



May 26, 2010

Robert Lee YMCA, Vancouver

Post Symposium Report

Table of Contents

Demographic Profile of the Downtown Peninsula.....	1
“Enlarging the Conversation: Removing Language Barriers” - Notes from Small Group Discussions.....	8
List of Registered Attendees.....	17
2011 Metropolis Conference.....	19

Funded by



Symposium Partners



Demographic Profile of the Downtown Peninsula

Area and Population Size

The city's downtown peninsula extends from Stanley Park eastward to False Creek and from the shores of Coal Harbour southward to the shores of English Bay. It includes several neighbourhoods: the West End, Coal Harbour, the Downtown core and North False Creek. We are presenting data for the Downtown Peninsula based on data of the five postal codes in the area extracted from the 2006 Canadian census as well as breakdowns by neighbourhood derived from City of Vancouver Neighbourhood profiles and a study commissioned by the YMCA in 2009. In the 2006 census report the population residing in the five postal codes of the Downtown Peninsula (1) was 77,975 and projected to reach 105,768 in 2011. With redevelopment, most notably in the neighbourhoods of Coal Harbour and North False Creek into planned complete communities, the Downtown Peninsula population has increased 25.5% over the last five years. The West End continues to be one of the most densely populated neighbourhoods in Canada and the Downtown with its central business and financial district continues to add new apartment towers attracting more and more people to live in the downtown core.

Canadian Background on Immigration Policy

Canada became the first country in the world to adopt a multiculturalism policy in 1971, and in 1988 was also the first country in the world to legislate a Multiculturalism Act. This Act recognizes the diversity of Canadians as a fundamental characteristic of Canadian society and makes a commitment to promote the full and equitable participation of all individuals and of communities of all origins. In the decade from 1990 to 2000, Canada added 2.2 million immigrants, the highest absolute number of any decade for over one hundred years, and continues to add 250,000 immigrants a year. The Canadian population now increases more through immigration than through the natural birth rate. Between 2001 and 2006 Canada's foreign-born or immigrant population increased by 13.6%, four times faster than the overall growth rate of the Canadian population of 3.3% for the same period.

One in five Canadians was born outside of Canada. Canada has set a target of immigration at 1% of the total population, the highest of the G8 countries. The goal of the Canadian immigration policy was to have equity and to be racially blind. The introduction of the "points system" was a means to achieve that. It refocused the selection of immigrants on criteria based on individual merits. Before 1961, 9 out of 10 immigrants arrived from Europe. Reflecting the multicultural, pluralist and open society that Canada wants to build, there has been a shift in immigration from Western Europe (16%) to Asia (53%) and countries from all continents. Canada now has more than 200 ethnic groups. 4 out of 5 of the newcomers in the last decade have a mother tongue other than French or English. Language is the biggest barrier to immigrant integration into Canadian society. Most immigrants now settle in the target cities of Toronto, Vancouver and Montreal.

The Canadian population is being transformed and the Downtown Peninsula reflects the transformations that are taking place in Canada. However, there is more complexity in the diversity found in the Downtown Peninsula.

Ethnic Composition of the Downtown Peninsula

Two-thirds of the ethnic population of the Downtown Peninsula is of European origin, which includes a rising number of East Europeans (66%), followed by East and South-East Asian (23%). 13% declare themselves to be Canadian and American (many Canadian citizens choose to identify themselves as English or French or from their ancestral group rather than as Canadians.) 5% West Asian, 3% South Asian, 3% North American aboriginal, 2% from Central and Latin America, and 1% each as Arab, Caribbean, African, and Oceanians. According to the 2006 census, more than a third (37%) of those living in the Downtown Peninsula are immigrants and 47% of these immigrants are 1st generation, meaning that they or their parents were born outside of Canada. Of the total population of immigrants, 7.4% have arrived within the last five years. Immigrants and non-permanent residents comprise approximately 42% of the population. Of this population, 5% are non-permanent residents (foreign students and refugee claimants), which is a significantly higher percentage than other Greater Vancouver communities.

