

Our Welcoming Community

Final Report

Welcoming and Inclusive Communities and Workplaces Program
Knowledge Development and Exchange Project

NORTH SHORE WELCOMING ACTION COMMITTEE

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Acknowledgements

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The North Shore Community, through funding from the Welcoming and Inclusive Communities and Workplaces Program, has been fortunate to have the opportunity to conduct this research. The knowledge that has been gained from this project has been shared with the community and will assist organizations in their planning and service delivery processes to work towards making our community more welcoming and inclusive.

This project would not have been possible without the full support of the membership of the NSWAC. The membership provided input to the development of each element of this project and assisted in with the promotion all the forums, focus groups and the survey. The table members look forward to continuing it's work by formulating strategic initiatives to address issues identified in this research.

We would also like to acknowledge the work of Jody Johnson North Shore Welcoming Action Committee Coordinator and her team, Trevor Van Eerden and Iris Sun.

Lastly, we would like to acknowledge the time and consideration the many residents of the community dedicated to this project. Through their participation, North Shore residents have demonstrated their willingness to be involved in the development of communities that are welcoming and inclusive.

Sincerely,

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Co-Chair, North Shore Welcoming Action Committee

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Co-Chair, North Shore Welcoming Action Committee

Executive Summary

The North Shore Welcoming Action Committee (NSWAC) was formed in 2007 with the mission to support the integration of immigrants and refugees. In the fall of 2009, the NSWAC applied for and was awarded funding to deliver, ***Our Welcoming Community***, a Knowledge Development and Exchange Project, within the BC Welcoming and Inclusive Communities and Workplaces Program (WICWP).

Through a series of community engagement activities including individual consultations with key community stakeholders, focus groups, an immigrant forum, a resident survey and a community stakeholder forum, the project has provided nearly 300 North Shore residents and stakeholders an opportunity to provide input and share knowledge, information and experiences related to the development of more welcoming and inclusive North Shore communities.

Our Welcoming Community was designed to:

- Increase community knowledge sharing, collaboration and coordination;
- Increase awareness of issues related to cultural diversity and multicultural societies across the community;
- Obtain information regarding the community's understanding, perception and opinion of multiculturalism, diversity, belonging and inclusion;
- Increase community capacity to be welcoming and inclusive by providing opportunities to share related knowledge, information and experience and by providing additional sources of information;
- Increase community engagement in activities related to the development of welcoming and inclusive communities; and
- Increase the number of community leaders and champions to ensure steps towards systemic change can be made.

The input collected has been summarized within this report and has been presented to community stakeholders, and will be distributed throughout the community and used to support the review and development of services, programs and resources. The following summarizes the key findings from this series of community consultations.

Cultural Diversity and Multiculturalism on the North Shore - The vast majority of project participants recognized the growth of diversity on the North Shore and see their communities as being culturally diverse (92.9% of survey respondents). Many noted that although culturally diverse, the North Shore is not yet as diverse as many other Lower Mainland communities and that it is still often perceived as being less culturally diverse than it is. 78.8% of survey respondents perceive multiculturalism as working well on the North Shore.

The Impacts of Cultural Diversity - The vast majority of participants agree that cultural diversity has had favorable impacts on the North Shore. Exposure to various cultures and languages and the growth of cultural diversity within the workforce were seen as very favorable. Repeatedly, project participants

spoke favorably of the growing number of multicultural restaurants, events and activities. Less than 3% of survey respondents felt that cultural diversity had impacted the community negatively and a few other project participants spoke about what they felt were negative impacts. Examples included the development of ethno-specific neighbourhoods, that some employment opportunities and resources were being taken by immigrants and that the traditions of longer term residents were being minimized impacting all residents' sense of belonging to the community.

The North Shore as Welcoming and Inclusive - The project found that the community sees itself as accepting and welcoming but in a limited way; 67.7% of survey respondents stated North Shore residents are accepting and welcoming. On an individual level, 26.8% of survey respondents are involved very much in making the North Shore more welcoming, i.e. by advocacy, promotion and marketing for multiculturalism and integration, by volunteering in the community to help newcomers through mentoring and host programs, teaching English, etc., and by working at cultural diversity related organizations. Another 46.9% are involved in a limited way in making the North Shore more welcoming, like being friendly, making personal connection with diverse groups, or working at organizations where there are diverse peoples, like community centre, stores etc.

Project participants shared that discrimination and racism continues to be a key issue (82% of survey respondents). Although some participants stressed that it is not the role of the mainstream community to adapt to newcomers, the majority of project participants (77% of survey respondents) thought it is important or very important to do more to be welcoming. However, a few participants cautioned that the histories and customs of aboriginal people and those who represent the early immigrants or pioneers are not forgotten or denied; there must be room to continue to celebrate the region's history.

Developing a sense of "belonging" for North Shore newcomers - Belonging was seen by project participants as somehow difficult; within the survey, only 23.5% of the responses indicated that it was easy. Although it is recognized by the project team that "belonging" and feeling "welcomed and included" are different, it is important to note that 30 of the 33 Immigrant Forum participants stated that they felt welcomed and included on the North Shore.

Roles and Responsibilities - Survey respondents identified the following as the organizations that should be leading the development of a welcoming and inclusive North Shore:

- | | |
|--|---|
| 1. School Districts and Schools | 9. Chambers of Commerce / Business Associations |
| 2. Community Centres | 10. The Faith Community |
| 3. Local Government | 11. Sports Associations |
| 4. Non-profit / community serving agencies | 12. Federal Government |
| 5. New Immigrants | 13. Media |
| 6. Libraries | 14. Longer-Term Community Residents |
| 7. Business /Employers | |
| 8. Provincial Government | |

100% of attendees of the Immigrant Forum stated that they have a role and responsibility in developing communities that are welcoming and inclusive by becoming involved in community activities, respecting

other cultures, being a good model, sharing information and being friendly. Participants also shared what stopped them from becoming involved: lack of knowledge and information, feeling alone and excluded, language and cultural barriers and lack of money for transportation, childcare, etc.

Cultural Diversity and Multiculturalism Information and Resources for the Community - A considerable amount was said about the need for more related information; when asked about their interest in receiving more information, 37.5% stated an interest. Of those who expressed an interest, the strongest interest was for information regarding the challenges faced by newcomers (66.7%), followed information about existing programs and services for newcomers (58.9%), and information about people and the countries and cultures they come from (54.6%) . Only 36.2% of the participants showed interest in information about where and how to make connections with new immigrants. The majority of the interested participants (75.2%) would prefer to access web based information. Limited interest was cited for attending workshops or presentations (36.2%), receiving print materials (27.5%) or participating in forums or discussion groups (25.5%).

Further Efforts to make the North Shore Welcoming and Inclusive – A review of all project input identified the following key areas for further effort:

1. Enhance access to settlement related information and resources for newcomers including coordinating efforts to identify newcomers to ensure early or immediate access to information and resources
2. Increase English language supports
3. Promote cultural diversity and multiculturalism and provide training and information for the whole community
4. Involve the community and business in host, buddy and mentorship programs
5. Involve new immigrants in cultural diversity planning and program implementation
6. Review policies, procedures and activities of organizations to ensure involvement of the whole community, i.e. more outreach activities, online blogs/forums

Project Background and Description

In the Spring of 2007, the North Shore Multicultural Society and the North Shore Neighbourhood House partnered to submit an application to the United Way of the Lower Mainland for funding to support an immigrant integration planning table for the North Shore. The application was successful and in April 2007, the North Shore Welcoming Action Committee (NSWAC) was established.

The NSWAC is made up of about 25 members representing a wide variety of community agencies including health, both K to 12 and post-secondary education, parks, recreation and culture, libraries, the municipalities of the North Shore, volunteerism, immigrant service providers and multi-purpose agencies. The NSWAC membership list has been attached as **Appendix 1**.

Motto

The North Shore – you belong here!

Vision

The North Shore is a welcoming community where everyone has a sense of belonging.

Mission

To support the inclusion of immigrants and refugees.

Goal Statement

The North Shore Welcoming Action Committee will:

- increase awareness of diversity and multiculturalism;
- ensure service provision is relevant and meeting the needs of immigrants and refugees on the North Shore;
- support collaboration and coordination of service provision;
- increase awareness of existing information and services;
- increase organizational capacity of member organizations; and
- increase engagement of the whole community.

Although the mission of the NSWAC 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. Through the Welcoming and Inclusive Communities and Workplaces Program (WICWP), in the fall of 2009, the NSWAC applied for and was awarded funding through the Knowledge Development and Exchange Project Stream to conduct a series of community consultations in a project titled: ***Our Welcoming Community***.

Our Welcoming Community was designed to:

- Increase community knowledge sharing, collaboration and coordination;
- Increase awareness of issues related to cultural diversity and multicultural societies across the community by discussing, identifying and defining the benefits and challenges of multiculturalism and the value and importance of the development of welcoming and inclusive North Shore communities;
- Obtain an understanding of the community's understanding, perception and opinion of multiculturalism, diversity, belonging and inclusion;
- Increase community capacity to be welcoming and inclusive by providing opportunities to share related knowledge, information and experience and by providing additional sources of information;
- Increase community engagement in activities related to the development of welcoming and inclusive communities; and
- Increase the number of community leaders and champions to ensure steps towards systemic change can be made.

Through a series of community engagement activities including individual consultations with key community stakeholders, focus groups, a resident survey and a community stakeholder forum, the project has provided all community members an opportunity to provide input and share knowledge, information and experiences related to the development of more welcoming and inclusive North Shore communities.

On behalf of the NSWAC, the project has been managed by the North Shore Multicultural Society and coordinated by the Project Coordinator of the NSWAC. All project planning, design, development and implementation has been guided by the NSWAC membership.

Within the **Our Welcoming Community** Project, the North Shore Welcoming Action Committee has:

- a) Lead 5 individual consultations with key community stakeholders
- b) Facilitated a Forum for new immigrants
- c) Conducted 3 focus groups with North Shore residents
- d) Conducted a survey of the residents of the North Shore
- e) Hosted a community forum to share and discuss findings
- f) Developed and distributed this Project Report

To ensure broad and representative involvement from the whole community, all events were promoted by the NSWAC member agencies through their professional and personal networks. This Project Report describes and summarizes all of the project's events and includes key findings, observations, and identifies next step strategies and actions. The project's findings will be used to shape the NSWAC Strategic Plan and be used by the membership of the NSWAC and other community agencies to create, further develop or modify programs, services and resources to enhance the understanding of multiculturalism and diversity and enrich the communities' capacity to be more welcoming and inclusive. The report will be widely distributed throughout the stakeholder community and available to the community as a link on the NSWAC website www.northshorewac.ca

Community Stakeholder Consultations

The purpose of the stakeholder consultations was twofold. The first was to establish a baseline understanding on the current status of the North Shore in relation to being welcoming and inclusive. The second was to engender a renewed interest in issues related to cultural diversity, multiculturalism and immigrant integration.

