

REFUGEE RESPONSE TEAM – FRASER VALLEY

COMMUNITY REFUGEE RESPONSE ACTION PLAN

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EXECUTIVE SUMMARY

The Refugee Response Team – Fraser Valley (RRT-FV) has developed the following *Community Refugee Response Action Plan* to address urgent, short-term needs and issues in support of refugees in the Fraser Valley region. In recent months, 750+ Syrian refugees settled in the region, as well as refugees from other parts of the world. This trend shows no signs of slowing down, as Canada plans to accept up to 305,000 new permanent residents, including 55,000 refugees, in 2016. The action plan was developed through a community consultation process with 25+ RRT-FV members representing the seven communities of the Fraser Valley and involved in the resettlement and integration of refugees. The following six issues were prioritized: data collection and information sharing, public education and messaging, employment and labour market attachment, health care access, housing and language training. For each priority issue, actions were identified and incorporated into the action plan.

BACKGROUND

Recognizing the severity of the global humanitarian crisis in Syria, the Province of British Columbia has created the BC Refugee Readiness Fund, a one-time investment of \$1 million to enhance federal and provincial refugee programs and provide additional resources for communities and private sponsors who are working to bring refugees to BC. Refugee Response Teams (RRTs) have been formed in five regions within the province: Metro Vancouver, Fraser Valley, Vancouver Island, Thompson Okanagan and Cariboo.

The Fraser Valley RRT will act as local resource for information and communications about refugee resettlement in the following seven communities: Abbotsford, Chilliwack, Delta, Langley, Maple Ridge / Pitt Meadows, Mission and Surrey. Members will identify and prioritize needs and issues related to refugee resettlement within the identified communities and create and implement an action plan to address urgent, short-term needs.

MEMBERS OF TEAM

Name	Title	Organization	Community(s)	Sector(s)
Danielle Nazarewich	Administrative Coordination, Diversity Education	Abbotsford Community Services	Abbotsford	Settlement LIP
Manpreet Grewal	Director, Multicultural and Immigrant Integration Services	Abbotsford Community Services	Abbotsford	Settlement LIP
April Neave	Director, Immigrant and Senior Services	Chilliwack Community Services	Chilliwack	Settlement LIP
Aileen Murphy	Senior Social Planner	City of Surrey	Surrey	Local Government LIP
Olga Shcherbyna	Surrey LIP Coordinator	City of Surrey	Surrey	Local Government LIP
Neelam Sahota	Chief Executive Officer	DIVERSEcity Community Resources Society	Surrey, Delta	Settlement
Tahzeem Kassam	Chief Operating Officer	DIVERSEcity Community Resources Society	Surrey, Delta	Settlement
Roberta O'Brien	Maple Ridge / Pitt Meadows LIP Coordinator	Family Education and Support Centre	Maple Ridge, Pitt Meadows	Settlement LIP
Amrit Rai	Director, Primary Care	Fraser Health Authority	All	Healthcare
Dr. Andrew Larder	Medical Health Officer	Fraser Health Authority	All	Healthcare
Sangeeta Subramanian	Senior Manager, Workplace Development	Immigrant Employment Council of BC	All	Business / Employers
Jennifer York	Senior Manager, Settlement Programs	Immigrant Services Society of BC	All	Settlement
Kathy Sherrell	Associate Director, Settlement	Immigrant Services Society of BC	All	Settlement
Patrick Donahoe	Dean, Faculty of Academic and Career Advancement	Kwantlen Polytechnic University	Surrey, Langley	Education
Kate Collins	Manager, Settlement and Integration Services	Langley Community Services Society	Langley	Settlement
Ron van Wyk	Director of Programs	Mennonite Central Committee of BC	All	Settlement

				SAHs
Karen Laing	Manager, Governance / Resource Development	Mission Community Services	Mission	Settlement LIP
Rick Rake	Program Coordinator, Mission LIP Council	Mission Community Services	Mission	Settlement LIP
Ninu Kang	Director of Communications and Development	MOSAIC	Surrey	Settlement
Mainu Ahmed	Director	Muslim Food Bank and Community Services	Surrey	Settlement
Connie Hong	Senior Manager	Options Community Services Society	Surrey	Settlement
James Musgrave	Manager, Surrey Youth Services – South	Pacific Community Resources Society	Surrey	Settlement
Kiran Johal	Program Supervisor, Moving Ahead Program	Pacific Community Resources Society	Surrey	Settlement
Devinder Chattha	Director of Language and Settlement	Progressive Intercultural Community Services Society	Surrey, Delta	Settlement LIP
Eva Touzard	Manager, PBLT and Literacy Programs, and Coordinator, Community Connections	Progressive Intercultural Community Services Society	Surrey, Delta	Settlement LIP
Caroline Lai	Manager	School District #36 (Surrey)	Surrey	Settlement Education
Stephen Dooley	Executive Director	Simon Fraser University – Surrey	Surrey	Education
Jenny Lam	Regional Manager, Immigrant Settlement and Integration Program (Surrey-Delta Service Centre)	SUCCESS	Surrey, Delta	Settlement
Wendy McCulloch	Program Director, Integrated Settlement Services	SUCCESS	Surrey	Settlement
Anita Huberman	Chief Executive Officer	Surrey Board of Trade	Surrey	Business / Employers
Vasso Vahlas	Executive Director	Surrey Language Assessment Centre	Surrey	Settlement
Jamie Kopp	Program Manager	Umoja Operation Compassion Society	Surrey	Settlement
Catherine Ludgate	Manager, Community Investment	Vancity Credit Union	All	Business / Employers

NOTE: The roles and responsibilities of the Fraser Valley RRT team members can be found in "Appendix 3 – Terms of Reference", which were adopted on March 9, 2016. RRT-FV members will assist in data collection, identifying and prioritizing refugee-specific service needs and issues to be addressed through the RRT-FV, providing input / expertise on various documents, events and other activities (e.g. communication plan, information sheets, capacity building events, employment facilitated discussions, etc.). Some team members will also be involved in chairing, providing input on potential members and/or participating in Working Groups, where appropriate, to be determined once the action plan has been approved by the Province.

METHODOLOGY

The Fraser Valley Refugee Response Team (RRT) met on March 9 and 15, 2016, to provide input into the development of the action plan. During the first meeting, members identified the needs, challenges and issues that had emerged in their respective communities with regards to refugee resettlement, and the services that had been put in place to address them. The information was compiled into a background document, and distributed to all members in advance of the second meeting. During the second meeting, members reviewed the issues and needs raised during the first meeting, and selected issues to be addressed within the action plan. A total of six issues were prioritized. Members then selected two issues on which they had knowledge, experience and expertise, and worked in small groups to brainstorm actions on those issues. The brainstormed actions were compiled into a summary document and incorporated into the following action plan.

