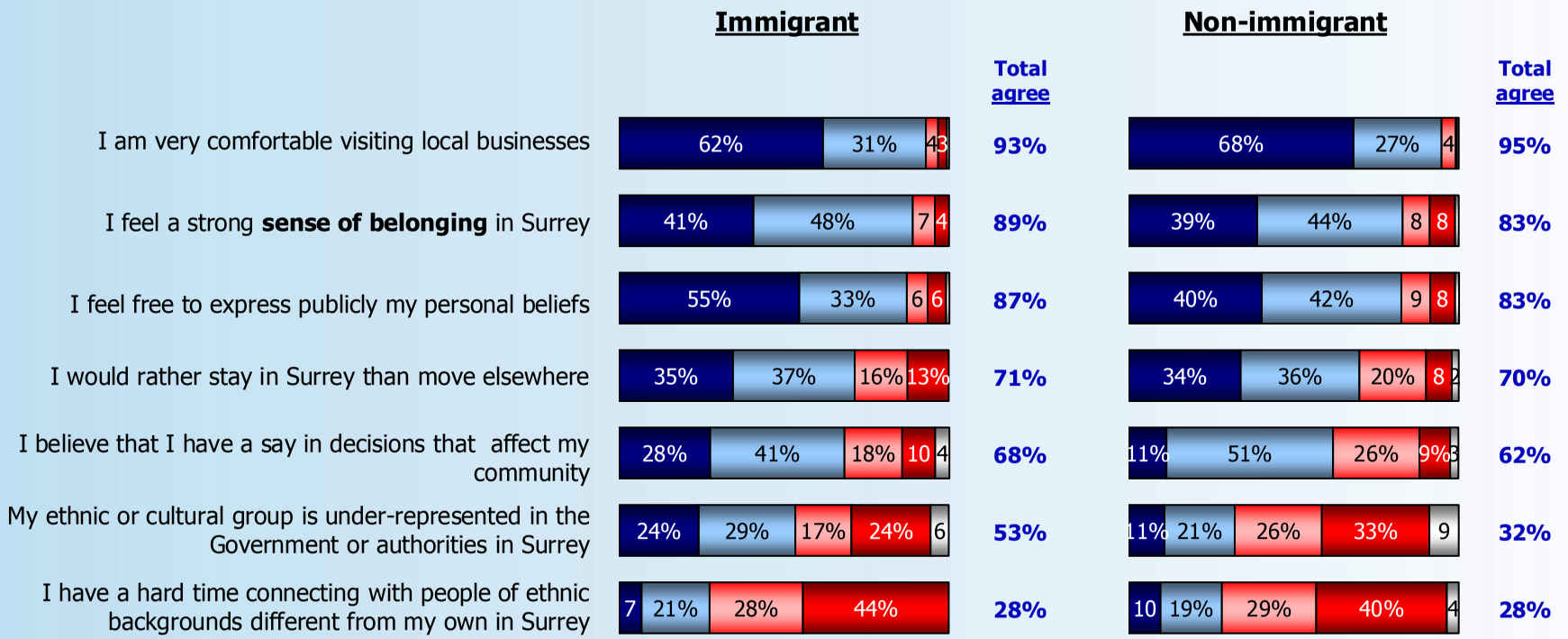


Base: Total (n=301)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

- Statements expressing belonging and inclusion reveal that to a large degree Surrey provides this for most residents— both immigrants and non-immigrants.
- Most hold a general sense of belonging in Surrey (86% in total and 40% strongly). Nearly all agree (and most agree strongly) that they are 'very comfortable' visiting local businesses. Residents are also generally positive about feeling free to express their personal beliefs in public.
- While a majority would prefer to live in Surrey than move elsewhere and believe they have a say in decisions affecting the community, such feelings resonate less strongly and a contingent of around 3-in-10 disagree. Most residents generally do not have a hard time connecting with people in Surrey of ethnic backgrounds different from their own, but a minority admit to some difficulty (28%).
- Residents are more divided on their group's representation in Surrey's government or authorities, but more immigrants feel under-represented (59% vs. 32% non-immigrants).
- Immigrants more 'strongly agree' than non-immigrants about feeling free to express their beliefs publicly (55%) and a having a say in decisions (28%). (See next slide.)

Perceptions of Belonging and Inclusion
Immigrant/Non-immigrant Comparison



Base: *Total immigrants (n=121)*
Total non-immigrants (n=180)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

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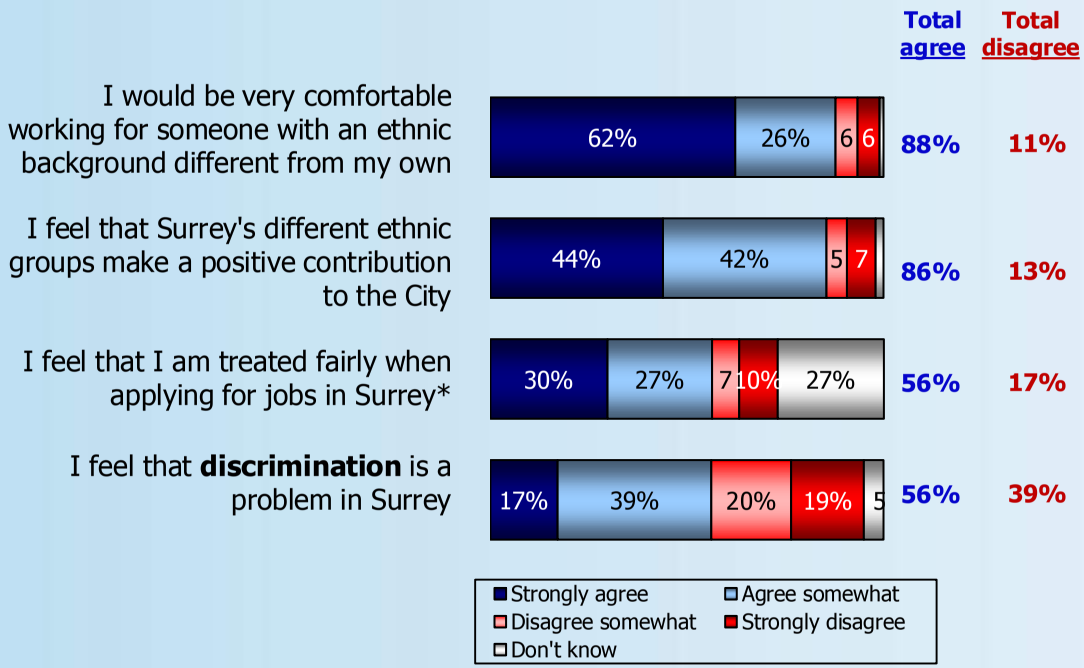
Perceptions of Discrimination in Surrey



**Excluding Don't Know: Among Total with an opinion: 77% agree, 41% strongly*

Base: Total (n=301)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

- Just over half of residents perceive discrimination as a problem in Surrey--56% in total, with most tending to agree 'somewhat' rather than 'strongly'. Note that youth and South Asians in particular are most likely to voice discrimination as a problem (69% of youth and 67% of South Asians 67%).
- While overall agreement is similar whether born in Canada or not, interestingly, **disagreement** is more strongly expressed by immigrants (30% strongly disagree vs. 10% of non-immigrants).
- Other measures that might reveal personal attitudes or personal experience of discriminatory practices tend to generate positive images of Surrey — for example, being very comfortable working for someone of a different ethnic background (88%) and agreeing that Surrey's ethnic groups make a positive contribution (86%).
- The statement about being treated fairly when applying for jobs in Surrey indicates that most who have an opinion agree they are treated fairly (56% in total agree, but 77% of those with an opinion). Immigrants and non-immigrants with an opinion have similar perceptions, but in the younger segment about 3-in-10 with an opinion disagree on receiving fair treatment.

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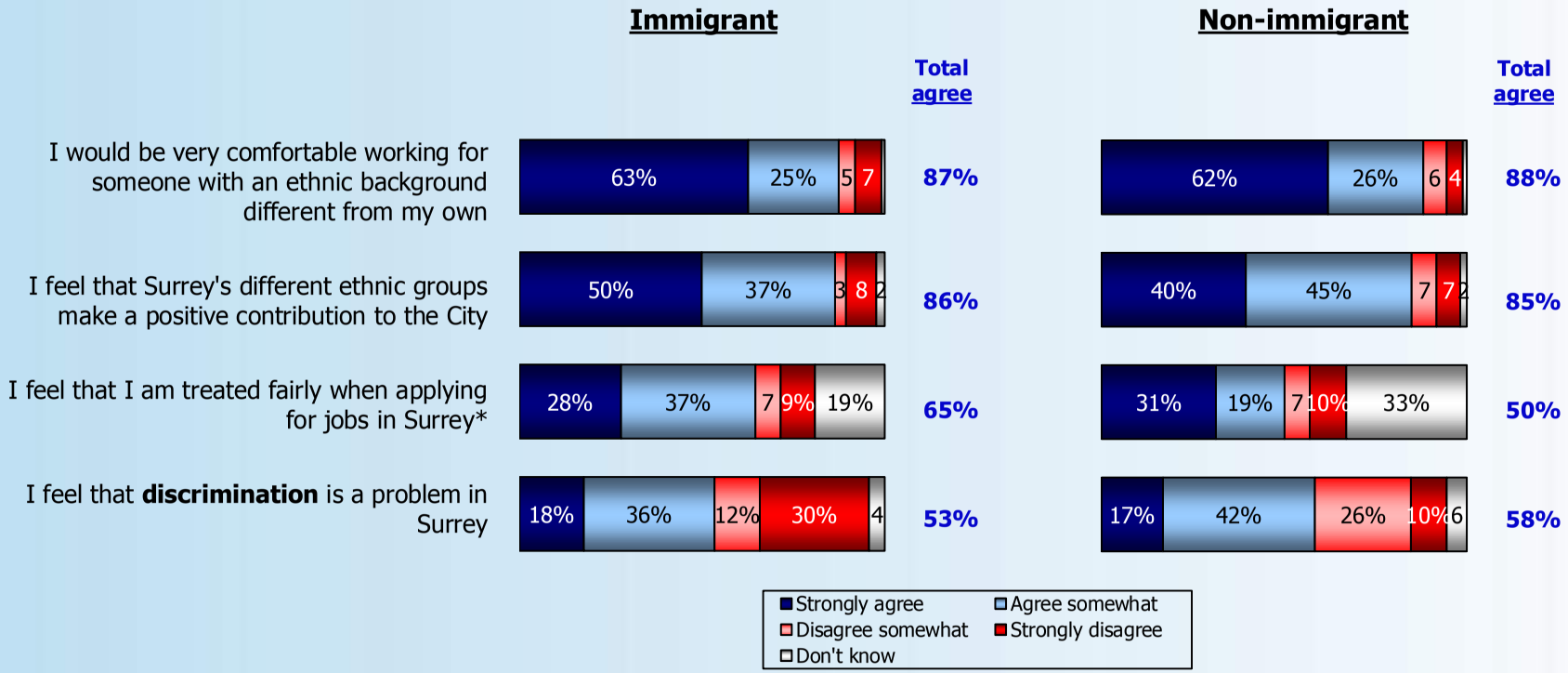
Perceptions of Discrimination in Surrey
Immigrant/Non-immigrant Comparison