With guidance from the NSWAC membership, key community stakeholders were identified and consultation questions drafted. A copy of the consultation questions has been attached as Appendix 2. The consultations were scheduled and conducted by telephone by the Project Coordinator. The participants received the questions prior to the consultations in order to provide an opportunity for review and consideration. The information provided by the participants was transcribed and sorted into key themes. The themes have been ranked by the number of related comments made (numbers in brackets reflect the number of related comments made) and have been presented below. The information and the emerging themes were used to inform the development of the focus group questions and the resident survey.

Consultation Participants

Consultation participants were identified to represent the three largest communities of the North Shore as well as various sectors including social services, volunteerism, parks and recreation, libraries, community development and education.

Consultation Summary

Perception of the North Shore as Culturally Diverse and / or Multicultural

The consultation participants all view the North Shore as being culturally diverse although participants noted that the North Shore is not yet as diverse as many other Lower Mainland communities. It was also shared by one participant that for many the North Shore is still perceived as an “Anglo bastion” and one participant felt this perception was slowly shifting; more and more the unique demographics of the North Shore are being noted and better understood. A number of participants commented on the shift from “non-visible” cultural diversity to “visible” cultural diversity. Participants were asked to “describe the impact have these shifts in cultural diversity have had on the workplaces and communities of the North Shore.” Responses have been grouped by category and the following themes emerged:

a) Impacts on community services, i.e. ESL, library services, and multilingual services and materials (15)

The need for community services to be flexible and adaptable was shared repeatedly and examples of newly adopted practices and shifts in services were cited. Some examples shared included:

- The creation of a space at the library where the youth section was transformed as a place to hang out and learn English;
- The translation of portions of the Community Leisure Guide;
- The provision of tours for various ethnic groups to become familiar with community centres and the services available;
- Physical demonstration of “welcome” such as the graphic display at the City of North Vancouver Library; and
- Calling the information desk the welcome desk at the library

b) An increased exposure of the community to various cultures and languages (8)

Consultation participants also spoke repeatedly about the increase in exposure to various cultures and languages and the impact this has had on the community. As one participant stated, increasing cultural diversity has provided residents the opportunity to “brush up against lots of culture”. A few examples shared included:

- Half of the participants of the Farsi story time at the library are non-Farsi speaking;
- The support of the Narooz festival on Lonsdale;
- The increase in articles in local papers related to cultural diversity including more stories on local First Nations; and
- More recognition and celebration of First Nations i.e. noting ancestral lands during events, etc.

c) Changes to day to day life: food, music, arts, etc. (5)

Many of the consultation participants spoke of the changes to day to day life they had witnessed. It was noted repeatedly that overall the communities and the “street life” are more vibrant. Cultural diversity has brought more consumer choices and has not only provided an opportunity to try and experience new things but also provided an opportunity to increase understanding of different cultural groups.

d) Development of ethno-cultural “pocket” communities (2)

One participant spoke of the “mini-communities” that have developed and some of the resulting barriers to inclusive and cohesion. Another spoke of the challenges related to meeting the needs of all the various cultural populations.

e) HR policies and practices challenges (to ensure fair recruitment and hiring and reflection of the community) (3)

One participant spoke of the importance of recruiting and hiring to ensure that staff teams are reflective of the community and can meet the needs of the various cultures being served. This

participant felt strongly that hiring and interviewing practices must be reviewed to avoid bias; policies and procedures must shift. Another participant noted a positive shift from seeing newcomers in certain jobs, for example taxi drivers or managers at 7/11, to the jobs that better utilize their internationally acquired skills and experiences.

Being Welcoming and Inclusive

Consultation participants were asked to share their thoughts on what makes a community welcoming and inclusive. Their responses have been grouped into themes as follows.

a) Programs, services and understanding that support the development of a welcoming and inclusive community (6)

The thoughts shared by participants included both suggestions for better serving the new immigrant populations as well as better preparing the community to receive newcomers. One participant responded that it is critical to make settlement easier; for example, provide information and make it easy to understand how to get a drivers' license, register kids at school, etc. Another participant spoke of supporting the resident community to more easily reach out to newcomers; for example, the Cancer Society hosts a Persian walking group – this is a low resource activity that is easy for most to participate in.

As for better preparing the community to welcome, the provision of tools to staff teams to support them to be more welcoming and inclusive was mentioned as was supporting projects that support intercultural connections, i.e. the opportunity for longer term residents to come in contact with newcomers. One participant stated that “if the community is to be welcoming and inclusive, all staff need to understand their impact.” Another noted that it is important to assist people to understand that “we all come from a different place and it is not easy to disentangle ourselves from our past.”

It was also shared by one participant that work needs to be done to assist newcomers to understand the value and role “play” in developing connections and a sense of belonging to the community.

b) Promotion and marketing cultural diversity to increase awareness (4)

Participants spoke about physical demonstrations of welcoming and recognition and celebration of difference. The opinion was shared that physical demonstrations of welcoming say that that workplace “will do our best” and that we have a “dedication to being welcoming”; by “making it visible, there is a desire to be welcoming and inclusive.” It was stated that culturally specific art work and activities assist individuals to “identify themselves and develop a sense of belonging” and that a place will be more welcoming if something “familiar” is presented, i.e. art work or a sign in one’s language. Another spoke of the importance of celebrating cultural holidays and encouraging the community to participate; these events help people “to feel more comfortable and at ease.”

c) Equal Opportunities (3)

One participant shared that is important that whole community recognizes that “people have the right to share the space” and this must be considered in planning spaces so that they are welcoming and inclusive of all. Another participant opined that we must share and encourage all to participate in our “democratic approach to civil society.” It was also stated that we must look to create opportunities, specifically volunteer opportunities, for those who are speaking English as an Additional Language; that once the basics of settlement are covered, it is important for newcomers to “belong” and to “get involved in the community.”

Examples of Welcoming and Inclusiveness on the North Shore

Consultation participants cited many examples of practices, activities and organizations that demonstrate welcoming and inclusiveness on the North Shore. The following lists the examples provided:

- North Shore Multicultural Society – very active in the community
- The NSWAC – the establishment of a group called the “welcoming” committee
- Friday afternoon tea at the library – a long time tradition that has shifted so that different cultures are represented by the food and drink shared
- Narooz
- Lunar New Year
- Harmony of the Arts – reflects diversity but could be more multicultural
- Multilingual signage at different community centres and banks
- Existence of various religious facilities – that a Mosque operates out of a 100 year old church

Examples of Unwelcoming and Exclusiveness on the North Shore

Participants raised concerns about the existence of ongoing discrimination and cultural and language barriers as being unwelcoming and exclusive. One participant talked about the existence of “push back” or “our community and those other people” and that although we are seeing more celebration of difference, still people complain that this is “our territory”. The billboard issue was mentioned as an example. Many members of the community are against the posting of billboards and when the billboards were set up, the complaint moved away from a discussion of business or aesthetic and moved to a discussion of culture, raising judgment against the First Nations who managed the billboard business.

The difficulty of fitting in because of a lack of English language skills or a lack of understanding related to cultural norms and practices was raised by a few participants. It was stated that the North Shore is still perceived as predominantly English speaking with “Anglo” type customs and practices. This participant felt that although cultural diversity is growing, if you are not English speaking with an understanding of “Anglo” behaviours, developing a sense of belonging is hard. It was also mentioned that communities need to be cautious as they work to develop welcoming and inclusive communities that the histories and customs of First Nations and the early immigrants or pioneers, are not forgotten or denied; there must be room to continue to celebrate the region’s history.

Next Steps in Building More Welcoming and Inclusive North Shore Communities

Participants were asked to make recommendations for next steps in the development of more welcoming and inclusive North Shore communities.

a) Build Appreciation of Cultural Diversity (7)

Repeatedly participants mentioned the need to review and explore activities and events to ensure all of the community is reflected and celebrated. Two participants suggested promoting groups and / businesses that are involved; hosting “Diversity Awards” was mentioned. It was also suggested that the North Shore more strongly get the message out; notice cultural difference – the North Shore Outlook was mentioned as doing a good job of this. It was also strongly stated that it is “wrong to celebrate one and not the other; it is exclusive”; however, at the same time shifts in demographics should be acknowledged and accepted which can be challenging. As demographics shift, organizations sometimes struggle to meet the changing needs / demands of the community and are sometimes critiqued. The participant felt strongly that attempts to keep up are being made and is important to note that, rather than only look for fault which can result in divisiveness.

b) Review and Re-shape Programs and Services to Ensure Integration (3)

Participants spoke of creating both specialized programming and programming “for all” that is still inclusive of everyone. More outreach to different cultural groups and more “peer to peer” opportunities – buddy programs, mentorship, etc. - were suggested.

c) Be Creative and Proactive in Promoting and Marketing Cultural Diversity (3)

Participants felt the North Shore is ready to obtain a better understanding of the issues but that creativity and aggressiveness should be employed. The NSWAC was mentioned specifically as a group that could do more to get the message out.

d) More Support and Resources to the Schools (2)

Two participants shared strong opinions regarding support and resources for pre-schoolers and school age children and their educators; these “are the key developers of welcoming and inclusive communities.”

e) More Multilingual Resources and Services (1)

One participant stated that more multi-lingual print and web based materials are required.

f) Get Business Involved (1)

One participant talked about the value of getting business engaged and strongly recommended that employers are sought to join the NSWAC.

g) Get Newcomers Involved in Decision Making (1)

One participant spoke of the importance of getting beyond our “vision, mission and mandate and get to the individuals, get them to join the library board” and other similar organizations in order to have the voice heard and get better community representation.

Roles and Responsibilities

- a) Review of policies, procedures and activities of organizations (4)**
Input provided by the participants focused on the need for business and government to ensure that messaging and policies reflect cultural diversity.
- b) Credential Recognition (1)**
Although not specifically related to the North Shore, one participant felt strongly that the advocacy by community representatives for the recognition of foreign degrees by government and professional associations must be ongoing.
- c) Connection to Resources (1)**
Increasing the understanding of available resources and the ability to connect newcomers to these resources was seen as critical by one participant.
- d) Active Engagement (1)**
One participant felt strongly that community representatives play a significant role and encourage collaboration. Becoming an active member of the NSWAC or actively supporting the SWIS program were cited as possible examples.

Who or what agencies have key roles or should be the leaders in the development of welcoming and inclusive communities?

The following lists the agencies / organizations participants identified as leaders or potential leaders in the development of welcoming and inclusive communities:

- a) School district and schools (5)**
- b) Businesses / employers chambers of commerce (2)**
- c) Non-profit and community agencies (2)**
- d) Local government (1)**
- e) Faith Community (1)**
- f) Health authority (1)**
- g) Library (1)**
- h) Community centre (1)**
- i) Media (1)**

Actions and Priorities

- a) Promote and recognize cultural diversity to increase awareness and understanding (7)**
Participants felt strongly that cultural diversity should be more widely recognized and promoted; both private and public organizations should be looking for opportunities to:
 - share best or promising practices,
 - share program, service or individual success stories,
 - distribute general information / resources,
 - celebrate the progress made in combating racism and discrimination
 - use media to cover cultural events
 - make explicit what policies exist
 - get the message out
 - support the work of the NSWAC and these types of initiatives

- involve individuals; do not leave these issues only to government
- get leaders to buy in – “NSWAC has raised the bar” – “government could do a better job”
- make a conscious effort to recognize all; do not negate the past and the contributions of all those who developed this country

b) More Cultural Events (2)

Participants suggested that more cultural events be celebrated and create more opportunities for community involvement in the planning and hosting of these events and activities.

c) Collaboration (2)

The need to support existing resources within the community and to support and identify partnerships and opportunities to collaborate was raised. In developing collaborative initiatives the importance of reflecting on and the thorough review of policies and procedures to ensure that boards, councils, staff teams are all on the same page was cited.

d) Involve Newcomers in Cultural Diversity Planning and Implementation (1)

One participant spoke of the importance of involving new immigrant residents in planning and community engagement to ensure cultural diversity is appropriately represented and reflected.