Immigrants to the Downtown Peninsula Come from a Wide Range of Ethno-cultural Backgrounds

English is the mother tongue for 60% of the population and is the dominant language. For those whose mother tongue is neither English or French, the top five non-official languages are Chinese, (25.2%), Korean (10.4%), Persian (8.9%), Japanese (8.4%) and Spanish (6.9%). Depending on the neighbourhood within the Peninsula, 47-54% of the student population has a home language other than English. According to a recent Vancouver School Board study, the number of languages spoken includes the following: Mandarin, Korean, Serbian, Arabic, Japanese, Persian, Russian, and Spanish. Data suggests that immigrants of Chinese ancestry make up the majority of immigrants in both Yaletown and Coal Harbour. The large number of ethnocultural groups in the Downtown Peninsula makes it unique compared with many other communities in the region.

Age and Marital Status

The Downtown Peninsula remains an adult-oriented community; however, there is a growing community of seniors as well as families with young children. The bulk of the population (over 80%) is 20 to 65 years of age; the average age of the population is 39.8; and the median age of 36.8 years. Between 1998 and 2008 the number of families with children aged birth to five increased by 82%. Half of the residents are between 20 and 40 years (compared to 34% citywide).

The Downtown Peninsula contains a significant and growing community of seniors, particularly concentrated in the West End. 54.1% of seniors in the Downtown Peninsula live alone - this is 10% higher than any other region in Greater Vancouver.

Only one-third of the peninsular population is registered as being a "family". Married couples make up 59% of the families and approximately one-third of these married and common law couples have no children at living at home. The baby boomer generation is thus well represented and it is expected that more members of that cohort will be attracted to live in the Downtown Peninsula. For the 37% living in "all family types with children", (married, common law, and single-parent) the number of children per family is statistically .5, that is, mostly one or two children. The majority of children are under 6 years old, indicating the significant presence of young families in the peninsula.

The Downtown Peninsula population is largely single. Of those over 15 years of age, 56% declare themselves to be single, widowed (3%), divorced (10%), or separated (3%).

In a breakdown by neighbourhood, the highest number of singles (63%) is in the Downtown and the West End (60%). In Coal Harbour the percentage is 52% and in North False Creek, 43%.

As well, the community is home to a large lesbian, gay, bisexual and transgender community (LGBT) and the area around Davie Street, is the centre of the gay community in Greater Vancouver.

There are slightly more males (53%) than females (47%) in the Downtown Peninsula.

Type, Size and Income of Households

A third of households have family and two thirds have non-family living arrangements. The predominant private household type consists either of a single person, (57%) or of two persons (38%).

The majority of people (83%) live in apartments. Approximately 30% are owned and approximately 70% are rented. There are very few detached homes in the Downtown Peninsula but there are townhouses in the new developments with street level addresses that are not classified as apartments. The average apartments have one or two bedrooms and some immigrant households would accommodate three or more persons. The proportion of renters varies from a high of 82% in the West End to a low of 49% in Yaletown. The average value of a dwelling in the Downtown Peninsula in 2006 was \$494,635, and the average rent was \$962.

The latest data indicates that the average family income is \$71,000 (median income \$60,000), which is mid-range in Greater Vancouver.

The average household income (made up of non family related members) for the Downtown Peninsula in the 2006 census was \$56,987 and the median household income was \$41,086. If we go to the neighbourhood level of analysis, based on more recent sources, significant portions of the population earn well below and above this average. In the West End, for example, the median household income is \$38,500 while the household income for Coal Harbour is \$97,310, and \$110,648 for North False Creek. (Vancouver Neighbourhood Profiles) The percentage of children in low-income households in the Downtown Peninsula varies considerably by neighbourhood, from a high of 33% to a low of 11%.

The population in the Peninsula is highly transient and mobile; 69% have moved in the last five years.

Workforce participation, Education and Major Types of Employment

Given this largely adult population, it is not surprising to find that over two-thirds are in the labour force. They are highly educated - 93% have a certificate, diploma or degree. Of these almost half (47%) have a university diploma or degree. It is a very professional and white collar workforce. The top three fields of employment are "business", "management", and "social and behavioural" followed by "architecture" and "engineering". The advantage of living close to work is a definite plus, allowing about 40% to walk to work. In the Downtown Peninsula one often finds highly educated immigrants employed as building managers or caretakers because of the difficulty of having their foreign credentials recognized.

