

# BURNABY SETTLEMENT AND INTEGRATION PLAN 2016-2019

Prepared for the Burnaby Intercultural Planning Table by  
**PEERs Employment and Education Resources**  
[www.bipt.ca](http://www.bipt.ca)





MESSAGE FROM THE

# Burnaby Intercultural Planning Table



The Burnaby Intercultural Planning Table is pleased to present this Strategic Plan for Immigrant and Refugee Settlement in Burnaby. This plan offers strategies and approaches that will guide and support the efforts of residents and organizations in the ongoing development of Burnaby's exceptionally welcoming and inclusive community.

To develop this plan, the BIPT worked to engage and include the experiences, knowledge and community understanding of a range of stakeholders. This interest and community support will continue to be built upon to ensure that the actions and approaches identified within this Plan are brought to life across Burnaby's diverse stakeholders groups.

Looking ahead it is fully anticipated that Burnaby's foreign born population and cultural diversity will continue to grow. Not only do demographic trends and ongoing global circumstances point to a continued influx of new Canadians, but Burnaby's numerous community assets, recognized diversity and central location in Metro Vancouver continue to make it an attractive destination for immigrants and refugees. Although Burnaby is already recognized for its ability to welcome and integrate, this Plan will ensure the community leverages its past experiences and is responsive to the needs of both its newest and oldest residents as they work to build and share community.

The BIPT members have dedicated their time, community knowledge and experience to this endeavor. Moving forward they will guide the implementation of the Plan and assist community stakeholders and residents to develop and engage in local solutions and innovative practices that support all residents obtain a sense of belonging.

We are proud to have been, and continue to be part of, the Burnaby community. A community that truly opens its arms and embraces cultural diversity!

On behalf of the Burnaby Intercultural Planning Table,

**Michel Pouliot**, *Co-Chair BIPT*  
Executive Director, Burnaby Family Life

**Chris Friesen**, *Co-Chair BIPT*  
Director of Settlement Services, ISS of BC

# Burnaby Intercultural Planning Table Membership

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## **Burnaby Board of Trade**

Paul Holden CEO and Tessa Vanderkop,  
Marketing Manager

## **Burnaby Community Services**

Stephan D'Souza, Executive Director

## **Burnaby Family Life**

Michel Pouliot, Executive Director

## **Burnaby Neighbourhood House**

Antonia Beck, Executive Director

## **Burnaby Public Library**

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## **Burnaby RCMP**

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## **Burnaby School District**

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## **City of Burnaby**

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## **City of Burnaby**

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## **Douglas College**

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## **Fraser Health Authority**

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## **Immigrant Services Society of BC**

Chris Friesen, Director of Settlement Services

## **Journey Home Community**

James Grunau, Executive Director

## **MOSAIC**

Sherman Chan, Director of Settlement  
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## **Pacific Immigrant Resources Society**

Mariam Bouchoutrouch, Executive Director

## **Simon Fraser University**

Shaheen Nanji, Director of International  
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## **S.U.C.C.E.S.S.**

Ling Chu, Settlement Program Manager

## **Vancity**

Jennifer Taylor, Branch Manager

## **Vancouver Lower Mainland**

## **Family Services Society**

Anna Foschi, Volunteers' Coordinator

## **Legal Services Society**

Baljinder Gill, Community Training and  
Outreach Coordinator



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# Overview of the Burnaby Intercultural Planning Table

More than 50% of Burnaby's population was born outside of Canada, according to the 2011 Census, one of only nine municipalities in Canada with this distinction. Burnaby's burgeoning diversity has made the city vibrant, culturally rich and dynamic. Employers, the City, libraries, the school district, health providers, training institutes and community agencies have responded, and the community is home to a broad range of excellent immigrant and refugee resources, programs and services. However, the ongoing influx of newcomers continues to be a challenge.

The Burnaby Intercultural Planning Table (BIPT) was established in 2007 and since that time has engaged the participation of senior level representatives from a broad range of community agencies and institutions in community planning on issues related to immigrant and refugee settlement and integration. The work of the Table is also guided by the BIPT Immigrant Advisory Council which is comprised of 12+ immigrants representing a range of countries of origin, length of time in Canada, occupational backgrounds, age and gender.



In April 2014, Burnaby Family Life was awarded funding from Citizenship and Immigration Canada (now called Immigration, Refugees and Citizenship Canada - IRCC) to support the continuation of the BIPT community partnership table and allow it to build from its previous work. IRCC refers to these partnership tables as "Local Immigration Partnerships" (LIPs). LIPs build on local services in order to optimize engagement, planning and coordination in the area of newcomer settlement and integration. LIPs do not deliver services directly to immigrants and refugees. Instead, they foster local engagement of organizations that offer services to newcomers, support community-level research and planning and improve coordination of services that help immigrants settle and integrate.

In its revised form, the Burnaby Intercultural Planning Table (BIPT) is continuing to build on its successes in developing partnerships, creating new service solutions in Burnaby and helping newcomers feel welcomed in their new homes. It has conducted research and consulted with community service providers, immigrants and refugees, employers

and community leaders. This research and consultation has provided a deeper understanding of immigrant and refugee needs and the barriers to inclusion they face and has been used to develop this Settlement and Integration Strategic Plan for Burnaby.

The intent of the Strategic Plan is to enhance the ability of Burnaby immigrants and refugees to participate economically, socially, and civically. To do so, the Plan will not only focus on how we are supporting and integrating newcomers but also on what is needed to prepare the receiving community and longer term residents to welcome and include these newest residents.

**The Strategic Plan** harmonizes with the City of Burnaby's Social Sustainability Strategy, which was awarded the Canadian Institute of Planner's 2012 Award for Planning Excellence in the Social Planning category. The Social Sustainability Strategy ensures that Burnaby will "embrace diversity, celebrate culture and creativity, foster belonging and participation, and adapt well to a changing world." One of its long-term goals is community inclusion, which is "particularly concerned with ensuring the city is affordable, accessible, and welcoming of all cultures, identities and abilities. In an inclusive community, all members have equal opportunities for participation in decisions that affect their lives, allowing all to improve their living standards and overall well-being".

