

Summer 2021
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Langley LIP Research Summary

Focus Groups and Survey of Immigrants Living in Langley

Overview

Through Fall 2020 and Spring 2021, the Langley LIP consulted with immigrants from the City and Township of Langley. The intent of these consultations was to gain an understanding of the immigrant experience in Langley and participants responded to questions related to:

1. Immigration and Settlement
2. Access to Services
3. Training and Education
4. Employment
5. Volunteering
6. Connection and Belonging



Focus group participants provided these ideas for making Langley more welcoming:

1. More media promotion to enhance awareness of diversity in Langley.
2. More education and promotion of contributions immigrants have been making to society.
3. Langley LIP should be a bridge to connect new immigrants with service providers and governments.
4. Set up mentor programs that have more local born mentors to connect with newcomers.
5. Have a newcomers' hub at a convenient location (i.e. close to a library) where newcomers could connect with services and other opportunities.
6. Invite local leaders to forums and events where newcomers can talk and interact with local leaders. People would feel more connected when they have connection with local leaders.
7. Offer education and campaigns to increase the awareness of crimes and scams targeting new immigrants.

Overview continued

In total, 365 immigrants representing 48 different countries, varying ages, home languages, immigration classes, occupations, levels of education and lengths of time in Langley provided input in an online survey or one of three focus groups.

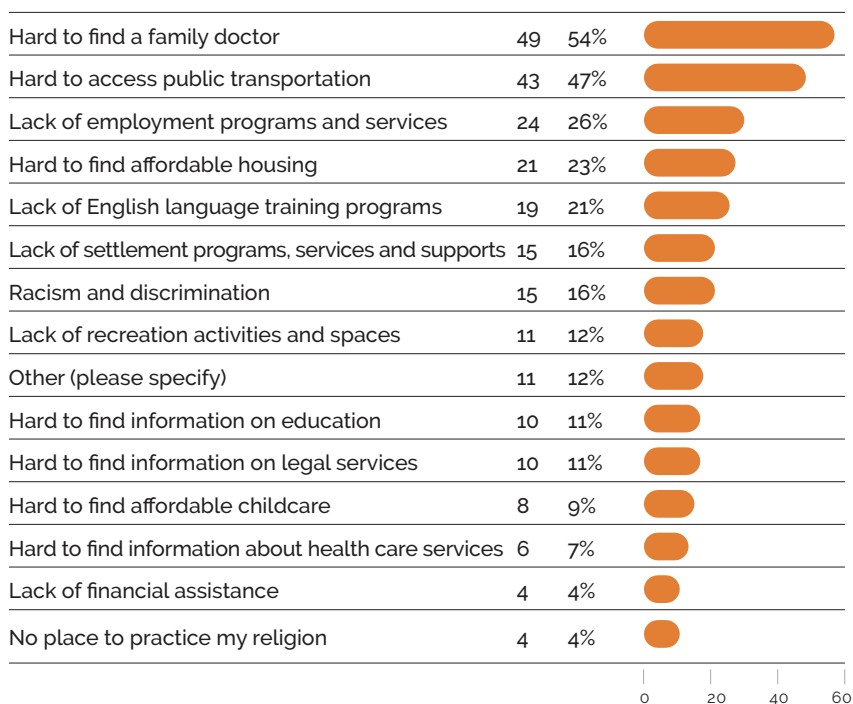
Findings from the survey and focus groups indicated that the following issues be further explored and considered by the Langley LIP in the development of its five-year Settlement Strategic Plan.

1. Access to information related to health, transportation, and affordable housing.
2. Review of current settlement, employment, and language program offerings to ensure levels meet need.
3. Means to promote and raise awareness of immigrant settlement, employment, and language programs.
4. Events and public education to increase awareness and understanding of immigrant experiences.
5. Understanding and addressing racism and discrimination in Langley.
6. The need for and opportunities to translate and provide interpretation of key information.
7. Review current immigrant youth related program offerings to ensure levels meet need.
8. Means to raise awareness of the tremendous range of skills, experience and expertise held by Langley's immigrant populations.
9. Raise awareness amongst immigrant populations of the importance of volunteer work in relation to employment.
10. Means to facilitate access to volunteer opportunities and encourage participation for newer immigrants.
11. Activities that connect newcomers with residents.

