





Langley LIP Research Summary

Focus Groups and Survey of Immigrants Living in Langley

Overview

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

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









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

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

Overview continued

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

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

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

1. Immigration and Settlement

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

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

Hard to find a family doctor	49	54%				
Hard to access public transportation	43	47%				
Lack of employment programs and services	24	26%				
Hard to find affordable housing	21	23%				
Lack of English language training programs	19	21%				
Lack of settlement programs, services and supports	15	16%				
Racism and discrimination	15	16%				
Lack of recreation activities and spaces	11	12%				
Other (please specify)	11	12%				
Hard to find information on education	10	11%				
Hard to find information on legal services	10	11%				
Hard to find affordable childcare	8	9%)		
Hard to find information about health care services	6	7%				
Lack of financial assistance	4	4%				
No place to practice my religion	4	4%				
			0	20	40	60
					•	

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

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

iffordable housing	40	44%				
inglish language programs	30	33%				
Programs, resources and services for immigrants	25	27%				
Opportunities for immigrants to network with employers and professionals	23	25%)	
nformation & events to raise public awareness & understanding of the immigrant experier	nce 22	24%				
Public education to increase awareness and understanding of the immigrant experience	ce 22	24%			ı	
Public transit	22	24%			ı	
Opportunities for immigrants to connect with local residents	19	21%				
Promotion of programs, resources and public services available in Langley	16	18%				
vents, festivals and celebrations to celebrate diversity	15	16%				
ranslation of informationon key services	15	16%				
Programs for youth	13	14%				
offordable childcare	11	12%				
nterpretation services at clinics and hospitals	11	12%				
Opportunities for immigrants to volunteer	11	12%				
pace for different cultural activities	8	9%				
Other (please specify)	4	4%				
paces to practice religion and prayer	4	4%				
			0	20	40	60

www.langleylip.ca



66

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

2. Access to Services

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

COMMON SOURCES OF INFORMATION ABOUT SETTLEMENT SERVICES AND PROGRAMS



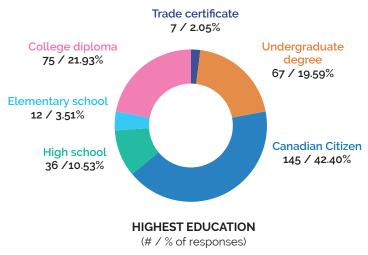
About one third of respondents reported not accessing settlement related services and a variety of reasons for not doing so were cited by respondents. A significant portion indicated that they were not aware of, were confused about or could not find settlement services. Slightly more than one-third (36%)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

IF YOU ANSWERED NO, WHY DIDN'T YOU ACCESS SETTLEMENT SERVICES? (# / % of responses)

I didn't know there were services to help me	36	42%				
I didn't need help in the settlement process	31	36%				
I was confused about where to get help	16	19%				
Language difficulties	16	19%				
I had to go to work immediately, so couldn't attend programs or services	13	15%				
I couldn't find the services that I needed	8	9%				
I didn't have time to attend programs or services	8	9%				
I didn't have childcare	3	3%				
I used services in my country to help me prepare before I came to Canada	3	3%				
I wasn't eligible for services	3	3%				
Other (please specify)	2	2%				
The time that the services or programs were offered did not work for me	2	2%				
I couldn't afford transportation to get to the services	1	1%				
			0	20	40	60

3. Training and Education

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



4. Employment

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

IF YES: WHAT CHALLENGES DID YOU HAVE FINDING A JOB IN CANADA?

(# / % of responses)

Low English language skills	149	64%				
Lack of local work experience	114	49%				
Difficulty finding a job in my field of training / study	79	34%				
My education and my credentials were not recognized	76	32%				
No local network or references	56	24%				
Lack of knowledge about how to find a job here	48	21%				
No money to update training and skills	42	18%				
Lack of services and support to find a job	34	15%				
Lack of labour market information	30	13%				
Not being able to find or not being able to afford childcare	30	13%				
Other (please specify)	8	3%				
			0	20	40	60

EMPLOYMENT STATUS (BEFORE VS. NOW)

(# of responses)

NowBefore

Now

Employed in my occupational field
Employed but not in my occupational field
Self-employed
Unemployed and looking for work
Homemaker



www.langleylip.ca



66

"Volunteering made my life in Langley fulfilling and engaging." — FG Participant

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

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

5. Volunteering

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

(IF YES) WHY DID YOU BECOME A VOLUNTEER?

(# / % of responses)

Help other people	69	63%				
Feel like part of my community	61	55%				
Meet people	56	51%				
Practice my English / communication skills	54	49%)
Help an organization	48	44%				
Make good use of my spare time	43	39%				
Gain Canadian work experience / references	42	38%				
Develop / increase job skills	32	29%				
Pursue my interests	17	15%				
I needed to volunteer for school or work purposes	15	14%				
Fundraise	4	4%				
			0	20	40	60



6. Connection and Belonging

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

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

Having a good place to live	198	59%				
Having friends in my community	135	40%				
Feeling welcomed and included by people in the community	133	39%				
Feeling that my family is doing well or will do well	120	36%				
Conncecting with people in the community	104	31%				
Knowing my community	101	30%				
Connecting with neighbours	91	27%				
Having a good job	56	17%				
Participating in local organizations and activities	51	15%				
Having enough money to live well	29	9%				
Other (please specify)	2	1%				
			0	20	40	60

FG participants were asked:

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



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

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

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

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

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

— FG Participants

www.langleylip.ca



Summer 2021 www.langleylip.ca

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









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

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

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada