

## NOTICE

Request for Proposal (RFP) for BC Anti-Racism and Multiculturalism Program closes January 27, 2006 on BC Bid

## Consultations begin for BC Settlement and Adaptation Program

In December, staff from the Settlement and Multiculturalism (SaM) Division held the first of several consultation meetings that are being planned to discuss programming priorities for the BC Settlement and Adaptation Program (BCSAP). Approximately 50 participants attended the Burnaby-based session, including service provider representatives, staff from other provincial and federal government ministries and departments, and non-profit funding agencies. The purpose of the meeting was to provide current service providers with an opportunity to share their thoughts on the needs of the program, both now and in the future. Among the objectives of the day were to:

- identify specific immigrant and refugee groups whose needs are not being met by existing services
- discuss existing and potential service models
- identify sectoral support and training needs
- identify overarching priorities and key areas for future development

Several factors are influencing the Division's desire to seek feedback on programming priorities at this time. These include adjustments to services following new procurement processes implemented in 2004 and 2005; continuous improvements to data collection and outcomes measurement systems for BCSAP streams; and recent federal government announcements regarding the possibility of future funding increases for settlement

### Review of the use of Request for Proposals to start January 2006

In response to stakeholder concerns about the use of RFPs to procure immigrant settlement services, the BC Government is hiring an independent consultant to conduct a review in consultation with the community. A fact sheet outlining the timelines of the review, the selection process for the consultant and general information on the scope of the review is available on the Division web site at:

<http://www.ag.gov.bc.ca/sam/bcsap>

services in BC and other provinces.

The proceedings from the session are currently being reviewed by the participants and will be used as a background material to inform follow-up consultations with other stakeholders, planned for February and March. Please contact Alison Dudley at [Alison.Dudley@gov.bc.ca](mailto:Alison.Dudley@gov.bc.ca) or by telephone 604-775-0470 if you would like to see the proceedings.

The Division wishes to thank Brenda Lohrenz, ELSA Net, and Tim Welsh, AMSSA, for their help in identifying and coordinating participants to attend the December session. Thanks also to Karen Abrahamson and Darrell Kean for their excellent work in facilitating the session.

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## Dialogue on Multiculturalism Legacy Initiative now underway

In the Spring 2005 newsletter, the Division reported on the results of a Dialogue on the Future of Multiculturalism in BC that was held during Multiculturalism Week last February. Two legacy initiatives from the event are currently under development. The creation of a draft toolkit, "The Guide to Developing and Sustaining Multicultural Dialogues in Small Communities" and a pilot

initiative to hold a multiculturalism dialogue in Kamloops. The overall vision for these legacy initiatives this year is to further refine the Dialogue toolkit so it can be used more widely in communities throughout British Columbia in the future. For more information please contact Meharoona Ghani at: [Meharoona.Ghani@gov.bc.ca](mailto:Meharoona.Ghani@gov.bc.ca) or 604.660.5140

### DIVISION UPDATE COMMENTS

Contact Alison Dudley, Manager,  
Stakeholder Relations 604.775.0470  
[Alison.Dudley@gov.bc.ca](mailto:Alison.Dudley@gov.bc.ca)

## Multicultural Advisory Council appointments and re-appointments for 2006

The Multicultural Advisory Council (MAC) is composed of people from across B.C. who are dedicated to promoting multiculturalism:

- Chair: John Halani, Vancouver
- Vice-Chair: Edmund Luke Vancouver
- Jan Walls, Vancouver
- Mahmood Awan, Richmond
- Johnny Fong, West Vancouver
- Debra Hoggan, White Rock
- Dennis Hori, Kamloops
- David Lai, Victoria
- André St. Martin, New Westminster
- Malkit Mutti, Burnaby
- Balraj Pagely, Saanichton
- Gurdip Singh Sahota, Surrey
- Randy Sandhu, Richmond
- Jatinder Sidhu, Abbotsford
- Dr. Mark Wexler, Vancouver

Thank you to the following council members who completed their term on the MAC:

- Mary Elizabeth Chen
  - Prince George
- Randy Garg
  - Vancouver
- Pamela McKenzie
  - Kaslo
- Laird Ruehlen
  - Campbell River

## BCAMP RFP for 2006/07 posted

An RFP was issued on December 20th soliciting new projects under the BC Anti-racism and Multiculturalism Program for the upcoming year.