1. Immigration and Settlement

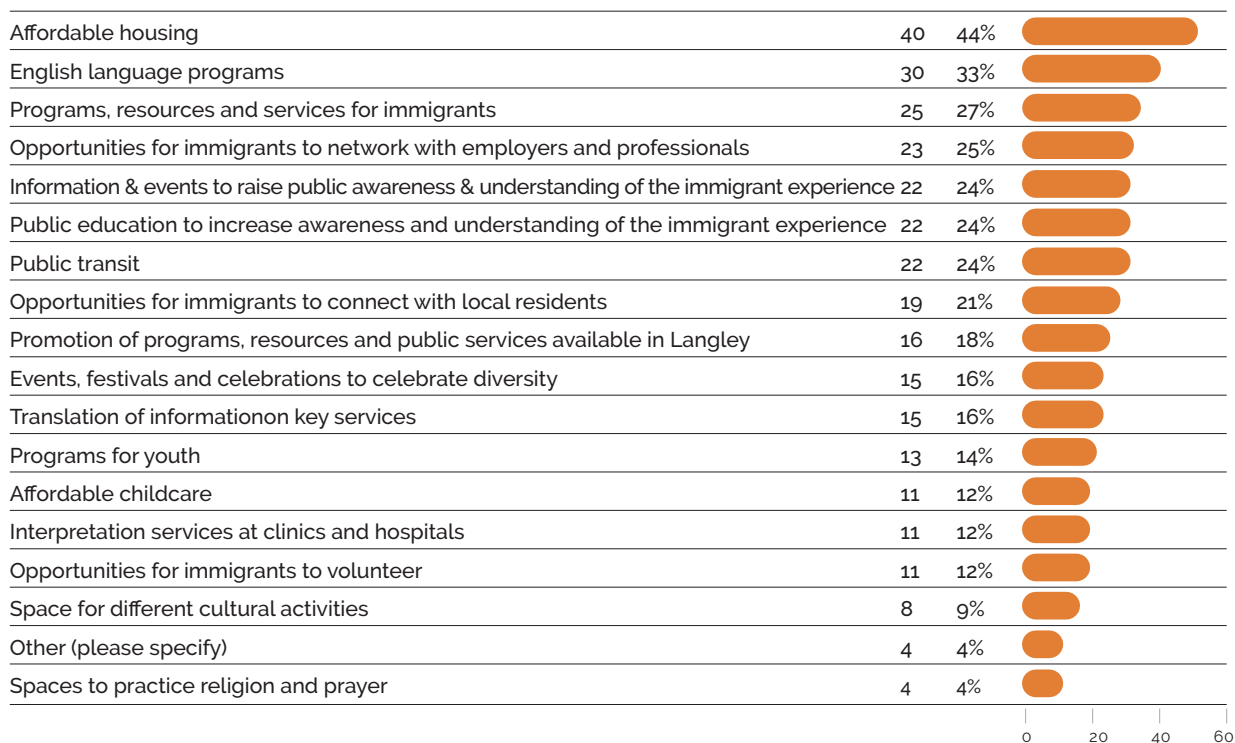
Respondents who reported challenges were asked to identify the types of challenges / problems they had faced.

IF YES, WHICH OF THESE CHALLENGES / PROBLEMS DID YOU HAVE? (# / % of responses)



Respondents were asked for their input on what would make settling in Langley easier for immigrants.

WHAT DO YOU THINK WOULD MAKE SETTLING IN LANGLEY EASIER FOR IMMIGRANTS? (# / % of responses)



2. Access to Services

Regardless of gender, age group, education background and length of time in Canada, friends and family were reported as the most common source of information about services.

