

**BC/Canada
Regional Immigration Initiative**

**Attracting and Welcoming Immigrants
to Revelstoke BC –
Scanning the Opportunities**

FINAL CONTRACT REPORT

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The willingness of Alan Mason, City Director of Community Economic Development and Patricia Woroch, Executive Director of the Immigrant Services Society of BC (ISSBC) to partner with me as I wandered into the unfamiliar territory of international immigration and immigrant services is very much appreciated. It has been an unexpectedly long and bumpy journey, and I've benefited much from your advice and morale support.

The candid information provided by the new immigrants who were interviewed taught me a great deal about my community, and founded the project in the realities of settling in Revelstoke today. I came back to these often during the project.

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Any errors or omissions in this document are my responsibility.

Cindy Pearce

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SUMMARY

During the last two Community Development Strategies, Revelstoke citizens identified population growth as an important goal for the community. While there is an expectation that the population will increase as Mount MacKenzie Resort moves ahead, the community continues to be proactive about encouraging people to move to Revelstoke.

A recent report by BC Stats projects a modest population target of almost 10,000 for Revelstoke by 2031, an increase of 15% from the current population of almost 8,500. To achieve this modest target approximately 35 new international immigrants will need to settle in the community annually, in addition to inter-provincial migration and natural increases. In recent years approximately 22 immigrants, on average, have made Revelstoke their home every year. It appears a 50% increase in immigration is needed if we are to achieve even modest population growth.

As with Canada generally, Revelstoke has a long history of immigration. Immigrants from Italy, China, Europe, the United States and more recently Korea are well-established in the community. Europe and the United States continue to be the main countries of origin for new immigrants, with immigration from Asia increasing and presenting a significant opportunity for Revelstoke.

This project is an initial review of the opportunities to enhance immigration in Revelstoke. It was structured on the understanding that to successfully attract and support immigrants to settle in a small town it is necessary to first ensure the community understands the role of immigration in community development, and adequate services are supportive of immigrants through the adjustment and settlement period.

A review of the literature about immigration to Canada and BC, with a particular emphasis on attracting and supporting immigrants to small towns, provided a background for the project. Presentations and bulletins were provided to community organizations to inform citizens about immigration today and test their reaction to expanded community immigration. New immigrants were interviewed to understand why they chose Revelstoke as their new home and what could be done to improve the immigration and settlement experience. Focus groups and interviews with service providers informed the service community of the potential role of immigration, and identified actions to improve our community services for immigrants. Finally, approaches to attract immigrants were examined. Patricia Woroch and Jocelyne Hamel of the Immigrant Services Society of BC provided advice at key steps in this project.

Interviews with new immigrants revealed they chose Revelstoke often after thoroughly researching locations across North America, and were attracted by the spectacular scenery, the strong economy, the lifestyle and the people. Their main sources of information were the community website and the 'friendly, kind' people in the community. While their experiences with the immigration process were generally difficult and discouraging, they found settling in the community relatively easy, though some key gaps were identified.

Many existing community services are important to the settlement experience of new immigrants to Revelstoke, especially business, employment and education programs. Particular ongoing initiatives that could significantly influence the community's success at attracting new immigrants include the labour market study, the developing linkages with Lower Mainland immigrant services organizations and implementation of the results of the affordable housing study. Continuing publicity about the potential benefits of immigration to Revelstoke and the availability of City staff and community leaders to provide immigration advocacy support is needed.

Three priority actions have been identified to greatly improve the settlement experience of new immigrants:

1. Create a 'language bank' of trained volunteer interpreters and translators – potentially lead by the Interior Health Authority.
2. Expand the English as a Second Language for Adults training to provide a broader range of training times and partner this with a coordinated volunteer 'mentoring'/HOST/Community Bridging program to match volunteers with new immigrants, with a business mentoring link. Okanagan College is prepared to lead this project. Related actions that could be assisted by this action include:
 - expanding Canada Day celebration with a multi-cultural food and activity theme, special invitations and welcoming to new residents and immigrants and possibly a citizenship ceremony;
 - multi-cultural art exchange involving immigrants;
 - expanding opportunities for immigrants to sample cultural and sports activities;
 - women's drop-in/community kitchen opportunity; and
 - further examining ways to support diversity in our community.
3. Create a directory of community services and facilities, available in print and web-based, and distributed by key points of contact for new residents and immigrants – no leader identified.

To attract more immigrants to the community, the following priority actions are recommended:

1. City Council should encourage the Union of BC Municipalities to advocate for improvements to the federal immigration application processing system and increased immigration of skilled tradespeople.
2. The Employment Centre should link their upcoming community job board website to immigrant services organizations in BC and Calgary and the Canadian Association of Professional Immigration Consultants.
3. The City and the English Language School should partner to market Revelstoke during international trips to attract students, and to students and visiting family members.
4. When the labour market study is completed, the City should host a community forum to review the study results. Local employers, local education agencies and citizens with links to other countries, including new immigrants should be invited.
5. The City should publicize the labour market study results and investor opportunities through immigrant services organizations and the Canadian Association of Professional Immigration Consultants.

Funding will be required for several of these initiatives. While community resources may be available for some of these projects, particularly for those that will benefit all Revelstoke citizens generally (such as the community directory), those that are directed at immigrant support should be funded by the provincial government at a reasonable level that reflects the actual number of immigrants settling in Revelstoke and the support required in a rural location.

Throughout this project the citizens of Revelstoke expressed a keen interest and willingness to accept, welcome and support new immigrants to the community. While international immigration is unlikely to become the primary contributor to the local population and economy, when partnered with initiatives to support local citizens to succeed as entrepreneurs, and to train to fill the impending worker shortages, it is a potent strategy to ensure Revelstoke is well positioned to achieve our community objectives.

A. Background

1. Federal/provincial Regional Immigration Initiative

BC is one of the top destinations for immigrants coming to Canada. During 2003, a total of 35,170 immigrants were destined for BC, close to 15% of the total number arriving in Canada. Between 1996 and 2001, 90% of immigrants arriving in BC settled in the Greater Vancouver Region. Recent evidence suggests that many of the immigrants settling in the metropolitan area are disproportionately represented in low income employment, are living in less than ideal living conditions and stressed neighbourhoods. At the same time, a number of rural BC communities are experiencing economic challenges and declining populations. In addition, it is widely recognized that immigration will be essential if Canada is to have sufficient skilled labour to sustain a growing economy in the future.

In April 2004 the federal department Citizenship and Immigration Canada (CIC) and provincial Ministry of Community, Aboriginal and Women's Services (MCAWS) renewed the *Agreement for Canada – British Columbia Cooperation on Immigration*. This new agreement includes a commitment to a Regional Immigration Initiative within BC. The objectives of this Initiative are to:

- Facilitate the attraction and retention of immigrants to communities outside the Greater Vancouver Region.
- Support the economic development of rural communities within British Columbia.
- Develop strategies to improve the ability and capacity of smaller cities and communities outside of the Greater Vancouver Area to attract and retain immigrants.

In August, on behalf of the Initiative, MCAWS called for proposals from rural community organizations working in close partnership with a rural community to identify and develop resources that BC rural communities can utilize in the attraction of immigrants who have come to Canada or those currently residing overseas with an interest in immigrating. This project is one of eight that were funded under this Initiative.

2. Community situation

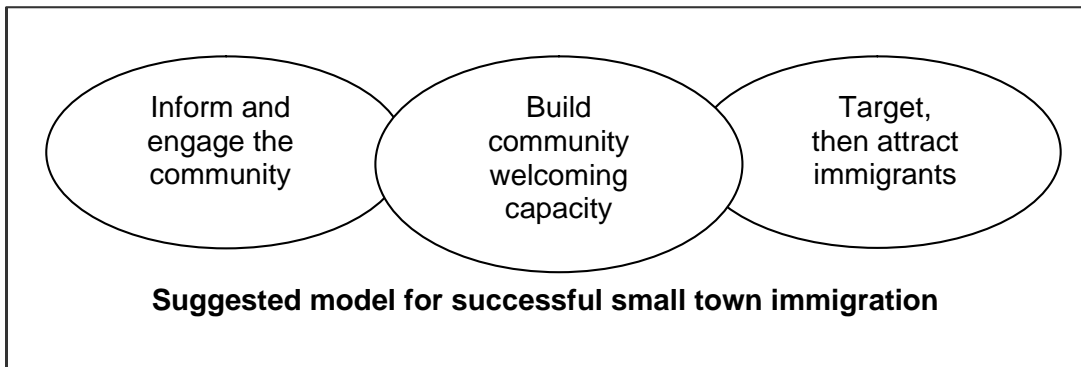
Between 1996 and 2001, Revelstoke's population declined by almost 8%, although it has recovered somewhat at this point. During the last two Community Development Strategies, Revelstoke citizens identified population growth as an important goal for the community. In 2003 the City began marketing Revelstoke as a quality place to live, and initiated an international investor marketing program to attract immigrant investors to the community, most recently placing 'Invest in Revelstoke brochures in community Visitor Centres.

Recent shortages in skilled tradespeople within the community, and throughout the province, delayed the indoor pool and community energy project construction, and increased costs. This situation isn't expected to change – a major employer, Downie Timber Ltd. /Selkirk Specialty Woods has shortages in several trade areas they have not been able to fill locally; the City predicts the loss of 50% of its skilled trades workers in the next 5 years, and the upcoming Mt. MacKenzie Resort development will demand even more skilled workers in the community, as well as unskilled workers – all beyond locally available workers. This project was undertaken to look at whether immigration can help us fill this gap and increase the community population, and what we need to do as a community to welcome new immigrants.

3. Project approach

As required by the Regional Immigration Initiative, this project was lead by a private consultant, Mountain Labyrinths Inc. from Revelstoke, and carried out in partnership with the City of Revelstoke. Because the community has limited experience with immigration and immigrant settlement support, and chose to work with a local consultant although none of the local firms had this experience, the project was done in partnership with the Immigrant Services Society of BC who provided this expertise.

The project was developed and implemented using a model of a three pronged approach, as illustrated in the figure below.



This model recognizes that successful settlement of new immigrants depends on equal attention to informing and engaging the community, to building capacity in the community to welcoming immigrants and to attracting new immigrants. While there is sometimes a desire for rapid results in terms of settled immigrants, leading to an emphasis on attracting immigrants immediately, if new immigrants arrive in a community before the community has embraced immigration as a community development priority, and community services have been sensitized to the needs of immigrants, these potential new residents may not be welcomed and may choose not to settle in the community. This project thus focused first on informing the community and assessing services before examining potential opportunities to attract new immigrants.

The following outlines the steps taken in the project:

1. Public information and presentations: In a small, culturally homogenous rural community such as Revelstoke, immigration can be a highly sensitive topic, with some citizens holding strong negative views towards new immigrants. In recognition of these potential sensitivities, early on the project strove to provide citizens with accurate information about immigration today, and about how immigration dovetailed with Revelstoke's community development priorities. This information was compiled in an information handout and a Powerpoint presentation that was made to 6 groups, with approximately 70 people in attendance.

2. Community services assessment: To evaluate community services through the lens of the needs of new immigrants, the researcher reviewed literature regarding immigrant settlement success to understand the challenges and issues facing new immigrants to Canada, with an emphasis on challenges in rural settings. From this literature, and advice from ISSBC, the characteristics of welcoming community were identified as the foundation for the community assessment. This research also identified a number of activities or conditions that occur in communities that welcome new immigrants.

The researcher then interviewed eight new immigrants and their families who reflected a number of nationalities, immigrant classes and family types. What attracted them to the community, the information they used to learn about Revelstoke, and their experience settling in Revelstoke were discussed, with an emphasis on identifying strengths and challenges or gaps in community information and services.

The activities and conditions in welcoming communities and the suggestions from new immigrants were compiled as a list of possible actions for Revelstoke to implement to 'improve our welcome mat'. The researcher gathered available information about the community to initially evaluate how Revelstoke fared as a welcoming community.

Twenty eight representatives of community service organizations then participated in four separate workshops focused on language and education, business and employment support, social activities and health and safety. During these workshops participants first reviewed the background information on immigration, followed by a general evaluation of the strengths, gaps and opportunities in each of the characteristics of a welcoming community, and ending with a review of the potential actions and opportunities. Two ISSBC staff members attended three of these workshops and provided valuable observations and suggestions. The researcher also conducted interviews with twelve key service providers who could not attend workshops. Several workshop participants were also interviewed to clarify comments or suggestions, or explore potential actions. The workshops were originally scheduled for two hours, however this time was inadequate - one workshop ran for three hours and the participants were still eagerly discussing topics as they ran out the door.

3. Researching the potential to attract new immigrants: The proposal for this project included a 'niche' marketing approach to attract new immigrants. Early in the project it became evident that this approach was not feasible or appropriate at this time. Alternate approaches focused on secondary immigration and building on connections with family and friends living in Revelstoke were then evaluated through literature review and personal interviews.

The resources and time allocated to this project only permitted a preliminary 'scratching of the surface' on this complex and far-reaching topic. Further work is needed to consolidate the initial findings of this project, and to fully research key actions that have been identified.

4. Introduction to immigration and immigrant services in BC

The federal government is primarily responsible for immigration to Canada. Citizenship and Immigration Canada was established in 1994 to link immigration services with citizenship registration. The Department:

- admits immigrants, foreign students, visitors and temporary workers who enhance Canada's social and economic growth;
- resettles, protects and provides a safe haven for refugees;
- helps newcomers adapt to Canadian society and become Canadian citizens; and
- manages access to Canada to protect the security and health of Canadians and the integrity of Canadian laws.

In 1998, and most recently in 2004, the federal and BC government signed an *Agreement for Canada–British Columbia Cooperation on Immigration* which defines the respective roles and responsibilities related to immigrants and temporary residents destined for British Columbia under the provisions of the *Immigration and Refugee Protection Act*. This agreement addresses both the immigration process and settlement and adjustment services.

In February 2005, the federal government announced new funding for immigrant settlement programs. Over the next five years, the federal government intends to allot an extra \$298 million for settlement programming. For more information on federal immigration programs go to <http://www.cic.gc.ca/english/index.html>.¹

At the provincial level, in recent years immigration and immigrant services in the BC government were administered through the Ministry of Community, Aboriginal and Women's Services. Government reorganization after the May 2005 provincial election has resulted in a separation of these services. The Immigration Division is now within the Ministry of Economic Development, and Settlement and Multi-culturalism Branch has moved to the Ministry of the Attorney General.

