

BIPT Community Service Provider Survey and Consultation

In October of 2014, over 90 Burnaby service providers from 38 different agencies gathered to review and 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.

Pre-Event Survey

In the weeks leading up to the event, participants were asked to complete a Pre-Consultation Survey examining the dimensions of a Welcoming and Inclusive community and provide their insights into the most important dimensions for Burnaby.

The survey was developed based on a large province wide survey conducted by the Immigrant Integration Branch of the Ministry of Jobs, Tourism and Innovation from 2009 to 2011. The results of the province’s survey identified seven dimensions or elements that support immigrants and refugees to feel a sense of belonging to their community. This became known as the “Putting Down Roots Model”. The BIPT Project Team used these seven dimensions to develop a survey which asked community service providers to offer their level of agreement with 21 statements. The Team added Settlement and Language Services.

Chart 1 below provides a summary of their agreement with these dimensions. Of note, none of the dimensions made it past 50% agreement and, most notably, less than 4% of these community experts agreed that employment equity has been suitably dealt with for newcomers. Also noteworthy, many respondent neither agreed nor disagreed with many of the statements. See Table 1 below.

Chart 1

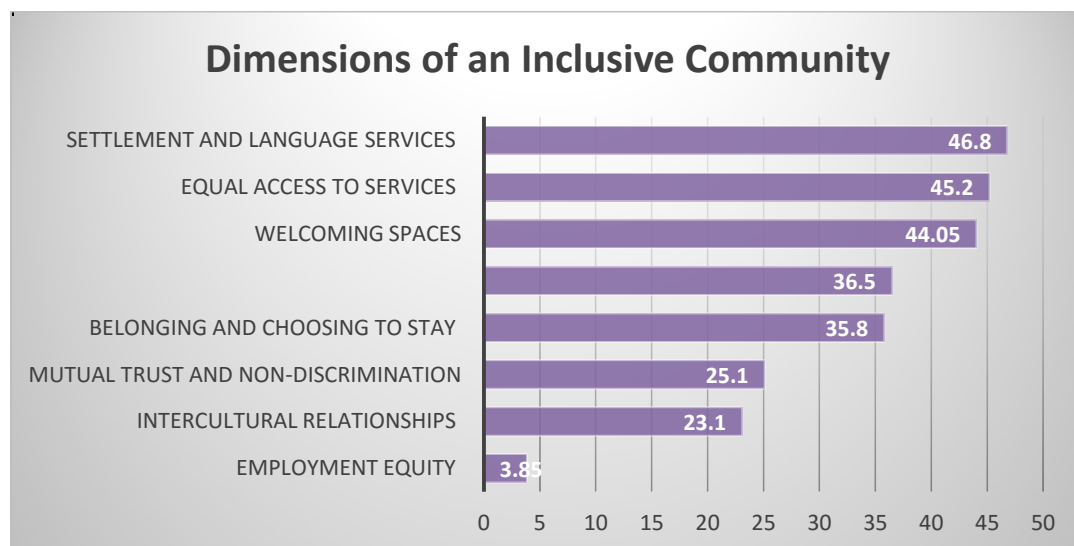


Table 1

Statement	% agreed	% neither agree nor disagree
1. Employment Equity – 3.85%		
Newcomers are treated fairly when applying for new employment opportunities.	5.1%	33.3%
Newcomers are able to find employment opportunities that use their education, skills and abilities.	2.6%	15.4%
2. Intercultural Relationships – 23.1%		
Newcomers feel comfortable working for someone with an ethnic background different from theirs.	30.8%	43.6%
Newcomers are able to effectively interact with people of ethnic backgrounds different from their own.	15.4%	48.7%
3. Mutual Trust and Non-Discrimination – 25.1%		
Newcomers trust people in Burnaby.	38.5%	53.8%
Longer term residents trust newcomers in Burnaby.	18.4%	52.6%
Discrimination is not a problem in Burnaby.	18.4%	36.8%
4. Belonging and Choosing to Stay - 35.8		
Newcomers feel welcome and included in Burnaby.	52.6%	36.8%
Newcomers would rather stay in Burnaby than move elsewhere.	33.3%	53.8%
Newcomers feel a strong sense of belonging to Burnaby.	21.6%	56.8%
5. Voice and Cultural Expression / Community Representation – 36.5		
Newcomers are very comfortable expressing their cultures and traditions in Burnaby.	51.3%	41.0%
Newcomers see their ethnic or cultural groups represented in positions of influence in Burnaby - teachers, healthcare professional, police, or community leaders.	41.0%	30.8%
Newcomers' opinions about decisions affecting their community are respected by other people in Burnaby.	28.2%	51.3%
Newcomers see their ethnic or cultural group represented fairly in the local media.	25.6%	35.9%
6. Welcoming Spaces – 44.05		
Newcomers are comfortable using services or programs in Burnaby (e.g. libraries, community, seniors, youth or cultural centres, etc.)	51.3%	23.1%
Newcomers are comfortable visiting local businesses.	36.8%	42.1%
7. Equal Access to Services – 45.2		
