



COMMUNITY ACTION PLAN 2025-2028



RICHMOND
LIP LOCAL IMMIGRATION
PARTNERSHIP

A Welcoming and Inclusive Richmond

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Introduction

Richmond is a coastal city located in Metro Vancouver, bordered by Vancouver and Burnaby to the north, New Westminster to the east, and Delta to the south. Although Richmond operates as an independent municipality, it is closely interconnected with the broader region through shared economic, educational, transportation, and community systems, creating both opportunities and complexities in coordinated service planning. The city has its own municipal government, a large public school district, and numerous community-serving institutions, all of which contribute to a dynamic and diverse urban environment.

According to the 2021 Census¹, **Richmond had a population of 209,937 residents. Richmond is one of the most diverse cities in Canada, with 60.3% of its population being immigrants—a significantly higher proportion than Metro Vancouver overall.** The city is home to 125,600 immigrants, and among them 13,705 were recent immigrants who arrived between 2016 and 2021². The top three places of birth among immigrants living in Richmond in 2021 were China, Hong Kong, and the Philippines. Among recent immigrants living in Richmond, they were China, the Philippines, and India.

The **Richmond Local Immigration Partnership (RLIP)** is a multi-sector collaboration dedicated to strengthening immigrant inclusion and supporting newcomer integration across the city.

The LIP brings together government agencies, community organizations, employers, educators, and residents to better coordinate services, conduct community-level research, and address emerging needs. Its work focuses on improving access to information, fostering welcoming environments, and ensuring that newcomers can fully participate in Richmond's social, economic, and civic life.

Local Immigration Partnerships (LIPs) are community-based partnerships that:



Foster a systematic approach in engaging service provider organizations and institutions to integrate newcomers and immigrants;



Support community-level research and strategic planning; and



Improve coordination of effective services to create a more accessible system that facilitates newcomer and immigrant settlement and integration.

¹ Source: Statistics Canada, Census 2021. *Focus on Geography Series, 2021 Census - Richmond (Census subdivision)*
<https://www12.statcan.gc.ca/census-recensement/2021/as-sa/fogs-spg/page.cfm?lang=E&topic=9&dguid=2021A00055915015>

² Source: City of Richmond: Population and Demographics *Demographic Facts - City of Richmond, BC*
<https://www.richmond.ca/culture/discover-richmond/profile/demographics.htm>

Strategic Priorities

Richmond LIP has 3 strategic priorities that have been identified as key areas that influence newcomer settlement journeys that lead to positive outcomes.



**Access to and Navigation
of Community
Information and Services**



**Immigrant Labour
Market Integration**



**Social and Civic
Inclusion of Newcomers**

Priority 1: Access to and Navigation of Community Information & Services

Research Findings & Newcomer Insights

Research highlights that newcomers in Canada experience persistent barriers when accessing community information and settlement services, despite these supports being critical for successful integration. Statistics Canada reports that among immigrants admitted between 2016 and 2020, **46.3% accessed at least one type of settlement service, with information and orientation services being the most frequently used (40.4%)**, underscoring their foundational role in helping newcomers navigate daily life, benefits, and documentation requirements³. However, engagement levels remain uneven across immigrant categories, suggesting unmet informational needs and barriers in awareness, access, and service delivery. Complementary research on racialized newcomers found that discrimination, inconsistent service experiences, and difficulty identifying trustworthy information sources further impede access to settlement supports, revealing how structural inequities compound informational vulnerability⁴.

