



Minutes
Fraser Valley Diversity and Immigration Partnership Council
October 28, 2014 • 2:30pm to 4:30pm

<p>Present:</p> <p>Kanta Naik Scot Friskey Adla Messiah Sue Federspiel Allan Asaph Susan McAlevy Ruth Meehan Danielle Richard Bharati Sandhu John Potts</p>	<p>George Murray Taciaa Velasco Med Manzanal</p> <p>Secretariat: Manpreet Grewal Danica Denommé Danielle Nazarewich</p> <p>Guest: Andrea Dykshoorn</p>	<p>Regrets:</p> <p>Varinder Dhesi, Fraser Valley Packers Tina Stewart, Abbotsford Downtown Business Association Naomi Armstrong, Language Services. Fraser Health Diversity Services Marion Keys , Abbotsford Hospice Society Vandy Britton, UFV Faculty Teacher Education Program Kathy Kharod, AbbotsfordWORKS Stephen Piper, UFV Associate Professor Social, Cultural and Media Studies</p>
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1. Opening and Roundtable Introductions

a. Chairpersons

- i. Danica called meeting to order and introduced Hardeep Sidhu as Chair.

b. Roundtable Introductions:

- i. Kanta Naik: Settlement Workers in Schools, a partner of ACS, SWISS advisory committee, addressed community issues and looked at how new immigrants can become truly integrated.
- ii. Scot Friskey: Academy of Learning, private post-secondary learning industry. Partner of Adla Messiah, combined they have 45 years' experience. Both have immigrant experience. Scott lived and worked in USA and England. Adla worked with two start-up schools in South Africa and a culinary school in Vancouver. Adla is always looking for opportunities and resources for new immigrants, and advocates for new immigrants often. Scot operates the Langley campus.
- iii. Adla Messiah: Runs the Academy of Learning Abbotsford campus. Together with Scot, runs the Richmond campus. Immigrated 20 years ago. Involved with Multicultural Helping House Society, helping to kick start program. Excited to be on this council with like-minded people
- iv. Sue Federspiel: City of Abbotsford, Community Developer, working in Neighbourhoods. She wants to learn about barriers and help break them down.
- v. Allan Asaph: Executive at the Abbotsford Chamber. He wants to address the lack of a skilled workforce and knows this gap needs to be met by immigrants. He



knows there are issues and is interested in doing what is needed for immigrants to integrate into the workplace.

- vi. Susan McAlevy: Executive Director, Abbotsford Community Foundation. She is involved in the non-profit sector, interested in building capacity and addressing community issues. She hosted a workshop for non-profits on Diversity and Fundraising, volunteering, and service delivery to immigrants. She would like more immigrants to have a sense of belonging.
- vii. Ruth Meehan: Managing Broker at Vybe Realty. Sits on the Women's Resource Society board. She is aware of a lack of affordable housing Abbotsford available for newcomers.
- viii. Danielle Richard: Role at Fraser Health is to link health to the community. Does this by promoting Healthy Abbotsford and sitting on a community partnership committee with Manpreet. She facilitates connections for people who want specific issues addressed in the community.
- ix. Bharati Sandhu: Financial Advisor, Raymond James Ltd. President, Indo-Canadian Business Association. Excited for the opportunities for new immigrants who are entrepreneurs at heart to succeed.
- x. John Potts: International Education Department at UFV. He manages partnerships and programs. He works with international students, many of whom become immigrants. He is currently working with a Mumbai organization to learn about opportunities to link pre-arrival.
- xi. George Murray: City Manager, City of Abbotsford. He is here to see how the local government can support the integration of new immigrants.
- xii. Manpreet Grewal: Director, Multicultural and Immigrant Integration Services Division, Abbotsford Community Services. It is clear to Manpreet that immigration has an impact on multiple levels including employer/employee, schools, and customers. This council has opportunity to create a strategy to make things work for everyone involved, using collective impact to gather us.
- xiii. Taciana Velasco – Practicum student with Settlement Services at ACS, student of UFV, an immigrant, and wants to learn more about programs here.
- xiv. Med Manzanal– Independent Consultant with ACS. Coordinator for 3 years Abbotsford Building Connections project with \$500,000 operating budget.

