

Burnaby Resident Survey

Final Report

Community Partnership Development

Welcoming and Inclusive Communities and Workplaces

Developed by

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for the Burnaby Intercultural Planning Table

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Contents

Contents	2
Acknowledgements	3
Executive Summary	4
Introduction	6
Project / Survey Objective	7
Survey Development, Distribution and Analysis	7
Development.....	7
Distribution.....	8
Analysis.....	9
Limitations of the Survey.....	10
Demographic Information.....	11
Summary of Survey Results	12
Burnaby as a Culturally Diverse Community.....	12
Impacts of Cultural Diversity or Multiculturalism.....	12
Involvement in Cultural Diversity or Multiculturalism.....	14
Developing a Sense of Belonging in Burnaby.....	15
Is Burnaby a Welcoming and Inclusive Community?.....	19
Information related to multiculturalism and cultural diversity.....	23
Doing More to be Welcoming and Inclusive.....	27
Summary of Key Findings and Observations	29
Appendices	31
Appendix 1: Project Team Bios.....	32
Appendix 2: Survey.....	34
Appendix 3: Burnaby Now Article.....	43
Appendix 4: BIPT Membership List.....	44

Acknowledgements

On behalf of the Burnaby Intercultural Planning Table (BIPT), we would like to acknowledge the funding and support provided by the Governments of British Columbia and Canada. Through funding from the Welcoming and Inclusive Communities and Workplaces Program this invaluable research was possible.

We would also like to express our appreciation to those members of the BIPT who committed additional time to provide input to the development of the survey and to all the members who assisted in the distribution of the survey.

The residents of Burnaby need also be recognized. The willingness and interest of Burnaby residents to participate in this project is a clear demonstration of the community's dedication to the ongoing positive growth of diversity and multiculturalism.

A special thanks goes to Iris Sun for her insight and expertise towards the development of the survey and the analysis of the resulting data.

Finally, we would like to acknowledge Jody Johnson and Trevor Van Eerden for their dedication, expertise, and passion for the subjects of community engagement, multiculturalism and diversity. Their experience and leadership guided this project from inception to completion.

Sincerely,

Jeanne Fike, on behalf of the Burnaby Intercultural Planning Table
Executive Director, Burnaby Family Life Institute
Co-Chair, Burnaby Intercultural Planning Table

Executive Summary

With funding from Welcoming and Inclusive Communities and Workplaces, Community Partnership Development, the Burnaby Intercultural Planning Table conducted the ***Burnaby Resident Survey***. The goal of the survey was to obtain an understanding of Burnaby residents' perceptions, attitudes and experiences with Burnaby's increasingly diverse population as well as their opinions related to supporting newcomers in the community. The report that follows provides a summary and an analysis of the information and data collected. These results will be used by Burnaby's service providers to inform the creation and / or modification of activities, services, programs and resources related to building welcoming and inclusive communities.

The membership of the BIPT guided the development of the survey. The survey was conducted between June 12th and July 20th, 2009. To ensure broad distribution throughout Burnaby, the survey was distributed by multiple means. 352 individuals responded to the survey and 242 fully completed the survey.

Survey data and analysis revealed the following:

- 98% of Burnaby residents see their community as culturally diverse
- 60% of respondents stated that cultural diversity or multiculturalism has had a positive impact on themselves and their families; another 33% reported multiculturalism as having a neutral impact
- 7% stated that cultural diversity or multiculturalism has had a negative impact on themselves and their families
- 70% of respondents indicated that cultural diversity or multiculturalism has had a favourable impact on Burnaby
- 65% of respondents stated that they have some form of involvement with cultural diversity or multiculturalism
- 58% of survey respondents stated that it was Easy or Somewhat Easy for immigrants to develop a sense of belonging in Burnaby
- 42% stated that it is Somewhat or Very Difficult for immigrants to develop a sense of belonging in Burnaby
- 30.5% of respondents feel strongly that Burnaby is welcoming and inclusive and another 47% stated that it is welcoming and inclusive in a limited way
- 71.8% feel special efforts should be made to welcome and include immigrants into the communities of Burnaby
- 258 respondents commented that they had taken an individual role in welcoming and including new immigrants to Burnaby and many indicated an interest in doing other welcoming and inclusive activities
- 70% of respondents stated that they would like more information related to multiculturalism and cultural diversity or on how to become more involved

- 56.4% feel that Burnaby should be doing more to be welcoming and inclusive of new immigrants

In summary, the Burnaby Resident Survey led to the following four overarching findings.

1. Multiculturalism and cultural diversity is recognized and supported by the community

Burnaby is recognized and identified as a multicultural and culturally diverse community by almost all (98%) residents and they see its diversity as a positive factor for individuals, for families and for the community at large.

2. Burnaby is a welcoming and inclusive community – but it’s still difficult to belong

Although the majority of participants indicated that they have some form of direct involvement with cultural diversity or multiculturalism, many of them (42%) see it as difficult for immigrants to develop a sense of belonging in Burnaby. Data analysis also revealed that there is not a conclusive or widely held understanding of what does or what could make Burnaby a welcoming and inclusive community.

3. Further work is required to make Burnaby a Welcoming and Inclusive Community

Nearly 78% of the survey participants stated that they saw Burnaby as a welcoming and inclusive community, or that it was welcoming and inclusive in a limited way. Survey respondents also stated that specialized efforts should be made to welcome and include immigrants into Burnaby.

4. More information related to multiculturalism and cultural diversity is required

Survey participants clearly indicated that there is a requirement for further information related to multiculturalism and cultural diversity. Additional information related to programs and services available to support newcomers was particularly noted. There is also a need for further information on the cultural backgrounds and attributes of Burnaby’s diverse residents and more information related to the challenges and barriers faced by newcomers as they settle into Burnaby.

Introduction

On January 17, 2007 65 community stakeholders attended a Community Mobilization Meeting hosted by Burnaby Family Life to discuss issues related to the social inclusion and the integration of immigrants and refugees in Burnaby and New Westminster. Inspired by the will of the community expressed at this meeting, a planning committee was established. In February, the committee submitted a Letter of Intent requesting funding from the United Way of the Lower Mainland under the “Community Convening” category and was asked to complete a full grant application. Burnaby Family Life and its partners, Immigrant Services Society, South Burnaby Neighbourhood House and the Burnaby School District worked collaboratively on the submission. In April 2007, the United Way provided funding to coordinate the ***Burnaby Intercultural Planning Table (BIPT)***.

The BIPT is made up of 25 members representing a wide variety of community agencies including health, education, parks, recreation and culture, the library, the City, volunteerism, immigrant serving agencies and multi-purpose agencies.

Motto

Burnaby celebrates diversity.

Vision

Burnaby will distinguish itself as a welcoming and inclusive community.

Mission Statement

To support the integration of immigrants and refugees.

Purpose Statement

The BIPT will

- create better sources of information and resources;
- increase awareness of existing information and resources;
- identify and resolving gaps in services;
- enhance community interagency collaboration and coordinated pursuit of funding and the sharing of best practices;
- provide information and data to influence and inform government and stakeholder policy and program planning; and
- create opportunities for engagement of the whole community.

Although the mission of the Table is to support the integration of immigrants and refugees, the membership recognized that to do so effectively, the receiving community must be engaged and must have the information, tools, and resources in place to support it to be welcoming. The Table also recognized that a great deal of work had been done to research and assess the needs of immigrants and refugees and that little had been done to research and assess the needs of the resident or receiving communities. As a result, the membership sought to identify additional funding to conduct a survey of

Burnaby. In December of 2008, the BIPT received funding from the Welcoming and Inclusive Communities and Workplaces Program (WICWP) to expand its membership and to conduct the Burnaby Resident Survey.

The goal of WICWP is to find ways to ensure communities and workplaces are welcoming and inclusive. The program recognizes that the successful integration of immigrants into BC communities that involves a commitment on the part of new immigrants to adapt to life in BC as well as a commitment from British Columbians to welcome and appreciate new people and cultures.

Project / Survey Objective

Burnaby is one of the world's most culturally diverse cities. According to the last census, Burnaby is home to individuals representing more than 250 ethnic origins and 55% of Burnaby residents speak a language other than English as their first language. The goal of the survey is to gather input from the whole community of Burnaby, on residents' thoughts, attitudes and experiences with Burnaby's increasingly diverse population as well as opinions about supporting newcomers in our community.

The information collected in the survey will be used by Burnaby's service providers to inform the creation and / or modification of activities, services, programs and resources related to building welcoming and inclusive communities.

Survey Development, Distribution and Analysis

As stated above, the intent of the survey is to ensure Burnaby continues to grow as a welcoming and inclusive community by providing information to assist community stakeholders to identify and fill program, resource and service gaps. The following provides an overview of the development, distribution and analysis of the survey. Guided by the membership of the BIPT, all work was completed by Jody Johnson, Trevor Van Eerden and Iris Sun. Bios for the project team have been attached as **Appendix 1**.

Development

The development of the survey was lead by researcher and Project Coordinator of the BIPT, Jody Johnson and researcher, Trevor Van Eerden. The membership of the Table was consulted to determine the focus and purpose of the survey. It was agreed that the survey would be structured to gather an understanding of Burnaby residents':

1. perceptions of multiculturalism and its impacts on their family and community;

2. involvement in the development of a welcoming and inclusive community;
3. views on service, resource and program gaps; and
4. requirements for information and how they like to obtain information.

Once the focus and intent of the survey was established, the following steps were taken to develop the survey.

- Draft survey questions were developed and presented to the BIPT membership for input.
- A **survey development committee** was struck to further refine the survey and a second draft went to the BIPT membership for input and revisions.
- The third draft was reviewed by survey specialist, Iris Sun, and many of her suggestions for refinement were incorporated.
- The final survey was developed and distributed in both an on-line (Survey Monkey) and print format to expedite distribution, completion, and ease of response. A copy of the survey has been attached as **Appendix 2**.
- Respondents were asked to provide information in multiple choice, narrative and comment formats.
- The survey maintained both confidentiality and anonymity of the respondents' participation and all participation and responses to the survey were entirely voluntary.

Distribution

The survey was conducted between June 12th and July 20th, 2009. To ensure broad distribution throughout Burnaby, the survey was distributed by multiple means. The following describes distribution.

1. A story on the survey was written and published in the Burnaby Now. The article has been attached as **Appendix 3**.
2. The Burnaby Now created a Blog.
http://www.bcclocalnews.com/greater_vancouver/burnabynewsleader/lifestyles/49242887.html
3. The survey was promoted at three community festivals.
 - Multicultural Fair – June 28, 2009
 - Canada Day, Richmond Park – July 1, 2009

- Discovery Day – July 19, 2009
4. The survey was promoted by the BIPT membership using a “handbill”. Handbills were distributed at:
 - a) Libraries
 - b) City Hall
 - c) Parks and Recreation facilities
 - d) BIPT member agencies
 - e) Seniors’ Centres
 5. The survey was distributed widely through the personal and professional networks of the BIPT membership.
 6. A link to the survey was posted on the City of Burnaby website and the BIPT website.
 7. The survey was promoted and several print surveys were completed by students of the North Burnaby Adult Education Centre.
 8. The survey was mentioned on a news program on one of Vancouver’s multicultural television stations – OMNI.