## **BIPT IMMIGRANT ADVISORY COUNCIL MEMBERS**

**Ehab Al Ashqar, *Kuwait***  
Civil Engineer

**Derek Chen, *China***  
Human Resources and Logistics

**Mohsen Eslami, *Iran***  
Teacher / Researcher

**Daniela Florea, *Romania***  
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Film Maker

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**Fiona Stevenson, *Scotland***  
Curriculum Developer and Facilitator

**Tom Su, *Taiwan***  
Manager, Client Services

**Mary Blanc Villa y Battenberg, *Mexico***  
Community Developer

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# Research and Planning Context

To inform the development of this Strategic Plan the following research and consultation was conducted:

When asked “What does settlement and integration mean for you?” a focus group participant responded, “Socially connected in the community, knowing your neighbours, family community participation, religious affiliations, having a strong support system made up of friends from various cultures—not based on interest in multiculturalism but in a true desire to know you.”

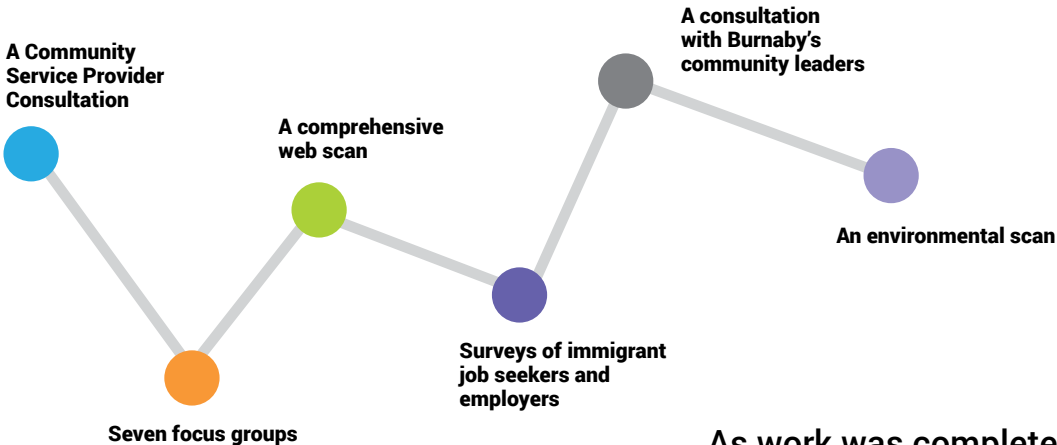
**A Community Service Provider Consultation** was held in October of 2014 and over 90 Burnaby service providers from 38 agencies gathered to provide input to current immigrant and refugee integration barriers and issues and what needs to be done to make Burnaby a better place for newcomers. Prior to the event an on-line survey examining the dimensions of a welcoming and inclusive community was completed. The information collected in the survey was used to guide discussions at the consultations.

**Seven focus groups** with Burnaby immigrants and refugees were conducted between December 2014 and January 2015. Eighty four immigrants - 59 women and 25 men - provided their opinions and perspectives on the welcoming and inclusive nature of Burnaby. Participants originated from 25 countries, the majority of them were working age adults and had lived in Canada somewhere between 2 months and 20+ years with the majority having been in Canada less than 10 years.

**A comprehensive web scan** of resources related to immigrant workplace attachment and volunteerism was completed in the summer of 2015. The scan identified numerous innovative workplace attachment and work experience approaches and practices.

**Surveys of immigrant job seekers and employers** regarding workplace attachment and volunteer practices and approaches in Burnaby were conducted and analyzed in the fall of 2015. In total, nearly 250 individuals provided their input. Findings were summarized into two brief reports.





A consultation with Burnaby's community leaders was held in November 2015 to obtain input on the findings and priorities emerging from the research and community consultation conducted through the project. Nearly 40 leaders representing local and provincial governments, faith and community groups, health, policing, employment, business, libraries, education and community services actively participated.

An environmental scan was completed and included information and data on immigrant and refugee demographics, immigrant and refugee services, community assets and challenges, and recent changes to immigration programs and policies.

As work was completed, summaries of key themes and findings were provided to the BIPT membership and used to identify strategic priorities and goals and objectives for this plan. To view these summary reports, go to [www.bipt.ca](http://www.bipt.ca)



# Burnaby Community Profile

With a 2015 population of 238,209, Burnaby is the third-largest city in B.C. Historically a bedroom suburb of Vancouver, the city in recent years has trended toward a more multi-textured role, still home to significant areas of low-density, single-family housing but also notable for high-density residential neighbourhoods and significant commercial and light industrial areas.



This is in keeping with its position as a transportation crossroads in the very centre of Metro Vancouver. Its population growth rate of about 1.7% a year is on par with the region as a whole. Metro Vancouver estimates through 2041 project that both population and jobs will increase by an additional 50% or so during the period.

Burnaby is notable for a strong municipal governance system. In 2009 it was ranked Canada's best-run city in a *Maclean's* magazine survey of municipal governments because of its performance in areas such as socio-economic status, crime rate, fire services, transportation, road and sewer conditions, economic development, and recreation spending, as well as indicators of civic engagement such as voter turnout and library use. It is home to head offices of several major corporations, as well as prominent educational institutions including Simon Fraser University and the British Columbia Institute of Technology.

## IMMIGRANTS

### NUMBERS

According to the 2011 National Household Survey, just over 50% of its residents were immigrants, making it one of only nine municipalities in the country where those born outside of Canada form the majority. It is one of only eight Canadian municipalities where there is no “majority race,” but in fact a blend of people from many different places, with once dominant, European-sourced Caucasians accounting for less than 40% of the population. Factors such as these make it one of the world’s most diverse cities, and indeed a prime example of the recently articulated concept of superdiversity, which has been defined as a condition in which there exist “a number of new, small and scattered, multiple-origin, transnationally connected, socio-economically differentiated and legally stratified immigrants.”