VISION OF TEAM

Fraser Valley service providers, sponsors, stakeholders and refugees will have access to the information, services and supports they need in order to facilitate the resettlement of refugees and ensure their successful integration into the community.

OBJECTIVES

- Identify and prioritize community refugee service needs based on local experience and expertise in the community as well as available federal data on refugee flow and settlement.
- Identify existing refugee services and supports to ensure non-duplication of federal and provincial resettlement, settlement, language and employment services.
- Develop a Community Refugee Response Action Plan to address urgent, short-term needs or issues in support of refugees.
- Support the Refugee Readiness Hub (RRH) operated by the Immigrant Services Society of BC (ISSofBC) through the provision of community data and information.
- Oversee a coordinated approach to implementation of the action plan.

ISSUES IDENTIFIED

1. DATA COLLECTION AND INFORMATION SHARING – April 2016 to March 2017

Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
No mechanisms exist for collecting, sharing and relaying information at the regional (Fraser Valley) level. Comprehensive, accurate and up-to-date data on refugee arrivals to the Fraser Valley region is needed so that communities within the Fraser Valley are prepared to receive and support them. Service needs and challenges need to be identified, documented and shared with relevant stakeholders so that they can be addressed in a timely manner.	<ul style="list-style-type: none"> The IRCC's #WelcomeRefugees only provides information about Syrian refugees (GARs, BVORs, PSRs in inventory) and their intended community for resettlement. ISSo/BC is able to collect and share detailed information about GARs, but not other types of refugees settling in the Fraser Valley. MCC-BC is able to collect and share information about some, but not all, PSRs in the Fraser Valley. SFU's WUSC Student Refugee Program may be able to collect and share information about some, but not all, PSRs in the Fraser Valley. As part of the action planning process, RRT-FV members identified a need for consolidated, accurate and up-to-date information on refugees settling in their communities, services and supports to them, and challenges impacting their successful settlement and integration. 	<ul style="list-style-type: none"> Develop tools and mechanisms for ongoing data collection and information sharing with RRT-FV members, ISSo/BC, government, etc. (e.g. data collection templates) Organize Refugee Reference Groups in 5-6 cities of the Fraser Valley to gather feedback on newly-developed resources, services, etc., directly from refugee clients 	<ul style="list-style-type: none"> RRT-FV members, ISSo/BC, government and other relevant stakeholders receive comprehensive, accurate and up-to-date information about refugee arrivals, as well as refugee-specific service and support issues, on an ongoing basis. Communities, government and other relevant stakeholders receive information about local refugee-specific service and support issues on an ongoing basis. Communities, service providers and other stakeholders are better prepared to welcome and support refugees arriving in their communities. 	<ul style="list-style-type: none"> 35 RRT-FV members and relevant stakeholders receive monthly updates with detailed information about refugee arrivals in seven communities of the Fraser Valley. 35 RRT-FV members and relevant stakeholders receive quarterly updates with information about the local service needs, issues and challenges in the Fraser Valley. 12-15 local, refugee-specific service and support issues, identified through data collected from RRT-FV members, are brought forward to relevant bodies (e.g. RRT Network, local representatives from IRCC, Province of BC, FHA, school districts). 	<ul style="list-style-type: none"> A distribution list will be used to track detailed information about the stakeholders receiving monthly and quarterly updates (e.g. # of recipients, sectors represented). RRT-FV meeting summaries will capture new and ongoing refugee-specific service and support issues, as well as if/how they are addressed, on a quarterly basis. RRT-FV members and other stakeholders will be invited to provide feedback on an ongoing basis. Tools and mechanisms for data collection and information sharing will be adjusted as needed. 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> 3 data collection templates (refugee arrivals, refugee-specific service and support issues, feedback from Refugee Reference Groups) 2 information updates on refugee arrivals in the Fraser Valley 6 Refugee Reference Groups <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> 7 information updates on refugee arrivals in the Fraser Valley 1 Summary Report of feedback from Refugee Reference Groups

2. PUBLIC EDUCATION AND MESSAGING – April 2016 to March 2017

Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
Canada has welcomed a record number of refugees in recent months. Major impacts have been felt in the Fraser Valley. Many Fraser Valley residents have become involved in refugee resettlement for the first time – Fraser Valley service providers have been overwhelmed with requests for information and donations. Although the Fraser Valley community welcoming refugees from all parts of the world, the current focus has been on Syrian refugees, which has led to inequalities in services and supports across the community. The RRT-FV has a role to play in disseminating positive and accurate information on various topics to refugees, sponsors, stakeholders and the general public.	<ul style="list-style-type: none"> The Fraser Valley is a major recipient of refugees to BC. To date, 59% of Syrian GARs who have moved into permanent housing have settled in the following Fraser Valley communities: Surrey, Delta, Langley and Maple Ridge (ISSoBC). This trend will likely continue in 2016, as Canada plans to accept up to 305,000 new PRs, including 55,800 refugees (CIC). Smaller communities, such as Mission, have not experienced such a large number of refugee arrivals since the arrival of Vietnamese refugees in the late 1970s and early 1980s. Information resources and public education is needed for local service providers and community members (Mission Community Services Society). RRT-FV members would like to address some of the misconceptions and negative information circulating their local communities and the media (e.g. more financial support for refugees than local residents), as well as address the unrealistic expectations of some stakeholders (e.g. refugee clients wanting cheaper / better housing). E.g. Globe and Mail: "Do non-Syrian refugees get a fair shake at receiving aid from Canada?" and CBC: "Do GARs receive more money for food than Canadians?". 	<ul style="list-style-type: none"> Develop a communication plan for the RRT-FV Create a microsite with RRT-FV information and resources, with separate sections for RRT-FV members and the general public Develop and distribute a RRT-FV Newsletter with information on new, local refugee-specific services and resources, success stories, etc. to community members and other relevant stakeholders Develop and distribute information sheets on different topics (e.g. volunteer opportunities, how to make donations, local employment supports for refugees) and for different audiences (e.g. refugees, private sponsors, community organizations, school districts) Develop and deliver capacity-building events on different topics (e.g. refugee arrivals and service needs, how to access local services) and for different audiences (e.g. refugees, private sponsors, school districts, WorkBC) 	<ul style="list-style-type: none"> A coordinated approach is taken to public education and messaging to address negative information, misconceptions, etc., about refugees settling in the Fraser Valley. Service providers, sponsors and community members within the Fraser Valley are aware of refugees arriving in their communities, as well as services and supports available to them, so that they are better prepared to serve and support them. Refugees in the Fraser Valley have a more positive settlement experience in their new communities. 	<ul style="list-style-type: none"> 1 communication plan is developed and distributed to 30 RRT-FV members, and 3-5 refugee-specific misinformation / misconceptions are addressed by RRT-FV members in their local communities. 100 stakeholders receive up-to-date information on different topics through 3 newsletters, 4 information sheets, 4 capacity-building events and access to the RRT-FV microsite. 3-5 success stories are shared about newly-arrived refugees in the Fraser Valley. 	<ul style="list-style-type: none"> The communication plan is reviewed by RRT-FV members on a quarterly basis to ensure objectives are being met. RRT-FV meeting summaries will capture information about refugee-specific misinformation / misconceptions arising in local communities, and if/how they were addressed, in a quarterly basis. A distribution list will be used to track detailed information about stakeholders receiving newsletters and information sheets and participants attending capacity-building events (e.g. # of recipients / participants, sectors represented). A website analytics tool will be used to track and analyze information about microsite activity. Evaluation surveys will be distributed to all capacity-building event participants. RRT-FV Newsletters will include success stories about refugees in the Fraser Valley (e.g. those shared by RRT-FV members, private sponsors, local service providers). 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> 1 RRT-FV microsite 1 Communication Plan 1 RRT-FV Newsletter template 1 Information Sheet template <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> 3 RRT-FV newsletters (e.g. new refugee-specific services and resources, success stories) 4 information sheets (e.g. local volunteer opportunities, how to make donations, local services for refugees) 4 capacity-building events (e.g. how to access local services, community-specific information about refugee arrivals and service needs for private sponsors) 1 evaluation survey Summary of findings from evaluation survey and website analytics