Analysis

The survey was comprised of 26 questions: 19 questions related to cultural diversity and multiculturalism in Burnaby and 7 questions collecting demographic information from the participants.

- Respondents were provided a short background and purpose for the survey as well as a short description of the BIPT.
- Respondents were asked to provide information in multiple choice, rating scale and open-ended narrative comment formats.
- Questions were divided into five sections including:
 - Introduction
 - Burnaby as a diverse community
 - A welcoming and inclusive community
 - Information related to multiculturalism
 - Demographic information

- The survey maintained both confidentiality and anonymity of the respondents’ participation and all participation and responses to the survey were entirely voluntary.
- Scale and multiple choice questions in the survey were analyzed for frequency and distribution and written responses to open-ended or narrative questions were compiled for each question, and common themes from these responses were developed through content analysis. The themes reflect both positive and negative perceptions/attitudes. Responses within the summary are presented both as an overall percentage and a numerical count. Those questions with a narrative element are analyzed in the Survey Summary that follows this section.
- The survey question responses were also cross tabulated against the demographic information such as the age of respondent, length of residency in Burnaby, length of residency in Canada and gender in order to identify significant differences or variations in response by particular groups of respondents.

Limitations of the Survey

As described in the Survey Distribution section above, the survey was distributed to the community of Burnaby in multiple ways. A high number of surveys were completed through the following distribution channels:

- The membership and networks of the BIPT (a copy of the membership list has been attached as **Appendix 4**);
- Burnaby School District adult and continuing education classes; and at
- Burnaby cultural events

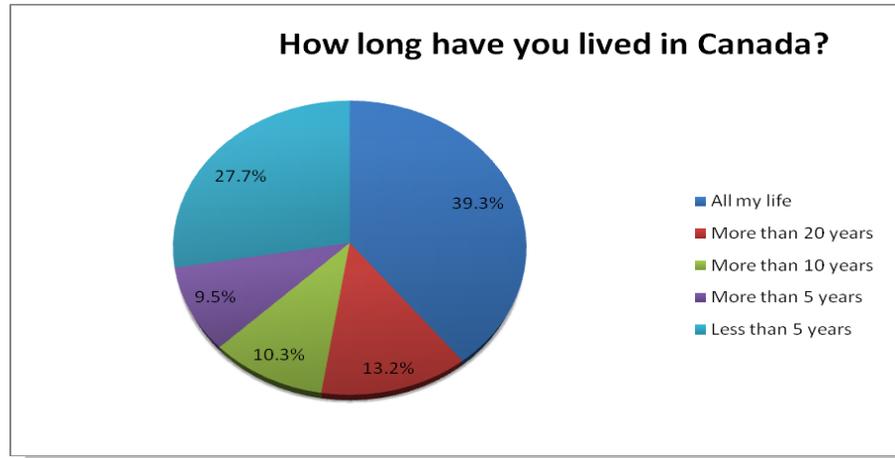
In each of these cases, distribution of the survey to the Burnaby “population at large” was specifically stressed. It is, however, important to acknowledge the possibility that many of these networks, classes and events may have had a higher proportion of newcomers in attendance than what might be found in the general population. This may have contributed to the relatively high percentage (34.1%) of the respondents who indicated that they had lived in Burnaby for less than five years. Given population growth in Burnaby, this is somewhat disproportionate. According to Census data, Burnaby’s population in 2001 was 193,954 and in 2006, it was 202,799 - a less than five percent increase. While longer term (5 years and greater) Burnaby residents represent 55% of the respondents, it is possible that the results of the survey are biased towards newcomers to Burnaby and recent immigrants.

The very small sample sizes of respondents aged 20 and under (3.3%), and 75 years and older (2.1%) is another limitation of the survey. Both these groups were significantly underrepresented within the survey in comparison to the other three age categories, and as a result the survey data may be more applicable to those aged 20 – 74.

Lastly 11.4% of the survey respondents were not residents of Burnaby, and therefore were screened from the survey after the first question. As a result, the completion rates for individual questions as well as the whole survey are inflated by the inclusion of this group of respondents.

Demographic Information

352 individuals responded to the survey and a total of 242 fully completed the survey (68.8% completion). The first question of the survey screened respondents as to whether they lived in Burnaby and for how long. 40 respondents replied that they didn't live in Burnaby and, as a result, were automatically exited from the survey. Of those who reported residence in Burnaby, 34% have lived in Burnaby for less than five years, 22% over 20 years, 13% more than five years, 12% more than 10 years, and 8% indicated that they have lived in Burnaby all their lives.



Respondents were also asked to indicate how long they had lived in Canada. The largest group of respondents (39%) have lived in Canada all their lives and the second largest group of responses (28%) were provided by those who have lived in Canada for less than five years.

Respondents were asked to identify which of the following malls they live closest to in order to determine the geographic representation of responses:

- Highgate (East Burnaby) – 15.7%
- Lougheed (Northeast Burnaby) – 12.4%
- Brentwood (Northwest Burnaby) – 18.6%
- Metrotown (South Burnaby) – 46.7%
- None of the above – 6.6%

As the above response rates indicate, the largest number of respondents resides in South Burnaby, followed by Northwest Burnaby and East Burnaby.

Survey responses were also categorized by age and gender. The survey was completed by 162 women (67%) and 80 men (33%). The large majority of completed responses were provided by working age adults with 39% being provided by those aged 35 – 49, 29% from those aged 50 – 74, and 25% were provided by those aged 20 – 34. The survey received a limited response from youth and seniors, with approximately 3% of completed responses from those under 20 years of age and 2% of responses provided by those 75 years and older.

Summary of Survey Results

Burnaby as a Culturally Diverse Community

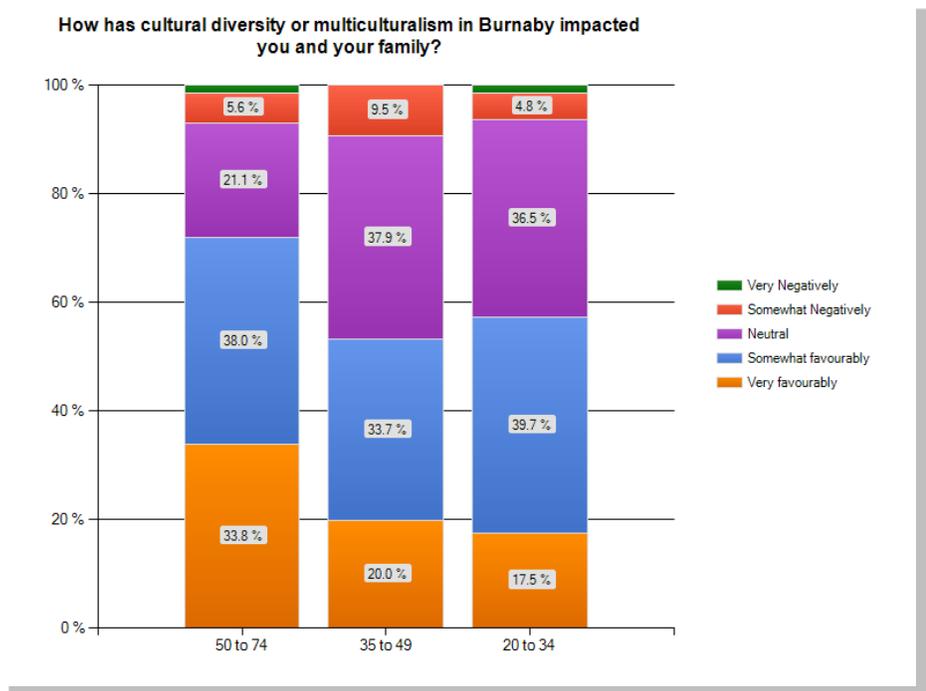
Participants clearly indicated that they view their city as a Culturally Diverse or Multicultural community. Of 290 responses, 98% indicated that they saw Burnaby as a Culturally Diverse or Multicultural community, and only six respondents (2.1%) indicated that they did not.



Respondents also indicated some understanding of Burnaby’s diverse cultural makeup. In their responses to the question “What do you think is the percentage of Burnaby’s population that was born in another country?” 29% of respondents correctly answered between 50 – 60%, and another 28% answered between 40 – 50%, and yet another 17% answered that Burnaby’s percentage of foreign born residents is over 60%. Respondents clearly indicated their understanding of the cultural diversity of Burnaby; 74% of respondents accurately estimated that Burnaby’s foreign born population is over 40%.

Impacts of Cultural Diversity or Multiculturalism

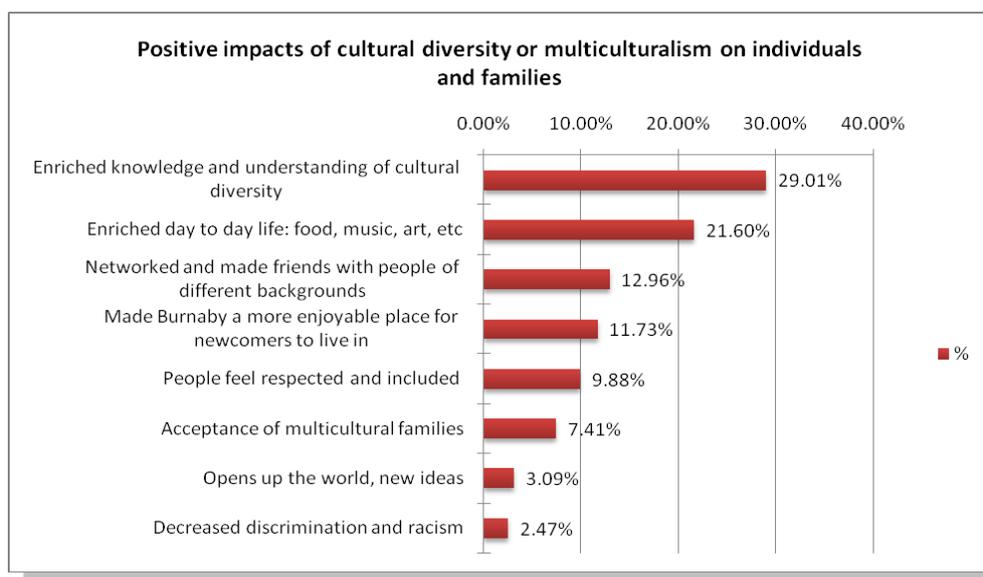
The majority (60%) of respondents stated that cultural diversity or multiculturalism has had a positive impact on themselves and their families. While participants of both genders and different ages indicated that cultural diversity and



multiculturalism has had favourable impacts, male participants indicated a higher response (68%) towards favourable impacts than females (59%). Significant differences were also evident when responses were cross-tabulated across respondent age groups. As indicated in the chart at right, older respondents indicated a much higher rate of favourable impacts than those aged 49 and younger.

