

Langley LIP
Strategic Plan
2022 – 2025




Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



"I did not feel I belong
to Canada until I came
to Langley."

—Focus Group Participant

This plan was prepared by
PEERs Employment and
Education Resources.

All imagery held within this plan
was generously provided by
Councillor Rosemary Wallace.

Message from the Co-chairs

It is with great pride and gratitude that we present the Langley LIP Strategic Plan. This plan is the culmination of significant research and consultation involving the participation of hundreds of Langley residents including service providers, immigrants, employers, and community leaders. Much of this research, consultation, and the development of this plan occurred over the course of the pandemic and it is a testament to the commitment of the Langley LIP membership and its coordination team that all was conducted as planned and on time. It is also a demonstration of the belief in this work that is held by the people living and working in the City and Township of Langley.

These last two years rapidly and significantly changed the way we lived, worked, and engaged. The pandemic had an impact on business, institutions, and community organizations and impacted our work, study, and home lives, causing many of us, especially those newest to Canada, to feel isolated, anxious, and alone. Backed by solid data and research, this is a plan that was built from the input of a caring community and one that we believe will have real impact.

Over the last several years, Langley has grown tremendously; much of that growth is due to immigrants arriving from all over the globe. This growth and the burgeoning diversity both enriches and poses challenges for our community and for many the settlement journey is not an easy one. We believe successful immigrant settlement and integration is a "two-way street"; that is, the success of our newest residents requires us to focus on the experiences, contributions and barriers held by both immigrants and longer-term residents.

It is with this understanding that this plan was built. The plan aims to actively engage a range of interested parties to raise awareness of the challenges immigrants face and the contributions they make, to provide access to essential services and information, to expedite community connections and belonging, to support attainment of meaningful

employment and, ultimately, to ensure Langley is truly welcoming and inclusive, a place where everyone feels they belong.

We know that this is not easy work, and it will require the involvement of the whole community. Although our goals are ambitious, we know that the work we undertake along the way will offer many opportunities to connect, contribute, and share perspectives and will make our communities richer and stronger.

The membership of the Langley Local Immigration Partnership has devoted their time and expertise to the development of this plan and are committed to the stewardship of its implementation. We look forward to playing a role in improving the settlement and integration of our newest residents and ensuring that all residents have a sense of belonging.

On behalf of all Langley LIP members,

Mary Tanielian
*Senior Manager of Settlement
and Employment Services*
**Langley Community
Services Society**

Val van den Broek
Mayor
City of Langley





Acknowledgements

On behalf of the membership of the Langley Local Immigration Partnership, I am very grateful for the generous funding and support provided by Immigration, Refugees and Citizenship Canada. This funding has supported the establishment of the Langley Local Immigration Partnership (LLIP) as well as the research, community consultation and facilitation required to develop this Strategic Plan. Our community is truly grateful for the commitment of the federal government to immigration and the work it supports to ensure successful settlement and integration.

As we endeavour to ensure the successful settlement of new peoples, we must acknowledge our first peoples and that our work takes place on the unceded territories of the Kwantlen, Katzie, Matsqui, and Semiahmoo First Nations. On behalf of all our members, I am grateful to have the opportunity to live and work in this territory.

I would like to acknowledge the time and effort provided by the Langley LIP's Strategic Planning Working Group established to guide the development of this plan. This plan is the result of their understanding of the issues and their commitment to the development of a more welcoming and inclusive Langley. Again, on behalf of the Langley LIP membership, I thank:

- **Petrina Arnason**, *Councillor, Township of Langley*
- **Bob Gabriel**, *Manager, Settlement Services, ISSofBC*
- **Yvonne Hopp**, *President, New Directions Language School*
- **Jonathan Kirby**, *Community Health Specialist, Fraser Health*
- **Ines Montoya**, *Business Community Liaison, WorkBC Langley*
- **Rudy Storteboom**, *Councillor, City of Langley*
- **Val van den Broek**, *Mayor, City of Langley*
- **Rosemary Wallace**, *Councillor, City of Langley*
- **Lisa Weaver**, *Settlement Workers In Schools Manager, Langley School District #35*

I want to recognize and express my appreciation to the individuals who stepped up to represent their agencies and willingly offered their

time and expertise to the work of the Langley LIP. This Plan would not have been possible without their full support. Their guidance, insights, community reach and especially their dedication to Langley and its residents has ensured a strategic plan that is comprehensive and one that addresses the needs and contributions of both Langley's newest and longer-term residents.