### COUNTRY OF ORIGIN AND LANGUAGE

New statistics will become available with the 2016 census, but in lieu of those, 2011 information provides a reasonable snapshot of the immigrant population. Between 2006 and 2011, approximately 19,530 immigrants arrived, representing 17.6% of the total immigrant population. Of these recent immigrants, 79.7% came from Asia, with China and the Philippines the top source countries, accounting for almost half of the recent immigrant population. The top five non-official languages spoken most often at home by recent immigrants are Mandarin (17.3%), Chinese n.o.s. (10.9%), Tagalog (6.3%), Korean (4.6%) and Farsi (4.5%).

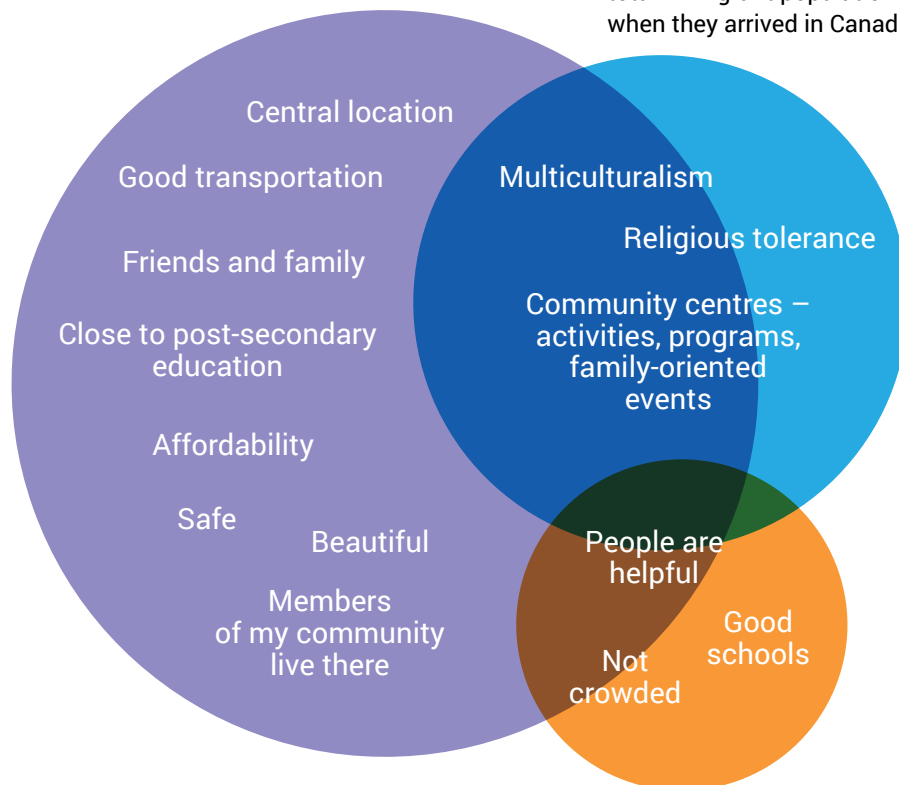


**“In Burnaby one of the commonalities is the experience of coming from somewhere else.”**

*–Focus Group Participant*



When asked “why did you choose Burnaby?” Focus group participants cited the following:



**FAITH**

The majority of immigrants in Burnaby have ties to faith communities, with 63.4% of the total immigrant population reporting a religious affiliation, compared to 53.3% of Canadian-born residents. Christianity is the most commonly reported religious affiliation, at 42.1% for the total immigrant population, 38.3% for recent immigrants, and 43.7% for Canadian-born residents. Buddhism and Islam are also represented in the total immigrant population and recent immigrant population, at 7.6% and 6.6% respectively.

**EDUCATION**

Recent immigrants are well educated. In 2011, 54.9% of recent immigrants to Burnaby between the ages of 25-64 years held a Bachelor’s Degree or higher, significantly more than Canadian-born residents at 32.1%. They also showed a high level of civic engagement, with 75.4% having obtained Canadian citizenship.

**AGE**

Immigration brings a much younger demographic to what is otherwise a rapidly aging Canadian society. Close to two-thirds of recent immigrants in Burnaby are of working age (25-64 years), with 45.0% between the ages of 25-44 years (core working age) and 19.5% between the ages of 45-64 years, notably higher than the 28.9% of Canadian-born residents. In Burnaby, 63.3% of the total immigrant population was between the ages of 15-44 years when they arrived in Canada.

## EMPLOYMENT

Immigrants are a dominant feature in Burnaby's labour force, accounting for 53.8% of all workers, according to the 2011 National Household Survey. The top five industries for recent immigrants (which constitute 8.4% of the labour force) are retail trade (13.8%), accommodation and food (12.9%), professional, scientific and technical services (10.2%), healthcare and social assistance (7.5%), and administrative and support, waste management and remediation services (6.6%).

Recent immigrants experience lower employment rates and lagging incomes than do Canadian-born residents or immigrants as a whole. While the unemployment rate in 2011 was 7.8% for immigrants and 7.0% for Canadian-born residents, recent immigrants stood at 11.9%. Only 20.1% of recent immigrants worked full time for a full year with employment income, compared to 28.6% of the total immigrant population and 30.8% of the total labour force.

## INCOME

The median income for recent immigrants was \$14,298, notably lower than \$22,372 for the total immigrant population and \$25,463 for the total population. Almost 42% of recent immigrants aged 15 years and older fell into the low-income bracket, significantly higher than the total population at 21%.

## REFUGEES

As in most of British Columbia, immigrants who qualify based on economic criteria are the largest source of newcomers (about 60%), with family reunification also accounting for a significant proportion. However, compared to most areas in the province, Burnaby also receives a significant share of refugees.

In recent years, Canada has been admitting between 20,000 and 25,000 refugees and dependents a year, with an expected uptick in 2015 and, especially, 2016 due to the federal government response to the Syrian refugee crisis. This number is divided fairly equally between Government Assisted Refugees (GARs), Privately Sponsored Refugees (PSRs) and Refugee Claimants.