3. EMPLOYMENT AND LABOUR MARKET ATTACHMENT – April 2016 to March 2017

Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
Similar to other newcomers, refugees bring skills, knowledge and experience when they come to Canada and need to find meaningful employment in order to settle well into their new lives. Fraser Valley employers are looking to tap into this growing talent pool, but do not have information about the skill profile of refugees settling in the region. There is a need to bring together various stakeholders within the Fraser Valley, including Fraser Valley WorkBC contractors, IEC-BC, Canada-BC Job Grant, Fraser Valley Boards of Trade/Chambers of Commerce, Fraser Valley immigrant service providers and Fraser Valley employers, to share information about develop a coordinated approach to develop refugee-specific employment supports and facilitate labour market attachment for refugees.	<ul style="list-style-type: none"> 750+ Syrian refugees, as well as other refugees, have settled in the Fraser Valley since November 2015, with 39% being of working age (ISSoBC). Some employers have communicated to IEC-BC that they are interested in hiring refugees, but require information about the skill profile of refugees in the region (IEC-BC). RRT-FV members are unaware of refugee-specific employment and labour market services provided by WorkBC and other service providers within the Fraser Valley, and are interested in learning about successful models for refugee labour market attachment and exploring opportunities for service development and implementation. 	<ul style="list-style-type: none"> Organize facilitated discussions with Fraser Valley employment service providers and stakeholders (e.g. WorkBC, immigrant service providers, IEC-BC, employers, Boards of Trade / Chambers of Commerce) Develop and distribute a final report Support IEC-BC in the development of an inventory of skills and work readiness profiles of refugees settling in the region 	<ul style="list-style-type: none"> Stronger connections are developed between WorkBC, immigrant service providers, employers and other stakeholders in the Fraser Valley. Fraser Valley service providers, employers and other stakeholders have an increased understanding of the skill profiles and employment support needs of refugees in their community. Employment services and workplace supports are developed and/or improved to better meet the needs of refugees in the Fraser Valley. 	<ul style="list-style-type: none"> A total of 45 stakeholders participate in 1 of 3 facilitated discussions. 70% of participants surveyed indicate that they have increased their understanding of the employment support needs of refugees. 70% of participants surveyed indicate that they will consider implementing changes to their current employment service and support offerings to better meet the needs of refugees in their community. 	<ul style="list-style-type: none"> A participant list will be used to track detailed information about stakeholders who participate in the facilitated discussions on employment and labour market access for refugees (e.g. # of participants, organizations / communities represented). An evaluation survey will be distributed to all participants to measure effectiveness of the facilitated. RRT-FV members and other stakeholders will be invited to provide feedback on an ongoing basis. 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> 3 facilitated discussions with employment service providers and stakeholders <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> 1 final report 1 evaluation survey Summary of findings from evaluation survey

4. HEALTHCARE ACCESS – April 2016 to March 2017

Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
Some refugees are facing challenges accessing the health care services. FHA has established a Fraser Health Syrian Refugee Communication and Coordination Committee, which meets bi-weekly to oversee FHA's response to health care issues. The committee has representation from major areas within FHA (e.g. primary care, communications, etc.). There is an opportunity for the RRT-FV to connect with this committee to bring forward and address refugee-specific healthcare access issues in the Fraser Valley.	<ul style="list-style-type: none"> RRT-FV members shared information about refugee-specific healthcare access challenges that need to be addressed, including long wait times, language barriers, inability for refugee clients to find a doctor accepting new patients, complex health insurance eligibility and entitlement rules, refugees' lack of familiarity with the Canadian healthcare system, Newcomer Clinics operating at capacity, etc. 48% of Syrian GARs, or 299 individuals, permanently settled in Surrey between November 2015 – March 2016 (<i>ISSoBC</i>). There are only four Arabic-speaking doctors in Surrey, with one accepting new patients (<i>DIVERSEcity</i>). RRT-FV members reported challenges accessing FHA when healthcare access issues / challenges arise. There is a need to have information about FHA access points so that frontline service providers can bring forward issues to the appropriate FHA staff as they arise. FHA expressed a need to develop an information-sharing mechanism with frontline service providers in the Fraser Valley so that they can learn about refugee-specific healthcare access issues as they arise and are better able to address them in a timely manner. 	<ul style="list-style-type: none"> Establish and support a Fraser Valley Healthcare Access Advisory Group (AG), which will act as a conduit for bringing forward refugee-specific healthcare access issues / challenges / needs in the Fraser Valley to FHA Develop an information sheet for Fraser Valley frontline service providers and sponsors on access points to FHA 	<ul style="list-style-type: none"> Fraser Health Authority and the Provincial Government are informed and able to address refugee-specific healthcare access needs and challenges. Refugees have better access to needed healthcare services and supports. 	<ul style="list-style-type: none"> 5 refugee-specific service and support issues are brought forward to FHA. Evidence that refugees have improved access to the healthcare services and supports they need (e.g. reduction in wait times). 70% of members surveyed report that the work of the Fraser Valley Healthcare Access Advisory Group has had an impact on healthcare access for refugees in the Fraser Valley. 	<ul style="list-style-type: none"> Healthcare Access AG meeting summaries will capture new and ongoing refugee-specific service and support issues, as well as if/how they were addressed, on a quarterly basis. An evaluation survey will be distributed to Healthcare Access AG members to measure effectiveness and impact. RRT-FV members, Healthcare Access AG members and other stakeholders will be invited to provide information and feedback on an ongoing basis (e.g. changes in wait times). 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> 1 Healthcare Access Advisory Group established 1 Healthcare Access Advisory Group meeting 1 meeting summary 1 information sheet (e.g. how to access FHA) <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> 2 Healthcare Access Advisory Group meetings (1 per quarter) 2 meeting summaries 1 evaluation survey Summary of findings from evaluation survey