Note: The following information was excerpted from the BC government website but may not reflect the current reorganization.

a) Immigration Division

The Immigration Division is responsible for the management and implementation of the *Canada/B.C. Agreement for Cooperation on Immigration*. The division works to maximize the social and economic benefits of immigration to British Columbia by ensuring that the province's interests regarding immigration levels planning and legislation, as well as immigration policy changes are heard at the federal level. Responsibility for immigration is shared between the federal and provincial governments. Citizenship and Immigration Canada maintains overall authority for the selection and admission of immigrants to Canada. The Immigration Division coordinates all other provincial immigration matters. For more information go to <http://www.mcaaws.gov.bc.ca/amip/prgs/id.htm>.

The Immigration Division is also responsible for the design and delivery of the following programs:

- **BC Provincial Nominee Program (BC PNP)** -The British Columbia Provincial Nominee Program) allows British Columbia to select immigrants based on their ability to contribute to the BC economy. Under the *Canada/BC Agreement* the federal government is committed to fast-tracking applications from provincial nominees. The BC PNP became operational in 2001 and has expanded to include categories to attract various types of economic immigrants divided into two main streams: strategic occupations and business categories. Appendix 1 provides more information on these streams or go http://www.mcaaws.gov.bc.ca/amip/npn_so_index.htm.

¹ A suggested resource on Canadian immigration is *You asked about...immigration and citizenship* available at: www.cic.gc.ca/english/pub/you-asked/index.html

- **BC International Qualifications Program (IQP)** - To achieve the BC government's *New Era* goal of a strong and vibrant economy, the International Qualifications Program was designed as part of a BC human resource strategy to ensure the province has a skilled workforce to support British Columbia growth.

By providing leadership and support to employer's regulatory bodies, professional and trade associations, unions, post-secondary institutions, and community service agencies, the International Qualifications Program helps to fully utilize skilled immigrants in the BC labour market. For more information go to <http://www.mcaaws.gov.bc.ca/amip/iqp/index.htm>.

- **Business Immigration** – To view the website providing information under this program go to <http://www.businessimmigration.gov.bc.ca/index.htm>.

b) Settlement and Multiculturalism Branch

This Branch, now of the Ministry of Attorney General, is responsible for funding and managing anti-racism, multiculturalism and immigrant/ refugee settlement programs. The Branch contracts with third-party service providers to deliver settlement and adaptation services for new immigrants, and works with communities on anti-racism and multiculturalism initiatives. Two key programs administered by the Branch are:

- **BC Settlement and Adaptation Program (BCSAP)** - The primary goal of the British Columbia Settlement and Adaptation Program (BCSAP) is to support the successful settlement and adaptation of new immigrants and refugees to British Columbia. The Settlement and Multiculturalism Branch oversees the planning, funding, implementation and management of BCSAP. Most funding for BCSAP is provided by the federal government under the terms of the *Agreement for Canada - B.C. Cooperation on Immigration*. The Branch contracts with third-party providers for the actual delivery of BCSAP services. See Appendix 2 for more information on the service streams funded by this program, or go to <http://www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm>.
- **B.C. Anti-racism and Multiculturalism Program (BCAMP)** - The B.C. Anti-racism and Multiculturalism Program supports the development of strong, safe communities. The primary goal of BCAMP is the elimination of racism and other forms of hate activity. For more information go to <http://www.mcaaws.gov.bc.ca/amip/sam/bcamp.htm>.

For more information on the Settlement and Multiculturalism Branch generally, go to <http://www.mcaaws.gov.bc.ca/amip/sam/>.

The funds provided by the federal government under the *Agreement* are allocated by the province in part to the education ministries to provide ELSA training (funding is channeled through general revenue), and to the ministries responsible for immigration and immigrant settlement and adjustment.

In many larger communities immigrant support agencies have provided services for decades. (Go to the website of the Affiliation of Multicultural Societies and Service Organizations of BC (AMSSA) at www.amssa.org for a listing of most organizations.) In the past the provincial government entered into direct contracts with these organizations to deliver these services. Recently the Ministry changed the way it allocated funds for services, using landing data and other information sources to more closely match funding with immigration levels in geographic areas, and implemented a competitive tendering process to award contracts (see <http://www.mcaaws.gov.bc.ca/amip/sam/bcsap.htm#funding>).

In 2004, for the first time, the province conducted a province-wide client satisfaction and outcomes survey to measure the impact of BC Settlement and Adaptation Program (BCSAP) services. Summary findings are posted at www.mcaws.gov.bc.ca/amip/sam/survey.htm.

B. Immigration to the Community

1. Historical context

As with Canada generally, Revelstoke has a long history of immigration and settlement, much of which is visible in the ethnic and cultural characteristics of the community today. The building of the Canadian Pacific Railway, which was one of the original reasons for the creation of the city, brought people of many nationalities to Revelstoke. Ethnicities that remain visible today are the vibrant Italian community, many of whom are descendants of the men who built the stone structures that supported the rail tracks, and a small Chinese population. Both of these nationalities are particularly well reflected in the community's restaurant businesses.

With the railway came access to mountain adventure opportunities which beckoned to European and American immigrants. The attractions of the spectacular mountain scenery and outdoor experiences have continued to lure these nationalities to Revelstoke, with a recent upsurge in interest from new immigrants seeking improvement in their quality of life.

Immigrants from Eastern Europe, particularly from the Ukraine, homesteaded and farmed extensive areas south of the community for many years, beginning in the 1920's, until hydro dams obliterated these properties. These families remain visible in the community.

A play 'Red Lights and Dynamite' has been produced locally to record and celebrate this colourful history.

A small contingent of immigrant live-in caregivers from Asia and Europe have provided support to families and the elderly in the community.

More recently a network of families and individuals from Korea involved in accommodation and restaurant businesses have settled in Revelstoke, adding their foods to the local restaurant mix.

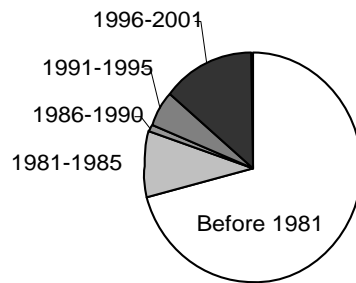
The following sections describe the number, country of origin, immigration class and economic success of recent immigrants. This information is important to keep in mind when considering appropriate immigrant services in the community, and when considering how to attract additional immigrants.

2. Number of immigrants

As outlined in the background, the federal government sets annual immigration planning levels that define, among other things, a target number of immigrants to be landed in the country. This target has been between 220,000 and 245,000 for several years. Over the last decade, between 175,000 and 230,000 immigrants have landed in the country each year. Of this number, 15 to 20% or 34,000 to 50,000 immigrants have settled in BC every year, with less than 10% settling outside the Lower Mainland.

Based on the 2001 census it is estimated that there were a total of 740 individuals in Revelstoke who would identify themselves as immigrants. The figure below illustrates the date of arrival in Revelstoke for these immigrants. It is important to notice the significant

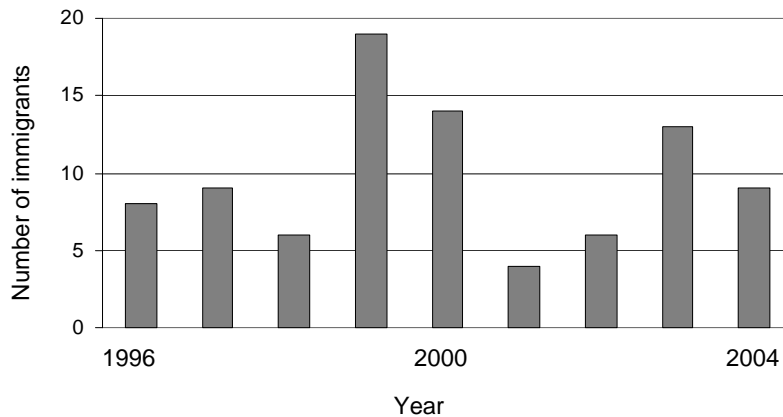
increase between the 1996 and 2001 census years, during which it is estimated that 110 new immigrants arrived, averaging 22 per year.



Date of arrival of immigrants in Revelstoke based on the 2001 census

Source: Profile of Immigrants in Revelstoke, 2001 (MCAWS)

This estimate is significantly higher than the number of immigrants who indicated their destination was Revelstoke when they ‘landed’ in Canada. As shown in the figure below between 1996 and 2004, each year between 4 and 19 new immigrants indicated they were destined for Revelstoke. It is important to note the variability in the number of immigrants each year, as this affects the need for immigrant services.



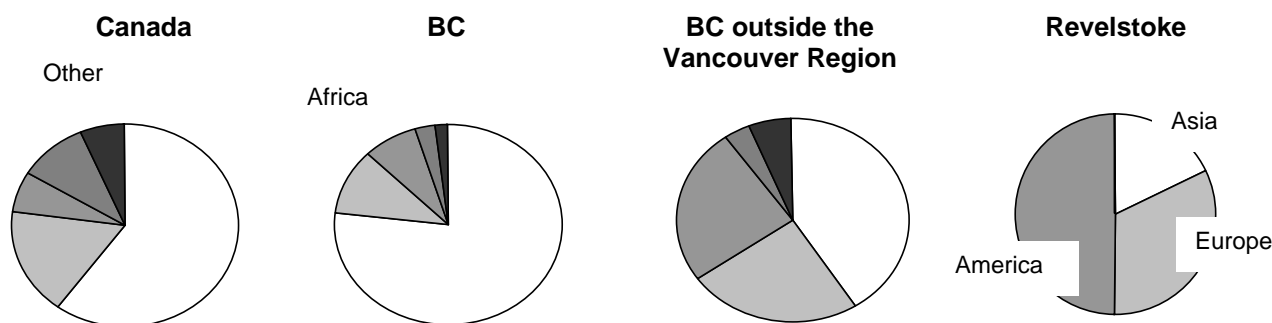
Number of immigrants to Revelstoke based on landing data

Source: Landing data via Richard Klassen, MCAWS (pers. comm.)

The difference between the number of immigrants who indicated they were destined for Revelstoke when they landed in the country (56 total and 11 average per year between 1996 and 2001), and the number based on the census (average 22 between 1996 and 2001) is very unusual (Richard Klassen, Research Officer, MCAWS, pers.com.). In most communities the number of immigrants is similar. In the case of Revelstoke, based on this information, it appears that up to twice as many immigrants may settle in the community as intended to when they landed in Canada. This is a positive indication that immigrants are actively choosing to settle in Revelstoke. In the past year MCAWS has allocated funds for immigrant services based on the landing data, as well as other information, so this difference should be raised to ensure the community is allocated an appropriate level of funding.

3. Country of origin

The figure below illustrates the country of origin for immigrants to Canada, BC and Revelstoke during 2003.



Source countries for immigrants to Canada, BC and Revelstoke

Source: For Canada and BC - BC Immigration by Area of Last Permanent Residence, March 2004 (BC Stats). For Revelstoke: Ministry of Community, Aboriginal and Women's Services

It is important to note that while fewer Asian immigrants settle in areas outside the Lower Mainland (41%) than within the metropolitan area (77%), significantly fewer settle in Revelstoke (18%). This represents an opportunity for Revelstoke.

4. Immigrant class

Immigrants come to Canada under a number of defined immigrant classes. The federal government's annual immigration planning levels set targets for the number of immigrants in each class. The table below provides the 2005 targets for each class. Appendix 3 provides a description of each class.

Immigrant Class	2005 target	Approximate %
Economic class	132,500-148,000	60%
Skilled workers	112,500-124,500	
Business immigrants	9,500-10,500	
Provincial nominees	8,000-10,000	
Live-in caregivers	2,500-3,000	
Family class	51,500-56,800	23%
Spouse, partners & children	46,000-50,000	
Parents & grandparents	5,500-6,800	
Refugees and designated class	36,000-40,200	17%
Total	220-245,000	

2005 Canada Immigration Levels – Target Ranges

Source: Infoline Report Issue 05-06 (BC Stats)

The table below shows the proportion of immigrants in each class for Canada, BC and Revelstoke for 1999 to 2003. The number of business immigrants coming to Revelstoke is more than double the number arriving in BC, and four times the number coming to Canada. Conversely, Revelstoke has attracted far fewer skilled workers.

Class	Canada	BC	Revelstoke
Economic	51%	52%	39%
Family	30%	33%	29%
Business	5%	10%	22%
Protected persons	12%	6%	4%

Percentage of immigrants in each immigration class (1999)

*Sources: For Canada and BC - Immigration landings by Class Aug. 2000 (BC Stats).
For Revelstoke - Ministry of Community, Aboriginal and Women's Services*

5. Economic success

It has been documented² that a portion of Canadians believe immigrants can be an economic burden, particularly if this is coupled with the perception that most immigrants are refugees. This is not the case in Revelstoke. The table below shows that immigrants in Revelstoke are participating in the labour force at almost the same rate as other Revelstoke citizens, with lower unemployment, and comparable income levels.

Characteristic	Revelstoke total	Revelstoke immigrants
Labour force participation	67%	60-65%
Unemployment	10%	5-7%
Median employment income		
Men	\$31,000	\$28,500
Women	\$15,000	\$18,000

Economic conditions of immigrants in Revelstoke

Sources: Profile of Immigrants in Revelstoke 2001 (MCAWS) and Revelstoke Community Facts, May 2004 (BC Stats)

Immigrants are employed in a range of occupations, with the main employment for men being equipment operators/labourers (19%), retail, food, and accommodation managers (15%) and chefs/cooks (13%). Women are employed in sales and service (21%), retail, food, accommodation managers (15%) and childcare and home support (12%).

² *Increasing Western Canadian Immigration*. May 2004. Canada West Foundation Report #31. Available at www.cwf.ca.

See Appendix 4 for more information on the characteristics of immigrants in Revelstoke.

C. Immigration as a Community Development Priority

This section examines community development plans and current conditions to identify what roles international immigration might play to achieve community objectives.

As a reference point, the Canada West Foundation identifies the following potential benefits from rural immigration³:

- Filling skilled worker shortages beyond local capacity
- Creating jobs for Canadians through entrepreneurial and investor business immigration
- Expanded trade markets through person-to-person contact
- Enhanced business innovation
- Humanitarian benefits

1. Community objectives

In the last two Community Economic Development Strategies⁴, the community has identified population growth as an important goal for Revelstoke. In 2001, local residents indicated they would like to see the population in the area grow to 12-14,000. The current population is around 8,500. While there is an expectation that the population will increase as the Mount MacKenzie Resort project moves forward, community leaders and City staff have recognized that we need to be more pro-active in encouraging people to live in Revelstoke.

The City implemented an international investor marketing project in 2003. Community promotional materials, including the web-based information, have been translated into six different languages, promotional information has been distributed through Canadian Trade Commissions in several countries and the Mayor has visited Korea and Japan to promote Revelstoke as a place to invest. There has been reasonable success with these initiatives (A. Mason, City Director of Community Economic Development, pers. comm.).