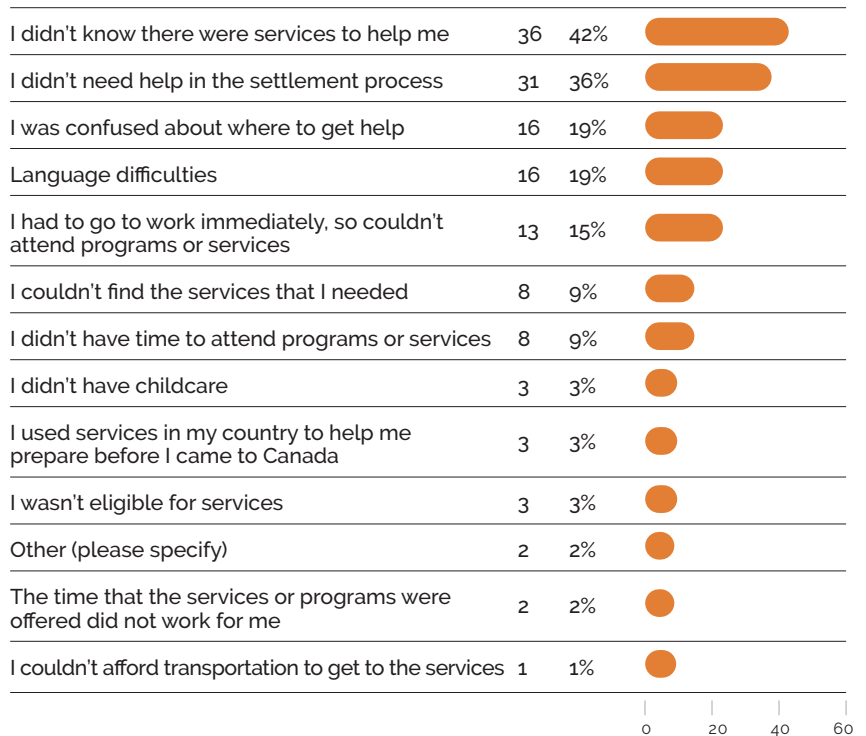
COMMON SOURCES OF INFORMATION ABOUT SETTLEMENT SERVICES AND PROGRAMS



About one third of respondents reported not accessing settlement related services and a variety of reasons for not doing so were cited by respondents. A significant portion indicated that they were not aware of, were confused about or could not find settlement services. Slightly more than one-third (36%) of the respondents that did not use settlement services indicated that they did not need settlement assistance.

IF YOU ANSWERED NO, WHY DIDN'T YOU ACCESS SETTLEMENT SERVICES?

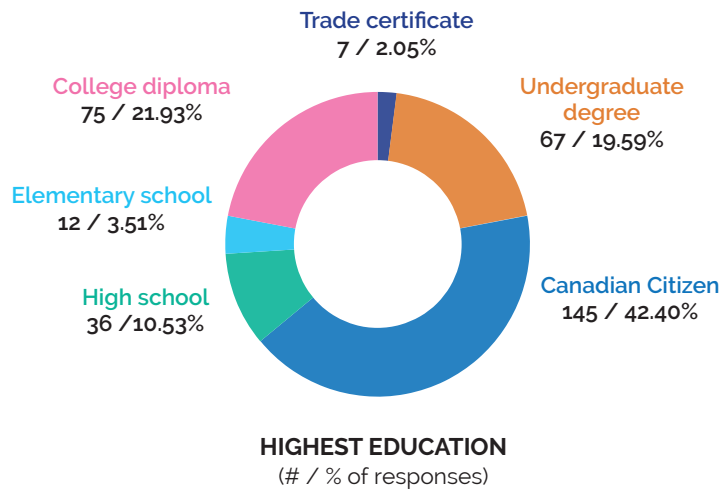
(# / % of responses)



"I did not use any free services for new immigrants because, in my country, those services are for the most vulnerable population (a certain people), not for professionals. Also, I felt I should leave the services to people who need those more. After years in Canada, my thoughts have changed. Now I deeply regret this, I should have joined those programs and services. I could have done some skills upgrading using these free resources. We didn't know." – FG Participant