Newcomers have access to the same quality of healthcare services as everyone else in Burnaby.	56.4%	20.5%
Newcomers have access to the same educational opportunities as everyone else in Burnaby.	53.8%	23.1%
Newcomers have a good understanding of the community services available in Burnaby (e.g. libraries, community, seniors, youth or cultural centres, etc.)	25.6%	23.1%
8. Settlement and Language Services – 46.8		
Newcomers have access to adequate settlement support.	50.0%	23.7%
Newcomers have adequate support to improve English language skills.	43.6%	17.9%

Community Service Provider Consultation Summary

The findings from the Pre-Consultation Survey were used to guide small group discussions. Attendees were given the opportunity to focus on two of the dimensions they had the most expertise and interest in. In these small groups, participants were asked to identify the issues related to the dimension and then to brainstorm solutions.

The sharing at these small group discussions were captured by note takers. These notes have been summarized into the tables below. Identified issues and solutions are, by the nature of the event and the time available, short and in point form. But also, they are meant as a starting point for the BIPT and its stakeholders in considering what to do next in establishing the strategic priorities for enhancing immigrant integration in Burnaby.

The tables below are listed by rank beginning with the dimensions receiving the lowest level of agreement and, therefore, requiring the greatest attention.

Employment Equity

Issues	Solutions
1. Language	✓ Workplace English programs
2. Lack of cultural awareness and soft skills	✓ Workshops for immigrants
3. Lack of a network	✓ Workshops for employers ✓ Partnerships between employers and immigrant service providers ✓ Job fairs ✓ Promising practices - promotion and advocacy of immigrant workforce integration
4. Lack of meaningful job opportunities	
5. Lack of Canadian experiences	
6. Lack of credential recognition	
7. Lack of awareness and confidence by employers what skills immigrants are offering	
8. Skills Mismatch	
9. Systemic Discrimination	
10. Overwhelmed: lots of services leading to confusion about services	

Intercultural Relationships

Issues	Solutions
1. Language barriers	
2. Lack of capacity of cultural expressions	<ul style="list-style-type: none"> ✓ Initiatives associated with intentional connection, i.e. mentoring programs, training, workshops, etc. ✓ Education and advocacy for everyone, i.e. cultural competency training
3. Isolation / lack of opportunities and / or motivation to interact with other ethnic groups	<ul style="list-style-type: none"> ✓ Initiatives associated with intentional connection, i.e. mentoring program, training, workshops, etc. ✓ More support for immigrants to develop intercultural relationship
4. Lack of understanding of immigrant demographics	<ul style="list-style-type: none"> ✓ Education and advocacy for everyone, i.e. cultural competency training
5. Misconception of immigrants	<ul style="list-style-type: none"> ✓ Education and advocacy for everyone, i.e. cultural competency training
6. Religious and cultural biases	<ul style="list-style-type: none"> ✓ Education and advocacy for everyone, i.e. cultural competency training ✓ Support of interfaith initiatives