Some Implications of Immigration on the Downtown Peninsula

The Downtown Peninsula with its vibrant, densely populated and diverse community possesses great potential for cultivating social cohesion. However, many service providers and community organizations speak to the lack of integration among and between immigrant groups and Canadian-born citizens. Supporting this observation, is a finding from a study recently conducted within the neighbourhood of False Creek North where residents acknowledged a lack of integration among ethnic groups. For example, staff working with a “cultural buddy” program, report that immigrant high school students are “shocked” by the widespread acceptance of the gay community in the Canadian society.

The intersection of culture and age is particularly evident among youth who are caught in an identity crisis between the values and norms of their parents and that of Canadian society. According to a former staff member of the West End and Coal Harbour Community Centres, an identity crisis can cause a rift between a youth, their parents and their ethno-cultural background, resulting in “over-identification with peers” – a tendency to rely only on peers for guidance and support. Research has found that “over-identification with peers” can be a risk factor for a multitude of problem behaviours, such as substance abuse and crime.

Access to Information and Services

While immigrants make up a significant portion of the Downtown Peninsula, service providers speak to the challenge immigrants have in accessing both immigrant specific and mainstream services and resources. Immigrant teens, their parents and seniors are typically the most difficult groups to reach. There are features of the community that can make engagement challenging and limit access to services: high mobility, type of housing and language barriers. The population of the Downtown Peninsula is highly mobile and transient, making it more difficult to engage with. Most people reside in apartment buildings. It is harder to canvass in apartment buildings.

Issues related to immigrant integration, such as insufficient linguistic and cultural competency within a new country create barriers not only to providing services, but also to participation in civic activities or groups. According to service providers and community organizations, attempts to engage immigrants in pre-election forums or community meetings related to tenancy rights, for example, have been largely unsuccessful. The 2009 Gordon Neighbourhood House Community Mapping and Needs Assessment Project identified that immigrant populations typically face linguistic barriers in accessing information. This would include information about political, social action and community organizing happening in the community.

Sources

National

1. *Cultural Competence: A guide to Organizational Change*, by Hieu Van Ngo, Heritage Canada, provides a wide and in-depth analysis of the current Canadian reality

Downtown Peninsula

2. Data from postal codes V6B, V6C, V6E, V6G, V6Z extracted from the 2006 Census Data that map over the Downtown Peninsula.

Neighbourhoods in Downtown Peninsula

3. More specific data on neighbourhoods in the Downtown Peninsula are based on excerpts from a June, 2009 Request for Qualifications by YMCA Connections and the City of Vancouver Neighbourhood Profiles.

“Enlarging the Conversation: Removing Language Barriers”

Notes from Small Group Discussions

What are some of the barriers to communication between mainstream organizations and immigrants?

Organizational Barriers

- Lack of understanding “experience of new Canadians”
- Bottom line \$
- Lack of education, awareness
- Some organizations may not know their clientele
- Have to set goals and evaluation criteria to measure success
- Need to build relationships – organizations to cultural groups
- Judgmental – organizations need to have humility and curiosity
- Don’t have resources, staffing to provide services even if you get them into the organization
- Democratization – giving and receiving opportunities, for immigrants and communicating them
- Transforming inside to outside – difficult to connect because on internal and external population
- Internal barriers to organization, head office in Canada, east vs. west
 - People with connections
 - Lack of understanding of values
 - How to reach them?
 - Where do they live?
 - What do they find compelling? What story can you tell?
 - What are their priorities?
 - How can they play a role = meaningful
- All/lots of organizations are competing for the attention of immigrants – overwhelming for new immigrants
- Discrimination around accents
- Assumptions
- Resistance to learn about immigrants
- Mainstream organizations not making an effort
- Not responding to discrimination
- Time-driven nature of services
- Misunderstandings (in and out of organizations)
- Expertise within organizations
- Lack of collaboration
- Mainstream organizations not seeing the value
- Not tapping into networks (access to volunteers from diverse communities)
- Internal constituency blocks change
- Stereotyping
- Lack of awareness of where resources are
- The “us” vs. “them” dichotomy
- Balance of knowledge – organization knows purpose, mission, strategy; new immigrants do not know this (don’t share same content, context)