I would also like to state my heartfelt gratitude to the Langley immigrants who shared their lived experiences and insightful perspectives and to the leaders and community service providers of both the Township and the City of Langley who willingly provided their community knowledge, ideas and expertise. The insights of these more than 400 people have been invaluable in establishing and setting the direction for this plan.

Finally, I would like to acknowledge PEERs Employment and Education Resources who planned and led us through all elements of the research and consultation and the development of this plan. Jody Johnson and Trevor Van Eerden provided us exceptional guidance and we deeply appreciate the input, expertise, and enthusiasm they brought to this important work.

Mary Tanielian

*Langley LIP Contract Manager and
Senior Manager of Settlement and Employment Services*
Langley Community Services Society



"As we endeavour to ensure the successful settlement of new peoples, we must acknowledge our first peoples and that our work takes place on the unceded territories of the Kwantlen, Katzie, Matsqui, and Semiahmoo First Nations."

The Membership of the Langley Local Immigration Partnership

The Langley Local Immigration Partnership includes members from all facets of life in the City and Township of Langley: local government, settlement and community services, education, health, business, parks, recreation and culture, libraries, and volunteerism. These organizations committed to work collaboratively to not only guide the development of this plan but also to successfully implement it. The following individuals, listed below in alphabetical order by agency, played lead roles in developing this Strategic Plan.

BGC South Coast BC

Herv Bezjak
Club Coordinator

City of Langley

Val van den Broek
Mayor and LLIP Co-Chair

Rosemary Wallace

Councillor

Rudy Storteboom

Councillor

Kim Hilton

*Director of Recreation, Culture
and Community Services*

College Educacentre

Jamal Nawri
*Coordinator, French
Settlement Program*

Constituency: Cloverdale -

Langley City
John Aldag
Member of Parliament

Fraser Health

Carl Dragt
Director of Clinical Operations

Jonathan Kirby

Community Health Specialist

Fraser Valley Regional Library

Christine Conroy
*Acting Library Manager,
City of Langley Library*

Sarwan Singh Randhawa

Community Librarian

Jo-Anne Sleiman

*Library Manager, Township
of Langley Libraries*

Greater Langley Chamber of Commerce

Kristi Maier
Acting CEO

Inclusion Langley Society

Daniel Collins
Executive Director

ISSofBC

Bob Gabriel
Manager, Settlement Services

Kwantlen Polytechnic University

Aimee Begalka
*Dean, Faculty of Academic
and Career Advancement*

Langley Community Services Society

Mary Tanielian
*Senior Manager of Settlement
and Employment Services*

Langley District Parent Advisory Council

Alicia Rempel
President

Langley Literacy Network

Donna Gibson
Literacy Outreach Coordinator

Langley RCMP

Adrian Marsden
Superintendent

Langley School District

Lisa Weaver
SWIS Manager

Langley School District Foundation

Alicia Rempel
Executive Director

Ministry of Children and Family Development

Chipo McNichols
*Team Leader, Child and Youth
Mental Health*

New Directions

Yvonne Hopp
President

Sources – Langley Food Bank

Leslie Clark
Operations Coordinator

Stepping Stone Community Services Society

Fraser Holland
Director, Homelessness Services

The Salvation Army, Gateway of Hope

Emmy Skates
Executive Director

Township of Langley

Petrina Arnason
Councillor

Patrick Ward

Social Planner

WorkBC Langley

Ines Montoya
Business Community Liaison

The Langley LIP Immigrant Advisory Council

In addition to the Langley LIP members, the work of the Langley LIP is supported by an Immigrant Advisory Council. The Council provides feedback to the LLIP and its work, shares and promotes promising practices and research, serves as a resource for community service providers and reaches out to ethno-specific communities to share committee information and encourage participation in its work.

The LLIP Immigrant Advisory Council is comprised of twelve immigrants who represent the two Langley communities, a range of countries of origin, time in Canada, occupational backgrounds, ages, and genders. Members of the Advisory Council are selected through an application process coordinated by a sub-committee of the Langley LIP membership and led by the LLIP Project Coordinator.