Immigrant Forum

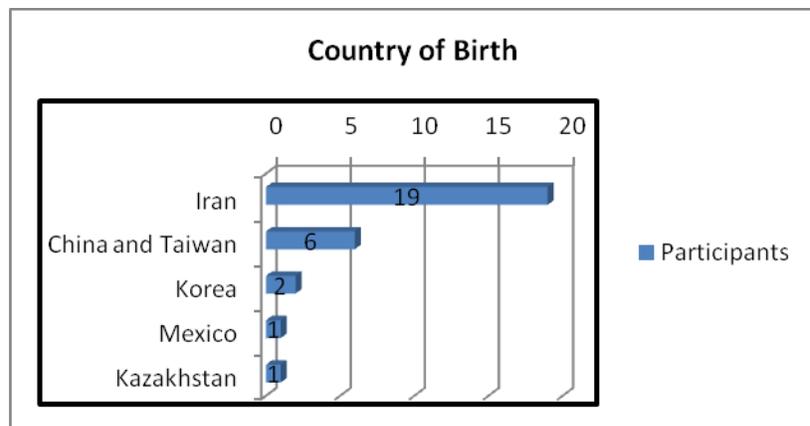
The purpose of this forum was to provide new immigrants from various ethno-cultural backgrounds the opportunity to share their stories and to obtain an understanding of the perceptions and opinions of multiculturalism, diversity, belonging and social inclusion held by others. The forum also explored the roles and responsibilities of all community stakeholders (including new immigrants) and endeavoured to spark increased involvement in activities and initiatives related to multiculturalism and cultural diversity.

The forum and its agenda were informed by the input obtained in the stakeholder consultations. The development of the forum was also guided by the report and findings that resulted from the project led by the North Shore Neighbourhood House, the *Welcoming Neighbourhoods Project*. In this project, considerable research as well as three immigrant focus groups on what makes a community welcoming and inclusive were conducted.

To provide registered attendees the opportunity to consider the issues prior to the event, they were provided an agenda and a copy of the questions used to guide the forum discussion. The Forum Discussion Questions have been attached as Appendix 3. Participants were seated at tables of six and each table had a facilitator / note taker to ensure full participation by all attendees and accurate recording of the input provided.

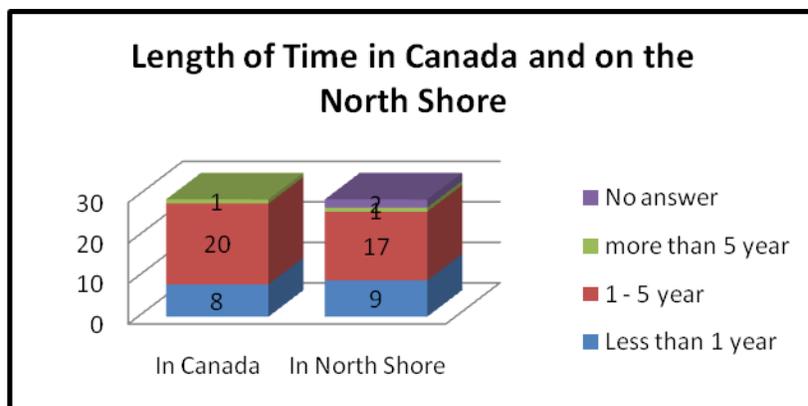
Participant Profile

The project team worked to ensure participants represented a variety of ethno-cultural backgrounds, differing lengths of time in Canada, and different ages. However, and somewhat indicative of the new immigrant population of the North Shore, registrants with Iranian backgrounds formed the largest part of the participant group.



The majority, 90% of participants, were women. Each of the three communities of the North Shore was represented; 9 participants were from West Vancouver, 14 from the City of North Vancouver and 5 from the District of North Vancouver.

With the exception of one participant with refugee status, all others were landed immigrants. The majority had been in Canada and living on the North Shore for between one and five years.



Key Findings

The following is a summary of input provided at the Forum. Participant responses to each topic have been analyzed and categorized into themes. To obtain a sense of the importance of each theme, the themes have been ranked by the number of responses. The number in brackets indicates the number of responses.

Feeling Welcomed and Included

Thirty of the thirty-three participants of the Forum responded that they felt welcomed and included on the North Shore. Participants were asked to describe experiences that had made them feel welcome and included. The following aspects or experiences were conveyed as having made them feel welcome and included:

a) Friendly people and community (8)

- Government Officials were welcoming and kind, felt confident not strange
- Drivers of Transit buses were helpful
- Strangers on the street who knew we were newcomers helped us to find directions on the street
- Everywhere people were helpful and there are no bad experiences
- When renting a new apartment there was a welcome note
- Neighbours were welcoming and we were invited to events
- Teachers in the school are nice to children
- Lady came over to my house and welcomed me into the neighbourhood

b) Employment and settlement services available right after landing (8)

- Websites from the airport package
- Job training program, First Step, which allowed connection to resources

- Visited NSMS on the 2nd day which led to information, housing, SIN number, bank account, healthcare, everything we need including doctors
- Free programs: First Step, ELSA, settlement workers, workshops at NSMS
- Rental meetings at NSMS and tax information
- Recreation Centres and the gym
- Free courses at North Shore Neighbourhood House
- Settlement workers helped with PR application
- NSMS really helped with gaining information and connecting to the community

c) Easy access to community facilities and resources (7)

- Joining education facilities, finding information easily
- Capilano University, Justice in Canada, free workshop, North Shore Court, Police Station.
- Registering kids at high school
- Service at bank, got a mortgage
- Contact with kids schools regularly
- Schools really helped in terms of volunteering and how to get involved
- Staff in the country is helpful and sent a nurse to my home when my child was born

Feeling Not Welcomed and / or Not Included

Participants were also asked what made them feel not welcome or not included. The most frequently cited responses related to general settlement difficulties. The following lists some of the specific challenges newcomers to the North Shore faced:

- Difficult to buy a house because newcomers have no credit.
- Hotel complications because of credit. They accept only credit for deposit and newcomers don't have credit cards.
- Had a problem at first because they weren't aware of NSMS services so they were left with minimal information.
- Bus pass and zones were not explained and it was embarrassing for the participant because she had a one zone bus pass as opposed to a two zone which she was not made aware of and therefore the bus driver stopped her.
- Can't attend the high school unless you live in that area which causes inconvenience and delay.
- Road test was too hard and failed therefore couldn't drive which made things more difficult.
- Information for newcomers at the airport is NOT enough.

Other experiences that were cited as causing feelings of not being welcomed and / or not included were related to difficulties finding employment, language barriers and unfriendly people.

Roles and Responsibilities in Developing Communities that are Welcoming and Inclusive

Participants were asked "Do new immigrants have a role and responsibility in developing communities that are welcoming and inclusive of all residents?" All thirty three participants responded "yes".

Participants were asked “what is the role and responsibility of newcomers” and “what role would you like to take?” The following activities were cited. Suggested activities have been categorized into themes.

- a) Getting involved in the community activities (7)**
 - Establish relationships with other Canadians by speaking to English teachers, neighbours, etc.
 - Attend lots of workshops
 - Get involved in education or work
 - Attend events like this one
 - Keep connected with your community
 - Learn English
 - Develop programs to get involved

- b) Respect for other cultures and be willing to introduce own culture (4)**
 - Respect for other cultures
 - Show others our culture
 - Respect diversity by getting to know the people around you
 - Not to make fun of other peoples culture

- c) Being a good model (3)**
 - Follow the rules
 - Keep the environment clean
 - Work in Canadian company so it can motivate other immigrants

- d) Sharing information (2)**
 - Help other newcomers find resources
 - Newcomers help other newcomers with information

- e) Volunteering (1)**
 - Volunteer at schools, hospitals, senior centres, going to community centres

- f) Being friendly (1)**
 - Welcome new neighbours

Focus Group participants were asked “who else is responsible for making communities welcoming and inclusive?” The following suggestions were provided:

- a) Community centres (4)**
- b) Government (3)**
- c) School District and schools (2)**
- d) Long-term community residents (2)**
- e) Business (1)**

Getting Involved

Participants were asked, “Would you like to become involved projects and activities related to the development of welcoming and inclusive communities?” All thirty three responded “yes”.

Participants were asked what “stops you from becoming involved in activities related to the development of welcoming and inclusive communities?”

- a) Lack of knowledge and information, especially multilingual information (4)**
 - Lack of information in my native language
 - Not understanding issues of the community
 - Don’t know what to do
 - Not enough volunteer or work experience

- b) Feel alone and excluded (4)**
 - Feel alone and excluded
 - Confidence and a lack of it which makes us embarrassed to participate
 - Other people don’t want to include immigrants.
 - Canadian community don’t like immigrants

- c) Language barriers (2)**
 - Language barriers, and not being able to communicate to express ideas
 - Should use simple language for information

- d) Cultural barriers (2)**
 - Cultural barriers
 - Lack of other cultural expectations

- e) Other difficulties (6)**
 - Money
 - Rain and bad weather
 - Not enough time
 - Employment and jobs and no daycare or babysitter
 - First six months are very difficult
 - Trusting other people who are strangers

What can individuals do to develop welcoming and inclusive communities?

Participants were asked to make suggestions for what individuals can do to develop welcoming and inclusive communities. The following lists these suggestions.