³ Statistics Canada (2022). Settlement services provided to immigrants to Canada, 2020. *The Daily — Settlement services provided to immigrants to Canada, 2020* <https://www150.statcan.gc.ca/n1/daily-quotidien/220602/dq220602e-eng.htm>

⁴ Villalba, Z.A. et al (2024). Discrimination and Other Challenges Experienced by Racialized Newcomers When Accessing Settlement Services in Southwestern Ontario. *NEST_Equity_in_Settlement_Report_FINAL_REPORT.pdf* https://nest.uwo.ca/research_consultancy/NEST_Equity_in_Settlement_Report_FINAL_REPORT.pdf

Priority 1

Access to and Navigation of Community Information & Services



The rise of digital service delivery has introduced additional complexities. A 2025 study on digital equity in the Peel region identified **digital literacy challenges, language barriers, and lack of access to devices or stable internet** as major obstacles preventing newcomers from using virtual settlement services effectively⁵. Similarly, research on newcomer families and the digital divide found that during the pandemic's shift to online services, many newcomers struggled to navigate digital systems, requiring additional supports such as multilingual communication, technology training, and access to devices and WiFi- to stay connected to crucial information and programs. These findings emphasize that digital access is now inseparable from access to community information⁶.

Beyond practical barriers, broader structural and socio-cultural factors continue to shape access. A 2026 scoping review of mental health service access among immigrants found that **limited mental health literacy, cultural stigma, and systemic fragmentation** restrict access to mental-health-related information and supports—issues that mirror patterns seen across settlement services more generally⁷. The literature illustrates that newcomers' challenges in accessing community information and services are multifaceted—rooted in digital barriers, systemic fragmentation, and inequitable service environments—pointing to the need for coordinated, culturally responsive, and accessible information systems.

During community consultations, newcomers shared that navigating the healthcare system in Richmond remains deeply challenging. Many described struggling to communicate during medical visits because of language barriers, while others noted the financial strain of healthcare-related costs—particularly for uninsured or newly arrived families who must pay out-of-pocket for medications or services. A widespread challenge is the difficulty in securing a family doctor, leaving many reliant on walk-in clinics or emergency care. Mental health support is also difficult to access: newcomers reported encountering cultural stigma, limited mental health literacy, and a lack of culturally responsive services. Some even described experiencing discrimination when seeking care, which further eroded trust and willingness to ask for help.

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... newcomers shared that navigating the healthcare system in Richmond remains deeply challenging.

⁵ Wallid, G. (2025). *Digital Equity for Newcomer Services: Research and Innovation in Addressing Access and Challenges in Peel Region*. <https://cwice.ca/news/cwice-news/2025/03/14/digital-equity-for-newcomer-services--research-and-innovation-in-addressing-access-and-challenges-in-peel-region>

⁶ Mirahmedi, S. (2021). *Impact of Language Barriers on Newcomers' Settlement*. Medium. <https://medium.com/refuhope/impact-of-language-barriers-on-newcomers-settlement-6f00e6549b48>

⁷ Anjorin, O., Agyapong-Opoku, G., Sodunke, T., et al. (2026). *Immigrants' Experiences of Barriers and Enablers to Mental Health Services in Canada: A Scoping Review*. *Journal of Immigrant and Minority Health*. <https://doi.org/10.1007/s10903-026-01868-1>

Priority 1

Access to and Navigation of Community Information & Services



Participants also voiced significant concerns about access to English learning opportunities. With advanced Language Instruction for Newcomers to Canada (LINC) programming ending, many newcomers felt they were losing critical pathways needed to achieve career advancement and to support their sense of belonging.

Those who are working described the difficulty of meeting LINC requirements—attendance expectations, tests, and assignments can be overwhelming for adults balancing work and family responsibilities. Others

“I only found out about services after living here for almost a year.

noted gaps for people on work permits, unemployed individuals who cannot meet certain program criteria, and those seeking sector-specific language training. High demand and limited capacity across programs leave many wanting to improve

their English but unable to find an accessible option that fits their needs.

When it comes to accessing immigrant-serving services, newcomers emphasized the challenge of simply knowing what supports exist. Many said that information is scattered, inconsistent, and often discovered only through word-of-mouth or Google searches. Services that operate only during weekday hours make it difficult for working adults to participate, and language barriers or limited legal support further compound the issue. Newcomers also described being more vulnerable to scams—particularly around housing and tenancy—due to unfamiliarity with their rights. As some shared, “I only found out about services after living here for almost a year,” reflecting how easily people fall through the cracks. Others described discovering community spaces, like libraries, serendipitously years after arriving, highlighting missed opportunities for early connection and support.