- Front line staff do not have expertise/training, ability to welcome and communicate; starts with the hiring
- Profiling
- Lack of urgency – reactive vs. proactive
- Strict protocol, processes of organizations (paper work, required stats, funding)
- Traditional volunteer structure, i.e. boards, does not help (replicate when we don't move outside of traditional methods, i.e. philanthropic approach vs. mutual aid)
- Lack of networks, value of giving and receiving
- Strategic hiring required – hire those with expertise in certain cultural groups
- Misperceptions, stereotyping
- Regulatory policies within mainstream organizations – narrow about who can be served
- Mainstream organizations comfortable with status quo
- Canadian values don't reflect what they want to do or are comfortable with
- Materials are Anglo-centric
- Need to know how to outsource information

Immigrant Barriers

- Lack of childcare, education, funding
- Awareness of services
- “don't feel like they belong here” – two way street
- New Canadians need to adapt to culture, education awareness
- Emotional confidence – shy, mental capacity to communication
- Low literacy levels of some immigrants; some immigrants getting info from less reliable sources like radio
- Parents of immigrant children
- Immigrants facing not only external challenges, but internal/psychological challenges
- Introvert vs. extrovert
- Being open-minded may be a new experience for immigrants
- Generational perceptions and beliefs
- Availability of someone who can speak your language (with compassion, explain why and what)
- Isolation because there isn't community support, i.e. someone to look after children
- Child-friendly activities to do (taking children into restaurants)
- Lack of self knowledge, awareness, confidence

Marketing

- Organizations cannot afford to translate materials and other resources
- Marketing beyond current clientele – don't have tools, knowledge
- Organization concepts don't transfer culturally, i.e. Big Brother
- Marketing
- Research – time
- So many cultures, which ones to target – strategic decision – relevance
- Lack of funds, resources, e.g. for translating materials
- Rigid mindsets – ineffective marketing
- Online resources and accessibility
- Translated and print materials; translation of concepts, e.g. cultural communication
- Organizations do not target immigrant population, do not imagine variety of needs, cultural nuances in terms of standards and terminology

- Variety of needs can be very diverse
- Mainstream – don't know to translate their story/culture in a way that creates connection
-> build bridge with story
- Resources, cost of translation very expensive, e.g. psychological assessment; are there enough resources out there so it is not so cost-prohibitive
- Accessibility – being accessible, i.e. tools for communication, what to use, not overuse depending on target audience

Communication & Culture

- Cultural based assumptions
- Organizations are open to learning about different cultures, but not proficient
- Learning nuances
- Communication – many forms (verbal, written, body) and professional, cultural
- Issues of trust in institutions (how do we build trust); these differ between cultures
- Slang, figures of speech, acronyms, bureaucratic language, jargon
- Conversation style
- Protocol (gestures, traditions)
- Use of silence or pause
- Technological barriers – not being able to talk to human beings
- Body language – different norms between different cultures
- Assertiveness vs. passiveness
- Ethnocentrism
- Understanding cultural differences – eye contact, handshake, etc.
- Feel like a “criminal” vs. a human being, e.g. airport experience arrived from South Africa, looked at passport and hauled me in
- Lost translation – what you are trying to convey gets lost, e.g. technology, Word document
- Lack of awareness of cultural “intelligence” – values, cultural sensitivity

Other

- Lack of places to ‘share narratives’
- Fear (2-way)
- Lack of understanding of volunteerism
- Aging volunteers can be less than accommodating
- Pool of volunteers
- Volunteer coordinators – “too much work” – understand the other side (outside/in vs. inside/out)
- Mutual aid approach
- “Othering”

There are a variety of barriers, including language, to clear communication between mainstream organizations and immigrants. What are cost-effective ways to remove barriers to communication between organizations and immigrants?