- a) Making connections with others (5)**
 - Be more outgoing to make connections
 - Go out together more and be more social
 - Involve our neighbours
 - Network with people from other countries
 - Be networked

- b) Participating in community events and activities (2)**

- Participate in Sports, concerts and celebrations
- Get involved with different organizations in the community (North Shore Neighbourhood House, North Shore Multicultural Society, North Shore Disability Centre, Recreation Centres)

c) Improving English (2)

- learn the language
- learn the key words

d) Volunteering in the community (2)

- Volunteer
- Support immigrant friends

Action and Priorities

Participants were asked “what actions should be taken to ensure the North Shore is welcoming and inclusive?”

a) Places for immigrants to get together (8)

- Free space for grassroots community sharing and programs
- Mixed clubs to create inclusion, connection, friendship and sense of integration.
- Provide free space for people who want to get together and volunteer, or do activities with one another (art, cooking)
- Mixed clubs to bridge culture and create opportunities
- Post-ESL support to maintain friendships
- Meetings related to hobbies or work
- Recreation programs need to be more developed
- Day trips once a month

b) Easier access to the information and resources (6)

- Provide information and resources about events in the community (available at front desk of ELSA)
- Block Watch: information board and local information for that area
- Provide more information and websites
- Better airport material
- Health education
- Online site of community/blogs/forums so everybody can be involved and share information.

c) More volunteer opportunities / training for immigrants (4)

- Volunteer at agencies
- Training classes for immigrants on helping immigrants
- General volunteering opportunities
- Increase number of hosts in HOST program

d) More host and mentoring program (4)

- Increase number of hosts in HOST program

- Mentoring programs
 - More programs like these (WICWP programs)
 - More training for professionals to get into their occupational fields faster.
- e) English learning support for immigrants, including advance English (3)**
- Prepare package for immigrants including key words
 - Levels 6 to 9 ELSA classes and language support
 - NSMS organize volunteer jobs for immigrants to improve English
- f) Multilingual resources and materials (1)**
- Libraries in other languages
- g) More partnerships in the community (1)**
- We want to see partnerships in the community
- h) Better understanding of immigrants' needs (1)**
- Officials listening to newcomers understanding cultural differences. Explain rules better.
- i) Education about cultural diversity (1)**
- More education about different cultures

Community Focus Groups

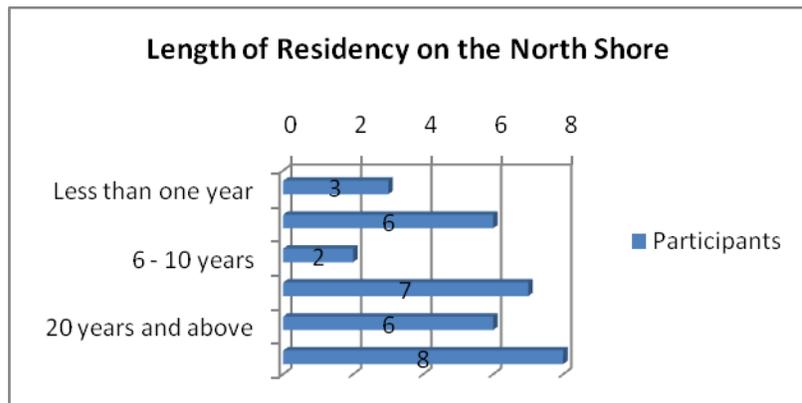
The purpose of the focus groups was to provide the community an opportunity to share and discuss their knowledge, perceptions and opinions related to the value and the process of building welcoming and inclusive communities. As with the immigrant forum, the focus groups endeavoured to inspire increased involvement and to identify additional community leaders and champions. A copy of the questions used to guide the focus groups discussions have attached as Appendix 4.

Participant Profile

Twenty one of the 33 participants were female. The majority, 23 participants, were between the ages of 41 and 64. Five were between 31 and 40 and three between 18 and 30. One participant was over 65.

13 of the participants were residents of North Vancouver, and 11 were from the City of North Vancouver. The remaining 8 do not live on the North Shore. Notably, no participants were from West Vancouver. Four were immigrants.

The chart to the right depicts length of residency on the North Shore.



Summary of Findings

The following is a summary of input provided by Focus Group Participants. Responses to each topic have been analyzed and categorized into themes. To obtain a sense of the importance of each theme, the themes have been ranked by the number of responses. The number in brackets indicates the number of responses.

Cultural Diversity and Multiculturalism on the North Shore

Focus Group participants were asked how they saw cultural diversity and multiculturalism on the North Shore and to share any observations they had about shifts in cultural make up.

a) A growing immigrant population from various cultures (24)

The demographic shifts that have occurred on the North Shore over the recent past were evident to the Focus Group Participants. Many noted the increase in numbers of specific ethno-cultural groups like Iranians, Filipinos, Chinese and Koreans.

b) The development of “pocket” communities (13)

A number of participants noted a lack of integration; one participant used the phrase “cultures in bubbles.” It was observed that some cultural groups may want to “remain insular” while others are seeking ways to become more connected.

c) Multiculturalism exists but not as strongly as in other communities (9)

Participants noted that the existence of cultural diversity really depended in the area / neighbourhood and, as one participated stated, that the “North Shore is still in the process of becoming multicultural”. It was shared that cultural diversity has been growing slowly for a few reasons such as the availability of rental units and the lack of central transportation. The question “What is the impact of zoning on how welcoming a community is?” was raised; one participant felt the limited number of “legal suites” and rentals units with more than 2 bedrooms impact how welcoming a community is.

d) Growing number of multicultural restaurants, events and activities (3)

The growing number of multicultural restaurants, events and activities were noted by three participants.

e) Growing number of mixed couples and mixed race kids (2)

Two participants commented on the growing number of mixed couples and mixed race kids.

f) Others (10)

Many participants spoke of the value of cultural diversity and mutual respect and that some of these issues have “been around for awhile.”

Impact of Cultural Diversity on the Workplaces and Communities of the North Shore

a) More cultural diversity and ESL services needed within the school system (7)

The importance of providing not only ESL within the school system but also cultural diversity training was raised by participants.

b) More cultural diversity services needed in the community (3)

Three participants suggested that more services were needed to assist newcomers to connect to the community. More multicultural organizations and translators were suggested as well as promotion of the Newcomers’ Club.

c) Increasing understanding and recognition of other culture (3)

A significant impact shared by three participants was the increased recognition and understanding of various cultures including a great understanding of the aboriginal communities.

Aspects of North Shore communities seen as Welcoming and Inclusive

- a) The public schools and universities (4)**
- b) Community effort to market and promote multiculturalism (3)**
- c) Multicultural and diversity service providers available in the community (3)**
The services provided by MOSAIC, the “group at Capilano Mall, and North Shore Multicultural Society were noted.
- d) Job and volunteering opportunities available for newcomers (2)**
- e) Festivals and multicultural events (2)**

Aspects of North Shore communities seen as being unwelcoming or exclusive

- a) Discrimination in the community (9)**
Many participants shared that some level of discrimination was still in place. One participant shared a story of a Korean shop keeper who told her that he has “never been more miserable in his whole life and that he was respected in Korea but here people think he is an ignorant.” Other participants spoke of feelings of isolation and concerns that “people don’t reach out;” one person said, “it feels very Canadian and ‘waspish’. It feels ‘tighty whitey’. If you are not white, it would be difficult.” Another spoke of bullies within the school system who attack “immigrant children because they speak differently, look differently, and are easy targets.”
- b) Pocket communities (6)**
Discussion arose regarding the development of “pocket communities”. Many felt these pockets “do not allow for diverse cultures to mix”. One woman shared that “people arrive here, it is difficult to make friends because everyone here is already in circles, and they are busy.”
- c) Barriers and discrimination in job finding and the workplace (3)**
The lack of volunteer opportunities for newcomers and credential recognition were raised.
- d) Barriers to access existing settlement information, resources and services (3)**
The difficulty that many newcomers have accessing resources was noted and that the community at large is also not aware of the resources. One woman commented on the existence of “health care translators” and “why doesn’t the community know about it? Anyone getting health care can access this system. But people don’t know about it.”
- e) Lack of the promotion of multiculturalism (3)**
Participants suggested that multiculturalism could be better promoted by engaging business, supporting more “inclusive community events”, and providing more multicultural education to children and their parents.

f) Language barriers (2)

Two participants spoke of the impact low language skills has on feeling welcomed and included. One participant stated, “people who aren’t confident with the language, they are isolated. It is a big effort to reach out to these people.”

Next Steps

Participants were asked to make suggestions for actions to further develop the welcoming and inclusive nature of the North Shore.

a) Outreach to newcomers and help them to access the existing resources and services (16)

Repeatedly the issue of assisting newcomers’ access to information and existing resources and services was raised. The need for a directory of services or a community resource package or a Welcome Wagon was stated.

A challenge was mentioned regarding the difficulty in identifying newcomers; “How do we get the information to them if they aren’t easily identified?” The need for a coordinated effort was raised and a number of different information distribution points were identified: schools, hospitals, community organizations, banks, government agents, job search agencies, medical offices, libraries and building managers.

The concern that not all people have access to the internet was also raised and participants suggested a Welcome House, a Welcome Square (like Lynn Valley Square), the promotion of the Newcomers’ Club and increasing the number of initiatives like the “Welcome Walk” (walks that take people around to explore the community and nature.)

b) More cultural diversity events and activities (13)

The following events and activities were suggested:

- More cultural events, food fairs, festivals, etc
- More field trips in schools where teachers show students diverse communities and education on different cultures
- More public and accessible events that are open to everyone promoting awareness of cultural groups
- Multicultural week for everyone to share something from their communities
- Organized activities for youth
- Caribbean days and the Fall welcoming carnival at Capilano University were cited as a good examples of a well-promoted and marketed event
- A community organization that involves giving smaller communities a bigger voice
- A multicultural advisory committee
- More outreach programs

c) Education and promotion of cultural diversity (8)

Many participants suggested an increase in education and promotion of cultural diversity and multiculturalism.

d) More cultural diversity services and programs (3)

Increased programming at community centres and the development of a North Shore Cultural Centre (similar to Vancouver's Italian Cultural Centre) were suggested by participants.

e) Multilingual resource and services (1)

One participant suggested more resources be available in more languages.

f) More job and volunteers for new comers (1)

One participant suggested that the community hire more newcomer volunteers.

Roles, responsibilities and mandates

When asked about their or their organization's role, responsibility and mandate related to the development of welcoming and inclusive communities, participants spoke about behaviour and education. The following lists the suggestions made.

a) Engage in the education and promotion of multiculturalism (6)

- Being a good role model
- Educate your children properly
- Address in conflict right away and confront someone of their ignorance
- More education on diversity issues
- The younger you start the more awareness will grow.
- Families on the North Shore need to teach their children to be multicultural. It begins at home with our perceptions and how we welcome people from around the world

b) Be friendly to newcomers (7)

- Say hello to everyone
- Each person has to connect.
- Greetings makes a big difference
- Be nice and extend yourself
- Try to make things easier and accessible and show how accessible you are
- Be welcoming to students and visitors

c) Be open and respect other cultures (5)

- Do not generalize or judge people
- Use patience and common sense
- Understand diverse cultures and their differences
- Be open to new families
- Include the smaller communities

d) Engage in the multicultural events (4)

- Bring family to cultural events
- Attend more festivals and food fairs

e) Other

One participant gave the opinion that the "Immigration Act needs to state that people need to have a basic ability to speak English. The immigrant is also responsible. They need to try."