What Newcomers Recommend

Newcomers expressed a strong desire for more accessible and culturally informed healthcare support. Many recommended expanding multilingual healthcare materials and navigation tools in community settings such as libraries, schools, and settlement organizations. They emphasized the importance of culturally appropriate mental health services, along with mental health literacy training for community leaders—particularly in faith-based groups that newcomers often trust. Some suggested starting mental health education early, in schools and early-years programs, while others encouraged the use of more accessible language such as “wellbeing” instead of clinical terms. Training for healthcare workers to address bias and improve equitable treatment was also seen as essential.

Priority 1

Access to and Navigation of Community Information & Services



To strengthen English learning opportunities, participants suggested offering advanced and sector-specific language programs, particularly ones aligned with employment pathways. They recommended offering more evening and weekend classes that accommodate working adults, as well as flexible, low-pressure, conversation-based options where facilitators can gently correct grammar and help build confidence. Many emphasized that language learning must be practical, relevant, and adaptable to diverse work schedules and immigration statuses.

Finally, newcomers offered thoughtful solutions to improve access to immigrant-serving services. They recommended increasing the visibility and clarity of available supports through centralized, multilingual information delivered in places where newcomers already go—libraries, community centres, settlement agencies, and faith-based organizations. Extending service hours into evenings and weekends would make programs more accessible for workers. Participants also voiced interest in mentorship programs that pair newcomers with long-term residents who can help them navigate systems, build community connections, and expand their social networks. Overall, they highlighted that improving awareness, accessibility, and culturally inclusive communication would significantly reduce barriers and strengthen newcomer belonging.

GOALS

1. Newcomers have improved access to clear, culturally accessible information about community services, enabling them to confidently navigate systems, identify available supports, and make informed decisions for their settlement journey.

2. Community agencies, institutions, and partners work together more effectively—sharing emerging needs, aligning resources, and improving system navigation supports—to ensure newcomers receive timely, consistent, and equitable access to services across Richmond.

Priority 1

Access to and Navigation of Community Information & Services



PROPOSED ACTIVITIES

2025-2028

- ✓ Develop and monitor a Community Resources Directory for Richmond. The Directory is a comprehensive database of services available to immigrants and newcomers to support referral pathways.
- ✓ Create opportunities for sharing emerging needs at quarterly LIP Council meetings and working groups.
- ✓ Share information on community services and programs in Richmond through quarterly e-newsletters, website and social media channels.
- ✓ Participate in community planning tables to share emerging newcomer needs.

2025-2026

- ✓ Collaborate with BC-Y LIP Network and local community partners to conduct community consultations to determine newcomer emerging needs and priorities and share findings with LIP Council members.

2026-2028

- ✓ Collaborate with local partners on an annual forum to create opportunities to share community resources with newcomers, e.g. Newcomers Resource Fair.
- ✓ Collaborate on sharing community-level information that would support system navigation, e.g. support the Primary Care Network in promoting the Health Connect Registry in finding a local physician.
- ✓ Identify community capacity building opportunities for potential collaboration.

Priority 1

Access to and Navigation of Community Information & Services



MEASUREMENT INDICATORS

Immediate

- ✓ Number and diversity of LIP partners involved.
- ✓ Number and diversity of programs and services featured in LIP communications platforms.
- ✓ Partnerships established and / or strengthened.
- ✓ LIP Partners report increased awareness of different programs and services and establish smooth referral pathways.

Intermediate

- ✓ Increased collaborations between partners.
- ✓ LIP Partners report Increased capacity to serve newcomers.
- ✓ Newcomers report increased confidence in navigating systems.



