

CLIP Survey of Newcomers: Fall 2017

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Executive Summary

The Calgary Local Immigration Partnership undertook a Survey of Newcomers, which was the first of its kind done expressly for Calgary in several years. The purpose was to better understand why Calgarians who were born outside of Canada do or do not access Canadian settlement services during their migration process. CLIP reached out in innovative ways to a wide range of foreign-born individuals to learn as much as possible about why decisions about accessing settlement services are made. As a result, the CLIP Newcomer Survey was viewed by 4,674 people, started by 1,851 of them, and completed by 1,638 foreign-born individuals.

What the findings confirm is the breadth of respondents' experience. This is not surprising since there was good representation across gender and age categories, as well as across community districts where respondents live. A total of 54.9% of respondents were recent immigrants, while 45.1% have been in Canada for five years or longer. However, 59.8% of respondents have lived in Calgary for less than five years, indicating that Calgary is a destination city for secondary migration in Canada.

Respondents represent 127 different birth countries, with the Philippines and India topping the list, combining to form 25.3% of respondents regardless of their time in Canada. Respondents also speak one or more of 104 different languages at home, with English leading the way at 42.8% of the total. For recent immigrants, the second most common home language is Arabic, while for established immigrants, it is Spanish. For both groups, Tagalog is the third most frequently spoken language.

A majority of survey respondents came to Canada as either family class immigrants (36.5%) or economic immigrants (25.6%), combining for 63.0% of the total. The next largest groups are temporary foreign workers (10.8%) and refugees (10.5%) but those totals may be expected to change as Calgary welcomes more refugees to the city. A majority of respondents (58.7%) completed post-secondary education outside of Canada, with 42.5% holding a graduate degree and 16.2% holding an undergraduate degree. Less than ten per cent of all respondents have only an elementary school education (5.7%) or no formal education at all (3.4%).

A majority of respondents (65.6%) are employed. However, only 42.9% have full-time work, while another 18.2% work one or more part-time jobs. A significant number (16.8%) are unemployed but looking for work, while another 9.5% are studying, which includes newcomers who are taking courses, training programs, or language classes. Among those respondents who are employed, 31.0% earn \$20.00 to \$34.99 per hour, followed by the 22.5% who earn only \$13.60 (Alberta minimum wage) to \$14.99 per hour. This is the first sign of the gap between education, relevant employment, and income that surfaces time and again in this report—and has implications for the kinds of settlement services that are available or would be useful for newcomers.

Settlement Services

The goal of the survey was to better understand why Calgarians who were born outside of Canada do or do not access Canadian settlement services during their migration process. A total of 50.3% of survey respondents did access settlement services, while 6.7% tried to access services but were unable to do so. A total of 43.0% of respondents did not try to access services. Many of them explained that there were no settlement services available when they migrated, some having come to Canada several decades ago as either children or adults.

Among the remaining respondents who expressed an interest in accessing settlement services but did not do so, lack of awareness was a key issue. Some people did not know about services (39.7%), others did not think they qualified for them (31.6%), and still others were confused about where to go for what (28.7%).

A number of barriers were identified as well, which were explored in more depth in a number of questions in the survey. In short, however, there are stark differences between the ease of settlement that respondents experienced. These differences were often based on the type and accuracy of information designed to help newcomers prepare for life in Canada in general and Calgary in particular. Although many respondents were expressly happy with and grateful for the settlement services and support they received, it is clear that we are failing other newcomers in several ways.

Many people advocated for more relevant, accurate information to be provided pre-arrival. They really wanted to know more about living in Canada and the realities of daily life in Calgary. This related to different social and economic systems in Canada—banking, housing, childcare, children's education, health care, transit, and how to dress for Calgary's weather—as well as social norms about environmental protection and recycling. Respondents also recommended various ways to advertise settlement services and to help newcomers to effectively navigate the local service system upon arrival in Calgary. Helping newcomers find the programs that exist to help them is critical.

More widespread, however, is the often reiterated disconnection between the attraction of skilled workers and professionals to Canada and the realities of the job market in Calgary. Respondents lamented that, to their dismay, they arrived with hope and optimism, only to find they had little chance of working in their chosen field upon arrival. Moreover, they found few if any appropriate supports to help them transition quickly or easily into the work they were trained to do. Frustration and despair were frequently expressed by these respondents, as evident in the “quotable quotes” included in this report.

What this survey has shown is that to meet the needs of the full range of newcomers who move to Calgary, better advertising of existing programs and services is essential. In addition, different kinds of services and supports are needed for professional and non-skilled migrants. Each of these streams are both necessary and important to enable the successful social and economic integration of newcomers. The wealth of information in this report may provide a blueprint for the kinds of next steps that would be most helpful.

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CLIP Survey of Newcomers: Fall 2017

Introduction

The Calgary Local Immigration Partnership (CLIP) was funded by Immigration, Refugees, and Citizenship Canada¹ and the Alberta Human Rights Commission² to carry out a survey in the fall of 2017. The purpose was to better understand why Calgarians who were born outside of Canada do or do not access Canadian settlement services during their migration process. CLIP reached out in innovative ways to a wide range of foreign-born individuals to learn as much as possible about why decisions about accessing settlement services are made.




The Calgary Local Immigration Partnership (CLIP) enhances collaboration, coordination, and strategic planning at the community level in order to foster more welcoming and inclusive communities for immigrants and newcomers.

From 2012 to 2015, CLIP was coordinated through a partnership between the United Way, the Immigrant Sector Council of Calgary, and The City of Calgary. In 2015, Immigration, Refugees and Citizenship Canada shifted its priorities for Local Immigration partnerships (LIPs) and sought greater alignment among LIPs in the Prairies and Northern Territories region. The City of Calgary was selected to function as the backbone organization for the Calgary LIP, with the United Way as the fiscal agent.

Funding was provided from April 2015 to March 2016 so CLIP could conduct community consultations into priority areas for its settlement strategy, as well as investigate how best to build its governance structure. In April 2016, CLIP received one year funding to begin rebuilding the CLIP Council and establishing the foundation for the LIP going forward. Three-year funding was secured from IRCC for April 2017 through March 2020 to continue the work of CLIP, with The City of Calgary as the sole Contribution Agreement holder and fiscal agent.

CLIP is governed by the CLIP Council, comprised of 20 members representing sectors in the community that have a role to play in improving the immigrant integration process. Sector representation may change as CLIP's strategic areas adjust to Calgary's needs.

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 Immigration, Refugees and Citizenship Canada	Immigration, Réfugiés et Citoyenneté Canada	 

¹ Immigration, Refugees and Citizenship Canada (IRCC) is a federal department that facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada. It supports over 70 Local Immigration Partnerships (LIPs) across Canada to “enhance collaboration, coordination, and strategic planning at the community level in order to foster more welcoming and inclusive communities and improve settlement and integration outcomes.” To learn more, see www.cic.gc.ca/english/department.

² The Alberta Human Rights Commission awards Community Inclusion Grants to “strengthen municipal efforts to build inclusive communities.” The City of Calgary pursued this grant funding because of its commitment to the Canadian Coalition of Municipalities against Racism and Discrimination, the Welcoming and Inclusive Communities initiative, and its role with CLIP as its lead partner organization. To learn more about Alberta's Community Inclusion Grants, see www.albertahumanrights.ab.ca/grants/financial_assistance/Pages/community_inclusion_grant.aspx.

Methodology

The following activities are among the research deliverables required of CLIP as part of its contribution agreement with Immigration, Refugees and Citizenship Canada:

2017-2018 – Conduct research on newcomers' needs and the community's assets and gaps, and raise awareness of these needs with the partnership's members and the wider community. Report to include: i) Demographics and trends in the community and its immigrant population; ii) Available services (settlement and mainstream services) and the capacity of service providers to support newcomers' settlement and integration needs; iii) Barriers to integration in a number of domains (e.g. employment, housing, education, health care); and iv) A summary of consultations held with newcomers, employers, service providers and other stakeholders in the community. N.B. **Efforts should be made to include the specific needs of newcomers having never accessed settlement services** [emphasis added].

A Survey of Newcomers was developed to explore why Calgarians who were born outside of Canada did or did not access Canadian settlement services. Many of the questions used were derived from the 2013 Western Settlement Outcomes Survey.³ That study involved a telephone survey of 2,936 recent immigrants in the four western provinces, asking about their “settlement and integration experiences and outcomes.” It used a subset of questions “taken directly or adapted from the Alberta Settlement Outcomes Survey conducted in 2012.” The researchers were able to obtain contact information for immigrants who were potential survey respondents from Citizenship and Immigration Canada (Esses et al., 2013: 13), which is now Immigration, Refugees and Citizenship Canada. The study provided high-level results for each province.

CLIP was interested in learning more about the experiences of newcomers living in Calgary, specifically whether or not settlement services were used, and why or why not. For immigrants who did access settlement services, CLIP also wanted to explore what that experience was like for them. The challenge was how to find immigrants who might be willing to complete a survey.

Newcomers who are just getting settled in Calgary and using settlement services can possibly be reached through settlement agencies, who may be willing to email them an invitation to complete a survey. In contrast, newcomers who have not accessed settlement services are much more difficult to reach. Along with immigrants who have been in Canada for some time, they are understudied, largely because they are neither a distinct nor cohesive group and, therefore, are very hard to find.

Initially, CLIP sent an email invitation to its mainstream and settlement agency contacts, asking people to complete or share the Newcomers Survey. The content of the email invitation is provided on the following page. The invitation stated that participants must have been born outside of Canada, be aged 18 or older, and reside in Calgary. As well, in order to increase participation in the survey, an incentive was offered. People who completed the survey could be entered into a draw to receive one of many \$20 gift cards for the Real Canadian Superstore, which has 11 locations spread throughout Calgary. The invitation included a link to the online survey, which had been set up using QuestionPro software.

³ Esses, Victoria, Leah Hamilton, Lori Wilkinson, Li Zong, et al. 2013. Western Settlement Outcomes Survey. Prepared for Citizenship and Immigration Canada, Western Region as a joint project undertaken by the Western Consortium on Integration, Citizenship and Cohesion and the Pathways to Prosperity Partnership. The report is available online at <http://p2pccanada.ca/files/2013/08/Western-Settlement-Outcomes-Survey.pdf>.



Were you born outside of Canada? Do you know someone in Calgary who was born outside of Canada?

CLIP, the Calgary Local Immigration Partnership, wants to better understand the use or non-use of settlement services in Canada. **We hope you can help us reach as many Calgarians who were born outside Canada as possible, regardless of immigration status or how long ago they immigrated here.**

After you answer our survey, you can enter your name into a draw for one of many \$20 gift cards to Superstore. **Please respond before November 30**, when this survey closes.

Respondents to the survey must be 18 years of age or older, living in Calgary, and born outside of Canada.

What are settlement services?

Settlement services help refugees and immigrants adjust to life in Canada. In Calgary, settlement services are provided by many organizations such as Calgary Catholic Immigration Society (CCIS), Calgary Immigrant Women's Association (CIWA), Centre for Newcomers, and Immigrant Services Calgary (ISC) to name a few. There are also mainstream organizations that help to welcome newcomers to Calgary by running programs to help with the integration process.

This survey should take about 10 minutes to complete, depending on the level of detail provided. [After a few days, the introduction inside the survey was changed to "20 minutes" to reflect actual completion times.]

Thank you for taking the time to complete our survey and helping to get our survey to newcomers in the community.

Responses to this survey are confidential. Individual responses will not be released, shared, or published. Only aggregate data will be reported. At the end of the survey, however, participants will be able to provide their contact information if they would like to enter the draw for a \$20 gift card from Superstore.

[Take Our Survey](#)

[hyperlink removed]

Thanks for participating!

Have questions about the survey? Send us an email at CLIP@Calgary.ca or call 403.268.6443.

Want to learn more about CLIP? Visit www.Calgary.ca/CLIP.

Can't link to the survey? Try this: <http://calgarynewcomersurvey.questionpro.ca> [hyperlink removed]

Distribution of Email Invitations

Campaigner software was used to email an invitation to complete the survey to the groups listed in the table below. It was hoped that many recipients would share the email invitation with others in their organization or networks, creating a “snowball sampling” effect through referrals to others beyond these initial groups.

Email Invitations – Primary Distribution	Date Invitation Sent	Recipients
CLIP Council Members	November 1, 2017	20
CLIP Immigrant Advisory Table Members	November 1, 2017	19
City of Calgary – Issue Strategists	November 1, 2017	16
CLIP 2016/17 Child and Youth Summer Programming Advisory Committee Members	November 1, 2017	49
CLIP Newcomer Event – Volunteer and Advisory Committee Members	November 1, 2017	24
Current and Prospective CLIP Partners (networking contacts, community engagements, etc.)	November 1, 2017	41
Immigrant Serving Sector CEOs	November 1, 2017	10
Social Service Funders	November 1, 2017	6
Calgary Family and Community Support Services (FCSS) Agency Contacts	November 1, 2017	96
City of Calgary – Calgary Neighbourhoods’ Leadership	November 1, 2017	8
Total		289


Campaigner software statistics showed that **98** of these **289** primary recipients opened the email invitation they received. Among them, **49** shared the invitation. Most of them (36.7%) reached between one and ten other people, accounting for 3.0% of all invitations that were opened. Conversely, two recipients (2.0%) each reached over 100 recipients, accounting for 86.8% of all views. One “high broadcaster” reached 268 people, while the other reached a whopping 3,640 others. The invitation was opened by a total of **4,500** people. What the software cannot say is how many secondary recipients received the invitation more than once. Nor can it say how many people actually viewed the survey, much less completed it.

Email Invitations – Secondary Distribution	Primary Recipients who Opened the invitation		Total Recipients who Opened the Invitation	
	Number	Per Cent	Number	Per Cent
Shared with 1 to 10 people who opened it	36	36.7%	136	3.0%
Shared with 11 to 50 people who opened it	8	8.2%	199	4.4%
Shared with 51 to 100 people who opened it	3	3.1%	208	4.6%
Shared with >100 people who opened it	2	2.0%	3,908	86.8%
Subtotal	49	50.0%	4,451	98.9%
Opened email but did not forward it	49	50.0%	49	1.1%
Total	98	100.0%	4,500	100.0%

Innovative Survey Promotion

In addition to sending email invitations asking people to complete or share the Newcomers Survey, CLIP devised some innovative products and strategies to reach out to immigrants. Two promotional items were developed—a poster advertising the survey, which was available in print and electronic versions, and a business-card sized “survey card.” Both advertised the survey and provided contact information for CLIP. In addition, each of them included a QR code⁴ that people could scan using a smart phone and complete the survey on the spot. The poster and survey card content is shown below.

clip
CALGARY LOCAL
IMMIGRATION PARTNERSHIP



Were you born outside of Canada?

Regardless of how long ago you migrated to Canada or your current immigration status, CLIP is interested in better understanding your use or non-use of settlement services in Canada.

We are conducting a short survey


<http://calgarynewcomersurvey.questionpro.ca>

After you complete our survey, you can enter your name into a draw for one of many \$20 gift cards to Superstore. Please respond before November 30, when this survey closes. It is anticipated to take approximately 10 minutes to complete.

You can reach the CLIP initiative at:

CLIP@Calgary.ca
Twitter.com/CalgaryLIP

In partnership with



Funded by: Immigration, Refugees and Citizenship Canada
Financé par: Immigration, Réfugiés et Citoyenneté Canada

Were you born outside of Canada?

Participants that complete this survey will be entered into a draw to win a \$20 grocery store gift card.



<http://calgarynewcomersurvey.questionpro.ca>

In partnership with:



Funded by: Immigration, Refugees and Citizenship Canada
Financé par: Immigration, Réfugiés et Citoyenneté Canada

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CALGARY LOCAL
IMMIGRATION PARTNERSHIP

Working together with newcomers to connect, collaborate and contribute for shared prosperity.

Contact us at: CLIP@Calgary.ca
Twitter.com/CalgaryLIP

In all, **700** posters were printed, as were **21,500** survey cards. Significant efforts were made to distribute these far and wide, as described below.

⁴ A Quick Response or QR code is a two-dimensional barcode (i.e., a machine readable optical label) that contains information about the item to which it is attached, in this case the Survey of Newcomers.

Targeted Distribution of Survey Posters and Cards

In addition to their existing contacts, CLIP staff identified key contacts in a number of public, private, and non-profit sector fields or industries. The people identified—or met through cold call visits—were asked to share, display, or distribute Newcomer Survey posters and/or cards. An introductory letter to accompany hard copy posters was also prepared for employers. It provided background information about Local Immigration Partnerships in general and CLIP in particular, and asked them if they would display the survey posters in “employee areas and if possible, public areas, through the month of November.” A total of **156** key contacts were identified, which have been grouped into the categories or sectors shown below.

Key Contacts Identified for Survey Poster and Survey Card Distribution, by Sector	Received Hard Copy Posters	Received Electronic Posters	Received Survey Cards	Key Contacts, by Sector
Academic Institutes	3	15	2	20
Faith Organizations	2	1	3	6
CLIP and Civic Partner Networks	6	16	3	25
Government Networks	7	13	5	25
Personal Contacts and Networks	1	12	0	13
Banks	8	0	0	8
Grocery, Department, and Convenience Stores	3	0	4	7
Medical or Dental Offices and Drugstores	8	1	2	11
Oil and Gas Companies	1	1	1	3
Restaurants and Coffee Shops	11	0	5	16
Taxi Services	1	4	0	5
Other Private Sector Organizations (e.g., Calgary Airport Authority, hotels, malls, big box hardware/electronics/appliance stores, and so on)	13	1	3	17
Total	64	64	28	156

It was hoped that many of these key contacts would display hard copy posters, share electronic posters, distribute survey cards, or display survey cards in a place that was visible to anyone who wanted to take one or more of them. While we do not know how many individuals learned about the survey in this way, a few anecdotal examples of the fan-out process can be shared:

- Alberta Health Services distributed 2,500 survey cards and 90 posters to Calgary hospitals, Primary Care Networks, and clinics
- Immigrant Services Calgary forwarded the electronic poster to over 400 newcomers
- Concord Cleaning Services, the airport cleaning company, placed posters in staff areas frequented by its 380 foreign-born employees; others were placed at the airport taxi hub
- A rabbi in the faith community network sent the electronic poster to over 200 clergy from every major faith community in Calgary

- City of Calgary Recreation staff placed posters in 14 aquatic centres and 12 arenas
- Pacific Place Mall displayed 25 posters throughout its facility, and
- SAIT displayed 20 posters.

Another example comes from a CLIP team member who distributed multiple survey cards and posters to 18 key contacts. As well, the initial survey invitation email was shared with six other people, from which a total of 48 people received the email invitation originally received by this one primary recipient (reported in Campaigner software statistics).

Midstream Assessment

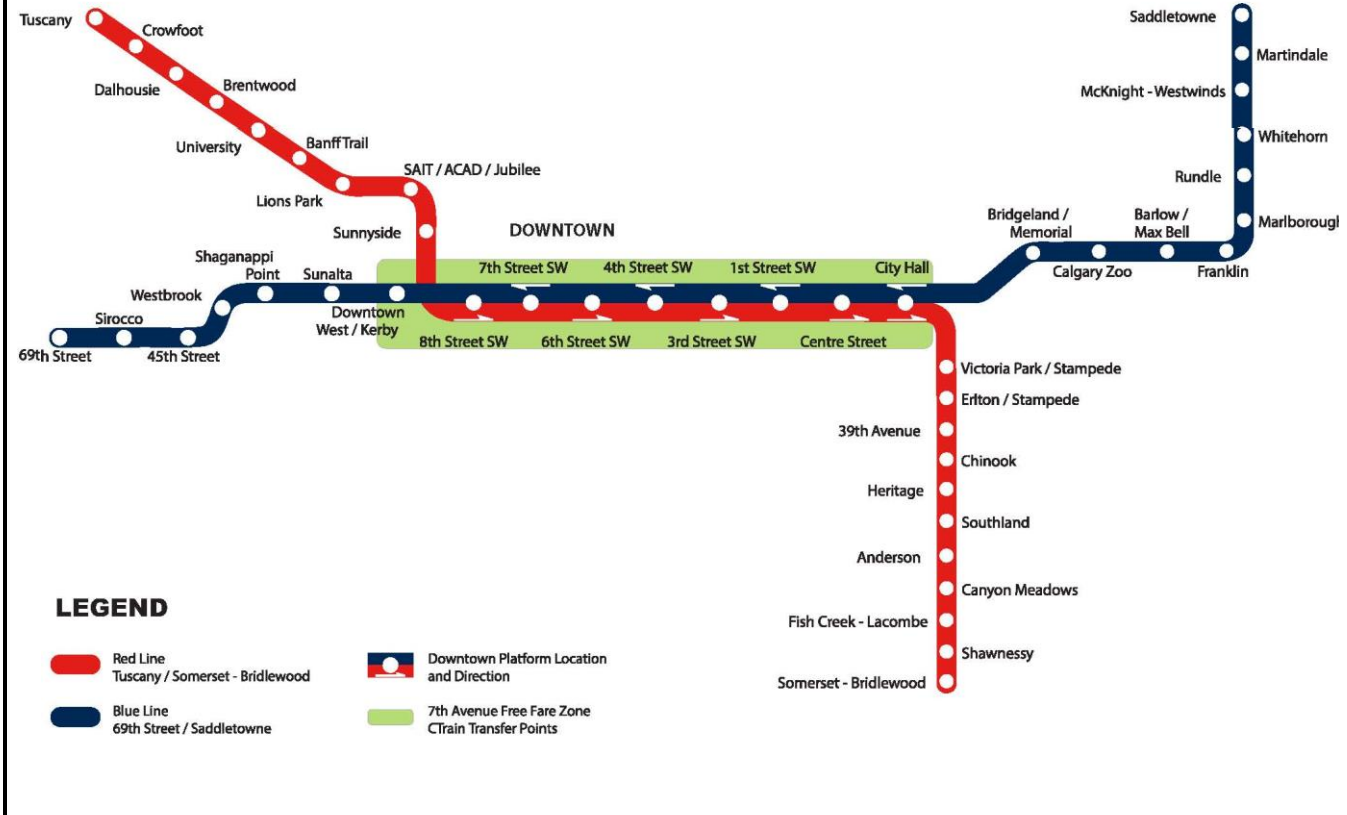
Frequent updates were provided on the number of people who had completed the survey. This created a concern that, despite considerable distribution efforts, the invitation to complete the survey was not reaching enough people—or enough people who were either eligible or compelled to participate. A secondary plan was therefore developed to hand out survey cards in person in public places.

Public Distribution of Survey Cards

With the permission of Calgary Transit, survey cards were handed out by contract staff at nine Calgary C-Train stations from November 20 to November 30 inclusive. Shifts ran from 3:30 to 6:30 p.m. on weekdays and 11:00 a.m. to 2:00 p.m. on the lone Saturday in this time frame. Posters were displayed at each site when staff were present and approximately 150 survey cards were personally handed out per shift. A total of **35** shifts were filled at these nine stations, reaching **5,250** people. For context, a C-Train Station map is provided on the following page.

C-Train Station Shifts (November 20-30, 2017)	Shifts	Cards Distributed
Marlborough – indoors	5	750
Rundle – indoors	2	300
Saddletowne – heated	3	450
Subtotal – Blue Line NE	10	1,500
Westbrook – indoors	10	1,500
Subtotal – Blue Line W	10	1,500
SAIT/ACAD/Jubilee – heated	5	750
University – indoors	3	450
Brentwood – indoors	2	300
Subtotal – Red Line NW	10	1,500
City Hall – open air	4	600
Centre Street – open air	1	150
Subtotal – Downtown	5	750
Red Line SE	0	0
Total	35	5,250

CTrain Map



Survey response numbers began to increase but it was decided that a second blitz should be undertaken. Managers at three Real Canadian Superstore locations agreed to have contract staff distribute survey cards from November 29 to December 7 inclusive. Shifts ranging from three to six hours in length were filled at various times between the hours of 7:00 a.m. and 11:00 p.m. daily. Posters were displayed at each site when staff were present and an average of 175 survey cards is estimated to have been personally handed out per shift. A total of **60** shifts were filled at these three Superstore locations, reaching approximately **10,500** people.