For more information about BCAMP and the funding process, please visit:

[www.ag.gov.bc.ca/sam/bcamp/index.htm](http://www.ag.gov.bc.ca/sam/bcamp/index.htm)

## Funded Projects 2005/06

Abbotsford Community Services (Abbotsford) : *Anti-Racism Multi Media Project*

Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) (Vancouver): *Building Safe Harbours in BC Communities*

Central Vancouver Island Multicultural Society (Nanaimo): *Countering Racism Through Early Interventions*

Collingwood Neighbourhood House Society (Vancouver): *Multiculturalism Week*

Immigrant and Multicultural Services Society of Prince George (Prince George): *Valuing Community Diversity*

Inter-Cultural Association of Greater Victoria (Victoria): *Voice it on Video*

Kamloops Cariboo Regional Immigrant Society (Kamloops) : *Community Response to Racism and Hate Activity*

Kamloops Cariboo Regional Immigrant Society (Kamloops): *Community Against Racism*

Mission Community Services Society (Mission): *Building Bridges*

North Shore Multicultural Society (North Vancouver): *Diversity and Anti-racism Initiatives for Youth*

School District No. 41 (Burnaby): *Valuing Diversity*

Vancouver Multicultural Society (Vancouver): *Vancouver Youth Express Festival*

## Critical Incident Response Model (CIRM) update

The Anti-racism and Multiculturalism (AMU) unit is excited to begin work with four communities that are considering entering the CIRM model: Fort Nelson, Kitimat, Powell River and Smithers.

In September, AMU staff helped host a Hate Crimes Training Day with several partners. The session brought together representatives from the community, justice system and government to share strategies in combating hate crime in BC. Representatives from four communities delivered a workshop on the CIRM. Themes included the power of story-telling, the importance of putting a human face to the issues of racism and hate, and examples of community collaboration in addressing racism and hate. These messages were creatively woven into the workshop through stories, interactive exercises and video presentations.

AMU staff also delivered a presentation on the CIRM at the Union of BC Municipalities conference later in the fall. The presentation provided the audience with feedback from CIRM communities on the social and economic benefits of the Model. The discussion in the clinic signaled that there is a growing awareness of diversity issues and the need to build healthy and safe communities.



*CIRM is a three-year, three-step process for communities to build capacity and develop formal protocols to respond to racist and hate activity.*

## Second outcomes and client satisfaction survey completed

The Program Design and Evaluation Unit has been busy over the past year, coordinating the second BCSAP Outcomes and Client Satisfaction Survey. This performance measurement process began last April/May with the reconvening of advisory groups made up of sectoral support and stream-specific agency representatives. Groups met with Division staff and the research firm, Synovate, throughout the spring to review and improve the structure and content of the 2004 survey. Questions were reformulated to better reflect and assess client satisfaction and achievement in reaching some of the immediate and medium-term outcomes outlined in logic models that have been developed for each service stream.

For Streams 1/3 blended, Stream 2 and Stream 3, adult telephone surveys were conducted between mid-July and early August. Stream 2 youth surveys were sent directly to the parents and guardians of youth clients via mail in August. Stream 1 clients were surveyed via paper during the month of October and results were tabulated in December.

Follow-up advisory group meetings took place to review the overall results of these surveys for each stream in late November and January.

Total results were reviewed and confirmed by the advisory group members. Individual organization results and the survey report will be disseminated to the organizations, accompanied by a background document that details the creation and administration of this year's survey. Results are due to be disseminated in early 2006.

Languages available for phone interviews and translated questionnaire for all Streams:

- Arabic
- Chinese
- English
- Farsi
- French
- Korean
- Punjabi
- Spanish
- Vietnamese

## Alternative delivery pilots for English language instruction underway

Last April the Division launched pilot projects offering alternative forms of English language instruction in four communities in the North and Interior which have seen classroom attendance levels decline. The four communities being targeted by the pilots are Salmon Arm, Revelstoke, Smithers and Terrace.

In Salmon Arm and Revelstoke, the pilots are being run by Okanagan Community College and involve classroom instruction led by volunteer tutors from the college's TESL program and a hybrid system of classroom instruction and assisted learning in a language lab.

In Smithers and Terrace, the Smithers Community Services Association and the Terrace Volunteer Bureau are coordinating volunteer-based tutoring programs modeled on Vancouver Community

College's (VCC) Homefront Learning Program. Under the model, learners and volunteer tutors are matched on a one-to-one basis and receive approximately 6-8 hours of instruction per week. VCC was contracted to provide initial support and training to the pilot sites.