Priority 2

Immigrant Labour Market Integration



Priority 2: Immigrant Labour Market Integration

Research Findings & Newcomer Insights

Newcomers in Canada continue to encounter a range of overlapping challenges that hinder their full participation in the labour market. Studies show that immigrants often find it difficult to adjust to Canadian job-search expectations, which differ markedly from practices in their home countries—

“These unfamiliar norms can limit access to professional opportunities.

particularly in areas such as networking, résumé style, and approaches to interacting with employers. These unfamiliar norms can limit access to professional opportunities⁸.

Language-related obstacles add further complexity to both securing employment and integrating into the workplace. Many newcomers report difficulties interpreting workplace norms, communication styles, and the unspoken expectations that influence career progression⁹. Foreign credential recognition remains another major systemic barrier; employers may undervalue or misinterpret international training and experience, resulting in qualified immigrants being overlooked for positions aligned with their expertise¹⁰. The additional requirement many employers impose for “Canadian experience” compounds this exclusion, disproportionately affecting newcomers who possess the necessary skills but cannot meet this informal standard. Limited awareness of employment and settlement supports—exacerbated by fragmented information channels and inconsistent outreach—further prevents newcomers from accessing the resources designed to support their entry into the Canadian workforce.

Through its recent community consultation sessions, the Richmond Local Immigration Partnership heard directly from newcomers about the complex barriers they face when trying to establish themselves in the labour market. Newcomers shared that navigating the Canadian labour market is often marked by deeply entrenched barriers that prevent them from securing meaningful, career-aligned employment.

⁸ Peel Institute of Research and Training, & Family Services of Peel. (2025). *Recruitment Barriers to Immigrant and Refugee Employment in Canada's SETT Sectors*. <https://ccwestt-ccfsimt.org/wp-content/uploads/2025/08/2025-Literature-Review-Immigrant-Refugee-SETT-Recruitment-Barriers-in-Canada.pdf>

⁹ Montiel, A., & Sanyal Pusha, U. (2025). *Making Workplaces Newcomer Inclusive: Research Insights and Recommendations*. https://ottawa-worldskills.org/wp-content/uploads/2025/06/Research-Report_Making-Workplaces-Newcomer-Inclusive_June2025.pdf

¹⁰ Parkin, A. (2025). Barriers to Immigrants' Employment. Diversity Institute. <https://www.torontomu.ca/diversity/news-events/2025/05/barriers-to-immigrants-employment/>

Priority 2

Immigrant Labour Market Integration



Many expressed frustration with **credential recognition hurdles** and the persistent requirement for “**Canadian experience**,” both of which limit their ability to demonstrate their full skill set. Participants described employment supports as heavily geared toward **entry-level jobs**, leaving those with advanced qualifications without a clear path to career progression. They emphasized the need for **sector-specific coaching**, résumé tailoring, and job-readiness guidance that reflect the realities of industries such as healthcare, IT, education, insurance, and management. Access to employment services is further restricted by **eligibility rules tied to age, immigration status, or parttime work**, which leave some newcomers excluded from federally funded supports. Many also highlighted the lack of **networking and mentorship opportunities**, noting that without direct engagement with employers, they rarely get the chance to communicate their skills—captured powerfully in sentiments like: “I have all the qualifications, but I never get a chance to even talk about my skills.” and “Most support is for entry-level work. I want to grow my career, not start over.”

What Newcomers Recommend

Newcomers offered thoughtful and practical solutions that speak directly to the gaps they are experiencing. They called for **more employment events** that cater to both entry-level and advanced roles, including opportunities for **onsite interviews** and **direct conversations with employers** across priority sectors such as IT, healthcare, education, insurance, and management. Participants emphasized the value of **one-on-one employment support** delivered by dedicated case workers who can provide tailored job-search guidance. They also identified a strong need for **advanced employment language training** and **sector-specific programming**, such as understanding workplace culture in healthcare. To overcome structural barriers, newcomers suggested expanding access to services that assist with **credential recognition**, including support with **exam-related costs**, and improving visibility of the employment programs already available. Finally, they stressed the importance of **educating employers** about the value of immigrant skills, experience, and global competencies—an essential step toward reducing bias in hiring and ensuring more equitable access to meaningful employment opportunities.