Superstore Location Shifts (November 29 – December 7, 2017)	Total Shifts	Cards Distributed
3575 – 20 Avenue NE	14	2,450
3633 Westwinds Drive NE	21	3,675
100 Country Village Road NE	25	4,375
Total	60	10,500

Implications of Enhanced Survey Promotion

The survey was initially intended to be open from November 1 to November 30, 2017. However, with a midstream push to attract more survey respondents, it was decided to leave the survey open through December 7, 2017. Staff who handed out survey cards at C-Train stations and Superstore locations told people they had until December 7th to complete the survey.

CLIP staff who distributed email invitations and personally handed out survey cards received a lot of feedback from recipients—some positive, some negative. Many immigration stories were shared, which people were encouraged to share in writing in the comments sections of the survey. For example, some people who have been in Calgary for decades said they came to Canada as adults seeking adventure and had succeeded on their own without getting or expecting any kind of help from anyone. In contrast, others in the same age group who arrived as children vividly recall being greeted by local residents bearing welcome packages when their family arrived by train at their Canadian destination.

A different kind of example comes from the CLIP Coordinator, who wrote the Chief Executive Officer of the Calgary Catholic Immigration Society (CCIS) to pass along some kind words:

I wanted to take a minute to pass on some positive feedback from an immigrant who was planning to complete the CLIP survey. When I handed him one of our survey cards to take home, he said when he immigrated he used the services of CCIS (I think a 2-week course) and he found it amazing and very helpful. He had no experience writing cover letters or resumes and said that he learned very useful skills through your agency. He is now employed at The City and was very pleased to complete a survey to relay his experience. Just wanted to pass on the kudos from him since he verbally shared how happy he was with your agency.

This broad approach to distributing posters and survey cards was labour intensive and time consuming. However, it had the desired effect of increasing the number of survey respondents. An unintended consequence was having the privilege of hearing so many immigration stories from people who spontaneously shared their experience when they learned about the survey and the work of CLIP.

Survey Administration Statistics

According to the survey administration statistics generated by QuestionPro software, the survey was viewed by 4,674 people and started by 1,851 of them (it is assumed this means they moved past the first page showing the instructions and, therefore, a reference number was generated). This is a response rate of 39.6%, which is much higher than the average response rate of 24.8% that might be expected of an online survey.⁵

Among the 1,851 people who started the survey, **1,638** of them completed it (meaning they answered one or more of the survey questions), for a completion rate of 88.5%. This is a fairly high completion rate, which may in part be due to the fact that respondents were eligible to enter a draw to win a Superstore gift card. The survey administration information is presented on the following page.

⁵ FluidSurveys University. 2014. Response Rate Statistics for Online Surveys – What Numbers Should You be Aiming For? See <http://fluidsurveys.com/university/response-rate-statistics-online-surveys-aiming/>.

Survey Administration Information	
Direct recipients of the survey invitation email	289
Total recipients who opened the survey invitation email (Campaigner statistic)	4,500
Survey opened in QuestionPro	November 1, 2017
Survey closed and data extracted	December 8, 2017
Surveys viewed (QuestionPro statistic)	4,674
Surveys started (QuestionPro reference number assigned)	1,851
Surveys completed (responses provided to one or more questions in the survey)	1,638
Response rate (1,851/4,674)	39.6%
Completion rate (1,638/1,851)	88.5%
Average time to complete (minutes)	18

Survey Analysis

Based on the number of surveys completed, the n-value for questions asked of all respondents was **1,638**. However, there was one mandatory question, which if left unanswered would automatically end the survey session. Since 152 people did not answer mandatory Question 14, the n-value for subsequent questions dropped to **1,486**. In addition, the “skip logic” used in the survey meant that some responses would automatically bypass subsequent questions that were not relevant to the respondent. This was related to questions about respondents' current employment situation, whether or not they used settlement services, and if they had a support network in Canada. For those questions, the n-value was further reduced.

The findings for each question asked in the survey are provided in the following section. There were 17 questions that had open-ended response options of either “Other – please specify” or “Yes – please specify.” The written answers received were cleaned and coded, and the totals were amalgamated with the initial results, as appropriate, to provide a more complete picture of the findings. Comparisons to the findings of the 2013 Western Settlement Outcomes Survey are also provided in footnotes as appropriate. For two questions (country of birth and language spoken most often at home), cross-tabulations of the results with responses for Question 2 were undertaken. This was to determine the similarities or differences between respondents who had been in Canada less than five years (recent immigrants) versus those who had lived in Canada five years or longer (referred to as “established immigrants” in this report).

The n-value is shown for each question, along with the number of “blanks” for that question. The “blanks” are the number of respondents who would have been able to see the question but did not answer it.

The quantitative findings in the survey are augmented with a summary of qualitative responses submitted for three open-ended questions plus written answers provided following the selection of the response options “Other – please specify” or “Yes – please specify” for 17 other questions. A selection of both representative and outlier verbatim comments are presented as “quotable quotes” throughout the report, which illustrate the diverse perspectives that were shared.

Survey Findings

Time in Calgary and Canada

1. How long have you lived in Calgary?

Time in Calgary	Number	Per Cent
Under 12 Months	262	16.2%
12 to 23 Months	244	15.1%
24 to 35 Months	221	13.7%
36 to 47 Months	126	7.8%
48 to 59 Months	112	6.9%
Subtotal – New to Calgary	965	59.8%
60 Months or Longer	650	40.2%
Total	1,615	100.0%
Blanks = 23 (1.4% of 1,638 respondents).		

Most respondents (59.8%) are relatively new to Calgary, having lived here less than five years. Among them, the greatest number of newcomers have been in Calgary less than one year (16.2%), followed by those who have been here less than two years (15.1%) or less than three years (13.7%). However, 40.2% of respondents have lived in Calgary five years or longer.

2. How long have you lived in Canada?

Time in Canada	Number	Per Cent
Under 12 Months	221	13.8%
12 to 23 Months	237	14.8%
24 to 35 Months	230	14.4%
36 to 47 Months	91	5.7%
48 to 59 Months	101	6.3%
Subtotal – Recent Immigrants	880	54.9%
60 Months or Longer	722	45.1%
Total	1,602	100.0%
Blanks = 36 (2.2% of 1,638 respondents).		

Most respondents (54.9%) are recent immigrants who have lived in Canada less than five years, which is about five per cent less than the proportion who have lived in Calgary that length of time. Among them, the greatest share of newcomers have been in Canada less than two years (14.8%), followed closely by those who have been in Canada less than three years (14.4%) or less than one year (13.8%). A total of 45.1% of respondents have lived in Canada five years or longer. Secondary migration to Calgary is clearly taking place among recent immigrants.

Country of Birth

3. In what country were you born?

Top Eleven Countries of Birth	Number	Per Cent
Philippines	199	12.7%
India	197	12.6%
Pakistan	92	5.9%
Nigeria	80	5.1%
China, PRC (not Hong Kong or Macau)	78	5.0%
Korea, Republic of	59	3.8%
Syria	43	2.7%
Eritrea	41	2.6%
Iran	37	2.4%
Ethiopia	33	2.1%
United Kingdom and Colonies	32	2.0%
Plus 116 other countries , each with less than 2.0% of the total	668	42.6%
Other (not specified)	8	0.5%
Total	1,567	100.0%
Blanks = 71 (4.3% of 1,638 respondents).		

The top country of birth among survey respondents is the Philippines, with 12.7% of the total, followed closely by India, with 12.6%. Four countries each have three to six per cent of the total: Pakistan (5.9%), Nigeria (5.1%), the People's Republic of China (5.0%), and Korea (3.8%). Five other countries each have two to three percent of the total: Syria, Eritrea, Iran, Ethiopia, and the United Kingdom. A total of 116 other countries of birth are represented by respondents, each with less than two percent of the total but which, together, account for 42.6% of all responses. A complete alphabetical list of birth countries is provided in Appendix A.

Question 3 was cross-tabulated with Question 2 to see the similarities or differences between respondents who are recent immigrants, having arrived in Canada within the past five years, and those who are "established immigrants," having been in Canada five years or longer. As shown in the following table, the Philippines and India take the top two spots in both groups, although the order is reversed. The next two groupings are quite different, although Pakistan alone has the same percentage of respondents among both recent and established immigrants. Nigeria and China are also on both lists but in different places. A mix of several other countries make up the rest of the responses with 2.0% or more of the total. A complete alphabetical list of birth countries, split by length of time in Canada, is provided in Appendix B.

Top Twelve Birth Countries	In Canada <60 Months		Top Nine Birth Countries	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Philippines	103	12.5%	India	97	14.0%
India	100	12.1%	Philippines	95	13.7%
Nigeria	65	7.9%	China, PRC (not Hong Kong or Macau)	43	6.2%
Pakistan	50	6.1%	Pakistan	42	6.1%
China, PRC (not Hong Kong or Macau)	37	4.5%	Korea, Republic of	35	5.1%
Eritrea	37	4.5%	United Kingdom and Colonies	26	3.8%
Iran	32	3.9%	Hong Kong	17	2.5%
Ethiopia	25	3.0%	Mexico	17	2.5%
Korea, Republic of	24	2.9%	Nigeria	15	2.2%
Nepal	19	2.3%			
Vietnam	19	2.3%			
Iraq	18	2.2%			
Plus 84 other countries , each with less than 2.0% of the total	293	35.5%	Plus 97 other countries , each with less than 2.0% of the total	302	43.6%
Other (not specified)	4	0.5%	Other (not specified)	4	0.6%
Total – Recent Immigrants	826	100.0%	Total – Established Immigrants	693	100.0%
Grand Total – Both Groups Combined			1,519	100.0%	
Blanks = 71 (4.3% of 1,638 respondents).					

Immigration Class

4. Under which immigration class did you come to Canada?

As shown in the following table, a majority of respondents (63.0%) arrived in Canada as family class immigrants (36.5%) or economic immigrants (26.5%).⁶ This was followed by temporary foreign workers (10.8%) and refugees (10.5%). Fewer respondents arrived in Canada under other immigration categories, which consisted of foreign students (6.6%), provincial nominees (6.3%), and refugee claimants (2.7%).

⁶ This is different from the Western Settlement Outcomes Survey, which reported that, in Alberta, 39% of participants were skilled workers or professionals (i.e., economic class) and 38% were family class (Esses, et al., 2013: 18).

Immigration Class	Number	Per Cent
Family class immigrant	565	36.5%
Economic immigrant	411	26.5%
Temporary foreign worker	168	10.8%
Refugee	163	10.5%
Foreign student	103	6.6%
Provincial nominee	98	6.3%
Refugee claimant	42	2.7%
Total	1,550	100.0%
Blanks = 88 (5.4% of 1,638 respondents).		

Language

5. Please rate yourself in the following language skills.

Respondents assessed their reading, writing, and conversing skills in both of Canada's official languages. Therefore, two tables are provided below, one each for English and French.

English Language Self-Assessment	Reading English		Writing English		Conversing in English	
	Number	Per Cent	Number	Per Cent	Number	Per Cent
No Skills	3	0.2%	4	0.3%	6	0.4%
Very Poor	6	0.4%	9	0.6%	6	0.4%
Poor	19	1.2%	42	2.8%	38	2.5%
Subtotal – Negative	28	1.8%	55	3.6%	50	3.3%
Acceptable	170	11.1%	224	14.7%	234	15.4%
Good	470	30.8%	519	34.1%	507	33.4%
Very Good	860	56.3%	726	47.6%	727	47.9%
Subtotal – Positive	1,500	98.2%	1,469	96.4%	1,468	96.7%
Total	1,528	100.0%	1,524	100.0%	1,518	100.0%
Blanks (out of 1,638) varied by category:	110 (6.7%)		114 (7.0%)		120 (7.3%)	

The vast majority of respondents reported “acceptable” to “very good skills” in reading English (98.2%), writing English (96.4%), and conversing in English (96.7%). Conversely, a clear majority of respondents reported having “no skills” to “poor skills” in reading French (83.1%), writing French (88.7%), and conversing in French (89.9%).

French Language Self-Assessment	Reading French		Writing French		Conversing in French	
	Number	Per Cent	Number	Per Cent	Number	Per Cent
No Skills	947	65.5%	1,027	71.1%	1,001	69.6%
Very Poor	137	9.5%	133	9.2%	167	11.6%
Poor	117	8.1%	122	8.4%	125	8.7%
Subtotal – Negative	1,201	83.1%	1,282	88.7%	1,293	89.9%
Acceptable	103	7.1%	65	4.5%	54	3.8%
Good	65	4.5%	37	2.6%	31	2.2%
Very Good	76	5.3%	61	4.2%	61	4.2%
Subtotal – Positive	244	16.9%	163	11.3%	146	10.1%
Total	1,445	100.0%	1,445	100.0%	1,439	100.0%
Blanks (out of 1,638) varied by category:	193 (11.8%)		193 (11.8%)		199 (12.1%)	

6. Please indicate the language(s) you speak at home.

Top Nine Languages Spoken at Home	Number	Per Cent
English	941	45.8%
Arabic	111	5.4%
Spanish	100	4.9%
Tagalog	96	4.7%
Urdu	55	2.7%
Punjabi/Panjabi	52	2.5%
French	51	2.5%
Korean	49	2.4%
Mandarin	44	2.1%
Plus 95 other languages , each with less than 2.0% of the total	514	25.0%
Other (not specified)	40	1.9%
Total	2,053	100.0%
Blanks = 131 (8.0% of 1,638 survey respondents).		
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

The language spoken most often at home by respondents is English, with 45.8% of the total. Other commonly spoken home languages are Arabic (5.4%), Spanish (4.9%), and Tagalog (4.7%). Five other languages are each spoken by two to three percent of respondents: Urdu, Punjabi/Panjabi, French, Korean, and Mandarin.

A total of 95 other languages are spoken most often at home by respondents, each with less than two percent of the total but which, together, account for 25.0% of all responses.⁷ A complete alphabetical list of home languages is provided in Appendix C.

Question 6 was cross-tabulated with Question 2 to see the similarities or differences between recent and established immigrants. English tops both lists, although it is spoken less frequently by recent immigrants. Six other languages are also near the top: Arabic, Tagalog, Spanish, French, Urdu, and Punjabi/Panjabi. However, Yoruba is among the top eight home languages of recent immigrants, whereas Korean, Mandarin, and Cantonese are among the top ten home languages of established immigrants. All other home languages are spoken by less than two per cent of respondents. A complete alphabetical list of home languages, split by length of time in Canada, is provided in Appendix D.

Top Eight Home Languages	In Canada <60 Months		Top Ten Home Languages	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
English	462	41.0%	English	471	48.3%
Arabic	85	7.5%	Spanish	58	5.9%
Tagalog	42	3.7%	Tagalog	54	5.5%
Spanish	38	3.4%	Punjabi/Panjabi	30	3.1%
French	28	2.5%	Korean	29	3.0%
Urdu	28	2.5%	Urdu	27	2.8%
Yoruba	25	2.2%	Arabic	25	2.6%
Punjabi/Panjabi	22	2.0%	Mandarin	25	2.6%
			Cantonese	23	2.4%
			French	22	2.3%
Plus 72 other languages , each with less than 2.0% of the total	339	30.1%	Plus 58 other languages , each with less than 2.0% of the total	161	16.5%
Other (not specified)	58	5.1%	Other (not specified)	51	5.2%
Total – Recent Immigrants	1,127	100.0%	Total – Established Immigrants	976	100.0%
Grand Total – Both Groups Combined			2,103	100.0%	
Blanks = 71 (4.3% of 1,638 respondents).					
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.					

⁷ Compared to the CLIP Survey of Newcomers, more Alberta participants in the Western Settlement Outcomes Survey spoke English at home (50%), while the same proportion (2%) spoke French (Esses, et al., 2013: 21).

Education

7. What is the highest level of education you finished outside of Canada?

Education Completed Outside of Canada	Number	Per Cent
University graduate degree	644	42.5%
University undergraduate degree	245	16.2%
College or vocational training	158	10.4%
Certificate or diploma	114	7.5%
Secondary school (high school)	217	14.3%
Elementary school	86	5.7%
No formal education	51	3.4%
Total	1,515	100.0%
Blanks = 123 (7.5% of 1,638 respondents).		

The highest level of education completed outside of Canada by the majority of respondents (58.7%) was either a university graduate degree (42.5%) or a university undergraduate degree (16.2%).⁸ These high numbers may be related to immigration class, where 63.0% of respondents arrived as economic or family class immigrants (see Question 4). In addition, 10.4% of respondents had completed college or vocational training and 7.5% had obtained a certificate or diploma. A total of 14.3% of respondents had completed high school and 5.7% had completed elementary school. Only 3.4% of the respondents had no formal education.

8. Did you finish any additional schooling in Canada?

Education Completed in Canada	Number	Per Cent
No further education completed within Canada	698	46.7%
Certificate or diploma	267	17.9%
Continued education in Canada but have not finished it yet	205	13.7%
University undergraduate degree	103	6.9%
College or vocational training	84	5.6%
University graduate degree	81	5.4%
Secondary school (high school)	45	3.0%
Elementary school	12	0.8%
Total	1,495	100.0%
Blanks = 143 (8.7% of 1,638 respondents).		

⁸ This is comparable to the 60% of Alberta participants in the Western Settlement Outcomes Survey who had a university degree (Esses, et al., 2013: 21). However, in that study, a higher proportion (37%) had an undergraduate degree, while only 27% had either a graduate degree (24%) or a professional degree (3%).

The greatest number of respondents (46.7%) have not completed any further education since arriving in Canada.⁹ However, among those who have, 17.9% have completed a certificate or diploma and 13.7% are in the process of completing additional schooling. A smaller number have completed a university undergraduate degree (6.9%), college or vocational training (5.6%), or a university graduate degree (5.4%). A very small number have completed high school (3.0%) or elementary school (0.8%).

Employment

9. What is your current employment status?

Current Employment Status	Number	Per Cent
Employed full-time – includes additional part-time work	645	42.9%
Employed part-time – includes more than one part-time job	273	18.2%
Self-employed (skip to Question 12)	45	3.0%
Casual, contract, or on-call work	12	0.8%
Student – employed, includes full-time, part-time, casual, and work at graduate school (e.g., teaching or research assistant)	12	0.8%
Subtotal – Employed¹⁰	987	65.6%
Unemployed – looking for work (skip to Question 14)	252	16.8%
Unemployed – not looking for work (skip to Question 14)	28	1.9%
Homemaker, stay-at-home parent, or on parental leave	32	2.1%
Student – not employed, includes newcomers' courses or training programs and LINC classes (skip to Question 14)	143	9.5%
Retired (skip to Question 14)	46	3.1%
Unable to work due to illness or disability	5	0.3%
Need work permit, language school, or professional license	5	0.3%
Subtotal – Not Employed	511	34.0%
Did Not Specify	6	0.4%
Total – Reclassified	1,504	100.0%
Blanks = 127 (7.8% of 1,638 respondents).		

Written responses received for the field “Other – please specify” were cleaned and coded, for a net total of 87 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of several new categories, as well as some clarification about what was included in others.

⁹ This is notably different from the Alberta participants in the Western Settlement Outcomes Survey, where fully 79% of participants had not pursued formal education in Canada, only 8% had completed a university degree, and a greater share (8%) had completed college or vocational training (Esses, et al., 2013: 21).

¹⁰ This also differs from the Western Settlement Outcomes Survey, where more Alberta participants were employed full-time (60%) but only 14% were employed part-time, and 3% were similarly self-employed (Esses, et al., 2013: 32).

A majority of respondents (65.6%) are employed, most either full-time (42.9%) or part-time (18.2%). Far fewer are self-employed, doing casual or contract work, or are students who are also working. Among those who are not employed (34.0%), most are looking for work (16.8%), followed by students (9.5%), including those who are taking training courses for newcomers or Language Instruction for Newcomers to Canada (LINC). Other respondents who are not employed include homemakers, retirees, people who are ill or disabled, and others who are waiting to receive a work permit, take LINC classes, or obtain their professional license. A selection of verbatim comments are provided for illustrative purposes.

Artist (painter)

Business Owner

Full time home maker

Community Volunteer

Employment Insurance

CCIS-workshop 5 weeks

Employment skill program

Finishing pharmacist license

Student, employed part time

Unemployed due to disability

Apprentice mechanic full time

Waiting list to language school

Employed, Full time Contractual

looking to getting into skilled trade

Employed on call with full time hours

Looking for higher income work in my field

Refuge Claimant - Waiting for Work permit

I am a doctor & I am waiting to verified my medical qualification

10. Please select the type of employment that most closely matches your current job.

Employment Class	Number	Per Cent
Professional job (usually requires a degree from a university)	383	39.3%
Intermediate job (usually requires a high-school diploma or job-specific training)	198	20.3%
Labour job (usually requires on-the-job training)	169	17.4%
Technical job or skilled trade (usually requires a college diploma or an apprenticeship)	137	14.1%
Management job (e.g., restaurant or store manager)	87	8.9%
Total	974	100.0%
Blanks = 29 (2.9% of 1,003 respondents who indicated in Question 9 that they were employed full-time or part-time, or who said 'other').		

The greatest number of employed respondents hold professional jobs that usually require a university degree (39.3%). This is followed by respondents who hold intermediate positions that need a high school diploma (20.3%) and those who are labourers (17.4%). Fewer respondents are employed in technical jobs or the trades (14.1%) and fewer still are managers of stores or restaurants (8.9%).

11. What is the status of your job?

Type of Employment	Number	Per Cent
Permanent	704	75.7%
Temporary, contract, or casual	226	24.3%
Total – Reclassified	930	100.0%
Probation	3	8.6%
Apprenticeship or in training	2	5.7%
Needs work permit	3	8.6%
Unemployed	17	48.6%
Did not specify	10	28.6%
Total – Unrelated	35	100.0%
Blanks = 19 (1.9% of 1,003 respondents who indicated in Question 9 that they were employed full-time or part-time, or who said 'other').		

Written responses received for the field “Other – please specify” were cleaned and coded, for a net total of 49 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. A majority of respondents (75.7%) indicated they have permanent employment, while the remaining 24.5% have temporary, contract, or casual employment.¹¹ Unfortunately, an error in the skip logic in Question 9 meant that Question 11 was visible to respondents who indicated they were employed or had selected “Other.” As a result, 35 written responses do not apply to Question 11 and have been excluded from the “reclassified” totals shown above. They are, however, listed as “unrelated” responses in the table above. Examples of verbatim comments are provided for illustrative purposes.

No job

Cashier

Casual RN

House wife

part time wage

Fulltime schedule

still unemployed

A probation period

¹¹ A greater share of Alberta participants in the Western Settlement Outcomes Survey had permanent employment (80%) and, therefore, a smaller proportion (only 17%) had temporary or contract work (Esses, et al., 2013: 33).

Waiting for PR approval
 Not working at this time.
 take care of my newborn baby

Income

12. What is your hourly wage before taxes?

Hourly Wage (before tax)	Number	Per Cent
\$13.60 to \$14.99	220	22.5%
\$15.00 to \$19.99	149	15.3%
\$20.00 to \$34.99	303	31.0%
\$35.00 to \$50.00	113	11.6%
More than \$50.00	62	6.4%
Don't know	39	4.0%
Prefer not to answer	90	9.2%
Total	976	100.0%
Blanks = 70 (6.7% of 1,046 respondents who indicated in Question 9 that they were employed full-time or part-time, were self-employed, or who said 'other').		

Question 12 asked respondents about their hourly wage. The timing was interesting because the survey opened on November 1, 2017—just six days after the Alberta minimum wage was increased to \$13.60 per hour—the lowest value provided. Some lower-income respondents may not have realized their wage had just changed or known the new amount. Moreover, an error in the skip logic in Question 9 meant that Question 12 was visible to respondents who indicated they were employed or had selected “Other.”

Almost 40 per cent of respondents (37.8%) earn less than \$20 per hour, with 22.5% earning \$13.60 (minimum wage) to \$14.99 per hour and 15.3% earning \$15.00 to \$19.99 per hour. The greatest number of respondents (31.0%) earn \$20.00 to \$34.99 per hour, while 11.6% earn \$35.00 to \$50.00 per hour. Only 6.0% of respondents earn more than \$50.00 per hour.¹²

¹² Direct comparison of the hourly wage findings for Alberta participants in the Western Settlement Outcomes Survey cannot be made. However, it was reported that “nearly 50% of employed respondents earn between \$10.00 and 19.99 per hour, while 17% earn between \$20.00 and \$24.99 per hour, before taxes” (Esses, et al., 2013: 34).

13. What is your approximate total household income before taxes (i.e., total income of all household members) for the past year? If you have been in Canada for less than a year, provide an estimate for a year based on your household income to date.

Household Income (before taxes)	Number	Per Cent
Less than \$30,000	202	19.9%
\$30,000 to \$59,999	267	26.3%
\$60,000 to \$89,999	160	15.7%
\$90,000 to \$119,999	104	10.2%
\$120,000 or more	114	11.2%
Don't know	62	6.1%
Prefer not to answer	107	10.5%
Total	1,016	100.0%
Blanks = 30 (2.9% of 1,046 respondents who indicated in Question 9 that they were employed full-time or part-time, were self-employed, or who said 'other').		

Respondents were also asked about their annual before-tax household income. The greatest number (26.3%) reported a household income of \$30,000 to \$59,999 per year, followed by those whose household income was less than \$30,000 per year (19.9%). Next were respondents with a household income of \$60,000 to \$89,999 per year (15.7%). The higher income brackets were split fairly evenly: respondents with a household income of \$90,000 to \$119,999 made up 10.2% of the total, while those with an income of \$120,000 or more formed 11.2% of respondents.

Settlement Service Access

To help respondents understand what was being asked in the next set of questions, a description of settlement services was provided, along with some local examples of settlement agencies. A few examples of mainstream organizations that support the settlement and integration of newcomers were also provided. The content is shown in the box below.

Settlement services are delivered by agencies who want to help newcomers settle and succeed in Canada. They help with many parts of Canadian life such as improving language skills, employment skills, and delivering programs and services to benefit immigrants and their family members. A few local examples are:

- Calgary Catholic Immigration Society (CCIS)
- Calgary Immigrant Women's Association (CIWA), and
- Centre for Newcomers (CFN).

There are also many organizations that contribute towards the integration of newcomers such as:

- The Calgary Public Library
- Language Instruction for Newcomers to Canada (LINC), and
- The Young Women's Christian Association (YWCA).

14. Have you accessed Canadian settlement services?

Question 14 was the only mandatory question in the CLIP Survey of Newcomers. If it was left unanswered and the respondent tried to advance to the next question, they could not, which would automatically end the survey session. A total of 9.3% of respondents did not answer Question 14, thus reducing the n-value for subsequent questions from 1,638 to 1,486.

Access to Canadian Settlement Services	Number	Per Cent
I have accessed settlement services	747	50.3%
I have tried to access settlement services but did not gain access (complete Questions 15 to 17 then skip to Question 20)	100	6.7%
I have not tried to access settlement services (skip to Question 20)	639	43.0%
Total	1,486	100.0%
Blanks = 152 (9.3% of 1,638 respondents).		

The highest number of respondents (50.3%) accessed Canadian settlement services, while another 6.7% had tried unsuccessfully to access them. Of note, 43.0% of respondents had not tried to access settlement services.¹³

15. When did you first access or try to access Canadian settlement services?

Time Frame When Settlement Services Sought or Accessed	Number	Per Cent
Pre-migration	56	6.9%
Less than 3 months after arrival	416	51.6%
3 months to less than 6 months after arrival	121	15.0%
6 months to less than 9 months after arrival	56	6.9%
9 or more months after arrival	157	19.5%
Total	806	100.0%
Blanks = 41 (4.8% of 847 respondents who indicated in Question 14 that they had accessed or tried to access settlement services).		

Most respondents who accessed Canadian settlement services did so within three months of arrival (51.6%) and another 15.0% did so three to six months after arrival. However, 19.5% of respondents who accessed settlement services did not do so until they had been in Canada for over nine months.¹⁴

¹³ Only 30% of Alberta participants in the Western Settlement Outcomes Survey reported they had used settlement services, which "is likely to be an under-reporting of use of services due to the question wording" (Esses, et al., 2013: 23). This is one reason the CLIP Newcomers Survey provided a description about settlement services and some examples of both settlement and mainstream organizations that support newcomers.

¹⁴ Among Alberta participants in the Western Settlement Outcomes Survey who reported they had used settlement services, 79% did so within three months of arrival (Esses, et al., 2013: 23). This is a much larger share than reported by CLIP Newcomers Survey respondents.

16. Did you access or try to access Canadian settlement services in Calgary or outside of Calgary?

Location of Settlement Services Sought or Accessed	Number	Per Cent
In Calgary	678	85.9%
In Calgary and in another region of Canada	53	6.7%
Outside of Calgary	36	4.6%
Not tied to a geographic location (i.e., online, Internet)	22	2.8%
Total	789	100.0%
Blanks = 58 (6.8% of 847 respondents who indicated in Question 14 that they had accessed or tried to access settlement services).		

The vast majority of respondents who sought or accessed settlement services did so in Calgary (85.9%). A further 6.7% did so in Calgary and elsewhere in Canada, while 4.6% sought or accessed services outside of Calgary. Of note, 2.8% of respondents only sought or accessed services online.

17. Please identify what type of organization or organizations delivered the settlement services you accessed or tried to access.

Type of Organization Delivering Settlement Services	Number	Per Cent
Immigrant-serving agency	578	42.7%
Library	277	20.5%
Community centre	123	9.1%
College or university	98	7.2%
Online service or program	78	5.8%
Ethno-cultural or religious organization	63	4.7%
Mainstream organization (services are targeted to everyone, not exclusively to newcomers)	57	4.2%
Don't know	80	5.9%
Total	1,354	100.0%
Blanks = 42 (5.0% of 847 respondents who indicated in Question 14 that they had accessed or tried to access settlement services).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

The greatest number of respondents who accessed or tried to access settlement services did so through an immigrant-serving agency (42.7%). However, a further 20.5% used a library.¹⁵

¹⁵ Although the results are not directly comparable, three-quarters of Alberta participants in the Western Settlement Outcomes Survey who reported they had received settlement services did so from immigrant-serving agencies, 16% used ethno-cultural organizations, 16% used community centres, and 15% sought services online—all of which

The next most popular places for receiving settlement services were community centres (9.1%), colleges or universities (7.2%), and online programs or services (5.8%). Fewer respondents used ethno-cultural or religious organizations (4.7%) or mainstream organizations (4.2%).

Settlement Service Ratings

18. Please rate the overall usefulness of the services you accessed where 1 means not at all useful and 10 means very useful.

Usefulness of Settlement Services that were Accessed	Number	Per Cent
Negative – scale of 1 to 3	49	7.0%
Neutral – scale of 4 to 7	233	33.5%
Positive – scale of 8 to 10	414	59.5%
Total	696	100.0%
Blanks = 51 (6.8% of 747 respondents who indicated in Question 14 that they had accessed settlement services).		

Most respondents (59.5%) gave a positive rating to the usefulness of the settlement services they used. A further 33.5% gave their usefulness a more neutral rating. Only 7.0% gave the usefulness of settlement services a negative assessment.¹⁶

19. Please rate how easy it was to access services where 1 means not at all easy and 10 means very easy.

Ease of Accessing Settlement Services	Number	Per Cent
Negative – scale of 1 to 3	45	6.5%
Neutral – scale of 4 to 7	222	31.9%
Positive – scale of 8 to 10	430	61.7%
Total	697	100.0%
Blanks = 51 (6.8% of 747 respondents who indicated in Question 14 that they had accessed settlement services).		

Most respondents (61.7%) gave a positive rating to how easy it was for them to access the settlement services they used. A further 31.9% gave their ease of access a more neutral rating. Only 6.5% gave ease of access to settlement services a negative assessment.¹⁷

are notably higher than reported by CLIP Newcomers Survey respondents—but only 16% used libraries (Esses, et al., 2013: 23). Esses counted “respondents,” whereas CLIP counted “responses” with totals adding to 100.0%.

¹⁶ Among the Alberta participants in the Western Settlement Outcomes Survey who received settlement services, 35% thought they were ‘extremely helpful,’ while 5% felt they were ‘not at all helpful’ (Esses, et al., 2013: 24). The comparable values for the CLIP Survey of Newcomers are 31.9% for ‘very useful’ and 2.4% for ‘not at all useful.’

¹⁷ Among the Alberta participants in the Western Settlement Outcomes Survey who received settlement services, “over 30%” said it was ‘extremely easy’ to access services, while only 2% indicated it was ‘not at all easy’ to access the services they need (Esses, et al., 2013: 24). The comparable values for the CLIP Survey of Newcomers are 28.0% for ‘very easy’ to access services and 1.9% for ‘not at all easy’ to do so.

Receiving Communication from Settlement Services

20. Please select your preferred method(s) to receive settlement information from settlement agencies.

Best Way to Get Information from Settlement Agencies	Number	Per Cent
Websites	477	24.4%
Mail	323	16.5%
In-person individual sessions	308	15.8%
In-person group sessions	254	13.0%
Printed materials	230	11.8%
Social media (e.g., Facebook, message boards, chat rooms)	205	10.5%
Telephone	136	7.0%
Don't know	19	1.0%
Total – Options Provided	1,952	100.0%
Email	23	60.5%
Friends, family, or ethnic community	6	15.8%
Word of mouth	3	7.9%
Service providers	3	7.9%
Not needed, not wanted	3	7.9%
Total – Other Suggestions	38	100.0%
Blanks = 692 (46.6% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked how they preferred to receive information from settlement agencies. Among the options provided, most respondents (24.4%) preferred to receive information from websites. Less popular options were mail (16.5%) and individual in-person sessions (15.8%). The next four options preferred were in-person group sessions (13.0%), printed materials (11.8%), social media (10.5%) and, finally, by telephone (7.0%).

Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 33 comments. None of the suggestions fit into the options provided. However, they are listed as "other suggestions" in a separate section of the table above. The largest number of these respondents (60.5%) said they would prefer to receive information from settlement agencies by email. A distant second, at 15.8%, was hearing *about* (rather than *from*) settlement agencies through friends, family, or members of an ethnic community. Examples of verbatim comments are provided for illustrative purposes.

Do not need now

I don't want to [hear from agencies]

Email
 Friends
 English class
 Social work[er]
 From a family member
 Through my home nurse
 referrals from ethnic community
 By word of Mouth as social media was relatively new in the 90's

Why Settlement Services Were or Were Not Used

At the start of this section, respondents were given this prompt:

The following questions ask you why you did or did not use settlement services and any barriers that you may have experienced. Please select all of the statements that apply to your circumstance.

Awareness of Settlement Services

21. Please select all of the statements that apply to your circumstances.

Awareness of Settlement Services	Number	Per Cent
I didn't know there were services for me	508	39.7%
I knew there were services for immigrants but I didn't think I qualified for them	405	31.6%
I was confused about service offerings and who to go to	367	28.7%
Total – Reclassified	1,280	100.0%
No issues with access or awareness	53	20.5%
Learned from others (people, organizations)	33	12.8%
Not needed or wanted	60	23.3%
No services available when I arrived	12	4.7%
Barriers	74	28.7%
Services not relevant	21	8.1%
Other	5	1.9%
Total – Other Comments on Service Access	258	100.0%
Blanks = 203 (13.7% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		

Respondents were asked about their awareness of settlement services. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 271 comments. Only a handful of the comments fit into the options provided and were added to those totals as appropriate. The remainder are listed as "other comments" in a separate section of the table. Examples of verbatim comments are provided for illustrative purposes.

For the options originally provided, the largest share of respondents (39.7%) were not aware that settlement services were available. Another 31.6% didn't think they qualified for services and a further 28.7% were confused about which services were offered and how to access them.

Among respondents who provided written comments, 20.5% of them said they had no issues with awareness of or access to settlement services. Another 12.8% accessed settlement services after they learned about them from sponsors, friends, members of ethnic or faith communities, websites or government offices, or other organizations including schools and universities.

I knew from website

Found locally services

Awareness of services was very good

I knew from my friends about the services

I knew about the services before coming to Canada

I am aware but still very new. I will try to go next year.

The information was available, I knew exactly where to go

Came across information booklet when I was at the local library

I was got printed materials package at the airport when I landed.

I had family support and was able to acquire a job to support myself soon after arriving.

I came to know about the services after I arrived and I took services without any barriers

Services were scarce then but information was shared within our Faith Based community

WUSC program that works with universities across Canada provided my settlement needs

When i arrived I was received by SANC at Sherbrooke Qc and they helped me within 1 year.

I was aware of the services, Center of new comers provided us a detailed explanation of all what we need to settle.

I need more than information but I need guidance, ethno communities gave me more support than settlement organizations

I attended CIIP Pre arrival session before coming to Canada, so they connected me to Immigrant Services Calgary before my arrival in Canada

A representative from Calgary Bridge Foundation met our family at CBE assessment center for our kids. She told me and my husband about all settlement services.

I didn't know initially about any settlement body until I tan into Women in Need staff who signed my family on via my wife for our initial furniture. Subsequently my wife got info about CEWA etc. And just lately New Comers Place NE

Almost one-quarter of respondents who provided written comments (23.3%) indicated that they did not need or want settlement services. Another 4.7% immigrated several decades ago, noting that settlement services were either not provided at that time or, if they were, may have been accessed by their parents.

I have never needed help

Didn't need to access these services

I did not need it when I came here from Montreal

Aware of services, purposefully selected not to use.

I knew there were services but I didn't feel I needed them

I didn't think that I had the greatest need. There were people who probably needed services more than me

I came here on a spousal sponsorship. He was settled here, hence, I did not need these services at the time

I felt that using settlement services as an American and native English speaker would use resources better used to help others.

We were fine, we didn't think we needed services. We were able to get by and tried our best to thrive in a new country without help settling in.

My family was self-supporting from before entry into Canada. We were poor but with the upmost value for education, and my parents and all of my siblings leveraged the public education system fully and are all meaningfully employed and giving back in many ways.

Arrived 1956 went straight to work

at the time of our immigration there were no settlement services

In 1976 - I do not believe there was this particular service available.

I came as a child in 1966, there were not the services then that there are now.

services weren't as developed in early 1990, immigration was a do-it-on-your own process

I have been in Canada for 45 years and at time of my arrival these services were not available.

I knew that I must be self-sufficient since I am required to bring money when I came to Canada in 1997.

I was too young to know about services when I arrived and no longer need the services now, but perhaps my parents accessed the services when we first arrived.

I was very young when I came to Canada, but our family did not access services. There were two reasons for that, services were limited at that time (mid seventies) and our family that lived in Canada supported us and helped us.

The largest number of respondents who provided written comments (28.7%) described a wide range of barriers they faced when trying to seek settlement services. A similar, smaller group (8.1%) lamented that the services available were not relevant to their situation. For example:

Im just a student

Services offered were limited for my needs

I was overqualified for some available services

I am aware of the services but not sufficient service for professionals

The immigrant serving organizations cannot really help me in building networks

I did not use agency services when I came to Canada because I did not know English

Service are not evenly distributed, more so catered to new immigrants, especially if person are transitioning from one province to the next.

Barriers to Seeking Services

Long waiting list for child care

I am not good at asking for help

The workers were not friendly or helpful.

I used them, did not find them very effective.

Program lacks effectiveness and accountability

They're so full of people that can't or don't help

I came to know about the services a little bit late

I need to work as supporting my family and myself

I just started, I had small babies so could not tried to use.

The time of some services is conflict to my working hours.

Negative experience with settlement services in Edmonton

I was registered bt never got response back from mentorship program

Not properly managed by the agent at the Immigration Service office

I knew of only one settlement organisation so I accessed only that one

I went to the Immigrant services but they could not assist me in getting a job

I have accessed all services but they were not as such supportive or important

not fully aware and very vague information was given..no directions for newcomers

I did not use agency services when I came to Canada because I did not know English

some agency that I know would be useful for me as a professional did not grant me access

No one told us but had someone told us it would have been very useful at the time of arrival

As a international student / worker, I did not have access to those programs, that were for PR only

Most of Immigrant Services Agencies are limited to serving only for the first few years of settlement

I knew there were services but the qualification for accesing them kept changing on me (London, ON)

When I landed in Canada, nobody and no officers told me about the possibility of getting help from Settlement Services.

The immigrant services staff related to the Afghans was not helpful. Even to this day people complain aboit lack of good staff to help.

Overload of information - settlement services did a very poor triage of individual needs (all info was cookie cutter - general and broad)

i think i haven't accessed all the services so i think upon arrival there should be a booklet regarding the services offered for newcomers

i didnt know about it, i should have been informed by CBSA or IRB or Alberta work since i was following with them, they should let the refuge know about it

Was employed very soon. However i would like it avail this service if it gives me a better permanent job as my current job status is Contractual and Entry level.

I first arrived in BC, I accessed their immigration services and I did not find it helpful. So when I moved to Calgary, I didn't really look into immigration services in Calgary.

Moving from ON to AB, tried to use the service but was long waiting to see a facilitator and also mentioned that we already spent over 3 years in Canada so not qualified for settlement services.

More emphasis can be place in employment programs for new professional immigrants and returning citizens (those who had been away from Canada for more than 10 years for instance).

The scores of CLBC is only accepted as the proof of English requirement for some training programs. Though I got the high scores from IELTS, I was not eligible for registering those training programs.

I arrived to Canada with temporary work visa. When I approached to immigrant services, I was told that all the services are meant for permanent resident. So I had to wait for my permanent resident status.

If we can get some welcome package when we received visa, that would be great. We know where to go and what information we can get from immigration agency before we came to Canada. In our case, we heard about the immigration agency from other friends when we actually arrived in Calgary. Without friends' help, we even didn't know how to take a Calgary transit and find location.

I accessed some of the immigrant settlement services and faced several barriers and challenges. One of the agency informed me that settlement services was for women with little or no education; another requested for my SIN number before any service would be rendered to me; another stated that they supported youth within certain age range, another that they supported women with little children.

I was a temporary foreign worker and the services were very limited for me. I had very little English and I did not qualify for LINC classes. It was challenging to learn the English language on my own. Especially because people need to have a very good understanding of the language when you want to apply for the Permanent resident. After almost 4 and half years I was able to get into the classes but in my situation the classes were at this time very limited because I reached the highest level of the LIC program.

i was denied on my Refugee Claimant in Montreal but still i went to french school, here in Calgary you can not go to school until you are a permanent resident and my process under the humanitarian and compassionate program took 9 long years and i was unable to use anything until thanks God, last year i went to school to take 3 levels of English (6-7-8) in Maple Leaf Academy, but i feel like i lost 9 years of my life dreaming to go to school and college or university while the process. Now because my husband earnings i can not access to some programs even that i work only 12 hours a week because we are not in the poor line but our money is no enough, we have lots of limitations but we are so happy in this country and of course my Calgary !!!

I knew about the services, but I think these services follow the one size fit all approach as counsellors provide the same settlement/career advice to all of their clients regardless of the fact that different clients have different needs and/or goals

I was aware of the services available to newcomers such as through CFN and CCIS but I found them generally of not too much help. They were mainly targeted for people who could not get information from a website. The individual one on one with a service provider were of more help, only if the person was engaged and sympathetic. Often times the employees of these places were just doing "A job" and were not much bothered about giving the best and thorough advice to the client. Like do your 9-5, get paid and go home attitude, which was a waste of time as much of the information is available through the internet. I found that these funded programs were good for people working there as they provided them with good jobs but not for the intended clients. I found these programs to be rather expensive and redundant in expensive malls and stuff. The best would have been to take all that grants and funding money and establish programs where newcomers are given paid apprenticeships or skills which helps them become employable more quickly rather than go to these programs and waste time and money.

Support Networks

22. Please select all of the statements that apply to your circumstances.

Support Networks in Canada	Number	Per Cent
I do not have a support network in Canada (skip to Question 24)	390	18.3%
Self	21	1.0%
I had family to help me in Canada	620	29.0%
I had friends to help me in Canada	508	23.8%
I had people from my ethno-cultural group to help me in Canada	222	10.4%
I had my faith community to help me in Canada	166	7.8%
I had co-workers to help me in Canada – includes school, university	162	7.6%
I was a refugee sponsored by a faith group that provided for my needs	28	1.3%
Government program, agency, organization	11	0.5%
Additional Comments	8	0.4%
Total – Reclassified	2,136	100.0%
Blanks = 122 (8.2% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked what kind of support networks they had in Canada. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 89 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of three new categories, as well as some clarification about what was included in others. Of note, a few respondents took this to mean *financial* support, possibly because of the way the "sponsored refugee" option was worded.

It is important to note that almost one-fifth of respondents do not have a support network in Canada. Among them, 18.3% said they had no network at all, while another 1.0% commented that they had relied on themselves for what they needed.

Among those respondents who do have a support network, 29.0% relied on family members, while 23.8% received help from friends. Fewer people received support from their ethno-cultural group (10.4%), faith community (7.8%), or co-workers, which was expanded to include school and university support networks as well (7.6%). Far fewer respondents indicated they were refugees who were privately sponsored by a faith group (1.3%) or received support from a government program (including fiscal support), a social services agency, or the library (0.5%). Examples of verbatim comments are provided for illustrative purposes.

teacher

self-support

Calgary Public Library

Created support network.

support for women shelter

we had some siving [savings]

had adequate knowledge base to help myself.

I was sponsored by the government of Canada

Family assitance refugee with no support form them

I had university students - local refugee student board

International Student Centre and Instructors in College

only my sponsor & government suport me (child benefit)

I joined clubs and groups to meet people and grow my network

from my ethno group help me, co-workers, my family and my friends

I'm an international student and my family support me from Colombia

Just me and my husband. we have friends but they told us we have to work.

I submitted my resume to employers through online or in person to get a job in retail

I didn't have any network when I moved to Canada and started everything from '0'.

I didn't have a support network in Canada but I tried to find an information via internet.

people don't want to help because they say you have to come up the hard way as they did the same

I was sponsored by a spouse, who soon became abusive & neglectful, and kicked me out of the home.

Faith Communities dont know how to navigate the system and are not connected with Service providers

Some friends just arrived recently but when it comes to support, we are not sure we can really count on them to help us

i have friend but they are not aware of all the government rules which i need someone to guide me to use them like CLIP

Though i have some friend's and family yet when it comes to career and employment issues they can do little or nothing. Nevertheless I remain grateful for what is available as I continue to press forward in faith.

We did not even consider connecting with our ethno-cultural groups because we were mix marriage and all ethnic groups from Balkan are ethnically clean (If you are Serb, you are with Serbs no mixing with Croats). This was a huge disadvantage and barrier in first years of settlement for us.

As an Ismaili Muslim, our faith community has networks of support regionally, nationally and internationally. We were supported even before getting to Canada, and proudly support others as a matter of practice. I can't say enough out what members of our community have done for us and others.

No support at all from anyone, because the family member themselves have on servival mode doing labour work to pay rent and feeding themselves, they don't have any financial or knowledge abilities the can help others beyond themselves. Labourers can not have any resources to help others,

i feel like a confused person in this country. sometimes things get overwhelm and it looks like my head is going to explode. the work i have now is not what i want to do. i want to learn a trade and i really need a help and i also want to upgrade my english language. i applied at Bow Valley College but they had me placed on WAIT LIST. please someone some help me out .i need help to settle here.

23. Please rate the overall usefulness of your support networks where 1 means not at all useful and 10 means very useful.

Usefulness of Support Networks in Canada	Number	Per Cent
Negative – scale of 1 to 3	81	8.2%
Neutral – scale of 4 to 7	360	36.4%
Positive – scale of 8 to 10	547	55.4%
Total	988	100.0%
Blanks = 119 (10.7% of 1,107 respondents who indicated in Question 22 that they <u>do</u> have a support network.		

Most respondents with support networks (55.4%) gave them a positive rating on their usefulness, although 36.4% gave their usefulness a more neutral rating. The remaining 8.2% gave a negative assessment to the usefulness of their support networks.

Barriers to Accessing Services

24. Please select all of the statements that apply to your circumstances.

Respondents were asked what kind of barriers hindered them from accessing services. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 308 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of several new categories, as well as some clarification about what was included in others.