5. HOUSING – April 2016 to March 2017

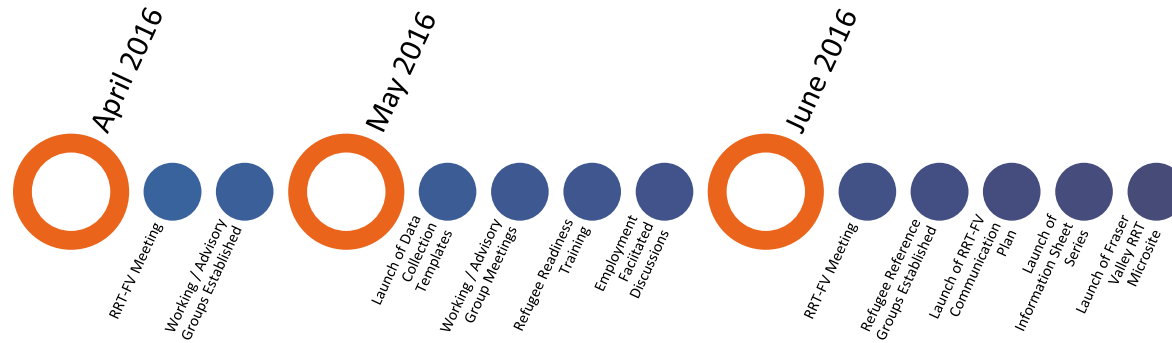
Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
Refugees are facing major challenges accessing safe, adequate and affordable housing. While housing is more affordable in the Fraser Valley, thereby driving refugees to this community, it is still difficult for refugee families to find suitable housing that they can afford. Many recent arrivals are part of large families, often with 6+ family members, and most affordable housing options are not built for such a large number of occupants. Fraser Valley communities are also experiencing all-time low vacancy rates, and landlords have no reason or incentive to rent their properties below market value; that is, at a rate that refugees can afford. There is a need to support Fraser Valley service providers and sponsors who are assisting refugees in finding permanent housing, as well as to bring forward service needs and issues to the RRT Network so that they can be addressed.	<ul style="list-style-type: none"> • More large refugee families arrived in the Fraser Valley in December 2015 than in the past five years (ISSoBC). • 59% of Syrian GARs who have moved into permanent housing have settled in the following Fraser Valley communities: Surrey, Delta, Langley and Maple Ridge (ISSoBC). • In 2015, vacancy rates dropped to less than 2% in all communities across the Fraser Valley (Maple Ridge / Pitt Meadows Times). • Fraser Valley service providers reported several challenges to finding permanent housing for refugees, such as lack of housing stock and and unrealistic expectations of refugees (e.g. desire to find larger and/or cheaper housing options that what is available). Support is needed to develop and disseminate housing information and resources, as well as to address service needs and issues. • RRT-FV members are unaware of incentives available for landlords who provide non-market rate housing to refugees. Information should be collected and distributed to assist service providers and sponsors in the region. 	<ul style="list-style-type: none"> • Establish and support a Fraser Valley Housing Working Group (WG) • Develop and distribute information sheets on different housing-related topics (e.g. Fraser Valley specific housing information for refugee clients, incentives for landlords who provide housing for refugees in the Fraser Valley (if available)) 	<ul style="list-style-type: none"> • Service providers and sponsors are better able to support refugee clients to find safe, adequate and affordable housing in the Fraser Valley. • The RRT Network is aware of the refugee-specific service needs and issues with regards to housing access in the Fraser Valley, which they are able to bring forward to appropriate bodies. 	<ul style="list-style-type: none"> • 100 Fraser Valley service providers, sponsors and other relevant stakeholders receive housing information resources for distribution to refugee clients, landlords, etc. in their communities. • 35 RRT-FV members and other relevant Fraser Valley stakeholders receive information about refugee-specific housing needs and issues once per quarter. • 3-5 refugee-specific housing issues are brought forward to the RRT Network. • 70% of members surveyed report that they are more able to articulate the specific housing issues faced by refugees in the Fraser Valley. 	<ul style="list-style-type: none"> • Distribution list will be used to track detailed information about service providers, sponsors and stakeholders receiving housing information sheets (e.g. # of recipients, organizations represented). • Housing WG meeting summaries will capture new and ongoing refugee-specific housing issues, as well as if/how they were addressed, on a quarterly basis, to determine whether improvements have been made to housing access. • An evaluation survey will be distributed to Housing WG members to measure effectiveness and impact. • RRT-FV members, Housing WG members and other stakeholders will be invited to provide feedback on an ongoing basis (e.g. changes in refugee clients' willingness to move into available housing, more landlords opening rental units to refugees). 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> • 1 Housing WG established • 1 Housing WG meeting • 1 meeting summary <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> • 2 Housing WG meetings • 2 meeting summaries • 2 information sheets developed and distributed (e.g. for refugee clients, for landlords) • 1 evaluation survey • Summary of findings from evaluation survey