In 2014, British Columbia welcomed 941 GARs from 17 different countries, with 20% choosing to settle in Burnaby, only slightly fewer than the 22% who settled in Surrey, the top destination. The top five source countries, accounting for 93% of all B.C. refugee landings, were Iran (54%), Iraq (26%), Somalia (5%), Myanmar (5%), and Syria (3%).



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# Motto, Vision, Mission, & Values

## MOTTO

Burnaby embraces cultural diversity.

## VISION

Burnaby is distinguished as an exceptionally welcoming and inclusive community.

## MISSION

The Burnaby Intercultural Planning Table works collaboratively to facilitate the integration of immigrants and refugees.

## PURPOSE STATEMENT

### The BIPT will:

- create better sources of information and resources to ensure stakeholders have the most current data to assess community needs;
- increase awareness of existing information and resources;
- identify and address gaps in services;
- enhance community interagency collaboration and coordinated pursuit of funding;
- create and contribute to and share promising practices related to the development of welcoming and inclusive communities;
- provide information and data to inform and influence all levels of government and stakeholder policy and program planning;
- create opportunities for engagement of the whole community; and
- improve outcomes for newcomers

## VALUES

**Compassion** - The BIPT conducts its work and initiatives with compassion for the settlement and integration challenges faced by new immigrant and refugees and longer term residents.

**Collaboration** - Members and the agencies they represent are committed to working together to achieve the goals established by the Table.

**Consensus** - Decisions of the Table will be reached by the group as a whole and will be made in the best interests for all stakeholders of the BIPT.

**Commitment** - Members are committed to the purpose and goals of the Table, to building an atmosphere of trust and to regular attendance and participation.

**Continuous Leadership and Innovation** - Members are committed to the ongoing elevation of the professional development of services within the community.

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# BIPT 2016 – 2019

## Strategic Priorities, Goals and Objectives

This Strategic Plan ensures that Burnaby continues on its path towards being an exceptionally welcoming and inclusive community in which every resident, whether native-born, immigrant or refugee, enjoys equal opportunities to live, work and play. The priorities, goals and objectives emerged from extensive local research and community consultation.



They build on Burnaby's existing strengths and assets, and are fueled by the City and community's longstanding commitment to social development. Achievement of the objectives and actions outlined within the plan requires the active participation of multiple stakeholders and organizations and will systematically improve the settlement circumstances and experiences of new immigrants. At the same time, the Plan ensures that longer-term residents and community organizations have the information and tools required to be truly welcoming and inclusive.

**Priority 1**  
**ACCESS TO INFORMATION  
AND SERVICES**

**Goal**

Burnaby settlement and integration information and services are understood and accessible.

**Objectives**

- A.** Support Burnaby service providers meet the service level demands of immigrants and refugees in the community.
- B.** Increase community understanding and coordination of settlement and integration services and programs in Burnaby.
- C.** Enhance the welcoming nature of community agencies and institutions.

**Priority 3**  
**INTERCULTURAL CONNECTIONS**

**Goal**

Burnaby residents embrace cultural diversity and are engaged in building cross cultural understanding and relationships.

**Objectives**

- A.** Increase awareness of the necessity of immigration and the contributions immigrants and refugees make socially and economically as well as the settlement barriers they face.
- B.** Support and promote more events and activities that engage individuals from all backgrounds.

**Priority 2**  
**EMPLOYMENT**

**Goal**

Burnaby immigrants have access to services and supports that enhance attainment of commensurate employment.

**Objectives**

- A.** Coordinate and promote immigrant and refugee employment services and programs.
- B.** Increase volunteer opportunities and identify innovative approaches to acquire Canadian work experience and an understanding of workplace culture.
- C.** Increase the range of and access to community based volunteer opportunities.

**Priority 4**  
**CULTURAL REPRESENTATION  
AND CIVIC ENGAGEMENT**

**Goal**

Burnaby immigrants are civically engaged and play a role in the growth and development of their community and neighbourhoods.

**Objectives**

- A.** Increase the understanding and engagement of Burnaby immigrants in civic activities.
- B.** Increase opportunities for immigrants and refugees to participate in committees, boards, advisories, etc.



## **Sustainability and Collaboration**

### **THE FOUNDATION OF THE BIPT**

To achieve the priorities, goals and objectives of this Settlement and Integration Strategic Plan, the Burnaby Intercultural Planning Table must have a strong and representative membership, solid governance, effective operational approaches, and sufficient funding and supports. The BIPT is fortunate to exist within a city in which its goals and actions are encouraged and fully supported. However, as an entity that is dependent on strong partnerships with government and numerous community stakeholders, it recognizes that it must consistently foster and build upon its existing membership and relationships, and reach out to the community to identify and inspire further support.

To ensure successful implementation of this plan, the BIPT commits to active outreach and engagement of its members and the community, good governance and ongoing exploration and identification of additional opportunities and funding.



**Foundational Priority**  
**TABLE SUSTAINABILITY AND  
COLLABORATION**

**Goal**

The BIPT represents the community of stakeholders, has the funding and staffing to support its work, and is widely recognized in Burnaby for its role in supporting immigrant integration.

**Objective A**

Ensure the BIPT membership represents the full diversity of stakeholders affected by immigrant integration in Burnaby.

**Actions**

1. Conduct an annual membership review and recruit new members as required to ensure that the Table represents the community and is able to support the implementation of this Plan. **BIPT Project Team**
2. Formalize the “partners” group - 150+ (partners are individuals and agencies that are not BIPT members but support the work of the BIPT by participating in Working Groups, providing promotional support, distributing data and information, providing input on community needs by responding to surveys, participating in consultations and attending forums, etc.)  
**Year 1, BIPT Project Team**
3. Conduct annual review of the BIPT Immigrant Advisory Council to ensure membership is representative of the cultural composition of Burnaby. **Annual, BIPT Project Team**
4. Review and update the role, purpose and actions of BIPT Immigrant Advisory Council.  
**Year 1, BIPT BIPT Project Team**
5. Organize and facilitate a minimum of four BIPT Immigrant Advisory Council meetings per year.  
**Ongoing, BIPT Project Team**
6. Establish, coordinate and facilitate Operational Working Groups to support the operations of the Table (Communications Working Group, Governance Working Group, etc.)  
**Ongoing, BIPT Project Team**
7. Establish, coordinate and facilitate Priority Issues Focused Working Groups (Information and Service Access, Employment, Community Connection, and Civic Engagement) that align with the strategic priorities of the Plan. **Ongoing, BIPT Project Team**

### Objective B

Increase awareness of the BIPT and its work across the community.