Patricio Ibarra, of the Program Design and Evaluation Unit, has developed an evaluation framework for the pilots and conducted preliminary evaluations at each of the sites in November. The four pilots have now been extended until March 2006. Division staff are looking forward to learning more about the outcomes of the pilots, which will inform decisions on whether the pilots will be extended and/or expanded to other communities next year.

## STAFF PROFILE



### Dominic Fung

**Division Position:**  
Program Design & Evaluation Analyst

**Joined the Division:**  
September, 1995

**Time in government:**  
Just over 10 yrs

**Responsibilities:**  
Dom assists in researching, analyzing, developing and implementing program policies, standards and guidelines for multiculturalism, anti-racism and settlement programs.

*Having worked the frontlines of the immigrant settlement sector and now in government for a combined 20 years, the work is still challenging. I feel that I'm making a contribution in responding to the ever-changing newcomers' needs during their settlement process*

## NEW STAFF

Four new staff have joined the Division in the past few months. Tracy Wideman is acting as the AMU's Anti-Racism Coordinator while Maia McKinley is on leave. Tracy's previous experience includes working at Abbotsford Community Services where she coordinated the Diversity Education and Resource Services program. Mandeep Basran is replacing Vicki Chui in the PDE unit while she is on temporary assignment in the Ministry of Economic Development. Mandeep has previously worked for the Ministry of Education and the Ministry of Children and Family Development and conducted research on immigration and race relations at graduate school. The Division is pleased to welcome back Ita Margolit who will be assisting the PDE unit on a short-term contract this winter and spring. The Division also welcomes SFU Co-op student, Clara Wong, who is in her third year as a Communication major.

Special thanks to two co-op students who assisted the Division throughout the summer and fall of 2005. Jasdeep Chhokar coordinated an update of the Division's directory of Multicultural, Anti-racism, Immigrant and Community Service Organizations, produced the Division newsletter, and assisted with several other research and design-oriented projects.

Maureen Matsusaka helped to coordinate the development of a logic model for the Sectoral Support and Delivery Assistance stream under BCSAP. She also organized a workshop and produced follow-up materials on data collection and reporting for contractors of BCSAP Stream 1 and assisted with several other activities in the PDE unit.

## Nurses benchmarking project tests workplace language ability

Since May, a new tool to test English language competence has been available for internationally qualified nurses in British Columbia whose first language is not English. Previously, internationally-qualified nurses needing to demonstrate their English language proficiency had to take exams, such as TOEFL or IELTS. However, these generic exams were criticized as inappropriate tests for workplace communication. In response to such criticism and the issue of nursing shortages, the Centre for Canadian Language Benchmarks (CCLB), in partnership with the Federal Government, and several provinces, including British Columbia, developed this new test which is better suited to the English language requirements of a Canadian nursing work environment.

The first part of the project was "benchmarking" the four skills - reading, writing, speaking and listening - of nursing communication, using the Canadian Language Benchmarks (CLB). These benchmarks measure a person's ability to perform tasks using the English language rather than a person's ability to demonstrate knowledge of rules of grammar. (You can download the CLB or order



a copy by going to the CCLB website - [www.language.ca](http://www.language.ca).) The second part of the project was to develop authentic workplace tasks to use in testing that, when performed, would establish the candidate's English language competence in all four skills at benchmark levels. The project is now complete and the test developed has been named the Canadian English Language Benchmarks Assessment for Nurses (CELBAN).

Vancouver Community College (VCC) has been contracted to administer the test and the first official CELBAN assessments took place at VCC in May 2005. Please visit: [www.celban.org](http://www.celban.org)

## Address from Minister Oppal

The Honourable Wally Oppal was appointed Attorney General and Minister Responsible for Multiculturalism on June 16, after serving more than two decades as a judge with the Supreme Court of BC and the Court of Appeal. In his previous work life, he was strongly involved in public legal education and policing, particularly with respect to multicultural communities.

"I would like my appointment to be interpreted as a sign to the community that I'm available, I'm accessible," said Oppal. "My goal is for this government to lead the way with a more inclusive multicultural policy. Visible minorities now make up the majority of the population in some Lower Mainland communities. Our institutions need to reflect these demographic trends in some way."