A recent report by BC Stats⁵ projects that the population in BC will increase by 37% by 2031, with 61% of this increase through international immigration, 36% through inter-provincial migration and 3% through natural increase. In Revelstoke, a population increase of 15% is projected, to 9,960. If 61% of this increase is to be achieved through international immigration, 35 new immigrants would have come to Revelstoke annually – a 50% increase compared to recent years. In light of this information, immigration should continue to be a key priority for the community.

³ *Increasing Western Canadian Immigration*. May 2004. Canada West Foundation Report #31. Available at www.cwf.ca.

⁴ *2001 Revelstoke and Area Community Development Action Plan* available at www.cityofrevelstoke.com

⁵ *PEOPLE 30*, May 2005. Summary available in Infoline Report Issue 05-24 at <http://www.bcstats.gov.bc.ca/releases/info2005/in0524.pdf>. To access data for Revelstoke go to www.bcstats.gov.bc.ca/data/pop/pop/dynamic/PopulationStatistics/Query

2. Skilled worker shortages

In addition to the desire and projections to increase the community population, immigration is a possible antidote to the growing shortages in skilled workers. Shortages are predicted provincially, nationally and globally⁶, and have been seen in the community in delays in the construction of two large community projects – our aquatic centre and community energy project. In addition, the City of Revelstoke predicts that up to 50% of their Public Works employees will retire over the next 5-10 years.

The City has already initiated a labour market study to identify employment opportunities that will be available in Revelstoke over the next decade. When this information is compiled, the City plans to work with the School District and local education agencies to prepare local people for these jobs. It is expected that it will also be necessary to attract qualified workers from other countries to fill gaps that cannot be filled by local people. In this way, new residents will contribute to the community by filling positions that will be difficult, if not impossible, to fill from the local population.

3. Many benefits

Based on the above information it is evident that, in the short-term, immigration has the potential to support Revelstoke's community development strategies by:

- continuing to create jobs through entrepreneur and investor immigrants,
- expanding trade linkages,
- enhancing business innovation, and
- increasing the population.

When the labour market study is completed and skilled worker shortages that cannot be filled locally are identified, immigration is likely to be a key source of skilled workers.

Over the long-term, immigration brings the general benefit of building the diversity of our community, which is important as we learn to work and live as citizens of a global economy.

D. Experiences of New Immigrants

A small sample of eight new international immigrants to Revelstoke were interviewed to identify what attracted them to the community and to understand their experience with the immigration process as well as to identify the community services they have used during their settlement period, which services are adequate, and where gaps in services exist. Interviewees were selected across a range of nationalities, immigrant classes and family types. This section of the report summarizes their responses.

1. Sources of information about Revelstoke

The primary source of information for all immigrants was the community website, highlighting the importance of the accuracy and completeness of this site. Interviewees commented that it was one of the best sites they visited during their research.

⁶ See *CLOSING THE SKILLS GAP*, BC Chamber of Commerce. April 2002. at http://bcchamber.org/criticalskills/skills_gap.html and The Urban Futures Institute website at www.urbanfutures.com.

Most of the entrepreneurial and skilled worker immigrants had completed North American-wide research before selecting Revelstoke as the place to settle. They often visited the community and were impressed by the setting and the people. While in Revelstoke, they found the people they talked with very helpful - '*much better than other communities*'. Several particularly mentioned Alan Mason, the City Director of Community Economic Development as '*tremendously supportive*', as well as hotel/motel owners, the Mayor, the Chamber of Commerce, realtors, the Credit Union and local bank managers and the staff of the Revelstoke English Language School. One immigrant family benefited greatly from a business seminar that provided information about BC lead by Rob Schultz as part of the Canadian High Commission Immigration Fair in England.

2. Attraction to Revelstoke

Several factors attracted immigrants to Revelstoke:

- **Economic** – The strong, diverse economy with the existing tourism sector and tourism focus of community plans were important to those planning tourism businesses. The supportive and encouraging business community was mentioned frequently. The community's location between Calgary and Vancouver was highlighted, as well as affordable business real estate prices.
- **Social** – The friendly, kind, welcoming people of the community generally and the supportive community leaders and staff were mentioned by all immigrants who chose Revelstoke. The lifestyle, and particularly the opportunity for outdoor recreation were very important, as was affordable housing (which has changed recently) and English language fluency. The relative safety of the community was very important for families with children.
- **Environmental** – The '*spectacular*' natural setting drew almost all immigrants, with many mentioning the fresh air and clean water.

There were a few surprises for these new immigrants – the unexpectedly high cost of food was emphasized by both families and food-based businesses, the cost of setting up a business, particularly without any credit rating was noted, and the lack of the use of French, and schooling in French, in a bi-lingual country was mentioned.

3. Immigration process

For most immigrants, their introduction to Canada through the federally administered immigration application and review process was not at all positive. With the exception of the '*overwhelming*' support provided by their Provincial Nominee Program contacts and community leaders and staff, immigrants found the process to be slow, uncertain and unfriendly. Intense '*lobbying*' by community leaders and the MLA is perceived to have made the difference in the success of one application.

Opportunities that were mentioned to improve the immigration system are listed in Appendix 5. The one suggestion that relates to this project is that the community identify a small but broad-based business group to review business proposals from immigrants and provide strong endorsement to the Provincial Nominee Program or CIC for immigrants whose proposals fit community plans.

4. Adjusting and settling in Revelstoke

Settling into life in Revelstoke was generally a very positive experience for the interviewed immigrants. Most business owners quickly became members of the Chamber of Commerce and benefited from contacts made through the Chamber. However, these families were generally aware of the community business support services, but not social services. The English as a Second Language for Adults (ESLA) program at Okanagan College and the English Language School (ELS) are the primary source of information for immigrants for whom English is a second language. Immigrants who connected with the ESLA program were fully informed of social services in the community, and generally found them adequate, but were not informed about business and employment support services. All mentioned their desire for a directory of community information.

The interviewees identified the following opportunities to support the settlement of new immigrants in Revelstoke:

- directory of community services on the community website and in print,
- identified point of contact for community information,
- improved information about the health care system and medical coverage,
- expanded ESLA training, including a broader range of hours,
- expanded fee-for-service English language training,
- Canadian business training/coaching,
- information about 'living with wildlife',
- access to multi-lingual resources through the library,
- Chinese language (perhaps multi-lingual) TV station,
- meeting of local employers and new immigrants to discuss worker gaps and identify possible matches with family/friends of immigrants,
- increased international advertising of Revelstoke linked to National Parks,
- French immersion schooling,
- organized community welcoming of new residents/immigrants,
- access to drivers license test in non-English languages, and
- child playgrounds within walking distance of all homes (mentioned relative to Columbia Park).

These opportunities were included in the community services assessment and discussed with service providers.

E. Supporting New Immigrants

1. Characteristics of a welcoming community

A review of the immigration adjustment and settlement literature provided the following listing of characteristics of a welcoming community:

- Accessible information about community services and facilities
- Respects and builds diversity
- Employment opportunities
- Accessible range of education
- Healthy and safe
- Open leisure-time activities
- Faith and spirituality acknowledged

While all of these characteristics are important, the support of family and friends and employment are repeatedly highlighted as being key to settlement success⁷. This is critical to remember when thinking about how to attract and support new immigrants in a small town like Revelstoke.

Information about settling in BC and Canada

BC Newcomer's Guide - www.mcaws.gov.bc.ca/amip/sam/ncguide03.htm

Moving to BC Basic Checklist - www.mcaws.gov.bc.ca/amip/popt/movingtobc.htm

Canada Newcomer's guide - www.cic.gc.ca/english/newcomer/guide/index.html

Welcome to Canada - what you should know -
www.cic.gc.ca/english/newcomer/welcome/index.html

2. Community services assessment

Considering Revelstoke's community services through the lens of immigrant support, services were combined into the following categories:

- Language and education
- Business and employment support
- Health and safety
- Social support

⁷ See *Longitudinal Survey of Immigrants to Canada*. Sept. 2004. Statistics Canada (go to www.statscan.ca/Daily/English/030903/d030904a.htm) and *Increasing Western Canadian Immigration*. May 2004. Canada West Foundation Report #31 (go to www.cwf.ca).

Overlap between categories is inevitable (i.e. child care was addressed in the language and education category although is also important to business and employment), however these seemed the most logical categories for this assessment.

A total of 28 representatives of community organizations or businesses attended the workshops focused on one of the above categories. An additional 12 individuals were interviewed. Several workshop participants were also interviewed to clarify comments and suggestions made at the workshop, and to explore opportunities for action.

For each category the following analysis was completed:

- a listing of existing services;
- an overview assessment of strengths, challenges and gaps; and
- a listing of possible actions to improve services, including both actions suggested during the workshops and interviews, and those from other sources, identifying highest priority actions and which community organizations or individuals indicated an interest in contributing to this action, or a willingness to take leadership.

The complete community assessment is included in Appendix 6. This section of the report contains the overview assessment of strengths and gaps and lists the highest priority actions that were identified by the workshop participants and interviewees. Community organizations that have offered to take leadership on action items are listed. For some actions, possible community leaders are suggested (in brackets).

The priority actions from this assessment and the remainder of the project are summarized in Section G.

a) Easily accessible information

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Personal commitment and time expended by ESLA instructor to assist students to access community resources • Some individuals work hard to inform new residents about services so there is a foundation to work with • Strong connections and informal referrals amongst community service providers • Information has been compiled about most community resources and services 	<ul style="list-style-type: none"> • No settlement support services beyond ESLA – no ‘one stop’ location for info for immigrants • Community information is not compiled in one document either in print or web-based • Information about services for families can be difficult to find • Many immigrants pose questions to the BC Access Centre staff, who must then refer immigrants to the CIC website

Recommended actions

Note: Interpretation/translation support is included in section b) Language and education

1. 'Welcome to Revelstoke' directory of community resources

Community Leader - Undefined

While it is recognized that there are many listings, brochures, pamphlets and websites describing different categories of community resources, and that the City website is exceptional for a community our size, there is not a single directory containing this information, or easily linking this information. This compilation would be valuable not only for immigrants, but also for all new residents. A separate section welcoming new immigrants and addressing topics of interest to them such as medical insurance coverage, English language training and CIC contacts would be appropriate.

Apparently this need has been discussed frequently, but no action has been taken. Given the upcoming resort development and the focus on immigration, the timing may at last be right. However, no one came forward to lead this project.

Gaps in available information that were identified and would need to be filled include:

- shopping, banking financial/legal and insurance services,
- health care service information (see Section e) Health and safety),
- living in the wilderness (see Section e) Health and safety), and
- public school enrollment information (see section c) Language and education).

This directory should be available in print and web-based. Information about the web directory, and print copies when needed, should be distributed at major points of contact for new residents including:

- at City Hall with business licenses and property tax information,
- at the BC Access Services Centre/Government Agent (many new residents require drivers licenses),
- through the Welcome Wagon, and
- via real estate agents.

2. 'Mentoring', HOST or Community Bridging coordinated volunteer program

Community leader – Okanagan College

The purpose of this program would be to train volunteers to assist new immigrants to settle in the community and then to carefully match them with new immigrants. The federal government calls this service a HOST program while the provincial government program is called Community Bridging Services (Stream 2) and is described as follows

Community Bridging Services match immigrant and refugee newcomers (individuals [youth and adult] or families) with volunteers from the host society so that they can better understand Canadian life and culture, develop friendships and a sense of connectedness, and learn to access services in the community. The host volunteers will also benefit from these friendships and learn more about immigrants and immigration.

It is important to note that both youth and adults can be involved in this program – adult volunteers are referred to as ‘Hosts’ by service providers while youth are called ‘Buddies’. Buddy programs are operated through the school system.

Funding is provided by the provincial government for a coordinator to assess newcomers and assess and train host volunteers, to identify matches and to support these matches, including addressing any issues that arise.

This type of program is strongly recommended by ISSBC staff. A key benefit of this program is encouraging broad community involvement in immigrant support, leading to wider understanding of immigration and settlement needs, and sharing of cultural knowledge.

Currently the ELSA trainer essentially acts as a volunteer HOST independently, for her students and others. To be successful however, this program requires funded staff to implement the program. During the project many people expressed a willingness to volunteer for this program.

With the exception of the Kelowna Immigrant Services Society, none of the interior immigrant services organizations currently offers this type of support. Liabilities related to screening volunteers were identified as a concern by one. The Kelowna program is running successfully with the objective of assessing 80 newcomers and 60 host volunteers to create 56 one-to-one matches and 27 group matches and providing services related to these matches with one full-time equivalent worker between January 2005 and June 2006. The Immigrant and Multi-Cultural Services Society of Prince George has successfully implemented a Buddy program recently.

Information Sources for HOST/Community Bridging Programs

Background information:

Federal HOST program handbook: www.cic.gc.ca/english/newcomer/host-1e.html#host2

Provincial government Settlement and Multiculturalism Program website: [Settlement and Multiculturalism Branch - www.mcaaws.gov.bc.ca/amip/sam/index.htm](http://www.mcaaws.gov.bc.ca/amip/sam/index.htm)

Provincial government contacts:

Alison Dudley, Manager of Stakeholder Relations, Settlement and Multicultural Programs
604 775-0470 alison.dudley@gov.bc.ca

Bill Walters, Director, Settlement and Multicultural Programs
604 775-0290 Bill.Walters@gov.bc.ca

Mentors:

Patricia Woroch, ISSBC
604 684-2561 pmworoch@issbc.org

Doreen Rosvold and Bill Downie, Multicultural Society of Kelowna
Telephone: 250 763-8058 Doreen@kcr.ca bdownie@kcr.ca

Balgit Sethi, Immigrant and Multi-Cultural Services Society of Prince George
Telephone: 250 562-2900

Suggested reading:

Community Bridging Programs Research Project, 2003. Available at: amssa@amssa.org

Okanagan College has expressed a keen interest in taking community leadership on this project in collaboration with their ELSA training program. It is suggested that given the high proportion of business class immigrants to Revelstoke, that this program include a significant business mentoring element, which should be developed and implemented in cooperation with Revelstoke Community Futures Development Corporation (CFDC), the City Director of Community Economic Development and the Chamber of Commerce. The program should also link with neighbouring immigrant services organizations and ISSBC to access resources and expertise that would be beyond the scope possible in a small community like Revelstoke. This individual should also play a role in the community by providing information on immigration and facilitating action on identified needs.

Provincial government funding for Community Bridging Services is currently allocated in contracts with service agencies that end in June 2006, however additional funds may become available. It is recommended that Okanagan College send a letter of interest to the provincial government outlining a pilot program and anticipated funding required. Provincial funding could potentially be matched with community resources such as the Economic Opportunity Fund, the Columbia Basin Trust Local Initiatives funding or the Credit Union granting program. Heritage Canada funding targeted at projects that provide education to reduce prejudice was also suggested (Note: it was not possible to research this source).