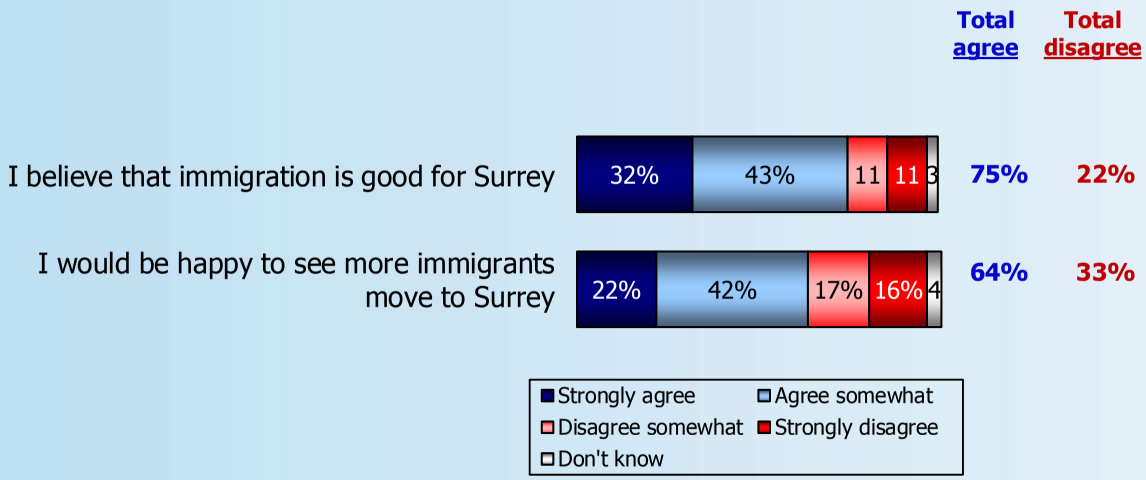


Among those with an opinion: (excluding Don't know)
Immigrants 80% agree, 34% strongly
Non-immigrants 75% agree, 47% strongly

Base: Total immigrants (n=121)
Total non-immigrants (n=180)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

Attitude towards Immigration in Surrey

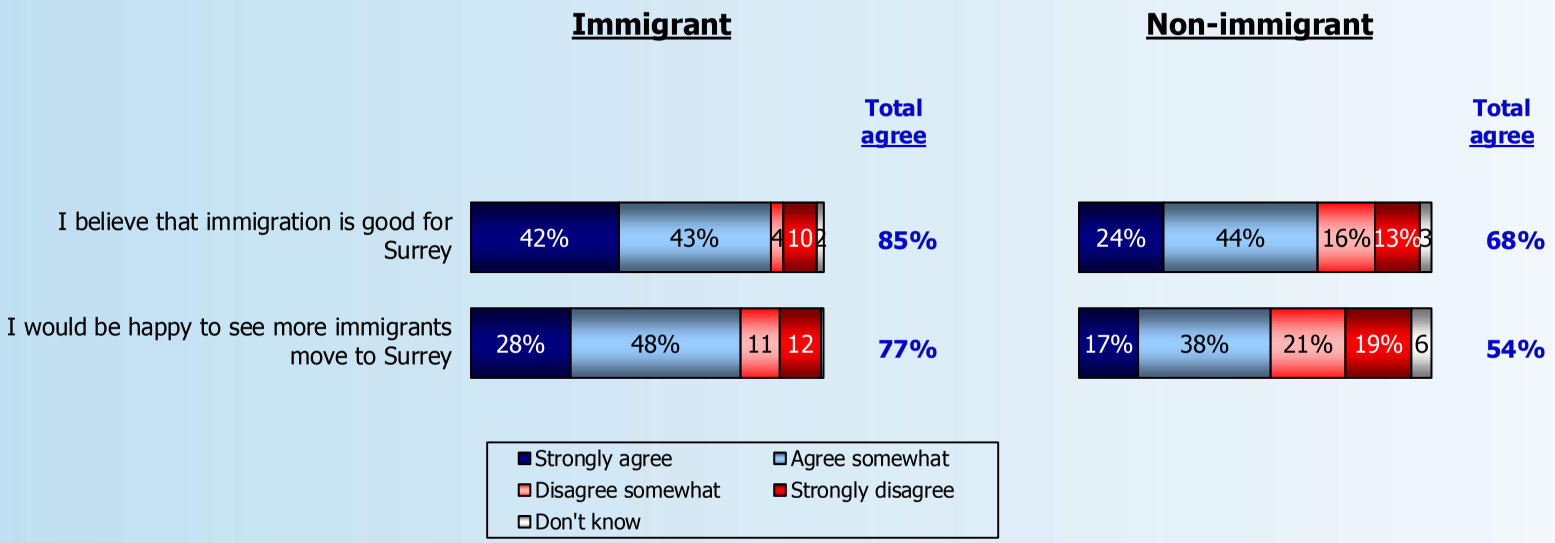


Base: Total (n=301)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

- Community-wide, attitudes toward immigration tend to be favourable among a majority, believing that immigration is good for Surrey and being pleased to have more immigrants move to Surrey.
- Perhaps not surprisingly, feelings are more positive and stronger among immigrants.
  - 85% of immigrants agree (and 42% agree strongly) that immigration is good for Surrey (vs. 68% of non-immigrants)
  - 77% of immigrants would be happy if more immigrants move to Surrey (vs. 54% of non-immigrants).
- Older residents are more conservative about immigration, for example:
  - 66% agree immigration is good for Surrey vs. 79-80% agreement among the young and middle-aged.
  - 50% would be happy to see more immigrants in Surrey vs. 69-72% of their younger/middle-aged counterparts.

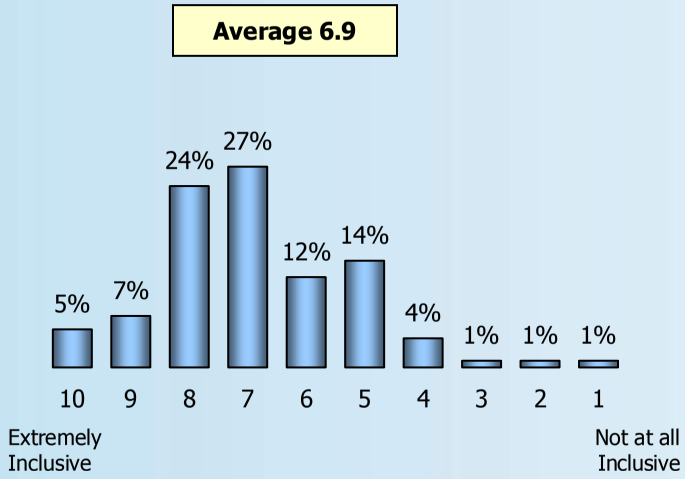
Attitudes toward Immigration
Immigrant/Non-immigrant Comparison



Base: *Total immigrants (n=121)*
Total non-immigrants (n=180)

Q.7) Next, I am going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one.

Perceived Inclusiveness of Surrey

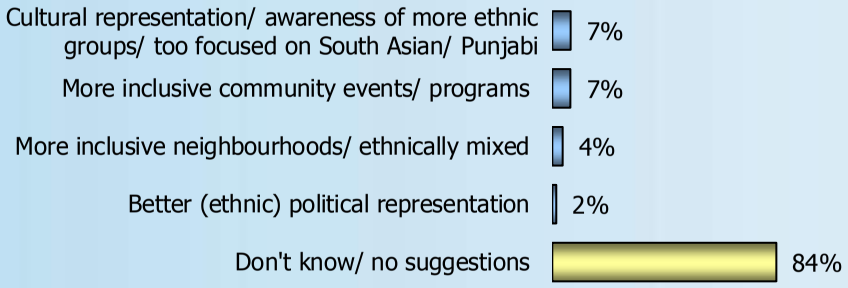


Base: Total (n=301)

Q.8) Now thinking about inclusiveness overall, this is "having a city where no one feels excluded or is left out." On a scale of 1 to 10 where 1 means "not at all inclusive" and 10 means "extremely inclusive" , overall how inclusive do you think Surrey is?

- After hearing the series of all 18 statements presented in random order, respondents were asked to rate Surrey on its inclusiveness, defined as 'having a city where no one is or feels excluded or left out.'
- Surrey public opinion on the level of inclusiveness in their community is moderately positive with most residents scoring Surrey at 7 or higher (63%). On average, the rating is 6.9 out of a possible 10.
- The distribution of opinion is highly similar **for immigrants and non-immigrants** with identical means (both 6.9 on the 10-point scale).
- Opinions are highly consistent across all demographic groups examined with little variation in mean scores (averages).

How Could Surrey Be More Inclusive



Base: Total (n=301)

Q.9) What do you think would make Surrey more inclusive?