Resources/Tools

- Distribute materials in some languages besides English
- Utilize the immigrant resources
- New media tools (Facebook), more training
- Services within the libraries
- Awareness of services at recreation centers, libraries
- Identify resources, make them user-friendly
- Easy to read government website in multiple languages
- Translator – easy access to them, sharing resources
- Economy of scale/share resources/sharing of knowledge
- Partnerships for translator services
- Use open sources – add a clause that allows others to use what has already been done
- Encouraging and supporting multilingual volunteers within organization as form of outreach to community
- Organizations connecting and bridging resources
- Community leaders – provide assistance with language
- Staff contact list with languages
- Create a database of employees who can speak various languages – organizations can draw on these people to send out messages
- Proactive hiring re: language, demographics to reflect those we serve
- Hire people from diverse cultural backgrounds and who understand behaviors of different cultures
- Willingness to be moved so change can happen from your positions and shift perspective
- Look for staff language capacity -> expand
- Look to governance to reflect community they serve - proactively recruit

Communication & Marketing

- Simply written materials or move away in producing them
- Move toward more pictorial materials; deal with language specific
- Connections to organization (newsletter)
- Add translation button on website, use big print
- Add a visual tour/video on websites; invest something
- Welcoming statement in different languages as part of a unilingual document
- Voice recognition technology – multilingual, gateway information
- Service descriptor website – reduce anxiety (spaces, faces), be welcoming
- Simple language – jargon, publicity materials
- Identify how the community has dialogue and using this method to reach them, i.e. radio for Chinese community
- Create a common phrase book – people can point to it in a variety of languages within the community
- Use activities that don't require language to communicate, e.g. sports
- Body language, non-verbal communication
- Brochure in different languages; multilingual website (easier, acceptance)
- Ask immigrants how to best communicate with them

- Form advisory committee of translators who speak the language (English & Chinese) to develop Chinese website
- Ask people what they need – match organization with need, partner with other organizations who address particular need
- “We speak” languages sign
- Target different generations (and with peers)
- Provide awareness of existing resources
- More multilingual brochures
- Multilingual website (auto-switch)
- Real person to answer phone
- Techniques of dealing with ESL speakers; i.e. simplify forms
- Remind employees to speak slowly
- Empower immigrants to say “speak slowly”
- Have “real people” on the phone, not electronic “push 1, 2, etc.” to reach someone
- Home visits, social media outreach
- Show and tell digitally/technology between organizations
- Major government services should have various languages on the phone

Networking & Support

- Conversational groups – facilitators with very good language skills (English)
- Create community kitchen/community garden to help immigrants (mixed groups) in socializing and practicing language
- Network and practice the language (French speakers), be involved in local activities
- Facilitate
- Mentoring
- Create liaison between settlement organizations and mainstream organizations
- Develop peer skills
- Peer network model
- Mentorship model – client -> employee
- Intergenerational and cross-cultural bridging
- Foster a network between community leaders
- Housing cooperative – how to create more opportunities like this?
- Support groups of clients (empower one another)
- Buddy process – building interpersonal relationship (1 on 1) which may grow; build interpersonal connections, mentor
- Family support – different family support groups for “self-help”; families who speak the same language
- Peer support/buddy system – refer to former program client
- Invite into your home/every day life/organization
- Provide space for conversation, e.g. lunchtime activities (physical + time + emotional)
- Be curious about each other and learn from each other
- Look to extended families
- Staff mentor
- Make inter-organizational connections, make time to do this, create interpersonal relationships between people in the organizations
- Where’s the meeting place? Find where immigrants are, i.e. church, settlement serving organizations
- Meeting space provided (coffee and coordinator to kick-start and provide introductions)

- Food crosses boundaries – cook, music, drumming, art – people can share cultures through these (builds understanding)

Training

- Offer internships to immigrants
- Educate agencies on what they need to know
- Agencies being part of other organization's boards, include immigrants
- Create online courses
- Placements
- Long-term measures – language competence, independence
- Online English programs sponsored provincially and federally
- Tips on body language, cultural tips for staff
- Hold “lunch & learn” get-togethers every Tuesday
- Send staff/volunteers to schools
- Have/train HR staff re cultural issues
- Experts play a role with mainstream organizations re education; i.e. 10% of funding focused on educating amongst organizations