In discussing the types of impacts cultural diversity or multiculturalism has had on the respondents and their families, a wide range of narrative responses were provided. Overall, the comments were positive; however, approximately 14% of the comments listed negative impacts. The chart below lists the most frequently stated positive impacts.

In contrast to the positive comments regarding the impacts of cultural diversity or multiculturalism, negative responses were more individualized and less frequently repeated. As illustrated within the chart below, the two most



frequently cited negative impacts relate to the adaptation to Canadian society, and the difficulty that a highly multicultural community presents to newcomers not familiar with a multicultural environment.

In addition to being asked how multiculturalism in Burnaby has impacted themselves and their families, survey respondents were asked to comment on how multiculturalism has impacted Burnaby. At the community level, survey participants indicated an even higher level of favourable impacts than at the individual or family level. 70% of respondents indicated that cultural diversity or multiculturalism has had a favourable impact on Burnaby and less than 6% reported a negative impact. In contrast to the individual and family impacts of cultural diversity or multiculturalism, when analyzed across age groups, the youngest participants (under 20 years of age) reported the highest level of favourable impacts (87.5%) at the community level.

Positive impacts on Burnaby - Summary		
	# of Responses	%
Increased options - food, entertainment, art, etc.	49	36.30%
Created a more enjoyable and inclusive place to live	30	22.22%
Enhanced cultural understanding and increased tolerance	25	18.52%
Caused economic growth and development	19	14.07%
Created a more dynamic, responsive and global thinking city	12	8.89%
Total	135	100.00%

As stated above, only 6% of respondents reported that multiculturalism has had a negative impact on Burnaby. Although few in number, these responses reveal real concerns and should be considered. Seven respondents commented on the increased need for more resources to be spent on newcomer supports such as ESL training. Four respondents stated that newcomers lacked awareness and respect for Canadian culture and two people stated that newcomers don't understand basic laws and the Canadian way of life. Two people reported that the existence of too many different languages has had a negative impact. Another two respondents reported that tension exists amidst the differences. One individual stated that multiculturalism has created more poor neighbourhoods, crime and conflict and one person commented that multiculturalism has a negative impact on the development of community.

Involvement in Cultural Diversity or Multiculturalism

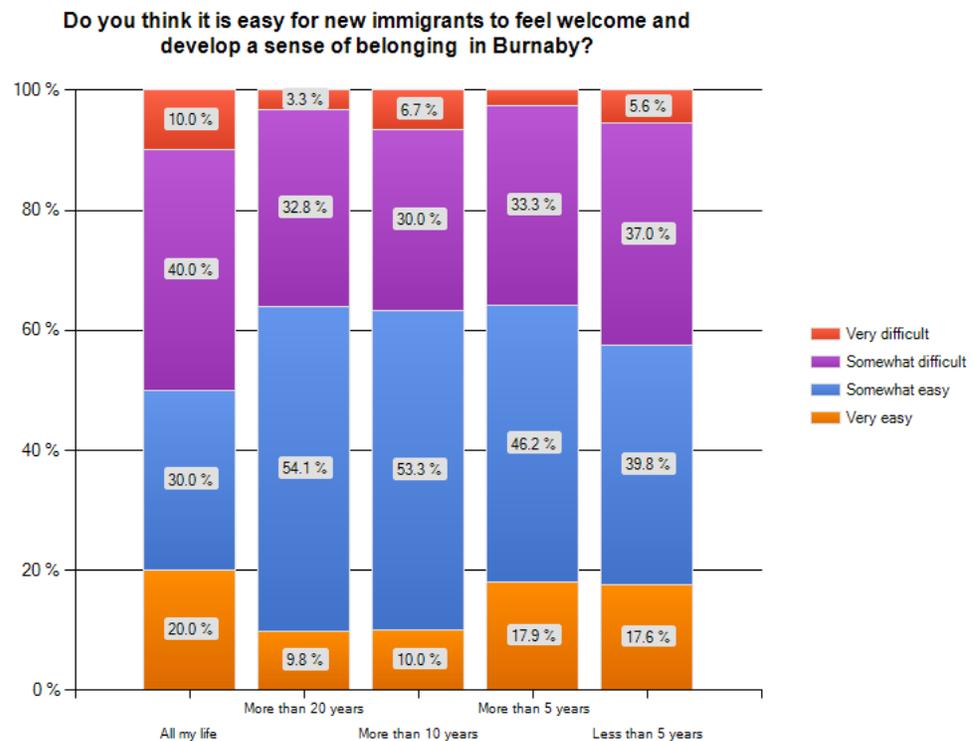
Survey participants also indicated a high level of involvement with cultural diversity in Burnaby as part of their work, leisure and school activities. Overall 65% of respondents stated that they have some form of involvement with cultural diversity or multiculturalism. This response was consistently represented across age groups, although the few survey participants who were 75 years or greater indicated 80% involvement. In comparing involvement with cultural diversity across respondents by length of time living in Burnaby and living in Canada, both comparisons indicated higher levels of involvement by those living in Burnaby and Canada for more than ten years than those who lived in Burnaby or Canada less than ten years. Female participants, however, indicated a higher level of involvement (73%) than did male respondents (58%).

For those respondents who provided a description of their involvement with multiculturalism and / or cultural diversity the most frequently cited involvement was through their work or employment. Many respondents indicated that interacting with newcomers and people from different cultural backgrounds was simply a day to day part of their job, while others identified that they have a specific role in working with newcomers, immigrants or refugees. The table below provides a listing of the most frequently cited descriptions of involvement.

Description of Involvement with Multiculturalism and / or Cultural Diversity	# of Responses
Part of normal job duties within a multicultural society	27
Participation in events, workshops, festivals, holidays	25
Part of my job focuses on immigrant / refugee integration	23
Work with immigrants and refugees in social service agency	21
Network and make friends from different countries and cultures	16
Volunteering within the community	8
Acknowledging other cultures by trying ethnic foods or studying languages, etc.	8
Personally involved in helping newcomers find resources in the community	6
Through education, classes or studies	4
Host international students	3
Through recreation	3
Living and going to school in a culturally diverse community	1
Total	145

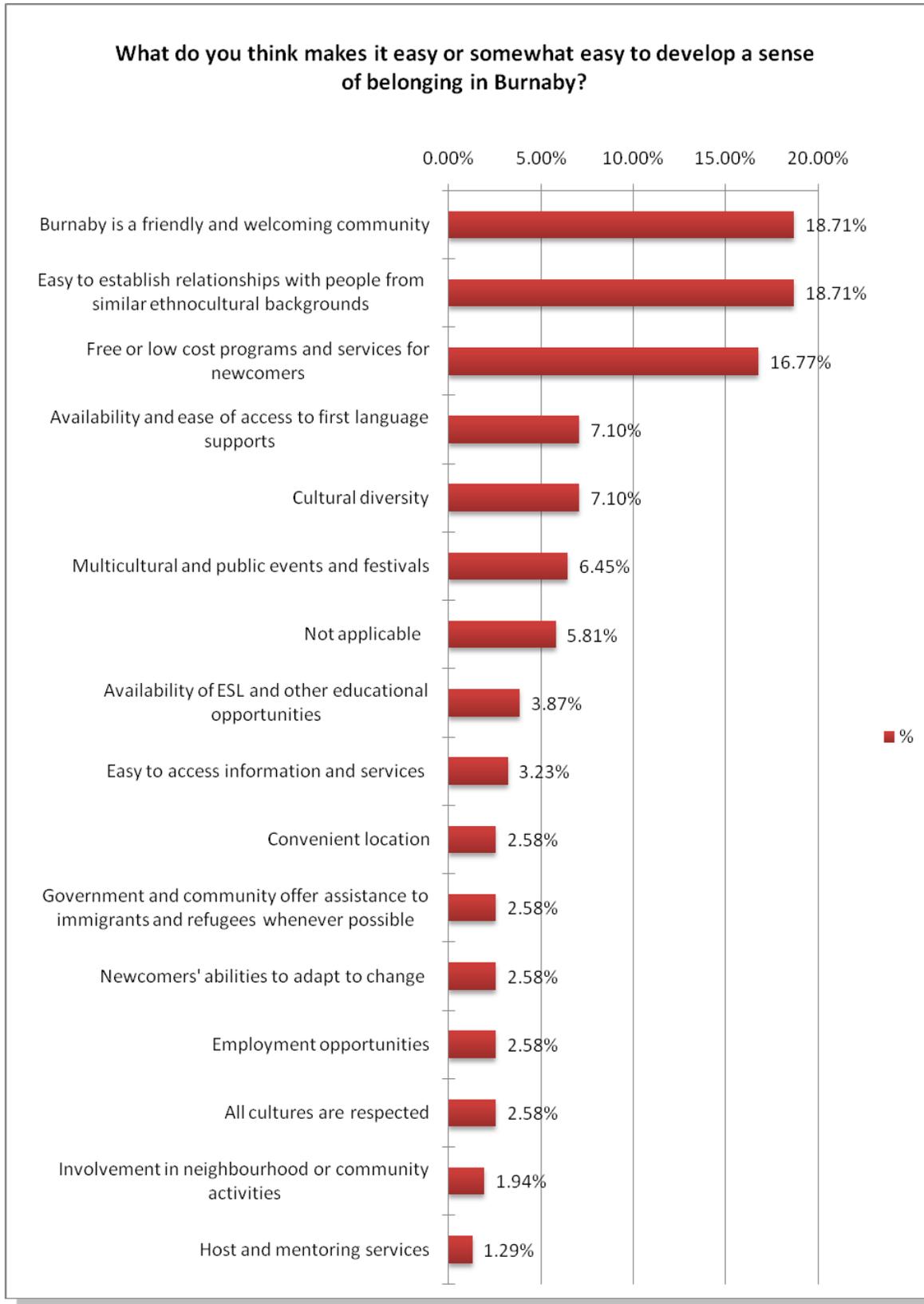
Developing a Sense of Belonging in Burnaby

Respondents were asked: **“Do you think it is easy for new immigrants to feel welcome and develop a sense of belonging in Burnaby?”** 16% of survey respondents stated that it