Art Fabian

Philippines

Year of Arrival: 1989

Carmen Lam

Hong Kong

Year of Arrival: 2020

Cristina Naranjo

Colombia

Year of Arrival: 1997

Gurpal Dhaliwal

India

Year of Arrival: 1993

Isabel Cristina Kennedy

Colombia

Year of Arrival: 2002

Sapna Daniwall

United Kingdom / India

Year of Arrival: 2006

Khushdeep Sidhu

Canada

Native Born

Mark Castillo

Philippines

Year of Arrival: 2019

Mary Wang

China

Year of Arrival: 2016

Mei Chen

China

Year of Arrival: 2015

Nardeen Dawood

Egypt

Year of Arrival: 2013

Shijing Wang

China

Year of Arrival: 2016





"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."

— Focus Group Participant



What are Local Immigration Partnerships?

Local Immigration Partnerships (LIPs) are funded by Immigration, Refugees and Citizenship Canada (IRCC) to develop and implement plans to improve immigrant and refugee settlement and integration. These partnership tables convene to support local research and planning to build the capacity of communities to be welcoming and inclusive and to ensure immigrants have opportunities to fully participate economically, socially, politically, and culturally.

The federal government began funding LIPs across the country in 2008 and in 2014, began funding LIPs in BC. Currently there are almost 90 LIPs across Canada and 18 in British Columbia. The Langley LIP is one of the newest LIPs in the province.

In April 2020, Langley Community Services Society received five-year funding to establish and coordinate a local immigration partnership for the City and Township of Langley. The Langley LIP work is supported by a core Membership Council made up of community agencies and institutions representing local government, settlement and community agencies, health, education, business, parks, recreation and culture, policing, libraries, volunteerism, and others. In addition, the LIP is supported by several task and issue-based working groups and a very diverse 12+ member Immigrant Advisory Council.

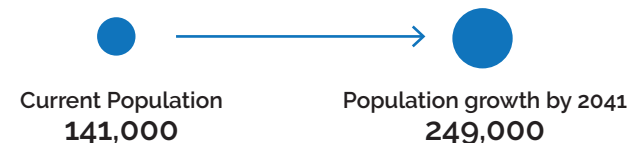
LIPs do not deliver services directly to immigrants. Rather the purpose of LIPs is to:

- engage service providers and other institutions in immigrant integration processes;
- support community level research and strategic planning;
- share and promote promising practices, research and information related to intercultural diversity and the development of welcoming and inclusive communities;
- increase awareness of and engagement in intercultural diversity issues;
- promote cultural diversity in leadership positions;

- support collaboration and coordination of service provision;
- increase awareness of existing immigrant integration programs, services and information; and
- work to remove barriers to inclusion and ensure immigrants have opportunities to take equal and active roles in the social, economic and political life of the community.

...and why does Langley need one?

The City and the Township of Langley are extremely attractive communities and are growing quickly. The current population of the region is 141,000 and this is expected to grow to 249,000 by 2041. Much of this growth will be due to immigration.



In 2016, the Township had the highest immigrant population growth rate in BC at 21.5% and the City was fifth at 15.5%. Although more recent data on numbers of immigrants to the region will not be available until the fall of 2022, according to population data pulled from BC Stats, the Township is second only to Surrey in overall population growth among communities in Metro Vancouver and the Fraser Valley. Since 2015, the City and the Township have received about seven new residents per day.

Growth to the region from immigration is expected to continue. Immigration, Refugees and Citizenship Canada recently released its updated Immigration Levels Plan that aims to welcome the most immigrants in Canadian history:

Immigration Levels Plan

(Immigration, Refugees and Citizenship Canada)

431,645	447,055	451,000
2022	2023	2024

Statistics Canada also projects that immigrants will represent between 24.5% and 30.0% of Canada's population by 2036, compared with 21.9% in 2016. Based on recent arrival rates, BC is estimated to receive about 14% (56,000 to 60,000) of Canada's new immigrants annually for the next three years.



Canada's population in 2036
Immigrants will represent
between 24.5% and 30.0%
of Canada's population
(Statistics Canada)

Services, supports, policies and practices need to be reviewed, considered, and adapted in an ongoing fashion to meet the ever-changing needs of Langley residents. As the community grows and transforms, it is important to consider how services can be coordinated and that the knowledge and capacity is in place to address the needs of not only the communities' newest residents but also the needs of the longer-term residents who will welcome them.

"Yes, I feel connected.
When driving back from
work in Vancouver, the
moment I enter into
Langley, I always feel it
is my home."

— Focus Group Participant



Research and Consultation Conducted to Inform this Plan

To develop this plan, comprehensive community research and consultation was conducted. The following describes the work undertaken to identify the priorities, goals and objectives held within this plan.