During the assessment the need for a community 'hub' for settlement related information and knowledge about services was identified, and this was described as a designated settlement worker by some. While the ELSA trainer at Okanagan College is currently the defacto 'hub', providing this level of service is well beyond the mandate and resources of the ELSA program. The provincial government funds this level of service in larger communities. Research with provincial government contacts and BC immigrant services organizations indicate a caseload 'in the hundreds', and as high as 400 are needed to justify funding for a settlement worker, depending on the types of services provided, and the number of contacts with clients. It is expected that if Okanagan College is successful in implementing a Mentoring/HOST/ Community Bridging program partnered with ELSA training, this will provide adequate services for the current and a small increase in immigrant numbers. However, if immigration increases significantly, the need for more formal settlement services should be assessed.

b) Supporting diversity

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Community is generally open and friendly to newcomers, welcoming people 'with open arms' • In ECE programs and schools some teachers celebrate ethnic holidays • Youth go on international trips frequently • Active participation in the Rotary exchange program, with youth travelling to international destinations, and youth coming to the community • Open to World Youth groups and others bringing visitors to the community; visitors report welcoming, positive experience • City has Personnel-Human Rights Policy to assure a work environment free of discrimination 	<ul style="list-style-type: none"> • Community size creates challenges to provide diversity of activities and services • No multi-cultural organization or services (there was an active Society until the mid-1980s) • Very homogenous population with limited number of people from visible minorities; very uni-dimensional community; not really diverse • Lack of diversity within the community creates difficulties in developing open perspectives • Race/cultural issues exist that need to be addressed • No anti-racism program • Limited ethnic food choices in town • Language and cultural differences • Lots of good intentions, but limited actions beyond self-interest • Potential for growing racism if/when number of immigrants increases as some people will view immigrants as a threat

Recommended actions

The highest priority recommended action for supporting diversity is the implementation of a coordinated volunteer mentoring/HOST/Community Bridging program. This action is discussed in Section a) Accessible information, above.

1. Community multi-cultural event and public welcoming of newcomers

Community leader – (City Parks and Recreation Department)

In several focus groups and interviews the need for a visible, well-organized, and well-advertised community-wide celebration of community cultures and diversity was identified as a high priority. While there is interest in a separate multi-cultural event, it is recognized that this is a big undertaking. Consequently it is suggested that the City expand the Canada Day celebrations, which already include multi-cultural dimensions with the bocce tournament and Scottish dancers. Suggested additions include:

- invitations to newcomers to attend the event, with public recognition newcomers and a formal welcoming from City and other community leaders,
- floats depicting various nationalities in the parade,
- food fair with ethnic food offerings,
- expanded demonstrations of ethnic dances and sports, including demonstrations, and
- displays of cultural items including art, handicrafts, clothing, etc..

The need for new citizens to travel to Vernon to attend a citizenship ceremony was raised as a concern, with the suggestion that this ceremony be repatriated to Revelstoke and timed to link with Canada Day.

2. Further consideration needed

This topic is very sensitive and due to time limitations was not fully discussed during the focus groups and interviews. It is recommended that further consideration be given to this topic, with the assistance of ISSBC staff or staff from neighbouring immigrant services organizations. Possible additional actions include:

- community-wide recognition of Anti-Racism Day (March 21),
- posting of anti-racism posters in key community locations (Community Centre, City Hall, schools), and
- expanded partnering of school classes with classes from culturally different countries.

c) Language and Education Services

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • ELSA program (though limited – see challenges/gaps) • English as a Second Language committee initiated by the Early Childhood Development Committee to encourages linkages • Community Literacy Plan • Literacy volunteer tutoring program • Learning Centre to supports all adult learners in their education plans, particularly on-line education • Pre-school and elementary ‘show and tell’ activities bring other cultures into the classrooms • ECES has an excellent multi-cultural kit accessible to childcare providers • ECES has multilingual resources for childcare development, and dual language children’s books • ECES program provides good referral and support services to address language issues early in a child’s education • Strong linkages and referrals amongst community providers to assist ESL clients to access language support • Local BC Access Centre has the BC drivers license exams in a few languages, and are getting more • Kamloops Immigrant Services has a contract with the provincial government to provide interpretation for WCB, MCFD and Human Resource providers when needed 	<ul style="list-style-type: none"> • Small community population with small immigrant numbers makes it difficult to offer adequate language services • ELSA program provides basic English training 6.5 hours/week, with no night-time classes and is currently funded as a pilot only until December, 2005 • No ESL fee-for-services or work/job specific training available • Lack of ESL specialty staff in the school district to plan and deliver programs • Small number of school-aged children (currently 8) of different ages who require ESL training attend several schools making it difficult to deliver services • Lack of funding for services for pre-school ESL • No programs for immigrant elders • No organized interpretation/translation services within the community and it is costly to access services from outside the community due to travel time • Sometimes perceptions that one program is taking on services that should be delivered by another program • General perception that small centres have few educational offerings after high school • Trades or university level training available via distance learning only

Recommended actions

1. 'Language bank'

Community leader: (Interior Health Authority (IHA))

A 'language bank' of volunteer interpreters and translators was the overwhelming priority during the workshop with language and education providers. In addition, access to interpreters was identified as important to emergency first responders, the medical profession and hospital staff as they are called upon to treat many individuals injured in accidents on the TransCanada Highway for whom English is a second language, or who do not speak English. There was also interest in this action from Victim Services, BC Access Services Centre and other service providers.

The Interior Health Authority maintains a listing of Revelstoke citizens who are available to volunteer to provide this kind of help in medical situations. This may be the logical foundation for a more broadly accessible 'language bank' for the community. Further research is required to explore this idea.

ISSBC staff strongly recommend that volunteers be provided appropriate training about confidentiality and other matters during interpretation and translation. They are willing to assist the community to provide this training locally.

It should be noted that the Kamloops Immigrant Services Society has a contract with WCB, the Ministry of Children and Family Development and the Ministry of Employment and Income Assistance to provide interpretation and translation services when needed. The contact for this service is: Peter Schwirtz, Executive Director 250 372-0855

2. Expanded public ESLA training with linkages to all community services

Community leader: Okanagan College

In 2004-2005 Okanagan College was contracted with the provincial government to provide ELSA programming for 9 hours/week. Between nine and twelve immigrants attended this training. This year, as a pilot project, the College is contracted to offer 6.5 hours of ELSA programming per week (3 hours of classroom instruction and 3.5 hours of supported individual learning in the Learning Centre), until December 2005. The provincial government has based this level of service on the landing data and other information sources. The classroom hours are decided by the students, and are currently during the day. A couple of the immigrants who were interviewed indicated they would attend if the classes were at night, or if child minding was provided.

Given the community interest in expanded immigration, and the possibility of increasing Asian immigration through linkages with SUCCESS, a Lower Mainland immigration support organization (see Section F), ELSA will continue to be a need in the community, and this need is likely to expand.

When negotiating future ELSA services Okanagan College should ensure provincial agencies are aware of the relationship between the landing data and the census results (census results indicate twice the number of immigrants as the landing data), the need for 35 immigrants to settle in Revelstoke annually to meet the population increases projected by BC Stats, and the community priority placed on immigration to meet community objectives.

At the same time, the expectation for funding must be realistic as, to date, the great majority of immigrants have been of European and American nationality, and have not generally needed extensive ELSA training.

During the interviews with an immigrant business owner who had accessed the ELSA program, it became evident that he was not aware of the business support services in the community. While the program is providing an excellent service in informing students about social services in the community, more could be done to inform them about business and

employment services. The ELSA instructor, the City Director of Community Development and the Manager of CFDC have agreed to work together on this. It was also suggested that the ELSA trainer should provide information to students about cultural events and activities.

It has been suggested that the volunteer tutors from the Community Literacy Program might supplement, or even replace the ELSA program. While there are likely opportunities for volunteers to provide supplementary ELSA support, volunteers are unlikely to be able to address the language training needs of all immigrants, and retaining a funded person to address immigrant settlement issues in the community generally is important. Finding the right balance in the community between funded and volunteer actions in ELSA and the 'mentoring'/HOST/ Community Bridging program will be important.

3. Continued support for young children and their families for whom English is a second language

Community Leader: Early Childhood Education Committee

Community service providers have worked closely together to produce a Literacy Now Strategy⁸. This strategy states:

'Work needs to be done to improve ESL services for young children and their families. Currently these children do not receive support before reaching school, creating a situation where children do not have as many opportunities to prepare for school entry.'

Service providers are already closely linked and conduct informal referrals for families needing ESL supports. The Early Childhood Development Committee has established a group including all service providers to coordinate services for ESL preschoolers to improve school readiness. The Committee is already working with ISSBC to offer ELS training to child caregivers in the community. Further actions requiring community support may come from this group.

4. Information about public school enrollment procedures

Community leader: School District

Information about public school enrollment procedures is available in print and is being added to the District website. Over time it may be necessary to translate this information into other languages.

5. Improved access to multi-lingual materials at the library

Community leader: Okanagan Regional Library/Friends of the Library

Several of the immigrants who were interviewed indicated a desire to access more materials from the public library in their first language, in these cases Chinese, and often for elderly family members. Possibilities include expanding the holdings of the local library through private or community efforts and increasing use of the inter-library loan process.

⁸ *Revelstoke Community Literacy Plan*. June 2005.

6. Local fee-for-service ESL training

Community leaders: Okanagan College and Revelstoke English Language School

While Okanagan College offers limited public ELSA training, and the English Language School provides English language training for international students, there are no advertised private or public fee-for-services sources of English language training in the community. This service is available, but it is not advertised, or broadly known about. This was identified as a gap during the interviews with immigrants. In particular, English training for business use was wanted.

Okanagan College and the English Language School have identified it as a priority to explore actions to fill this gap.

The participants of the language and education focus group were particularly adamant about the need for a designated settlement worker if immigration is pursued as a community priority. As discussed in section a) above, it may be possible that the partnering of ELSA training with a coordinated volunteer 'mentoring'/HOST/Community Bridging program will be adequate. Ongoing monitoring will be needed to assess whether additional settlement support is needed.

d) Business and Employment Support Services

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Wide selection of friendly, and knowledgeable business and employment support centralized and coordinated in the Business Information Centre, with the Employment Centre across the street • High paying jobs available and general need for workers in some industries • Affordable real estate • High speed internet available making global business efficient • Credit Union doesn't use credit rating as a loaning criteria • Location on the Trans-Canada Highway and CPR line • Though unorganized, there is a network of citizens who are multi-lingual • An informal 'export club' exists via the City Director of Economic Development 	<ul style="list-style-type: none"> • Availability of the City Community Development Director to provide immigration information and advocacy is not broadly known • Awareness and advertising of available positions • Not a wide selection of employment and income opportunities, due mainly to community size and industrial diversity • Limited opportunities for women • Limited English language training, including no night-time classes, and no support for immigrants to learn job specific English • No way to link employers with potential immigrant workers • Isolated location/transportation costs • Credential recognition, particularly when located far from organizations adjudicating credentials • Traditional banks place heavy weight on a loan applicant's credit rating, which immigrants don't have

Recommended actions

1. Publicize and expand immigration advocacy

Community leadership: City

The City Director of Community Economic Development and the Mayor were widely praised by several of the immigrants who were interviewed for the advocacy and support they provided during the immigration process – without this support, at least one immigrant was certain he and his family would not have been accepted.

Given the nature of the immigration process, continuing this type of advocacy is essential. However, the availability and willingness of City officials to advocate on behalf of immigration applicants is not broadly known. One business service provider told of two recent applicants who had been turned down and who, in his view, would have been ideal citizens and businesses owners or investors for Revelstoke. In addition, several individuals approached the researcher during the project seeking information to assist interested family and friends to immigrate. Publicity regarding the recommendations from this project might be accompanied by statements about the City's willingness to provide advocacy in appropriate situations to better inform citizens of this activity.

During the interviews with immigrants, it was suggested that a community business group be available to review the business plans of Regional Business applicants to the Provincial Nominee Program. If the plans are consistent with community objectives, then this group and the City could actively endorse this application to the PNP and CIC if needed. CFDC and the City already provide this type of support, when appropriate. Again, broader publicity about this service may be needed.

It will also likely be necessary to follow up on this project with ongoing information to employers and the community to continue to raise awareness of potential role for immigration in achieving community objectives.

Over time, if skilled tradespeople are attracted to the community, it may be necessary for the City Director of Community Economic Development to also adopt a 'credentialing advocate' role to assist new immigrants through credential review processes.

2. Business license/service information link

Community leadership: City and CFDC

To ensure new immigrant business owners and investors in the community are rapidly aware of the wide range of business advisory services that are available, it was suggested that a brochure describing these services be provided by the City with new City business licenses. Immigrants who were interviewed were interested in accessing Canadian business training or coaching, which can likely be accessed through the existing business services.

3. Labour market study

Community leadership: City and CFDC

The City does not currently have an up-to-date labour market study describing the current labour force and identifying worker shortages into the future. This makes it difficult to provide employment information to new immigrants, and business information to entrepreneurs and investors. A significant factor in the local employment scene will be the Mount MacKenzie Resort development but unfortunately none of the planning documents include an examination of labour market needs. This project and the resort development has prompted the City and CFDC to initiate a study.

4. Information forum

Community leadership: City

As this action is directly related to attracting new immigrants, it is discussed in Section F.

e) Health and Safety Services

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Significant number of doctors for population, and no difficulty to date attracting new doctors • Sophisticated hospital for population • Very good success attracting health professionals • Medical specialists are willing to come to the community to provide services • Shorter waitlists than in larger centres • Provincial Nurse Hotline which is multi-lingual • Affordable housing study underway by the City • Clean water and air • Extremely safe, physically and politically, particularly compared to large centres • Local RCMP and Victim Services staff are multi-culturally aware • Multi-lingual BC Crisis Line • Local Ministry of Children and Family Development office has access to multi-cultural advisors 	<ul style="list-style-type: none"> • Hospital is not in a central location, making transportation an issue for some; this is particularly a challenge now that the public health services have been moved to the hospital • Limited multi-lingual health services and patients from highway accidents sometimes do not speak English • Lack of non-traditional health services and medical practitioners are not linked to non-traditional health care practitioners • Immigrants experiencing difficulties creating bonds and friendships may develop mental health issues that may be culturally difficult for them to discuss, and for English speaking counselors to assist • Creating comfortable conditions for immigrant women to access/purchase feminine products • No 'culture shock' support mechanisms • Based on experiences in their own cultures, immigrants do not always view police as helpful

Recommended actions

Note: Translation and interpretation services are included in b) Language and education

1. Pamphlet and website describing health services in the community

Community leadership: (IHA)

Although the IHA provides information about its services across the region, both in pamphlet form and web-based, it is difficult to identify the services in Revelstoke from these materials, and all of the health related services in the community are not included. The directory compiled by Community Connections includes most community services, but does not focus on the health aspects. A complete compilation of health services is required by residents, immigrants and new residents. This information should be included in the community directory.