Barriers to Accessing Services	Number	Per Cent
Money is tight and I didn't know if costs were involved	317	21.4%
The programs that were offered were not delivered at a time that worked for my schedule (e.g., working)	263	17.7%
I tried to access services but was turned away for not meeting criteria	198	13.4%
Harsh winter conditions were a deterrent to accessing services	194	13.1%
To access services I would need help with transportation and the agency I approached could not meet this need	119	8.0%
To access services I would need help with childcare and the agency I approached could not meet this need	116	7.8%
Did not apply for services	112	7.6%
No barriers	66	4.5%
Not aware of services	48	3.2%
Transportation challenges	12	0.8%
Language or culture	9	0.6%
Wait times	7	0.5%
Other barriers	22	1.5%
Total – Reclassified	1,483	100.0%
Blanks = 398 (26.8% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

The greatest number of respondents (21.4%) were concerned about the cost of settlement programs or services. A further 17.7% indicated that programs were not offered at a time that worked for them (e.g., “busy working”). Another 13.4% of respondents were turned away for not meeting program criteria—many were overqualified. Almost the same number (13.1%) indicated that winter conditions were a deterrent to accessing services. Fewer respondents said they would need transportation to be provided in order to access programs (8.0%) or indicated that childcare was not provided or otherwise available (7.8%).

Among the respondents who provided written comments, 7.6% reiterated that they did not apply for, use, or need settlement services, while 4.5% reported they did not experience any barriers when accessing services. Another 3.2% emphasized they were unaware that settlement services were available for newcomers. A handful of other comments were offered about other barriers people had experienced, such as transportation navigation challenges, language or cultural barriers, wait times before being able to start programs, and so on.

Of note, this section of the survey was subtitled “Accessibility of Services,” which a number of respondents who provided comments understood to mean as the ability to physically get to or into the places programs or services were provided. Examples of verbatim comments written for this question are provided for illustrative purposes.

i got help easily
I accessed some
Did not require services
I am travelling with City Bus.
I didn't relate to the programs
I have no issue with accessibility
no follow up from the councilors
Didn't apply was busy with my kids
it was easy and convenient to access
None - it was very accessible via transit
I have never required accessibility services
Difficult to juggle children and transportation
I am not aware of services that were offered.

Not designed for english speaking immigrants
I had no clue about the existence of such services
Only in start time when I wasn't having own vehicle
I accesses the services and received great assistance
service was geared toward hard labor not professionals
No problem accessing them. Just parking was problem.
I accessed the services well, it took a little bit time though
I think this type of service is more useful for new immigrants.
NO SERVICES FOR PEOPLE WAITING FOR PERMANENT RESIDENCY
Does not apply to me. I didn't have any issue to access services.
Did not get any services as I was able to find full time employment

It was good to access, yet it was a hard process to apply for the service.
I once emailed theme and didn't get a satisfying response so I didn't go to them
I was not informed of the services available in the city although I accessed CIWA
Easy to register for services, but Too long wait time to actually receive the service
No follow up was provided and it became a one time general information meeting
there are a lot of repetitious workshop and program such as, Resume and interview
I was able to access child care at right time and it really help even up till this moment
Did not know at the time when I arrived to Canada that they were services for immigrant
I didn't need these and I wouldn't want to take availability away from those who truly do.
Employment related services are very less for professionals like engineers, IT professionnals

If you are not living in downtown area, then it is quite challenging to access these services
I have fulfilled all the criterias for service but they were not able to support me as i wante it
office are far from each other which is making it harder to search when you are a newcomer
Every Program has it's fees depending on application. i.e international education assessment
250\$

i have lack of information about agencies and my support family they are not aware of the
services

there were only proving basic jobs or basic training whose comes from non speaking English
countries.

I could afford transit tickets. However, it was very intimidating to come downtown and leave
my house

The information wasn't delivered in first language. I didn't speak the language when I arrived
to Canada

They are accepting only few candidates for some programs which I needed, there is huge
competition

when we arrived with a newborn baby, we had no idea of any services and our support was
our neighbors

My wife applied for enrollment in English program she was turned away because she has a
Canadian citizenship.

I knew what to do without the settlement agency I went to and whatever I didn't know, I was
not eligible for anyway.

Yes, but the problem is that the work environment and employers are not willing to recognize
foreign accomplishments.

I was able to access the employment services of CIWA which provides childcare and
transportation.. Ver useful!

I had accessibility of services, many options were offered, we have got great support from
government funded agencies.

the services did assist me in finding low paying jobs but did not assist me in getting jobs related
to my education and experience

I did access services but not all of them were useful - most of them were not usefull - only CES
program of YWCA was very good

Have 37 weeks pregnant wife with me, so busy with hospital, scan and laboratory testing.
After delivery I will access services

I accessed services and registered for a program but was never contacted again, even after
several follow up emails on my part.

I was denied access because I am physically challenged inspite of the fact that I have 16
years experience where I am coming from

I was able to access the common services offered by the agencies. I was not able to get into
some of the programs that were competititve

I was told that I didn't need the services as I was highly qualified and that services catering to
the needs of my profession were/ are not available.

I didn't know services existed; my Canadian husband didn't tell me; I wish I had known because I felt very lonely with no friends or community support

The few services relevant for me were few with very high competition. Intake sizes were quite small. Most other services were for unskilled individuals

I was a teenager and dependant of Non-English speaking parents that caused more isolation and was culturally sheltered from not asking for any assistance

Not having a car and living in, at the time, relative poverty made it difficult to access things I needed e.g. the ability to print documents to prepare for an interview.

J'ai essayé par manque de moyens contacter Calgary housing ça fait maintenant 1 an mais de suite favorable. Alors que je avec ma famille. Je suis avec ma femme et mes six enfants

Failed to meet my needs, poorly identified my talents and qualifications as well. Felt that there was no desire to support my transition and integration into the community and labour market

There is no proper system in place for the help and guidance of new comers. In fact system does not want to accommodate people who are new to Canada and having non Canadian experiences.

I accessed services and got supports. I made arrangements to fit in the programs schedule. The toughest part is to leave my son (who was 10 at the time) home alone when I took programs during weekend.

Canada is a land with tremendous opportunities. In order to access services, we need to have parents from back home so that they can take care our child and we can prepare ourselves for Canadian mainstream life.

The services did not sound readily available. I assumed I had to fill applications and none of them contacted me via email though I had registered with an agency that promotes settlement for new comers when I was still in Nigeria

Most of the settlement agencies offer programs only related to a certain education level, when immigrants. Qualified Professional Immigrants from other countries have little or no access to proper career counselling and professional designation associations fees makes it difficult to access programming

I passed the English knowledge test at Immigrant Service Calgary, and I was not given any English Classes, but big part of those classes was learning through language about Canadian culture, and I simply did not have access to that piece which somewhat hindered my integration time wise (it took longer for me to adjust and transform to the "normal" of this cultural norms.

I had no difficulty in accessing the services. They are provided by different agencies across the city so I think it is not hard to find one close to where one lives. I wish I had more information about the services before moving to Canada so that I could have planned my visits before my arrival. Overall, I truly appreciate the help and support that immigrant serving agencies provide to new Canadians

I lived in the far north part of the city and I didn't know how to navigate the city. At that time, some of the immigrant serving agencies had long wait list for a new immigrant to be seen by their career counselors. But some others could see me right away. I liked the fact that there were choices and more than one immigrant serving agencies. Also, not knowing the road or taking time to explore the way is not the fault of an immigrant serving agency. It would take time to anyone.

Too much nonsense criteria's that does not take the refugees situation in to consideration, for example, I'm a refugee who is perfect in all the 4 language skills but every time I try to get training program I will be asked either 2 years of post secondary education certificate or diploma/digree certificate to inrol in to 6 month training program which is nonsense. Even at minimum in order to get a driver license I have to spend the whole with a learners license at which time I cannot drive by myself, if found driving by myself I will be given a ticket of over 300 dollar, how can one pay for a ticket of this high before even earning a single cents. So there a lot that needs to be changed

I have not used serves offered because I did not need them, however having been part of support networks of others who have come to Canada, my experience with what is offered is that it is excellent. The systems need to ensure, however, that there are not religious undertones to what some groups offer to members of other faiths. To clarify, faith based supports are critical, but not if one faith group actually targets other faith groups and their is religious coercion. This does not apply to the Ismaili community as we do not prosthetylize, but there are other entities in Canada that do so quite overtly (particularly within the evangelical groups) and are supported with public funds.

Personal Identity Issues Affecting Service Use

25. Please select all of the statements that apply to your circumstances.

Personal Identity Issues Affecting Service Use	Number	Per Cent
I didn't want anyone in my community to know that I needed help	136	13.5%
I was concerned that agency staff wouldn't keep my information private	107	10.6%
I was fearful about interacting with members of a group that has had conflict with people from my ethnic background (e.g., civil war, persecution, etc.)	84	8.4%
I have someone with a medical issue/disability in my family and I didn't want to jeopardize my immigration process if the government finds out	29	2.9%
I have someone with a medical issue/disability in my family and I don't want others in Calgary to know	22	2.2%
Other – please specify	627	62.4%
Total – Options Provided	1,005	100.0%
Reiterating previous comments	191	44.0%
No concerns about identity issues	215	49.5%
Concerns about identity issues	22	5.1%
Unsure	6	1.4%
Total – Written Comments	434	100.0%
Blanks = 721 (48.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked what kind of personal identity issues may have affected their decisions to use settlement services. A majority of respondents (62.4%) selected "Other – please specify." Among the remaining options provided, the greatest number of respondents (13.5%) did not want anyone in their community to know they needed help, whereas 10.6% were concerned that agency staff would not keep their personal information private. Following this, a further 8.4% of respondents indicated they were fearful of interacting with members of a group who had been in conflict with people from their own ethnic background (e.g., through war or persecution). The remaining 5.1% of respondents were concerned about disclosing that someone in their family had a medical issue or disability.

Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 434 comments. Only two comments fit into the options provided. All of the written comments are listed in a separate section of the table above. The greatest number of respondents who entered comments (49.5%) indicated they had no concerns about identity issues, followed closely by those who reiterated comments made in previous questions that were unrelated to personal identify issues (44.0%). Only 5.1% of respondents who provided comments identified particular concerns, while another 1.4% were unsure of what the question meant. Examples of verbatim comments are provided for illustrative purposes.

As earlier

Sheer pride

I don't know

Rien de tout ça

Had no concern

My sexual identity

I don't understand

No identity concerns for me

None of the above is a concern.

I am not afraid to use the service

I fear it may affect my sponsorship

I had no reasons not to access services

There is lack of services for LGBT people.

That I might not be qualify to be helped.

My relation with husband is complicated

I do not have any serious identity concerns

Parents did not want to receive "handouts"

I didn't have problem giving my information

I was assured and impressed by the assistance

no issues with Identity concerns affecting my decision

I was very open to using services, had nothing to hide

non of these factors affect me from accessing services

No concerns i am using the service and it help me a lot
I have no issue regarding the use of services it helps me a lot
non of above, I went and talked easily, and I used the services.
I didn't have any concern prevent me from using these services
bureaucracy and non flexibility of services to meet individual needs
I used the services and I got an outstanding service as a newcomer
I think that if I need help, must look for it whenever and wherever it is
I saw settlement and employment advisors taking personal benefits out of their service.

I had no concern about sharing my information, and was happy being connected to the service

I am scared of giving my SIN to these agencies as I have been taught to only disclose it to my employer

The school system did everything I needed and we did not lie to immigration so we had nothing to hide.

Privary and trust that they will not disclose those personal information/ circumstances. not sure the usefulness of this services.

I was abuse by the employer (underpaid, charged with money if you made mistakes, cut hours, threats of deportation.)

I dont have any concern using the services, they are good and am using them hoping something will come out soon

I have no identity problem so far. In my experience, Canadians especially caucasians are really cooperative with nice behavior

First, I did not know about them to use. Second, I did not know how can they help me. Third, I was afraid to connect due to I am shy.

I did not have such concerns at the time. The factors were lack of programs suitable for my needs (at the time), distance, schedule

I feel comfortable working with my own ethnic community, they seem to understand more and give me the connections that I need

I tried to contact the services and they give wrong directions example- my kids can't go to the school if i has a Temporary Foreing Worker Status, My kids went to school and i was TFW

I was a bit nervous to talk about my refugee background scared of being labeled (stereotyped) but later I felt better and started being open after I have seen how refugees are welcome to Canada in action

As the agencies were not willing to help me at all. They were interested in getting the details to get the funding from the government after they would never follow up or interested.. i feel we should not be funding these agencies at all as they are of no use

I did not have much concern about using these services. The counsellors I worked with are now my close friends and I meet them very often in different meetings and gatherings. They respect the confidentiality of the clients' info and I have never had any issues with this.

It is a clear and imminent danger for alternation between groups and settlement services took all those warning signs lightly. They were not prepared (e.g. staff knowledge, program and class management, housing support etc) for us even few years into the conflict and steady receiving families from Balkan.

In was fearful interacting with members of my own community. Political conflict in my country is very complex. Canada has accepted people from my country who are part of illegal groups, like "guerrilla" I had to leave my country because I faced extortion from the guerrilla group and they tried to kidnap my son (9 year old). That's why Im in Canada

I was fearful if I would be able to complete all the task that they had asked me to complete before I attended their job search programs. My fear was whether they will be able to provide me any service whether my educaiton and experience will be counted in Canada. Speaking to them gave me a great comfort and a sense of self and I gained a lot of self confidence by talking to them. I cant imagine that I was able to get an overwhelming amount of support from those people who I didnt know, from the agencies that I had never heard any name of, from a country that was so foreign to my imagination.

Reasons for Not Using Settlement Services

26. Please select all of the statements that apply to your circumstances

Priorities Preventing Access to Settlement Services	Number	Per Cent
Too busy looking for a job or working a job to use settlement services	507	37.5%
Too busy with family obligations to use settlement services	258	19.1%
Too busy securing housing and other basic needs to use settlement services	222	16.4%
Other – please specify	366	27.1%
Total – Options Provided	1,353	100.0%
Reiterating previous comments	92	34.5%
Accessing services was a priority	107	40.1%
Work, school, or both	29	10.9%
Work, family, and basic needs	14	5.2%
Other priorities or reasons	13	4.9%
Program needed was not available or not helpful	12	4.5%
Total – Written Comments	267	100.0%
Blanks = 505 (34.0% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked about priorities that affected their decision not to use settlement services. Among the options provided, the greatest number of respondents (37.5%) were too busy working or looking for work to use settlement services. A further 19.1% were too busy with family obligations, while 16.4% were too busy trying to secure housing or other basic needs. The remaining 27.1% indicated they had other reasons.

Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 267 comments. These are listed in a separate section of the table above. The greatest number of respondents who entered comments (40.1%) indicated that accessing settlement services was a priority, whether or not they had other obligations. A further 10.9% said school or combination of work and school was a higher priority, while 5.2% identified some combination of work, school, and securing basic needs. A total of 4.9% of respondents identified various other reasons they did not access settlement services, followed closely by those who said the program they needed was either not available or not helpful (4.5%). The remaining 34.5% of respondents simply reiterated comments made in previous questions (e.g., did not know about or need services, immigrated as a child). Examples of verbatim comments are provided for illustrative purposes.

Depressed

I am student

The language

monetary reasons

none of the above

see previous comments

Do not apply in my case

I was sad and desparate

Limits on suitable services

I effectively used services

I had no issues with priorities

lack of professionals support

I use them when I need help

Single Mom with no transportation.

I grew up here, so had other resources.

I did use it just need time management

I was busy but I used settlement services

Services available were not useful for me

Prioritized education and did not have time.

I initially was a tourist, so I was not applicable.

Family pressure about non usefulness of service

I make time for it as long as it suits my schedule.

I refuse to use the system unlike most new Canada

had some saving until it will finish we will not apply services

I used settlement and employment services to look for a job

I used the services to the max but not all of them were useful

I was worried if I do not feel safe during the settlement sessions

limited English/no familiar with the city and transportation system
I don't think I need to access services since I had f/t and p/t jobs.
I had family obligations but I managed to use settlement services.
requirements were / are too contradictory, too much bureaucracy
privacy and how convenient the appointments as we need to work
I sought support elsewhere as the organization I approached failed me
Nothing at all, only the waiting list took me about 6 months to get starting
I knew what I wanted and needed, and there wasn't a program to help me with.
I USED THE SERVICES THOUGH THE DISTANCE AND TRANSPORT EXPENSES WAS HIGH
I would have gone to these organisations if I knew they existed. I just did not know.
If I knew there were more services I would have used them. I only used English classes.
I was unable to drive and taking taxi was expensive and I had no information about transit
I felt unwelcomed in several agencies, at some point just stopped looking for help or advice
I was just a student so I could use the service without any family obligations or money problem.

Limited services in the resettlement agencies for TFW, Just CCIS has a program that supports me.

Most people are too busy securing housing and other basic needs before being able to use these services

I was too busy working for basic needs to connect with my professional career earlier but I eventually made it.

My main priority is the English Language, to understand, listen, speak and write; consequently to work, study, interact with others,

used them despite all the challenges during my first three months and I secured my professional occupation within that time frame

There has not been a lot of services for international students (prior to immigration), despite being one of the popular ways for immigration

I was a full-time student attending Gr 12 for only 1 semester prior to graduation. Cultural integration and acceptance was a priority for me

I had to find other ways of integrating myself and pursuing my profession which at that time the settlement services agency was not well equipped for

It was daunting to navigate the system initially, transportation, figuring out directions, making appointments, unfriendly, cold staff of settlement services.

We cannot work because our English is not good and have applied for English courses and we had some savings until it will finish we will not apply services

I am an international high school student, and the service doesn't seem to target me. However, there is an ESL program in my school, and I live in a homestay.

Word of mouth is pretty essential here. If somebody we knew had a bad experience with particular staff members we will avoid either that program or organization all together. Referrals are so important and taken very seriously when decisions are made in our culture.

27. Please select all of the statements that apply to your circumstances.

Personal Reasons Settlement Services were <u>Not</u> Accessed	Number	Per Cent
I didn't need settlement services – I used services available to all Calgarians	320	24.3%
I didn't need settlement services – I could get by without them	206	15.6%
I felt isolated	179	13.6%
English is my mother tongue and it seemed like settlement services are for those that don't have English as their first language	96	7.3%
I came with financial means to access private sector services to meet my needs	85	6.4%
Because of my age I didn't need to learn new skills or language	60	4.5%
Other – please specify	373	28.3%
Total – Reclassified	1,319	100.0%
Reiterating previous comments	105	47.7%
Not applicable	59	26.8%
Used settlement services	39	17.7%
Bad experience with program staff	10	4.5%
Other reasons	7	3.2%
Total – Additional Reasons	220	100.0%
Blanks = 569 (38.3% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked about personal reasons that may have affected their decision not to use settlement services. Eight comments were amalgamated with the quantitative results to provide a more complete picture of the findings. Among the options provided, the greatest number of respondents (24.3%) used mainstream services available to all Calgarians. Another 15.6% did not access settlement services because they could get by without them. However, a total of 13.6% of respondents did not access settlement services because they were isolated. Other respondents thought programs were not meant for English speakers (7.3%), said they had the financial means to access private sector programs (6.4%), or felt they did not need to learn new skills because of their age (4.5%). The remaining 28.3% indicated they had other reasons.

Any written responses received for the field “Other – please specify” were cleaned and coded, for a net total of 228 comments. These are summed in a separate section of the table above. The greatest number of respondents who entered comments (47.7%) reiterated what they had said in previous questions, while an additional 26.8% said this question was not applicable to them. A further 17.7% of respondents explained that they had indeed used settlement services. Although small in number, the remaining respondents reported negative experiences with program staff, including racism (4.5%), while 3.2% gave positive or negative reasons they opted not to access settlement services. Examples of verbatim comments are provided below.

Turned way

I can search online

I am currently using them

Some services were really good

Network works best in most areas.

J'ai appris à parler l'anglais ici à galgary

Reason is mentioned in previous questions.

I live in SW and all settlement location are far

I didn't know much about settlement services

I thought that I can fit. But did not know how hard it was

Our sponsor family was incredibly supportive and generous

some of the services providers didnt tell all the available settlement services

I used settlement services, but I found there is no open and clear support for LGBT

I felt that it would cost money for my parents. Also, easily intimidated by strangers.

English is not my mother tougue and I consistantly worry about racial discriminations

I came through FC [Family Class] and i thought all the services were only to Refugees

The help was for very basic needs like opening bank account or finding a place to live.

Only comment is that most settlement bodies are strictly for women. Men seem not to matter much

I need it somehow. When I went to the settlement the first time, I learned a lot and need not return.

I don't have financial means and I am having difficulty finding job that is in line with my profession.

Most services were focused on pre-employment skills and resume writing which is not of much value to me.

English is my second language, I have to study it, so I went to several settlements Service inquiry ESL or Link study.

Being isolate was a factor for me until I was able to connect with my faith groups and settlement service providers later

I dont need anymore..maybe 7 years ago if we have this help, our life will not be as difficult and challenging today, Survival of the fittest it is.

Consultation was not different from reading stuff online. It was waste of time to visit to seek these services. Nothing more than few hand-offs.

Many programs that were accessible meant for development of skills that were outside my experience and the line of work that I was looking for

I learned how to access services as an adult and only as a result of my volunteering to help others settle as I became more involved in community needs

Because of my age and education background I was provided only with the very basic information like flyers and booklets; I was denied the follow up communication

Initially I didn't know that there would be these types of organizations. My notions about organizations and government was guided by what I had experienced in my home country.

My needs were practical (the need to find a job) which I was able to access mainstream services to help me with somewhat and emotional (feeling very homesick) - I still don't know if there are services to help me with that need.

The service providers' frontline staff seem to have an attitude towards some expressing doubt on work experience & qualification. A sense of discrimination from other immigrants who should be happy to help but felt superior to the new immigrant.

After a bad experience with settlement services, I opted for agencies readily available to the general public where I was able to secure employment almost immediately since meeting with them. They understood my needs and circumstances and worked with me.

Even if I speak/write English quite well, have the experience and education, I had to access the services because requirements in Canada differ from where I came from. Resume writing and interviewing skills helped me land my current job. I also availed of other services that helped my transition in Canada easy.

It seemed that there are NO or limited services for highly skilled migrants as everybody feels you don't need them - not realizing that everybody needs a social/emotional support network if not financial or otherwise. I don't have a positive experience of the first six months in Canada as all I wanted was a friend or two but people thought I wanted more.

I am hinging that I might not qualify because I've been in Canada for a long time. I just got my landed January 2017. I didn't do anything for myself other than cleaning houses without the knowledge of the immigration. I isolated myself for a very long time. Now that I am ready to go back to school I'm not sure if I can afford it for I have a 4 year old son.

Bad experience with one program usually reflected negatively to the whole organization. We had a very bad experience with job finding program of CCIS and that shadowed all other programs they offered. Generalisation, poor listening skills of staff members, charlatanism and lack of knowledge/experience working with clients and assumptions eroded our trust in them to that level that even today I think about their business with reservation and scepticism and they are not my first choice to recommend to new immigrants I talk with even now after all those years.

I went to Service Canada and made an appointment with a guidance councillor of some sort to get more information on how to get back to my profession. I was given a form to fill out with the information that was required marked by asterisk and the other information was optional. I filled only the required information and left the optional one unfilled. The gentleman who was to provide me "guidance" upon seeing this lashed out at me and said, "We need all the information. Is this how you fill your forms to get here?" The person was filled with contempt and his racism was too obvious from his demeanor. I still feel terribly sour whenever I recall this as this was one of my first and few interactions with so-called "settlement and helpful" services. I wanted to make a complaint about how I was treated but did not know how. And that helplessness gave me a scar that lingers on today. It gave me a taste of hidden racism that many Canadians carry especially to newcomers and shockingly from a person who was supposed to provide "guide and support". By the way, the name of that old white gentleman was [name removed] something and he used to work in Service Canada office located in Marlborough Mall Calgary NE and this incident was within one month of us arriving in Canada back in 2012. Around December 2012 perhaps.