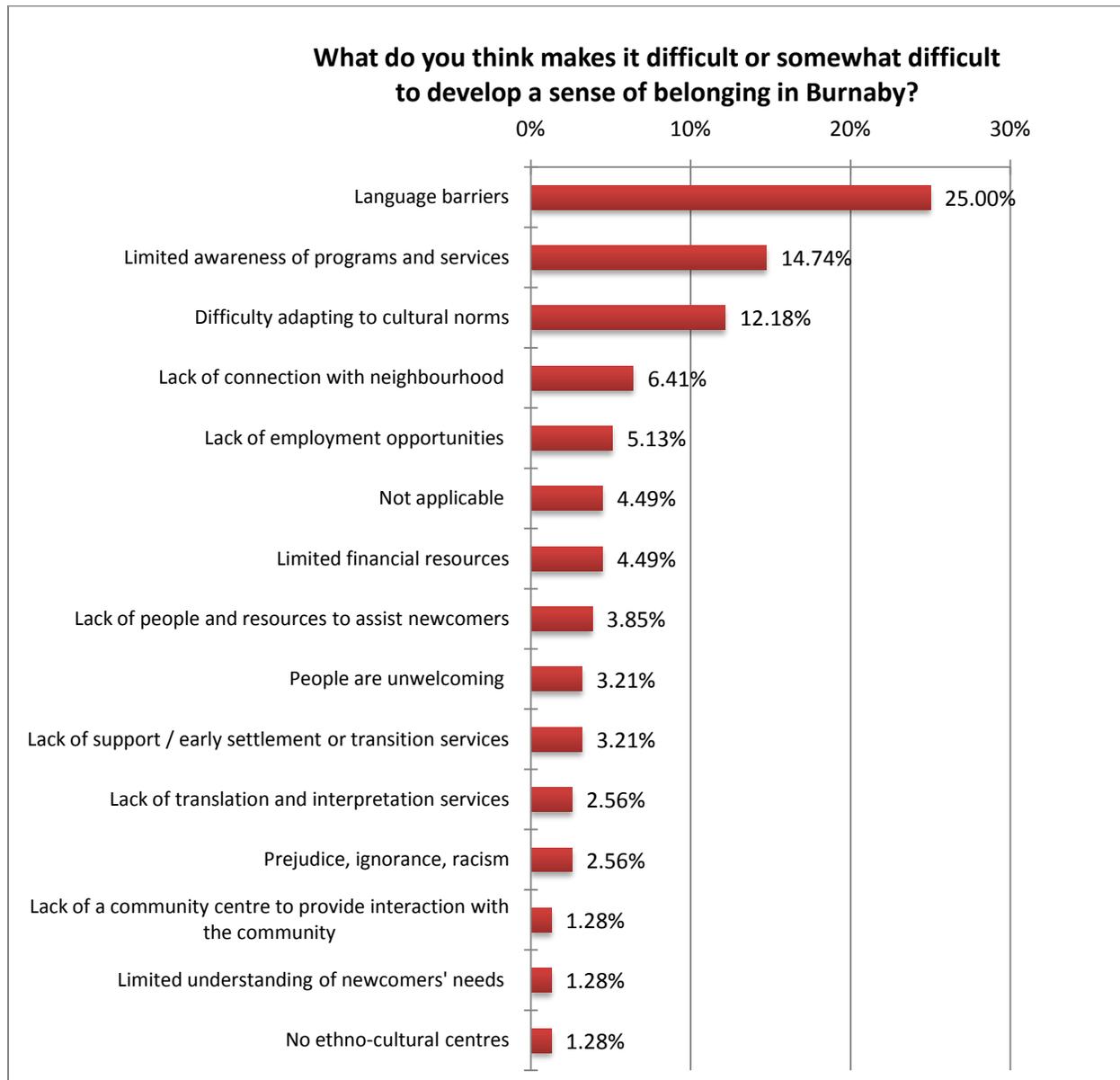


was Easy for immigrants to develop a sense of belonging in Burnaby and another 42% indicated that it is Somewhat Easy. In comparison, 37% stated that it is Somewhat Difficult and another 5% indicated that it was Very Difficult for immigrants to develop a sense of belonging in Burnaby. When compared against age groups, much fewer (10%) older respondents (aged 50-74) saw it as Very Easy to develop a sense of belonging. As the chart below indicates, respondents who have been residents of Burnaby all their lives view it as significantly more difficult (50% Very difficult and Somewhat difficult) for immigrants to develop a sense of belonging in Burnaby, than do residents who may have lived in the community for a shorter period.

161 responses were provided to the question: “***What do you think makes it easy or somewhat easy to develop a sense of belonging in Burnaby?***” Responses were categorized and the chart below lists the responses by percentage. It is interesting to note that the data indicates that Burnaby is perceived as a friendly and welcoming community due in part to its cultural diversity; that is, the ability to establish relationships with people from the same ethno cultural background is one of the key reasons newcomers feel a sense of belonging.



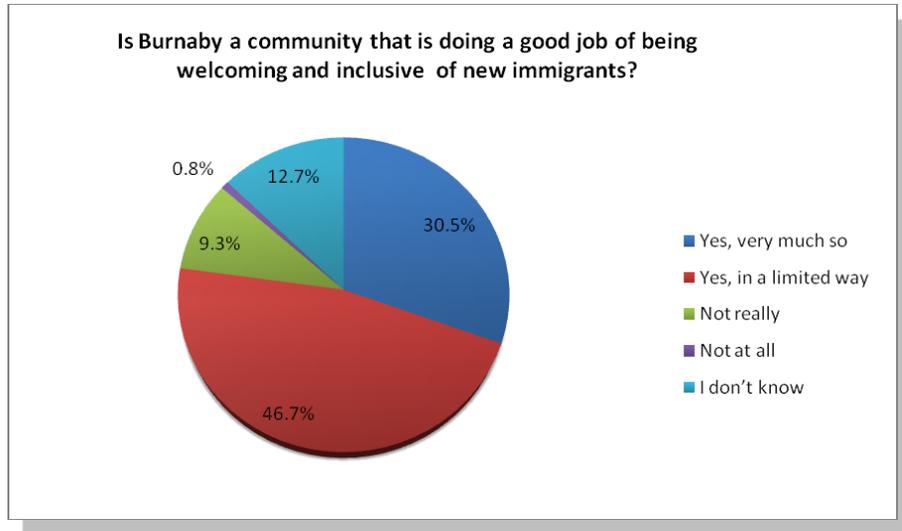
156 responses were provided to the question: **“What do you think makes it difficult or somewhat difficult to develop a sense of belonging in Burnaby?”** Given the language diversity of Burnaby, it is not surprising that language barriers were cited as the number one difficulty in developing a sense of belonging. More striking is that limited awareness of programs and services was cited as the second largest reason for difficulty, particularly as residents identified free or low cost programs and services for newcomers as one the most prevalent reasons for developing a sense of belonging in Burnaby (see chart above).



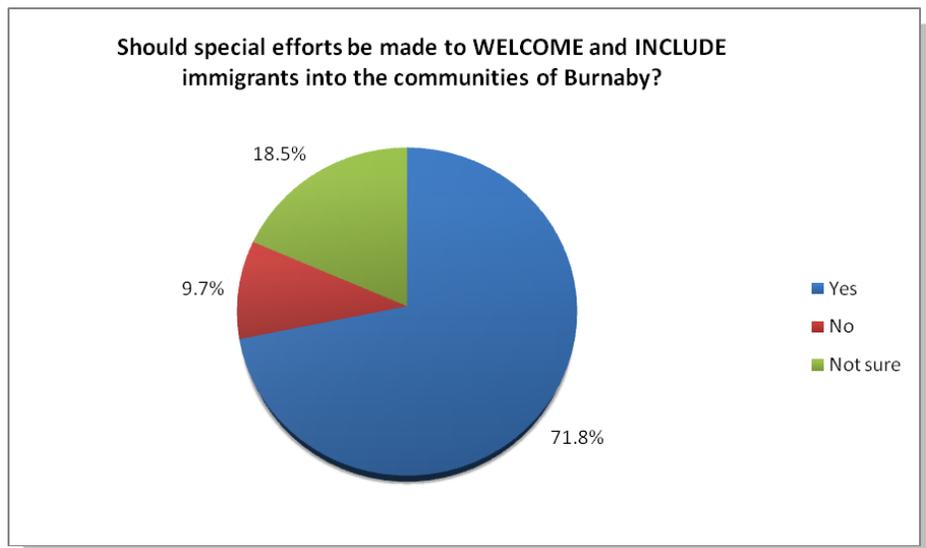
Is Burnaby a Welcoming and Inclusive Community?

Overall the majority of survey participants stated that Burnaby was welcoming and inclusive of new immigrants. As the chart at right indicates, 30.5% of respondents feel strongly that Burnaby was welcoming and inclusive

and another 47% stated that it was welcoming and inclusive in a limited way. Very little variance was reported when responses were compared across gender, length of residence in Burnaby or Canada, or age, although 35% of participants 34 and under strongly stated that Burnaby was doing a good job of being welcoming and inclusive.



Survey participants also indicated a strong preference for providing special efforts to welcome and include immigrants into Burnaby. Of the 259 respondents to this question, only 10% indicated that special efforts should not be made, and 19% stated they did not know. Interestingly, 33% of respondents under the age of 34 indicated that they did not know if special efforts should be made. Additionally, those who had lived in Canada for more than 10 years and more than 20 years indicated that special efforts should not be made almost two times as much (20%) as the overall average.



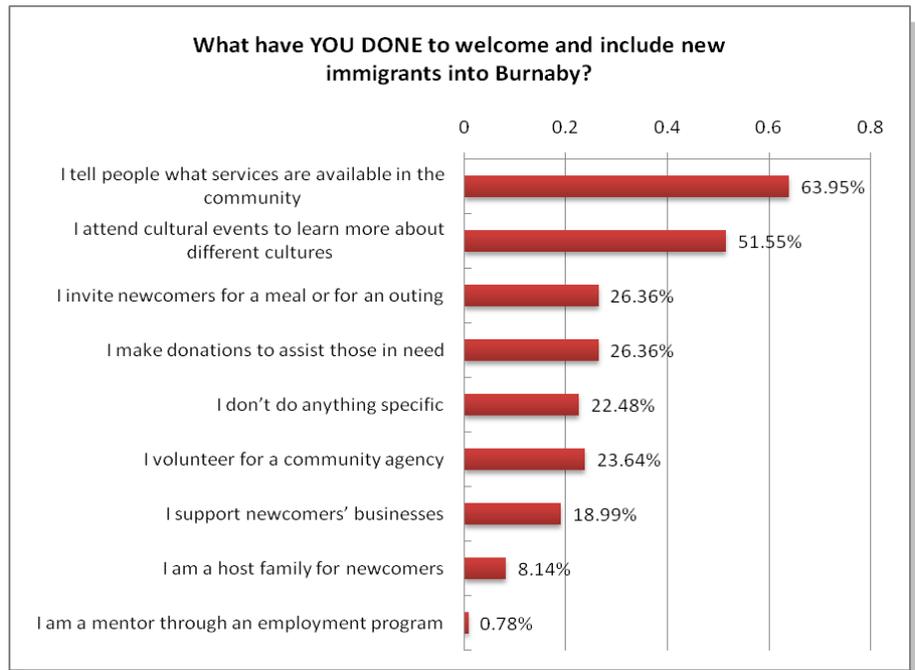
Participants also demonstrated some awareness of the programs and services available to assist newcomers feel welcome and included in Burnaby. 181 respondents to the question provided 257 examples of programs, services and organizations that they saw as helpful in welcoming and including. While the question asked that they list programs, services and organizations, many of the responses listed only organizations and agencies that support newcomers. The table below provides a list of these organizations prioritized by frequency of response.