- Respondents were given the opportunity to offer suggestions of how Surrey could be more inclusive.
- Few offered ideas and these mainly included:
  - **Greater cultural representation and awareness of the diverse ethnic and cultural groups** in the community—which speaks to the broad array of l backgrounds found in Surrey: e.g., other minor ethnic groups, non-visible minorities, "better awareness and empathy", "focus not only on the minority group", "smaller cultural neighbourhoods ignored"
  - **More inclusive community events/programs**:--e.g., more multicultural events, festivals like Italian/Greek/Spanish Days, "Chinese and Caucasian events too", "more like Fusion Festival and more kid-based to expose them at a younger age", advertise/ market better, parks/rec/neighbourhood watch programs "to integrate different cultures", volunteer groups on nature, sporting events, free festivals, "should attract other ethnics, not just one group"
- The following were less mentioned but noted:
  - Having more inclusive/more mixed neighbourhoods: "should be a better mixing of cultures", "encourage immigrant community to live throughout rather than specific areas", "more blended", "more about fitting into the neighbourhood than trying to change it", "make friends with your neighbours, educate people"
  - Better political /other representation: e.g., "better ethnic representation on council" , in RCMP, in educational system

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Appendices

1. Demographic Profiles (Actual and Weighted)
2. Questionnaire

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Demographic Profiles (Actual and Weighted)

Key Demographic Distributions	Total Actual (301) %	Total Weighted (301) %
Gender		
Male	48	49
Female	52	51
Age		
18-34	17	30
35-44	20	19
45-54	23	20
55-64	20	15
65 or older	21	16
Neighbourhood		
V3S	26	22
V3W	14	19
V4N	14	15
V3R	9	12
V3V	8	10
V4A	14	8
V3T	5	8
V3X	8	5
V4P	3	3

- The final sample was weighted to match 2011 Canada Census on the basis of age within gender distribution and FSA.
- Sampling controls ensured as close as possible representation of these key demographics.

Intro/Screener

Hello, my name is _____ calling from Mustel Group a professional opinion research firm calling on behalf of the City of Surrey and a partnership of 26 local education, health and resource service providers (OPTIONAL IF ESL, MENTION: the Surrey Local Immigration Partnership);; we are conducting a survey on how residents feel about living in the City of Surrey. This is strictly an opinion survey; we are not selling or soliciting anything. The survey will only take about 5-8 minutes to complete.

Persuaders—only if needed:

- The purpose of this survey is to better understand residents' opinions and experiences about living in the City of Surrey.
- We need to speak to a cross-section of people who live in the City of Surrey. Everyone's opinions are important to us.
- All responses are confidential and anonymous.
- The survey will take about 5-8 minutes.
- This is strictly an opinion survey; we are not selling or soliciting anything.
- Your phone number was selected at random for participation in this research.
- The survey is being conducted for the City of Surrey and the Surrey Local Immigration Partnership, which includes 26 different local Surrey educational, health and resource service providers. (IF ASKED: SEE LOCAL IMMIGRATION PARTNERSHIP LIST)
- Contact: City of Surrey info line

1- To randomize our sample may I speak with the male/female member of your household who is 18 years of age and over and whose birthday comes next (or IF NEEDED: youngest person aged 18 and over)?

Gender (OBSERVE):
- ❍ Male
- ❍ Female

DEMOGRAPHIC QUESTIONS

First, just a few questions to ensure our study includes all types of Surrey residents

2- To determine the neighbourhood you live in, what are the first 3 digits of your postal code?

— — —

3- Into which of the following age groups do you fall?

a. 18-24 years
b. 25-34 years
c. 35-44 years
d. 45-54 years
e. 55-64 years
f. 65+ years
g. DON'T KNOW
h. REFUSED

4-a) Were you born in Canada?
- ❍ Yes = Canadian born
- ❍ No = Immigrated to Canada

- **4-b) If IMMIGRATED:** How many years have you been living in Canada?
  a. <1 year
  b. 1 year – 3 years
  c. 4 years - 5 years
  d. 6 years – 10 years
  e. 10 years +
  f. Don't Know
  g. Refused

- **4-c) If IMMIGRATED:** Which country did you come here from?
  a. China
  b. Great Britain
  c. Fiji
  d. Hong Kong
  e. India
  f. Indonesia
  g. Iran
  h. Japan
  i. Mexico
  j. Pakistan
  k. Philippines
  l. Romania
  m. Russia
  n. Serbia
  o. South Africa
  p. South Korea
  q. Taiwan
  r. Ukraine
  s. USA
  t. Vietnam
  96. Other [SPECIFY]_____
  97. Don't Know
  98. Refused

5- How do you describe your ethnic background? DO NOT READ.
  a. CANADIAN
  b. AMERICAN
  c. EUROPEAN (INCLUDES ENGLISH, ITALIAN, GERMAN, UKARAINIAN)
  d. ABORIGINAL/FIRST NATIONS/METIS
  e. EAST OR SOUTHEAST ASIAN (INCLUDES CHINESE, JAPANESE, KOREANS, VIETNAMESE, FILIPINOS, MALAYSIANS, INDONESIANS)
  f. SOUTH ASIAN (INCLUDES INDIANS, PAKISTANIS, BANGLADESHIS, SRI LANKANS)
  g. AFRICAN (INCLUDES AFRICAN-AMERICANS, AFRICAN-CANADIANS, AFRO-CARIBBEANS)
  h. HISPANIC/LATIN AMERICAN (INCLUDES SOUTH AND CENTRAL AMERICANS, HISPANIC, CARRIBBEANS)
  i. MIDDLE EASTERN (INCLUDES ARABS, NORTH AFRICANS, IRANIANS/PERSIANS, TURKS)
  j. 96- OTHER (SPECIFY)_____
  k. 97- DON'T KNOW
  l. 98- REFUSED

6- How many years have you been living in Surrey?
  a. <1 year
  b. 1 year – 3 years
  c. 4 years - 6 years
  d. 7 years – 10 years
  e. >10 years
  f. Don't Know
  g. Refused

OPINION SURVEY QUESTIONS

7- Next, I'm going to read some statements about living in Surrey and then ask to what extent you agree or disagree with each one. RANDOMIZE LIST AND READ. REPEAT SCALE AT LEAST 3 TIMES THEN AS NEEDED.

Scale: strongly agree, agree somewhat, disagree somewhat, strongly disagree

a) I feel a strong sense of belonging in Surrey.

b) I am very comfortable accessing public programs and services such as libraries, community centers or cultural centers.

c) I have a hard time connecting with people of ethnic backgrounds different from my own in Surrey.

d) I would be happy to see more immigrants move to Surrey.

e) I would be very comfortable working for someone with an ethnic background different from my own.

f) I have access to the healthcare services I need in Surrey.

g) I am very comfortable visiting local businesses.

h) My ethnic or cultural group is under-represented in the government or authorities in Surrey.

i) I have difficulty finding employment that matches my education, skills and abilities in Surrey.

j) I believe that immigration is good for Surrey.

k) I feel that I am treated fairly when applying for jobs in Surrey.

l) I feel that discrimination is a problem in Surrey.

m) I would rather stay in Surrey than move elsewhere.

n) I have access to the educational opportunities I need in Surrey.

o) I feel free to express publicly my personal beliefs.

p) I believe that I have a say in decisions that affect my community.

q) I feel welcomed in Surrey.

r) I feel that Surrey's different ethnic groups make a positive contribution to the city.

8- Now thinking about inclusiveness overall, that is 'having a city where no one is or feels excluded or left out'.

- On a scale of 1 to 10 where 1 means 'not at all inclusive' and 10 means 'extremely inclusive', overall how inclusive do you think Surrey is?

Not at all Inclusive									Extremely Inclusive
1	2	3	4	5	6	7	8	9	10

9- What do you think would make Surrey more inclusive? PROBE FOR SPECIFICS.

That completes our survey. We thank you very much for your participation. Have a good day/evening.

APPENDIX C
Focus Group Summary Report

FOCUS GROUPS

Seven focus groups were conducted between February 18 and March 5, 2015, with a total of 67 participants.

FOCUS GROUP	NUMBER OF PARTICIPANTS
1. Immigrant Surrey Residents (in Canada 10+ years)	7
2. Canadian-born Surrey Residents	3
3. Recent Immigrant Surrey Residents (in Canada 0-10 years)	13
4. Immigrant Youth Surrey Residents (16-24 years old)	14
5. Canadian-born Youth Surrey Residents (16-24 years old)	9
6. Surrey LIP Immigrant Advisory Roundtable	6
7. City of Surrey Staff	15
Total Participants	**67**

The findings from each of the seven focus groups are summarized below.

#1: IMMIGRANT SURREY RESIDENTS (IN CANADA 10+ YEARS)

Held on Wednesday, February 18, 2015, from 10 am to 12 pm at the Surrey City Centre Library, this group had seven participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY. Surrey is seen as a welcoming community. A key reason for this is the many resources and programs available to help immigrants integrate, including: facilities (such as recreation centres), information provided by the City in multiple languages, welcoming schools and libraries, settlement service providers, and the programs and opportunities for social connections provided through churches and religious organizations.

With respect to immigrants feeling welcome, language skills are key, as it was suggested immigrants who cannot speak English will not integrate well. The view was shared that the individual is also responsible for making an effort to integrate.

SENSE OF BELONGING IN SURREY. Surrey is seen as a place that fosters a sense of belonging. Some of the factors that help create these conditions are: services, programs and events (such as cultural festivals), Surrey's multicultural community, Surrey becoming a more inclusive community for newcomers than it has been in the past, housing affordability, availability of youth activities, and volunteering opportunities.

At the same time, it was suggested that neighbourhood-based social connections are weak in Surrey. Ideas for how the sense of belonging in Surrey could be strengthened included:

- More opportunities for people to make neighbourhood and cross-cultural social connections.

- Paying special attention to the needs of immigrant seniors, some of whom may have limited English skills, which can prevent them from participating fully in community life. Loneliness and social isolation is a risk for immigrant seniors.
- English language proficiency is critical to feeling sense of belonging. At the same time, listening skills on the part of the members of the receiving community are also required. "People don't speak with an accent; we listen with an accent."
- More inter-faith events, which currently happen, but more would be better.
- More festivals, like the successful Fusion Festivals.

DISCRIMINATION IN SURREY. Discrimination is generally not seen as a problem, especially in official and government settings. But it is seen to play part in the challenges that newcomers face in finding employment. Discrimination within cultural groups, based on factors like social status and socio-economic position, was noted, as was the fact that racism exists at an individual level.

HOW IMMIGRATION HAS & WILL CONTINUE TO CHANGE SURREY. Attitudes about Surrey are becoming more positive. It was also noted that immigrants have helped develop the economy of Surrey. Some concerns about the future of Surrey included: Surrey's crime problem (whether real or perceived), a perceived high unemployment rate, and doing more to help seniors, especially helping avoid health issues stemming from social isolation.

#2: CANADIAN-BORN SURREY RESIDENTS

Held on Wednesday, February 18, 2015, from 6 to 8 pm at the Alexandra Neighbourhood House in the Crescent Beach neighbourhood, this group had three participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY TO NEWCOMERS. Surrey is seen as a welcoming community, and factors seen as making Surrey welcoming to newcomers include: information provided by the City in multiple languages, neighbourhood connections, and volunteering programs aimed at newcomers. For their part, immigrants also have to take individual initiative to become integrated in the community. Ethnic enclaves are seen as possibly hindering integration. Seniors needs were mentioned as needing special attention, as they can be socially isolated.