#### Actions

1. Develop and implement a three year communications plan focused on promoting the BIPT and its work.
  - Communicate regularly with key stakeholders to keep them informed of progress on BIPT initiatives.
  - Provide the resources and tools the membership requires to share information with their agencies and out to through their networks.
  - Deliver presentations on BIPT and its work to individual stakeholder groups.
  - Present and / or participate at identified community events and activities.
  - Work closely with BIPT and Immigrant Advisory members to promote and create further linkages through the web and social media.
  - Provide regular BIPT progress reports to Mayor and Council and plan an annual BIPT delegation to council.  
*Year 1, BIPT Project Team*

### Objective C

Ensure that the BIPT structure, governance and membership operates effectively and is fully resourced to meet the ongoing needs as Burnaby's cultural diversity continues to grow.

#### Actions

1. Organize and facilitate a minimum of four BIPT meetings per year. *Ongoing, BIPT Project Team*
2. Review terms of reference annually.  
*Annual, BIPT Project Team*
3. Develop evaluation plan and tools to monitor and assess BIPT operations and implementation of the strategic plan. *Annual, BIPT Project Team*
4. Identify membership information needs and develop annual development plan: training, guest speakers, workshops or events. *BIPT Project Team*

### Objective D

Secure funding from IRCC and other sources to ensure ongoing operation of the Table and its activities.

#### Actions

1. Provide progress and other updates as needed to meet all Immigration, Refugees and Citizenship Canada funding and reporting requirements.  
*Ongoing, BIPT Project Team*
2. Work collaboratively with Immigration, Refugees and Citizenship Canada to identify and address settlement and integration issues in Burnaby.  
*Ongoing, BIPT Project Team*
3. Research to identify sources of funding beyond Immigration, Refugees and Citizenship Canada including provincial, local and non-government opportunities; share funding information and opportunities with BIPT members and community stakeholders. *Ongoing, BIPT Project Team*

## Priority 1

### ACCESS TO INFORMATION AND SERVICES

#### Current Situation

Burnaby is the third-largest city in British Columbia by population, with the fourth-largest immigrant population. It is one of the eight cities in Canada (with populations over 100,000) that does not have a “majority racial group”. 50% of Burnaby’s residents were born in another country, and over 100 languages are spoken in Burnaby’s homes.

Immigration offer a long-term benefit to the community and its culture, but in the short term it places a strain on schools and social services. Burnaby has over 150 immigrant services provided by about 30 ISOs and community agencies. However, the continued influx of newcomers place high demands on immigrant programs and services.

#### Goal

Burnaby settlement and integration information and services are understood and accessible.

#### Objectives

- A. Support Burnaby service providers meet the service level demands of immigrants and refugees in the community.
- B. Increase community understanding and coordination of settlement and integration services and programs in Burnaby.
- C. Enhance the welcoming nature of community agencies and institutions.

#### Supporting data and information

- 46.8% of community service providers believe that newcomers have access to adequate settlement and language services.
- 25.6% of community service providers believe “newcomers have a good understanding of the community services available in Burnaby.”
- 51.3% of community service providers believe newcomers are comfortable using services or programs in Burnaby.
- Immigrant focus groups identified “a lack of sufficient information of Burnaby and its services” as one of the biggest barriers in settling in Burnaby.
- 73% - Burnaby’s Diversity Index (the chances of two random people being of a different ethnicity), making it Metro Vancouver’s most diverse city.
- Close to 120,000 new residents are expected to move to Burnaby by 2041, representing a 55% increase in the area’s total population compared to 2011.
- Between 2006 and 2011, approximately 19,530 immigrants arrived in Burnaby, representing 17.6% in its immigrant population.
- Historically, Burnaby, along with Surrey and the Tri-Cities (primarily Coquitlam), accounts for B.C.’s highest intakes of refugees. From 2010 to 2014, 660 Government Assisted Refugees arrived in Burnaby, representing 18% of the B.C. total.
- High demands on English Learning programs for adults and school-age immigrants: Compared to most communities, Burnaby has a much smaller proportion of residents speaking English as their mother tongue—in 2011, just 42%.

## Priority 2 EMPLOYMENT

### Current Situation

About 120,000 new residents are projected to move to Burnaby by 2041, an increase of 55% compared to 2011. At the same time total employment is forecast to grow almost as quickly, suggesting a relatively balanced situation. Over the shorter term, employers canvassed by the BIPT also forecast continued growth in employment. Immigrants, who are often young and well-educated, are an important part of Burnaby's labour force. However, unemployment and underemployment remain a problem for immigrants, especially recent immigrants. In general, immigrants take a long time to find a job in their field, regardless of their gender, English skills, education and length of time in Canada.

Burnaby's employment services have been acknowledged by both employers and immigrants who have used the services. However the BIPT's studies showed most Burnaby's employers are unaware of the agencies and their services. Subsequently, employers do not access employment services when hiring.

To improve this, it is highly recommended to have more enhanced employment services and better dissemination of information to both employers and immigrants.

### Goal

Burnaby immigrants have access to services and supports that enhance attainment of commensurate employment.

### Objectives

- A. Coordinate and promote immigrant and refugee employment services and programs.
- B. Increase volunteer opportunities and identify innovative approaches to acquire Canadian work experience and an understanding of workplace culture.
- C. Increase the range of and access to community based volunteer opportunities.