“I have all the qualifications, but I never get a chance to even talk about my skills.”

Priority 2

Immigrant Labour Market Integration



GOALS

1. Immigrant job seekers and service providers enhance their understanding of and ability to navigate existing labour market programs, services, and resources to support successful employment pathways.

2. Newcomers have access to more opportunities to obtain commensurate employment through targeted mentoring, networking, sector specific supports, and strengthened partnerships with business serving organizations.

3. Employers strengthen their ability to assess immigrant skills and qualifications fairly, implement inclusive hiring and retention practices, and actively engage in initiatives that support immigrant workforce integration.



PROPOSED ACTIVITIES

2025-2028

- ✓ Identify opportunities for collaboration with the Richmond Chamber of Commerce, WorkBC and other employment services across Richmond.
- ✓ Share information on employment-related services and programs in Richmond through quarterly e-newsletters, website and social media channels.

2026-2027

- ✓ Collaborate on an Employment-focused forum that brings together employers, industry leaders and immigrant serving agencies to foster dialogue and networking.

- ✓ Share best practices on building inclusive workplaces.

2027-2028

- ✓ Identify learning opportunities to foster inclusive workplace recruitment.
- ✓ Identify and share resources to promote employment-related services and programs.

Priority 2

Immigrant Labour Market Integration



MEASUREMENT INDICATORS

Immediate

- ✓ Number of employment services shared across Richmond LIP communications platforms.
- ✓ Number of partners / collaborators engaged in the employment forum.
- ✓ Forum participants increased awareness of employment-related services.
- ✓ Employers increased awareness of inclusive workplace strategies.
- ✓ Forum participants increased opportunities for networking.

Intermediate

- ✓ Increased collaborations between partners.
- ✓ Application of inclusive strategies in the workplace.
- ✓ Newcomers are connected to community resources to support their labour market integration goals.



Priority 3

Social & Civic Inclusion of Newcomers



Priority 3: Immigrant Labour Market Integration

Research Findings & Newcomer Insights

“Social isolation is a particularly significant challenge...

Across Canada, newcomers continue to encounter a range of overlapping barriers that affect their ability to develop a sense of belonging and fully participate in community life. Social isolation is a particularly significant challenge, with national data showing that immigrants are more likely than those born in Canada to report having no close personal connections in their local communities—underscoring the profound social network gaps many newcomers face upon arrival¹¹.

Representation in leadership positions also remains disproportionately low. National EDI research highlights ongoing structural barriers that limit immigrants' access to decision making roles, despite clear evidence that diverse leadership strengthens organizational performance and enhances responsiveness to community needs¹².

Racism and discrimination further shape the settlement experiences of many newcomers. Recent Canadian studies document widespread instances of racialized immigrants encountering discriminatory treatment, reaffirming that systemic racism continues to influence interactions across community systems¹³. Building cross cultural understanding and fostering inclusive environments is therefore essential—particularly in light of Statistics Canada findings that trust and sense of belonging vary markedly among immigrant groups, reinforcing the need for more intentional and sustained inclusion strategies¹⁴. These insights point to the importance of coordinated, equity focused efforts that address both structural barriers and everyday obstacles to participation, ensuring newcomers can engage meaningfully and thrive within their communities.