Volunteers

- Volunteers – diverse selection
- Pool of volunteers for language help
- Volunteer translators – do outreach to other groups
- Draw on immigrants' expertise re volunteering
- Volunteer strength – can give back, i.e. immigrants
- Volunteer coordinator position
- Volunteers also need development opportunity
- Volunteer translators – ethical considerations like privacy, tools needed to do their job
- Logistics may be challenging – seek more partnerships with access to volunteers and who can provide a variety of language skills

Other

- Employ members of the community – demonstrate business sense, e.g. police employment
- Community leaders -> facilitate/coordinate between immigrants and organizations; donate time to do this liaising
- Group of community leaders (advisory group) to present ideas to organize immigrants
- Settlement organizations that do bridging with new Canadians – support immigrants by bringing in information (speakers, partnering with mainstream organizations)
- Find commonalities and appreciate differences
- Feedback mechanism built-in; support provided by the organizations
- “We are here to serve” and believe in them (new Canadians)
- Stop saying “over qualified” for jobs
- Build partnerships with community organizations and special events
- Do CHANGE – organizations get lazy, be brave and like immigrants
- Join inclusive organizations, e.g. Safe Harbour
- Provide short-term service opportunities, e.g. meal prep
- Get them young – youth are often the English speakers
- Look to collaboration and understanding the underlying competition

How can organizations promote communication and exchange between the different groups that live in the Downtown Peninsula? That is, different ethno-cultural groups, as well as other groups based on age, sexual orientation or income.

Relationship Building & Networking

- Organizations doing more community level work – collaboration
- Participation in community encourages people to talk to you
- Joint gatherings between different groups
- Places, spaces to share experiences
- Partnerships between agencies
- Develop relationships
- Symposiums – connecting to other providers, networking, commit to next steps
- Linkages, networking, opportunities, create community channels
- Consistent dialogue
- Support, place, forum to dialogue
- Get groups together, search for commonality, shared interest and willingness
- Create spaces for grassroots networking
- Internet portal and physical portal (library, Vancouver Art Gallery)
- Immigrant networks
- Collaborate with organizations that have built trust
- Agency partnerships – events like symposium
- Build relationships within organizations and between organizations, awaken cultural interest and erase stigmas
- Community centers, rotate locations
- Networking meetings among similar organizations
- Organize social activities that promote more social contact, e.g. open houses
- Focus groups to bring people together to discuss needs and interests
- Deepen relationships and understanding about specific groups
- Connect with groups to offer space
- Find current centers/services to large groups of immigrants and add a component of intercultural connection (capitalize on groups)
- Address competitive environment by emphasizing collaborative projects and highlighting best practices (around transparency)
- Collaborate with other intermediary organizations on similar issues (already have developed trust like schools)
- Establish a community congress – organizations form a coalition, not have power, but community needs are shared; lobby political levels for concerns, change
- Intercultural table for Downtown Peninsula that is neighborhood based and the board represents the community

Outreach

- Reach out; reach one or two and can expand to others
- Welcome people, make people involved in what we want this province to be
- How can we get people involved without preconceptions, generalizations
- Expose yourself to what is out there
- Give forum to talk, ask them
- Identify community outreach person in mainstream organizations, e.g. send staff list
- Outreach to religious and faith-based organizations
- Expand marketing outreach capacity

- Reach out to increase awareness through mutual common ground and understanding, especially with groups who are fearful, i.e. government officials

Resources

- Acknowledge that resources are limited
- Online database – issue is language and translation, welcome wagon
- Resource sharing
- Resources – what others bring to the table
- Build on each others strengths
- Sharing resources between agencies
- Volunteers
- Utilize people in community to bridge gap between newcomers – cultural navigators, i.e. needing family support, community outreach
- Work with first contact organizations and develop list of who they are; share resource guides
- Pov-net – share, exchange through email lists
- Share info – multiculturalism tables, move out of circle of comfort