### Supporting data and information

- The number of jobs in Burnaby is expected to increase from 136,000 in 2006 to 203,000 by 2041, a 49.2% increase in total employment.
- Slightly more than half of the employers surveyed anticipated skills shortage in the next 3 years.
- 62% of the Burnaby labour force are immigrants.
- Recent immigrants in Burnaby experienced a two-digit unemployment rate at 11.9% in 2010, while the City's overall unemployment rate was 7%. Recent immigrants' median income was almost 45% less than that of the total population (\$25,463).
- Only 2.6% community service providers surveyed believe that "newcomers are able to find employment opportunities that use their education, skills and abilities."
- Less than half (42.9%) of immigrants surveyed reported to be employed in their occupational field. 27.6% of the respondents work in a totally unrelated field.
- Approximately half (49.4%) of immigrants surveyed had been looking for work in their field for more than six months, including approximately 20% who have been searching for more than three years.
- A very small proportion (13.2%) of Burnaby's employer respondents reported using different methods or recruitment strategies to recruit immigrants.
- Approximately one-third (32.4%) of employer respondents have experiences working with Burnaby-based Immigrant Service Organizations (ISOs) and their immigrant employment services in hiring recent immigrants. The outcome of their involvement is favourable:

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81.8% indicated they would use these employment programs or services again.

- Inhibiting factors that prevent employers from working with Burnaby-based ISOs are:
  - Unaware of these agencies
  - Lack of clarity on the differences between the agencies and their services
  - Don't understand our organization or sector's needs
  - Relatively fewer immigrant respondents used employment services in job finding, either employer services run by immigrant serving or community agencies (37.5%), or provincial employment services (36.9%).
- Major difficulties of accessing employment services among immigrant respondents are:
  - Lack of the employment services they need
  - Personal obligations
  - Insufficient language skills
  - Ineligible for the services
- The majority of immigrant respondents believe that Canadian work experience is important, regardless of their gender, age, length of time living in Canada, or level of English skill. Overall, 88.4% of respondents believe that Canadian work experience is either very important (67.1%) or important (21.3%).
- 94% of employers believe that Canadian experience is at least moderately important, though only 6.1% describe it as very important.
- Fewer than half (45.5%) of organizations canvassed participate in work experience initiatives.
- Employer respondents identified several inhibiting factors to immigrant workplace volunteer and work experience programs.
  - Barriers due to company policies, such as safety concerns or a union environment
  - Additional time, manpower and resources required for training and monitoring
  - Policy of hiring best candidate regardless of their ethnic background
  - Lack of awareness of workplace volunteering initiatives
  - Lack of meaningful return

## Priority 3

### INTERCULTURAL CONNECTIONS

#### Current Situation

As one of the most diverse communities in Canada, Burnaby will continue to attract newcomers from all over the world. Burnaby has long embraced its cultural diversity and focussed on “supporting its increasingly diverse community to create a welcoming environment where all feel a sense of belonging.”

However, high ethnic diversity is often accompanied by low mutual bonds among residents. Immigrants come to Burnaby and value its diversity, but they also experience challenges when connecting and interacting with others, whether new immigrants with different ethnic backgrounds or long-term residents. BIPT’s studies found a low level of mutual trust and intercultural relationships between immigrants and long-term residents, and urged efforts toward stronger community connections.

#### Goal

Burnaby residents embrace cultural diversity and are engaged in building cross cultural understanding and relationships.

#### Objectives

- A. Increase awareness of the necessity of immigration and the contributions immigrants and refugees make socially and economically as well as the settlement barriers they face.
- B. Support and promote more events and activities that engage individuals from all backgrounds.

#### Supporting data and information

- 73% - Burnaby's Diversity Index (the chances of two random people being of a different ethnicity) – Rated as the Metro Vancouver's most diverse city.
- 21.6% - Proportion of community service providers who believe “newcomers feel a strong sense of belonging to Burnaby.”
- 18.4% - Proportion of community service providers who believe that long-term residents trust newcomers in Burnaby.
- 15.4% - Proportion of community service providers who believe “newcomers are able to effectively interact with people of ethnic backgrounds different from their own.”
- Immigrant skilled workers have been and will continue to be an important part of the labour supply.
- Burnaby is expecting both an increase in total employment over the coming decade and the replacement of existing jobs due to retirement.
- In B.C., in a typical year, about 60% of immigrants come as skilled workers who seek better economic outcomes while replenishing the labour market.
- Immigrants are well-educated: 52% of Burnaby's recent immigrants possessing a bachelor's degree or higher, compared to 32% of Canadian-born residents.
- Immigration brings a much younger demographic to what is otherwise a rapidly aging Canadian society.
- 63.3% of Burnaby's 111,175 immigrants were between the ages of 15 and 44 years (core working age) when they arrived in Canada. 45.2% of 19,525 recent immigrants were between those ages.
- B.C.'s population continues to age faster than the rest of Canada's. Burnaby has one of the highest proportion of seniors in the Fraser Health region.
- 48.8% - Proportion of community service providers who believe newcomers are comfortable “attending community events.”

## Priority 4

# CULTURAL REPRESENTATION AND CIVIC ENGAGEMENT

### Current Situation

In general, newcomers in Burnaby are comfortable expressing their cultures and traditions. However, immigrants don't see their ethnic or cultural groups represented in positions of influence; or that their opinions about decisions affecting their community are respected by other people; or that their ethnic or cultural group is represented fairly in the local media.

True social connections that have little to do with ethnic community or immigrant status are the most important ingredient of a successful settlement experience. Newcomers seek more meaningful community engagement to assist immigrants in achieving a greater sense of belonging

### Goal

Burnaby immigrants are civically engaged and play a role in the growth and development of their community and neighbourhoods.

### Objectives

- A. Increase the understanding and engagement of Burnaby immigrants in civic activities.
- B. Increase opportunities for immigrants and refugees to participate in committees, boards, advisories, etc.