SENSE OF BELONGING. It was suggested that generally there is a weak sense of belonging in Surrey, due to factors including: rapid population growth, a high percentage of immigrants and the cultural differences stemming from this, and more gated communities and condo buildings.

A sense of belonging can be increased through more neighbourhood and cross-cultural connections. More walkable communities, City parks, and City-sponsored volunteering opportunities, such as community gardens and Adopt-a-Street, can help foster more social interactions and a sense of community ownership.

DISCRIMINATION IN SURREY. Discrimination is not seen as a problem in Surrey. However, there are concerns about gender discrimination within some cultures. Also, socio-economic discrimination against the poor and drug-addicted is seen as still prevalent.

HOW IMMIGRATION HAS & WILL CONTINUE TO CHANGE SURREY. While immigration is seen as being good for Surrey, some concerns include: self-isolating cultural groups (practice of face-covering, for example), and the relationship between immigration and the development of what are considered unattractive new homes.

#3: RECENT IMMIGRANTS (LESS THAN 10 YEARS IN CANADA)

Held on Thursday, February 19, 2015, from 10 am to 12 pm at Options Community Services in Newton, this group had 13 participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY TO NEWCOMERS. Surrey is seen as a welcoming community, and some of the factors that make it welcoming include: City facilities (such as recreation/community centres and libraries), local settlement service providers, and general community diversity and friendliness.

Some of the ways that Surrey is not seen as welcoming include: barriers to starting a business, experiences with unfriendly/unhelpful staff at recreation centres, inadequate services in multiple languages, and not enough promotion of services for immigrants. Of particular importance to the group were the numerous barriers to finding employment upon first arriving in Canada. Issues mentioned included: ineffective job programs, lack of recognition of foreign credentials and experience, and perception that you need "know someone" in order to get a job.

Ideas for making Surrey more welcoming include: more diversity training for staff working with immigrants, a one-stop shop for information on services and programs for immigrants, more internships for immigrants, and a third-party audit of employment agencies.

SENSE OF BELONGING IN SURREY. Surrey is seen as a place that fosters a sense of belonging. Some of the factors that contribute to this include: seen as a good place for children and families, volunteering opportunities, neighbourhood connections, opportunities to meet people in public places (such as parks), being part of a cultural group and network of other immigrants, making cross-cultural connections taking part in programs like Library Champions, and having stronger social networks.

Some things that would help increase the sense of belonging include: more opportunities for cross-cultural connections, and less discrimination and greater trust among cultural groups.

DISCRIMINATION IN SURREY. Discrimination is seen as a problem in Surrey by several participants, and is felt most keenly in relation to work, whether in finding a job, office politics, or interactions with customers. Thoughts on how to address this include teaching about other cultures in school, opportunities for cross-cultural dialogue, and diversity training.

#4: IMMIGRANT YOUTH

Held on Wednesday, February 25, 2015, from 5 to 7 pm at Surrey City Hall, this group had 14 participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY. Surrey is seen as a welcoming city. Reasons cited for this include: ample job opportunities, cultural diversity and various food choices, integration of many different cultures, new facilities that provide positive and useful spaces with modern and welcoming architecture, malls/recreation centres/other services are friendly and welcoming, clean amenities, and public transportation.

Of special note was the feeling that the people of Surrey are welcoming, and that there is a strong sense of community. Some of those who make the city welcoming include: friendly and approachable neighbours, staff at the Welcome Centre, school teachers/counsellors/other school staff (who are helpful and make immigrant youth's opinions feel valued), police (who make immigrant youth feel safe), and hospital staff, who are understanding, not discriminatory.

Generally, immigrant youth feel welcome in schools. Despite that, language gaps create barriers that limit integration. For example, it was noted that school clubs are welcoming, but that it is hard for some immigrant youth to communicate. Also, there is sometimes separation between immigrant youth and Canadian-born youth. How well immigrant youth can communicate in English impacts their ability to integrate.

The majority of the group has lived in the city for less than two years, yet almost all said they felt welcome in Surrey.

SENSE OF BELONGING IN SURREY. Surrey has a strong sense of belonging, especially for the immigrant youth who take the initiative to learn English. There are sub-communities within the city in which the majority of the population has immigrated from a certain area. This makes it easier to fit in within the immigrant community, yet more difficult to integrate with Canadian-born youth. For example, Fraser Heights has a large immigrant population from Asia, so immigrant youth feel at home and welcome there. On the other hand, it was felt that cultural celebrations are not celebrated as much in Surrey as they are in home countries, i.e., Chinese New Year, and that this lowers the sense of belonging.

When immigrant youth learn to speak English, it becomes easy to feel included for several reasons: it becomes easier to make friends, schools have many opportunities to connect students, and immigrant youth have learned to embrace differences and engage in common interests, allowing them to feel a sense of belonging.

DISCRIMINATION. Group discussion reflected a diversity of opinions on the issue of discrimination – on whether it exists in Surrey, and if so, how serious a problem is it. Some participants felt discrimination was not a problem, saying people are fair to everyone. Another participant suggested discrimination may not have been encountered first hand. Other participants thought that while uncommon, it did exist. Where participants offered examples of discrimination, there were experiences with perceived discrimination from teachers, especially on the grounds of English ability, as well as discrimination among students, in which certain cultural groups are stereotyped by other students, and were assumed to have abilities (or lack of abilities) in different types of activities.

IMMIGRATION'S IMPACT ON SURREY. Those who felt immigration was good for Surrey thought immigrants can help the community, and make Canada a better country. It was mentioned that more immigration means more types of food, and that immigration makes the city more diverse. It also suggested that, despite the high level of diversity in Surrey, most communication happens between people of the same ethnic background.

A view was expressed that young immigrants were more beneficial that older ones, on the basis that young people will make more of an economic contribution, and will be more likely to learn English than their older counterparts.

One participant raised Richmond as an example of a community that has not benefited from immigration, and that some areas of that city are dominated by non-English languages, which can hinder social connections outside of those cultural groups. The point was made that in the case of Richmond, there was "no point of moving to Canada if it is just like China."

#5: CANADIAN-BORN YOUTH (16-24 YEARS OLD) SURREY RESIDENTS

Held on Wednesday, February 25, 2015, from 5 to 7 pm at the Cloverdale Recreation Centre, this group had nine participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY. For the most part, Surrey is seen as a welcoming community for new Immigrants. When giving reasons for why they felt Surrey was a welcoming community, participants identified the role of schools as key. For example, having translators at school, and teachers from a variety of ethnic backgrounds (breaking the language barriers) are beneficial. ESL courses, with classrooms not over-crowded, are seen as positive. Also, while instances of discrimination can be seen at schools, it is uncommon.

Participants also discussed ways that Surrey could be more welcoming. Suggestions included more affordable and appealing programs/activities at recreation centres (e.g., movie nights), more drop-in leagues for sports, quiet study areas, clubs, and free tutoring.

Many of the participants shared the sentiment that the workplace can be less accommodating to non-English speakers than schools, making it difficult for immigrants to immerse themselves in Canadian society.

SENSE OF BELONGING IN SURREY. Surrey is seen as a place where residents feel a sense of belonging. However, more could be done to enhance this feeling.

An idea that received wide support from the group was a cultural mentorship program for students, in which a newly arrived student is paired with a student from the same cultural background who has been in the school or Surrey for a longer time. Cultural mentorship would help newcomer youth build confidence, and strengthen their sense of belonging.

Participants also spoke about how students who do not speak English have a harder time feeling a strong sense of belonging, as they have weak social connections outside of their language-based cultural community. It was noted that students who do not speak English fluently are less inclined to take part in extracurricular activities, and less likely to speak with large groups of people and fluent English speakers. At the same time, fluent English speakers are challenged in making meaningful connections with students who do not speak English.

Similarly, it was noted that newly-arrived students from other cultures, regardless of their English speaking abilities, can face cultural barriers to feeling a strong sense of belonging. Ideas to help overcome these barriers include programs specifically for immigrants, and extending volunteering opportunities, such as the Surrey Leadership Action Conference. At the same time, raising awareness of other cultures within the general student population is seen as a way to build a sense of belonging, especially given Surrey's multicultural makeup. This could be done through different types of events and activities.

Other barriers to forming a stronger sense of belonging include not having a say in decision-making, and a perceived lack of respect shown students by some school authority figures.

DISCRIMINATION. Discrimination is somewhat of a problem, but it is not very obvious. Most participants felt that schools need to be more accepting and accommodating of different cultures by, for example, recognizing cultural holidays not on the school calendar.

IMMIGRATION & CHANGE IN SURREY. Most participants agreed that immigration is a positive thing, as it makes Surrey stronger for the following reasons:

- Having different ethnic groups running a community together helps people be more open to more ideas to make Surrey better.
- It helps makes people more accepting of others, and builds trust.
- Immigration has caused new events to happen on a regular basis, (e.g., the Fusion Festival).
- It opens up discussions about different cultures.

A few were concerned about immigrants/refugees coming here and living off taxes, but it was also recognized that most who come do so for a better life.

It was noted that different neighbourhoods in Surrey have concentrations of different ethnic groups, e.g., Whalley and Newton are primarily South Asian, Fraser Heights is primarily East Asian, and Cloverdale is mostly Caucasian. This was not seen as a problem, as long as people from other communities do not feel excluded because of these distinctions.

A positive aspect of ethnic neighbourhoods in Surrey is that many immigrants feel more comfortable being around people who share the same languages and culture.

It was also noted that in Surrey, the predominant culture is South Asian. Some participants felt that other cultures should be celebrated more as well. It was also noticed that immigration has had some influence on how Surrey appears, such as how Bear Creek Park now has signs in Punjabi because of the large population in that area.

#6: SURREY LOCAL IMMIGRATION PARTNERSHIP IMMIGRANT ADVISORY ROUNDTABLE

Held on Thursday, February 26, 2015, from 6 to 8 pm at Surrey City Hall, this group had six participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY TO NEWCOMERS. Surrey is seen as being welcoming. Factors identified as contributing to Surrey a welcoming community are: volunteering opportunities, particularly on diversity issues; schools, and the Welcome Centre; events in City Parks, recreation centres; a complete community, especially for South Asian community; and housing affordability. To help make Surrey more welcoming it was suggested that the services and programs for immigrants be promoted better.