2. Information about living in the wilderness

Community leadership: (Bear Aware program; Parks Canada)

While the spectacular natural setting is a magnet for some immigrants, the potential safety risks of living with wild animals, and venturing into the mountains creates fear and the potential for accidents. Information pamphlets, home or business visits, workshops and information on the Community website are recommended to inform new immigrants and other new residents of the realities of living and recreating safely in natural settings with wild animals. This information should be included in the community directory

f) Social and Faith Opportunities

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Many seasonal activities • Mecca for outdoor enthusiasts • Community/Aquatic Centre and library are welcoming and immigrants use these services • City Recreation Department involves immigrant women in teaching cooking classes • Lots of low cost leisure activities • Community sponsored/subsidized participation in some activities (day camps, soccer, pool) • Wide range of Christian faiths represented in the community • Churches provide a ready source of volunteers to serves as hosts to promote social connections • Churches provide physical structure and properties that could be used for spiritual activities of other faiths • Buddhist chanting sessions held regularly 	<ul style="list-style-type: none"> • Many citizens are not well-informed about leisure-time activities and clubs in the community • Sense that more groups involved in non-physical activities, and activities for adults are needed • No transportation to National Parks • Living in the 'wilderness' is frightening for some new residents • Few multilingual resources in the library • Few non-English kids books in the library • Cable television services do not include a Chinese language station • Non-working mothers are isolated at home with young children • Limited public transportation makes accessing activities difficult for some • Other than cooking courses, no activities specifically designed to involve immigrant women • Small population to support broad range of faiths • Lack of diversity in non-Christian and non-organized religions or faith communities

Recommended actions

Establishing a coordinated volunteer 'mentoring/Host/Community Bridging program was identified as a priority under this topic. It is discussed in Section a) Accessible information.

1. Cultural art exchange

Community leadership: Arts groups

Arts group representatives suggested they could invite new immigrants to share the arts of their culture through presentations and demonstrations.

2. Parks/green space availability

Community leadership: City and School District/Parent Advisory Committees

As in Canada, in many cultures, green spaces are important cultural and family activity areas. The current replacement of playground equipment in City parks and school grounds to meet safety requirements has resulted in at least one immigrant family being unable to access a playground within walking distance of their home. This will be remedied over time as new equipment is installed. It is recommended that the City strive to provide parks and green space within a reasonable walking distance of all households in the Community.

3. Opportunities to 'sample' activities

Community leadership: Event and activity conveners

Sponsored and free passes for children to participate in events and activities in the community is well known. Similar opportunities for adults are not as frequent. The recommended mentoring/HOST/Community Bridging program provides a venue for working with event and activity conveners to increase the opportunities for immigrants to attend community sports and cultural activities, and to sample activities they might be interested in.

4. Women's drop-in/community kitchen

Community leadership: Undefined

A small number of mothers with young children and other immigrant women are isolated in their homes with limited outside contact. For some this is culturally appropriate, and for others it leads to an unhappy settlement experience for them and their family. In other areas of the province, organizations have regular drop-in times for coffee, handicrafts, cooking, or other activities that interest these women. This could be an activity that develops from the coordinated volunteer 'mentoring'/HOST/Community Bridging program.

F. Strategies for Attracting Immigrants

The third aspect of the 'three-pronged approach' is actively attracting new international immigrants to the community. In any community this element should not be aggressively pursued until the community is aware of the potential benefits of immigration, encouraging immigration is an element of the community's strategic plan, and adequate community services are in place to support adjustment and settlement. Attracting immigrants before these elements are in place creates the risk that new immigrants will experience an unfriendly, possibly even hostile community offering limited support, leading to unsuccessful settlement.

The findings of this project indicate Revelstoke is ready to actively attract new immigrants:

- The presentations to community groups and media coverage and information bulletins about this project have raised awareness of the benefits of immigration amongst community members.

- There has been broad participation in the project and general support for the expansion of immigration.
- As the Community Strategic Plan already calls for a population increase, immigration is consistent with community plans.

The sections below outline possible approaches to attract new immigrants.

1. International marketing

The City already has experience marketing the community to immigrants through the international entrepreneurial and investor marketing that has been initiated. The multi-lingual information about the community is a good basis for broader marketing to others.

The original concept of this project was to identify key employment categories where worker shortages exist, or are projected to exist, and identify which countries immigrants with these skills are generally coming from, and market to those countries, with a special emphasis on the countries with climate and ethnic conditions similar to Revelstoke.

This approach has proven to be unworkable within this project for a number of reasons:

- A reliable study of labour market conditions in the community does not currently exist, and completing this type of evaluation was outside the scope of this project. In particular, there is no labour market information about the impending development and operation of the Mount MacKenzie Resort, which will have a significant impact on local employment needs. As mentioned above, the City has initiated a labour market study which will fill this gap.
- A simplified study of employment gaps was attempted by contacting larger local employers. Downie Timber and Selkirk Specialty Woods, the only employer who was interested in pursuing immigration as a source of workers identified skilled trades as their primary worker gap. An initial examination of the National Occupation Codes for recent immigrants to BC and Alberta from 2000 to 2004 indicated only approximately 3,000 individuals of the 260,000 immigrants, or 1%, were in the category that included these trades and, given the range of occupations that are included, only a very small portion of this number would be skilled tradespeople. The complexity of identifying countries where trades training is compatible with BC standards further discouraged this approach
- The prevalence in the literature of the importance of family and friends in supporting adjustment and settlement of new immigrants suggested these aspects of the community should be the focus for attracting new immigrants, rather than the original premise of targeting countries. In addition, the original premise was discouraged by those familiar with immigrant settlement for this and other reasons.
- The potentially high cost of targeted marketing, with highly uncertain returns was a final factor.

Opportunities

1. Community marketing via the English Language School

Community leadership: City Economic Development Department and English Language School

There are opportunities to market the community internationally through Revelstoke's English Language School. The community characteristics and the 'Revelstoke experience' are already a significant focus of marketing to potential international students and their families. The new manager is very keen to act as an 'ambassador' for the community, marketing Revelstoke as a place to live, work and do business during the

overseas trips he annually makes to market the school. Any additional costs for community marketing efforts would need to be funded.

As well, the City could market the community to students of the ELS by providing presentations and information about employment and investment opportunities while students are at the School, and encouraging them to share this information with friends and family. When family members visit students in the community similar information could be provided.

2. Secondary immigration

Many immigrants to Canada land in one location then settle in another. This 'secondary immigration' may be a significant opportunity for Revelstoke. By linking with immigrant services organizations in metropolitan and regional centres where immigrants tend to settle initially, Revelstoke may attract immigrants preferring a small town setting.

The potential to fill the shortages in skilled tradespeople identified by Downie Timber Ltd./Selkirk Specialty Woods through secondary migration was attempted with ISSBC and the Calgary Catholic Immigrant Services Society. Unfortunately ISSBC did not have immigrants with the required trades seeking employment, and the Calgary Society was not at liberty to facilitate this type of information exchange given the current 3% unemployment rate in the province, and the high demand for tradespeople by Alberta employers.

Opportunities

1. Job postings and website links

Community leadership – Employment Centre (Okanagan College)

Although directly accessing tradespeople via ISSBC and the Calgary Society was not successful, both are eager to place job postings from employers in their employment services programs, and to link the electronic job board being developed by the Revelstoke Employment Centre with their web-based employment information. Arrangements were thus made with several other immigrant services organizations to link the local job board. Approaches to publicize the results of the labour market study, and investor opportunities through these organizations should also be discussed.

The personal contacts made with each organization are listed on the following page.

2. Linkage with **SUCCESS** (UNITED CHINESE COMMUNITY ENRICHMENT SERVICES SOCIETY)

Community leadership – Revelstoke CFDC

SUCCESS is a Vancouver-based organization serving immigrants particularly from Asian countries of origin, a community from which immigration to Revelstoke is lower than to the remaining areas in BC outside the Lower Mainland. SUCCESS is very eager to assist Revelstoke with secondary migration. Carol Palladino from the Revelstoke Community Futures Development Corporation has established contact with the Business Development Manager for SUCCESS and a new immigrant is now settling in Revelstoke with intentions to be a linkage for SUCCESS in the community. For more information about SUCCESS go to www.success.bc.ca.

Contacts for Posting Employment Information

ISSBC - Patricia Woroch, Executive Director

Telephone: 604 684-2561 pmworoch@issbc.org www.issbc.ca

SUCCESS – Jennifer Ip, Employment Services Manager

Telephone: 604 438-2100 jenniferip@success.bc.ca www.success.bc.ca

MOSIAC – (Personal contact was not made during the project with MOSIAC, an immigrant service organization in the Lower Mainland, however contact with this organization is recommended.) Telephone: 604 254-9626 mosiac@mosiacbc.com
www.mosiacbc.com

Calgary Catholic Immigration Services Society – Fariborz Birjani, Executive Director

Telephone: 403 262-2006 www.ccis-calgary.ab.ca

Vernon District Immigrant Services Society – Carol Wutzke, Executive Director

Telephone: 250 542-4177 www.futuresbc.com/cap/immigrantservices

Note: Serve Vernon and Kelowna area

Kamloops Immigrant Services – Peter Schwartz, Executive Director

Telephone: 250 372-0855 www.kamloopsimmigrantservices.net

Immigrant and Multi-Cultural Services Society of Prince George - Balgit Sethi,

Executive Director Telephone: 250 562-2900 imss@mag-net.com

More detailed contact information for these organization is available from the Affiliation of Multicultural Societies and Service Organizations of BC (AMSSA) at www.amssa.org

3. Linking with immigration consultants

The certified members of the Canadian Association of Professional Immigration Consultants (CAPIC) assist immigrants through the immigration process, and then to adjust and settle in their new communities. Clients of these consultants can be either immigrants or employers, and in some cases local or provincial governments can be clients. These individuals have knowledge of immigration patterns, such as which countries have trades training programs that best prepare workers to become qualified tradespeople in BC. For more information go to www.capic.ca.

Opportunities

1. Community-based employment and investor information postings

Community leadership –Employment Centre (Okanagan College)

As with the immigrant services organizations, CAPIC is willing to post a link to the Revelstoke Employment Centre job board when this website is established at no cost. Information about employment and investor opportunities, such as the results of the labour market study could also be posted and publicized. Individual job postings from employers could be posted for a fee.

2. Immigration information presentations

CAPIC members are available to provide community presentations about immigration and the role of professional consultants.

The contact for the BC Chapter of the CAPIC is:

Praveen Sharvita, President
1-888-689-7333 arun@canam.ca

4. Connecting via family and friends

As emphasized in the section on welcoming communities, any studies show that immigrants prefer to locate where a support network of family and/or friends exist, and their settlement success is higher when they have this support network. During this project, several citizens approached the author to discuss the possibility of interested family or friends immigrating to Revelstoke. Attracting new immigrants through family and friends who are Revelstoke citizens is strongly recommended.

Opportunities

The City could encourage citizens to invite family and friends to immigrate to Revelstoke by:

1. **Informing citizens** – Communicating the importance and benefits of immigration to meet community objectives and the availability of the City's Director of Community Development to provide support and advocacy for potential immigrants during the immigration process is necessary to maximize the potential for successful settlement in Revelstoke. More information on this opportunity is provided in Section G. 3. c) Business and employment services - recommended actions.
2. **Publicize opportunities** - When the labour market study is complete, the City should publicize the identified employment opportunities, including ongoing actions to support local citizens to fill these positions. It is suggested that the City consider hosting an informal public session with employers who could outline their specific needs and local education agencies who could discuss training opportunities. Invitations should be extended to the community, with a particular call to individuals who have connections in other countries, including new immigrants. This approach was suggested by one of the immigrants who were interviewed.

As investment opportunities become apparent, particularly at key stages in the development of the resort, these opportunities should be publicized. An annual forum hosted by the City with employers and local education providers may be most appropriate to keep citizens informed of opportunities.

5. Supporting efficient, targeted immigration

While government agency staff and immigrant services providers are able to discern between the 'immigration' process and the 'adjustment and settlement' process which happens once immigrants arrive in Canada, immigrants do not easily distinguish between these phases. Consequently, their initial experience of Canada, unless they immigrate through the Provincial Nominee Program, is the ponderous, impersonal federal immigration process. The Mayor of Revelstoke, who has advocated for several immigrants facing difficulties with their immigration application, bluntly described the process as 'atrocious', a service provider with experience with the system more fully described it as 'a massive bureaucracy that doesn't make any sense, and you can't communicate with it'. Several interviewees also indicated that immigrants frequently seem to be misinformed, particularly about the potential for employment and government supports.

In addition to the delays and impersonal nature of the process generally, the skilled worker process does not seem to be attracting and processing the skilled tradespeople needed in Revelstoke. Most skilled workers must be highly educated to meet the minimum points requirements of the system.

In contrast, the experiences of immigrants and City leaders and staff with the Provincial Nominee Program has been, without exception, very positive.

Opportunities

1. Advocate via the Union of BC Municipalities (UBCM)

Community leadership: City Council

The City of Revelstoke could encourage the UBCM to lobby the federal government to:

- Streamline and improve communication within the immigration process, and
- Adjust the immigration system to increase the acceptance of skilled tradespeople.

Note: The transferability of employment qualifications for new immigrants, or 'credentialing' was not raised as an issue during this project so it was not researched. It is expected that this will become important in the recruitment of skilled workers. The BC government has implemented a new Labour Market Partnerships Branch within the Immigration Division. This branch has two programs, including the former International Qualifications Program and the new 'BC Skills Connect for Immigrants Program' which is aimed at improving the overall labour market integration of new immigrants. Program delivery was expected to begin by September 2005 through third-party contractors. For more information go to <http://www.mcaws.gov.bc.ca/amip/igp/index.htm>.

G. Taking Action

This section compiles the highest priority actions into the following categories:

- Continue existing activities
- Improve our welcoming capacity
- Support and market employment and business opportunities
- Possibilities for the future

Community organizations that have offered to take leadership on action items are listed. For some actions, possible community leaders are suggested (in brackets).

Funding will be required for several of these initiatives. While community resources may be available for some projects, particularly for those that benefit all Revelstoke citizens (such as the listing of health services in the community and the community directory), those that are directed at immigrant support, should be funded by the provincial government at a reasonable level that reflects the actual number of immigrants to the community, and the support required in a rural location.