When asked “who or what agencies have key roles or should be the leaders in the development of welcoming and inclusive communities?” the following responses were provided:

- a) Non-profit / community serving agencies (4)**
- b) Local government (3)**
- c) Personal responsibility (3)**
- d) Community centres (3)**
- e) Media (2)**
- f) Business (2)**
- g) Federal government (2)**
- h) Provincial government (1)**
- i) Schools (1)**
- j) Sport associations (1)**

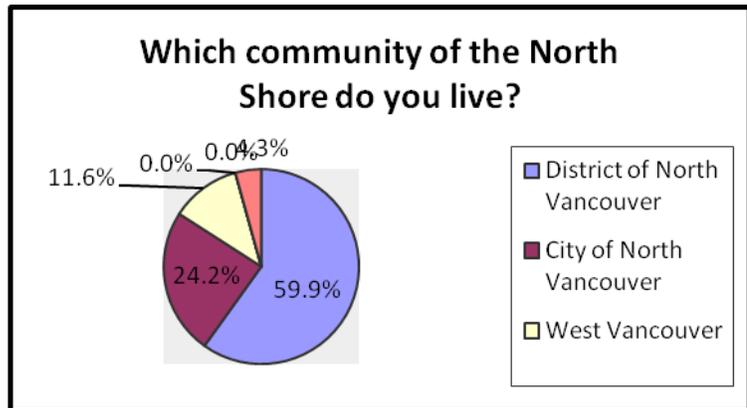
The Community Survey

The purpose of the community survey was to obtain an understanding of the knowledge, perceptions and opinions of the community as a whole on issues related to the value and the process of building welcoming and inclusive communities. The development of the survey was guided by existing research, and the input collected from the consultations, the forum and the focus groups. In consultation with the NSWAC membership and with support from a survey design specialist, the Project Coordinator drafted the survey. The draft was vetted and finalized by the NSWAC and a survey distribution plan was developed. A copy of the survey has been attached to this report as Appendix 5.

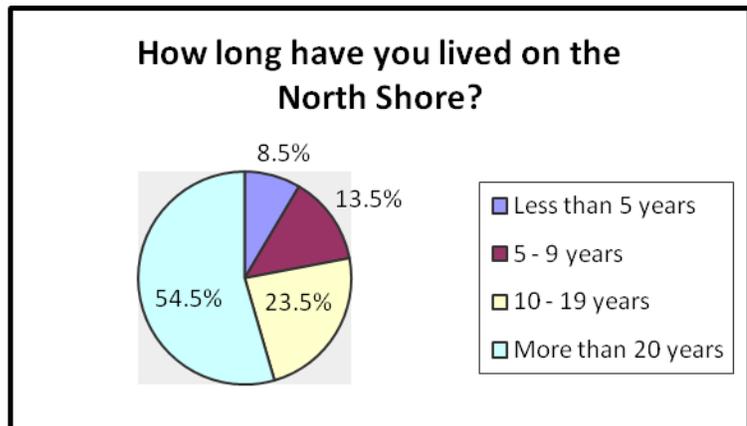
To ensure a broad and representative response, the project endeavoured to push the survey out to residents not currently involved in activities related to immigrant integration. The survey was uploaded to “Survey Monkey” and the public was provided the opportunity to complete the survey online or in hard copy. The distribution plan included broad e-distribution of the survey link, print and electronic distribution through various adult continuing education and Capilano University classes, and promotion through the libraries, parks and leisure facilities and municipal websites.

Survey Respondents – Participant Profile

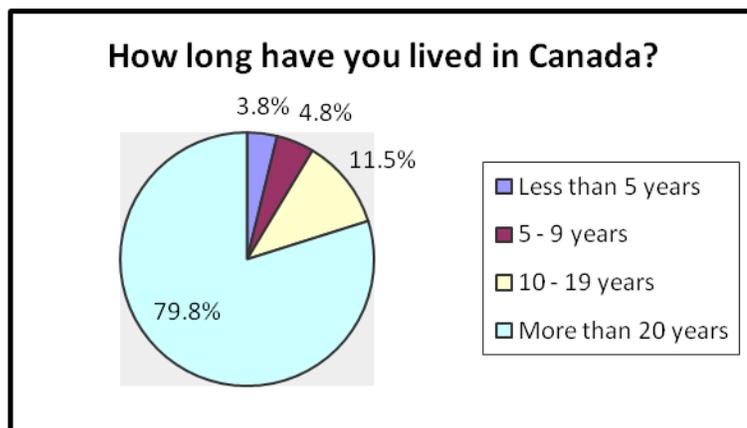
213 individuals responded to the survey. The first question of the survey asked respondents whether they lived on the North Shore or not. 196 respondents identified the North Shore as their residence and 17 responded that they did not.

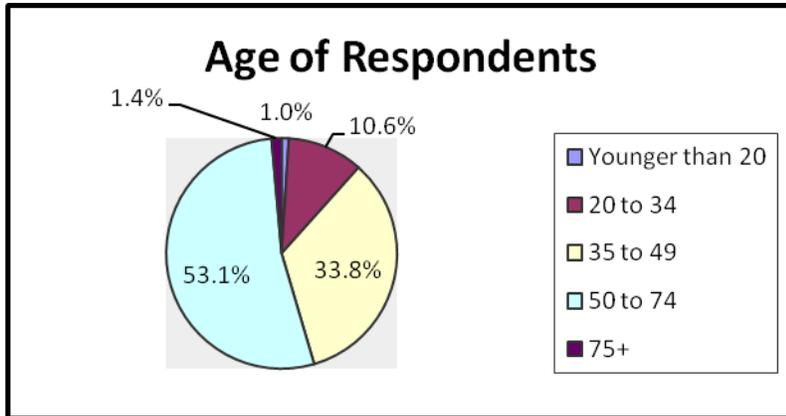


Of those who reported residence on the North Shore, 54.5% have lived on the North Shore for more than 20 years, 23.5% between 10 and 19 years, 13.5% between 5 and 9 years, and 8.5% for less than five years.



Respondents were also asked to indicate how long they had lived in Canada. The largest group of respondents (79.8%) have lived in Canada more than 20 years and the second largest group of responses (11.5%) were provided by those who have lived in Canada for between 10 and 19 years. Only 13.6% of respondents had lived in Canada for fewer than 9 years.





Survey responses were also categorized by age and gender. The survey was completed by 159 women (77.6%) and 46 men (22.4%).

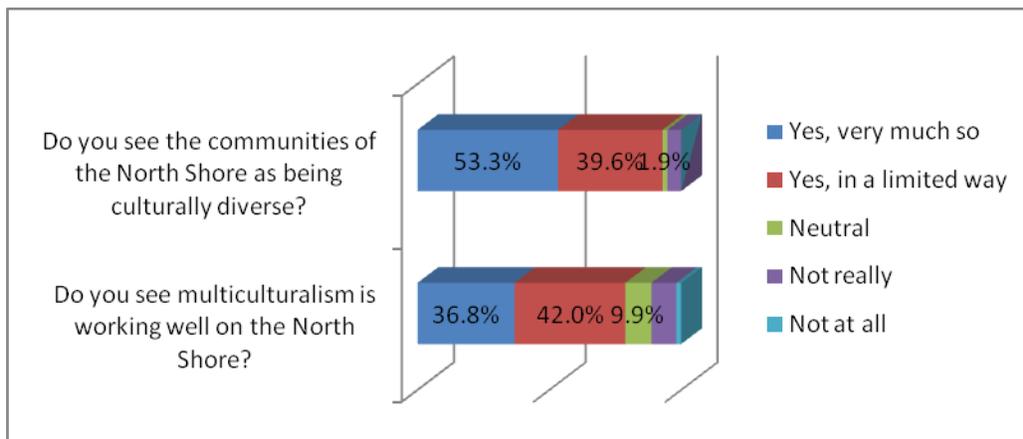
The large majority of completed responses were provided by working age adults. 10.6% were provided by those aged 20 to 34, 33.8% from those aged 35 to 49,

and 53.1% were provided by those aged 50 – 74. The survey received a limited response from youth and seniors, with only 1% of completed responses being from those under 20 years of age and 1.4% of responses provided by those 75 years and older.

Key Findings / Summary of Survey Results

Cultural Diversity and Multiculturalism on the North Shore

Survey respondents were asked to provide their opinions on cultural diversity and multiculturalism on the North Shore. Multiculturalism was defined as follows “that all people have an equal opportunity to participate in society or the community.” As the graph below depicts nearly 93% of respondents perceive the North Shore to be somehow culturally diverse. It is interesting to note, however, that the percentage that sees multiculturalism as somehow working is lower, about 79%. 21% are neutral or feel that multiculturalism is not really or not at all working. Although it is difficult to interpret the neutral response, that 21% or approximately 1/5 of respondents do not clearly state that multiculturalism is working should be considered. It is also worth noting that 42% of respondents think multiculturalism is working but only in a limited way.