SENSE OF BELONGING. Participants feel a sense of belonging in Surrey, with the following as some of the contributing factors for this including: having a social network from one's cultural group; a reasonable cost of living; availability of the day-to-day necessities of life in Surrey; Surrey being a multicultural community; the general friendliness of people in Surrey; good experiences in the school system; and an absence of discrimination.

Participants felt that Surrey has changed for the better in recent years. Some of the reasons cited for this perception included: development in City Hall area, and that crime is decreasing. The main concern raised about Surrey continuing to be welcoming community was that crime and security issues could dissuade new immigrants from moving to Surrey.

#7: CITY OF SURREY STAFF

Held on Thursday, March 5, 2015, from 12 to 1 pm at Surrey City Hall, this group had 15 participants.

Focus Group Findings

SURREY AS A WELCOMING COMMUNITY. Surrey is seen by most participants as being a welcoming community. Some of the reasons for this included: reasonably high level of service for newcomers (including information in multiple languages), festivals like those hosted outside City Hall, recreational facilities and programs, programs offered through the library, Surrey's ethnic neighbourhoods, and the City's *Healthy Communities Program*, which promotes and celebrates diversity .

It was noted that the City needs to better promote the services and programs it provides for immigrants. Several participants shared the view that the City is doing enough to help integrate immigrants, and should make sure that immigrant services do not actually end up slowing the integration process.

Things that could make Surrey more welcoming included: providing better information about the realities of transportation in Surrey – many areas are not well served by transit and are far from many key destinations, and more support for immigrant job seekers.

SENSE OF BELONGING. There is a sense of belonging in Surrey, which is fostered by the following: residents identifying with their neighbourhoods, high degree of civic pride, recreation centres and sports, cultural celebrations, parks, housing affordability, the social role played by churches and religious organizations, and volunteering opportunities.

One factor that contributes to a weaker feeling of belonging in Surrey is poor walkability in neighbourhoods, which deprive residents of the opportunity to meet their neighbours.

To help foster a stronger sense of belonging in Surrey, the following ideas were suggested: more cross-cultural connections (on city-wide level, with food-based events, community gardens, seen as good way to bring people together), reducing crime, promoting Surrey's services and programs for immigrants, expanding or modeling the Library Champions program on wider basis, improving the transit system, and better coordination of City information. At the same time, the City should also encourage individuals to make every effort to integrate and gain independence.

APPENDIX D
Public Consultation Summary Report

Public Consultation

Three public events were held as part of this project:

1. Saturday, February 21, 11:45 am to 1:30 pm at the Cloverdale Recreation Centre
2. Saturday, February 28, 11:00 am to 2:00 pm at the Surrey City Centre Library
3. Saturday, February 28, 11:00 am to 2:00 pm at the South Surrey Recreation Centre

In total, 112 completed questionnaires were received, and the number completed per event is shown below:

PUBLIC EVENT	COMPLETED QUESTIONNAIRES	%
Surrey Leadership Action Conference	59	53
Surrey City Centre Library	15	13
South Surrey Recreation Centre	38	34
TOTAL	**112**	**100**

EVENT #1: YOUTH. A youth-centred event was held as part of the *Surrey Leadership Action Conference* (SLAC). This conference is a three-day event that focuses on providing participants the opportunity to develop skills necessary to make change in their community. The project pop-up event was part of the *resource fair*, a roughly 90-minute block of time during which conference attendees could view and interact with a variety of presentations and presenters.

EVENTS #2-3: GENERAL PUBLIC. Two events aimed at engaging the general public were held simultaneously at the Surrey City Centre Library, and the South Surrey Recreation Centre.

Participants were able to provide input through a questionnaire and a comment board. Over the course of the three events, 112 questionnaires were completed, and 193 individual comments were received.

QUESTIONNAIRE FINDINGS

A questionnaire was administered at all three public events, and asked the following questions:

- Do you think Surrey is a welcoming community? Why or why not?
- Do you feel a strong sense of belonging in Surrey? Why or why not?
- Do you think that discrimination is a problem in Surrey? Why or why not?
- Do you think immigration is good for Surrey? Why or why not?

- Status?
  - I am a recent immigrant (0-10 years in Canada).
  - I am a less-recent immigrant (10+ years in Canada).
  - I am Canadian-born.
- Age?
  - I am between 16 and 24 years old.
  - I am between 25 and 50 years old.
  - I am older than 50 years old.
- Location?
  - I live in Surrey.
  - I don't live in Surrey. I live in _____ .

Questionnaire Respondent Demographics: Status

IMMIGRANT STATUS	#	%
Immigrant	18	16
Canadian-born	83	74
Did Not Answer	11	10
TOTAL	**112**	**100**

Questionnaire Respondent Demographics: Age

AGE	#	%
16 to 24 years	56	50
25 to 50 years	31	28
50+ years	7	6
Did Not Answer	18	16
TOTAL	**112**	**100**

Of the 112 respondents, 82% said they live in Surrey. Nine percent live elsewhere, while another 9% did not answer.

QUESTION #1: Do you think Surrey is a welcoming community?	**#**	**YES**	**NO**	**SOMEWHAT/ Yes & No**
OVERALL	**112**	**80%**	**6%**	**13%**
RESULTS BY AGE OF RESPONDENT				
Youth	56	84%	7%	9%
People Over 25	37	82%	5%	11%
RESULTS BY WHETHER IMMIGRANT OR CANADIAN-BORN				
Immigrants	18	89%	0%	11%
Canadian-born	83	80%	8%	11%
Did Not Answer	11			

Overall, 91% of residents reported feeling that Surrey is a welcoming community, with 93% of immigrants, and 91% of Canadian-born residents feeling this way.

YES, SURREY IS A WELCOMING COMMUNITY.

Eighty percent of the respondents replied "yes" without qualifications to this question, with another 13% feeling that Surrey was somewhat welcoming, or that there were some factors that made it unwelcoming as well. Interestingly, 89% of immigrants replied "yes" to this question, compared with 80% of the self-identified, Canadian-born respondents. In fact, not a single immigrant questionnaire respondent answered this question with a straight "no".

The top reasons provided for why respondents feel Surrey is a welcoming community were:

Cultural Diversity. Thirty-one respondents feel that Surrey is a welcoming community because of its diverse, multicultural community character. Comments included: "It welcomes many different cultures, which is awesome!", "I believe that Surrey is a welcoming community because it is so diverse and accepting and such a great place to immerse yourself in culture", "Throughout Surrey there are a variety of different races and culture that all get along. When you enter Surrey it doesn't matter where you're from because you know you'll be welcomed with open arms."

Programs, Community Events & Facilities. Mentioned just as frequently as cultural diversity, was the variety of things for people to do and places to go for fun. Comments included: "There are so many things people can get involved with", "Great facilities and programming for all types in the community", and "There are a lot of things to do in Surrey like concerts, festivals, volunteer programs and activities."

The People. Twenty-two respondents mentioned that the people in Surrey make it a welcoming community, using terms like "friendly," "approachable", "positive", and "helpful."

Feeling of Being Accepted. Seven respondents mentioned that feeling accepted, being treated with equality, and not feeling discriminated against were the main reasons they felt Surrey is a welcoming community.

Something for Everyone. Five respondents noted that they felt Surrey was welcoming because it provided opportunities and "things to do" for everyone.

Other reasons cited by more than one respondent included:

- The fact that the city is growing.
- There are activities for youth.
- Volunteering opportunities.
- A good community for families.
- Parks.
- A clean environment.

NO, SURREY IS NOT A WELCOMING COMMUNITY

Six percent of respondents feel that Surrey is not a welcoming community, with an additional 13% feeling it is not completely welcoming in some way.

Safety & Security. Eight respondents felt that Surrey was not welcoming due to the perception of significant safety and security issues, specifically "gang violence and drug addicts", "a lot of crime", and that "in the night there's a lot of suspicious people around."

Discrimination. Three respondents felt that Surrey is not welcoming because of problems with discrimination, with the issues of racism and homophobia mentioned specifically.

The People. Three respondents feel the reason Surrey is not a welcoming community is attributable to the character and behavior of Surrey residents. Specific problematic personal characteristics mentioned were those of being "closed off", and "not friendly enough."

Lack of Community Feeling & Involvement. Two respondents offered the opinion that Surrey is unwelcoming because of a lack of community feeling among the different neighbourhoods, and not enough community involvement.

QUESTION #2: Do you feel a strong sense of belonging in Surrey?	#	YES	NO	SOMEWHAT/ Yes & No
OVERALL	**112**	**66%**	**17%**	**13%**
RESULTS BY AGE OF RESPONDENT				
Youth	56	77%	11%	11%
People Over 25	37	58%	26%	11%
Did Not Answer	19			
RESULTS BY WHETHER IMMIGRANT OR CANADIAN-BORN				
Immigrants	18	72%	22%	6%
Canadian-born	83	65%	17%	14%
Did Not Answer	11			

Sixty-six percent of respondents reported feeling a strong sense of belonging in Surrey. Thirteen percent feel some or mixed feelings of belonging, and 17% do not feel a strong sense of belonging.

Further analysis of the responses shows that youth feel a stronger sense of belonging than adult respondents. A potential reason for this is the fact that many youth respondents were taking part in a volunteer youth conference, which, as a type of community involvement, is known to help create a stronger feeling of belonging for people.

It is also worth noting that the questionnaire results show immigrants feel a stronger sense of belonging in Surrey than Canadian-born respondents. This is consistent with findings from the telephone survey.

A STRONG SENSE OF BELONGING IN SURREY

Surrey is My Home/Civic Pride. The most prevalent reason provided for why respondents feel a strong sense of belonging is because Surrey is "home", or a sense of civic pride, expressed by one respondent as "Surrey is an amazing community."

Cultural Diversity. Ten respondents felt a strong sense of belonging in Surrey due to its cultural diversity, including religion, nationality, and ethnicity. This perception of cultural inclusivity provides a sense of belonging for some, as well as community pride. As one respondent put it: "There are lots of people from different cultures and I think that's what makes Surrey unique. I feel that I do belong in Surrey because of that."

Programs, Community Events, & Facilities. Eight respondents felt a strong sense of belonging because of the abundance and accessibility of programs, events, and community facilities available in the community. Mentioned specifically were multicultural events, recreation centres, and "things to do."

Volunteering & Community Involvement. Eight respondents highlighted their involvement in their community and in volunteer activities as contributing to a sense of belonging. Some comments included: "I help out in the community", "I volunteer in my community and that gives me a sense of belonging", and "I feel a sense of belonging, of helping out the community."