To maintain public awareness of immigration and the potential benefits to the community, it is recommended that these high priority actions be incorporated in the annual review of the community's development plan.

1. Continue existing activities

Action	Leadership
Improving our welcoming capacity	
1. Continue employment and education services	Okanagan College
2. Continue support for young children and their families for whom English is a second language	Early Childhood Education Committee
3. Continue business support programs	CFDC, City
Attracting immigrants	
4. Continue and expand publicity about the benefits of immigration and immigration advocacy support	City
Complete the labour market study	City and CFDC
5. Maintain contact with ISSBC and build on the new link with SUCCESS	City and CFDC
6. Implement the results of the affordable housing strategy	City

2. Improve our welcoming capacity

Action	Leadership
1. Create a broadly available 'language bank' of trained volunteer interpreters and translators	(IHA)
2. Expand the ELSA program with strengthened links to community business support services	Okanagan College
3. Implement a coordinated volunteer 'mentoring'/Host/Community Bridging program in partnership with ESLA training, with business mentoring link. Related actions that could be assisted by the program include:	Okanagan College
<ul style="list-style-type: none"> expanding Canada Day celebration with a multi-cultural food and activity theme, special invitations and welcoming to new residents and immigrants and possibly a citizenship ceremony 	(City Parks and Recreation Department)
<ul style="list-style-type: none"> multi-cultural art exchange 	Arts groups
<ul style="list-style-type: none"> expanded opportunities for immigrants to sample cultural and sports activities 	Conveners
<ul style="list-style-type: none"> Women's drop-in/community kitchen 	
<ul style="list-style-type: none"> further examining ways to support diversity in our community 	
4. Create a directory of community services and facilities, available in print and web-based, and distributed by key points of contact for new residents and immigrants (special attention needed to health services (IHA to lead), school enrollment (School District to lead) and information about 'living in the wilderness')	(City, or Okanagan College as part of the HOST/Community Bridging program)

3. Support and market business and employment opportunities to immigrants

Action	Leadership
1. Encourage the Union of BC Municipalities to advocate for: <ul style="list-style-type: none"> improvements to the federal immigration application processing system increased immigration of skilled tradespeople 	(City Council)
2. Provide information about community business support services to new business license applicants	City/CFDC
3. Link the upcoming community job board website to immigrant services organizations in BC and Calgary and the Canadian Association of Professional Immigration Consultants	Employment Centre - Okanagan College
4. Implement international marketing via the English Language School Manager during international trips, and to students and visiting family members	City Community Economic Development and ELS
5. Monitor the development of the new BC Skills Connect for Immigrants Program	City Community Economic Development Department
6. Hold a community forum to present the labour market study results and investment opportunities. Participants to include local employers, local education agencies and citizens with links to other countries, including new immigrants.	City Community Economic Development Department
7. Publicize the labour market study results and investor opportunities through immigrant services organizations and the Canadian Association of Professional Immigration Consultants	City Community Economic Development Department

4. Possibilities for the future

- a) **Settlement worker** - There are concerns amongst service providers, particularly in the language and education sectors, that if the community is successful in attracting new immigrants, they will not be able to provide adequate services. This need should be reduced with the implementation of the HOST/Community Bridging program as recommended above. However, this may not be adequate and some form of settlement support worker may also be needed. This situation will need to be carefully monitored and innovative solutions sought if the need arises. Possibilities include combining ELSA training, HOST/Community Bridging coordination and settlement services in one part- or full-time position and/or linking with immigrant service organizations in neighbouring communities through a 1-800 number (Note: Kamloops Immigrant Services has such a number) or a roving support worker.

- b) Targeted international marketing** – While it was decided during this project that it wasn't realistic at this time to target marketing efforts in specific countries that match BC training and experience requirements for workers, particularly for skilled tradespeople, the potential of this approach should be revisited after the labour market study is completed, and the community has more experience with immigration through the recommended actions.
- c) Multicultural event/re-establishing the multi-cultural society** – Interest in establishing a stand-alone multicultural event celebrating the diversity of cultures in Revelstoke was expressed by many people during this project. However, no one offered to take leadership of this project, and several people indicated the time isn't right. The expanded Canada Day celebration was suggested as the alternative, which may be adequate. There was also interest expressed in re-establishing the multi-cultural society, with the caveat that the time may not be right.

Staying Informed

Immigration and immigrant support is a complex topic where new information and programs become available frequently. The following information sources are suggested for anyone wanting to stay informed.

BC Settlement and Multiculturalism Branch Update –

http://www.mcaaws.gov.bc.ca/amip/sam/Branch_Update_Spring_2005.pdf

Annual report to Parliament on Immigration -

www.cic.gc.ca/english/pub/immigration2004.html

Canada West Foundation reports – www.cwf.ca

Metropolis/Vancouver Centre of Excellence reports -

www.riim.metropolis.net/frameset_e.html

Rural and Small Town Canada Analysis Bulletins (Statistics Canada)

www.statcan.ca:8096/bsolc/english/bsolc?catno=21-006-X&CHROPG=1

5. An eager community

Throughout this project the citizens of Revelstoke expressed a keen interest and willingness to accept, welcome and support new immigrants to the community. The eagerness of focus group participants to spend more time discussing and researching opportunities to improve our 'welcome mat'; the willingness of individual service providers to make time for interviews, to offer their resources and to take on leadership for key tasks; and impromptu inquiries from citizens about how they could assist family and friends to immigrate to Revelstoke all indicate a natural openness to immigration that is heartening in a community of this size with relatively homogeneous ethnicity. This isn't to suggest that everyone will welcome actions to expand immigration, but rather that there are a good number of citizens who will.

While international immigration is unlikely to become the primary contributor to the local population and economy, when partnered with initiatives to support local citizens to succeed as entrepreneurs, and to fill the impending worker shortages, it is a potent strategy to ensure Revelstoke is well positioned to achieve our community objectives.

Appendices

Appendix 1 - BC Provincial Nominee Program Streams

This information was taken from the BC government website. For more detailed information go to http://www.mcaaws.gov.bc.ca/amip/pnp/so_index.htm.

A. Strategic Occupations

The Strategic Occupations categories of the BC PNP allow British Columbia to select highly skilled immigrants to fill critical labour shortages in the province.

A person nominated under the program may apply for a permanent resident visa through Citizenship and Immigration Canada (CIC) under the provincial nominee category. As a provincial nominee, the applicant will receive faster processing of his or her application for permanent residence. Current strategic priorities are:

- skilled workers (for the most recent schedule go to http://www.mcaaws.gov.bc.ca/amip/pnp/pdf_files/BCPNP-Schedule.pdf),
- health care professionals and
- international students.

B. Business Categories

The Business Categories component of the BC Provincial Nominee Program was developed to provide British Columbia with a mechanism for increasing the economic benefits of immigration to the province. There are three separate business categories:

- **Business Skills Category** - This category is intended to attract prospective applicants who have extensive resources and business experience, and who want to be actively involved in implementing a BC business undertaking that will make a significant contribution to the economy of the province.

Eligibility:

- Successful business experience
- Minimum net worth: CAD\$ 2 million
- Minimum investment: CAD\$ 800,000
- Applicant must have a minimum $\frac{1}{3}$ equity
- Business plan
- Business to create a minimum of 5 new jobs
- Applicant to have an active management role.

- **Regional Business Category** – This category is intended to assist people from outside Canada, with proven skills and financial resources, to rapidly implement plans for business establishment or expansion contributing to the regional development of British Columbia.

Eligibility:

- Project must be located outside the Greater Vancouver Area*
- Minimum net worth: CAD\$ 600,000
- Minimum investment: CAD\$ 300,000 excluding real estate component
- Applicant must have a minimum 50% equity
- Business must create a minimum of 2 new jobs

- Applicant to have an active management role.

*The **Greater Vancouver Area** includes Burnaby, Coquitlam, Delta, Langley City, Langley District Municipality, Maple Ridge, New Westminster, North Vancouver, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, West Vancouver and White Rock.

- **Projects Category** - This category is designed to assist local or foreign companies with the timely entry of skilled, key managers and key technical professionals essential to the success of a business expected to generate significant economic benefits to British Columbia.

Eligibility:

- The company must have a proven record of successful experience in an area relevant to the proposed business
- Only for new investments or business expansions
(minimum investment: CAD\$ 1 million and create a minimum of 5 new jobs)
- Key staff presence is essential to the success of the project.

Appendix 2 - BC Settlement and Adjustment Program 'Streams'

STREAM 1 - INFORMATION AND SUPPORT SERVICES

Services include: initial needs assessments; orientation to and information about community and government services and systems, and Canadian norms; and referral to services. These services are provided in most cases by Settlement Workers who are employed by the organizations contracted to provide these services and are often available in the first language of the newcomer.

STREAM 2 - COMMUNITY BRIDGING SERVICES

(matching newcomers with Canadians)

Community Bridging Services match immigrant and refugee newcomers (individuals [youth and adult] or families) with volunteers from the host society so that they can better understand Canadian life and culture, develop friendships and a sense of connectedness, and learn to access services in the community. The host volunteers will also benefit from these friendships and learn more about immigrants and immigration.

STREAM 3 - ENGLISH LANGUAGE SERVICES FOR ADULTS (ELSA)

English Language Services for Adults provides English as a second language instruction to adult immigrant newcomers to assist them with their settlement and adaptation to Canadian society. In order to reduce barriers to access, many of the third party organizations also provide free on-site child minding for dependent pre-school aged children of ELSA learners. They also, very occasionally, offer financial assistance for learners to travel to and from their classes when the cost of travel is clearly a barrier to attendance.

STREAM 1/3 BLENDED - INFORMATION, SUPPORT & ENGLISH LANGUAGE SERVICES FOR ADULTS

Information, Support & English Language Services for Adults provide multiple-barriered immigrant and refugee newcomers with the support services of Stream 1, while at the same time providing them with English language instruction.

STREAM 4 SECTORAL SUPPORT AND DELIVERY ASSISTANCE

Sectoral support is for the enhancement of settlement services delivery through the establishment and maintenance of effective and supportive networks and a professional workforce within the immigrant-serving sector. Delivery Assistance aims at the improvement of settlement services through the development of new tools, methodologies and service delivery models.

Appendix 3 - Immigrant classes in Canada

Excerpted from: *Increasing Western Canadian Immigration*. 2004. Canada West Foundation Report No. 31

IMMIGRANT CLASSES IN CANADA

Economic Classes:

Skilled Workers

- *Federal Skilled Workers* – assessed on their ability to become economically established in Canada, on the basis of a points system. Points are awarded for education, proficiency in French or English, work experience, age, arranged employment and adaptability (criteria relating to previous work in Canada, spouse, and family).
- *Quebec Skilled Workers* – must intend to reside in Quebec, and have been selected by a Quebec immigration agent according to Quebec's selection grid.

Provincial Nominees – programs where provinces have a direct role in choosing skilled workers. Immigrants who are offered full-time, permanent employment in a province with a provincial nominee program can be nominated by the province for permanent residency.

Business Immigrants

- *Investor* – a person who has business experience, has a legally obtained net worth of at least \$800,000 and indicates in writing that they have made, or intend to make, an investment in Canada of at least \$400,000.
- *Entrepreneur* – a person who has business experience, has a legally obtained minimum net worth of \$300,000, controls more than 33% equity in a Canadian business, participates in active and ongoing management of the business and creates at least a full-time equivalent job for a citizen or permanent resident other than the entrepreneur or their family.
- *Self-Employed Persons* – must have relevant experience, intention and ability to be self-employed, and be able to make a significant contribution to cultural activities, athletics, or the purchase and management of a farm.

Live-in Caregivers – must have graduated from secondary school, training and/or experience as a care-giver, English and/or French ability, and a contract with a future employer.

Family Classes:

Family – sponsored by a family member for entrance into Canada: a spouse, common-law partner or conjugal partner, child (adopted or natural), parents, grandparents or other relative, if they are the sponsor's closest relative.

Spouse or Common-law partner in Canada – spouse must have temporary resident status, and must cohabit with the sponsor in Canada.

Protected Person Classes:

Convention Refugees abroad – persons who have a well-founded fear of persecution because of race, religion, nationality, membership in a social group, or political opinion.

Humanitarian-protected Persons abroad – country of asylum class: those in need of resettlement because they are outside their countries of nationality and habitual residence, and have been and continue to be seriously and permanently affected by civil war, armed conflict or massive violations of human rights in each of those countries.

Source Country Class – persons who are in refugee-like conditions because of civil war or armed conflict, or in countries where they are subject to persecution and violation of human rights.