Survey of Immigrants Living in Langley

This survey was designed to gain an understanding of the immigrant experience in Langley; the survey endeavoured to obtain input on six broad topics:

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

The survey was conducted between September 1st and October 16th, 2020 and was fully completed by 342 immigrants. The survey not only exceeded its target of 200, but also was successful in its aim to obtain input from the diversity of Langley's immigrant communities including different ages, countries of origin, home languages, immigration pathways, occupations, levels of education and lengths of time in Langley and Canada.

Focus Groups with Immigrants Living in Langley

The intent of these focus groups was to dig deeper into the key themes and findings that emerged from the survey. In April and May of 2021, three focus groups with Langley immigrants were conducted. A total of 25 immigrants from a wide range of backgrounds participated.

Community Service Provider Consultation

On September 22nd, 2021, the Langley Local Immigration Partnership convened 45+ attendees representing government and 18 different Langley service providing organizations. These representatives

gathered to review and provide input to current immigrant settlement and integration barriers and issues and what needs to be done to make Langley more welcoming and inclusive of its newest residents.

Community Leaders' Forum

On November 23rd, 2021, the Langley LIP brought together 19 leaders representing Langley municipal government(s), community agencies and organizations, education, and employers. Key findings and themes from the survey and focus groups with immigrants and from the community service provider forum were presented and the leaders were asked to provide their perspectives.

Issue-focused Research

To support the development of this plan, the Langley LIP conducted two issue-focused research projects. The survey and focus groups with immigrants and the findings from the community service provider forum identified access to information about settlement and other services and employment as critical issues requiring further examination.

Research: Access to Settlement Services and Information

From November 2021 through to March 2022, research was conducted to explore these two questions:

1. What hinders new immigrants from accessing information about settlement and other services?
2. How to improve immigrant access to information?

Research activities included consultations with key community partners, a web scan to identify promising practices, and three focus groups with Langley immigrants.




Research: Immigrant Employment

From January to March 2022, research was conducted to investigate immigrant employment. Two questions guided this research:

1. What are the challenges faced by Greater Langley employers in attracting, recruiting, onboarding, and retaining immigrant workers?
2. What are approaches, tactics, and strategies to address and overcome these challenges?

Research activities included a web scan to identify promising practices, a survey of Langley employers, multiple key informant interviews and a focus group with employers and HR professionals.

This research, the community consultations and forums and the issue-based research projects have not only informed the development of this strategic plan but have also worked to bring forward Langley immigrants' voices, perspectives and experiences and enhance the understanding of the integration needs and challenges facing our communities as well as raising awareness of the purpose and work of the Langley LIP itself.



"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 regretted, I should have joined those programs and services."

— Focus Group Participant



Vision, Mission, Motto and Guiding Principles

Vision

Langley is a truly welcoming and inclusive community where everyone belongs.

Mission

The Langley Local Immigration Partnership fosters belonging and inclusion through the development of collaborative relationships, responsive approaches, and practical resources to respond to the changing needs of Langley and all its citizens.

Motto

You belong in Langley.

Guiding Principles

The work of the Langley LIP will be guided by the following principles:



Community Engagement

We work to engage all partners, and the community at large, to strategize and take action to improve the welcoming and inclusive nature of our communities and the settlement outcomes of immigrants.



Curiosity

We believe that the work we do requires curiosity, a willingness to ask tough questions, and a commitment to learning and deeper understanding. We aspire to be curious in the work that we do, and to inspire interest and curiosity in others.



Integration is a Two-Way Street

We see the development of truly welcoming and inclusive communities as a "two-way street" that requires a focus on the experiences, contributions and barriers held by both immigrants and longer-term residents.



Courage

We aspire to be courageous by speaking about issues of critical importance and by challenging our community and our leaders to be bold and courageous in the work they undertake to develop welcoming and inclusive communities.



Collaboration

We value working with others and achieving together what may not be possible alone. We aspire to bring a collaborative spirit and strategy to all that we do, learning from the insights and leadership of others, and sharing openly what others may be able learn from us.



Diversity and Inclusion

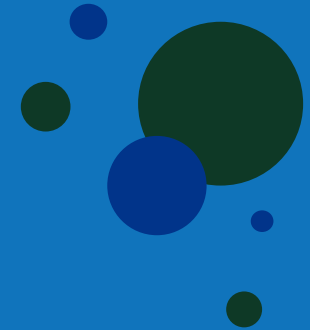
We embrace and seek to model diversity, inclusion, and equity in all that we do.