Neighbourhood/Community Connections. Five respondents noted that their social connections, whether in their neighbourhoods or wider community, help give them a strong sense of belonging. As one respondent stated, "I have built a community within my own neighbourhood. I wouldn't live anywhere else."

Feeling Included/Accepted. Five respondents attribute their sense of belonging to feeling accepted and included in the community. As stated by one, "As a child of immigrant parents and a visible minority, I have never felt discriminated against."

The People. Four respondents credit the people of Surrey with helping them feel they belong, "Everyone in Surrey is so friendly and helpful and there's always places you can feel like you belong."

Other factors mentioned as contributing to a sense of belonging included:

- Belonging to a cultural group (3)
- School (3)
- Sports (3)
- Friends (2)
- Clubs (2)

NOT A STRONG SENSE OF BELONGING IN SURREY

New to Surrey. Received five times, the most common reason for not feeling a strong sense of belonging in Surrey was the fact that the respondent had not lived in the city long enough. Some comments include: "Recent arrival and still developing a feeling of being at "home", "I haven't been a resident of Surrey for long", and "It is taking me a long time to settle in."

Lack of Social Connections/Community Involvement. Five respondents said they do not feel a sense of belonging because of a lack of social connections and community involvement. In the words of the respondents, they feel that, "Everyone is sitting at home", "We aren't an involved community", and "People aren't as connected as they could be."

Other reasons stated by more than one respondent as to why they did not feel a strong sense of belonging were:

- Surrey doesn't have a shared community identity (2)
- Crime and safety problems (2)
- City is too big and growing too much (2)

QUESTION #3: Do you think discrimination is a problem in Surrey?	#	YES	NO	SOMEWHAT/ Yes & No
OVERALL	**112**	**32%**	**38%**	**25%**
RESULTS BY AGE OF RESPONDENT				
Youth	56	38%	41%	20%
People Over 25	38	37%	42%	21%
Did Not Answer	19			
RESULTS BY WHETHER IMMIGRANT OR CANADIAN-BORN				
Immigrants	18	33%	44%	22%
Canadian-born	83	36%	39%	24%
Did Not Answer	11			

Opinion is divided on whether discrimination is a problem in Surrey. The results of the questionnaire indicate that about one in three (32%) feels it is a problem. However, more respondents (38%) indicted they feel discrimination is not a problem. A quarter of respondents' answers fell somewhere in between.

YES, DISCRIMINATION IS A PROBLEM IN SURREY

Discrimination is Everywhere. Of the respondents who felt discrimination is a problem in Surrey, 16 of these qualified their position by saying that discrimination exists everywhere. Some comments included, "It seems to be human nature unfortunately and I have seen discrimination everywhere I've ever been", "Discrimination is everywhere regardless of whether you're in Surrey or another area", and "It is not necessarily a problem only in Surrey but everywhere."

Racism. Thirteen of those who felt discrimination is a problem in Surrey wanted to clarify that the type of discrimination they saw as particularly problematic was based on race or cultural background. Comments included, "Unfortunately when mixing many different cultures in the same location, fear and prejudices do take hold", "I see it everyday because of the lack of education on different ethnic/cultural backgrounds", and "As we are Muslim people, my wife covers her head, she can feel some discrimination from very rare person."

Other examples mentioned in explaining why discrimination was a problem in Surrey were:

- Ageism (3)
- Homophobia (2)
- Stereotyping (2)

NO, DISCRIMINATION IS NOT A PROBLEM IN SURREY

Respondents provided a variety of reasons for why they felt discrimination was not a problem in Surrey:

Positive Attitudes & Behavior. Sixteen respondents felt that Surrey residents, and the community in general, display positive attitudes and behavior towards others, regardless of who they are. Words used to describe these positive attitudes and behaviours included "accepting", "welcoming", "respectful", and "equal treatment."

Diversity. Twelve comments showed support for the idea that discrimination is not a problem in Surrey because the community is so multicultural in nature. Some direct statements included: "I feel there are way too many different groups and cultures, which levels itself to a very understanding, multi-cultural society", "Surrey is multicultural and very diverse", and "Multiculturalism is celebrated here."

No Personal Experience of Discrimination. Twelve respondents felt discrimination is not a problem in Surrey because they have not experienced, or witnessed it themselves. Comments included: "I have not seen too much first-hand", "I did not directly feel it in my living neighbourhood of South Surrey", and "No, not that I am aware of."

QUESTION #4: ***Do you think immigration is good for Surrey?***	**#**	**YES**	**NO**	**SOMEWHAT/ Yes & No**
OVERALL	**112**	**78%**	**7%**	**9%**
RESULTS BY AGE OF RESPONDENT				
Youth	56	86%	5%	1%
People Over 25	38	84%	0%	8%
Did Not Answer	19			
RESULTS BY WHETHER IMMIGRANT OR CANADIAN-BORN				
Immigrants	18	94%	0%	6%
Canadian-born	83	81%	8%	8%
Did Not Answer	11			

Seventy-eight percent of respondents feel that immigration is good for Surrey, with 9% holding mixed feelings, and only 7% holding a general negative view.

Results indicate that youth hold similar views to adults. However, comparing the responses of immigrants and Canadian-born respondents shows that immigrants are more decided in their feelings that immigration benefits Surrey. Some Canadian-born respondents had negative and mixed feelings.

YES, IMMIGRATION IS GOOD FOR SURREY

Diversity. By far the most commonly received reason (37%) for why immigration is seen as good for Surrey is because it makes the city more diverse. A small sampling of the specific comments includes, "Yes, it expands and brightens our sense of multiculturalism. The more people the better", "Yes, immigration is good for Surrey because it makes our community more diverse racially and culturally", and "Yes, it is important to bring different cultures into the community."

New Perspectives & Knowledge. Fourteen respondents felt the main reason immigration was good for Surrey was because it brought new ideas and knowledge to the community. Some specific points were, "It helps people acquire different views and opinions", "Yes, as it brings more culture and fresh ideas into the communities", and "Yes, it's a way for everyone to know how people in other parts of the world are."

Enriches the Culture of Surrey. Twelve respondents believed a key benefit immigration brings to Surrey is that it enriches the culture of the city. Some comments included, "Yes, I think it makes us an interesting place to live", "Yes because it's great for knowledge and diversity and really cultivating the City," and "Yes, it contributes to increasing cultural awareness and cultural richness."

Economic Development & Jobs. Seven respondents referenced the positive economic development impacts of immigration, and the fact that immigrants can help meet the demand for a variety of jobs. Respondents said, "Yes, as it can strengthen the economy", "It is good because immigrants are hard-working and skilled", and "Yes because they do the jobs that people don't want to do."

Other reasons mentioned by more than one respondent as to why immigration was good for Surrey were:

- Helps the city grow.
- Improves the city generally.
- Strengthens social bonds.

NO, IMMIGRATION IS NOT GOOD FOR SURREY

Of the small minority of respondents who felt immigration was not good for Surrey, the main reasons provided were:

Too Many People in Surrey. Mentioned five times, the most commonly cited reason for why immigration is not good for Surrey is the fact that Surrey already has too many people. Some of the comments received were, "Surrey is overpopulated", "Our city is growing too much and has too many houses", and "Surrey is overpopulated."

Competition for Jobs. The only other reason mentioned by more than one person was that immigration makes the job market more competitive.

COMMENT BOARDS FINDINGS

In addition to the questionnaire, members of the public could provide input on the project's research questions through a comment board available at all three events. The board offered an array of spaces for participants to comment on issues related to Surrey as a welcoming community for newcomers, and the sense of belonging in Surrey.

The boards were designed to provide a quick and easy way for people to provide input on these two primary research questions, by completing one of four sentences:

- Surrey is welcoming to newcomers because…
- Surrey would be more welcoming to newcomers if…
- The main thing that gives me a sense of belonging in Surrey is…
- I would feel like I belong in Surrey more if…

A total of 193 comments were received during the three events, and the response rate for each event is as follows:

QUESTION	Youth Conference	City Centre Library	South Surrey Recreation Centre	TOTAL
Surrey is welcoming to newcomers because…	17	17	23	57
Surrey would be more welcoming to newcomers if…	16	16	9	41
The main thing that gives me a sense of belonging in Surrey is…	22	20	25	67
I would feel like I belong in Surrey more if…	13	9	6	28
TOTAL	**68**	**62**	**63**	**193**

#1: SURREY IS WELCOMING TO NEWCOMERS BECAUSE...

A total of 57 responses were recorded for this question. Of these, the most common responses were:

Programs, Events & Facilities. Mentioned 18 times, respondents said that having access to a wide variety of opportunities to play, learn, and be entertained was the reason they considered Surrey a welcoming community. Some of the specific things mentioned included ESL classes, multicultural festivals, recreation and community centres, programs for newcomers, and sports.

Diversity. Fifteen respondents mentioned Surrey's diversity and multiculturalism as a key factor for the community being welcoming. Some of the ways that respondents completed the sentence were: "...it recognizes the cultural diversity of its citizens and celebrates it through year long events"; "we accept diversity"; and "Surrey is very multicultural."

The People. Thirteen respondents remarked that Surrey was welcoming because of the people. Words used to describe how Surrey's residents included "friendly", "nice", "kind" and "helpful."

Cost of Living. Five respondents felt the greatest factor in Surrey being a welcoming community was the affordable cost of living.

Other ideas received more than once included:

- Access to services (3)
- Opportunity (3)
- A good place for families and children (2)
- Parks (2)
- The city's cleanliness (2)

#2: SURREY WOULD BE MORE WELCOMING TO NEWCOMERS IF...

A total of 41 responses were recorded for this question. Of these, the most common responses were:

More Programs, Activities & Events. Five respondents felt Surrey would be more welcoming of there were a wider variety of things to do, such as programs, activities, and events. Mentioned specifically were, "multicultural festivals", "parent/kid programs", and "more events for residents in the new downtown core: City Hall, Library, Central City."

More Services for Newcomers. Five respondents suggested Surrey would be more welcoming if there were more programs and services offered to new immigrants. Mentioned specifically were English classes, and supports for immigrants with disabilities.

Stronger Social Connections & Feeling of Community. Five respondents offered the view that Surrey would be more welcoming if there were more opportunities to connect with others, and this would help build a greater feeling of community. If was suggested that Surrey would more welcoming to newcomers if, "we had a spot where people could meet other new people", "community feels like family",and "there were a centralized location for social activity."