Community & Special Events

- Need more neighborhood houses and other community-wide events
- Intercultural fair, similar to health fair – include organizations, food, activities
- Events that champion diversity, multicultural food, “passport” event
- Social activities – block parties, potluck, annual events
- Captive cultural events – St. Patrick’s Day parade, Greek days, Chinese New Year
- Block parties – no pressure, low cost, social focus
- Food and people, potlucks - starts conversation, stories, easy to talk about
- Examples; Chinese New Year, tea ceremony
- Food – culture behind food as way to break barriers

Other

- Organizations deliberately address judgments that are out there
- Steering committees from different cultural organizations
- Bring groups based on common experience
- Media – positive, sharing successes
- Change the inside first (challenges, barriers)
- “Community board” model RFP process is competitive, not cooperative
- Diversity is key to membership
- Student congress – options for new ways of thinking
- Proactive in identifying issues; don’t wait for “big issue”
- Community improvement, i.e. litter
- Use plain language – direct, clear
- Build awareness in “host population” re how to communicate
- First contact organizations
- Training to service providers
- Use settlement services; add bridging programs, compliment cultural sharing
- Submit articles; tell immigrant stories in local papers like West Ender, etc.
- Articulate big picture, benefits of engagement to different groups; participation for those who are comfortable in their own zone

- Cultural navigators to move policy with “cheerleader”
- Have infrastructure in place to support these ideas – organization + community + volunteers to affect policy
- Develop generation-specific strategies
- Promote cross-cultural dialogue about many forms of discrimination (disability, sex orientation, bullying)
- Clarify expectations
- Do direct mailings to immigrant households
- Change structure of immigrant serving organizations; shift focus from numbers to genuine support
- Provide training to service providers about colonialism, racism

Registered Attendees

<u>Organization (78)</u>	<u>Representative's Name (122)</u>
411 Seniors Centre Society.....	Jemma Templeton, Carrie Belanger
AIDS Vancouver.....	Peter Bazovský
Alliance for Arts & Culture.....	Amir Ali Alibhai
Battered Women's Support Services.....	Rosa Elena Arteaga
BC Association for Community Living.....	Danielle Kelliher, Laurelee Olszowiec
BC Center for Elder Advocacy & Support.....	Kathryn Butcher
BC Council for Families.....	Jennifer Dales
BC Paraplegic Association.....	Melanie Crombie
Big Brothers of Greater Vancouver.....	Valerie Lambert, Sara McLaren, Melissa Drabick
Big Sisters of Lower Mainland.....	Jordana Zbarsky, Ivy Chiang
Canadian Diabetes Association.....	Franca Lattanzio, Ivanka Lupenec
Canadian Mental Health Association, BC Division.....	Bev Gutray
CBC.....	Alden Habacon
Central City Foundation.....	Jennifer Johnstone
Central Presbyterian Church.....	Jim Smith, Gillan Jackson
Christ Church Cathedral.....	Mark Munn
City of Vancouver, Multicultural Advisory Committee.....	Yvonne Chin
Cityreach Care Society.....	Tammy Cheetham, Brenda Diffley
Coastal Church.....	Dave Koop, Cheryl Koop
College Educacentre.....	Jean Marie Kimuni, Kathleen Kulpas
Community Living BC.....	Susan Fasse
Co-Operative Housing Federation of BC.....	Lawrence Boxall, Isabel Evans
Covenant House.....	John Harvey
David Suzuki Foundation.....	Deborah Carlson, Ian Bruce
Developmental Disabilities Association.....	Alanna Hendren
Dr. Peter AIDS Foundation.....	Maxine Davis
Dress for Success Vancouver.....	Valerie Braax, Lucia Crosson
ELSA Net.....	Brenda Lohrenz
Family Services of Greater Vancouver.....	Renata Aebi, Ursula Tayler-Barney Ursula, Debbie Laleune
First Baptist Church.....	Bob Swann, Abraham Han, Luz Figueroa
Gathering Place Education Centre.....	Joanne Stevens
Gordon Neighborhood House.....	John Lucas, Ana Maria Bustamante
HRSDC Canada.....	Debbie Nider
Immigrant Employment Council of BC.....	Daisy Quon
Immigrant Services Society of BC.....	Clifford Bell, Chelsea Hug
Immigration and WelcomeBC Branch.....	Athena Baquizal-Adan, Tracy Wideman
Inland Refugee Society.....	Mario Ayala
King George Secondary School.....	Jessica Land
McLaren Housing Society of BC.....	Erin McNeill
Metropolis British Columbia.....	Krishna Pendakur
Ministry of Citizen's Services, Multiculturalism and Inclusive Communities Office.....	Meharoon Ghani
Mole Hill Community Housing Society.....	Margot Beauchamp
MOSAIC.....	Joan Anderson, Angela Contreras-Chavez
Offices of the Hon. Hedy Fry, MP, PC.....	Steven Bourne
Pacific Community Resources.....	Ian Mass
Pacific Immigrant Resources Society.....	Jennifer McCarthy Fynn
PeerNet BC.....	Cheryl Hewitt, Elsie Kipp
Positive Women's Network.....	Miriam Martin
Progressive Intercultural Community Services Society.....	Deshpal Grewal
Quote EndQuote.....	Alisa Choi-Darcy
Rainbow Refugee Committee.....	Sharalyn Jordan