6. LANGUAGE TRAINING – April 2016 to March 2017

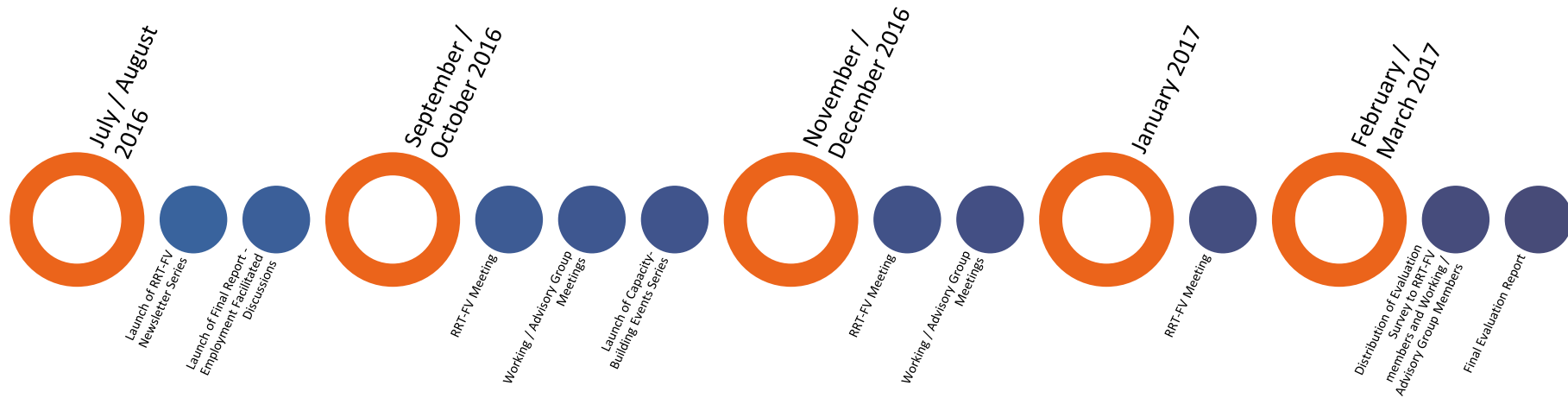
Description	Rationale <i>including supporting data and source of data</i>	Proposed Activity(ies)	Intended Outcome(s)	Outcome target(s)	Measurement Tool	Deliverables Produced
Lack of English language skills is a barrier to social and/or economic inclusion. The majority of Syrian refugees arriving in the Fraser Valley have little to no English language skills and require language training supports. However, many FV LINC programs are at capacity, and service providers are managing long waitlists. There is also a waitlist for language assessment in the Fraser Valley. While other language training supports exist (e.g. conversation circles, ESL programs through faith-based institutions), they have not been documented, which poses a challenge for service providers and sponsors. There is a need to develop a coordinated approach to language assessment and training to enable fair and timely access for refugee clients.	<ul style="list-style-type: none"> 85% of Syrian GARs speak speak neither English nor French. 38% of Syrian PSRs speak neither language. (Toronto Star) Access to LINC programs is limited in the region, especially in new resettlement communities such as Chilliwack. Service providers reported that many of their LINC classes are at capacity, and they are managing long waitlists. See CBC article: "Syrian refugees in BC face long waits for English courses" and attached LINC Waitlist, DIVERSEcity Surrey Language Assessment Centre is managing a waitlist for language assessment in the region. Clients must wait several weeks to have their language skills assessed. There is no comprehensive list of non-LINC language supports available in the region, such as ESLSAP. Refugees could be referred to these services while awaiting access to LINC. Timely access to language training is important for refugees. "The lack of English can make it difficult to become an active, happy member of Canadian society" (Canadian Newcomer Magazine). 	<ul style="list-style-type: none"> Establish and support a Language Assessment and Training Working Group (WG) Map non-LINC English language services for refugees in the Fraser Valley Develop and distribute information sheets different language-related topics (e.g. how to access LINC programs, overview of non-LINC language services and supports) 	<ul style="list-style-type: none"> Community organizations, sponsors and other relevant stakeholders are aware of the process for accessing LINC and non-LINC programs in their communities, thereby maximizing placement of refugees into language training programs. The RRT Network is aware of refugee-specific language training needs and gaps in the Fraser Valley, which they are able to bring forward to appropriate bodies. 	<ul style="list-style-type: none"> 100 community organizations, sponsors and other relevant stakeholders (including LISTN and BC TEAL) receive information about access to LINC and non-LINC language training programs for refugees in the Fraser Valley. 35 RRT-FV members and other relevant stakeholders receive information about refugee-specific language service needs and gaps once per quarter. 3 refugee-specific language service and support issues are brought forward to the RRT Network. 70% of members surveyed report that the work of the Fraser Valley Language Assessment and Training Working Group has improved the access to ESL programs for refugees in the Fraser Valley. 	<ul style="list-style-type: none"> Distribution list will be used to track detailed information about stakeholders receiving information sheets and updates (e.g. # of recipients, organizations represented). Language Assessment and Training WG meeting summaries will capture new and ongoing refugee-specific language service and support issues, as well as if/how they were addressed, on a quarterly basis, to determine whether improvements have been made to language training assessment and access. An evaluation survey will be distributed to Language Assessment and Training WG members to measure effectiveness and impact. RT-FV members, Language Assessment and Training WG members and other stakeholders will be invited to provide feedback on an ongoing basis (e.g. changes in waitlist times). 	<p><u>Phase 2A:</u></p> <ul style="list-style-type: none"> 1 Language WG established 1 Language WG meeting 1 meeting summary 1 information sheet developed and distributed (e.g. how to access LINC programs) <p><u>Phase 2B:</u></p> <ul style="list-style-type: none"> 2 Language WG meetings 2 meeting summaries 1 information sheet developed and distributed (e.g. overview of non-LINC language services and supports) 1 evaluation survey Summary of findings from evaluation survey

HIGH LEVEL TIMELINE

PHASE 2A



PHASE 2B



APPENDIX 1: ACTIVITY TIMELINE AND TASK TABLES

DATA COLLECTION AND INFORMATION SHARING

Phase	Start and End Dates	Task	Responsibility
2A	April – May 2016	Develop data collection templates Distribute data collection templates to RRT-FV members	Project Manager
	May – June 2016	Collect and collate data on refugee arrivals on a monthly basis Distribute information summary on refugee arrivals to RRT-FV members and relevant stakeholders Update data collection templates as needed	Project Manager
	May – June 2016	Establish Refugee Reference Groups	Project Manager, RRT-FV members
2B	July 2016 – March 2017	Collect and collate data on refugee arrivals on a monthly basis Distribute information summary on refugee arrivals to RRT-FV and relevant stakeholders Update data collection templates as needed	Project Manager
	July 2016 – March 2017	Collect and compile information and feedback from Refugee Reference Groups	Project Manager