- xv. Andy Sidhu – Bi-Lingual Newspaper Publisher, Punjabi Patrika. It is the only paper of its kind in BC, second paper of Abbotsford. His history is with the Canadian-funded farm labour pool and working with immigrants from 1976 on. He has also worked with with ACS on various initiatives.
- xvi. Hardeep Sidhu – First generation Canadian, family immigrated in 1980. Hearing about the struggles her parents faced as well as her lived experience has given her passion to help make a smoother transition for newcomers.

2. Approved Agenda

3. Immigration Partnerships

- a. Reviewed goals of the Council:
 - i. Build knowledge on needs of newcomers
 - ii. Locally based research and planning
 - iii. Improve accessibility and coordination of services
- b. Local Settlement Strategy
 - iv. Council is responsible for creating a strategy that identifies key priorities for Abbotsford by the end of the quarter
- b. Video Case Study: "Local Immigration Partnerships' Promising Practices: Don Curry - North Bay LIP"
 - i. <http://www.youtube.com/watch?v=endeLXmFUlo>
 - ii. Manpreet commented that this video is based on local issues of labour needs and noted that all communities have different needs.

4. Presentations

- a. Emerging Themes for Community Planning – Med Manzanal, Global Stakes Consulting
 - i. Please see the attached PDF documents containing Med's research paper and power point presentation.

Andy Sidhu excused himself from the meeting

- b. Andrea Dykshoorn – Community Connections Coordinator, ACS
 - i. Andrea led group through an interactive quiz on Canadian immigration statistics and terminology. Please see **attached** quiz with answer/explanation key.

c. Sector Presentations – Asset-Mapping

i. Health – Danielle Richard, see notes **attached**.

ii. Real Estate – Ruth Meehan

1. Noted the differences in serving the various classes of immigrants in her field:
 - a. It is easy to serve Economic Immigrants who have money and are ready to invest in property.
 - b. Family sponsored immigrants are generally not looking to invest immediately, and often are looking for comfortable neighborhoods.
 - c. The major challenge and gap in the Real Estate business is to meet the needs of those looking for low income rental properties; affordably is key the issue
2. Ruth recognized that this gap needs to be addressed and cannot be done so by developers alone but this is possibly an area where government subsidy would be helpful.
3. Ruth shared that while manning a realty kiosk at Seven Oaks mall, it is common to get asked about affordable rentals

iii. Social Planning – Sue Federspiel, see notes **attached**

iv. Business – Varinder Dhesi and Tina Stewart sent regrets; will present next meeting

d. Q and A

i. John requested clarification on the Terms of Reference. He requested expansion on the point of working groups and the settlement strategy.

1. Danica explained that this is an opportunity for community to have influence on what we do to welcome immigrants in Abbotsford. Formulating strategic plan will happen in Dec.

ii. Manpreet reminded the group that we still will receive a presentation on the services that ACS provides and suggested that next meeting we also hear from the school district.

iii. Adla suggested that the council can introduce immigrants to ACS services

iv. Manpreet noted that this is an opportunity to address what we need. International students are future immigrants and are in our communities. Children of foreign workers eligible for services. She implored the group not to feel pressure to come up with a quick strategy but a good strategy.