Robert Lee YMCA.....	Linda Rubuliak, Cathryn France
Roberts Education Centre.....	Leo Hutchinson
Roman Catholic Archdiocese of Vancouver.....	Daniel Hahn, Scott Small
Scouts Canada - Pacific Coast Council.....	Viki Fanous
Settlement Orientation Services.....	Bayron Figueroa
Shaw Multicultural Channel.....	Sukhi Ghuman
Society for Intercultural Education, Training and Research British Columbia.....	Mafalda Arias
Special Olympics BC.....	Denise Yuen
St. Andrew's-Wesley United Church.....	Kathryn Ransdell
St. Paul's Foundation.....	Hazel Gray
SUCCESS.....	Ronald Ma, Olivia Tang
Tenant Resource & Advisory Centre.....	Andrew Sakamoto
The Centre for Sustainability.....	Kathleen Speakman
The Salvation Army Belkin House.....	Eva Galvez
Three Bridges Community Health Centre, VCH.....	Sue Pearson
UBC Center for Intercultural Communication.....	Adriana Paz Ramirez
UBC Department of Sociology.....	Jennifer Chun
Vancouver Friends for Life Society.....	Lindsay Kuechler, Paul Nixey
Vancouver Society of Children's Centres.....	Wendy Chow, Sharon Hoyland
Vancouver-West End MLA Community Office.....	Sian Madoc-Jones
Vantage Point.....	Olga Pazukha
VSB Settlement Workers in Schools Program.....	Jerry Wu
West End Community Centre.....	Eric Yu
West End Residents Association.....	Brent Granby
West End Senior's Network.....	Lynn Gardiner, Bianca Wallace
West End-Coal Harbour Community Policing Centre.....	Michelle Monrufet, Jeremy Collings
Women's Legal Education & Action Fund.....	Shahnaz Rhoman
YMCA of Greater Vancouver....	Bill Stewart, Rita Douglas, Donna Bell, Carolyn Wing, Megan Wallace
YWCA Vancouver.....	Melanie Hardy



2011 National Metropolis Conference

“Immigration: Bringing the World to Canada”

March 23-26, 2011

The Sheraton Centre, Vancouver

The 2011 National Metropolis Conference will focus on the role of immigration in connecting Canada with the rest of the world. The conference will include six plenary panels with distinguished speakers and one hundred workshop and roundtable sessions on a wide variety of topics related to immigration and cultural diversity. Approximately one thousand participants will attend the conference, drawn mainly from Canada, but with a significant international presence as well.

A recent report by Statistics Canada concludes that by 2031 at least one in four Canadians will have been born in another country. From a global perspective, migration is transforming the population of most countries, either through emigration, immigration, or some combination of both. We will consider the place of Canada in this global process by bringing knowledgeable speakers from around the world to explain the migration dynamics of their regions.

The main concern of the conference, though, will be Canada. The scale and nature of Canada’s immigration system will be discussed, including the policies and practices that have emerged to foster the socio-economic inclusion of new Canadians.

For more information:

Vicky Baker

Project Coordinator, Metropolis British Columbia

vbaker@geog.ubc.ca

<http://mbc.metropolis.net>