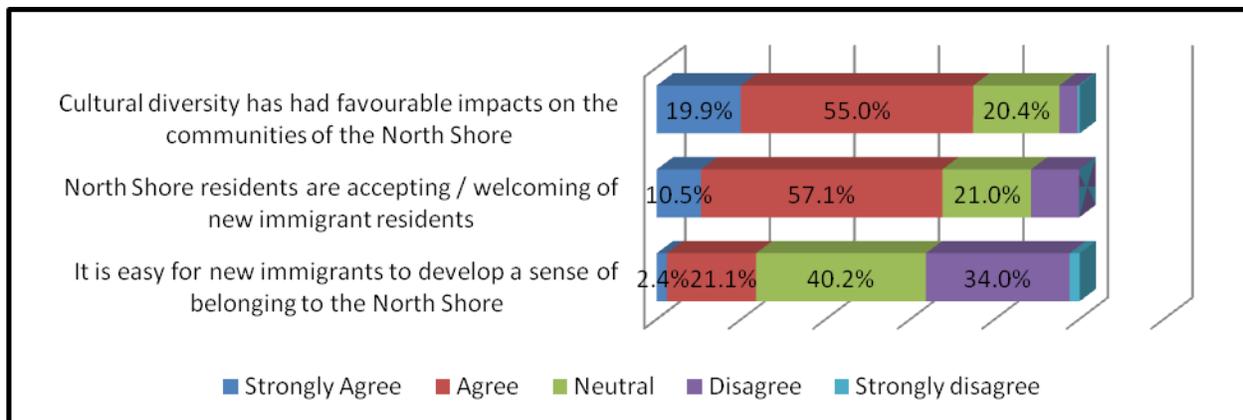


Impact of Cultural Diversity, Acceptance and Belonging

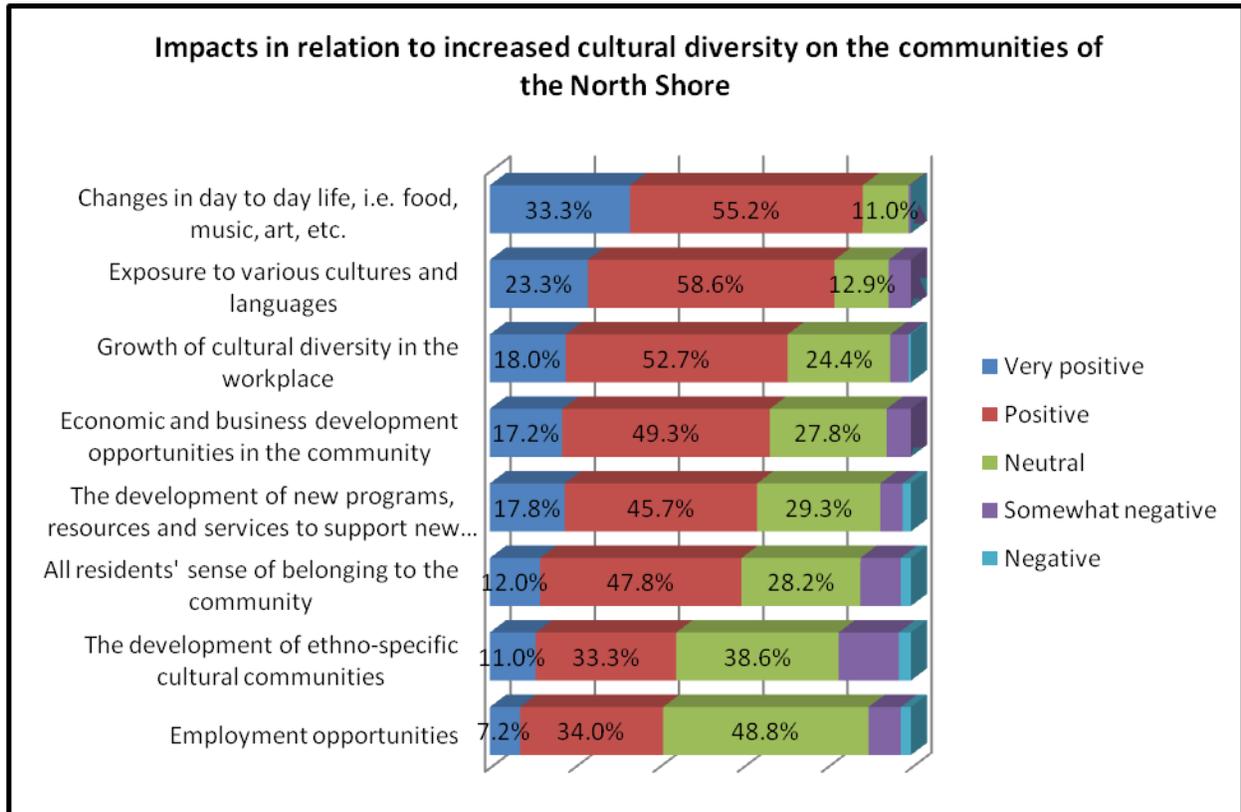
Nearly 75% of respondents stated that cultural diversity has had very favourable or somewhat favourable impact on the North Shore. That fewer than 20% see the impacts as very favourable is noteworthy. That 20% responded neutral to this question is also of note; ways of increasing community involvement and engagement may be worth consideration.

68% of respondents perceive the communities of the North Shore to be accepting and welcoming. Again, it is difficult to interpret the “neutral” responses; however, this indicates that about 1/3 of respondents are somehow indifferent or feel that the community is neither welcoming or inclusive nor unwelcoming or exclusive.

About 23% of respondents stated that it was easy or very easy for new immigrants to develop a sense of belonging to the North Shore. 40% responded that it was neither easy nor difficult and, most noteworthy, 36% felt it is difficult or very difficult.



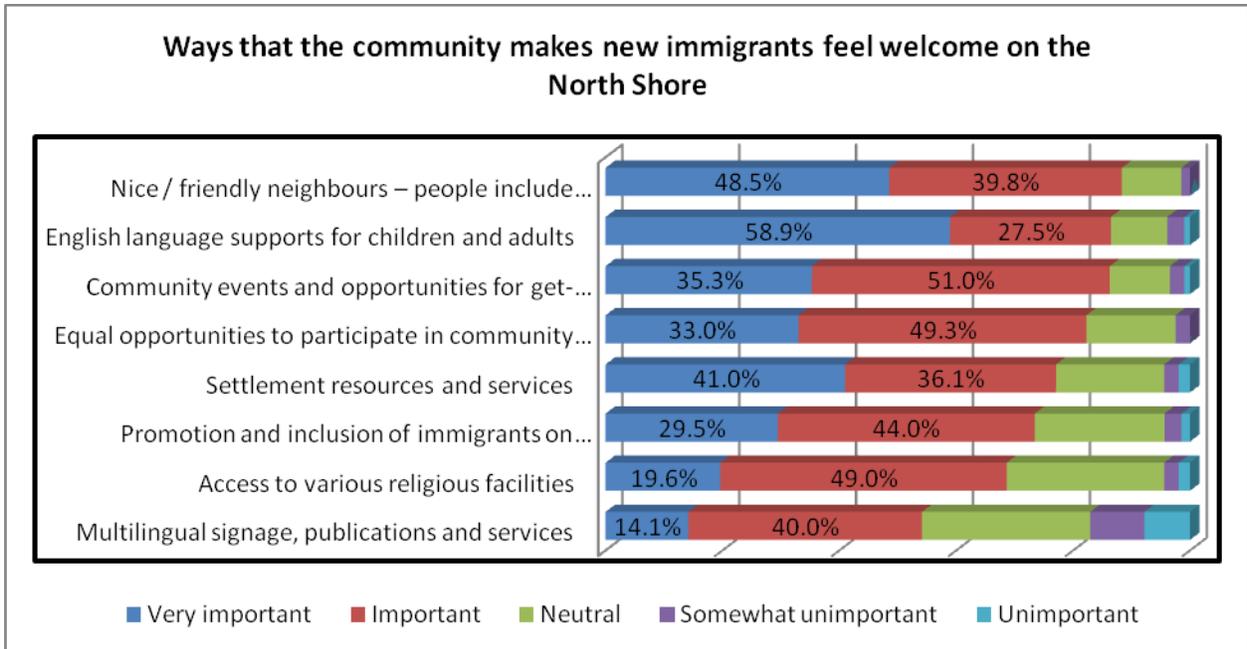
Survey respondents were asked to rate a lists of impacts that cultural diversity has had on the communities of the North Shore. The table below summarizes the responses. Exposure to food, music, culture language, diversity in the workplace and increased business opportunities were perceived as being very positive or positive by the majority of the respondents.



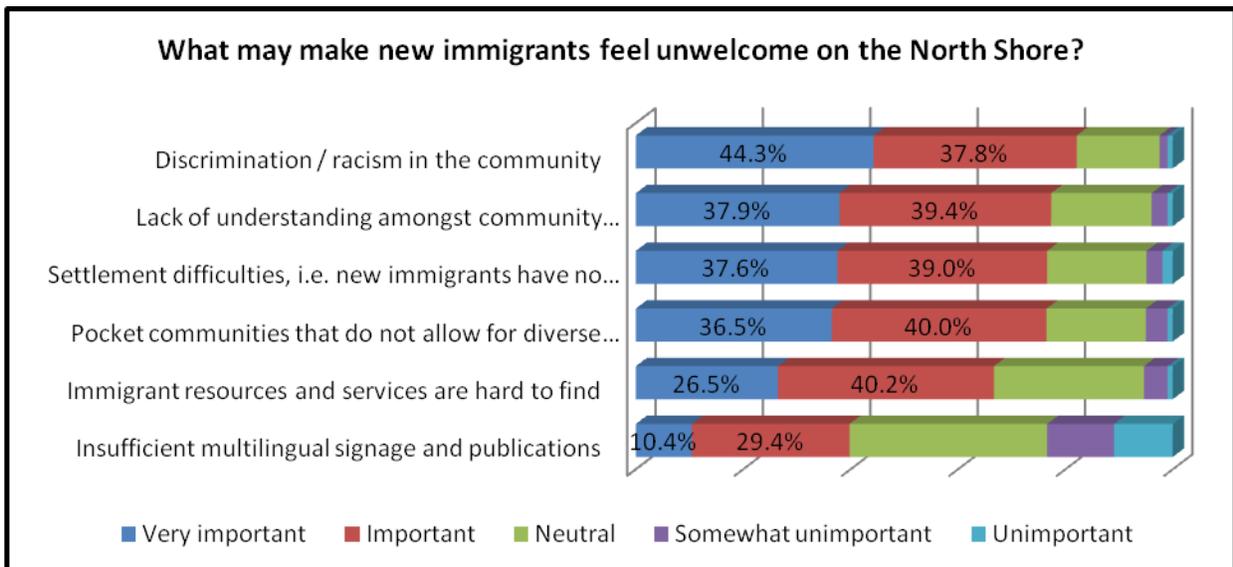
Developing Welcoming Communities on the North Shore

The input collected through the Stakeholder Consultations, the Community Focus Groups and the Immigrant Forum were analyzed and informed the development of a list of ways the communities of the North Shore make new immigrants feel welcome. Survey respondents were asked to rank the importance of these ways. See the Chart on the next page.

Aggregate totals for the “very important” and “important” responses indicate that all listed means of welcoming were rated quite high, falling between approximately 70% and 88% for all but one category – multilingual signs, publications and services. The importance (aggregate of very important and important) of providing multilingual signs, publications and services was only 44%.

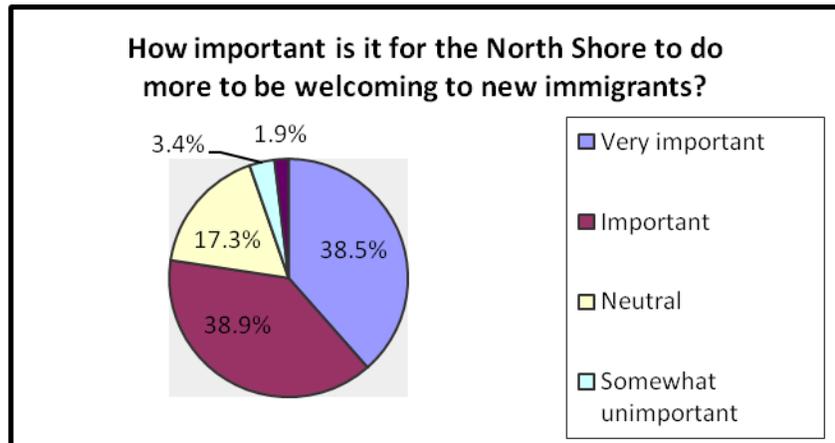


Survey respondents were asked to rank the importance of the following ways that the communities may make new immigrants feel unwelcome. Consistent with the findings in the previous section about means of welcoming, when asked about what may be unwelcoming, respondents again indicated that insufficient signage and publications is not important. However, there was significant agreement (approximately 80%) that the presence of racism and discrimination in the community, a lack of understanding of cultural customs and practices, immigrants’ settlement issues, and “pocket cultural communities” contribute to making newcomers feel unwelcome.