PUBLIC EDUCATION AND MESSAGING

Phase	Start and End Dates	Task	Responsibility
2A	April – June 2016	Develop and populate RRT-FV Microsite Launch RRT-FV Microsite	Consultant
	April – June 2016	Develop and distribute Communication Plan	Project Manager
	April – June 2016	Develop RRT-FV newsletter and information sheet templates	Project Manager
2B	July 2016 – March 2017	Update RRT-FV Microsite as needed	Project Manager
	July 2016 – March 2017	Develop and distribute RRT-FV newsletters #1-3	Project Manager
	July 2016 – March 2017	Develop and distribute information sheets #1-4	Project Manager
	July 2016 – March 2017	Organize capacity building events #1-4	Project Manager

EMPLOYMENT AND LABOUR MARKET ATTACHMENT

Phase	Start and End Dates	Task	Responsibility
2A	April – June 2016	Provide support to IEC-BC to develop a skill profile of refugees in the region	IEC-BC, Project Manager
	April – June 2016	Organize and host facilitated discussions with employment service providers and stakeholders Develop and distribute evaluation survey to participants	Consultant, Project Manager
2B	July 2016	Collate responses from the evaluation survey Develop and distribute final summary from the facilitated discussions	Consultant, Project Manager

HEALTHCARE ACCESS

Phase	Start and End Dates	Task	Responsibility
2A	April 2016	Establish membership for Healthcare Access Advisory Group	Project Manager, RRT-FV Members
	May – June 2016	Convene Healthcare Access Advisory Group Meeting #1 Develop and distribute summary from meeting #1 to RRT-FV members Follow up on actions as needed	Project Manager, Healthcare Access AG Chair
	May – June 2016	Develop and disseminate information sheet on Fraser Health Access points for refugee service providers	Project Manager
2B	September – October 2016	Convene Healthcare Access Advisory Group Meeting #2 Develop and distribute summary from meeting #2 to RRT-FV members Follow up on actions as needed	Project Manager, Healthcare Access AG Chair
	November – December 2016	Convene Healthcare Access Advisory Group Meeting #3 Develop and distribute summary from meeting #3 to RRT-FV members Follow up on actions as needed	Project Manager, Healthcare Access AG Chair
	February – March 2017	Develop and distribute evaluation survey to Healthcare Access Advisory Group members Collect and collate responses into a final evaluation report	Project Manager, Healthcare Access AG Chair

HOUSING

Phase	Start and End Dates	Task	Responsibility
2A	April 2016	Establish membership for Housing WG	Project Manager, RRT-FV Members
	May – June 2016	Convene Housing WG Meeting #1 Develop and distribute summary from meeting #1 to RRT-FV members Follow up on actions as needed	Project Manager, Housing WG Chair
2B	July 2016 – March 2017	Develop content for information sheets #1-2 Publish and disseminate information sheets #1-2	Project Manager, Housing WG Members
	September – October 2016	Convene Housing WG Meeting #2 Develop and distribute summary from meeting #2 to RRT-FV members Follow up on actions as needed	Project Manager, Housing WG Chair
	November – December 2016	Convene Housing WG Meeting #3 Develop and distribute summary from meeting #3 to RRT-FV members Follow up on actions as needed	Project Manager, Housing WG Chair
	February – March 2017	Develop and distribute evaluation survey to Housing WG members Collect and collate responses into a final evaluation report	Project Manager, Housing WG Chair

LANGUAGE TRAINING

Phase	Start and End Dates	Task	Responsibility
2A	April 2016	Establish membership for Language WG	Project Manager, RRT-FV Members
	May – June 2016	Convene Language WG Meeting #1 Develop and distribute summary from meeting #1 to RRT-FV members Follow up on actions as needed	Project Manager, Language WG Chair
	May – June 2016	Develop content for information sheet #1 Publish and disseminate information sheet #1	Project Manager, Language WG Chair
2B	July – August 2016	Develop content for information sheet #2 Publish and disseminate information sheet #2	Project Manager, Language WG Chair
	September – October 2016	Convene Language WG Meeting #2 Develop and distribute summary from meeting #3 to RRT-FV members Follow up on actions as needed	Project Manager, Language WG Chair
	November – December 2017	Convene Language WG Meeting #3 Develop and distribute summary from meeting #4 to RRT-FV members Follow up on actions as needed	Project Manager, Language WG Chair
	February – March 2017	Develop and distribute evaluation survey to Language WG members Collect and collate responses into a final evaluation report	Project Manager, Language WG Chair

FRASER VALLEY REFUGEE RESPONSE TEAM (RRT) TERMS OF REFERENCE

BACKGROUND

Recognizing the severity of the global humanitarian crisis in Syria, the Province of British Columbia has created the BC Refugee Readiness Fund, a one-time investment of \$1 million to enhance federal and provincial refugee programs and provide additional resources for communities and private sponsors who are working to bring refugees to BC. A total of \$500,000 has been allocated to fund the formation of Refugee Response Teams (RRTs) in five regions within the province: Metro Vancouver, Fraser Valley, Vancouver Island, Thompson Okanagan and Cariboo. The Fraser Valley RRT includes the following seven communities: Abbotsford, Chilliwack, Delta, Langley, Maple Ridge / Pitt Meadows, Mission and Surrey. DIVERSEcity Community Resources Society has been contracted to oversee and coordinate the RRT for the Fraser Valley region.

PURPOSE

The Fraser Valley RRT will act as local resource for information and communications about refugee resettlement. Members will identify and prioritize needs and issues related to refugee resettlement within the identified communities and create and implement an action plan to address urgent, short-term needs. Actions will not duplicate existing services such as Resettlement Assistance Program (RAP) supports, the Canada-BC Job Grant (Refugee Fund and New Canadian Fund), and language and settlement programs funded by the federal government.

VISION

Fraser Valley service providers, sponsors, stakeholders and refugees will have access to the information, services and supports they need in order to facilitate the resettlement of refugees and ensure their successful integration into the community.

OBJECTIVES

- Identify and prioritize community refugee service needs by community based on local experience and expertise in the community as well as available federal data on refugee flow and settlement.
- Identify existing refugee services and supports to ensure non-duplication of federal and provincial resettlement, settlement, language and employment services.
- Develop a Community Refugee Response Action Plan to address urgent, short-term needs or issues in support of refugees.
- Support the Refugee Readiness Hub (RRH) operated by the Immigrant Services Society of BC (ISSofBC) through the provision of community data and information.
- Oversee a coordinated approach to implementation of the action plan.

MEMBERSHIP

The Fraser Valley RRT will consist of members representing the seven communities of the Fraser Valley and involved in the resettlement and integration of refugees. Members are committed to serving the needs of refugees and in a position to make decisions and commitments on behalf of their organization.