¹¹ Statistics Canada. (2023). *Social Inclusion Indicators for Canada's Ethnocultural Groups: Social Connections and Personal Networks*. <https://www150.statcan.gc.ca/n1/pub/71-607-x/71-607-x2023010-eng.htm>

¹² Diversity Institute. (2025). *DiversityLeads 2025: Barriers and Enablers to Advancement for Equity-Deserving Groups*. <https://www.torontomu.ca/content/dam/diversity/reports/diversityleads2025/DiversityLeads%202025%20Barriers%20and%20Enablers%20to%20Advancement.pdf>

¹³ Villalba, Z. A., et al. (2024). *Discrimination and Other Challenges Experienced by Racialized Newcomers When Accessing Settlement Services in Southwestern Ontario*. https://nest.uwo.ca/research_consultancy/NEST_Equity_in_Settlement_Report_FINAL_REPORT.pdf

¹⁴ Statistics Canada. (2020). *Sense of Belonging to the Local Community, Town, Province and Canada and Trust in People, by Groups Designated as Visible Minorities and Selected Sociodemographic Characteristics*. <https://open.canada.ca/data/dataset/f32e8351-c8c6-42db-a45f-d8b4b06f948a>

Priority 3

Social & Civic Inclusion of Newcomers



Newcomers shared that opportunities to build meaningful intercultural connections in Richmond remain limited. Many expressed that cross cultural interactions are infrequent and that existing community events do not always reflect the full diversity of Richmond's cultural landscape. As a result, newcomers often struggle to meet people outside of their own cultural groups, reinforcing feelings of social separation rather than fostering a shared sense of community. Participants also highlighted rising community tensions linked to economic pressures—particularly housing affordability—where immigrants are sometimes unfairly blamed. These experiences underscore the need for stronger anti racism efforts and greater cultural sensitivity within community facing services. Many newcomers reported that frontline staff would benefit from training to better understand cultural norms, avoid assumptions, and support more respectful interactions.

Volunteering was also identified as an important, yet often inaccessible, pathway to community participation. Newcomers described facing high entry barriers, including requirements such as local references—criteria that are difficult to meet when someone is new to the country. Others shared challenges navigating volunteer interviews or assessments, processes that maybe unfamiliar or intimidating for individuals new to Canadian systems. When applicants were not selected, they often received little to no feedback, leaving them uncertain about how to improve for future opportunities. As one participant asked, “If I’m new here, how can I provide two local references?” These barriers prevent many newcomers from gaining valuable experience, building networks, and contributing their skills to the community.

”
When applicants were not selected, they often received little to no feedback, leaving them uncertain about how to improve for future opportunities.



Priority 3

Social & Civic Inclusion of Newcomers



What Newcomers Recommend

Newcomers proposed several thoughtful strategies to strengthen intercultural understanding and create more inclusive community spaces. They expressed enthusiasm for events that intentionally bring people from different cultural backgrounds together—such as multicultural food festivals, cultural performances, and social gatherings designed to encourage meaningful interaction. Many also shared a desire to learn new languages or participate in cultural exchanges, including opportunities to study Cantonese or Mandarin, to both connect with others and better understand Richmond's diverse communities. These suggestions reflect a strong interest in building cross cultural relationships that go beyond passive participation and instead encourage active, mutual engagement.

Participants also emphasized the importance of improving anti racism efforts across the community. They recommended more frequent opportunities for cross cultural learning and called for cultural sensitivity and anti racism training for frontline staff to ensure interactions with newcomers are respectful and equitable. When it came to volunteering, newcomers proposed lowering entry barriers for entry-level roles, offering clearer navigation of requirements, and promoting a wider variety of volunteer opportunities. They also expressed a desire for constructive feedback when not selected for roles so they can better understand expectations and improve their chances in the future. Better communication, more accessible pathways, and a supportive approach to volunteer engagement would help newcomers gain experience, build confidence, and strengthen their community connections.

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They expressed enthusiasm for events that intentionally bring people from different cultural backgrounds together.....to encourage meaningful interaction.



Priority 3

Social & Civic Inclusion of Newcomers



GOALS

1. Newcomers have increased opportunities to build meaningful connections across cultures to deepen their sense of belonging and mutual respect.