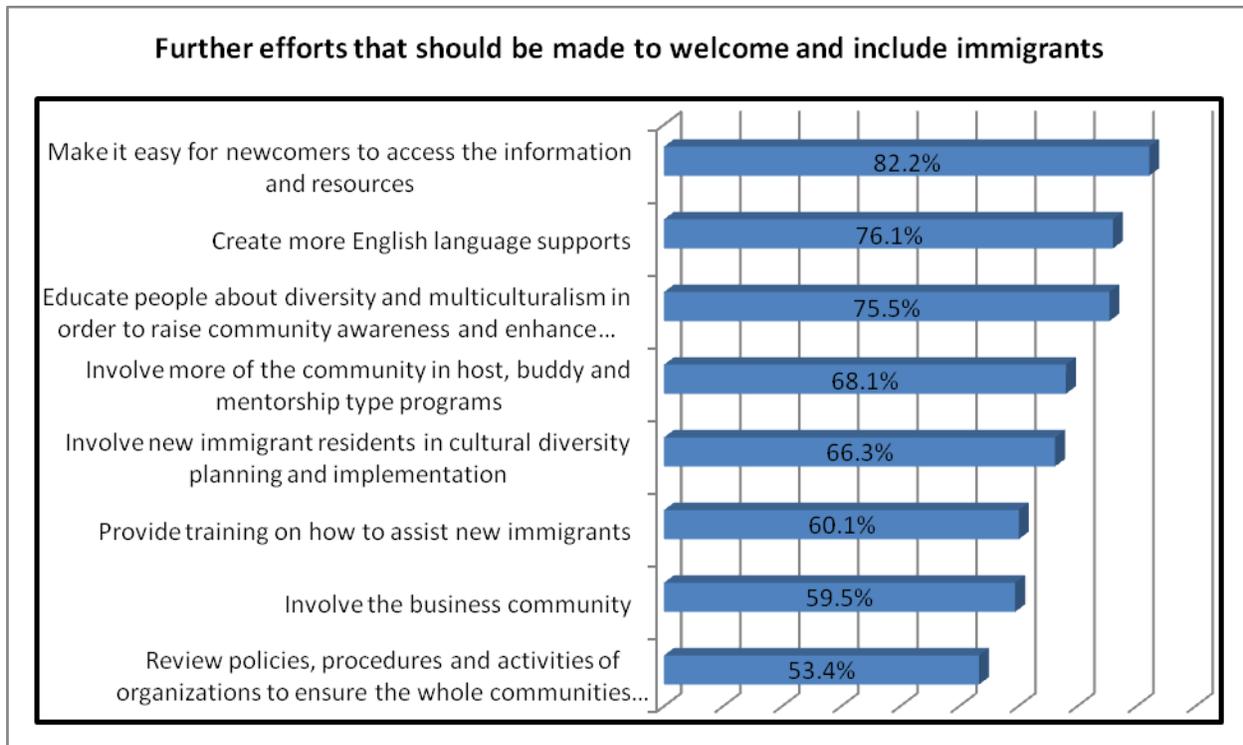


Actions and Priorities

77% of respondents indicated that it is very important or important for the North Shore to do more to be welcoming to new immigrants.

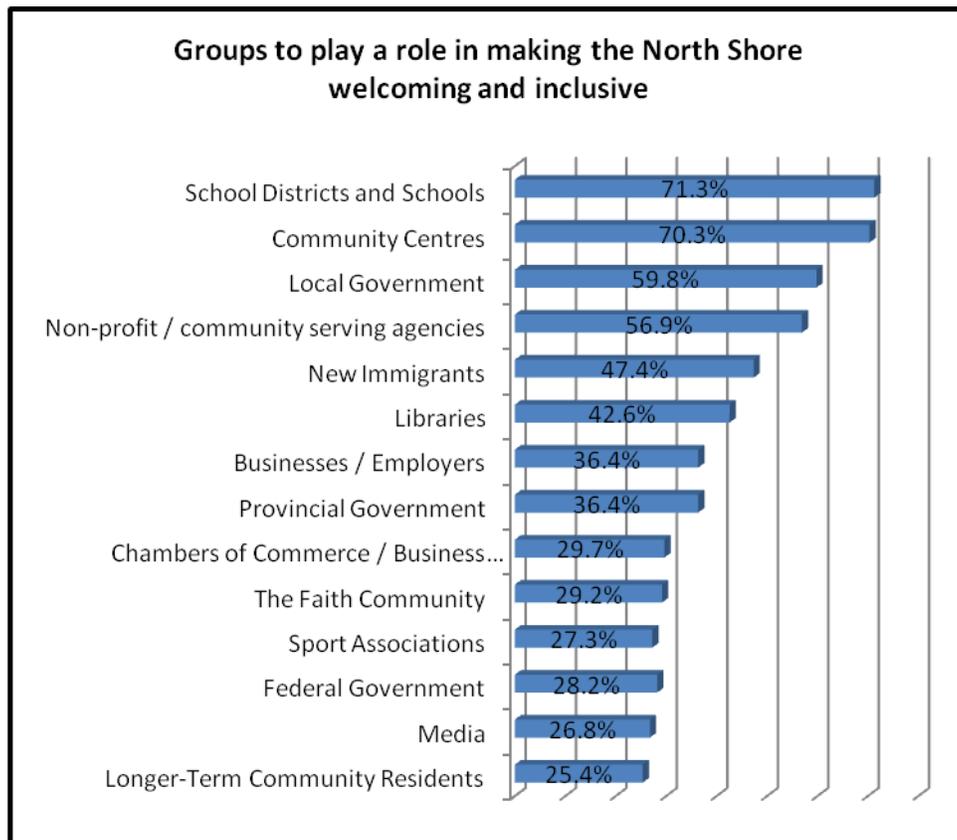


Survey respondents indicated that information, training and increasing community engagement are efforts that should be made to ensure immigrant feel welcome and included. It is noteworthy that facilitating immigrant access to information and resources has the highest ranking.

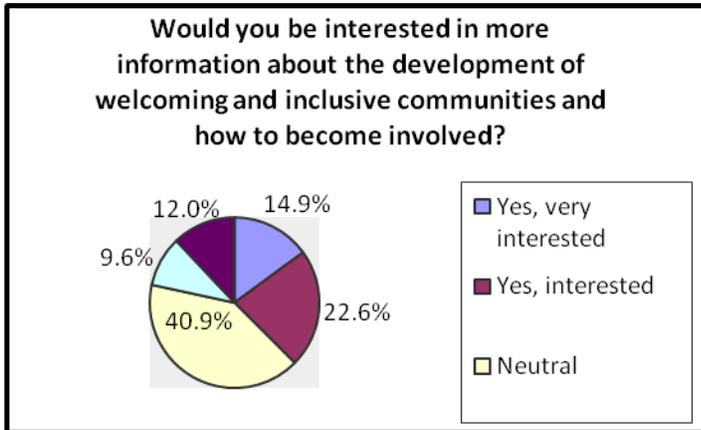


Roles and Responsibilities

Survey respondents were asked to comment on the groups that should play a role in making the North Shore more welcoming and inclusive. Respondents indicated that school districts and schools and community centres should play the largest role. It is of interest that in the survey local government was ranked third above both provincial and federal levels of government and non-profit and community serving agencies. It is also interesting that the role new immigrants should play was ranked fifth and far above that of the role longer term residents should play (14th). Interesting to note, however, when asked about their current level of involvement, 74% of respondents stated that they had some level of involvement in making the communities of the North Shore more welcoming.



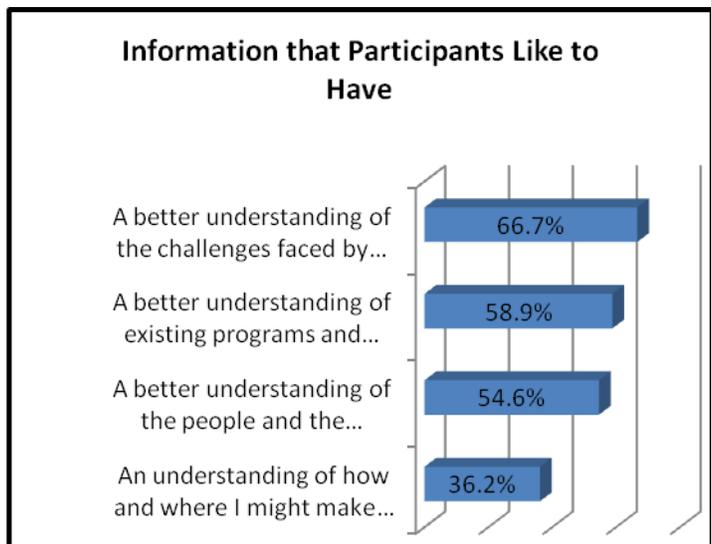
Additional Information



When asked about their interest in receiving more information about the development of welcoming and inclusive communities and involvement, 37.5% of survey respondents stated an interest.

The chart to the right indicates the type of information participants would like to have.

When asked how they would like to receive this information, the majority of respondents (75%) indicated a preference for web based information. Limited interest was cited for attending workshops or presentations (36.2%), receiving print materials (27.5%) or participating in forums or discussion groups (25.5%).



Community Stakeholder Forum

The Forum was attended by 25 Community Stakeholders and provided an opportunity for the project team to share the findings gathered in all elements of the project. The intent of the forum was to provide the stakeholder community an opportunity to review and discuss the findings and to discuss and determine next steps, strategies and actions in the development of more welcoming and inclusive communities on the North Shore. These suggested next steps, strategies and actions will be taken back to the agencies and organizations of the North Shore and to the NSWAC for review and will be used to guide the development of the NSWAC's 2010 – 2013 Strategic Plan.

Appendices

Appendix 1: NSWAC Membership List

North Shore Welcoming Action Committee – Membership List			
Updated June 2010			
Name	Organization	Phone	Email
Arleta Beckett Executive Director	Parkgate Community Services	604 983 6375	abeckett@myparkgate.com
Barb Maclellan Manager Information Services	North Shore Community Resources	604 985 7138	barb.maclellan@nscr.bc.ca
Breann Specht Community Developer	Coastal HSDA [North Shore] Vancouver Coastal Health	604 802 0962	breann.specht@vch.ca
Carolyn Neilson Manager	YWCA One Stop Career Shop	(604) 988 3766 x 224	cneilson@ywcavan.org
Cheryl McBride Manager, Administration, Recreation and Facilities	North Shore Neighbourhood House	604 987 8138	cmcbride@nsh.bc.ca
Chris Kennedy Assistant Superintendent for Secondary Schools	West Vancouver School District	604 981 1000	ckennedy@sd45.bc.ca
Don Rutherford Executive Director	North Shore Neighbourhood House	604 987 8138	drutherford@nsh.bc.ca
Elizabeth Jones Executive Director	North Shore Multicultural Society	604 988 2931	elizabethj@nsms.ca
Fareshteh Kashefi Multicultural Services Librarian	North Vancouver City Library	604 998 3476	fkashefi@cnv.org
Hanieh Khataee Planning Consultant	United Way of the Lower Mainland	604 294 8929 local (2250)	haniehk@uwlm.ca
Jane Watkins Chief Librarian	City of North Vancouver Public Library	604 998 3450	jwatkins@cnv.org
Jean Thompson Team Leader	Vancouver Coastal Health, Parkgate Community Health Centre	604 904 6460	jean.thompson@vch.ca
Jody Johnson Project Coordinator	North Shore WAC	778 808 6252	jody.johnson@shaw.ca
John Neumann Executive Director	North Shore Disabilities Resources	604 985 5371	j.neumann@nsdrc.org
Julia Staub-French Director of Clinical Programs	Family Services of the North Shore	604 988 5281	jsfrench@familyservices.bc.ca
June Maynard Manager, Childcare Resource	North Shore Community Resources		June.maynard@nscr.bc.ca