	Agencies / Associations	Count
1	Burnaby School District *	48
2	S.U.C.C.E.S.S.	40
3	MOSAIC	26
4	Government and Politicians (including Burnaby City Hall and Service Canada)	24
5	South Burnaby Neighbourhood House Society	19
6	Burnaby Public Library	18
7	Burnaby Family Life	17
8	Church, temple or mosque affiliations	15
9	Multicultural associations and societies	14
10	Burnaby Multicultural Society	11
11	Immigrant Services Society of BC	9
12	Health Departments such as Fraser Health	5
13	Multicultural Family Support Services	1
14	Organization for Africans (forgot the name)	1
15	Social Services hub at Canada Way and Edmonds	1
16	Vancouver and Lower Mainland Multicultural Society	1
17	Various programs being run out of Hillside Gardens to support	1
18	VLMFSS Society	1
19	YMCA	1
20	AMSSA	1
21	Arrive BC	1
22	Association of Neighbourhood Houses of Greater Vancouver	1
23	Burnaby Board of Trade	1
	Total	257

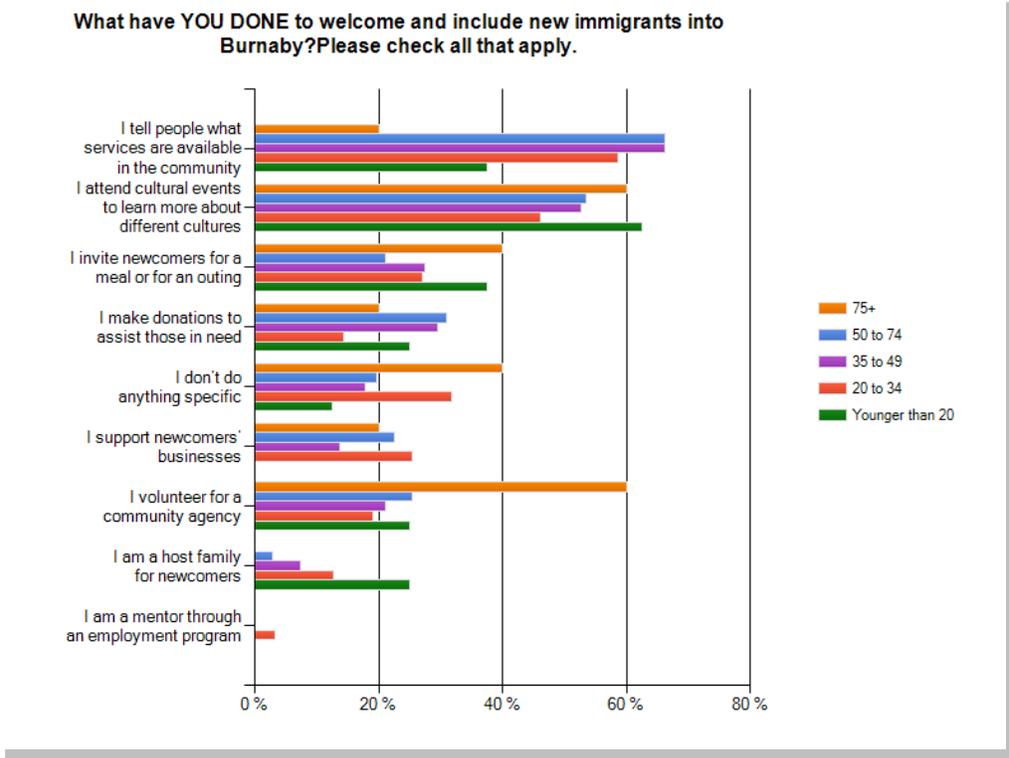
* While the Burnaby School District was listed most frequently by respondents, it is important to note that the survey distribution plan included direct promotion of the survey to students and staff through the Burnaby School District’s Community and Continuing Education Division.

When asked, “**What have YOU DONE to welcome and include new immigrants to Burnaby?**” -- 258 respondents indicated that they had taken an individual role in welcoming and including new immigrants to Burnaby.

The chart at right lists the frequency of responses to selections provided. The majority of responses indicated an informal and personal approach to being welcome and inclusive although many respondents also indicated involvement in organized activities and structured programs and services.



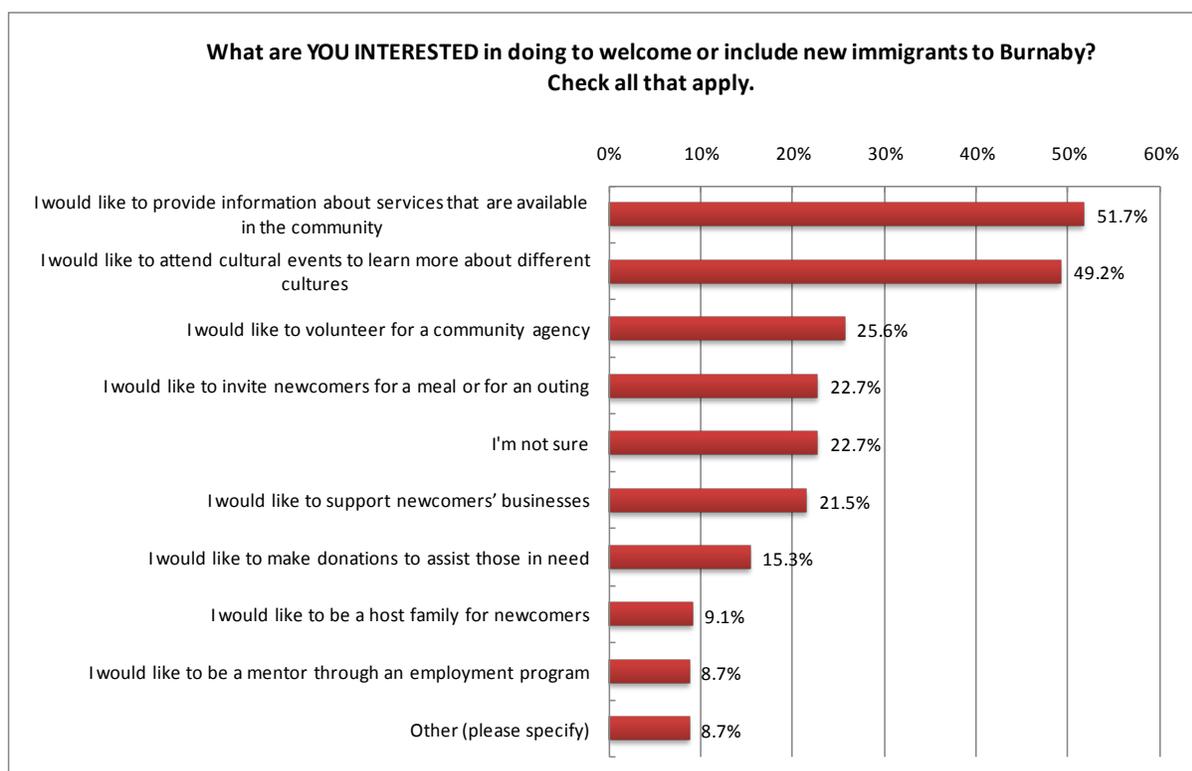
Considerable variation exists across the listed services when compared across age groups. The following chart indicates the frequency of responses when cross tabulated across all age groups.



As in the overall responses, the greatest frequency of involvement is in informal and personal activities; however, it is interesting to note the considerable variation in participation of each activity of the different age groups.

Other respondents added that they welcome and include immigrants to Burnaby as an ongoing part of their employment, as a day to day occurrence for instance through friendships and being good neighbours or through their role in the education system.

Respondents were asked “**What are YOU INTERESTED in doing to welcome or include new immigrants to Burnaby?**” Although the number of responses to this question was lower than in the previous question, many respondents indicated that they had an interest in taking on activities to welcome and include new immigrants into Burnaby.

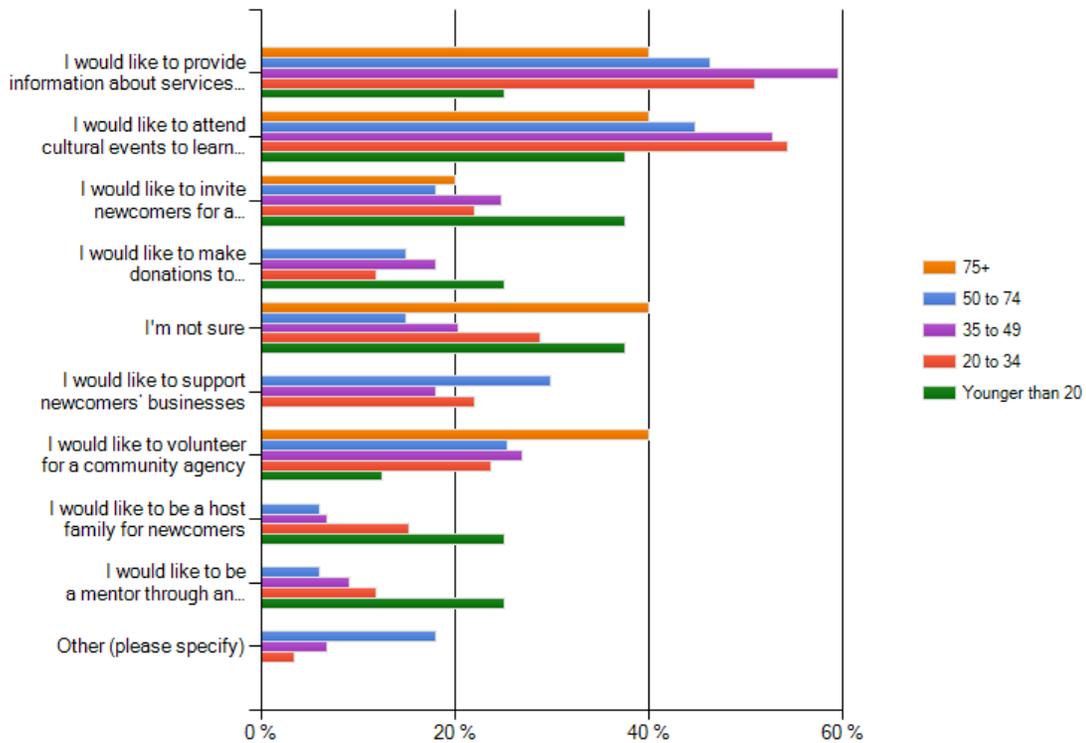


In addition to the selections provided, respondents were asked to share other welcoming activities they might be interested in becoming involved in. Other activities included a desire to join existing organizations or services in their support of newcomers, helping through a church or faith agency and directing tax dollars towards newcomer supports. A number of comments indicated that a good job is already being done and that no further support is necessary.