3. Training and Education

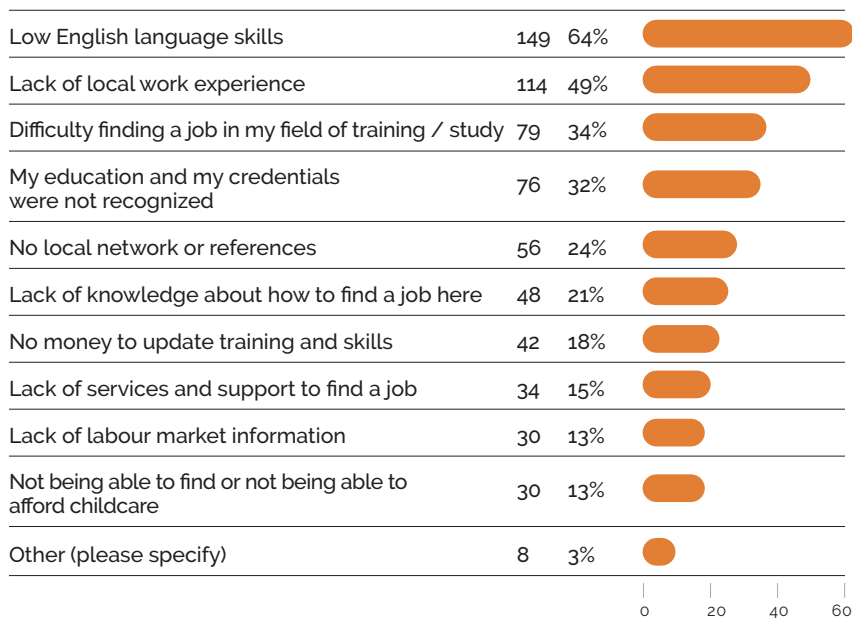
Typical of immigrants to Canada and BC, respondents to the survey reported having high levels of education. As outlined in the Respondents section of this report, nearly 62% of respondents have completed a university degree (Bachelor's or higher) and another 24% have completed a college certificate or trades diploma. Of note, these levels are significantly higher than those of the Canadian born population for both the Township and the City of Langley. Slightly more than half of respondents (54%) reported having taken some form of training or further education since their arrival in Langley.



4. Employment

Respondents were asked to identify the specific challenges they faced in finding a job.

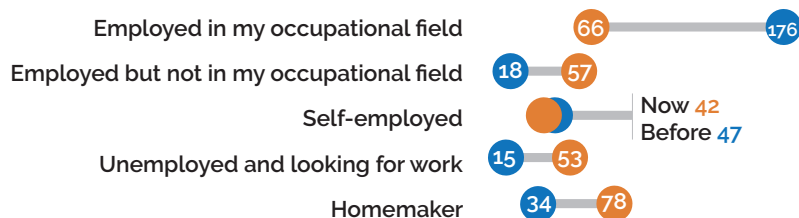
IF YES: WHAT CHALLENGES DID YOU HAVE FINDING A JOB IN CANADA? (# / % of responses)



EMPLOYMENT STATUS (BEFORE VS. NOW)

(# of responses)

● Now
● Before





“Volunteering made my life in Langley fulfilling and engaging.” – FG Participant

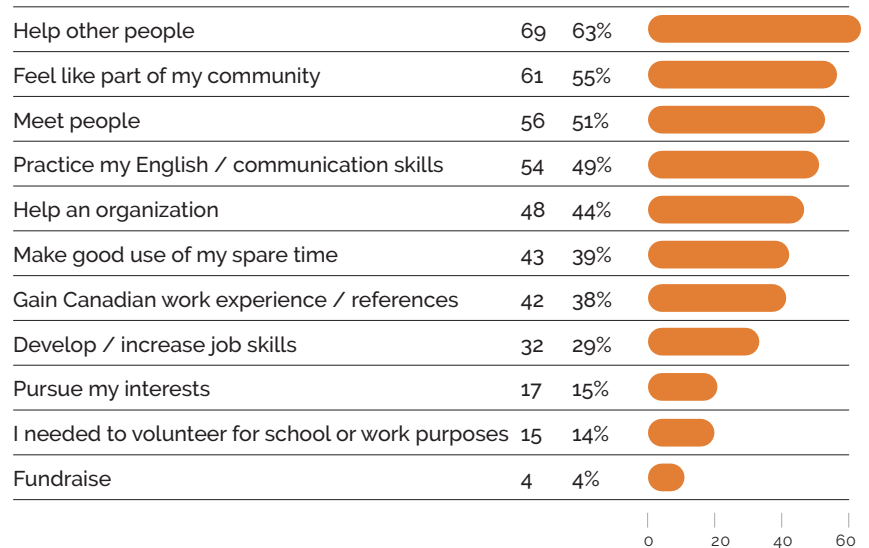
Focus Group participants offered the following suggestions for increasing awareness of volunteer opportunities and the value of volunteering.

- Have a central place where new immigrants can find information of volunteer opportunities.
- Langley LIP could have a webpage listing various volunteering opportunities in Langley.
- Support immigrants to find volunteer opportunities in line with their professional background.
- Have places for immigrants to share stories of their volunteer experiences. It will help other new immigrants to understand the benefits of volunteering and how to start.
- Reach out to immigrant students and youth, help them understand the benefits of volunteering, and access volunteer opportunities.