- v. Susan McAlevy, asked how will we implement an action plan? Who is responsible, ACS or Council? Are there any dollars attached?
 - vi. Danica mentioned that the action plan belongs to this Council. This is not a meant to have ACS deliver more services, but for each organization to contribute our small pieces that are within our scope.
 - vii. Manpreet explained that there are no specific dollars attached to further services but this about collective impact. CIC might leverage resources from other places i.e. employers. What is it we can put together in order to do something better? There are many existing resources, which can be used to improve our efficiencies.
5. Danica suggested that we table approving the minutes and Terms of Reference until next meeting
- a. Moved by John Potts, seconded by Allan Asaph, motioned carried.
6. Next Steps
- a. Danica invited council members to give 5 minute presentations at next meeting Dec 4:
 - i. ACTION: Kanta will present on the work at the School District
 - ii. ACTION: Secretariat will provide an overview of ACS services
 - iii. Adla and Scot might be away at next meeting.
 - iv. ACTION: Secretariat will contact Tina and Varinder to request that they present.
 - v. ACTION: Secretariat will distribute Med's PowerPoint with the minutes.
 - b. **Next Meetings**
 - Thursday, December 4, 2014 2:30 – 4:30pm
 - Thursday, February 12, 2015 2:30 – 4:30pm
 - Thursday, April 9, 2015 2:30 – 4:30pm
7. Evaluation
- a. Evaluation forms were distributed.
 - b. Meeting adjourned. 4:27.

See attachments on the following pages.



Attachments

1. Immigration Quiz *page 7*
2. Health Sector Presentation – Danielle Richard *page 10*
3. Local Government Sector Presentation – Sue Federspiel *page 13*
4. Emerging Themes for Community Planning Research Paper *attached separately*
5. Emerging Themes for Community Planning – PowerPoint Presentation *attached separately*

IMMIGRATION QUIZ!

1. In 2013, Canada accepted approximately _____ new permanent residents
 - a) 100,000
 - b) 150,000
 - c) 250,000
 - d) 350,000

A permanent resident is also known as a landed immigrant. Permanent residents are able to live and work in Canada indefinitely—provided they maintain residence in Canada for a minimum of two out of five years. Permanent residents that have lived in Canada for three of the past four years are eligible to apply for Canadian citizenship.

Aside from a spike in 2010, the number of permanent residents in Canada has hovered around 250,000 for the past 10 years.

2. The immigration status of newcomers depends on their situation. They may be refugees, family class immigrants, or economic immigrants. Rank the groups of newcomers to Canada from highest to lowest:
 - a) economic, family class, refugee
 - b) family class, economic, refugee
 - c) refugee, family class, economic
 - d) family class, refugee, economic

Economic immigrants: this category includes skilled workers, provincial nominees, Canadian experience class, live-in caregivers¹, and business immigrants.

Family class immigrants: this category encompasses family members who are sponsored by a Canadian citizen or permanent resident (who has resided in Canada for at least five years). Family class immigrants could be spouses, dependent children, parents, or siblings. The sponsor carries full financial responsibility for the sponsored individual(s) for three to 10 years (depending on the relationship).

Refugees: these individuals fall into one of the following three categories:

GARs: Government-assisted refugees

PSRs: Privately-sponsored refugees

Refugee claimants: asylum-seekers

3. Which of the following is **NOT** among one of the top ten countries of origin for immigrant newcomers?
 - a) Mexico
 - b) France

¹ Live-in caregivers are eligible to apply for permanent residence after completing 2 years in Canada on a work permit

- c) Philippines
- d) United States

The top countries of origin for permanent residents are:

1. China
2. Philippines
3. India
4. Pakistan
5. United States
6. France
7. Iran
8. United Kingdom
9. Haiti
10. South Korea

4. In 2012, 27.5% of all newcomers to Canada spoke neither English nor French. Which of the following groups had the lowest official language levels?
- a) Economic immigrants
 - b) Family class immigrants**
 - c) Refugees

Economic immigrants were the most likely to speak both English and French. Only 9.1% of principal applicants did not speak English or French, but this number is significantly higher (30.7% among spouses and dependents. Among refugees, 36.8% entered the country without knowledge of either official language. For family class immigrants, this number was 41.9%.

5. In 2013, 36,000 new permanent residents came to B.C. Approximately _____ make their homes in Abbotsford each year.
- a) 750
 - b) 1,300**
 - c) 2,800
 - d) 4,500

While this number may appear low, it's important to note that an immigrant's settlement needs almost never completely addressed after one year in Canada. Additionally, Abbotsford is a centre for "secondary migration"—a trend where immigrants make their way here after unsuccessfully settling in another area, often due to the high cost of living, absence of jobs, etc. in larger urban centres such as Metro Vancouver. Because of these two factors, Abbotsford Community Services assists far more than 1,300 newcomers each year.