Appendix 4 - Profiles of Revelstoke Immigrants

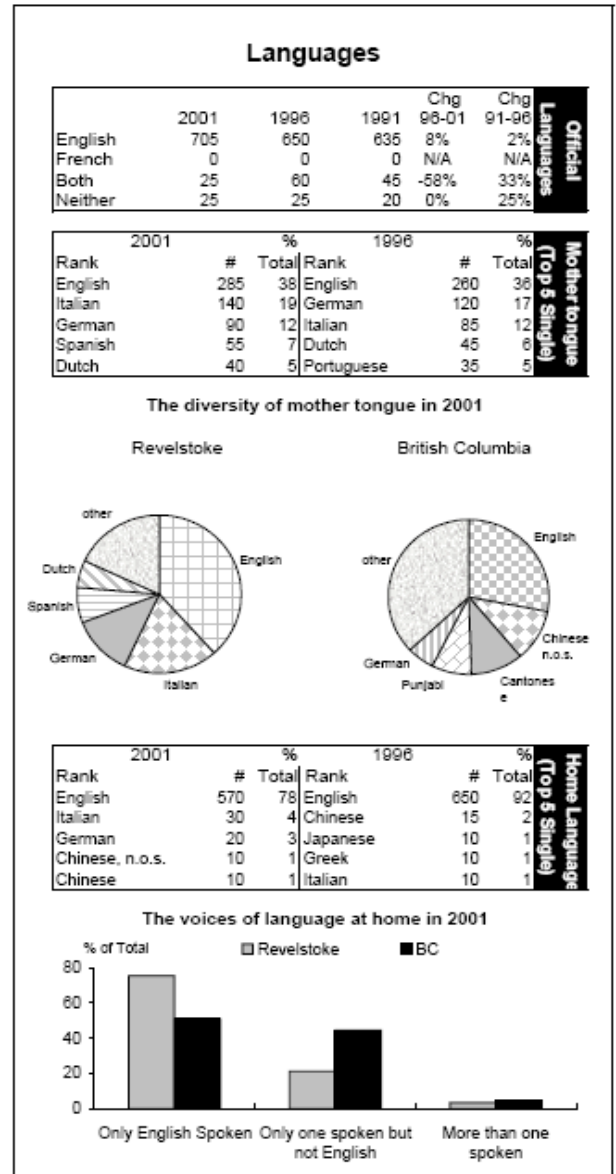
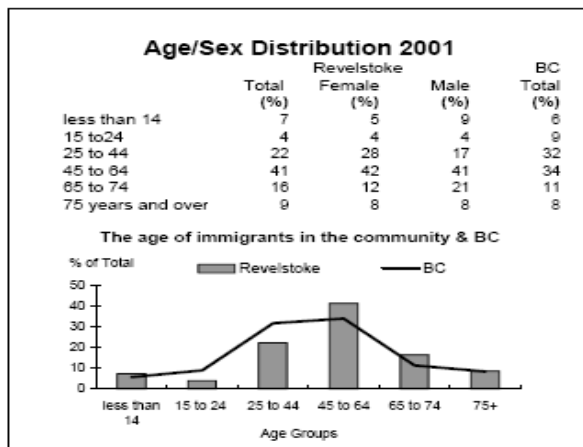
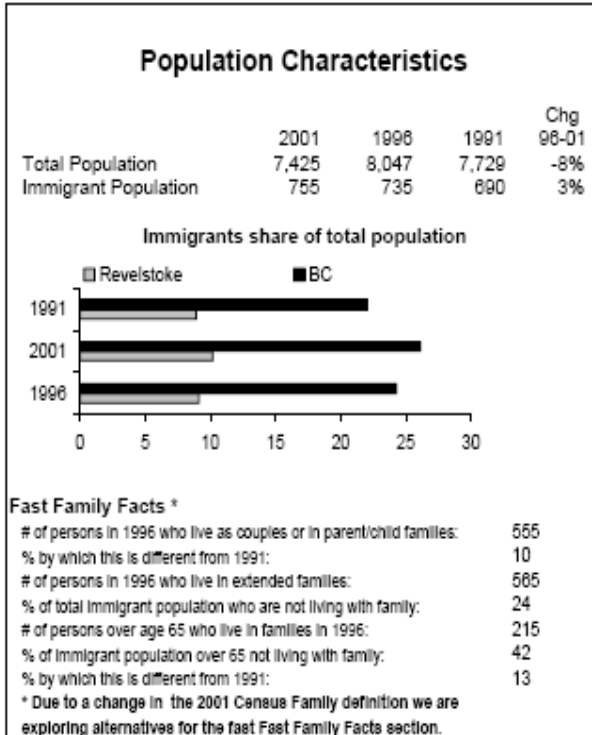


Profile of Immigrants in BC Communities 2001

Revelstoke

City

Ministry of
Community,
Aboriginal &
Women's Services
Page 1



Notes:
The facts and figures are of the immigrant population only, based on information from the 2001, 1996, 1991 census of Canada (Statistics Canada). Data for all geographic areas has been adjusted to conform to 2001 boundaries. Municipalities that did not exist in 1996 or 1991 are not included. all data is randomly rounded to ensure privacy and maintain confidentiality.
Only communities with an immigrant population in 2001 of 100 or more persons were included.

Period of Immigration 2001

	Revelstoke	% Total
Total Immigrant Population	760	100
Before 1981	540	71
1981 - 1985	65	9
1986 - 1990	10	1
1991 - 1995	35	5
1996 - 2001	110	14

Labour Force Integration

	2001		1996	
	Male	Female	Male	Female
Labour Force (#)	230	210	220	240
Employed (#)	210	200	185	230
Employment/Pop(%)	59	57	54	60
Unemployment (%)	7	5	14	4
Participation (%)	65	60	65	62

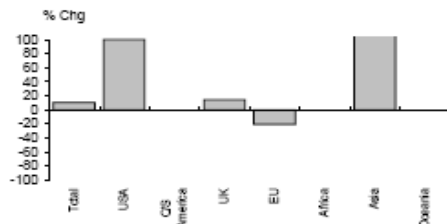
World Region of Birth

Region of Birth	% of total immigrants		
	2001	1996	1991
United States	11	10	6
Central/South America	7	2	0
United Kingdom	21	20	20
Europe (excl. UK)	49	59	67
Africa	0	1	0
Asia	10	5	4
Oceania & Other	2	1	2

Top 3 Occupations for Immigrants in 2001

	% of Total
Male	
Transportation equipment operators and related workers excluding labourers	19
Managers in retail trade food and accommodation services	15
Chefs and cooks	13
Female	
Sales and service occupations n.e.c.	21
Managers in retail trade food and accommodation services	14
Childcare and home support workers	12

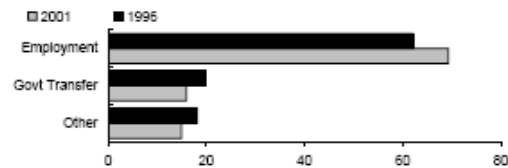
Changes in the number of immigrants from sources countries 1991 to 2001



Income

	2001		1996	
	Male	Female	Male	Female
Employment Income ((avg.))	\$39,226	\$21,646	\$35,567	\$16,975
Total Income (avg/mean)	\$35,050	\$19,187	\$34,809	\$17,330
Total Income (median)	\$28,340	\$18,002	\$28,830	\$13,925

What makes up total income in 1996 and 2001



Highest Level of Schooling

	2001	1996	% chg
Total Population 15 years & over	705	725	-3
Less than grade 9	120	155	-23
Secondary without graduation	170	95	79
secondary with graduation	45	105	-57
Trade certificate	35	30	17
Other non-university education	220	230	-4
University without degree	50	65	-23
University Degree (BA or Higher)	60	50	20

Presence of income for immigrants in 2001

Age(yrs)	Revelstoke			
	Male		Female	
	With Income %	Avg. Income \$	With Income %	Avg. Income \$
15 +	98	35,050	95	19,187
15 - 24	16	7,909	12	7,703
25 - 44	36	41,747	38	21,438
45 - 64	31	43,841	31	22,066
65 +	14	29,116	14	16,971

City of Revelstoke

Regional District: Columbia – Shuswap (#39)

Health Authority: Interior (#1)

Health Service Delivery Area: Thompson Cariboo Shuswap (#14)

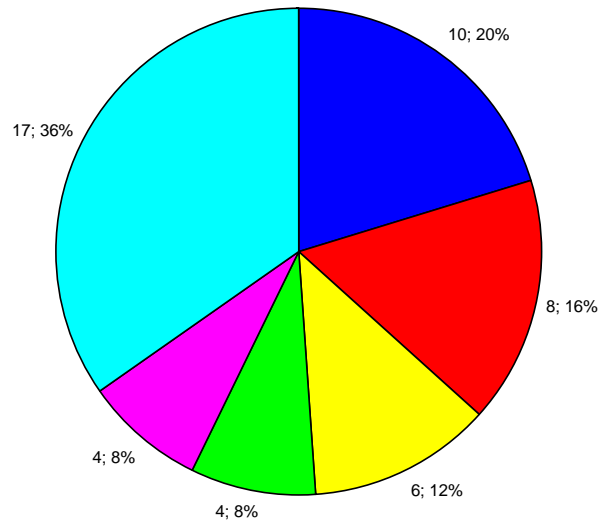
Local Health Area: Revelstoke (#19)

College Region: Okanagan (#13)

Immigrant Population

Immigrants to Revelstoke - Major Countries of Origin (1998-2002)

■ Germany ■ United Kingdom ■ China (Mainland) ■ United States ■ Switzerland ■ Other



Immigrant Age Distribution (2001 Census)

Age Group	% of Immigrant pop.	Difference (+/-)	% of Revelstoke pop.
0 – 14	7.0%	-12.4%	19.4%
15 – 24	4.0%	-9.1%	13.1%
25 – 44	22.0%	-8.0%	30.0%
45 – 64	41.0%	+15.5%	25.5%
65+	25.0%	+12.8%	12.1%

Historical Immigration Cycles to Revelstoke (2001 Census)

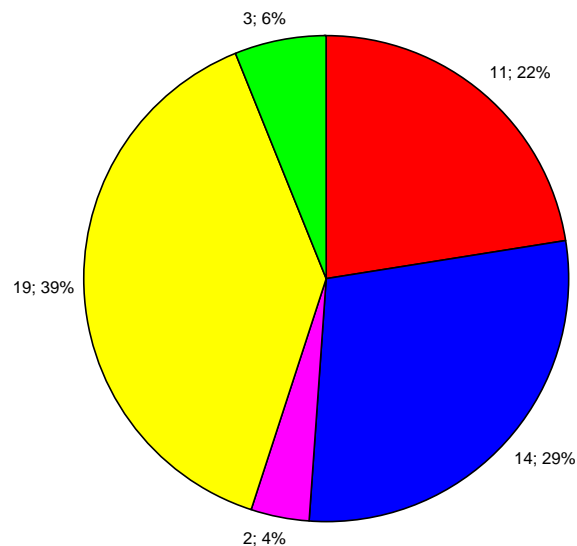
Years	% of Immigrants Who Arrived
Before 1981	71.0%
1981 – 1985	9.0%
1986 – 1990	1.0%
1991 – 1995	5.0%
1996 – 2001	14.0%

Immigrants Landed to Revelstoke By Year	1998	1999	2000	2001	2002
Number of Immigrants	6	19	14	4	6

Source: Landing Records

Immigrants to Revelstoke - By Landing Class (1998-2002)

■ Business Class ■ Family Class ■ Refugee ■ Skilled Worker ■ Other



- Total immigrant population (2001): 755 (3.0% increase from 1996)
- Revelstoke Local Health Area (LHA) has the 18th lowest percentage of visible minorities [1996 census] of all the provincial local health areas at 2.0% (BC: 17.9%).

- 72% of immigrants have a Non-Official Language as their Mother Tongue, the two greatest being Italian (19%) and German (12%).
- Immigrant Unemployment Rate (2001):

Male	7.0%
Female	5.0%
- Immigrant Median Income (2001):

Male	\$28,340
Female	\$18,002
- 70% of the immigrant population in Revelstoke was born in continental Europe or the United Kingdom. This was followed by the United States at 11%, Asia at 10%, South America at 7% and Oceania at 2%.

Settlement Services

English Language Services

- Okanagan University College; Revelstoke Campus

Multicultural, Anti-Racism, and Immigrant Organizations

- None in Revelstoke
- Nearest is the Salmon Arm Coalition Against Racism, in Salmon Arm

Appendix 5 - Immigrant Interviews - Opportunities for Improving the Federal Immigration Process

The eight immigrants interviewed identified the following opportunities for improving the immigration system:

- Providing a web-based point of contact for applications in the skilled worker class so they are not left with utterly no information for the long period until their application begins to be processed;
- Familiarize British High Commission workers with the geography and conditions of BC, and particularly rural BC;
- Clear communication about the difference between 'skilled workers' as defined for immigration purposes, and 'skilled trades' or 'skilled labour';
- Create a system that allows workers into the country for a limited trial period (2 week to 1 month) to test fit their fit with potential new employers; and
- Create a small but broad-based business group to review business proposals from immigrants and provide strong support for immigrants whose proposals fit community plans.

Appendix 6 - Community Services Assessment

a) Easily Accessible Information

Existing information sources

Organization	Services
City of Revelstoke	<ul style="list-style-type: none"> • Extensive website listing of community services • Community Profile (2001) describes community characteristics • Community Strategic Action Plan (2001) defines community objectives • Parks and Recreation Department publishes a listing of leisure clubs and organizations in seasonal brochures of activities
Community Connections	<ul style="list-style-type: none"> • Housing resources centre with listings of available units • Printed compilation of community service providers (\$10)
Interior Health Authority	<ul style="list-style-type: none"> • Comprehensive website but no listing of services for each community • Pamphlets for individual services but no compilation of all services
Revelstoke Community Child Care Society	<ul style="list-style-type: none"> • Website listing of child care and education providers
School District 19	<ul style="list-style-type: none"> • Enrollment information available in print only, and in English
Employment Centre	<ul style="list-style-type: none"> • Pamphlet describing services • Website
Okanagan College	<ul style="list-style-type: none"> • Seasonal brochures of educational offerings
Chamber of Commerce	<ul style="list-style-type: none"> • Accommodations listing
Welcome Wagon	<ul style="list-style-type: none"> • Basket of products, service and community information distributed to newcomers identified to the hostess
BC Services/Access Centre	<ul style="list-style-type: none"> • Local government agent (most common contact is for drivers license) • Extensive on-line information
Citizenship and Immigration Canada	<ul style="list-style-type: none"> • Nearest office – Kelowna; Officer operating out of Kamloops • Extensive on-line information

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Personal commitment and time expended by ESLA instructor to assist students to access community resources • Some individuals work hard to inform new residents about services so there is a foundation to work with • Strong connections and informal referrals amongst community service providers • Information has been compiled about most community resources and services 	<ul style="list-style-type: none"> • No settlement support services beyond ESLA – no ‘one stop’ location for info for immigrants • Community information is not compiled in one document either in print or web-based • Information about services for families can be difficult to find • Many immigrants pose questions to the BC Access Centre staff, who must then refer immigrants to the CIC website

Possible actions

Note: Interpretation/translation covered under language/education

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED DURING WORKSHOPS/ INTERVIEWS					
1. ‘Welcome to our community’ directory of community services available in print and on websites	x			City	Via Host program
2. Establish a ‘mentoring’ program	x				
3. Community worker with a ‘settlement hub’ of information and knowledge about services					
IDENTIFIED FROM OTHER SOURCES					
4. Compilation of shopping, banking financial/legal and insurance services	x				
5. Community map with services		x			

b) Supporting diversity

Existing information/activities

Organization	Services
City of Revelstoke	<ul style="list-style-type: none">• Partnership with City of Ono Cho, Japan• Ethnic cooking classes taught by immigrants• City has Personnel – Human Rights Policy
Revelstoke Community Child Care Society	<ul style="list-style-type: none">• Multi-cultural materials for caregivers
School District 19	<ul style="list-style-type: none">• International trips for students• Some teachers celebrating ethnic holidays
Rotary	<ul style="list-style-type: none">• International exchange program
Italian Canadian Association	<ul style="list-style-type: none">• Hosts cultural dinners and other events
Canadian Club	<ul style="list-style-type: none">• Hosts speakers to encourage Canadian inclusivity
Citizenship and Immigration Canada	<ul style="list-style-type: none">• Nearest citizenship exams and ceremonies in Vernon