Mutual Trust and Non-Discrimination

Issues	Solutions
1. Lack of mutual trust around different cultures	<ul style="list-style-type: none"> ✓ Public education and advocacy for both immigrants and long term residents
2. Lack of opportunities & motivation to develop mutual trust	<ul style="list-style-type: none"> ✓ Create spaces and opportunities for trust development ✓ Enhance leadership around multiculturalism ✓ Ethnic events include local people or people from other ethnic groups
3. Cultural resistance	<ul style="list-style-type: none"> ✓ Ethnic events include local people or people from other ethnic groups
4. Language	

Belonging and Choosing to Stay

Issues	Solutions
1. Lack of affordable housing	✓ Initiatives / polices about affordable housing
2. Strong connections with their own ethnic group	✓ Engaging youth as a way to connect to community
3. Cultural shock	✓ Public education and advocacy form perspectives of both immigrant and residents ✓ Peer support or mentoring project
4. Language barriers	✓ Language services
5. Lack of inclusive events	✓ Peers support or mentoring project ✓ Initiatives / ways of inclusion
6. Bigger cities tend to be less friendly than small cities or people are busier	✓ More open / welcoming spaces ✓ Strategy plan / leadership ✓ Public education and advocacy form perspectives of both immigrant and residents
	✓ Engage business communities

Voice and Cultural Expression/Community Representation

Issues	Solutions
1. Under representation at decision making level	✓ Increase meaningful participation in decision making processes
2. Under representation in mainstream services	✓ Increase meaningful participation in decision making processes
3. Lack of understanding of rights and responsibilities as a Canadian citizen / resident	✓ More advocacy and public education
4. Lack of cohesion among immigrant selves	✓
5. Not much multiculturalism in own media	✓
6. Language barriers	✓

Welcoming Spaces

Issues	Solutions
1. Lack of awareness and understanding of community services and processes	<ul style="list-style-type: none"> ✓ Promotion of services and programs in Burnaby ✓ Encourage immigrants to reach out
2. Lack of resources and accessible spaces	<ul style="list-style-type: none"> ✓ Create spaces for immigrants
3. Lack of accessibility, i.e. language and transportation	<ul style="list-style-type: none"> ✓ Reduce barriers / restriction to services ✓ Develop multilingual services and resources ✓ Develop tools and guide of creating welcoming spaces

Equal Access to Services

Issues	Solutions
1. Lack of understanding of community services in Burnaby	<ul style="list-style-type: none"> ✓ More public (newcomers) education to increase understanding of community services and processes ✓ Peer support, i.e. Library Champions Project
2. Lack of awareness and understanding of immigrant issues by main stream service providers	<ul style="list-style-type: none"> ✓ More outreach, advocacy and collaboration to increase awareness and understanding among all agencies, especially mainstream service providers
3. Lack of services for specific groups, i.e. seniors and youth	<ul style="list-style-type: none"> ✓ More funding and grants; more services, i.e. non-government agencies

Settlement and Language Services

Issues	Solutions
1. Accessibility to service and programs, i.e. eligibility and referral process	<ul style="list-style-type: none"> ✓ Public education or orientation to increase understanding of programs and eligibilities ✓ Partnership among agencies to make referral easier
2. Flexibility of services and programs, i.e. free child minding, flexible schedule for newcomers working full time, etc.	<ul style="list-style-type: none"> ✓ Skype / more online programs
3. Long wait list; not enough services and programs for newcomers	<ul style="list-style-type: none"> ✓ More funding; get municipal government involved
4. Not enough advanced /workplace related language programs	<ul style="list-style-type: none"> ✓ More advanced/work related language programs; improvement of curriculum
5. More support needed for specific groups, i.e. seniors who need more support to access services and get involved in the community	<ul style="list-style-type: none"> ✓ Have peer support to increase seniors' participation ✓ Improve service environment to encourage seniors participation in the services