Our Welcoming Community, A WICWP Knowledge Development and Exchange Project

and Referral Programs			
Kathy Coyne	Literacy Now Committee	604 990 7885	kcoyne@capilano.ca
Kelly Diamond Access Coordinator	West Vancouver Community Services		kdiamond@westvancouver.ca
Laurie Kohl Counsellor / Coordinator	Family Services of the North Shore		kohl@familyservices.bc.ca
Leanne Sexsmith Manager of Community Development, Youth and Families	District of West Vancouver	604 921 3404 604 377 6440	lsexsmith@westvancouver.ca
Linette Smith Access and Community Engagement Coordinator	North Vancouver Recreation Commission	604 983 6303	smithl@northvanrec.com
Liz Chase Project Coordinator Welcoming Neighbourhoods	North Shore Neighbourhood House	604 980 6670	lchase@nsnh.bc.ca
Mark Lefroy District Principal School and Program Services	North Vancouver School District	604 903 3444	mlefroy@nv44.bc.ca
Nancy Hollstedt Manager, Volunteer North Shore and Community Planning	North Shore Community Resources	604 982 3311 604 985 7138	Nancy.hollstedt@nscr.bc.ca
Pat Hodgson Professor Community Development and Outreach	Community Development and Outreach Department Capilano University	604 209 4439	phodgson@capilano.ca
Paul Penner Community Planner	City of North Vancouver	604 983 7381	ppenner@cnv.org
Richard White Director, Community Development Department	City of North Vancouver		rwhite@cnv.org
Rosy Janze Community Bridging Manager	North Shore Multicultural Society	604 988 2931	rosyi@nsms.ca
Tara Matsuzaki Librarian	West Vancouver Memorial Library	604 925 7440	tmatsuzaki@westvanlibrary.ca
Trisha Andrew	North Shore Neighbourhood House	604 290 3041	tandrew@nsnh.bc.ca

Appendix 2: Consultation Questions

Perception of the North Shore as Culturally Diverse and / or Multicultural

1. Do you see the communities of the North Shore as culturally diverse or multicultural? Why or why not?
2. Describe any shifts in the cultural make up of the North Shore that you have noted over the last decade.
3. What impact have these shifts in cultural diversity had on the workplaces and communities of the North Shore?

Perception of the North Shore as welcoming and inclusive

4. What makes a community welcoming and inclusive?
5. Describe some aspects of North Shore communities that you see as being welcoming and inclusive.
6. Describe some aspects of North Shore communities that you see as being unwelcoming or exclusive.
7. Given your answer above, what could / should be done to further build the North Shore as welcoming and inclusive communities?

Roles and Responsibilities

8. What role, responsibility or mandate do you and / or your organization have in the development of welcoming and inclusive North Shore workplaces and communities?
9. Who or what agencies have key roles or should be the leaders in the development of welcoming and inclusive communities?

Priorities and Planning

10. What three actions or priorities should be undertaken to ensure that the communities of the North Shore are truly welcoming and inclusive?

Appendix 3: Immigrant Forum Discussion Questions

1. Sharing settlement experiences

- a. Do you feel welcome and included in the communities of the North Shore?
- b. Describe some of the experiences that have made you and your family feel welcome and included in the communities of the North Shore.
- c. Describe experiences that have made you and your family feel not welcome or not included in the communities of the North Shore.

2. Exploring roles and responsibilities

- a. Do new immigrants have a role and responsibility in developing communities that are welcoming and inclusive of all residents?
- b. If you answered “yes” to the question above, what is the role and responsibility of newcomers in developing communities that are welcoming and inclusive of all residents?
- c. Who else is responsible for making communities welcoming and inclusive? Please provide examples of how they could make the community more welcoming and inclusive.

3. Sparking interest

- a. Is there anything that stops you from becoming involved in activities related to the development of welcoming and inclusive communities? Please describe.
- b. What can individuals do to develop welcoming and inclusive communities?

4. Identifying actions and champions

- a. Would you like to become involved projects and activities related to the development of welcoming and inclusive communities?
- b. Please recommend 3 “next steps” – what actions should be taken to ensure the North Shore is welcoming and inclusive?
- c. What role would you like to take in these next steps?

Appendix 4: Focus Group Questions

Perception of the North Shore as Culturally Diverse and / or Multicultural

1. Do you see the communities of the North Shore as culturally diverse or multicultural? Why or why not?
2. Describe any shifts in the cultural make up of the North Shore that you have noted over the last decade.
3. What impact have these shifts in cultural diversity had on the workplaces and communities of the North Shore?

Perception of the North Shore as welcoming and inclusive

4. Describe some aspects of the North Shore that you see as being welcoming and inclusive.
5. Describe some aspects of the North Shore that you see as being unwelcoming or exclusive.
6. Given your answer above, what could / should be done to further build the North Shore as welcoming and inclusive communities?

Roles and Responsibilities

7. What role, responsibility or mandate do you and / or your organization have in the development of welcoming and inclusive North Shore communities?
8. Who or what agencies have key roles or should be the leaders in the development of welcoming and inclusive communities?

Priorities and Planning

9. What three actions or priorities should be undertaken to ensure that the communities of the North Shore are truly welcoming and inclusive?

Appendix 5: Survey

North Shore Welcoming Action Committee - Residents' Survey

Thank you for your willingness to participate in this survey. This survey is part of the “Our Welcoming Community” project coordinated by the North Shore Welcoming Action Committee (NSWAC). The intent of the project and this survey is to provide all community members an opportunity to share their knowledge, opinion and experiences related to multiculturalism and the development of the North Shore as welcoming and inclusive.

The NSWAC is a consortium of North Shore organizations and agencies working to facilitate the integration of new immigrants and to enhance the welcoming and inclusive nature of the North Shore. For more information about the NSWAC, please visit: www.northshorewac.ca

The “Our Welcoming Community” project is funded by the Immigration and WelcomeBC Branch of the Ministry of Advanced Education and Labour Market Development and the Welcoming and Inclusive Communities and Workplaces Program.

Survey responses will be summarized and compiled into a report that will be used by Community Serving Agencies to review and develop additional community programs, services and resources. Your input will help to develop a more welcoming and inclusive North Shore.

The survey will take about 10 minutes. All information provided in this survey is strictly confidential, and will be used only for the research described above. Again, your input is invaluable and we thank you in advance for your time.

Survey Questions

1. Do you live on the North Shore?

- Yes No

2. Do you see the communities of the North Shore as being culturally diverse?

- Yes, very much so Yes, in a limited way Neutral Not really Not at all

3. Would you say that “multiculturalism” (i.e. that all people have an equal opportunity to participate in society or the community) is working well on the North Shore?

- Yes, very much so Yes, in a limited way Neutral Not really Not at all

4. How would you describe the impact cultural diversity has had on the communities of the North Shore?

- Very favourable Favourable Neutral Unfavourable Very unfavourable

5. Please rate the following impacts in relation to increased cultural diversity on the communities of the North Shore. Please select a, b, c, d, or e for each.

a - Very Positive b - Positive c – Neutral d - Somewhat Negative e – Negative

- Changes in day to day life, i.e. food, music, art, etc. ____
- Exposure to various cultures and languages ____
- Economic and business development opportunities in the community ____
- The development of ethno-specific cultural communities ____
- Employment opportunities ____
- All residents' sense of belonging to the community ____
- Development of new programs, resources and services to support new immigrants ____
- Growth of cultural diversity in the workplace ____
- Other 1 - Please describe and rank: _____
- Other 2 - Please describe and rank: _____

6. In your opinion, are North Shore residents accepting / welcoming of new immigrant residents?

- Yes, very accepting and welcoming Yes, accepting and welcoming
 Neutral Somewhat not accepting and unwelcoming Not accepting and unwelcoming

7. Do you think it is easy for new immigrants to develop a sense of belonging to the North Shore?

- Yes, very easy Yes, easy Neither easy nor difficult Somewhat difficult Very difficult

Please comment: _____

8. What are some ways that the community makes new immigrants feel welcome on the North Shore? Please rank the importance of the following items.

a - Very important b – Important c – Neutral d - Somewhat unimportant e – unimportant

- Settlement resources and services ____
- Multilingual signage, publications and services ____
- English language supports for children and adults ____
- Nice / friendly neighbours – people include newcomers in neighbourhood events ____
- Community events / opportunities for get-togethers to share and celebrate culture ____
- Inclusion of immigrants on community boards and in municipal governments etc. ____
- Equal opportunities to participate in community decision-making ____
- Access to various religious facilities ____
- Other – Please rank and describe below _____

9. In your opinion, what may make new immigrants feel unwelcome on the North Shore? Please check all that apply.

a - Very important b – Important c – Neutral d - Somewhat unimportant e – Unimportant

- Lack of understanding amongst community members about the customs and practices of other cultures _____
 - Immigrant resources and services are hard to find _____
 - Settlement difficulties, i.e. new immigrants have no credit for leasing and mortgage, difficulty of obtaining a driving license, health coverage, etc. _____
 - Discrimination / racism in the community _____
 - Insufficient multilingual signage and publications _____
 - Pocket communities that do not allow for diverse cultures to mix _____
 - Other - Please rank and describe below _____
-

10. How important is it for the North Shore to do more to be welcoming to new immigrants?

Very important Important Neutral Somewhat unimportant Not important at all

11. If your answer for the last question is Very important or Somewhat important, what further efforts should be made to welcome and include immigrants? Please choose all that apply.

- Provide training on how to assist new immigrants
- Educate people about diversity and multiculturalism in order to raise community awareness and enhance understanding
- Review policies, procedures and activities of organizations to ensure the whole communities involvement, i.e. more outreach activities, online blogs/forums
- Make it easy for newcomers to access the information and resources
- Involve new immigrant residents in cultural diversity planning and implementation
- Involve more of the community in host, buddy and mentorship type programs
- Create more English language supports
- Involve the business community
- Other (please specify): _____

12. In your opinion, which groups should play the largest role in making the North Shore welcoming and inclusive? Please select five.

- Media Libraries Federal Government The Faith Community
- Sport Associations Provincial Government Community Centres
- School Districts and Schools Longer-Term Community Residents Local Government
- Non-profit / community serving agencies New Immigrants
- Businesses / Employers Chambers of Commerce / Business Associations
- Other: _____

13. Are you involved somehow in making the North Shore more welcoming (through your work, leisure, school activities, etc.)?

Yes, very much so Yes, in a limited way Neutral Not really Not at all

Please describe your involvement: _____

14. Would you be interested in more information about the development of welcoming and inclusive communities and how to become involved?

Yes, very interested Yes, interested Neutral Somewhat uninterested Not interested at all

15. 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 existing programs and services for new immigrants
- An understanding of how and where I might make connections with new immigrants
- A better understanding of the challenges faced by newcomers immigrants on the North Shore
- Other (please specify): _____

16. How would you like to get information? Please check all that apply.

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

17. Which area/communities in North Shore do you live?

- District of North Vancouver City of North Vancouver West Vancouver
- Bowen Island Lions Bay Other: _____

18. How long have you lived in the North Shore?

- Less than 5 years 5 - 9 years 10 - 19 years More than 20 years

19. How long have you lived in Canada?

- Less than 5 years 5 - 9 years 10 - 19 years More than 20 years

20. How old are you?

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

21. Gender

- Female Male