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Community is generally open and friendly to newcomers, welcoming people ‘with open arms’ • In ECE programs and schools some teachers celebrate ethnic holidays • Youth go on international trips frequently • Active participation in the Rotary exchange program, with youth travelling to international destinations, and youth coming to the community • Open to World Youth groups and others bringing visitors to the community; visitors report welcoming, positive experience • City has Personnel-Human Rights Policy to assure a work environment free of discrimination 	<ul style="list-style-type: none"> • Community size creates challenges to provide diversity of activities and services • No multi-cultural organization or services -an active Society existed into the mid-80s • Very homogenous population with limited number of people from visible minorities; very uni-dimensional community; not really diverse • Lack of diversity within the community creates difficulties in developing open perspectives • Race/cultural issues needing attention • No anti-racism program • Limited ethnic food choices in town • Language and cultural differences • Lots of good intentions, but limited actions beyond self-interest • Potential for growing racism if/when number of immigrants increases as some people will view immigrants as a threat

Possible actions

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED IN THE WORKSHOPS/ INTERVIEWS					
1. Coordinated volunteer Host program	x				
2. Organized, well-advertised community-wide cultural celebration with opportunities to mingle		x			
3. Re-establish the multicultural society					

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED IN THE WORKSHOPS/ INTERVIEWS					
4. Links to multicultural services in adjacent communities	x				ESL??
5. Public welcoming of newcomers					City at Canada Day??
6. Schools partnered internationally					School District
7. Strong anti-racism policies and procedures by local governments and civic organizations					City
8. Recognition of 'End Racism' Awareness Day (March 21)					
9. Visible anti-racism posters					
10. Appropriate handling of racism related incidents					
11. Intercultural sensitivity training					

c) Language and Education Services

Existing services

Organization	Services
Revelstoke Community Child Care Society	<ul style="list-style-type: none"> • Website listing of education providers • Currently implementing ESL training for caregivers
School District 19	<ul style="list-style-type: none"> • Four elementary schools • One high school • Limited ESL support for students (8 students currently)
Revelstoke Teachers Association	<ul style="list-style-type: none"> • Union organization of elementary and secondary school teachers
Okanagan College (OC)	<ul style="list-style-type: none"> • English Language for Adults (ELSA)-pilot project currently 6.5 hours per week until December, 2005 • Adult literacy volunteer tutoring including training for tutors working with ESL participants • Adult Basic Education training • Learning Centre provides assistance with education plans, post secondary enrollment and learning support, particularly for on-line training • Employment specific training
Revelstoke Literacy Action Committee	<ul style="list-style-type: none"> • Build cooperation and coordination amongst literacy and learning providers • Prepared Literacy Now strategy
Revelstoke Skills Centre/English Language School	<ul style="list-style-type: none"> • English language training for international students • Summer English language camps
Okanagan Regional Library	<ul style="list-style-type: none"> • Print, video and music materials, though very small, dated multi-lingual resources • Internet access • Inter-library loans
Toastmasters	<ul style="list-style-type: none"> • Membership organization providing public speaking experiences; currently immigrants are involved

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • ELSA program (though limited – see challenges/gaps) • English as a Second Language committee initiated by the Early Childhood Development Committee to encourages linkages • Community Literacy Plan • Literacy volunteer tutoring program • Learning Centre to supports all adult learners in their education plans, particularly on-line education • Pre-school and elementary ‘show and tell’ activities bring other cultures into the classrooms • ECES has an excellent multi-cultural kit accessible to childcare providers • ECES has multilingual resources for childcare development, and dual language children’s books • ECES program provides good referral and support services to address language issues early in a child’s education • Strong linkages and referrals amongst community providers to assist ESL clients to access language support • Local BC Access Centre has the BC drivers license exams in a few languages, and are getting more • Kamloops Immigrant Services has a contract with the provincial government to provide interpretation for WCB, MCFD and Human Resource providers when needed 	<ul style="list-style-type: none"> • Small community population with small immigrant numbers makes it difficult to offer adequate language services • ELSA program provides basic English training 6.5 hours/week, with no night-time classes and is currently funded as a pilot only until December, 2005 • No ESL fee-for-services or work/job specific training available • Lack of ESL specialty staff in the school district to plan and deliver programs • Small number of school-aged children (currently 8) of different ages who require ESL training attend several schools making it difficult to deliver services • Lack of funding for services for pre-school ESL • No programs for immigrant elders • No organized interpretation/translation services within the community and it is costly to access services from outside the community due to travel time • Sometimes perceptions that one program is taking on services that should be delivered by another program • General perception that small centres have few educational offerings after high school • Trades or university level training available via distance learning only

Possible actions

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED DURING WORKSOPS/INTERVIEWS					
1. 'Language bank' of volunteer interpreters and translators, with appropriate training about confidentiality, etc.	X			IHA, RCMP, Victim Services, School Board	IHA potentially
2. Continuing and expanded ELSA training with linkages to all community services		x			OC
3. Improved access to multi-lingual materials at the library		x			Library and Friends of the Library
4. Implementation of the ESL components of the Literacy Now strategy, with linkages to all community services (i.e. training for caregivers)	x			MCF	Early Childhood Development Committee
5. Local fee-for-service ESL training		x		ESL, OC	
6. Workshops with immigrants focused on a range of topics as a forum to practice English					
7. Volunteer coaching/mentoring via community literacy program possibly					
8. ESL night school/homework club for kids					
9. Access to drivers license tests in a range of languages					
10. Settlement worker (if immigration is pursued as a community priority)	x				City
IDENTIFIED IN OTHER PROJECTS					
11. Public education enrollment procedures multi-lingual and readily available	x				School District
12. French immersion schooling					
13. Conversation circles					

d) Business and Employment Support Services

Existing services

Organization	Services
City of Revelstoke	<ul style="list-style-type: none"> • Business licenses • By-law enforcement • Economic Development Director and Commission (EDC) of citizen volunteers who provide advice to the Director; Director has supported several business people during the immigration process
Revelstoke Community Futures Development Corporation (CFDC)	<ul style="list-style-type: none"> • Loan program • Administers the federal Self-Employment Assistance program • Supports community development initiatives • Business Mentorship Board and Facilitator that supports new and existing small businesses
Revelstoke Chamber of Commerce	<ul style="list-style-type: none"> • Business information services and advocacy • Community tourism marketing including Visitor Info Centres
Revelstoke Credit Union	<ul style="list-style-type: none"> • Business and personal banking and loans (lending based on capacity, not credit rating) • Community grant-giving program
Revelstoke Employment Centre (administered by Okanagan College)	<ul style="list-style-type: none"> • Federal Employment Assistance Services program • Job board • Employment website being created • Social Insurance Number application support
Royal Bank, Toronto Dominion Bank and CIBC	<ul style="list-style-type: none"> • Business and personal banking and loans
BDO Dunwoody	<ul style="list-style-type: none"> • Business accounting and advice
Columbia Basin Business Advocates and Options Program	<ul style="list-style-type: none"> • Columbia Basin-wide programs supporting community and business development
Volunteer income tax assistance	(Not researched)

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Wide selection of friendly, and knowledgeable business and employment support centralized and coordinated in the Business Information Centre, with the Employment Centre across the street • High paying jobs available and general need for workers in some industries • Affordable real estate • High speed internet available making global business efficient • Credit Union doesn't use credit rating as a loaning criteria • Location on the Trans-Canada Highway and CPR line • Though unorganized, there is a network of citizens who are multi-lingual • An informal 'export club' exists via the City Director of Economic Development 	<ul style="list-style-type: none"> • Availability of the City Community Development Director to provide immigration information and advocacy is not broadly known • Awareness and advertising of available positions, even with the Employment Centre • Not a wide selection of employment and income opportunities, due mainly to community size and industrial diversity • Limited opportunities for women • Limited English language training, including no night-time classes, and no support for immigrants to learn job specific English • No way to link employers with potential immigrant workers • Isolated location/transportation costs • Credential recognition, particularly when located far from organizations adjudicating credentials • Traditional banks place heavy weight on a loan applicant's credit rating, which immigrants don't have

Possible Actions

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED DURING WORKSOPS/INTERVIEWS					
1. Business advisory service information provided with City business licenses	x				Director of Economic Development and CFDC
2. Labour market study to identify current and upcoming skill shortages	x				Director of Economic Development
3. Employer/immigrant exchange of information on employment and business opportunities	x				
4. New immigrants to market tourism opportunities to families and friends	x				
5. PNP Regional Business applicant review and, if appropriate, active endorsement	x				
6. Employment related language training/mentoring					
7. Employer support for 'job mentors'					
8. Continued employer and community awareness of potential role for immigration					
IDENTIFIED FROM OTHER SOURCES					
9. Increased international marketing of the proximity to the National Parks					
10. Community 'credentialing advocate'					
11. Actions against of employment discrimination					
12. Export club (informal now)					
13. Employer diversity award					

e) Health and Safety Services

Existing services

Organization	Services
Interior Health Authority	<ul style="list-style-type: none"> • Queen Victoria Hospital (emergency, acute care minor surgical and surgical day-care, lab, x-ray, rehab and Mount Cartier Court) • Mental health and addictions counseling • Nutrition counseling • Public health nurses (2) • Home nursing care and home support • Moberly Manor (scheduled to close shortly)
Justice Institute	<ul style="list-style-type: none"> • Ambulance
Selkirk Medical Centre	<ul style="list-style-type: none"> • Doctors (7)
Revelstoke Hospice Society	<ul style="list-style-type: none"> • Volunteer hospice support
Dr. T. O'Hagan	<ul style="list-style-type: none"> • Optometrist
Selkirk Dental Clinic and Revelstoke Dental Centre	<ul style="list-style-type: none"> • Dentists (4)
Dr. R. Hoshizaki and Dr. W. Viznaugh	<ul style="list-style-type: none"> • Chiropractic
Revelstoke Massage Therapy Clinic; private practitioners	<ul style="list-style-type: none"> • Massage therapy
Private practitioners	<ul style="list-style-type: none"> • Counselling and
RCMP	<ul style="list-style-type: none"> • City policing and highway patrol • Victims services program
Ministry of Children and Families	<ul style="list-style-type: none"> • Child protection • Child counsellor
City Fire Department	<ul style="list-style-type: none"> • Municipal fire prevention and control
City Economic Development Department??	<ul style="list-style-type: none"> • Affordable housing study
Search and Rescue Society	<ul style="list-style-type: none"> • Highway and backcountry rescue
Revelstoke Womens Shelter Society	<ul style="list-style-type: none"> • Forsythe House shelter home • Elder abuse program
Community Connections	<ul style="list-style-type: none"> • Individual and family counseling and supports • Stop the violence program • Food bank • Housing centre

Overview assessment

Strengths	Challenges/Gaps
<ul style="list-style-type: none"> • Significant number of doctors for population, and no difficulty to date attracting new doctors • Sophisticated hospital for population • Very good success attracting health professionals • Medical specialists are willing to come to the community to provide services • Shorter waitlists than in larger centres • Provincial Nurse Hotline which is multi-lingual • Affordable housing study underway by the City • Clean water and air • Extremely safe, physically and politically, particularly compared to large centres • Local RCMP and Victim Services staff are multi-culturally aware • Multi-lingual BC Crisis Line • Local Ministry of Children and Family Development office has access to multi-cultural advisors 	<ul style="list-style-type: none"> • Hospital is not in a central location, making transportation an issue for some; this is particularly a challenge now that the public health services have been moved to the hospital • Limited multi-lingual health services and patients from highway accidents sometimes do not speak English • Lack of non-traditional health services and medical practitioners are not linked to non-traditional health care practitioners • Immigrants experiencing difficulties creating bonds and friendships may develop mental health issues that may be culturally difficult for them to discuss, and for English speaking counselors to assist • Creating comfortable conditions for immigrant women to access/purchase feminine products • No ‘culture shock’ support mechanisms • Based on experiences in their own cultures, immigrants do not always view police as helpful

Possible actions

Note: Translation and interpretation actions are included under Language and Education Services

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED DURING WORKSHOPS/INTERVIEWS					
1. Pamphlet and website describing health services in the community	x			Dr. O'Hagan	IHA
2. Multi-cultural training for health providers					
3. Community accountability for policing					
IDENTIFIED FROM OTHER PROJECTS					
1. Information on public and private medical coverage					
2. Naturopathic care					
3. Multi-lingual fire safety information					
4. Multi-lingual policing					
5. Critical incident response mechanism					

f) Social and Faith Opportunities

Existing services

Organization	Services
City of Revelstoke	<ul style="list-style-type: none"> • Community and Aquatic Centre • Five community playgrounds • Queen Elizabeth and Centennial Park with tennis, ball, soccer and track facilities • Golf course • Seasonal recreational programming • Listing of recreational organizations
Alpine Bowling Lanes	<ul style="list-style-type: none"> • Limited bowling
Okanagan Regional Library	<ul style="list-style-type: none"> • Limited multi-lingual collection
Arts Council	<ul style="list-style-type: none"> • Brings community arts groups together to work on common interests • Hosts Mountain Arts Festival
Mount Mackenzie Playhouse	<ul style="list-style-type: none"> • Theatre productions
Revelstoke Visual Arts Centre	<ul style="list-style-type: none"> • Gallery, studio space and woodworking shop • Hosts shows and classes
Powder Springs	<ul style="list-style-type: none"> • Downhill ski-hill
Revelstoke Nordic Club	<ul style="list-style-type: none"> • Mt. MacPherson cross-country ski trails
Revelstoke Snowmobiling Society	<ul style="list-style-type: none"> • Boulder and Frisby Mountain snowmobiling trails
Mount Revelstoke and Glacier National Parks	<ul style="list-style-type: none"> • Activities and facilities within the parks
BC Parks	<ul style="list-style-type: none"> • Blanket Creek and Martha Creek campgrounds
Community Connections	<ul style="list-style-type: none"> • Children's play groups • Family events
Revelstoke Seniors' Society	(not researched)
Churches	<ul style="list-style-type: none"> • Alliance • Anglican • Catholic • Jehovah Witness • Lutheran • United • Victory

Possible actions

Action	Importance			Possible Involvement	
	High	Mid	Low	Interested	Leadership
IDENTIFIED DURING WORKSHOP					
1. Coordinated volunteer Host program	x				OC
2. ESL to provide information about local cultural events and activities	x				OC
3. Information, visits or workshops about living in the wilderness		x			Bear Aware or National Parks??
4. Cultural exchange within arts groups such as presentations by immigrants of their arts and culture		x			
5. 'New-comers club' of immigrants to discuss needs					
6. Community kitchen activities to bring women together					
7. Foster immigration of creative individuals					
8. Establish an inter-faith Association					
IDENTIFIED FROM OTHER PROJECTS					
9. Outdoor parks within walking distance of all households		x			City
10. Opportunities to 'sample' activities through guest or complimentary tickets		x			Conveners (City and Arts Council)