RESPONSIBILITIES

Members are expected to:

- Attend and actively participate in meetings
- Respond to electronic requests for input and information
- Provide ongoing guidance and direction that supports the implementation of the action plan
- Share expertise by participating in working groups as appropriate
- Provide up-to-date community data and information on refugee resettlement (e.g. housing leads, volunteers, employment leads, donations, etc.)
- Share information about refugee resettlement services and resources being developed in the region
- Act as conduit for information that is relevant and up-to-date for all stakeholders

COMMITMENT

The Fraser Valley RRT will meet two times in Phase I of the project (March 2016) to provide input, direction and guidance for the development of the action plan. The Fraser Valley RRT will meet five times in Phase II of the project (April 2016, June 2016, September 2016, November 2016 and January 2017) to provide direction and guidance for the implementation of the priorities and actions identified within the action plan. *Members will assist in data collection, identifying and prioritizing refugee-specific service needs and issues to be addressed through the RRT-FV, providing input / expertise on various documents, events and other activities (e.g. communication plan, information sheets, capacity building events, employment facilitated discussions, etc.). Members will also be involved in chairing, providing input on potential members and/or participating in Working Groups, where appropriate, to be determined once the action plan has been approved by the Province.* Members are committed to attending meetings and contributing to the work of the Fraser Valley RRT. Members may assign a designate to attend meetings who is able to make decisions and commitments on behalf of their organization.

ACCOUNTABILITY AND DECISION MAKING

- The Fraser Valley RRT is accountable to its funders and to the community at large.
- Members of the RRT will have a role in communicating and engaging in consultative discussions with other members of their sector as required.
- All proceedings and decisions of the RRT will be made by those members in attendance.
- Decisions are to be made through consensus. The input of all participants is to be gathered and synthesized to arrive at a final decision acceptable to all.
- These terms can be adjusted, as needed, by the Fraser Valley RRT.

CONFLICT RESOLUTION STRATEGY

Fraser Valley RRT members will declare a conflict of interest if the outcome of the RRT planning and/or decision could be or perceived to be of direct or indirect benefit to the individual or their organization. Members shall disclose any anticipated areas of conflict that may arise. When an actual or perceived conflict does arise, the member shall immediately advise the Project Manager and/or Senior Project Manager. They will refrain from discussing the matter with any other RRT members and shall excuse themselves while the matter is under consideration by the membership. In the event that there is a failure to comply with these guidelines or the policies of the project contract manager (DIVERSEcity Community Resources Society), the Project Manager and Senior Project Manager will be responsible for addressing the issue with the member and recommending a suitable course of action to the Fraser Valley RRT.

PROJECT TEAM

Tahzeem Kassam, Senior Project Manager – Fraser Valley RRT
Chief Operating Officer, DIVERSEcity Community Resources Society

Jennifer Basu, Project Manager – Fraser Valley RRT
Contractor, DIVERSEcity Community Resources Society

Jody Johnson and Trevor Van Eerden
Project Consultants – Fraser Valley RRT
PEERs Employment and Education Resources

Rae Ratslef
Minute Taker – Fraser Valley RRT
Raincoast Ventures Ltd.

APPENDIX 4: TEAM MEMBER BIOGRAPHIES

Name	Title	Organization	Experience with Refugees
Aileen Murphy	Senior Social Planner	City of Surrey	The City of Surrey is the lead contractor for the Surrey LIP, which brings together 30 community leaders with the ultimate goal to make Surrey more welcoming and inclusive. Previously involved in a number of research, collaborative and community projects aimed at improving refugee settlement outcomes in Surrey.
Amrit Rai	Director, Primary Care	Fraser Health Authority	Oversees the Burnaby and Surrey New Canadian Clinics and the Global Family Clinic, which provide primary care to new refugees and immigrants and interim primary care to those with IFH coverage or who are waiting for MSP coverage.
Anita Huberman	Chief Executive Officer	Surrey Board of Trade	The Surrey Board of Trade's Business Centre has served refugees in utilizing services to open or explore entrepreneurial opportunities, and they would like to expand their services to refugees in this area.
April Neave	Director of Immigrant and Senior Services	Chilliwack Community Services	Provides services to refugees, including language and settlement services. Worked with private sponsors in the past, including churches and individuals, and will continue do so in the future by providing information, support and referrals (e.g. mental health, probations, MCFD).
Caroline Lai	Manager, English Language Learner Welcome Centre	School District #36 (Surrey)	Experience working in multicultural environments with people from diverse backgrounds for almost 20 years. In her current role, she has developed several teacher and support staff resources and settlement and multicultural programs with the Ministry of Education and other government / non-profit organizations.
Catherine Ludgate	Manager, Community Investment	Vancity Credit Union	Vancity has provided services to refugees for 20+ years. Created lending products to assist new immigrants and refugees in setting up businesses, renewing certifications, and building credit history. Created interest-free loans for refugees pay to back government travel loans and for members wishing to ready their homes to house refugees.
Connie Hong	Senior Manager	Options Community Services Society	Fifteen years' experience of managing immigrant settlement services, including oversight of the Vulnerable Immigrant Populations Program for over six years.
Danielle Nazarewich	Administrative Coordination	Abbotsford Community Services	ACS is the key immigrant serving organization in Abbotsford. They started serving the refugee population in the 1970s with the influx of refugees from Cambodia. They provide a full suite of settlement and integration services and are the LIP contract holders in Abbotsford. Danielle has worked with ACS since 2011.
Dr. Andrew Larder	Medical Health Officer	Fraser Health Authority	Provides physician consultant support to public health staff delivering service to refugees living with the health authority's boundaries.
Eva Touzard	Manager, PBLT and Literacy Programs, and Coordinator, Community Connections	Progressive Intercultural Community Services Society	Experience teaching LINC to newcomers, including refugees in the lower levels. Coordinates and trains in the Community Adult Language Training Program (CALP) <i>Learn with a Friend</i> , which provides conversation circles for recent Syrian refugees. Also assists newcomers to access job postings, training and funding opportunities, and referrals to other agencies.
James Musgrave	Manager, Surrey Youth Services – South	Pacific Community Resources Society	PCRS provides services to refugee youth through their Surrey Youth Resources Centres. They are also the lead contract holder of the Guildford / Fleetwood WorkBC Employment Centre, which provides a number of supports and services relevant to refugee clients.
Jamie Kopp	Program Manager	Umoja Operation Compassion Society	Over six years' experience working directly with refugees through children's programming, outreach services, and literacy and life skills training.