Respondents' interests in activities to welcome and include new immigrants to Burnaby varied considerably by length of residence in Canada and according to the age of the respondents.

Age of Respondents

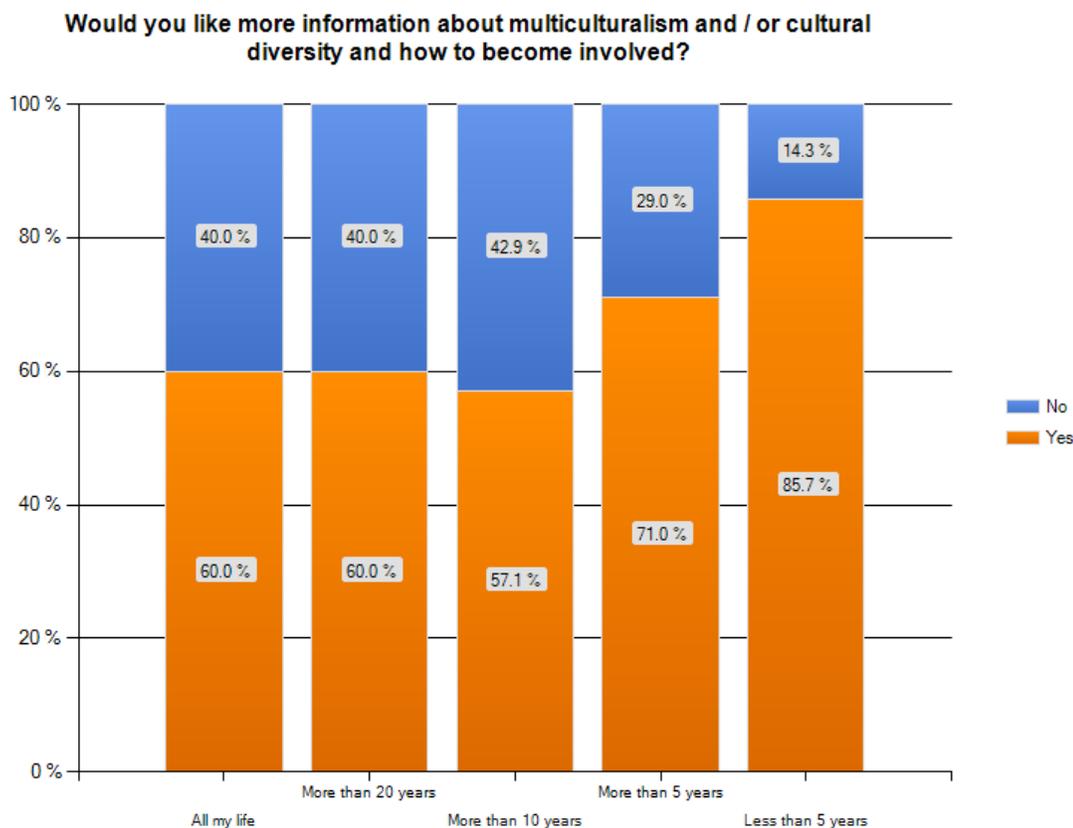
What are YOU INTERESTED in doing to welcome or include new immigrants to Burnaby? Check all that apply.



Information related to multiculturalism and cultural diversity

Survey respondents expressed a clear interest in receiving more information related to multiculturalism and cultural diversity. 70% of respondents stated that they would like more information related to multiculturalism and cultural diversity or on how to become more involved and only 30% stated that they were not interested in more information.

Respondents who had lived in Burnaby for 10 years or less demonstrated a greater desire for information and involvement than those who had lived in the community for more than 10 years. As can be seen in the chart below, 71% of those who had lived in Burnaby between five and 10 years stated that would like more information or involvement, while over 85% of those who lived in Burnaby for less than five years stated that they would like more information.



Female respondents also indicated a higher interest in information and involvement than male respondents with 71% affirming their interest as opposed to 64% of the male respondents. In all categories of respondents – age, residence, gender – the majority of respondents indicated a desire for further information and involvement with multiculturalism and diversity.

In responding to the types of information they would like to receive, over 50% of respondents identified the following three categories as their top priorities for information:

What information would you like to have? Please check all that apply.	
A better understanding of existing programs and services for new immigrants	60%
A better understanding of the challenges faced by newcomers immigrating to Burnaby	58%
A better understanding of the people and the countries and cultures they come from	55%
An understanding of how and where I might make connections with new immigrants	33%
I'm not sure	16%
Other (please specify)	5%

The following charts depict the variations in responses to the responses by length of time residing in Burnaby and by age.

When female and male responses were compared, 9% more males stated that they would like “a better understanding of existing programs and services for new immigrants” than did female respondents. Conversely, 9% more females responded that they would like “a better understanding of the challenges faced by newcomers immigrating to Burnaby” than did male respondents.

“Other” responses to the questions included specific requests for information on:

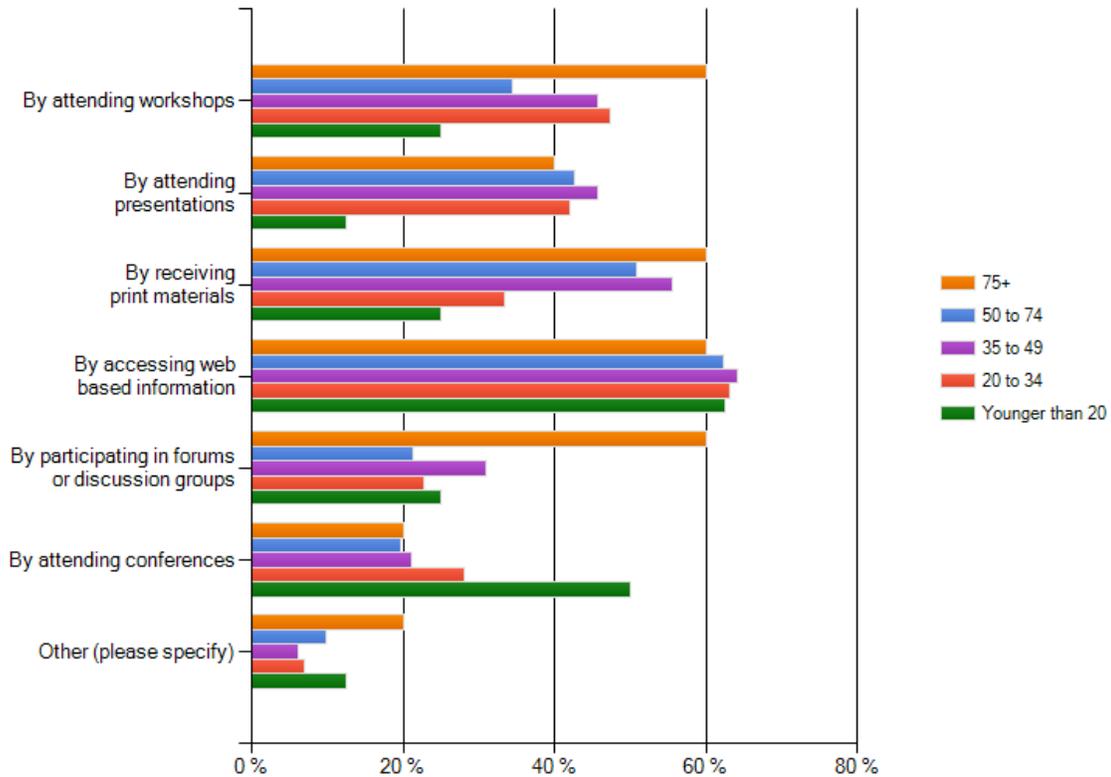
- An understanding of the history of immigration specific to Burnaby
- Knowledge of the cultural makeup of the city. Reminders that we are all immigrants except for the Indigenous people.
- Detailed statistics on linguistic groups and, numbers of minority children
- Knowledge of how to help refugees
- Specific Service information for longtime residents of the Burnaby
- Information of work opportunities

In addition, there were a few responses that indicated that enough information or support and information had been provided on multiculturalism and diversity, and that immigrants should not be provided further resources.

Respondents indicated a clear preference (64%) for information presented in a web-based format. However, there was also a significant response for receiving information in print materials (49%) and by attending workshops (45%) or presentations (43%)

Very little variation is evident between male and female respondents when asked about how they would like to receive information or become involved with multiculturalism and diversity in Burnaby. Across age groups, however, there were significant variations. While web-based information is clearly the preference across all age groups it is interesting to note the relationship between age and preference for receiving information in a print format.

How would you like to get information about multiculturalism and / or cultural diversity and how to become involved? Please check all that apply.

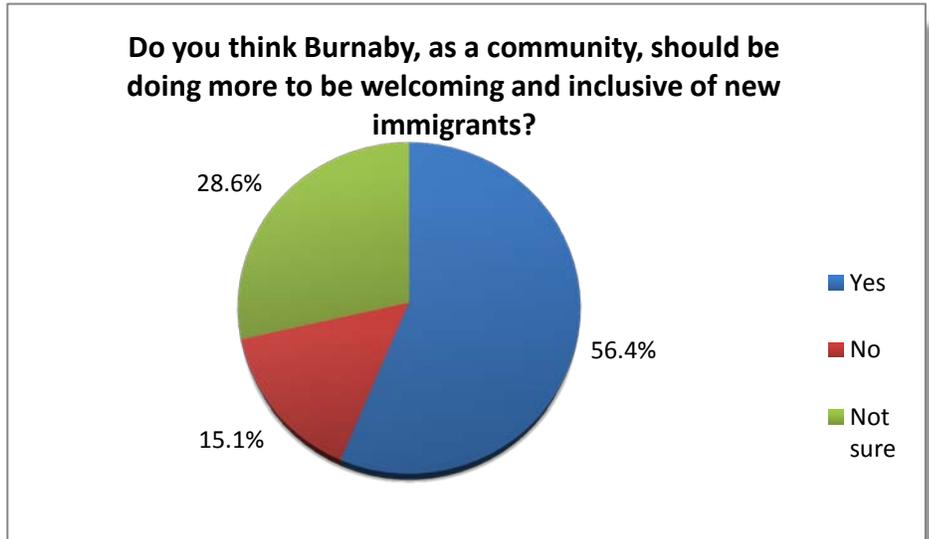


It is also interesting to note the limited interest in participating in forums or discussion groups except by those 75 years and above, and conversely the limited interest in attending conferences with the exception of the youngest participants.