The People. Four respondents were of the opinion that Surrey residents could be doing more to create a welcoming community. Respondents thought Surrey would be more welcoming to newcomers if, "everyone was kind and considerate!", "people smiled more", and "the people were more open minded."

Other suggestions mentioned more than once included:

- Less crime and a greater feeling of safety (3)
- Better signage (3)
- Improved transit (2)
- Better housing affordability (2)
- Improved communications and cooperation among people (2)

#3: THE MAIN THING THAT GIVES ME A SENSE OF BELONGING IN SURREY IS...

A total of 67 comments were provided on this question. The most prevalent comments were:

The People. Sixteen comments were made in support of the idea that people of Surrey are what create a feeling of belonging. Looking at some of the specific comments, prominent characteristics most prized by respondents in helping create a feeling of belonging include being friendly, helpful, and outgoing.

Programs, Activities & Events. Fourteen comments reflected the view that it was the variety and types of programs, activities, and events available in Surrey that were most responsible for creating a sense of belonging. The following is a selection of representative verbatim responses, "The many multicultural events within the community", "The community developmental programs, i.e., recreation centres" ,and "Recreational facilities and community programs for kids and families."

Diversity. Ten responses pointed to Surrey's diverse and multicultural make up as the main thing that provides a sense of belonging. Specific comments included, "...multiculturalism that enriches our community", and "People have big hearts to accept and live with all races of the world."

Appreciation of Surrey. Eight respondents completed the sentence by making reference to a strong feeling of appreciation of Surrey, or a feeling that Surrey was beautiful in some way. Some of the ways that respondents expressed their views included: "It's awesome!!", "I just love Surrey. Thank you.", and "It's gorgeous."

Neighbourhood/Community Connections. Eight comments received highlighted the role that having social connections in their neighbourhoods, or wider community, plays in creating a sense of belonging. The following are some of the main things that gives people a sense of belonging in Surrey, "...knowing people in my community", "...everyone knowing each other", and "...I know my neighbours and shopkeepers in my community. We all help each other out."

Other comments received more than once include:

- Surrey's parks (4)
- A feeling that Surrey is fun (3)
- Close connections with family and friends (3)
- Surrey's natural environment (3)
- Volunteering and community involvement (2)
- A feeling of being included and accepted (2)
- General recreational opportunities (2)
- Belonging to a cultural group (2)
- A feeling of safety (2)
- Surrey is home (2)

#4: I WOULD FEEL LIKE I BELONG IN SURREY MORE IF...

There were 28 responses to this question. Of these, the most commonly received was:

Not Enough Social Connections/Community Involvement. Seven responses suggested that Surrey residents would feel a stronger feeling of belonging if there were more opportunities to form stronger social connections, and get involved in the community. The following is how some respondents indicated they would feel they belong in Surrey more, "...if my school presented me with more opportunities to volunteer in the community", "...if there were more clubs/community groups", and "...if I was more involved."

Other responses received more than once were:

- Less crime / more safety (3)
- Less problems with discrimination and inequality (3)
- More activities and programs (3)
- More things for youth to do (3)

APPENDIX E
Youth Engagement Summary Report

SURREY LOCAL IMMIGRATION PARTNERSHIP

Immigration Integration Research

Youth Engagement Report

March 2015

PROJECT PURPOSE

This report summarizes the input received from Surrey youth as part of consultation led by a Youth Engagement Advisor Team, who helped design and facilitate engagement events in support of the Immigrant Integration Research project. The role of the Youth Engagement was to work with the project planning team in ensuring that authentic youth voices were heard, and that the perspectives on the project's research topics unique to youth would be identified.

The two primary methods used to engage youth for the project were:

- Focus groups with youth
- Public engagement with youth

This summary report primarily focuses on the input received through the focus groups with youth. Input gathered at the public engagement event was analyzed quantitatively along with input received at the two other public events held as part of the project.

The Youth Engagement Advisor Team consisted of the following members. All of the team members are high school students and are Surrey residents.

- Gaven Sekhon
- Monie Tutt
- Osob Mohamed
- Ruvini Amarasekera

FOCUS GROUPS

Two youth focus groups were held. One was with immigrant youth and the second was with Canadian-born youth.

FOCUS GROUP WITH IMMIGRANT YOUTH

This immigrant youth in Surrey focus group was held at City Hall (13450 104th Ave) on Wednesday, February 25th, from 5:00pm to 7:00pm. Fourteen participants attended, who were recruited through high schools, local service providers, and personal connections. The majority of the group was from Fraser Heights Secondary School, while two students came from Kwantlen Park Secondary School.

The following is a summary of the proceedings of the focus group discussion.

SURREY AS A WELCOMING COMMUNITY

Participants feel Surrey is a welcoming city because:

- Offers many job opportunities.
- Very diverse, integrating many different cultures.
    - There is a multitude of ethnic foods available to try around Surrey (ie. restaurants)
- New facilities are open, providing positive, useful spaces for everyone.
    - The architecture is modern and welcoming.
    - Malls, recreation centres, and other services are friendly and welcoming.
    - The amenities and public transportation are clean.
- The citizens of Surrey are welcoming.
- The sense of community is strong; the people who make Surrey welcoming include:
    - Neighbours, who are friendly and approachable.
    - Staff at the Welcome Centre
    - Teachers, counsellors and other school staff, who are helpful and make immigrant youth's opinions feel valued.
    - Police, make immigrant youth feel safe.
    - Hospital Staff, who are understanding, not discriminatory.
- "People talk to me, and teach me about Canadian culture."

- Generally, immigrant youth feel welcome in schools; however, despite that, language gaps create barriers that limit integration.
    - School clubs are welcoming, but it is hard for some immigrant youth to communicate.
    - There is sometimes separation between immigrant youth and Canadian-born youth. This depends on how well the immigrant youth can communicate in English.

SENSE OF BELONGING IN SURREY

Surrey has a strong sense of belonging, especially for the immigrant youth who take initiative to learn English.

Sub-communities, where the majority of the population emigrated from a certain area, make it easer to fit in within that immigrant community; however, it is then difficult to integrate with Canadian-born youth.

- Fraser Heights has a large Asian immigrant population, so immigrant youth feel at home and welcome.
- Cultural celebrations aren't frequently celebrated as in their home countries, e.g. Chinese New Year, lowering the sense of belonging.

However, once immigrant youth learn to speak English, it becomes easier to feel included.

- It becomes easier to make friends.
- Schools have many opportunities to connect students.
- Immigrant youth learned to embrace differences and engage in common interests, allowing them to feel a sense of belonging.

DISCRIMINATION

Participants noted discrimination in school, especially in English and physical education class. Examples include: negative experience during sports, one participant reported being told: "Asians are only good at badminton." There are stereotypes online, like in League of Legends, where Asians are said to be the "ultimate player."

However, many of our participates have not encountered discrimination here saying, "the people here are nice and fair."

IS IMMIGRATION GOOD FOR SURREY?

Overall, participants felt immigration is good for Surrey and some comments included:

- Immigration should be balanced between all ethnicities, unlike Richmond where it is dense on the Asian population. Surrey would have to target youth and the early working class.
- “New immigrants = new foods”.
- Have to push the learning of English.
- With diversity comes the issue of communication.
- Lots of Chinese people are coming to Canada.
- But there is a lack of ethnic celebrations.

CONCLUDING THOUGHTS

The knowledge immigrant youth focus group helped us understand the issues they encounter; they feel the school system should be more helpful to those who struggle in English. The participants also feel it is hard to connect to their peers because of a language gap.

Surrey treats the participants kindly, in terms of the way people treat them; neighbours are considerate and supportive.

They have noticed a difference in diversity between Surrey and Richmond, where it is dense on the Asian population.

FOCUS GROUP WITH CANADIAN BORN YOUTH

This focus group, held at the Cloverdale Recreation Centre on Wednesday, February 25th from 5 :00 to 7:00 pm, had nine youth participate. The youth were recruited through school, extracurricular activities (for example, the Surrey Leadership Youth Council), and social network.

The following is a summary of the proceedings of the focus group discussion.

SURREY AS A WELCOMING COMMUNITY

For the most part, Surrey is seen as a welcoming community for new Immigrants. Reasons include:

Schools in Surrey are welcoming because:

- Translators at school, and teachers from a variety of ethnic backgrounds (breaking the language barriers) are beneficial
- ESL courses – ESL classrooms are not over-crowded
- Discrimination at schools is uncommon
- Participants found schools intervene when different languages are spoken at home and that schools should not intervene.
- Participants identified an individual might want to take out anger and therefore, discriminates; however, this is not representative of Surrey youth as whole.

City of Surrey Recreation Centers could be more inclusive to youth by offering programs more interesting to youth, such as social events for youth (e.g., movie nights, drop-in leagues for sports) at costs that youth can afford, and providing places to study or hang out.

SENSE OF BELONGING IN SURREY

Surrey is a place where residents feel a sense of belonging. However, more could be done to foster a deeper sense of belonging.

Regarding the sense of belonging in schools, it was felt that:

- Youth felt that everyone is able to partake in activities regardless of culture or ethnicity.
- People in schools are welcoming. In some schools, everyone is of a different ethnicity, making it is easier to be inclusive.
- Kids who do not fluently speak English are less inclined to take part in extracurricular activities and speak with students who speak English fluently.

- People with same ethnicities stick together. Sometimes immigrants are not included because they stick together with other new immigrants. They have things in common, so those are the friends they make and stick with. Becoming friends with immigrants is difficult because of that.

It was noted that there can be language and cultural barriers among students. Some comments included:

- If there is a language barrier it is difficult for immigrants to connect.
- Different customs can lead to confusion. Especially if they come from a country where everyone is the same, because Canada is very multicultural.
- Some kids experience culture shock; it is hard to change customs/beliefs.

Some suggestions were offered on ways to help reduce the culture shock that some new immigrant students may experience when integrating into life in Surrey. These included:

- A mentorship program for new students, where new students would be mentored by longer-term residents from the same cultural background.
- The Surrey Leadership Action Conference is a great opportunity, newcomers outside of Surrey meet people facing similar challenges and forge friendship.
- Students feel they can openly show their beliefs.

Issues faced by youth in Schools leading to lack of sense of belonging:

- Youth feel they do not have a say in what happens. They feel that staff do not care about this issue, and administration at schools has all the power. It is felt that “teachers won’t listen to ideas unless you are an excelling academic student.”

DISCRIMINATION

Opinions on whether there is discrimination in schools or not was mixed.