6. Approximately _____ percent of Abbotsford residents are from visible minority backgrounds:
- a) 9%
 - b) 14%**

- c) 23%
- d) 35%

In a discussion on immigration, this question is actually irrelevant. A visible minority is not necessarily a newcomer—and likewise, a member of the majority may be an immigrant. Despite this fact, many people hold the assumption that someone who is an ethnic minority was born outside of Canada.

7. In 2013, nearly _____ foreign workers were working in Canada with a temporary residence visa.
- a) 75,000
 - b) 200,000
 - c) 375,000
 - d) 500,000

The number of temporary foreign workers (TFWs) in Canada is double the number of permanent residents accepted each year. In Abbotsford, the majority of TFWs are agricultural workers, with an estimated 3,000 of these seasonal farm workers living in the area.

***All statistics are taken from Citizenship and Immigration Canada (www.cic.gc.ca), BC Stats (www.bcstats.gov.bc.ca), or the City of Abbotsford (www.abbotsford.ca).

Fraser Health Presentation: Fraser Valley Immigration Partnership Council

Health Sector Presentation – Danielle Richard **October 28, 2014**

1) Give an example of how immigration and cultural diversity have impacted your work.

Immigration and increased cultural diversity in the region has increased the complexity around the provision of health care:

- Patients have a wider range of values, beliefs and approaches to health that health care providers should try to understand and support in order to provide the best care.
- Language barriers exist for many patients, which necessitates the use of extra language supports like interpreters, to be scheduled as part of a health care visit.
- Logistics and site planning (ex. the size and layout of a hospital room) has changed to change from what they used to be given the larger family sizes of some immigrant groups.

2) What are some of your and your colleagues' needs, in relation to working with or serving newcomers? (ex. information about demographics, market access to certain groups, support in hiring new immigrants)

- Feedback from newcomers about the strengths and gaps accessing and using health care – this will help us inform our educational sessions for health care providers, policies on Respecting Diversity, etc.
- It would be helpful for us to know who the major leaders are in each cultural group, so that in the future we could explore working in partnership with them on certain projects.
- A list of appropriate organizations/resources to newcomers to.
- Information on demographic trends, as well as specific health issues for various newcomer groups that health care providers should be aware of.
- Opportunities for health care providers to attend events or meet with people from various cultural groups for “immersion” sessions – this can help them to better understand their patients, their traditions/lifestyle/values, build rapport with them, etc, and ultimately to provide better care for them.
- At times we could use support determining if a resource (ex. a brochure about a health issue or a sign in the hospital) is culturally appropriate, or if a translation was done appropriately.

3) What needs have you noticed that newcomers have, related to your field? (i.e. your immigrant clients, or employees / colleagues at your place of work who are new immigrants)

- Difficulty (or fear) understanding and accessing the health care system

- Challenges having their values/beliefs understood and respected by health care providers (which can lead to negative experiences and fear/hesitance to use health services again)
- Language barriers
- SDoH (ex. low income, social isolation, lack of housing in safe area to walk) can make it difficult for some newcomer groups to stay healthy

4) What are some existing strengths in your sector? What does your organization or industry excel at, or do already that works well and helps the community benefit from integration of diversity?

- HCP (Healthy Abbotsford)

In 2010, Fraser Health launched the Healthier Communities Partnership (HCP) Program in order to achieve two main objectives: (1) to promote health and well-being among the unique communities covered by Fraser Health and (2) to encourage collaboration and partnerships between Fraser Health, community leadership, local non-governmental organizations, school districts, municipal departments and other local organizations.

The HCP initiative was developed to formalize community partnerships and create organized community efforts to support vulnerable citizens and neighbourhoods, and improve the health, well-being and quality of life of community residents through healthy living initiatives. The HCP initiative is premised on a participatory approach to health by identifying and addressing health concerns of the community, including the social determinants of health, through promoting community engagement, empowerment, and capacity development.