Learning about or Receiving Settlement Services

28. Please select all of the statements that apply to your circumstances.

Preferred Means of Learning about or Receiving Settlement Services	Number	Per Cent
I used the internet to find answers to my questions	620	29.0%
I used government websites to find answers to my questions	534	25.0%
It would have been better to receive settlement services before I immigrated	375	17.5%
I used social media to find answers to my questions	234	10.9%
I prefer to access information on my own instead of seeking in-person assistance	182	8.5%
Other – please specify	195	9.1%
Total – Options Provided	2,140	100.0%
Reiterating previous comments	66	48.5%
Personal contacts	29	21.3%
In person at agencies, in group or private sessions	12	8.8%
Embassies, government staff, email, mail (pre-arrival or upon arrival)	11	8.1%
Combination of options	4	2.9%
Other suggestions or observations	14	10.3%
Total – Written Comments	136	100.0%
Blanks = 383 (25.8% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked their preferred means of learning about or receiving settlement services. Among the options provided, the greatest number of respondents (29.0%) used the internet, while another 25.0% used government websites. A total of 17.5% of respondents would have preferred to have received settlement services before they immigrated, while 10.9% used social media and 8.5% learned things on their own. The remaining 9.1% of respondents indicated they preferred to use other means of accessing settlement information or services.

Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 136 comments. These are listed in a separate section of the table above. The greatest number of respondents who entered comments (48.5%) reiterated statements made in previous questions. Apart from this, the largest share of respondents (21.3%) prefer to learn about services from personal contacts—family, friends, teachers, students, neighbours, and members of ethnic or faith communities. Another 8.8% preferred in-person contact at agencies (in groups or individually), while 8.1% advocated for service information or delivery pre-arrival or upon arrival, usually from government staff. The remaining 10.3% of respondents made other suggestions. Examples of verbatim comments are provided for illustrative purposes.

teacher
Friends and family
I prefer asking friends
From other immigrants
Port of entry into Canada
from my ethnic community
Mentoring by phone is useful.
i used the support of neighbors
On landing, provide more awareness

Attended group sessions and individual sessions
I prefer to access services in my own community
Tried to use government websites. They're terrible.
I learned on my own. I don't know who to approach.
I received settlement services before my immigration
Sometimes the settlement counsellors don't know much
I never had a computer before. I just finished basic computer
Yes, I got the services before and after immigrating. Very helpful.
Any questions I had were sufficiently answered by the students at the U of C

it would have been better to receive settlement service while someone migrates
We got all advices, help and settlement issues from our guarantor and also friend.
I got information over time through class mate and parents of my children's friends
In-person is not effective and staff was lazy to guide me specifically in my expertise
it would have been better if they already informed us about the services upon arrival
Bulk mails should be sent to newly migrated individuals on what is available for their use
It would be great if people can access on[e] area and be directed to all other services.
Generally, it is better to be coached personally rather than search for answers in the internet.

I received all the informations (settlement/school/services) from Immigrant Serving Agencies after arrival.

We were getting information from internet and accessed the services to find more clarifications.

It would have been good to have learnt about these services at Harry Hayes when we applied for our PR Card

My family was very private about our needs. The Church would have been a good source of that information.

I prefer to get education and knowledge from settlement services and to ask people who have experience

Most of the employees at settlement services are unreliable so i prefer to search the information on my own

In 1985 there was no internet- I found my information as needed to go to school and how to apply for landed immigrant status

There should be services tailored to experienced skilled workers as this group represents the bulk of new immigrants to Calgary

My reading skills are much better than my listening, so obtain information through print materials or websites is easier for me.

upon arriving to Calgary, some kind of information should be provided to give awareness of the services (and hopefully an interpreter)

I was able some basic information from my Refugee Student Scholarship organizers known as World University Service of Canada (WUSC)

people are not very approachable in those agencies: speak fast English and want to get to the end fast, rather than answering your questions.

Settlement agencies are disconnected, They do not refer to other service providers if needed. You have to go to different agencies until you find what you need

It would have been better if after arriving here in Canada, immigration requires us to attend a seminar regarding the settlement services offered to newly arrived immigrants

Most of the settlement counsellors are in those positions only because they speak the same language as immigrants!!! They are not social workers, they are not career practitioners, or Human Resources Generalists certified by any governing authority so what makes them competent to give career advice, settlement advice or any such thing???

Immigrants should be made aware of settlement programmes before we arrive. It helps to settle faster than having to find out 9 months later. Information session should be organised for new comers to tell is what to do, register for SIN, health care etc from the first day of arrival. I would love to help out with this process because I didn't get anyone to help me out when we landed. People hoard information because they don't want another immigrant to settle before them. Emails should be sent on arrival with all these information about ccis, ciwa, ywca and all.

Canadian embassies abroad have a crucial role in guiding every INDIVIDUAL in best possible path of success in Canada. I understand that is impossible with refugees, but economic and any other visa holder should have an individual "road map:" for her/his path in Canadian society with all integration milestones marked and timelines displayed. Only and when that happened, we will avoid anxiety, bad feelings and negativism and disappointment all immigrant are exposed when Hollywood picture of Canada painted in embassies and hope which is ignited during the application process (skill based) disappear when gloom of reality kicks-in. The integration process is better now, but still broken because we do not have still designated a starting point, "step one" of the integration process. Step one, in my opinion is not here, at Canadian soil. Until we figure that out, the same mistakes of the settlement system will be repeated over and over again.

Agency Competency or Perceived Competency

29. Please select all of the statements that apply to your circumstances.

Concerns with Agency Competency or Perceived Competency	Number	Per Cent
Services were geared towards lower skilled professionals instead of higher skilled professionals (e.g., very basic skills-based courses)	269	18.6%
I heard from others that the local settlement services weren't useful	168	11.6%
I received differing information from agencies that led me not to trust them	99	6.8%
Services were not culturally sensitive to my needs	93	6.4%
Agency staff were not friendly when I contacted them	78	5.4%
Agency staff did not return my calls	61	4.2%
I do not trust the staff in the agencies to guide my career	74	5.1%
Unqualified professionals work at the agencies	59	4.1%
Most of the staff have not worked in a large corporate environment therefore they are unsuitable to be giving advice	53	3.7%
The staff are unsuitable to be giving advice because they are newcomers themselves	43	3.0%
The staff have an unacceptable level of English proficiency	36	2.5%
Other – please specify	413	28.6%
Total – Options Provided	1,446	100.0%
Reiterating previous comments	71	25.8%
Not applicable, don't know	100	36.4%
Kudos to agencies and staff	64	23.3%
Program design, follow through	21	7.6%
Career development issues	12	4.4%
Staff competency issues	7	2.5%
Total – Written Comments	275	100.0%
Blanks = 666 (44.8% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked about the real or perceived competency of agencies—in terms of both programming and staff. Some people took umbrage with this question because there were no options that enabled them to express appreciation:

???? Wow...

wow, why not an option to select that they were competent ...

As a result, among the options provided, the greatest number of respondents (28.6%) selected 'Other' and many of them added comments about their positive experiences with agencies. However, among the specific options provided, the next greatest share of respondents (18.6%) indicated that settlement services were very basic and geared to lower skilled versus highly skilled newcomers. Another 11.6% had heard that local settlement services were not useful. A total of 6.8% of respondents received information that led them to mistrust agencies, 6.4% found that services were not culturally sensitive for them, 5.4% felt agency staff were unfriendly, and 4.2% reported that agency staff did not return their calls.

Another set of options focused on the capacity of staff to support newcomers: 5.1% of respondents do not trust agency staff to guide their career, 4.1% thought staff were unqualified, and 3.7% similarly thought that staff who had not worked in a corporate environment should not be giving employment advice. Another 3.0% of respondents thought staff should not be giving advice because they were newcomers themselves, while 2.5% believe that agency staff have an unacceptable level of English proficiency.

Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 275 comments. These are listed in a separate section of the table above. The greatest number of respondents who entered comments (36.4%) indicated that the questions were not applicable to them, while another 25.8% reiterated comments made in previous questions (e.g., did not use settlement services, migrated when services were not provided).

Among the remaining respondents who provided written comments, the greatest share (23.3%) offered praise and appreciation to settlement agencies and their staff for the services provided. However, 7.6% of respondents raised issues about program design or the lack of follow-up on services received. Another 4.4% made raised concerns about career development programs and services. Lastly, 2.5% commented about specific issues related to staff competency. All of these concerns merit consideration related to the planning, design, and delivery of settlement services in Calgary. Examples of verbatim comments are provided for illustrative purposes.

Kudos

the staff were great

They were excellent

Every thing was good

Good response from staff.

Dilligent and cooperative staff

Agencies staff are very helpful

I knew others that had good luck

Very friendly and extremely helpful

i didnt encounter any of such issues

All the times i needed they were kind

Agency Staff were competent enough

No issues faced. Had good experience

They are helpful I appreciate their efforts

*I received lots of information and it's useful
I found local settlement services were useful
my agency was opposite of all these statements
I felt like staff were competent, polite and respectful.
I received the services and I rated it 10 the best services
There are competent and very good at performing their jobs
I don't have issues with the agency, the ones I met were very ok
I heard from other newcomers that the agency was very helpful.
They provide an excellent service and made me feel welcome from day 1
Staff that worked at JFSC was very profesional, familiar with my cultural sensitivity
I had great experience just waiting for their answer about my program thst I'll begin
All the agencies that I used were very kind, professional and very patient with my English*

The personal was respectfull and patience with me. Also they answered every question that I made

I heard the organisations are helpful, so based on that I have many hopes to make my life better

My wife and i have no concern or compliant about agency. We found, they were extremely helpful in every case.

I received the services I wanted and was not only professional and accurate but culturally acceptable to me as well.

The Agency is very useful to the seniors like me and helping in the use of computer, conversation, cultural activities and general awareness workshops.

My seacrch before coming to Canada, helped me know where I am heading, the only problem was to find a job in my career which YWCA helped me with CES program.

CcIS helped me with employment workshop, immigration service Canada help with mattress and household items. New comers center helped with all I needed to apply for and household items.

Program Design or Follow-Through Issues

There is no specific service for LGBT refugees

Since im not refugee so i feel no one care to me

Limited programs and geared only to new comers.

everyone I talked said its not for me as i dont have pr

I heard from others that programs offered were limited

provide more printed information than provide solutions.

Staff was too busy and did not provided thorough follow ups

i never seem to fit the cretia to receive any services since i was sponsored

I have to made appointment for everything they no answer question by phone

Lack flexibility and disregard for refugees situation, too much rules set not to help the immigrants but to make life harder

English is my second mother tongue and it seemed like settlement services are for those that don't have English as their first language

I have follow up a lot and i am not provided with any relevant information that suits my profile, not guided properly and still searching for questions

Agencies dont commit themselves to help after registering with, eg they would tell you that they will get a mentor but the reality is not true in most cases

Equilibrium school in Calgary gave me misleading info and turned me down to attend English classes as soon as they heard my spouse was English-language proficient and a professional

Different agencies, different ways of doing things. I can't deny the Food Bank referral from Centre for Newcomers, but the assistance and support given to me by CVIMS in Nanaimo are more relevant.

The CFN treated newcomers as if they didnt know anything canadian or about canada and wasnt geared individually towards a familys certain questions or concernd but geared as a whole which is complicated because people vary in langauge skills, education skills, finance, and location in the city.

geared more on low income earner, but everyone that migrated had issues with financing especially whn it came to fund transfer from home country and you loose so much. nobody understands this. all they know is that you earn higher but they forget to look into the bigger picture. even when paying tax at year end

Multiple agencies duplicate or streamline their services and the staff are trained to be only knowledgeable about their organisational services which is unfortunate. Competition with funding and Agencies required to submit success reports leads to privacy and hoarding the clients. Very few persons are trained to offer action oriented solutions

Career Development Issues

Working in Canada is like your degree is nothing, you have to start from bottom

I did not know if agencies could help me my field of study is very specific (biochemistry)

I was not happy with the outcome of all the employment session I attended. No was ever hired. What was the point? To tick the boxes?

I accessed a service which tried to help me with my resume but the service was not particularly useful and did not add value to me.

I think that I did not meet the demographics and the advice/information given were not suitable for individuals under the skilled worker program.

The staff are not that professional to give direction for professional immigrants. We need more professional based organizations to support professional immigrants

Services were limited. They only help the ones that came within 3 months. They do not have services for continuing education or employment upgrading here in Canada.

Most of the programs I attended with various agencies were very similar and very superficial. For example, most job workshops focused on resume writing, networking, interview facing etc

Some people went for trainings and were offered job placements which was never followed through. At the end of the training they were back to job search without any practicum done. No experience to speak of

If agency can provide more professional training or give more advice on job seeking would be great. As I know, agency only focus on certain area of training, like accounting. There should be a connection from training to local business.

Didn't listen well when I asked to guide or advice my career and how to get my school goals. Just shortly answered by themselves for common or said come next time. I Was't feel they are friendly (this is ISC. Not included other place which is I didn't try to contact)

One counselor told me that I don't have any chance at getting a job in the field I had experience in, because even canadian born and educated people have a hard time accessing it (Marketing). Counselors themselves are not equally prepared and it's a matter of luck who you end up getting...

CCIS which I went to first was really professional and helpful; Newcomers however was unprofessional and preferential towards certain immigrants (i.e. if they know you arrived under the skilled worker program, they no longer refer other services as they presume you have enough financial capability to get by)

Staff Competency Issues

Link teachers are not good enough.

I witnessed discrimination towards visible minorities at the immigration office numerous times while applying for a temporary study visa

settlement agencies do have the tendency to look at immigrants as objects rather than humans. Agency workers display superiority and consider newcomers and less important.

Take this statement with a pinch of salt, I think if some, if not most of le'ts say career counsellors lose their job at immigrant serving agencies they are with now, they might be in trouble finding another job.

All this above is true (please see my comments before). Building trust through one-on-one interaction with an agency staff member is esential and if any uncompetency, bad judgement or assumption happened through that process, the staff (and very frequently the whole organization) will get bad referal. I even remember staff of the Immigrant Service Calgary (her new commer herself from Croatia) who assased English proficiency among South Balkan refugees had so bad reputation that we still talk about her as a most unkompetent person fwwe ever met.

The staff who were immigrants themselves at some point in time were more knowledgeable and relatable "if" they were engaged and sympathetic enough to provide good information on how to navigate the system, which was many a times not the case. They were less professional in their manners and communication however. The white, or canadian born staff were mostly more professional but cold and distant with fake smiles to begin with but internally "dont give a damn". There was no information on how to provide feedback or share concerns about your experience. All staff generally lacked the kind of sympathetic attitude which was required of such a position.

Discrimination or Prejudice

30. Please select all of the statements that apply to your circumstances.

Respondents were first asked if they had any concerns about experiencing discrimination or prejudice from service providers. Written responses received were cleaned and coded, for a net total of 374 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of some new categories, as well as some clarification about what was included in others.

Concerns about Discrimination or Prejudice from Service Providers	Number	Per Cent
Status as an Immigrant	247	35.9%
Race	138	20.1%
Culture, language, accent	126	18.3%
Age	77	11.2%
Religious Beliefs	52	7.6%
Gender, sexual orientation	48	7.0%
Total – Reclassified	688	100.0%
Reiterating previous comments	20	5.7%
No discrimination or prejudice	309	88.5%
Education, employment	8	2.3%
Other Concerns	12	3.4%
Total – Other Concerns about Discrimination	349	100.0%
Blanks = 710 (47.8% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Among the options provided, the greatest share of respondents (35.9%) were concerned that they might experience discrimination or prejudice from service providers just because they were immigrants or because of their particular immigration status (e.g., refugee, non-permanent resident). Other concerns respondents had about potential discrimination involved their race (20.1%), culture, language, or accent (18.3%), age (11.2%), religious beliefs (7.6%), and gender or sexual orientation (7.0%).¹⁸

As with previous questions, a number of respondents reiterated previous comments related to when they immigrated or their lack of awareness about or use of settlement services. In sharp contrast with previous questions, however, this consisted of only 5.7% of those who provided written comments. Instead, fully 88.5% of respondents who provided other comments made a point of saying they had no concerns about experiencing discrimination or prejudice or that they had not experienced any. Only 2.3% of respondents had concerns about discrimination related to education or employment, while 3.4% relayed other concerns or experiences. Examples of verbatim comments are provided for illustrative purposes.

No Concerns or Experience of Discrimination

I was not!

¹⁸ This is notably different from the potential difficulties in obtaining settlement services reported in the Western Settlement Outcomes Survey (Esses, et al., 2013: 26). There, only about 12% of Alberta participants were concerned about discrimination because they were immigrants, versus 35.9% in the CLIP survey. Similarly, only about 8% of Alberta participants were concerned about discrimination due to their race, versus 20.1% of CLIP survey respondents. In contrast, 24% of Alberta respondents were concerned about discrimination due to language, versus only 18.3% in the CLIP survey who were concerned about their culture, language, or accent combined.

*They were neutral
Nothing of this sort.
They were very good
did not experience prejudice
Didn't feel any discrimination at all
for me there was nothing negative
We didn't face any problem so far.
I had no concern about this (I'm Caucasian)
I don't feel discriminated by service providers
I was not concerned about any of the above
had no concerns of discrimination or prejudice
have not noticed that and am happy about not noting it
I didn't have any concern and didn't face any discrimination or prejudice.
I was not concerned or put off by concerns with prejudice or discrimination*

*had no issue. I felt that I belong to Jewish community and all my needs was met at that time
Not applicable to my situation because I grew up here and I didn't know about these services
no applicable to me. I did not feel discrimination but did feel that I was not valued for who I was/am.*

None. came as a permanent resident and my status did not affect the quality of the service delivered.

The service provider encouraged me to open up about my refugee background which I was shy about before

I initially thought so. But I dont think that was a form of discrimination. At times, worker's level of education and their personal opinions may differ but thats normal.

In my culture you are rased to trust officials and government approved agencies, and really I entered in any of those offices with most positive feelings of trust in their cometencies.

Feared or Experienced Prejudicial Treatment

Career

Accent

education

English skills

MY ACCENT

English ability

country of origin

Language barrier

sexual orientation (gay)

Professional background

*Status as a refugee claimant
my professional qualification
racial discrimination really exists
I see certain nationals dominating some areas
not from the service provider but from my school
I'm Aboriginal Maya from Guatemala. No Maya help here in Calgary.
The wrong assumption that all refugees are uneducated, slow learners
I came to Canada at age 44, always was treated like I'm 70 or going to die soon.*

*I have witness racism and discrimination in some Immigrants Serving Agencies Managers
Like in said earlier most settlement bodies if not all are women directed and hardly any for men.
Equilibrium school was hostile as soon as they found out I was from the same contra as its owner
Inability to absorb into Canadian culture. Transition takes physical and emotional stability and staff need to be more patient and human rather than being timed and robotic
My parents had sold our house in England, they didn't tell the immigration man the amount of money they had because they were scared that he wouldn't help them at all.*

31. Please select all of the statements that apply to your circumstances.

Respondents were then asked if they had experienced discrimination or prejudice from service providers. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 388 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of several new categories, as well as some clarification about what was included in others. Several respondents understood this question to be the same as the previous one and, with no option to move back in the survey to check the previous question, the subtle differences may have been missed.

As a result, the findings should be interpreted with caution, as many respondents interpreted the question to mean either "concern about" or "experience of" discrimination, or both, as they did with the previous question. Some who provided comments noted, for example, "same as above. this question is repeated." Nonetheless, among the options provided, the greatest share of respondents (33.3%) indicated that they had experienced discrimination or prejudice from service providers because of their status as an immigrant. Other respondents experienced discrimination because of their race (22.1%), culture, language, or accent (20.1%), age (9.2%), religious beliefs (8.7%), and gender or sexual orientation (6.7%).¹⁹

¹⁹ This is again different from the findings of the Western Settlement Outcomes Survey (Esses, et al., 2013: 26). There, only about 12% of Alberta participants were concerned about discrimination because they were immigrants and only about 8% were concerned due to their race, versus 33.3% and 22.1% respectively in the CLIP survey. More closely aligned were the 24% of Alberta participants who were concerned about discrimination due to language compared to the 20.1% of CLIP respondents concerned about their culture, language, or accent combined.

Experience of Discrimination or Prejudice from Service Providers	Number	Per Cent
Status as an immigrant	149	33.3%
Race	99	22.1%
Culture, language, accent	90	20.1%
Age	41	9.2%
Religious beliefs	39	8.7%
Gender, sexual orientation	30	6.7%
Total – Reclassified	448	100.0%
Reiterating previous comments	26	7.0%
No discrimination or prejudice	331	88.7%
Education, employment	8	2.1%
Different concerns	8	2.1%
Total – Other Experiences of Discrimination	373	100.0%
Blanks = 814 (54.8% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

As with the previous question, only a small number of respondents (7.0%) reiterated previous comments about when they immigrated or their lack of awareness about or use of settlement services. Indeed, and again consistent with the previous question, fully 88.7% of respondents who provided other comments emphasized they had neither concerns about nor experiences of discrimination or prejudice. Only 2.1% described experiences of discrimination related to education or employment, while another 2.1% of respondents reported different experiences of discrimination. Examples of verbatim comments are provided below.

No Experience of Discrimination

Staffs are all good.

No bad experience

Didn't experience discrimination

never feel discremination from this kind of services

I have not felt myself concerned about any discrimination in these services

At times having an accent made it difficult for the settlement worker to understand me. But tht wasnt any discrimination on the basis of anything. It was just the worker not able to understand my accent.

Experienced Discrimination

disability

just once

Profession

Qualification

English proficiency

Past political beliefs

Not everywhere but yes

Language barriers: some service provider staff pretended not to understand my level of English

The racism of some staff was very apparent and of the other staff it was more subtle, behind fake smiles.

English not so good so they didn't try to listen carefully or speak to me slowly. Just quickly and quickly next person next person like busy bank.

no discrimination experienced other than an immigration official who made a mistake on my renewal forms and threw in my face that I wasn't welcomed

does not apply. No services were offered when I immigrated in 1961. And I did experience discrimination and prejudice from service providers that were then available to all residents

my wife once went to a settlement service, back then I was un-employed and the agent who handle my wife's case was clearly disturbed by the fact that I was not working as if I was a lazy husband. The agent told my wife to bring some document and my wife told me to bring it because she has to work. The agent clearly showing her disgust toward me when she met me.

level of education or education/work experience field! Multiple time staff members from settlement agency mocked my field of education (language art) and that influence some choices in job field I latter regret taking. We truly trust some of those conculors taht they are giving us a best possible advices in regards to our careears. Unfortunately, that was often a wrong assumption

Other Barriers Preventing the Use of Settlement Services

32. Are there any other reasons you may not have used settlement services or barriers that you experienced when accessing settlement services?

Additional Barriers to Accessing or Using Settlement Services	Number	Per Cent
Reiterating previous comments	265	42.1%
No other reason, no barriers	252	40.1%
Different comments, not previously shared	41	6.5%
Services off target	30	4.8%
Comments about agency staff	24	3.8%
Appreciate the services	17	2.7%
Total	629	100.0%
Blanks = 854 (57.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
Note: Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Questions 21, 24 and 26 each asked about this but in slightly different ways. Nonetheless, 629 respondents provided additional comments for this open-ended question, 42.1% of whom reiterated comments made in previous questions. Many noted previously identified reasons for not using settlement services—not needed, not aware that services were available or if they would qualify to receive them, immigrated at a time when services were not provided, arrived in Canada as children, or received support from family, friends, or sponsors. Similarly, the barriers mentioned reiterated those previously identified—lack of time due to school, work, or family responsibilities, potential costs, or the need for childcare or transportation in order to use available services. A few respondents mentioned language barriers or their own shyness or hesitation to ask for help.

Work

i feel shy

Family and kids

Because I didn't need

Costs of offered programs

Did not think I would qualify.

Get help from Family member

did not know of these services

the barrier was the language.

finding the bus was difficult for me

Busy work, less awareness, hesitation

`Childcare & lack of information is my problem

I believed they are for economically challenged persons

at the time of our immigration there were no settlement services

I don't drive and live in Walden wherw buses go rare. And I have 3 kids

I grew up in Canada, there weren't the services when we arrived in 1966.

Having family here, they helped me to settle and then I made friends who also offered support. I did not feel that I would benefit from these services.

did not need services. came as a domestic helper, went through open work permit/landed immigrant process, easy and straight forward for a person coming from Germany.