Jennifer York	Senior Manager, Settlement Programs	Immigrant Services Society of BC	ISSoBC provides settlement and employment supports, including targeted programming for vulnerable populations, youth and women, to refugees living in Surrey who access programming in other communities. They are the sole CA holder for the Resettlement Assistance Program in BC.
Jenny Lam	Regional Manager, Immigrant Settlement and Integration Program (Surrey-Delta Service Centre)	SUCCESS	SUCCESS has a long history of supporting refugees. Core services include CANN, which provides airport reception services to refugees, and the Immigrant Settlement and Integration Program, which delivers information and programs to support refugees' settlement, employment, language training and community connection needs.
Karen Laing	Manager, Governance / Resource Development	Mission Community Services	Has been working with MCC-BC for the past six months to prepare to support Syrian and other refugee families coming to Mission.
Kate Collins	Manager, Settlement and Integration Services	Langley Community Services Society	Has worked with refugee and newcomer clients for 20+ years. Experienced in curriculum and program development specific to refugees. Experienced counsellor working with specific needs and trauma faced by refugee clients, including crisis counselling. Extensive experience in the settlement and resettlement of the Karen refugees since their arrival in 2008.
Kathy Sherrell	Associate Director, Settlement	Immigrant Services Society of BC	Fifteen years of advocacy, research and settlement sector experience. Has a PhD focused on refugee resettlement in Canada.
Kiran Johal	Program Supervisor, Moving Ahead Program	Pacific Community Resources Society	PCRS provides services to refugee youth through their Surrey Youth Resources Centres. They are also the lead contract holder of the Guildford / Fleetwood WorkBC Employment Centre, which provides a number of supports and services relevant to refugee clients.
Mainu Ahmed	Director	Muslim Food Bank and Community Services	Heads the Muslim Food Bank's ASPIRE Program. Six years' experience dealing with refugees, including managing the process of providing refugee families with food hampers, clothing and toiletries; managing volunteer community caseworkers and social workers who provide support to refugee families. In partnership with ISSoBC, manages the Syrian Refugee Assistance Program.
Manpreet Grewal	Director of Multicultural and Immigrant Integration Services	Abbotsford Community Services	Abbotsford Community Services is the key immigrant serving organization in Abbotsford. They started serving the refugee population in the 1970s with the influx of refugees from Cambodia. They provide a full suite of settlement and integration services and are the contract holder for LIP in Abbotsford.
Neelam Sahota	Chief Executive Officer	DIVERSEcity Community Resources Society	DIVERSEcity has provided a holistic range of settlement services to immigrants and refugees in Surrey/Delta for over 37 years. From language programs, employment programs, settlement and community programs, counselling and trauma services and interpretation/translation services, DIVERSEcity has longstanding expertise in assisting immigrants and refugees to integrate in Canada.
Ninu Kang	Director of Communications and Development	MOSAIC	Twenty-five years' settlement experience with MOSAIC, providing direct services to immigrants and refugees around mental health, addictions, violence prevention for women and youth, counselling and healthy relationships. In her current position, focuses on public education and community capacity building around refugee resettlement. Also delivers training in anti-violence and anti-racism.
Olga Shcherbyna	Surrey LIP Coordinator	City of Surrey	Coordinates the Surrey LIP, which brings 30 community leaders together with the ultimate goal to make Surrey more welcoming and inclusive. Now developing a Surrey Refugee Settlement Strategic Plan – as part of the process, contracted SFU-Surrey to conduct a year-long research project on refugee issues specific to Surrey.
Patrick Donahoe	Dean, Faculty of Academic and Career Advancement	Kwantlen Polytechnic University	KPU co-hosted a national refugee resettlement conference in 2012. The Future Students' Office has partnered with Zipporah's Dream to deliver free information sessions on education access for refugees living south of the Fraser to raise awareness of post-secondary opportunities and pathways for refugee youth, their families and community support workers.
Devinder Chattha	Director of Language and Settlement	Progressive Intercultural Community Services Society	PICS is the lead contractor for the Delta LIP, which aims to connect sectors that are critical to the successful integration of recent immigrants and refugees in Delta. PICS also has experience serving refugees through their Settlement Department.
Rick Rake	Program Coordinator, Mission LIP Council	Mission Community Services	The Mission LIP Council assists in the development of success social and economic integration for newcomers, including refugees, in the District of Mission.

Roberta O'Brien	Maple Ridge / Pitt Meadows LIP Coordinator	Family Education and Support Centre	Personal experience assisting newcomers to connect with community services, employment and volunteer opportunities. As the LIP Coordinator, involved in creating "welcome packages" for newcomers and a Newcomer Hub in the Maple Ridge Library. Also involved in planning for the arrival of refugees to the community.
Ron van Wyk	Director of Programs	Mennonite Central Committee of BC	SAH with the federal government since 1979. Has facilitated private sponsorship of 60,000+ refugees. For the past two decades, provided support services to asylum seekers. For the past eight years, provided settlement support to immigrants / refugees in Metro Vancouver.
Sangeeta Subramanian	Senior Manager, Workplace Development	Immigrant Employment Council of BC	As ED of the South Asian Women's Centre in Toronto, served Tamils from Sri Lanka who came to Canada as refugees. Participated in a CCR Working Group on access to employment for refugee claimants. At IEC-BC, is leading the process for developing a coordinated response for connecting refugees to employment.
Stephen Dooley	Executive Director	Simon Fraser University – Surrey	SFU is the principal investigator of the <i>Our Community Our Voice</i> research project, a community-based research initiative designed to understand the transition needs of new refugees to the City of Surrey.
Tahzeem Kassam	Chief Operating Officer	DIVERSEcity Community Resources Society	Experience in working with immigrant/refugee settlement in Surrey, BC since 1996. A founding member of the Step Ahead Pilot Project and the VIPP Moving Ahead Program. In her current role, she oversees the development of programs and services for immigrants and refugees, including settlement, language, employment and counselling services.
Vasso Vahlas	Executive Director	Surrey Language Assessment Centre	Experience working in refugee settlement since 1980, first as a volunteer with MOSAIC and ISS in Prince George. Worked as a language assessor with CIC's LINC program in northern BC from 1992-2001. Has been the owner / ED of the Surrey Language Assessment Centre since 2005.
Wendy McCulloch	Program Director, Integrated Settlement Services	SUCCESS	SUCCESS has a long history of supporting refugees. Core services include CANN, which provides airport reception services to refugees, and the Immigrant Settlement and Integration Program, which delivers information and programs to support refugees' settlement, employment, language training and community connection needs.