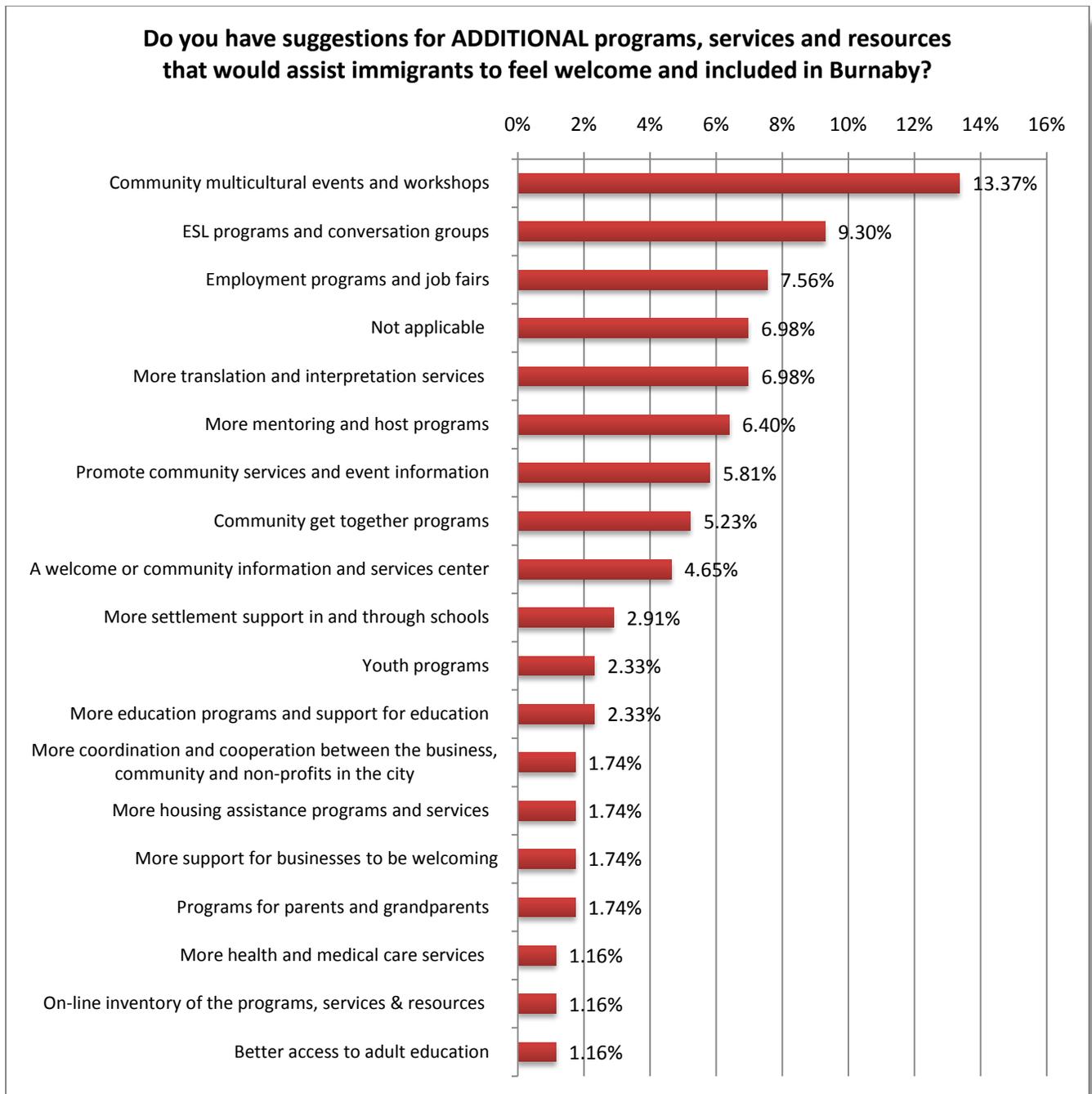
A number of respondents who identified “Other” requested that they receive information through email, by participating in community events or celebrations, and two respondents noted that they would like to receive the information through school or language classes.

Doing More to be Welcoming and Inclusive

Survey respondents were asked, “Do you think Burnaby, as a community, should be doing more to be welcoming and inclusive of new immigrants?” As the chart below indicates that majority, 56.4%, feel that Burnaby should be doing more. Only 15.1% think Burnaby should not be doing more. Interestingly, 28.6% are unsure. Although it is impossible to be sure, this may indicate that respondents feel a lot is being done currently.



When asked for suggestions for additional programs, services and resources that would assist immigrants to feel welcome and included, 172 suggestions were provided. The chart below lists suggestions that were provided a minimum of two times.



Summary of Key Findings and Observations

1. Multiculturalism and cultural diversity is recognized and supported by the community

Burnaby is recognized and identified as a multicultural and culturally diverse community by almost all (98%) residents. However, it is not only that Burnaby residents recognize their community's cultural diversity; they see its diversity as a positive factor for individuals, for families and for the community at large. In fact, only a very small minority (2%) of participants stated that cultural diversity or multiculturalism has had a negative impact on themselves and their families.

2. Burnaby is a welcoming and inclusive community – but it's still difficult to belong

Although the majority of participants indicated that they have some form of direct involvement with cultural diversity or multiculturalism, many of them (42%) see it as difficult for immigrants to develop a sense of belonging in Burnaby. In some senses, it is this contrast that defines Burnaby's perception of cultural diversity, multiculturalism and inclusiveness. Respondents were able to recognize the successful approaches and provisions in place to accommodate newcomers, but also identified additional supports and requirements to ensure that Burnaby will truly become a welcoming and inclusive community.

Respondents identified several barriers to developing a sense of belonging in Burnaby including language acquisition challenges, lack of awareness and access to information about programs and services, and difficulty adapting to cultural norms. They were also able to articulate a wide range of suggested service and program activities to overcome barriers and facilitate newcomer integration.

Additionally, participants readily identified many attributes and services that contribute to the welcoming and inclusive nature of the community. These include Burnaby's friendly environment, the possibility of establishing relationships with people from similar ethno-cultural backgrounds and the availability of free or low cost programs and services.

Upon examination, however, perhaps what stands out most predominantly is that there is not a conclusive or widely held understanding of what does or what could make Burnaby a welcoming and inclusive community.

3. Further work is required to make Burnaby a Welcoming and Inclusive Community

Nearly 78% of the survey participants stated that they saw Burnaby as a welcoming and inclusive community, or that it was welcoming and inclusive in a limited way. However, the survey also demonstrates that there is broad-based recognition that specialized efforts should be made to welcome and include immigrants into Burnaby. While the majority of survey participants indicated that they did already take some role in welcoming and including new immigrants into the community, many indicated that there is more work to be done. The

respondents indicated an interest in further information and participation in welcoming and inclusive community activities or events.

Survey participants also stated that the “community” of Burnaby should be doing further work to create a welcoming and inclusive community. Participants articulated nearly 50 programs, services, or approaches for consideration including the provision of:

- Community multicultural events and workshops;
- ESL program and conversation groups;
- Employment programs and job fairs; and
- More mentoring and host programs.

While these findings do not provide an assessment of the real need or demand for these services, they do indicate a strong sense of priority to accommodate newcomers with the supports and services that will quickly integrate them into the broader community of Burnaby.

4. More information related to multiculturalism and cultural diversity is required

Survey participants clearly indicated that there is a requirement for further information related to multiculturalism and cultural diversity. Additional information related to programs and services available to support newcomers was particularly noted. There is also a need for further information on the cultural backgrounds and attributes of Burnaby’s diverse residents and more information related to the challenges and barriers faced by newcomers as they settle into Burnaby.

It is important that any information be widely accessible and participants stated their preference for information in a web-based format; however, survey data also indicates a significant appetite for additional print materials and access to face to face presentations and workshops. Additionally, there is support and appreciation for less formal information, and many participants recognized the value and importance of cultural events, festivities and community-based activities.

Appendices

Appendix 1: Project Team Bios

Jody Johnson

Sine 2003 Jody has worked as an independent consultant providing project and proposal coordination and development, employment programming, research, and workshop facilitation on topics related to immigrant workplace integration, multiculturalism and cultural diversity. Clients have included government, post-secondary institutes, school districts, community service providers, and professional associations.

The projects have ranged in size and scope from localized single service initiatives to large scale multi-stakeholder and / or sub-contractor submissions. Over the past seven years, Jody has led or co-developed more than twenty successful provincially funded employment, language, settlement, research and program / resource development proposals. During the same period, she has developed numerous resources and completed a number of research projects.

Jody graduated with honours from the University of Victoria in 1989 and holds a Bachelor's of Arts in Pacific and Asian Studies and Applied Linguistics.

Trevor Van Eerden

Trevor Van Eerden has over 17 years in education management, adult vocational and transition education, program development, research and instruction, and organizational and strategic planning.

Trevor has demonstrated extensive success in developing, coordinating, and writing research papers and winning proposals. Projects have ranged in scope from services for small groups and individual businesses through to province-wide delivery systems and national consortium projects and have ranged in value from several thousand to multi-million dollar projects. Clients have included several provincial and federal government, departments, branches, industry associations, and school districts.

Trevor holds a Bachelor of Arts from the University of Victoria (1991) and an MBA with a specialization in Education Administration and Leadership from Royal Roads University (2003).

Iris Sun

Iris has over 10 years experience in research, business consulting and instruction in the field of Organization Behaviour, Communication and Human Resource Management.

Over the past five years, Iris has led or co-developed more than fifteen successful research projects on subjects such as individual knowledge sharing behaviours, expatriate knowledge transfer, customer satisfaction, the culture of work, employee satisfaction, overseas education systems and multiculturalism and diversity. Based on this research, she has published over 10 essays in leading journals and international conference proceedings.

Iris graduated with a Bachelor of Science degree from the South China University of Technology (1991), and obtained a Ph.D with a specialization in Management Science and Engineering from the same institute in 2006. She also holds a Master’s degree in Business Administration (2001).

Appendix 2: Survey

Burnaby Residents' Survey: A Welcoming and Inclusive Community

Section 1. Introduction

Thank you for your willingness to participate in this survey. This survey is part of a community research project initiated by the Burnaby Intercultural Planning Table (BIPT), a group of Burnaby organizations who are working together to serve the multicultural community in Burnaby.

The aim of this research is to gather input from the whole community of Burnaby, on residents' thoughts, attitudes and experiences with Burnaby's increasingly diverse population as well as opinions about supporting newcomers in our community.

The survey will take about 20 minutes. Please answer the questions as accurately and thoroughly as you can. Depending on your responses you may or may not have to answer all of the questions. Questions with an asterisk (*) are mandatory and require a response.

All information provided in this survey is strictly confidential, and will be used only for the research described above.

* 1. How long have you lived in Burnaby?