For some, racial discrimination is not an issue, feeling that there is no racial discrimination at school. Others felt that it would be impossible to find a school without any discrimination, but it is not a prominent issue. One student felt there was discrimination towards them based upon academic achievement.

For others, discrimination is somewhat a problem, but not very obvious. Overall, most participants agree school authorities need to be more accepting and accommodating, for example, when it comes to holidays that are not on the school calendar.

It was noted that while most organizations in school are open to everyone, it is difficult for non-English speakers to participate. Ways to improve this include:

- Having more “Culture Days” where students can learn about others’ cultures.
- Teaching other languages (not just French and Spanish).

Most participants agreed that everyone has the right to speak their own language, but speaking English in the classroom and being respectful were their only concerns.

Some felt we should teach more languages in schools, but others felt that if one was interested in learning another language/culture, they would do that on their own.

IMMIGRATION AND CHANGE IN SURREY

Most participants agreed that immigration is a positive thing, as it makes Surrey stronger for these reasons:

- Having different ethnic groups running a community together helps us be more open ideas to make Surrey better.
- It makes us more accepting.
- Immigration has caused new events to happen on a regular basis (ex. the Fusion Festival).
- It opens discussions up about different cultures.
- Immigration from different areas will make people more accepting/trusting.

A few were concerned about immigrants/refugees coming here and living off taxes, but it was also recognized that most come here for a better life.

It was noted that various neighbourhoods in Surrey are concentrated with different ethnic groups. For example, Whalley and Newton is primarily South Asian, Fraser

Heights primarily East Asian, and Cloverdale is mostly Caucasian. This was not seen as a problem, as long as people from other communities do not feel excluded because of it.

It was voiced that in Surrey, South Asian is the predominant culture and some participants felt that other cultures should be celebrated more.

A positive aspect to having ethnic neighbourhoods is that many immigrants feel more comfortable being around people who share the same languages and culture as them. Participants felt the cons outweighed the pros; however, because they felt it would be an obstacle for those who wanted to integrate.

Many of the participants shared the sentiment that for adults, the workplace could be less accommodating to non-English speakers than schools. It may be difficult for them to immerse themselves in Canadian society.

It was also noticed that immigration has had some influence on how Surrey appears, such as how Bear Creek Park now has signs in Punjabi because of the large Punjabi population in that area.

CONCLUDING THOUGHTS

Overall, the Canadian-born youth agreed that immigration is a positive thing, and that we can overcome discrimination by being more open and accepting of new cultures.

YOUTH PUBLIC ENGAGEMENT

The Surrey Leadership Action Conference (SLAC) in an annual event run by the City of Surrey. The conference is an opportunity for 100 youth across Surrey to come together and develop the tools necessary to make change in their community. Participants during the three-day conference take part in activities that develop leadership and workshops that inform participants on prominent issues in the community. By the end of the conference participants have developed the tools and connections to make a meaningful difference in their community and SLAC allows them to do just that. Participants form groups to develop action projects that target a problem in their community ranging from Sustainability to Community Safety. Action Project groups present their plan to other participants and the SLAC planning committee and receive funding to aid them with their project. This is truly an amazing event that makes a significant change in our community by educating and inspiring youth and I would advise we continue to use SLAC as a venue for future projects.

SLAC was the ideal setting for a pop-up event. There were 150+ individuals all seeking to better their community and make connections. Our talented group utilized the high energy in the room to fill out our poster boards and all our surveys. SLAC is also a great venue to recruit both Canadian-born and immigrant youth for our focus groups and I highly recommend doing so in the future.

We received input from participants using two methods:

- Comment Board
- Questionnaire

RESULTS– QUESTIONNAIRE

57 completed questionnaires were received. The results are as follows:

1. Do you think Surrey is a welcoming community?			
Yes	No	Somewhat	Did not answer
46	5	8	0
78%	8%	14%	0%

2. Do you feel a strong sense of belonging in Surrey?			
Yes	No	Somewhat	Don't know
41	7	9	2
69%	12%	15%	3%

3. Do you think that discrimination is a problem in Surrey?			
Yes	No	Somewhat	Did not answer
16	24	18	1
27%	41%	31%	2%

4. Do you think immigration is good for Surrey?			
Yes	No	Somewhat	Did not answer
45	8	5	1
76%	14%	8%	2%

Status			
Immigrant (0-10 years)	Immigrant (10+ years)	Canadian born	Did not answer
1	5	47	6
2%	8%	80%	10%

Age			
16-24	25-50	50+	Did not answer
44	2	0	13
75%	3%	0%	22%

City of residence		
In Surrey	Other	Did not answer
51	3	5
86%	5%	8%

RESULTS – COMMENT BOARD

The comment boards provided an opportunity for respondents to complete one of four sentences. The results are as follows.

#1: SURREY IS WELCOMING TO NEWCOMERS BECAUSE…

A total of 17 responses were recorded for this question. Of these, the most common responses were:

- **Diversity.** Five respondents mentioned Surrey's diversity and multiculturalism as a key factor for the community being welcoming, with one person saying "We are multicultural and accepting.
- **The People.** Four respondents remarked that Surrey was welcoming because of the people. Specific traits mentioned included "friendly", "nice", and "good."

#2: SURREY WOULD BE MORE WELCOMING TO NEWCOMERS IF…

A total of 16 responses were recorded for this question. Of these, the most common responses were:

- **Stronger Social Connections & Feeling of Community.** Three respondents offered the view that Surrey would be more welcoming if there were more opportunities to connect with others, and this would help build a greater feeling of community.."
- **The People.** Three respondents were of the opinion that Surrey residents could be doing more to create a welcoming community.
- **Less crime and a greater feeling of safety.** "Less gang violence" was one comment.

#3: THE MAIN THING THAT GIVES ME A SENSE OF BELONGING IN SURREY IS…

A total of 22 comments were provided on this question. The most prevalent comments were:

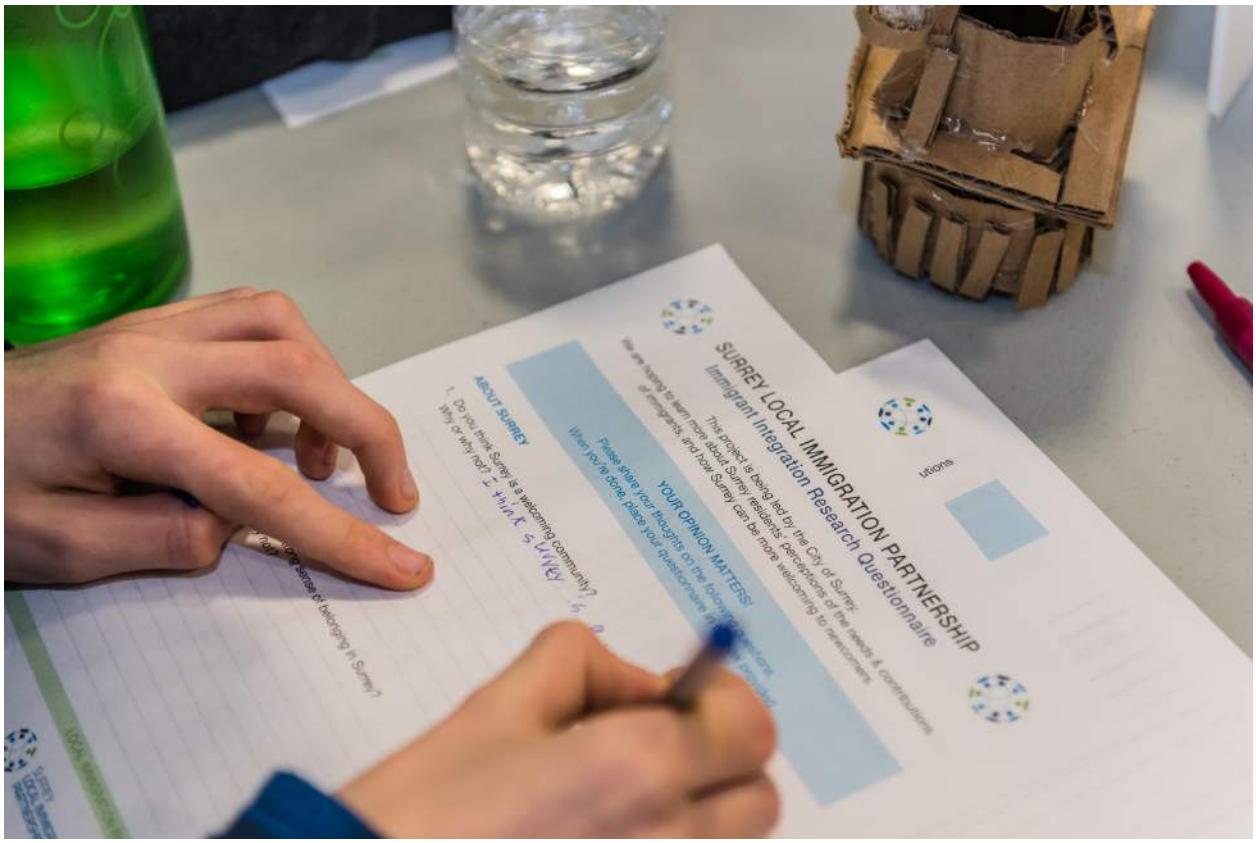
- **Diversity.** Six responses pointed to Surrey's diverse and multicultural make up as the main thing that provides a sense of belonging, with one quote being "…multiculturalism that enriches our community."
- **The People.** Three comments were made in support of the idea that people of Surrey are what create a feeling of belonging. Looking at some of the specific comments, prominent characteristics most prized by respondents in helping create a feeling of belonging include being friendly and outgoing.

- **Beauty of Surrey.** Three respondents completed the sentence by making reference to fact that Surrey was beautiful in some way. Some of the ways that respondents expressed their views included: “It’s beautiful” and “It’s gorgeous.”

#4: I WOULD FEEL LIKE I BELONG IN SURREY MORE IF…

There were 13 responses to this question. Of these, the most commonly received was:

- **Not Enough Social Connections/Community Involvement.** Five responses suggested that Surrey residents would feel a stronger feeling of belonging if there were more opportunities to form stronger social connections, and get involved in the community. The following is how some respondents indicated they would feel they belong in Surrey more, “…if my school presented me with more opportunities to volunteer in the community”, “…if there were more clubs/community groups”, and “…if I was more involved.”
- **More things for youth to do.** Three comments were received on this, although no suggestions were specified in any of comments.



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