Hard to know about different services and benefits offered to newcomers... once you come to know, then there is a long waiting... when your turn comes, you are busy in your job schedule or in family.

A number of “new” comments were shared, examples of which have been included in one of the following sections: appreciation for services, services are off target, comments about agency staff, and additional thoughts. Representative comments are also included.

Appreciation for Services

I used the services in spite of a few barriers

I used few of them were really useful and provided lot of help.

CIWA they were so helpful and had great experience with them

No. The staffs in Centre for Newcomers are very nice and competently helpful
i did use them and they were helpful in getting me a new carrier/job in Canada.

I used it to get information once I had my PR status. To get it I looked it up all online as the webpage was pretty clear.

I have heard a lot of goods things about settlement services, just because I haven't accessed the service doesn't mean they are not doing a good job.

My friends told me about the libraty, so I went there. I didn't need any other services and I didn't know about other possibilities to use other services.

grateful, good way to connect with other people especially since I didn't really know anyone else at the time, but it didn't really help me meet my actual need.

As my experience very helpful and great staff even though I did take advantage from those services my husband and my daughter getting awesome help for the studies

JFSC was incredible. The only one barrier that they had: one resettlement worker who was extremely busy and overwhelmed with her work. Other than that so many people with different ethnic group trying to access JFSC because of their great work and great reputation.

Services are Off Target

Many respondents again lamented that programs they did use were off target or not helpful, or that there was no follow-up after registering. This was a recurrent issue related to employment programs, particularly for skilled workers or professionals.

Not enough support

Not enough information

only information but no practical help

Finding job that is in line with my profession.

no support or poor support system from the govt,

Settlement schedule not correctly posted in their website.

our english no good we did not understand some questions

The start time for joining a program is so many months away

Complicated, they said something to you but at the its different

Couldn't got any action from them just only paper work every time

I was a Foreign worker when I started accessing the services and its limited

when ever I accessed services most of the time I was advised to go to the other agency

Please try to create more settlement services for persons with more than 12 years of education

I feel like the settlement services are purely basic information that anyone could just access on their own.

I came as a skilled migrant, but the services were all for immigrants with low English skills or other work skills.

Some agency are taking advantage of new immigrant; they don't want immigrant going to other community agencies

I found them quite useless actually. It would have been better if that money was taken away from these programs and [ends]

Accessing them is not an issue but the settlement strategies they have is my main concern, This does not apply to all of them.

I didn't need settlement services but more of a career guidance which was very basic and not directed to professional highly educated immigrants

I was busy and in advance booking was a requirement to access services as service providers are already booked by others. Only limited time is allowed for returning clients as well.

Did not know that any such services were available other than what they offer in Service Canada. Would be helpful if there was a centre helping us to network with industry HRs

They are limited in service. They duplicate each other. Rarely any programs available for immigrants that are transitioning from one province to the next. Very very limited in service.

I am now well established here, however when I needed help things were not streamlined, not a lot of harmony. Would have been better if there is a one stop shop that helps and directs

approached agencies to find job since I do not have family/friends/connections in Calgary. I expected the agencies has some connections with employees to hire QUALIFIED PROFESSIONALS. the agency did not follow up on my job search or checked how am I doing.

Confusing explanations. Not warm/welcoming staff; did not seem that the information given suit my needs as it was mostly focused on financial support than job seeking/career for skilled immigrants.

As a Health Care professional and an immigrant I think it is important to help clients navigate the settlement services. We may have lots but if it gets confusing especially for people with language barriers it does more harm than good.

Each employer required 'Canadian experience'. Employers and landlords also need to educated about our emerging immigration trends and the need for diverse settlements. To advocate for Shadowing or voluntary hours, perhaps a probation is a suggestion

I had high educational qualifications. I didn't use settlement services as I didn't feel they had the resources to help assist qualified immigrants. I used services only to find a low paying, entry level job and to prepare a basic high school level resume to find an entry level job.

I would like to get the information about the bridging course which is ideally offered by the Alberta Education or Calgary Board of Education for those internationally educated teachers. The settlement services cannot help me in this issue. I'm quite disappointed.

I was informed that the settlement services were geared towards low-skill individuals; My age was a barrier; It was for individuals who could not speak and write English proficiently; I was denied services because the SIN number was a pre-requisite to accessing any service.

I was declined for reasons such as: 1. You are expected to come in with funds so go spend your money and when you exhaust it then you can come back; 2. You are new and we have people waiting for more than 3 years so we cannot take you now; 3. Your qualification and experience will get you a job and you don't need settlement services

I did not know what programs were available when I immigrated to Canada. I found information and planed my settlement process on my own. It would have been helpful for my mental health and made it easier for me to settle if I had known settlement services (especially training programs, community engagement programs) during the first year of arrival.

Employment training courses are really good. If they can add some bridge to connect to local business would be great. After training, candidate should be able to have enough skills needed in the job marketing. Why not find local business and have them to provide job opportunities to students. This will make our life so much easier. And also, if immigrant agency can do some follow up with your current status would be great appreciated.

Again, I'll be basing my experience from the services in BC (specifically in Surrey, BC). I found that the training was unnecessary. I was looking for a job, and they could have just given the information over the phone. What happened was I went through a process of being assessed for my proficiency, they registered me for classes they thought I needed. Of course I was grateful, good way to connect with other people especially since I didn't really know anyone else at the time, but it didn't really help me meet my actual need.

I did not avail a life-skills program and only accessed the employment program because I was worried about funding and getting a job soon. The way it was explained to me I understood that it was not for me. I later found out that other professionally qualified people accessed it. After hearing their responses and seeing other people since avail such services at the same or other places I regret not having availed those services when I could because I feel that I lack skills in that area. I am no longer eligible for that program!

My overall impression is that most settlement services are focused on low-skilled individuals and those with poor language skills. Considering that a large number of new immigrants to Calgary are highly-skilled with technical skills, the number and capacity of technically focused services should be increased. This is even more important with the situation in the oil industry as most of these technical immigrants came here in the hope of finding employment in the oil industry. There should be a strong focus on helping these individuals retrain and start working to contribute to the economy.

Comments about Agency Staff

I don't think the staff are well trained to handle their jobs.

it is their lack of professionalism i did not want to use their services.

my marital status. was judged for being separated and signal parent

I had language barrier and couldn't find first language speaking counselor

The staff we met there was not so accommodating and unreliable about the information she tackled.

I feel there is a confusion around who provides what services. But in general all staff is courteous.

staff who are the same as my race are not accommodating. They seemed annoyed by seeking help from them.

I found people working there, instead of helping newcomers, being insensitive and having interrogative approach.

When you can communicate well in English. Staff feels you are capable of surviving on your own. personally I found them judgmental

They go my household income and severity of living condition... sometimes no one helps you till you are the edge of homelessness or eviction no one helps you prevent it in the first place

The immigration service agencies demonstrate their preference of having Muslim immigrants; at some agencies most of the staff are Chinese people who do not show any empathy to anyone.

they give you basic job requirement but for a qualified professional they (CCIS),(ISC), didnt have any answer. they said we struggle when we came so its not new, everyone has to struggle here in Canada.

the agency employees were disrespectful and i felt they do not understand what i need. i found myself more confident and educated than they were. i did not feel satisfied of their education and professionalism

I used settlement services in the past, and I advise people to go there for support, assistance and information. However, there are practitioners who seem to be just after the intake, or is it because they too are overworked, and are given too much responsibilities but not enough time and wage is not competitive?

I tried to inquire but I felt that there was no empathy. As a new comer, you are not well informed of the environment or work cultures. You start from scratch. You seek assistance to be oriented on how you can successfully live or survive in the new environment. I was testing the waters. if there was empathy, I should have been encouraged.

I heard from some immigrant friends that there's some employees in some immigrant settlement locations treat people according to their personal relations with their families or country of origin. in my opinion, all employees should act professionally and refrain from contacting with any relatives or friends as it makes those clients uncomfortable.

Additional Thoughts

Too many immigrants in the country.

Negative perceived connotations of accessing social services

I didn't know this service existed. It's not a racial thing nor was I lazy. If I had known about this service, I probably would have used it to learn French.

I feared that as an immigrant in conflict with my Canadian ex-wife and sponsor, they would believe her and not me and hence victimise me more.

Probably my cultural/personal background. You have to be able to solve your own problems without seeking or admitting that you need help from others.

I already have a permanent job and since that my previous job/s outside canada do not match to the jobs available in calgary so i stay to my current job in hospitality.

More information should be provided regarding continuing education programs in schools in Calgary. This is not talked about - generally, there are no prerequisites for immigrants to pursue continuing education programs.

I felt that as Canada was the country of my adoption it was my responsibility to fit in and not ask for handouts. I worked 16 hour days to get on my feet and manage. Hard work and determination sustained me. No regrets. I'm proud to know I did it by myself.

I take this opportunity to thank the Canadian government and Canadian tax payers who generously spend millions of dollars for the settlement and integration of new Canadians in this tremendous country. I am pleased and honoured that I have been given this opportunity to be a Canadian and do my best to return all the favours that you provided to me and my family.

This country has great potentials and I have found that everybody is friendly and if one is willing to work hard and honestly, one can make tremendous progress. There was some setbacks and maybe a little bit of racialism in the early period of my settlement but it did not boether me.e We have lots of resources and easy access to any questions or services if we look for it.

going back 45 years, settlement services were few. I was young and naïve. Never experienced discrimination and even if it existed I would not have felt it. Hardship was encountered as it was difficult to get a place for rent. Jobs available were labor class but not white collar jobs. I simply considered myself smarter and kept on going forward, played dumb, started all over again and progressed full speed never to look back again

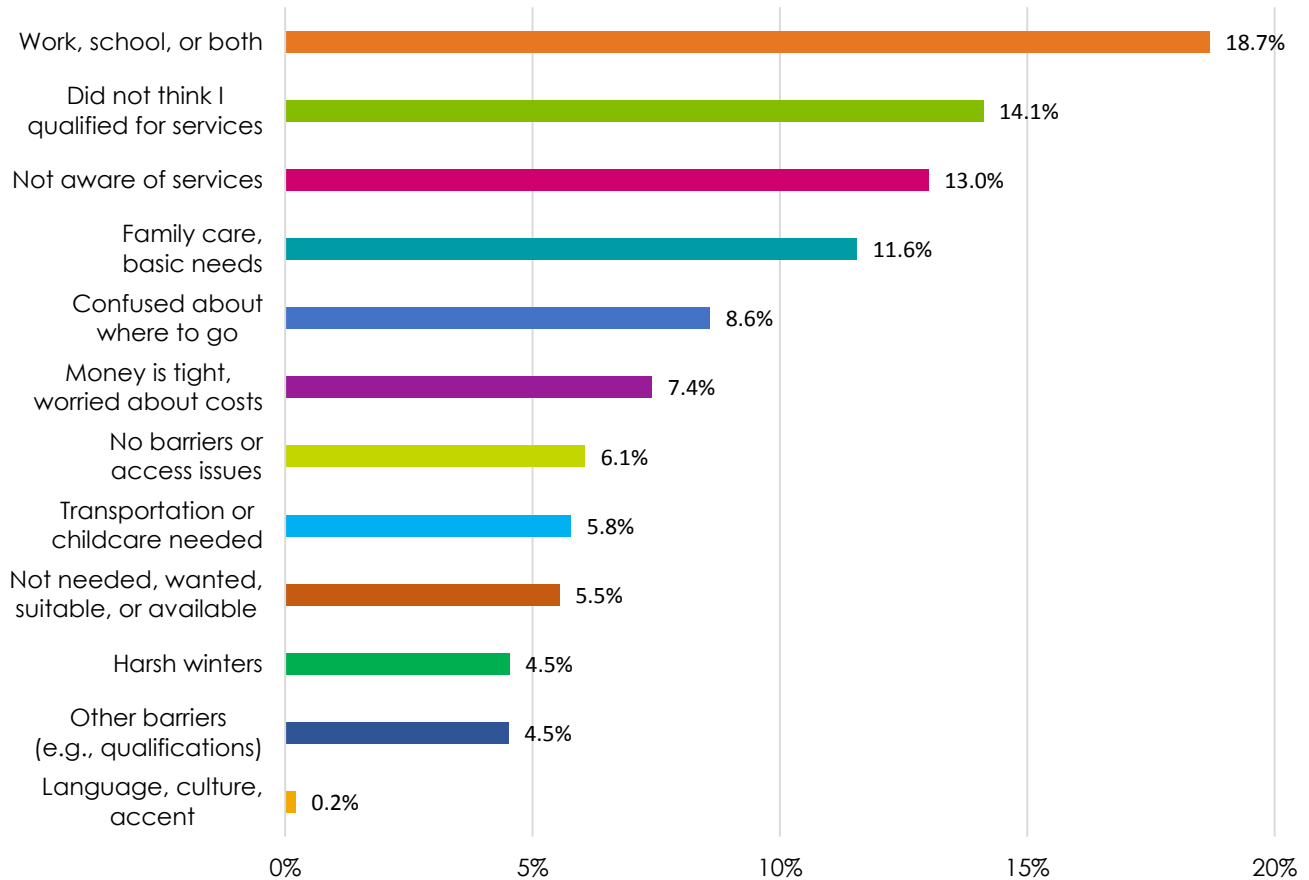
The social culture as a whole undermines the professional skills of foreign trained immigrants and statements such as 'you don't know what you are taking about' are very common. Paths are not clearly defined for immigrants to validate their professions and certifications; and if there are, they are full of road blocks. This at the end is a waste of human talent. I still remember a temp janitor in the same manufacturing company I was working as a machine operator (I have a B.Sc in Eng); he was a refugee claimant, and was a doctor trained as brain surgeon... he felt grateful for being alive, but found himself miserable and depressed crying during break time because of his labor conditions. What a waste of talent!

Comparison of Barriers: Calgary and Alberta

As noted, Questions 21, 24 and 26 each asked about this issue in different ways: awareness of settlement services, barriers to accessing settlement services, and priorities preventing access to settlement services. As a result, many responses overlapped or were reiterated in the open-ended responses provided for those questions. The findings for these three questions have been combined into several key categories to determine the relative proportion of each, as shown in the graph on the following page. This also enabled some key results from the CLIP Survey of Newcomers to be compared to some results for Alberta participants in the Western Settlement Outcomes Survey who had used settlement services but were asked about “potential difficulties in obtaining settlement assistance” (Esses, et al., 2013: 26). The top responses are highlighted.

Barriers Preventing Service Use or Access	CLIP Survey of Newcomers	Alberta Participants, Western Settlement Outcomes Survey
Times aren't suitable due to work, school, or both	18.7%	16%
Did not think I qualified for services	14.1%	18%
Not aware of services	13.0%	34%
Family care, basic needs	11.6%	–
Confused about where to go	8.6%	33%
Money is tight, worried about costs	7.4%	24%
No barriers or access issues	6.1%	–
Transportation or childcare needed	5.8%	–
Transportation needed	–	20%
Childcare needed	–	13%
Not needed, wanted, suitable, or available	5.5%	–
Harsh winter conditions	4.5%	–
Other barriers (e.g., professional qualifications)	4.5%	–
Language, culture, accent	0.2%	24%

CLIP Survey – Compilation of Barriers to Service Access



Improving Settlement Services

Suggestions for Improving Services

33. Do you have any suggestions for improving settlement services?

Suggestions for Improving Settlement Services	Number	Per Cent
No	760	68.4%
Yes – please specify	351	31.6%
Total	1,111	100.0%

Blanks = 375 (25.2% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).

A majority of respondents who answered this question (68.4%) indicated they did not have any suggestions for improving settlement services. The remaining 31.6% did have suggestions and most of them provided comments to that effect. The written responses received were cleaned and coded, for a net total of 336 comments. These were combined into four main categories, as shown in the following table.

Specific Suggestions for Improving Settlement Services	Number	Per Cent
Advertising and promotion	63	18.8%
Arrival or pre-arrival support	35	10.4%
Subtotal – Information Services	98	29.2%
Program design	55	16.4%
Language needs	14	4.2%
Employment – general	34	10.1%
Employment – skilled workers, professionals	28	8.3%
Service Hours or Locations	19	5.7%
Agency staff	64	19.0%
Subtotal – Program Design and Delivery	214	63.7%
Housing, basic needs	10	3.0%
Childcare	5	1.5%
Subtotal – Basic Needs Support	15	4.5%
None, kudos for services	9	2.7%
Total	336	100.0%
Blanks = 375 (25.2% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		

Many respondents provided very thoughtful suggestions based on the disappointments they experienced with settlement services. Others had strong opinions or expressed much more frustration with the services they received. Highlights of the findings that are shown in the table, along with a few examples of verbatim comments, are provided below. Since this question generated a high volume of suggestions, many of which may have service delivery implications, a more complete list of responses can be found in Appendix E, which merits review.

A total of 29.2% of respondents who provided suggestions about how to improve settlement services advocated for more information delivered in different ways: 18.8% suggested advertising or promotion, while 10.4% called for more information pre-arrival or upon arrival in Canada.

better promotion

More information using media

Spread the information on the IRCC website

Go to LINC classes to present about services

Students should be approached on campus

Advertise these programs at walk-in-clinics, church bulletin boards, and grocery store bulletin boards where immigrants cannot help but see them.

A booklet listing all settlement service providers and arranging the programs they offer in a big chart and by categories. Would make it easier for newcomers to spot the right place for them to approach and give them an idea about all the programs offered out there.

better communication before immigration is finalized

Have brochures at the airport so people who enter Canada are aware of these services

provide some information maybe through the embassy, when visas are approved, or at the border, etc

AT the airport when a family enters providing a contact person with the appropriate information to connect initially.

Provide support for highly skilled class migrants too, not just refugees. Even though somebody might have a bit more money, but this doesn't mean they are not struggling. The ILO orientation that immigrants receive prior to coming to Canada is outdated and quite different from the real situation in Canada. It would've been better to struggle a bit more than to have been misled by the wrong information provided by IMO

The greatest number of respondents who entered comments (63.7%) focused on program design and delivery issues. A total of 16.4% made suggestions that would affect program design, while 4.2% targeted language needs. Another 10.1% of respondents suggested changes to employment support in general, while an additional 8.3% focused on employment support for skilled workers or professionals. Changes to service hours or locations were suggested by 5.7% of the total. However, the largest share in this group and overall (19.0%) made suggestions related to agency staff—composition as well as interactions.

Include services for the LGBTQ communities

Provide more information or help for all kinds of immigrant status

Provide all the information that are out there to help immigrant, scrap unnecessary rules blocking the immigrants from opportunity, provide training or education based on refugees ability rather than asking certificate or experience from someone who came to this country empty handed. Don't teach new comers to lie or provide you false information by asking for resume/experience when you know

More first language speaking workers.

Services must available in English and French

Try to have employees from different countries and make sure to use English language at work all the time.

More job hunting programs and assistance to get into job

provide a grant for small immigrant business to start up capital

Can refer to companies for work because work is very important to us immigrants.

I believe the programs which give participants internship opportunities are really helpful in settling newcomers

The Canadian Employment Skills program has closed due to lack of funding. Government should continue funding initiatives that work

Please organize the department according to needs of immigrants, e.g. qualified, unqualified. And Secondly meaningful training of the staff. Lastly, providing resources and contacts in relevant sectors. I have doctorate in Humanities from Germany, and was seeking some relevant information or contact in academia or research organizations but failed to get any relevant support or information from the staff, apart from preparing resume which appeared simply nonsense to me, regarding my qualification.

Having more resources for professional immigrants to network and find jobs

Create more programs for Immigrants Engineers. Demand of those is high and there are a few in Calgary.

Include professional development services. In depth assistance on the process of upgrading a profession here in Canada. Each profession must be covered.

more info centers for the new immigrants

Flexible start time and virtual, online training

One stop shop that coaches and directs to where to get help and how

More accessible geographically, as downtown concentration can be a physical barrier to those feeling isolated in different quadrants

Respond quickly to enquiries

More professionalism required

More follow ups with newcomers

They need to be sensibilized on sexual orientation of their clients

Treat every case individually and listen to their specific needs and guide them honestly and sincerely not false hope. Please

Culturally sensitive approaches, staff that ask questions and assess needs rather than give answers or a paper sheet with websites where to find information.

Settlement services staff needs to be well trained and get to know what is market trend in terms of skill set demand etc. Settlement services staff just do their 08:00 to 0400 job and go home.

More Canadian-born people to provide services. Less newcomers. Those who were born in Canada and attended school have more knowledge of how to go along with Canadians of all heritages rather than newcomers.

Improve the customer service of the immigrants working at the agencies. They don't get it & assume everyone else is not well educated or of low income. Also, not every new immigrant is looking to cheat the system. Immigrants need relevant information relative to their need

I propose that every settlement worker goes through cultural diversity courses. Everyone needs to learn and understand that just because a newcomer does not have high level of English, he or she is less educated. I have noticed and felt the curtness of agency workers. Worse is when they behave condescendingly. Each newcomer who comes for assistance at an agency should be treated with respect and dignity.

Settlement agencies should look very closely in their HR policies and choose their staff particularly carefully, because of life changing implication of the council they gave to newcomers. Their wrong advice (e.g. career choice, health issue support, mental health support, parenting advice etc) could and unfortunately did ruin life of individuals and whole families over and over again. As society, and city predicting in few years to have every fifth person declared as immigrant, we should not take their work so lightly.

Far fewer respondents (4.5%) made suggestions about basic needs such as housing (3.0%) or childcare (1.5%). Finally, 2.7% of respondents had no suggestions or expressed appreciation for having settlement services.

Settlement Service Needs

34. Which settlement services did you need the most when you arrived in Canada?

Settlement Services Most Needed Upon Arrival in Canada	Number	Per Cent
None, unsure, not applicable	91	2.9%
Employment and education services	786	25.0%
Information about Canada, Alberta, or Calgary (e.g., daily living, culture, government, immigration)	461	14.6%
English language assessment, courses	418	13.3%
Community connection programs (e.g., programs that help you meet people and build your network), informal social networks	376	11.9%
Health and wellness programs, health care system	337	10.7%
Programs to help children	267	8.5%
Supportive counselling (e.g., stress management, adjusting to life in Canada)	253	8.0%
Interpretation and translation	153	4.9%
Basic needs support (e.g., housing)	8	0.3%
Total	3,150	100.0%
Blanks = 363 (24.4% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked which settlement services they most needed when they arrived in Canada. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 66 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of some new categories, as well as some clarification about what was included in others.

The largest number of respondents said what they needed most upon arrival was employment and education services (25.0%). Next, at 14.6%, was information about life in Canada, including information about activities of daily living, Canadian culture, government, and immigration. This was followed by English language assessment or courses (13.3%), community connection programs or informal social networks (11.9%), and health and wellness programs or information (10.7%). Fewer respondents most needed children's programs (8.5%), supportive counselling (8.0%), or interpretation and translation services (4.9%). Only a handful of respondents (0.3%) required basic needs support such as housing. Examples of verbatim comments are provided for illustrative purposes.

Food security

Finding a house

dentist program

Career counseling

lotsa free stuff and money
Cultural-sensitive counselling
degree acceptance information
Skills bridging and career counseling
ESL & College certificates with funding
Advice on which grade to place child
Education + change of career assistance.
Work rights and how credit cards and money use work.
different types of immigration status (student, work, PR etc.)