Current Healthy Abbotsford Partners: School District, Abbotsford Community Services, Abby News, UFV, City of Abbotsford (Healthy Abbotsford Coordinator), Pacific Sport, Fraser Health.

Recent actions and successes of Healthy Abbotsford:

- Live 5210 implementation (toolkit, integrated in school planners and ARC programs, play boxes,
 - MEND Program
 - Exercise is medicine
 - My Health, My Community Survey
- FH has a very small diversity services department that provides some staff education (ex. Cultural and Religious Literacy, Providing Diversity Competent Care to members of the

- Sikh Faith, Social Determinants of Immigrant Health, etc.), interpreter and translation services, advocacy around the importance of understanding and respecting diversity.
- Some hospital leaders are very supportive of diversity-related initiatives. An effort is made to accommodate cultural needs (e.g. specific dietary needs where the hospital has partnered with the local temple to have food delivered to patient in hospital).
 - Many staff are interested in better serving newcomers (ex. learning Punjabi, better understanding patients' beliefs, etc.).
 - A large number of staff are Indo-Canadian (Punjabi speaking), facilitating access to services
 - Resources for patients are usually available in different languages.
 - Some research and programming is being done specifically to address the health needs of specific populations (ex. research on barriers and facilitators to clinical prevention uptake for the South Asian population”).
 - SAHI: South Asian Health Initiative : addressing health needs of South Asian population, focusing on Chronic Diseases



Social Planning Sector Presentation
By Sue Federspiel
Community Developer
City of Abbotsford

a. Give an example of how immigration and cultural diversity have affected your work.

Abbotsford is the third most culturally diverse City in British Columbia. As the City of Abbotsford aspires to deliver excellent customer service to the community, it is imperative that we are able to adapt to serve people in a meaningful way that promotes inclusivity and a welcoming atmosphere. The perception of quality of City services is influenced by culture. For instance, offering the type of recreation services that new immigrant residents might participate would depend upon their perception of leisure time and health – which is influenced by culture. Culturally relevant programming demands the seeking out of “insider knowledge” to know what might be the barriers to participation. New immigrants may experience different barriers to participation than other citizens. Other ways immigration and cultural diversity has affected our work is differences in language, ability to conduct meaningful engagement initiatives, and literacy.

What are some of you and your colleagues’ needs, in relation to working with or serving newcomers? (ex. information about demographics, market access to certain groups, support in hiring new immigrants)

Some of the common gaps that we have in serving newcomers is translation, system navigation and language. We have volunteer interpreters in the City who can be called upon to offer interpretation, but it is not consistent because it is possible for the volunteer to be away. We need more information about what might be helpful, from newcomers’ perspectives, to assist in serving providing better customer service. Another gap is that newcomers may have difficulties understanding or navigating the municipal systems.

b. What needs have you noticed that newcomers have, related to your field? (i.e. your new immigrant customers, or employees / colleagues at your place of work who are new immigrants) Personally in Parks, Recreation and Culture, needs I have noticed that newcomers may have access needs, language needs, and needs to understand how things work in places that might be new to them. For example, new things might include information about the BC municipal government system, understanding details about recreation facilities (norms and expectations). They may need assistance in engagement, and assistance in knowing the resources available to them, as well as knowledge about their rights.



- c. What are some existing strengths in your sector? What does your organization or industry excel at, or do already that works well and helps the community benefit from integration of diversity? We have created a successful afterschool program tailored to new immigrant families. Through this, we have been able to help a neighbourhood with literacy where 90 percent of the neighbourhood is first generation immigrant or is a non- English speaking family home. Since 2011, with community partners, we have been assisting these elementary school children with literacy, recreation, health knowledge, and nutritious snacks.

In partnership with the Early Years, we have also offered specific Punjabi Dads and tots swimming lessons to promote aquatics and recreational play for South Asian fathers and families. We also have a diversity policy in the City, and support Abbyfest through in-kind donations that help make it happen.