2. Community members and institutions are increasingly equipped to foster welcoming and inclusive environments.

3. Newcomers have improved pathways to participate in leadership, planning and civic decision-making.



Priority 3

Social & Civic Inclusion of Newcomers



PROPOSED ACTIVITIES

2025-2026

- ✓ Organize community consultations, in collaboration with community partners, to identify ways to foster belonging among newcomer communities, raise awareness of immigrant needs to ensure services provide better support, and use the findings to inform our community action plan, focusing on intercultural belonging and connections, and the mental health of the immigrant population.
- ✓ Promote community events and initiatives that support social and civic inclusion.

2026-2027

- ✓ In collaboration with the City of Richmond, coordinate the Emerging Artist initiative to engage newcomers around sense of belonging and the impact of volunteering / civic engagement with the aim of using the art as an awareness campaign.
- ✓ In collaboration with the City of Richmond and other partners, coordinate a Civic Engagement initiative to engage newcomers around local civic engagement opportunities (pending funding approval).
- ✓ Promote community events and initiatives that support social and civic inclusion through LIP Communications platforms.
- ✓ Identify initiatives to support community education learning opportunities on anti-racism.

2027-2028

- ✓ Promote community events and initiatives that support social and civic inclusion through LIP Communications platforms.
- ✓ Identify initiatives to support community education learning opportunities on anti-racism.

Priority 3

Social & Civic Inclusion of Newcomers



MEASUREMENT INDICATORS

Immediate

- ✓ Number and diversity of LIP partners involved in initiatives.
- ✓ Number and diversity of activities featured in LIP communications platforms.
- ✓ Partnerships established and / or strengthened.
- ✓ LIP Partners report increased capacity to foster social and civic engagement of newcomers.

Intermediate

- ✓ Increased collaborations between partners.
- ✓ LIP Partners report Increased capacity to promote anti-racism and inclusion.
- ✓ Newcomers report increased sense of belonging in Richmond.



ACTION PLAN SUMMARY

Priority 1

Access to and Navigation of Community Information & Services



GOALS

1. Newcomers have improved access to clear, culturally accessible information about community services, enabling them to confidently navigate systems, identify available supports, and make informed decisions for their settlement journey.
2. Community agencies, institutions, and partners work together more effectively—sharing emerging needs, aligning resources, and improving system navigation supports—to ensure newcomers receive timely, consistent, and equitable access to services across Richmond.

Timeline	Proposed Activities	Partners Involved
Ongoing	Develop and monitor a Community Resources Directory for Richmond.	LIP Partners
Ongoing	Create opportunities for sharing emerging needs at quarterly LIP Council meetings and working groups.	LIP Partners NAARS Service Providers Immigrant Advisory Table
Ongoing	Share information on community services and programs in Richmond through quarterly e-newsletters, website and social media channels.	LIP Partners LIP Secretariat
Ongoing	Participate in community planning tables to share emerging newcomer needs.	LIP Secretariat
2025-2026	Collaborate with BC-Y LIP Network and local community partners to conduct community consultations to determine newcomer emerging needs and priorities and share findings with LIP Council members.	LIP Secretariat LIP Partners Immigrant Advisory Table
September 2026 2027-2028	Collaborate with local partners on an annual forum to create opportunities to share community resources with newcomers.	LIP Partners
2027-2028	Collaborate on sharing community-level information that would support system navigation.	LIP Partners
2026-2028	Identify community capacity building opportunities for potential collaboration.	LIP Secretariat LIP Partners

INDICATORS OF SUCCESS

IMMEDIATE

- Number and diversity of LIP partners involved.
- Number and diversity of programs and services featured in LIP communications platforms.
- Partnerships established and / or strengthened.
- LIP Partners report increased awareness of different programs and services and establish smooth referral pathways.

INTERMEDIATE

- Increased collaborations between partners.
- LIP Partners report Increased capacity to serve newcomers.
- Newcomers report increased confidence in navigating systems.