Help with government bureaucracy (Alberta Health, Drivers Licence etc)
Certificate equation, and we need the government to accept our certificates.
More cultural norms - understanding how Halloween or Christmas stockings worked would have been useful
Information about banking system, health and education system, ... In general how different systems in Canada works.
Education around University and higher Education, Careers and Financial support for professional development
A friendship and network circle within my neighbourhood that did not need me to travel in the unusual cold and dark.
Supporting in getting important documents and understanding my rights and responsibilities as a PR and new immigrant.
program for Financial Literacy. I noticed most banks offer loans to immigrants. Govt must do something on this instead they must help Immigrant get the job.

programs that lets me get in touch with original canadian who can help me know more about the habits and how they live and think and communicate to avoid any misunderstanding
Anything that would explain how to live in Canada. It took me so many years to learn some important canadian life skills. And most people that are from my country still know less regardless of how many years they lived here.
Everything was new and confusing to me, I needed to know everything from how to order coffee to how to know directions and how to use transports.... Est.
Professional and not just survival job or specialized professions. Some of us are professionals that don't require licensing & still desire quality information to settle in.
Needed help understanding the medical system here, as the process for accessing specialist treatment differs greatly from my home country. Likewise, the tax and regulatory framework for operating a business is quite different, and it would have been helpful to have some general guidance for that.
Once again, NO settlement services were available...This survey is clearly targetting more recent immigrants and by recent I mean up to perhaps 20 years. The designer of the survey clearly has no clue what he or she was doing and therefore whatever payment has or will be made is too much

35. Upon arrival in Canada, where did you access settlement services and settlement information?

Where Settlement Services and Information were Accessed in Canada	Number	Per Cent
Family, friends, other people	518	19.5%
Immigrant-serving agencies, other local programs	512	19.3%
Government websites	373	14.0%
Library	306	11.5%
Subtotal – Most Popular Sources	1,709	64.3%
Other online sources	217	8.2%
School, university	180	6.8%
Government publications	120	4.5%
Employer or co-workers	93	3.5%
Ethnic or religious organization	88	3.3%
Immigration lawyer or consultant	66	2.5%
Television, radio, newspapers	47	1.8%
Airport	3	0.1%
Government staff	3	0.1%
Subtotal – Less Popular Sources	817	30.7%
None accessed, don't know	132	5.0%
Total	2,658	100.0%
Blanks = 380 (25.6% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Respondents were asked where they accessed settlement services or information in Canada. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 35 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of some new categories, as well as some clarification about what was included in others.

The largest number of respondents (19.5%) accessed information or settlement services through family, friends, or others via word of mouth. This was followed closely by immigrant-serving organizations or other local programs (19.3%). Two other popular information sources were government websites (14.0%) and libraries (11.5%). Additional sources identified included other online sources (8.2%), school or university (6.8%), and government publications (4.5%). Six other sources of settlement information or services were identified, each with less than four per cent of the total. Examples of verbatim comments are provided for illustrative purposes.

church
papers
Internet
university
Socila worker
women shelter
Word of mouth
Service Canada
university websites
Alberta trades offices
Man from Immigration.
Ontario Mennonite Community.
LINC program at BowValleyCollege
Genesis Centre, NE Calgary 1000 Voices.
Airport volunteer when entering Canada
Online such as rentfaster.com to rent a place
from friends who have been living in Canada for a long time
The only place i heard about it was at the airport upon arrival.
I took the language assessment test from immigration center calgary

Communication from the Federal Government

36. What are your preferred sources of settlement information from the Canadian government?

Respondents were asked their preferred means of getting information about settlement services from the federal government. Any written responses received for the field "Other – please specify" were cleaned and coded, for a net total of 24 comments. The totals have been amalgamated with the quantitative results to provide a more complete picture of the findings. This resulted in the addition of some new categories, as well as some clarification about what was included in others.

By far the greatest number of respondents (28.0%) would prefer to get settlement information from the Government of Canada through websites. This was followed by those who prefer to receive information by email (16.4%), in person at individual sessions (11.2%), and through printed materials (11.0%). Less popular means of receiving settlement information from the federal government include in-person group sessions (10.0%), social media (10.0%), by mail (7.9%), and by telephone (4.9%). Three other means of receiving settlement information were identified, each with less than one per cent of the total.

Best Way to Get Settlement Information from the Canadian Government	Number	Per Cent
Websites	824	28.0%
Email	484	16.4%
In-person individual sessions	330	11.2%
Printed materials	325	11.0%
Subtotal – Most Popular Means	1,963	66.6%
In-person group sessions	295	10.0%
Social media	294	10.0%
Mail	233	7.9%
Telephone	145	4.9%
Public media	2	0.1%
Other delivery methods	2	0.1%
Subtotal – Less Popular Means	971	32.9%
Non-government sources	5	0.2%
Not applicable	9	0.3%
Total	2,948	100.0%
Blanks = 385 (25.9% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.		

Examples of verbatim comments are provided for illustrative purposes.

Radio or tv

service canada

public advertisement

Seminar, followed by individual sessions

Professional information/preparation/accreditation supports.

One compiled document detailing all aspects of Canada systems for different classes of immigrants

Individual sessions are great as many would not ask questions in a group session because of integrity and privacy

Community based non-profit organisations and Faith Based organisations where trust and moral support is already there

If there is a language barrier, most of the above would not be applicable? Perhaps disseminate printed info as immigrants fill out government paperwork?

Workshops such as how to make resumes, how to find jobs, what is canadian markets like, are pretty useless. To get employment people need a foot in the door in the form of connecting newcomers with potential employers/training leading to employment.

Pre-Arrival Settlement Services

These next three questions were asked and analyzed together:

37. Prior to arriving in Canada, what services would you have found or did you find useful?

38. Are there other services you feel would be useful prior to arriving in Canada?

39. Before you arrived in Canada, were there any other services you used?

In Question 37, respondents were asked about the kinds of settlement services that would have been useful prior to arriving in Canada and also which ones they used before arriving. Then, in Question 38, respondents were asked if there were other services that would have been useful pre-arrival, whereas in Question 39, they were asked if there were other services that were used.

The written responses received for these two questions were cleaned and coded, for a net total of 335 comments for Question 38 and 363 comments for Question 39. The totals have been amalgamated with the quantitative results from Question 37 to provide a more complete picture of the findings. This resulted in the addition of some new categories, as well as some clarification about what was included in others. The combined responses are shown in the table on the following page. A selection of verbatim responses are provided thereafter.

What pre-arrival services would be useful? It appears that many respondents may have checked many if not all of the available choices about what pre-arrival services would have been useful. As a result, four options were given almost equal importance as the highest ranking pre-arrival services that would have been useful to have had: assessment of international education and related counselling (11.2%), connections with potential employers (also 11.2%), skills training for employment and workplace expectations (10.7%), and orientation to Canadian life (10.4%). Another four were only slightly lower in importance: connections with professional associations (9.6%), language assessment and training (9.4%), orientation to the Canadian economy, particularly local employment realities (9.3%), and help with obtaining housing (9.2%). The other two available options were selected by even fewer respondents: developing a pre-departure and arrival action plan (8.0%) and translation of key documents (7.0%).

The written comments revealed some additional pre-arrival needs: connections to settlement agencies or communities (0.3%), government immigration support (also 0.3%), children's needs such as childcare and schooling (0.2%), and support for basic needs other than housing, such as health, transportation, or income support (0.1%). As well, 3.2% of respondents said they had no need for any pre-arrival settlement services or any others aside from those listed in Question 37. Examples of verbatim comments are provided for illustrative purposes. Since this question generated a high volume of remarks, many of which may have service delivery implications, a more complete list of responses can be found in Appendix F, which merits review.

What pre-arrival services were used? The largest share of respondents (15.8%) indicated they did not use any pre-arrival settlement services or did not use any services aside from those listed in Question 37. Among those who did use pre-arrival services, 11.6% had an assessment of their international education and 11.2% had some type of formal orientation to Canadian life, usually through courses or seminars. Another 9.6% of respondents had language assessment or some degree of language training, 9.1% had developed a pre-departure and arrival action plan, and 8.3% had key documents translated.

Fewer respondents received skills training for employment (7.0%), some type of orientation to the Canadian economy (also 7.0%), or help with obtaining housing (6.3%). Even fewer made connections with potential employers (5.7%) or professional associations (5.1%), or received pre-arrival services from government staff, embassies, or websites (2.1%). A range of other means of receiving pre-arrival settlement support were identified, each with less than one per cent of all responses. These included connections with local settlement agencies or communities (0.6%), immigration lawyers or consultants (0.2%), when applying for school (also 0.2%), through family or friends (0.1%), and through sessions provided by their home country (also 0.1%). Examples of verbatim comments are provided for illustrative purposes.

Pre-Arrival Services – Would be Useful or Were Used	This service would be useful prior to arriving in Canada		I used this service before I arrived in Canada	
	Number	Per Cent	Number	Per Cent
Assessment of international education, employment counselling	630	11.2%	208	11.6%
Connections with potential employers	627	11.2%	102	5.7%
Skills training for employment, workplace expectations	600	10.7%	125	7.0%
Orientation to Canadian life	582	10.4%	201	11.2%
Connections with professional associations	539	9.6%	91	5.1%
Language assessment and training	527	9.4%	171	9.6%
Orientation to the Canadian economy, Calgary employment realities	521	9.3%	125	7.0%
Help with obtaining housing	518	9.2%	112	6.3%
Developing an action plan for pre-departure and arrival	446	8.0%	162	9.1%
Translation of key documents, interpretation	394	7.0%	149	8.3%
Connections with settlement agencies, communities	15	0.3%	10	0.6%
Government support, immigration staff, embassies, or websites	15	0.3%	38	2.1%
Children's needs (childcare, schooling, etc.)	10	0.2%		
Basic needs other than housing	7	0.1%		
Immigration lawyers, consultants			4	0.2%
When applying for school			3	0.2%
Family, friends			2	0.1%
Sessions provided by home country			2	0.1%
None, no others, not applicable	178	3.2%	283	15.8%
Total	5,609	100.0%	1,788	100.0%
Since the first 10 response options were asked as separate questions, each has a different number of blanks for both the "would have been useful" and "was used" responses. Therefore, there is too much variation between these 20 questions to report a single value for blanks.				
<u>Note:</u> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.				

Services that “Would Have Been Useful” Prior to Arriving in Canada

A few examples of verbatim comments are provided for illustrative purposes. A more complete list is provided in Appendix F.

All of the above in a list with links from the Canadian Government

All of the above are really good and important services. Great suggestions.

I would suggest you reach to every newcomer and offer them all these available services. that would make their life way easier

Real time orientation and factual facts of how to live in Canada. Example, prior to our departure, we attended a government seminar, the facilitator told us that sinks in Canada have InSinkErator, and that we could find jobs easily. But it's so far from the truth. Career Planning or pre-employment info like resume writing would be useful.

Childcare information and education system, schools for children.

Daycare knowledge. It is not cheap. We though that school for all ages was free.

Discussing challenges encountered by newcomers through documentaries, talks, etc.

housing, it was extremely difficult for me to get an accommodation because i have no credit history

How to dress for a Calgary winter. When I ask Canadians, they just say: 'dress in layers' and I never could figure out what that meant. 7 years on, I think I'm just now figuring it out. Knowing how to actively live in the winter months is crucial to settlement in Calgary,

Information about drug use among teenagers. Information about legal age of kids to become independent. Information about rights of kids to drop out of school and completion of High School not being mandatory for all kids.

Professional profile evaluation

Potential employer connections

Knowledge about Canadian employment requirements

be truthfull with the information, sometimes we hear things are not real

Information about bridging programs and available funding to enroll in any program

A truly honest system to prepare newcomers that they might not find the job they used to do upon arrival in Canada.

I checked 'orientation to the Canadian economy' but I think it would be more helpful to have an orientation to the Canadian/Calgary job market.

there seems to be a disconnect between the national immigration department and the provincial labour market. We were given to understand that Canada was a land of opportunities but the reality was completely opposite of that.

A clear picture of what life in Canada entails. I have witnessed many coming to Canada thinking that they are going to make lots of money forgetting the hard work that goes behind. I think it is very important to guide them in the right direction and help them take responsibility for their future. We need to teach them and they need to learn.

Reality check. Letting people know the reality of canadian job market. People should be aware that their qualifications or credentials will not be accepted in Canada and that they will need to go back to school and that it is hard to have a qualified professional career in Canada. People should be aware of the discrimination in the job market

Services that “Were Used” Prior to Arriving in Canada

Examples of verbatim comments are provided for illustrative purposes.

No Opportunity

*Canada has not embassy in my country so we had lots of problem for immigration
no, there was so no time. We were given 90 days to leave our homes and seek refuge
elsewhere*

Life in Canada

*relied on family
Just a pre-departure seminar.
Attended pre-arrival programme
Canada house immigration services
Canadian High Commission in Jamaica
Education department in Canadian embassy.
yes. CLIP [Canadian Immigrant Integration Program]
I got to know from community of Indonesia in Calgary
about possible recreation possibilities and cultural events
Orientation session at Canadian Embassy abroad was very useful
A very brief orientation about living in Canada that helped but could have been better.
Canada House, London Information plus information supplied by RBC Personnel Department
I check all the available resources to decide on schools and where to rent a place to live with
my family. C-train and maps of Calgary.
I used government website to read and understand things to do after upon arrival, important
needed things to start our life in Canada*

Services Used

*Agency
Job Bank
Recruiters
Airport officer
Immigration lawyer
ESL language training
resume and cover letter workshop
brief language education in school.
Rights and responsibilities as a worker
translation of documents - privately, with cost
Educational counselling services in home country about Canada*

Yes, I contacted a realtor and paid tons of money to have an apartment ready for my arrival. I didn't want to deal with it after my arrival.

I went to govt sponsored agency regarding my employment needs which I would have needed when I landed but it turned out to be the same.

I used the services of 'Casa Viva' in Buffalo, NY before crossing the border and getting an appointment with a government refugee claimant agency.

Other Sources of Information

CIC forums

Just CIC website

Centre for Newcomers

Immigration consultants.

Applying for Study permit

School website and google

book,,,how to screw canada

World Education Services (WES)

NANNY/DOMESTIC HELPER AGENCY

CCIS, CIWA, Directions for Immigrants

International Organization for Migration

Nope. Everything can be found in internet these days!

My Dad had been hired through a Government sponsored job fair.

Internet only and it was confusing and very frustrating to get answers.

Demographic Questions

40. What is your gender?

Gender	Number	Per Cent
Male	417	37.7%
Female	682	61.6%
Other	8	0.7%
Total	1,107	100.0%
Blanks = 379 (25.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		

A total of 61.6% of respondents identified as female and 37.7% identified as male. The remaining 0.7% of respondents indicated their gender identity was other.

41. In which age category do you fall?

Age Group	Number	Per Cent
18 to 24	85	7.7%
25 to 34	340	30.6%
35 to 44	395	35.6%
45 to 54	166	15.0%
55 to 64	80	7.2%
65 and over	44	4.0%
Total	1,110	100.0%
Blanks = 376 (25.3% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		

A majority of respondents (66.2%) were aged 25 to 44: 35.6% were aged 35 to 44 and 30.6% were aged 25 to 34. Next were respondents aged 45 to 54 (15.0%). This was followed by those aged 18 to 24 (7.7%) and 55 to 64 (7.2%). Seniors aged 65 and older were represented by 4.0% of the total. This indicates a range of input was received by respondents across the life span, which adds to the richness and variety of insights shared.

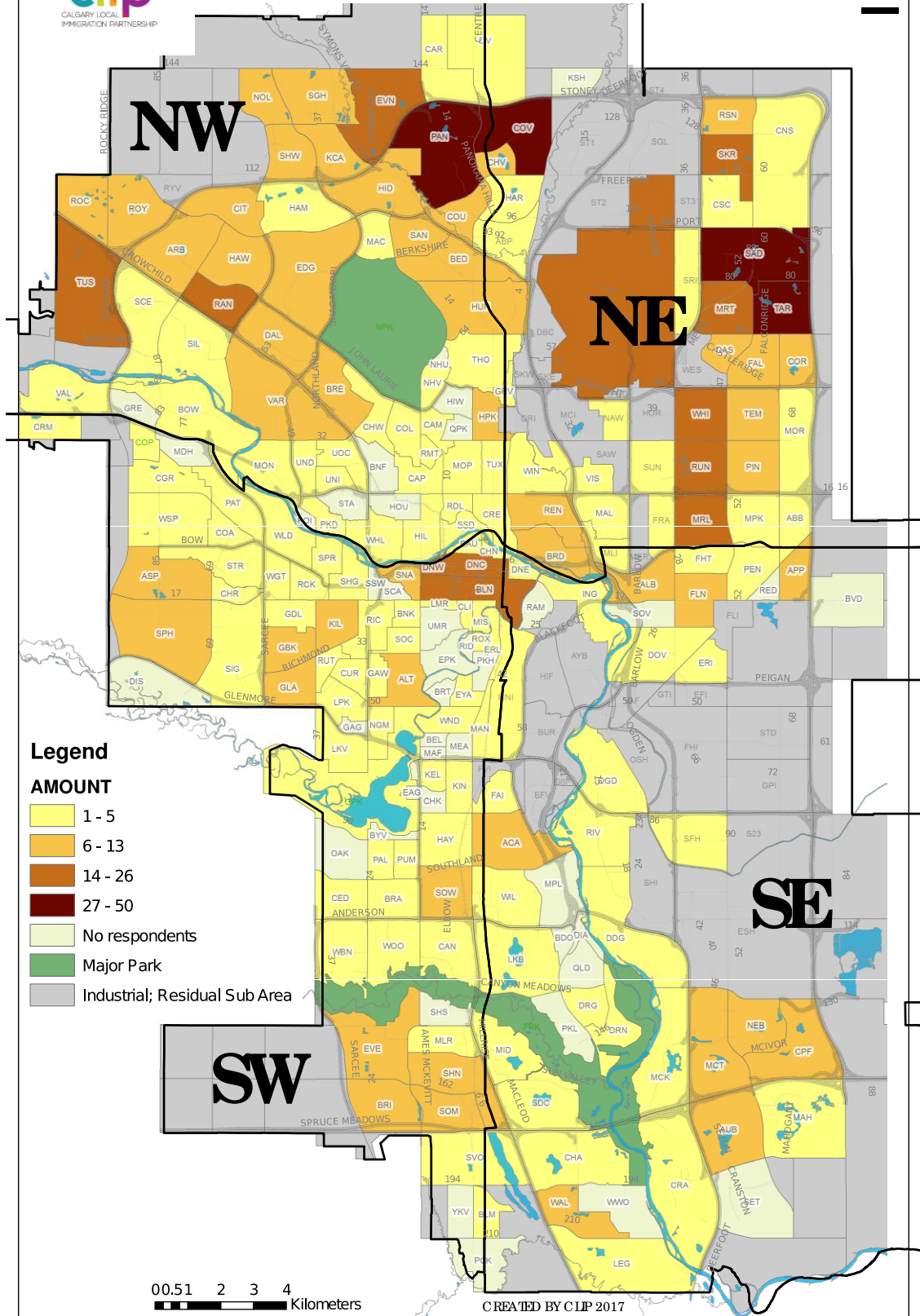
Community of Residence

42. In which community do you live?

Top Six Community Districts Represented	Number	Per Cent
Panorama Hills	50	4.7%
Saddle Ridge	37	3.5%
Taradale	33	3.1%
Coventry Hills	29	2.7%
Martindale	26	2.4%
Beltline	23	2.2%
Plus 160 other communities , each with less than 2.0% of the total	830	78.2%
Other (not specified)	34	3.2%
Total	1,062	100.00%
Blanks = 424 (28.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).		

Survey respondents live in 166 different communities in Calgary. The community that is home to the greatest number of respondents is Panorama Hills, with 4.7% of the total, followed by Saddle Ridge (3.5%) and Taradale (3.1%). Next are Coventry Hills (2.7%), Martindale (2.4%), and the Beltline (2.2%). A total of 160 other communities are represented by respondents, each with less than two percent of the total but which, together, account for 78.2% of all responses. A complete alphabetical list of community districts is provided in Appendix G and a map showing the distribution of respondents by community district is presented on the following page.

Survey Respondents by Community



The community district information was also clustered by ward. This may have relevance when considering whether and where to site additional settlement services. Respondents came from all city wards. Wards 7 and 11 had the most communities represented, at 18 and 19 respectively. However, Ward 5 had the most survey respondents, at 12.9%, followed by Ward 3 (9.8%), Ward 10 (9.6%), and Ward 2 (9.5%). Wards 12 and 14 had the fewest respondents, at 4.3% and 2.7% respectively. A map showing the distribution of respondents by ward is presented on the following page.

Ward	Communities Represented	Respondents		Ward	Communities Represented	Respondents	
		Number	Per Cent			Number	Per Cent
Ward 1	9	55	5.2%	Ward 9	13	59	5.6%
Ward 2	10	101	9.5%	Ward 10	13	102	9.6%
Ward 3	6	104	9.8%	Ward 11	19	79	7.4%
Ward 4	15	70	6.6%	Ward 12	7	46	4.3%
Ward 5	7	137	12.9%	Ward 13	10	59	5.6%
Ward 6	13	57	5.4%	Ward 14	10	29	2.7%
Ward 7	18	60	5.7%	Other	unknown	34	3.2%
Ward 8	16	70	6.6%	Total	166	1,062	100.0%

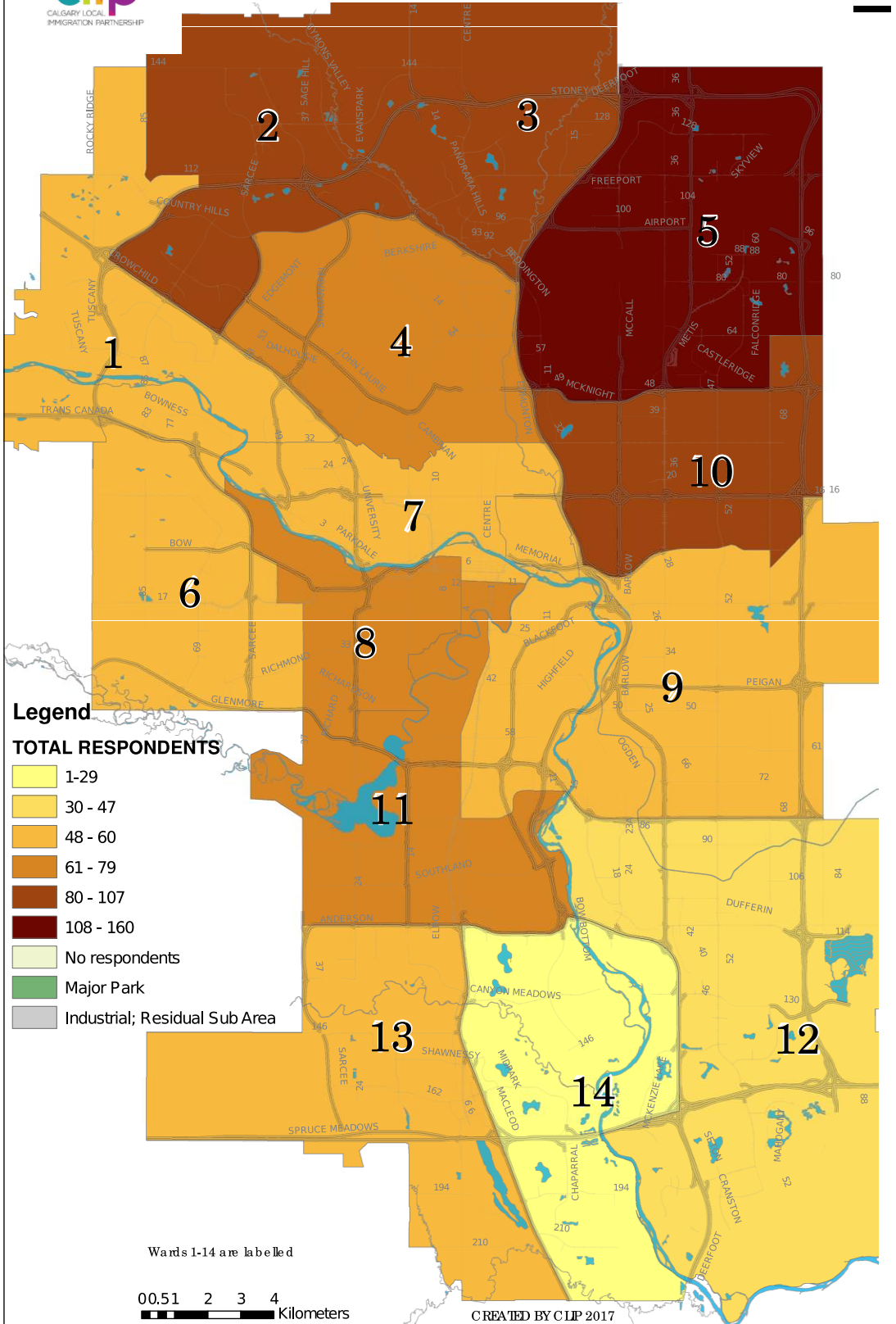
Blanks = 424 (28.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).