The Minister is overseeing the Agreement for Canada-British Columbia Cooperation on Immigration, which he sees as a key part of his portfolio. "Immi-



*The Honourable Wally Oppal*

grants have a key role to play in helping to build a strong British Columbia," said Oppal. "They have the skills we need to enhance our economy. They also bring a strong sense of culture and history that we can all learn from, as well as a new vibrancy and creativity to our province. I will be working with Minister of Economic Development, Colin Hansen, to ensure solid programs are in place to help immigrants maximize their job opportunities so they can contribute to our strong economy."

## New Francophone initiatives

Under the renewed Agreement for Canada-British Columbia Cooperation on Immigration (2004), the provincial government committed to new clauses aimed at assisting the development of and enhancing the vitality of minority official language communities. As part of this commitment, SaM Division staff are currently participating in a regional steering committee coordinated by the British Columbia Federation of Francophones and Citizenship and Immigration Canada.

The committee has developed an action plan that includes initiatives aimed at attracting more French-speaking immigrants to British Columbia and

supporting French-speaking newcomers through the provision of settlement services, employment supports, cross-cultural awareness and other supports. This winter, with the assistance of the provincial government's Francophone Affairs Program, the Division will be conducting a needs assessment for the delivery of settlement services in French in different communities. Staff from the Immigration Policy and Intergovernmental Relations Division will also be working with the Ministry of Economic Development on immigrant recruitment and attraction initiatives from overseas.

## Data collection and reporting workshop held

On September 23, the SaM Division held a workshop on BCSAP Stream 1 Data Collection and Reporting. Approximately 35 representatives from Stream 1 agencies attended, primarily frontline settlement workers. The day-long workshop cultivated an atmosphere of interactive learning and dialogue where settlement workers and ministry staff worked to highlight key Stream 1 reporting issues and situational concerns. The day included a hands-on workshop that provided agency staff an opportunity to implement their new knowledge to solve scenario questions related to service delivery.

Special thanks to SUCCESS for hosting the workshop. As a follow-up, a comprehensive frequently asked questions document has been compiled. This document is intended to be a training resource for front-line settlement workers, providing guidance and clarification about relevant situational issues that arise during service delivery. This document was disseminated to the sector in early January. The creation of a standardized Stream 1 Data Collection and Reporting handbook is also being explored as a possibility.

## Division to introduce new service monitoring tools

A series of monitoring tools have recently been developed that will assist Service Agreement Officers (SAOs) to consistently monitor and verify the terms and conditions of BCSAP contracts.

The new tools were created with the assistance of a consultant. In coming months, contractors can expect to receive a monitoring visit from SAOs who will be using a stream-specific tool.

The intent of the new process is to verify more thoroughly information contained in a contractor's original proposal and to ensure that services are being delivered in accordance with the contract.

Broad areas to be covered in monitoring visits will include organizational capacity, service facilities/location and service delivery.

The SaM Division hopes to use the new tools to assist it with on-site monitoring at least once a year. Information gleaned from monitoring visits, together with program usage, deliverables, client satisfaction and outcomes, and budget availability, will be the principal criteria on which contract extension decisions will be made in the future.

### New Toolbox Available for Smaller Centres

The federal government's National Working Group on Small Centre Strategies has launched a toolbox to help smaller communities attract and retain immigrants. The toolbox is part of the federal government's regionalization strategy seeking to spread the benefits of immigration more evenly across Canada. The toolbox assists smaller centres in developing their own unique and appropriate population strategies. It is available on-line at: [www.integration-net.cic.gc.ca/inet/english/prof/tbo](http://www.integration-net.cic.gc.ca/inet/english/prof/tbo)

### B.C. Skills Connect RFP issued

The Ministry of Economic Development issued a Request For Proposals (RFP) to identify proponents to deliver services under the Skills Connect for Immigrants Program (SCIP), a 3-year pilot initiative implemented to test the effectiveness of an employment bridging system that assesses and enhances the skills, qualifications and experiences of recent immigrants and moves them into the workplace. The closing date for the RFP is January 26, 2006.

This RFP focuses on the skills shortages in four priority sectors: construction, transportation, tourism/hospitality, and energy. An estimated 1,000 recently-landed skilled immigrants will be assisted annually within the priority sectors. The needs of a fifth priority sector, health care, is being addressed through a separate process.