ACTION PLAN SUMMARY

Priority 2

Immigrant Labour Market Integration



GOALS

1. Immigrant job seekers and service providers enhance their understanding of and ability to navigate existing labour-market programs, services, and resources to support successful employment pathways.
2. Newcomers have access to more opportunities to obtain commensurate employment through targeted mentoring, networking, sector-specific supports, and strengthened partnerships with business-serving organizations.
3. Employers strengthen their ability to assess immigrant skills and qualifications fairly, implement inclusive hiring and retention practices, and actively engage in initiatives that support immigrant workforce integration.

Timeline	Proposed Activities	Partners Involved
Ongoing	Identify opportunities for collaboration with the Richmond Chamber of Commerce, WorkBC and other employment services across Richmond.	LIP Partners
Ongoing	Share information on employment-related services and programs in Richmond through quarterly e-newsletters, website and social media channels.	LIP Partners LIP Secretariat
January / February 2027	Collaborate on an Employment-focused forum that brings together employers, industry leaders and immigrant serving agencies to foster dialogue and networking.	Employment Services LIP Partners Employers
2026-2028	Share best practices on building inclusive workplaces.	LIP Secretariat
2027-2028	Identify learning opportunities to foster inclusive workplace recruitment.	LIP Secretariat
2027-2028	Identify and share resources to promote employment-related services and programs.	LIP Secretariat LIP Partners

INDICATORS OF SUCCESS

IMMEDIATE

- Number of employment services shared across Richmond LIP communications platforms.
- Number of partners / collaborators engaged in the employment forum.
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- Forum participants increased opportunities for networking.
- Employers increased awareness of inclusive workplace strategies.

INTERMEDIATE

- Increased collaborations between partners.
- Application of inclusive strategies in the workplace.
- Newcomers are connected to community resources to support their labour market integration goals.

ACTION PLAN SUMMARY

Priority 3

Social & Civic Inclusion of Newcomers



GOALS

1. Newcomers have increased opportunities to build meaningful connections across cultures to deepen their sense of belonging and mutual respect.
2. Community members and institutions are increasingly equipped to foster welcoming and inclusive environments.
3. Newcomers have improved pathways to participate in leadership, planning and civic decision-making.

Timeline	Proposed Activities	Partners Involved
2025-2026	Organize community consultations, in collaboration with community partners, to identify ways to foster belonging among newcomer communities, raise awareness of immigrant needs to ensure services provide better support, and use the findings to inform our community action plan, focusing on intercultural belonging and connections, and the mental health of the immigrant population.	LIP Partners LIP Secretariat
2025-2026	Promote community events and initiatives that support social and civic inclusion.	LIP Secretariat LIP Partners
2026-2028	In collaboration with the City of Richmond, coordinate the Emerging Artist initiative to engage newcomers around sense of belonging and the impact of volunteering / civic engagement with the aim of using the art as an awareness campaign.	LIP Secretariat City of Richmond LIP Partners
2026-2027	In collaboration with the City of Richmond and other partners, coordinate a Civic Engagement initiative to engage newcomers around local civic engagement opportunities (pending funding approval).	City of Richmond LIP Partners LIP Secretariat
Ongoing	Promote community events and initiatives that support social and civic inclusion through LIP Communications platforms.	LIP Secretariat LIP Partners
Ongoing	Identify initiatives to support community education learning opportunities on anti-racism and inclusion.	LIP Secretariat LIP Partners

INDICATORS OF SUCCESS

IMMEDIATE

- Number and diversity of LIP partners involved in initiatives.
- Number and diversity of activities featured in LIP communications platforms.
- Partnerships established and / or strengthened.
- LIP Partners report increased capacity to foster social and civic engagement of newcomers.

INTERMEDIATE

- Increased collaborations between partners.
- LIP Partners report Increased capacity to promote anti-racism and inclusion.
- Newcomers report increased sense of belonging in Richmond.



Notes:

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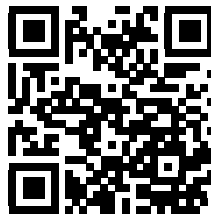


RICHMOND
LIP LOCAL IMMIGRATION
PARTNERSHIP

A Welcoming and Inclusive Richmond

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