"My family and I love this city because we find calm in it. I face the problem of high-cost housing. About half of my salary goes to rent. I cannot move to a more suitable housing for me and my children. My family consists of five people and we live in an apartment consisting of two rooms."

— Focus Group Participant

Strategic Priorities, Goals and Objectives



The priorities, goals and objectives held within this plan, represent the cumulative input, experience and vision of the Langley LIP Committee, the local service provider community, the leaders of the City and the Township and of hundreds of immigrants living in Langley.

The implementation of this plan will ensure that Langley progresses towards achievement of its vision:

“Langley is a truly welcoming and inclusive community where everyone belongs.”

Not only have these priorities, goals and objectives been established through extensive local research and community consultation, but they have been formed to build upon the current collaborative nature of Langley and its existing strengths and assets.

To achieve what is set out in this plan, a Working Group for each priority will be established. These Working Groups will be comprised of Langley LIP members, its community partners and other subject matter experts; these groups will develop operational / action plans to support achievement of the plan's goals and objectives.

PRIORITY 1

Ensuring Settlement Success

GOAL 1

Settlement information and services available in Langley are well-known, well-coordinated and accessible.

OBJECTIVES

1. Increase community awareness of the unique and diverse needs of new immigrants.
2. Increase community understanding of the settlement services and programs available in Langley.

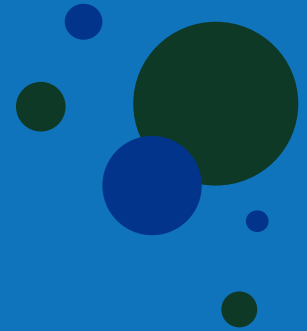
GOAL 2

Immigrants have better access to adequate housing, healthcare, childcare and transportation.

OBJECTIVES

1. Improve access to information about these essential services.
2. Advocate to ensure service levels meet the needs of Langley's immigrants (more services, new routes, subsidized housing, etc..)

Strategic Priorities, Goals and Objectives



PRIORITY 2

Building Belonging

GOAL

Langley residents are actively engaged in building cross-cultural understanding and relationships.

OBJECTIVES

1. Increase public awareness of immigrant settlement and integration barriers and the benefits of immigration to the community.
2. Expand opportunities for immigrants to volunteer in the community and in workplaces.
3. Identify and promote events and activities that actively engage participation from across cultures.
4. Increase engagement of the whole community to address racism and discrimination.

PRIORITY 3

Developing Community Capacity

GOAL

Langley's settlement and community services sectors have increased capacity and are more responsive to the needs of immigrants.

OBJECTIVES

1. Ensure services and supports meet the needs of immigrants in Langley.
2. Enhance professionalism within the settlement and community services sectors.
3. Assess capacity of the settlement and community services sectors.



LANGLEY CENTENNIAL MUSEUM

"Yes, I felt connected through volunteer experiences. Volunteering made my life in Langley fulfilling and engaging. Through volunteering at local events, I have practiced English, connected with other people and built confidence."

— Focus Group Participant

Strategic Priorities, Goals and Objectives

PRIORITY 4

Supporting Meaningful Employment

GOAL 1

Langley immigrants have access to services and supports that enhance attainment of employment commensurate to their skills, education, and experience.

OBJECTIVES

1. Improve coordination of the delivery and promotion of immigrant employment services.
2. Increase access to information about occupational skills training and other educational opportunities.

GOAL 2

Langley employers have access to and utilize the services and supports they need to recruit and retain immigrant workers.

OBJECTIVES

1. Increase Langley employers' understanding of the local immigrant talent pool.
2. Increase the understanding of the value of a culturally diverse workforce amongst Langley employers.
3. Raise awareness of the services and supports available to assist employers to access local immigrant talent.
4. Increase capacity of employers / local businesses to recruit and retain immigrant workers.

"When you start working you start rooting in the community; when you are not working then you are not having the sense of connection."

— Focus Group Participant



Contact Information

If you are interested in the work of the **Langley Local Immigration Partnership**, or would like any further information about this plan and initiative of the LLIP, please visit our website at:

www.LangleyLIP.ca

or, follow us on Facebook, Instagram or Twitter



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Langley
Local Immigration
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