### Supporting data and information

- 41% – Proportion of community service providers surveyed who believe “newcomers see their ethnic or cultural groups represented in positions of influence in Burnaby – teachers, health-care professional, police, or community leaders.”
- 28.2% – Proportion of community leaders surveyed who believe “newcomers’ opinions about decisions affecting their community are respected by other people in Burnaby.”
- 25.6% – Proportion of community leaders surveyed who believe “newcomers see their ethnic or cultural group represented fairly in the local media.”
- 30.8% – Proportion of community leaders surveyed who believe “newcomers feel comfortable working for someone with an ethnic background different from theirs”.
- 58.7% – Proportion of immigrants surveyed who believe volunteering is important.
- 57.6% – Proportion of immigrants surveyed who have volunteered in the past 12 months.
- Motivations identified by immigrants for volunteering: meeting people, helping other people, and gaining Canadian work experience.
- Barriers to volunteering: lack of time, difficulty in making year-round commitment, and difficulty in becoming a volunteer.
- One of Burnaby's three 10-year goals is community inclusion that is “particularly concerned with ensuring the city is affordable, accessible, and welcoming of all cultures, identities and abilities. In an inclusive community, all members have equal opportunities for participation in decisions that affect their lives, allowing all to improve their living standards and overall well-being”.
- Top three ingredients that define successful settlement and integration:
  - True social connections that have little to do with ethnic community or immigrant status
  - Understanding and acceptance of multiculturalism and diversity by the community at large
  - Meaningful employment opportunities



# BIPT Implementation Plan

As a long standing multi-sectoral consortium focussed on immigrant integration, the BIPT will leverage its experience to engage and collaborate with its membership and other community stakeholders to implement this plan. Both operational and priority focused working groups will be established to plan and guide the work of the table and provide opportunities for member, community and immigrant and refugee involvement. The project team will spearhead the initiatives and activities identified within the plan, ensure their delivery and report out on the outcomes.



**Priority 1**

**ACCESS TO INFORMATION  
AND SERVICES**

**Goal**

Burnaby settlement and integration information and services are understood and accessible.

**Objective A**

Support Burnaby service providers meet the service level demands of immigrants and refugees in the community.

**Actions**

1. Conduct annual survey of community agencies serving immigrants to identify emerging trends and service delivery opportunities and challenges (waitlists, service gaps, childcare availability, youth and seniors programming needs, etc.).  
*Annual, BIPT Project Team*
2. Conduct annual survey of new immigrants and refugees to identify current and emerging service needs.  
*Annual, BIPT Project Team*
3. Research, identify and advocate for additional funding for settlement and integration services as dictated by review.  
*Ongoing, BIPT Membership*

## Objective B

Increase community understanding and coordination of settlement and integration services and programs in Burnaby.

### Actions

1. Organize an annual community service provider forum to enhance information sharing and service coordination.  
**Annual, BIPT Project Team**
2. Conduct a community wide “Welcome to Burnaby” campaign to raise awareness of immigrant and refugee settlement and integration needs and the services and programs available to address them.
  - Develop and distribute a “Welcome to Burnaby” package targeted at immigrant and refugee new arrivals.
  - Leverage the BIPT website and branding to develop a virtual “Welcome to Burnaby” hub which will support newcomers to navigate settlement, integration and community services in Burnaby.
  - Develop and provide key Burnaby stakeholders with branded, recognizable welcome materials (templated information) to help direct newcomers and build a sense of consistent inclusion across the community.
  - Develop and promote an interactive, online graphic representation / information portal of the continuum of settlement and integration and the services and supports within the continuum. (BIPT)
  - Increase the use and types of social media tools to broaden the reach and uptake of BIPT information and resources.  
**Year 1, BIPT Project Team**
3. Annually update and promote the BIPT inventory of programs and services and widely distribute through multiple communication channels. **Annual, BIPT Project Team**
4. Share information about clear language principles to support community agencies to better reach immigrants and refugees.  
**Year 1, Burnaby Public Library and Literacy Now Burnaby**

## Objective C

Enhance the welcoming nature of community agencies and institutions.

### Actions

1. Support assessment of the welcoming nature of community places and spaces and provide recommendations towards enhancements. and / or Share information / promising practices related to enhancing the welcoming nature of spaces and places.  
**Year 2, Burnaby Neighbourhood House and Burnaby Public Library**
2. Host a community workshop / forum on “creating welcoming and inclusive spaces and places”. **Year 2, Burnaby Neighbourhood House and Burnaby Public Library**

## Priority 2 EMPLOYMENT

### Goal

Burnaby immigrants have access to services and supports that enhance attainment of commensurate employment.

### Objective A

Coordinate and promote immigrant and refugee employment services and programs.

#### Actions

1. In collaboration with the BBOT and WorkBC, conduct an annual local labour market scan to identify current labour market skill and labour shortages; develop and distribute report to immigrant employment service providers. **Annual, BIPT Project Team and Burnaby Board of Trade**
2. Conduct an awareness raising campaign on local immigrant talent and the available immigrant and employer focused employment services and supports. Share promising practices related to the recruitment, hiring and retention of immigrants in the local labour market. Focus on engaging senior leadership and hiring managers of Burnaby businesses and employers. **Year 1, BIPT Project Team, Burnaby Board of Trade, MOSAIC**
3. Organize / host an immigrant employment services forum to increase cooperation amongst employment service providers. **Year 1, BIPT Project Team, Burnaby Board of Trade, MOSAIC**
4. Increase awareness of specific employment services and supports: industry specific programs and services, higher level English training and / or workplace language training, programs and services for older workers and citizens. **Ongoing, BIPT Project Team**
5. Increase awareness of foreign credentialing services and available supports amongst service providers, employers and immigrant job seekers. **Ongoing, BIPT Project Team**

### Objective B

Increase volunteer opportunities and identify innovative approaches to acquire Canadian work experience and an understanding of workplace culture.

#### Actions

1. Build and distribute communication tools to increase awareness amongst new immigrants of the role volunteering and mentoring plays in job search, understanding workplace culture and the acquisition of communication and other soft skills. **Year 2, BIPT Project Team & Burnaby Board of Trade**
2. Research to identify the range of work experience, mentorship, internship, etc. opportunities available in Burnaby. **Year 2, BIPT Project Team & Burnaby Board of Trade**
3. Increase awareness of the value of mentorship and work with community partners to increase the number of mentorships. **Ongoing, BIPT Project Team, Burnaby Board of Trade, Vancity**
4. Research to identify funding to support innovative mentoring and work experience initiatives. **Ongoing, BIPT Project Team**

### Objective C

Increase the range and access to community based volunteer opportunities for immigrants.

#### Actions

1. Establish partnerships to collect and inventory community volunteer opportunities and support distribution and promotion of these opportunities. **Ongoing, BIPT Project Team**
2. Work with community agencies to improve access / simplify processes for immigrants to obtain volunteer positions. **Ongoing, Burnaby Neighbourhood House and Volunteer Burnaby**

## Priority 3

### INTERCULTURAL CONNECTIONS

#### Goal

Burnaby residents embrace cultural diversity and are engaged in building cross cultural understanding and relationships.

#### Objective A

Increase awareness of the necessity of immigration and the contributions immigrants and refugees make socially and economically as well as the settlement barriers they face.

#### Actions

1. With School District and Census data, update and distribute Burnaby immigrant demographic snapshot. **Year 3, BIPT Project Team**
2. Work with local media to regularly publish immigrant focused articles and settlement and integration success stories. **Ongoing, BIPT Project Team**
3. Conduct a “refugee myth busting” campaign; focus on contributions made to the community by refugees. **Year 1, BIPT Project Team**

#### Objective B

Support and promote more events and activities that engage individuals from all backgrounds.

#### Actions

1. Identify and promote four events each year that celebrate “Embracing Cultural Diversity Day” in Burnaby. **Annual, BIPT Project Team**
2. Support the community to organize events to mark such days as Embracing Cultural Diversity Day in Burnaby, International Day for the Elimination of Racial Discrimination (March 21st, 2016), Multiculturalism Day (June 27th, 2016) and World Refugee Day (June 20th, 2016) and Human Rights Day (December, 2016). **Annual, BIPT Project Team**
3. Identify and promote Burnaby activities and events to immigrant service providers to increase awareness for newcomers and the organizations that support them. **Ongoing, BIPT Project Team**
4. Promote the Neighbourhood Grant program and other small grant programs to increase the number of events focused on intercultural events and activities. **Ongoing, Burnaby Neighbourhood House**
5. Promote faith and specific cultural holidays throughout the year. **Ongoing, BIPT Project Team**
6. Support and promote the work of the Burnaby Inter-Faith Network. **Ongoing, BIPT Project Team**

## Priority 4

### CULTURAL REPRESENTATION AND CIVIC ENGAGEMENT

#### Goal

Burnaby immigrants are civically engaged and play a role in the growth and development of their community and neighbourhoods.

#### Objective A

Increase the understanding and engagement of Burnaby immigrants in civic activities.

#### Actions

1. Research, develop and distribute information on the value of civic participation; distribute to service provider and new immigrants.  
**Year 2, BIPT Project Team**
2. Work with the City of Burnaby to identify and promote immigrant focused City Hall tours.  
**Ongoing, BIPT Project Team**
3. Host a dialogue / forum on local government – how it works here, how is it different from where you came from? **Year 3, City of Burnaby**

#### Objective B

Increase opportunities for immigrants and refugees to participate in committees, boards, advisories, etc.

#### Actions

1. Develop, distribute and promote a list of community and civically related volunteer opportunities and application processes.  
**Year 1, MOSAIC**
2. Develop a toolkit of promising practices related to recruiting and training immigrants for Boards, committees, etc. **Year 2, MOSAIC**
3. Organize and conduct a BIPT leadership mentoring program (members and Advisors each take on a mentee). **Year 3, MOSAIC**

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# Acknowledgements

On behalf of the Burnaby Intercultural Planning Table (BIPT), we would like to acknowledge the funding and support provided by Immigration Refugee and Citizenship Canada through the Local Immigration Partnerships initiative. Without their funding the in-depth research and community consultation required to develop this meaningful and actionable plan would not have been possible.

The BIPT membership must be acknowledged for providing their community knowledge and expertise. Their collective wisdom was instrumental to the completion of this Plan. The BIPT Immigrant Advisory must also be recognized for their input; the insights of this exceptional group of people provided direction and shaped many elements of the research and of the strategic planning processes.

We thank Burnaby's community service providers for their input and their ongoing support, promotion of the research and work of the BIPT. We also want to recognize the Immigrant Employment Council of BC (IEC-BC), the Burnaby Board of Trade (BBOT) and the Burnaby Neighbourhood Business Associations for supporting the distribution of our surveys. Thank you to the employers who took the time to respond to the surveys and the immigrants and refugees who provided their time and input at focus groups and in responding to surveys. Your collective willingness and interest in participating in this strategic planning process is a clear demonstration of the community's belief in immigrant integration and its dedication to the ongoing positive growth of diversity and multiculturalism.

Finally, we would like to acknowledge PEERs Employment and Education Resources for their dedication, expertise, and passion for the subjects of immigrant workforce integration, community engagement, multiculturalism and diversity. Their experience and leadership guided us in this project from inception to completion.

*In addition to the member agencies of BIPT, appreciation goes out to the following agencies for their contributions to this Plan:*

[Chinese Taoism Kuan Kung Association](#)  
[Women's Council of BC Muslim Association](#)  
[BC Muslim Association](#)  
[Translink](#)  
[GT Hiring Solutions](#)  
[Burnaby Public Health](#)  
[Simon Fraser University](#)  
[Maple Overseas Cultural Foundation](#)  
[Afghan Canadian. Women for Change](#)  
[Back in Motion](#)  
[BC Centre for Ability](#)  
[Big Sisters of BC Lower Mainland](#)  
[Boys and Girls Club of South Coast BC](#)  
[Burnaby Board of Education](#)  
[Burnaby ECD Table](#)  
[Burnaby English Language Centre](#)  
[Burnaby Multicultural Society](#)  
[Burnaby Pacific Grace Church](#)  
[Burnaby Seniors Outreach Services](#)  
[Canadian Lutheran World Relief](#)  
[ELSA Net](#)  
[Fraser Health](#)  
[Fraser Works Co-op](#)  
[Global Family Care Clinic](#)  
[Literacy NOW Burnaby](#)  
[Settlement Orientation Services](#)  
[Training Innovations](#)  
[VanCity](#)  
[YMCA](#)

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