5. Volunteering

Although a significant number of respondents (38%) cited gaining work experience as a reason to volunteer, the top reasons cited were related to helping, connecting and building communication skills. Not surprisingly, new immigrants (living in Canada for less than three years) were less likely to volunteer due to a lack of information and opportunities.

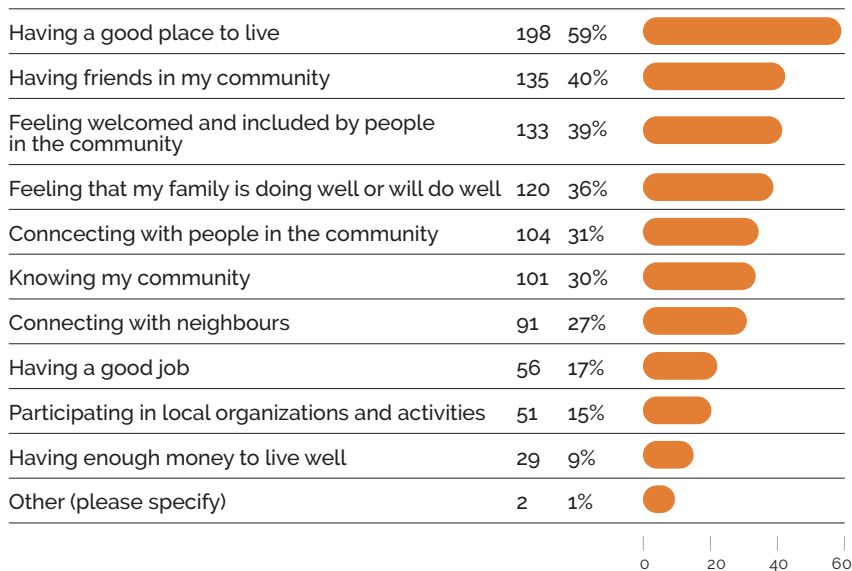
(IF YES) WHY DID YOU BECOME A VOLUNTEER?
(# / % of responses)



6. Connection and Belonging

The vast majority (93%) of respondents reported a sense of feeling welcomed and included in Langley. Regardless of their age, gender or backgrounds, respondents indicated that a sense of being welcome and included was about having a good home, friends, connections, and knowing and participating in community. "A good job was selected by only 17% and "enough money to live well" selected by only 9%.

WHAT MAKES YOU FEEL WELCOMED AND INCLUDED IN LANGLEY (# / % of responses)



FG participants were asked:

"Have you experienced or witnessed racism or hatred since arrival?"

“

"When walking on a street with my mask on, a white person who did not wear a mask came to me and asked me to keep social distance. I did not know if he was rude to everyone, or just me due to my Asian face."

"I volunteered at a food bank. A lady who came to take food noticed my accent and asked where I came from. I told her. She acted very rude and did not even thank me for my help."

"I hear stories from my clients who have experienced racism. Most of those were bad comments and verbal assaults."

"So far I did not encounter any explicit racism but when I walked in the mall, some people put on their mask when passing me. I was not sure whether it was because of my skin colour."

"Due to Muslim appearance, we had a fear of being discriminated before landing. That did not happen. So far we are good."

— FG Participants

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If you have any questions or would like more information about the Langley LIP, visit www.langleylip.ca or call the Langley LIP Program Coordinator, **Mary Tecson**, at 778.861.1512.



The Langley LIP is a coalition of more than 20 community agencies and institutions focused on improving the settlement outcomes of new immigrants in the City and Township of Langley. It is part of a national initiative called Local Immigration Partnerships (LIPs) led by Immigration, Refugees and Citizenship Canada. LIPs aim to foster local engagement of organizations that offer services to new immigrants, to support community-level research and planning, and to improve the coordination of services that help immigrants settle and integrate. The work of the Langley LIP is supported by a 12-member Advisory made up of immigrants living in the Langleys.

In April 2020, Langley Community Services Society received funding to set up the Langley LIP. Currently, the Langley LIP is developing a Settlement Strategic Plan. The findings from the survey and focus groups as well as input collected from community service providers and community leaders will be used to inform the plan and guide the work of the Langley from 2021 to 2025.

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