- All my life
- More than 20 years
- More than 10 years
- More than 5 years
- Less than 5 years
- I don't live in Burnaby

Section 2. Burnaby as a diverse community

*** 1. Do you see Burnaby as a culturally diverse or multicultural community?**

- Yes
- No

*** 2. What do you think is the percentage of Burnaby’s population that was born in another country?**

- 10% to 20%
- 20% to 30%
- 30% to 40%
- 40% to 50%
- 50% to 60%
- More than 60%

*** 3. How has cultural diversity or multiculturalism in Burnaby impacted you and your family?**

- Very favourably
- Somewhat favourably
- Neutral
- Somewhat Negatively
- Very Negatively

4. Please describe how cultural diversity or multiculturalism has impacted you and your family?

*** 5. How has cultural diversity or multiculturalism impacted Burnaby?**

- Very favourably
- Somewhat favourably
- Neutral
- Somewhat Negatively
- Very Negatively

6. In what ways has cultural diversity or multiculturalism impacted Burnaby? Please comment.

*** 7. Do you have any involvement with cultural diversity and / or multiculturalism in Burnaby (through your work, leisure, school activities, etc.)?**

- Yes
- No

8. If you answered 'yes' to the previous question, please describe your involvement with multiculturalism and / or cultural diversity.

*** 9. Do you think it is easy for new immigrants to feel welcome and develop a sense of belonging in Burnaby?**

- Very easy (please proceed to Section 3 Question 1)
- Somewhat easy (please proceed to Section 3 Question 1)
- Somewhat difficult (please proceed to Section 4 Question 1)
- Very difficult (please proceed to Section 4 Question 1)

Section 3.

**1. What do you think makes it easy or somewhat easy to develop a sense of belonging in Burnaby?
Please comment.**

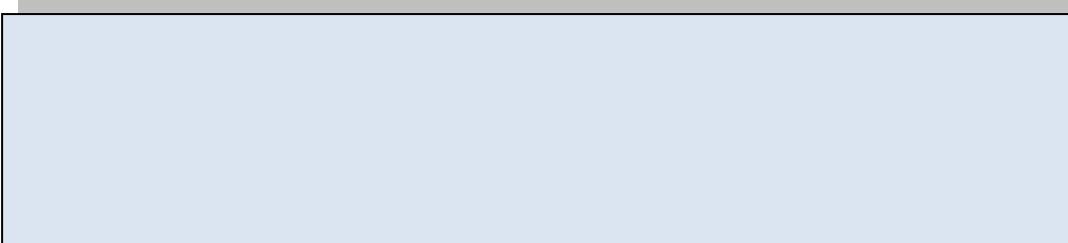


Please proceed to section 5 to complete the survey.

Section 4.

1. What do you think makes it difficult or somewhat difficult to develop a sense of belonging in Burnaby?

Please comment.



Please proceed to section 5 to complete the survey.

5. A welcome and inclusive community

*** 1. Is Burnaby a community that is doing a good job of being welcoming and inclusive of new immigrants?**

- Yes, very much so
- Yes, in a limited way
- Not really
- Not at all
- I don't know

*** 2. Should special efforts be made to WELCOME and INCLUDE immigrants into the communities of Burnaby?**

- Yes
- No
- Not sure

3. What programs, services and resources are you aware of that assist immigrants to feel welcome and included in Burnaby? Please list up to 5 of the most relevant.

1.
2.
3.
4.
5.

*** 4. What have YOU DONE to welcome and include new immigrants into Burnaby?**

Please check all that apply.

- I tell people what services are available in the community
- I attend cultural events to learn more about different cultures
- I invite newcomers for a meal or for an outing
- I make donations to assist those in need
- I don't do anything specific
- I support newcomers' businesses
- I volunteer for a community agency
- I am a host family for newcomers
- I am a mentor through an employment program
- Other (please specify)

5. What are YOU INTERESTED in doing to welcome or include new immigrants to Burnaby? Check all that apply.

- I would like to provide information about services that are available in the community
- I would like to attend cultural events to learn more about different cultures
- I would like to invite newcomers for a meal or for an outing
- I would like to make donations to assist those in need
- I'm not sure
- I would like to support newcomers' businesses
- I would like to volunteer for a community agency
- I would like to be a host family for newcomers
- I would like to be a mentor through an employment program
- Other (please specify)

*** 6. Do you think Burnaby, as a community, should be doing more to be welcoming and inclusive of new immigrants?**

- Yes
- No
- Not sure

7. Do you have suggestions for ADDITIONAL programs, services and resources that would assist immigrants to feel welcome and included in Burnaby? Please list up to 5.

1.
2.
3.
4.
5.

Section 6. Information related to multiculturalism and cultural diversity

*** 1. Would you like more information about multiculturalism and / or cultural diversity and how to become involved?**

- Yes
- No

2. What information would you like to have? Please check all that apply.

- A better understanding of the people and the countries and cultures they come from
- A better understanding of the challenges faced by newcomers immigrating to Burnaby
- A better understanding of existing programs and services for new immigrants
- An understanding of how and where I might make connections with new immigrants
- I'm not sure
- Other (please specify)

3. How would you like to get information about multiculturalism and / or cultural diversity and how to become involved? Please check all that apply.

- By attending workshops
- By attending presentations
- By receiving print materials
- By accessing web based information
- By participating in forums or discussion groups
- By attending conferences
- Other (please specify)

Section 7. Demographics

*** 1. How long have you lived in Canada?**

- All my life
- More than 20 years
- More than 10 years
- More than 5 years
- Less than 5 years

*** 2. Which mall do you live the closest to?**

- Highgate
- Lougheed
- Brentwood
- Metrotown
- None of the above

*** 3. How old are you?**

- 75+
- 50 to 74
- 35 to 49
- 20 to 34
- Younger than 20

*** 4. Gender**

- Male
- Female

Thank you for taking the time to complete this survey. If you are interested in multiculturalism and cultural diversity in Burnaby and the development of Welcoming and Inclusive communities please visit www.bipt.ca

Appendix 3: Burnaby Now Article

Local survey looks at diversity, inclusiveness

Jennifer Moreau, Burnaby Now

Published: Saturday, June 20, 2009

How is diversity affecting Burnaby residents? What are we doing to welcome immigrants and refugees? These are some of the questions a Burnaby group wants answered in a survey of local residents.

The Burnaby Intercultural Planning Table is a consortium of groups set up to make sure immigrants and refugees are settled and welcomed in the community.

This month, the group is e-mailing out a link to an online survey to find out what residents think of local multiculturalism and diversity, how that affects their communities and families, how they make Burnaby welcoming and inclusive and what improvements could be made.

"Burnaby is one of the world's most culturally diverse cities," wrote the group's project coordinator, Jody Johnson, in an e-mail to the NOW.

The plan is to e-mail a link to the online survey to contacts in the personal and professional networks of the planning table's membership. The intercultural planning group is made up of representatives from education, health, libraries, volunteer groups and government immigrant and community agencies. The information collected will be used to help form or change activities, services, programs and resources related to building welcoming and inclusive communities.

Planning table representatives will also be in Burnaby malls with the survey. The goal is to get a minimum of 400 people to respond.

According to the last census, Burnaby is home to people from more than 250 ethnic origins, and 55 per cent of residents speak something other than English as their first language.

To answer the survey, go to <http://tinyurl.com/biptsurvey>.

Appendix 4: BIPT Membership List

Burnaby Intercultural Planning Table – Membership List			July 2009
Name	Organization	Phone	Email
Antonia Beck Executive Director	South Burnaby Neighbourhood House	604 431 0400	abeck@sbnh.ca
Dawit Bulcha Program Director	Burnaby Multicultural Society	604 431 4131	bms2@uniserve.com
Ken Campbell	MCFD		ken.campbell@gov.bc.ca
Susan Cathart Coordinator	Literacy Now	604 985 7801	susan_t@telus.net
Ruby Chan Coordinator Cultural Transition Services	Burnaby School District	604 664 8288	ruby.chan@sd41.bc.ca
Sherman Chan Director of Settlement Services	MOSAIC	604 254 9626	schan@mosaicbc.com
Ansar Cheung Settlement Program Director	S.U.C.C.E.S.S.	604 408 7255	ansar@success.bc.ca
Stephan D'Souza Executive Director	Burnaby Community Connections	604 299 5778 x 25	stephen@burnabycommunityconnections.com
Jeanne Fike Executive Director	Burnaby Family Life	604 659 2208	jfike@burnabyfamilylife.org
Anna Foschi Volunteer Coordinator	Vancouver Lower Mainland Multicultural Family Support Services		volunteers@vlmfss.ca
Chris Friesen Director of Settlement Services	Immigrant Services Society	604 684 7498	chris.friesen@issbc.org
Darlene Gering President and CEO	Burnaby Board of Trade	604 412 0100	dgering@bbot.ca
Shannon Gillin Facilitator	Community Living BC	604 660 8124	Shannon.gillin@gov.bc.ca
James Grunau Executive Director	Journey Home Community		james@grunau.ca
Cathie Heritage Executive Director	Burnaby Hospital		
Jody Johnson Project Coordinator	Burnaby Intercultural Planning Table	778 808 6252	jody.johnson@shaw.ca
Sue Hassard Community Service Manager	MCFD - Burnaby	604 660 5900	sue.hassard@gov.bc.ca
Regina Lyon Staff Sergeant	Burnaby RCMP	604 656 3220	regina.lyons@rcmp-grc.gc.ca
Hanieh Khataee	United Way	604 294 8929 local (2250)	haniehk@uwlm.ca

Welcoming and Inclusive Communities and Workplaces Program – The Burnaby Resident Survey

Cathy Lavery Coordinator, Community Development	Parks and Recreation	604 294 7027	cathy.lavery@burnaby.ca
Gabe Maio	MCFD		gabriella.maio@gov.bc.ca
Dara Parker Social Planner	City of Burnaby	604294 7510	dara.parker@burnaby.ca
Derek Pollock Executive Director	St. Leonard’s Youth and Family Services	604 434 1515	derek@stleo.ca
Lisa Samms- Maxwell Manager, Health Promotion and Prevention	Fraser Health	604 918 7552	lisa.samms-maxwell@fraserhealth.ca
Jan Taylor Coordinator	Burnaby ECD Community Table	604 659 2244	jtaylor@burnabyfamilylife.org
Edel Toner-Rogala Chief Librarian	Burnaby Public Library	604 436 5431	edel.toner-rogala@bpl.bc.ca
Adele Wilson Executive Director	Marguerite Dixon Transition Society	604 433 4165	adele@dixonhouse.ca
Lisa Whittaker Director	Family Services of Greater Vancouver	604 525 9144	lwhittaker@fsgv.ca
Kevin Yeates Staff Sergeant	Burnaby RCMP	604 294 7608	kevin.yeates@rcmp-grc.gc.ca