Community district information was clustered again, by quadrant. The Southwest quadrant of the city had the most communities represented, at 60. However, survey respondents are almost evenly split between Northeast (29.1%) and Northwest communities (28.9%). Another quarter of respondents lived in the Southwest (25.9%). However, a smaller number of respondents lived in communities in the Southeast (12.9%).

Quadrant	Communities Represented	Respondents	
		Number	Per Cent
Northeast	29	309	29.1%
Northwest	45	307	28.9%
Southeast	32	137	12.9%
Southwest	60	275	25.9%
Other	unknown	34	3.2%
Total	166	1,062	100.0%

Blanks = 424 (28.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).

Survey Respondents by Ward



43. Please type in the first three characters of your postal code (e.g., T9N).

The postal code data provided was used to map the home communities of respondents by community district and ward. It was also used to identify gift card distribution points, as described below.

Gift Card Draw and Distribution

44. Please enter your email address to be entered into a draw for a Superstore grocery card. Your email address will not be linked to your individual responses.

Draw Entries and Gift Card Winners	Number	Per Cent
Survey respondents who could have seen Question 44 (n-value)	1,486	100.0%
Content entered in the draw entry field	1,022	68.8%
Less non-address content	15	1.0%
Less duplicate email addresses	7	0.5%
Net Number of Draw Entries	1,000	67.3%
Gift card winners as a proportion of respondents who could have viewed Question 44 (521/1,486)	521	35.1%
Gift card winners as a proportion of the net number of respondents who entered the gift card draw (521/1,000)	521	52.1%

Once all other expenses were covered, CLIP had enough funds left in the project budget to purchase \$20 gift cards for **521** survey respondents. This was 52.1% of 1,000 survey respondents who entered a single email address into the draw entry field—and 35.1% of all 1,486 survey respondents who could have viewed the draw entry question.

To determine the best possible locations for gift card distribution, site selection was informed by mapping postal code data for all survey participants. On January 10, 2018, email addresses were randomly sampled from among the 1,000 net draw entries to select 521 gift card winners. A second round of random sampling was done the following day to select 13 additional winners to replace those with incorrect or inactive email addresses that bounced back after the first group of winners was contacted.

Gift card winners were advised by email on January 10 or 11 that they had won a \$20 gift card and were provided with information on the dates, times, and locations they could pick up their card. With the support of The City of Calgary and the Calgary Public Library, various pick-up times were scheduled between January 12 and January 27, 2018 at The City's Fair Entry sites at the Municipal Building and Village Square Library, and at Calgary Public Library sites in Country Hills, Saddle Towne, Shawnessy, and Signal Hill. The content of the notification email appears on the following page.



CLIP – Gift Card Pick Up

Congratulations! You are one of the lucky winners from our draw for \$20 Superstore gift cards following your completion of the Calgary Local Immigration Partnership's (CLIP's) Survey of Individuals Born Outside of Canada.

To claim your prize, please follow these steps:

- Review the dates and locations below to find a time that best suits your schedule.
- Bring identification or a piece of mail with your name and address.
- Provide your email address to the staff member when picking up your card.

Note: Only one gift card will be provided for each email address.

Dates and locations to pick up your prize

For your convenience, there are multiple locations and times available for you to collect your prize.

[table removed]

Thank you again for your participation in this survey and helping us better understand how newcomers access settlement services in Calgary.

If you have further questions or comments, please email us at CLIP@Calgary.ca.

Reminders were sent to all gift card winners on January 18, 2018. A second reminder was sent to all winners who had not yet picked up their gift cards on January 23, 2018. After receiving a reminder about the gift cards, one recipient emailed CLIP, saying:

Thanks for the reminder. I've collected my giftcard! So amazing!

A total of 310 of 521 available gift cards (59.5%) had been distributed as of January 29, 2018. Further reminders and, as needed, additional random sampling will be done until all of the gift cards have been distributed to eligible survey respondents who entered the draw.

Summary Conclusions

The Calgary Local Immigration Partnership undertook a Survey of Newcomers, which was the first of its kind done expressly for Calgary in several years. The purpose was to better understand why Calgarians who were born outside of Canada do or do not access Canadian settlement services during their migration process. CLIP reached out in innovative ways to a wide range of foreign-born individuals to learn as much as possible about why decisions about accessing settlement services are made. As an incentive, people who completed the survey could be entered into a draw to receive one of many \$20 gift cards for the Real Canadian Superstore.

In addition to sending email invitations asking people to complete or share the Newcomers Survey, CLIP devised some innovative products and strategies to reach out to immigrants. A poster advertising the survey, which was available in print and electronic versions, and a business-card sized "survey card" were designed, which contained a QR code that could be scanned using a smart phone to access the survey. Key contacts in a number of public, private, and non-profit sector fields or industries were identified, contacted, and asked to share or display posters or cards. For a broader reach, survey cards were handed out in person by contract staff at nine C-Train stations over ten days and at three Superstore locations over eight days. As a result, the CLIP Newcomer Survey was viewed by 4,674 people, started by 1,851 of them, and completed by 1,638 foreign-born individuals.

The survey was based on the 2013 Western Settlement Outcomes Survey, which conducted telephone interviews with recent immigrants. Participants were asked to choose one or more responses to the questions asked but were not able to provide other, non-scripted answers. For the CLIP Newcomer Survey, it was decided to give respondents the option of providing "other" responses to 17 questions to ensure key ideas would be captured, as well as the chance to answer three fully open-ended questions. What was not anticipated, however, was how eager respondents were to share their personal experiences, frustrations, and suggestions. Thus, the survey respondents provided a far greater number of comments than anticipated—4,727 in total—many to clarify that the question was not applicable to their situation, some to elaborate on why another response option had been selected, and still others who provided additional information for consideration.²⁰

What the findings confirm is the breadth of respondents' experience. This is not surprising since there was good representation across gender and age categories, as well as across community districts where respondents live. A total of 54.9% of respondents were recent immigrants, while 45.1% have been in Canada for five years or longer. However, 59.8% of respondents have lived in Calgary for less than five years, indicating that Calgary is a destination city for secondary migration in Canada. Respondents represent 127 different birth countries, with the Philippines and India topping the list, combining to form 25.3% of respondents regardless of their time in Canada. Respondents also speak one or more of 104 different languages at home, with English leading the way at 42.8% of the total. For recent immigrants, the second most common home language is Arabic, while for established immigrants, it is Spanish. For both groups, Tagalog is the third most frequently spoken language.

²⁰ After all open-ended responses were cleaned and coded, the net number of comments analyzed for this survey was 4,727. The net comments per question ranged from 24 to 629, with an average of 236 comments for each of the 20 questions that permitted qualitative responses to be submitted.

A majority of survey respondents came to Canada as either family class immigrants (36.5%) or economic immigrants (25.6%), combining for 63.0% of the total. The next largest groups are temporary foreign workers (10.8%) and refugees (10.5%) but those totals may be expected to change as Calgary welcomes more refugees to the city. A majority of respondents (58.7%) completed post-secondary education outside of Canada, with 42.5% holding a graduate degree and 16.2% holding an undergraduate degree. Less than ten per cent of all respondents have only an elementary school education (5.7%) or no formal education at all (3.4%).

A majority of respondents (65.6%) are employed. However, only 42.9% have full-time work, while another 18.2% work one or more part-time jobs. A significant number (16.8%) are unemployed but looking for work, while another 9.5% are studying, which includes newcomers who are taking courses, training programs, or language classes. Among those respondents who are employed, 31.0% earn \$20.00 to \$34.99 per hour, followed by the 22.5% who earn only \$13.60 (Alberta minimum wage) to \$14.99 per hour. This is the first sign of the gap between education, relevant employment, and income that surfaces time and again in this report—and has implications for the kinds of settlement services that are available or would be useful for newcomers.

Settlement Services

The goal of the survey was to better understand why Calgarians who were born outside of Canada do or do not access Canadian settlement services during their migration process. A total of 50.3% of survey respondents did access settlement services, while 6.7% tried to access services but were unable to do so. A total of 43.0% of respondents did not try to access services. Many of them explained that there were no settlement services available when they migrated, some having come to Canada several decades ago as either children or adults. Among the remaining respondents who expressed an interest in accessing settlement services but did not do so, lack of awareness was a key issue. Some people did not know about services (39.7%), others did not think they qualified for them (31.6%), and still others were confused about where to go for what (28.7%).

A number of barriers were identified as well, which were explored in more depth in a number of questions in the survey. In short, however, there are stark differences between the ease of settlement that respondents experienced. These differences were often based on the type and accuracy of information designed to help newcomers prepare for life in Canada in general and Calgary in particular. Although many respondents were expressly happy with and grateful for the settlement services and support they received, it is clear that we are failing other newcomers in several ways.

Many people advocated for more relevant, accurate information to be provided pre-arrival. They really wanted to know more about living in Canada and the realities of daily life in Calgary. This related to different social and economic systems in Canada—banking, housing, childcare, children's education, health care, transit, and how to dress for Calgary's weather—as well as social norms about environmental protection and recycling. Respondents also recommended various ways to advertise settlement services and to help newcomers to effectively navigate the local service system upon arrival in Calgary. Helping newcomers find the programs that exist to help them is critical.

More widespread, however, is the often reiterated disconnection between the attraction of skilled workers and professionals to Canada and the realities of the job market in Calgary. Respondents lamented that, to their dismay, they arrived with hope and optimism, only to find they had little chance of working in their chosen field upon arrival. Moreover, they found few if any appropriate supports to help them transition quickly or easily into the work they were trained to do. Frustration and despair were frequently expressed by these respondents, as evident in the “quotable quotes” included in this report.

What this survey has shown is that to meet the needs of the full range of newcomers who move to Calgary, better advertising of existing programs and services is essential. In addition, different kinds of services and supports are needed for professional and non-skilled migrants. Each of these streams are both necessary and important to enable the successful social and economic integration of newcomers. The wealth of information in this report may provide a blueprint for the kinds of next steps that would be most helpful.

Appendix A. Q-3 – Country of Birth

Country of Birth	Number	Per Cent	Country of Birth	Number	Per Cent
Afghanistan	18	1.1%	Equatorial Guinea	1	0.1%
Albania	3	0.2%	Eritrea	41	2.6%
Algeria	4	0.3%	Estonia	5	0.3%
Angola	1	0.1%	Ethiopia	33	2.1%
Antigua & Barbuda	1	0.1%	Fiji	1	0.1%
Argentina	5	0.3%	Finland	1	0.1%
Armenia	1	0.1%	France	5	0.3%
Australia	9	0.6%	Gabon	1	0.1%
Azerbaijan	4	0.3%	Germany	8	0.5%
Bangladesh	22	1.4%	Ghana	3	0.2%
Belarus	1	0.1%	Greece	2	0.1%
Belgium	2	0.1%	Grenada	1	0.1%
Bosnia	8	0.5%	Guatemala	4	0.3%
Brazil	18	1.1%	Guyana	2	0.1%
Brunei	1	0.1%	Hong Kong	21	1.3%
Bulgaria	2	0.1%	Hungary	8	0.5%
Burkina Faso	2	0.1%	India	197	12.6%
Burma	2	0.1%	Indonesia, Republic of	10	0.6%
Burundi	2	0.1%	Iran	37	2.4%
Cambodia	2	0.1%	Iraq	21	1.3%
Cameroon	13	0.8%	Ireland, Republic of	3	0.2%
Chile	10	0.6%	Israel	5	0.3%
China, PRC (not Hong Kong or Macau)	78	5.0%	Italy	4	0.3%
Colombia	25	1.6%	Jamaica	11	0.7%
Congo	7	0.4%	Japan	5	0.3%
Costa Rica	1	0.1%	Jordan	8	0.5%
Croatia	2	0.1%	Kazakhstan	1	0.1%
Curacao	1	0.1%	Kenya	7	0.4%
Czech Republic	2	0.1%	Korea, Republic of	59	3.8%
Denmark	1	0.1%	Kosovo	1	0.1%
Dominican Republic	1	0.1%	Kyrgyzstan	1	0.1%
Ecuador	2	0.1%	Latvia	1	0.1%
Egypt	18	1.1%	Lebanon	12	0.8%
El Salvador	10	0.6%	Liberia	1	0.1%

Country of Birth	Number	Per Cent	Country of Birth	Number	Per Cent
Libya	3	0.2%	Serbia	7	0.4%
Lithuania	4	0.3%	Singapore	4	0.3%
Madagascar	2	0.1%	Slovakia	2	0.1%
Malaysia	4	0.3%	Somalia, Democratic Republic of	6	0.4%
Mali	1	0.1%	South Africa, Republic of	6	0.4%
Mauritius	1	0.1%	South Sudan	5	0.3%
Mexico	22	1.4%	Spain	9	0.6%
Moldova	2	0.1%	Sri Lanka	10	0.6%
Mongolia	6	0.4%	Sudan	8	0.5%
Morocco	3	0.2%	Sweden	2	0.1%
Myanmar	2	0.1%	Switzerland	2	0.1%
Namibia	1	0.1%	Syria	43	2.7%
Nepal	29	1.9%	Taiwan	8	0.5%
Netherlands, The	5	0.3%	Tanzania	5	0.3%
New Zealand	1	0.1%	Thailand	3	0.2%
Nicaragua	1	0.1%	Trinidad and Tobago	1	0.1%
Nigeria	80	5.1%	Turkey	4	0.3%
Oman	1	0.1%	UAE	3	0.2%
Pakistan	92	5.9%	Uganda	3	0.2%
Palestine	2	0.1%	Ukraine	13	0.8%
Panama	1	0.1%	United Kingdom and Colonies	32	2.0%
Peru	8	0.5%	United States of America	16	1.0%
Philippines	199	12.7%	Uzbekistan	3	0.2%
Poland	17	1.1%	Venezuela	11	0.7%
Qatar	1	0.1%	Vietnam	26	1.7%
Romania	11	0.7%	Yemen	5	0.3%
Russia	10	0.6%	Yugoslavia	2	0.1%
Rwanda	2	0.1%	Zanzibar	1	0.1%
Saudi Arabia	3	0.2%	Zimbabwe	4	0.3%
Senegal	1	0.1%	Other (not specified)	8	0.5%
			Total	1,567	100.0%
Blanks = 71 (4.3% of 1,638 respondents).					

Appendix B. Q-3 x Q-2 – Country of Birth by Time in Canada

Country of Birth	In Canada <60 Months		Country of Birth	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Afghanistan	9	1.1%	Afghanistan	7	1.0%
Albania	2	0.2%	Albania	1	0.1%
Australia	3	0.4%	Algeria	4	0.6%
Azerbaijan	4	0.5%	Angola	1	0.1%
Bangladesh	15	1.8%	Antigua & Barbuda	1	0.1%
Belgium	1	0.1%	Argentina	5	0.7%
Bosnia	6	0.7%	Armenia	1	0.1%
Brazil	15	1.8%	Australia	6	0.9%
Bulgaria	1	0.1%	Bangladesh	7	1.0%
Burma	2	0.2%	Belarus	1	0.1%
Burundi	1	0.1%	Belgium	1	0.1%
Cambodia	1	0.1%	Bosnia	2	0.3%
Cameroon	8	1.0%	Brazil	3	0.4%
Chile	4	0.5%	Brunei	1	0.1%
China, PRC (not Hong Kong or Macau)	37	4.5%	Bulgaria	1	0.1%
Columbia	13	1.6%	Burkina Faso	2	0.3%
Congo	6	0.7%	Burundi	1	0.1%
Costa Rica	1	0.1%	Cambodia	1	0.1%
Czech Republic	2	0.2%	Cameroon	5	0.7%
Dominican Republic	1	0.1%	Chile	6	0.9%
Egypt	12	1.5%	China, PRC (not Hong Kong or Macau)	43	6.2%
El Salvador	5	0.6%	Columbia	12	1.7%
Eritrea	37	4.5%	Congo	1	0.1%
Estonia	3	0.4%	Croatia	2	0.3%
Ethiopia	25	3.0%	Curacao	1	0.1%
France	1	0.1%	Denmark	1	0.1%
Gabon	1	0.1%	Ecuador	2	0.3%
Germany	2	0.2%	El Salvador	5	0.7%
Ghana	1	0.1%	Equatorial Guinea	1	0.1%

Country of Birth	In Canada <60 Months		Country of Birth	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Greece	2	0.2%	Egypt	5	0.7%
Guatemala	2	0.2%	Eritrea	3	0.4%
Hong Kong	4	0.5%	Estonia	3	0.4%
Hungary	1	0.1%	Ethiopia	7	1.0%
India	100	12.1%	Fiji	1	0.1%
Indonesia, Republic of	7	0.8%	Finland	1	0.1%
Iran	32	3.9%	France	4	0.6%
Iraq	18	2.2%	Germany	6	0.9%
Ireland, Republic of	1	0.1%	Ghana	2	0.3%
Israel	2	0.2%	Grenada	1	0.1%
Israel	1	0.1%	Guatemala	2	0.3%
Italy	2	0.2%	Guyana	2	0.3%
Jamaica	2	0.2%	Hong Kong	17	2.5%
Japan	1	0.1%	Hungary	7	1.0%
Jordan	5	0.6%	India	97	14.0%
Kenya	3	0.4%	Indonesia, Republic of	3	0.4%
Korea, Republic of	24	2.9%	Iran	5	0.7%
Kyrgyzstan	1	0.1%	Iraq	3	0.4%
Lebanon	6	0.7%	Ireland, Republic of	2	0.3%
Liberia	1	0.1%	Israel	2	0.3%
Lithuania	2	0.2%	Italy	2	0.3%
Mauritius	1	0.1%	Jamaica	8	1.2%
Mexico	5	0.6%	Japan	4	0.6%
Moldova	1	0.1%	Jordan	3	0.4%
Mongolia	2	0.2%	Kazakhstan	1	0.1%
Morocco	1	0.1%	Kenya	4	0.6%
Myanmar	1	0.1%	Korea, Republic of	35	5.1%
Nepal	19	2.3%	Kosovo	1	0.1%
Netherlands, The	1	0.1%	Latvia	1	0.1%
Nigeria	65	7.9%	Lebanon	6	0.9%
Pakistan	50	6.1%	Libya	3	0.4%
Panama	1	0.1%	Lithuania	1	0.1%
Peru	1	0.1%	Madagascar	2	0.3%

Country of Birth	In Canada <60 Months		Country of Birth	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Philippines	103	12.5%	Malaysia	4	0.6%
Poland	7	0.8%	Mali	1	0.1%
Romania	6	0.7%	Mexico	17	2.5%
Russia	6	0.7%	Moldova	1	0.1%
Rwanda	2	0.2%	Mongolia	4	0.6%
Saudi Arabia	1	0.1%	Morocco	1	0.1%
Senegal	1	0.1%	Myanmar	1	0.1%
Serbia	5	0.6%	Namibia	1	0.1%
Singapore	4	0.5%	Nepal	10	1.4%
Slovakia	2	0.2%	Netherlands, The	4	0.6%
Somalia, Democratic Republic of	2	0.2%	New Zealand	1	0.1%
South Africa, Republic of	3	0.4%	Nicaragua	1	0.1%
South Sudan	2	0.2%	Nigeria	15	2.2%
Spain	6	0.7%	Oman	1	0.1%
Sri Lanka	4	0.5%	Pakistan	42	6.1%
Sudan	7	0.8%	Palestine	2	0.3%
Sweden	1	0.1%	Peru	6	0.9%
Switzerland	2	0.2%	Philippines	95	13.7%
Syria	4	0.5%	Poland	9	1.3%
Taiwan	4	0.5%	Qatar	1	0.1%
Tanzania	2	0.2%	Romania	4	0.6%
Thailand	3	0.4%	Russia	4	0.6%
Turkey	4	0.5%	Saudi Arabia	2	0.3%
Uganda	1	0.1%	Serbia	2	0.3%
Ukraine	8	1.0%	Somalia, Democratic Republic of	2	0.3%
United Arab Emirates	1	0.1%	South Africa, Republic of	3	0.4%
United Kingdom and Colonies	6	0.7%	South Sudan	3	0.4%
United States of America	6	0.7%	Spain	3	0.4%
Uzbekistan	3	0.4%	Sri Lanka	6	0.9%
Venezuela	5	0.6%	Sudan	1	0.1%
Vietnam	19	2.3%	Sweden	1	0.1%

Country of Birth	In Canada <60 Months		Country of Birth	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Yemen	5	0.6%	Syria	3	0.4%
Yugoslavia	1	0.1%	Taiwan	4	0.6%
Zimbabwe	2	0.2%	Tanzania	3	0.4%
			Trinidad and Tobago	1	0.1%
			Uganda	2	0.3%
			Ukraine	5	0.7%
			United Arab Emirates	2	0.3%
			United Kingdom and Colonies	26	3.8%
			United States of America	10	1.4%
			Venezuela	6	0.9%
			Vietnam	7	1.0%
			Zanzibar	1	0.1%
			Zimbabwe	2	0.3%
Other (not specified)	4	0.5%	Other (not specified)	4	0.6%
Total – Recent Immigrants	826	100.0%	Total – Established Immigrants	693	100.0%
Grand Total – Both Groups Combined			1,519	100.0%	
Blanks = 71 (4.3% of 1,638 respondents).					

Appendix C. Q-6 – Home Language

Home Language	Number	Per Cent	Home Language	Number	Per Cent
Afrikaans	4	0.2%	Farsi	19	0.9%
Albanian	4	0.2%	Filipino	29	1.4%
Amharic	17	0.8%	Finnish	1	0.0%
Arabic	111	5.4%	French	51	2.5%
Armenian	1	0.0%	German	6	0.3%
Azeri	1	0.0%	Greek	1	0.0%
Bahasa	2	0.1%	Gujarati	13	0.6%
Baluchi	1	0.0%	Hindi	21	1.0%
Bangla	4	0.2%	Hungarian	6	0.3%
Belarusian	1	0.0%	Idoma	1	0.0%
Bengali	16	0.8%	Igbo	5	0.2%
Bilen	1	0.0%	Ika	1	0.0%
Bisaya	1	0.0%	Ilocano	1	0.0%
Bosnian	2	0.1%	Indian	1	0.0%
Bulgarian	1	0.0%	Indonesian	3	0.1%
Cantonese	27	1.3%	Irish	1	0.0%
Catalan	1	0.0%	Italian	3	0.1%
Cebuano	4	0.2%	Japanese	3	0.1%
Čeština	1	0.0%	Kannada	1	0.0%
Chinese	27	1.3%	Karen	2	0.1%
Creole	1	0.0%	Katchi	1	0.0%
Croatian	4	0.2%	Khmer	1	0.0%
Czech	1	0.0%	Konkani	1	0.0%
Danish	1	0.0%	Korean	49	2.4%
Dari	3	0.1%	Kurdish	1	0.0%
Dinka	1	0.0%	Latvian	1	0.0%
Dogri	1	0.0%	Lithuanian	2	0.1%
Dutch	1	0.0%	Malagasy	1	0.0%
Egyptian	1	0.0%	Malayalam	16	0.8%
English	941	45.8%	Mandarin	44	2.1%
Eritrean	2	0.1%	Marathi	2	0.1%
Estonian	4	0.2%	Mizo	1	0.0%

Home Language	Number	Per Cent	Home Language	Number	Per Cent
Mongolian	5	0.2%	Swedish	1	0.0%
Myanmar	1	0.0%	Tagalog	96	4.7%
Nepalese/Nepali	23	1.1%	Taishanese	1	0.0%
Nuer	2	0.1%	Tajik	1	0.0%
Oromo	4	0.2%	Tamil	10	0.5%
Pashto	3	0.1%	Telugu	2	0.1%
Patois	2	0.1%	Thai	1	0.0%
Persian	18	0.9%	Tibetan	1	0.0%
Polish	12	0.6%	Tigrinya	20	1.0%
Portuguese	18	0.9%	Tulu	1	0.0%
Punjabi/Panjabi	52	2.5%	Turkish	2	0.1%
Romanian	7	0.3%	Twi	3	0.1%
Russian	13	0.6%	Ukrainian	6	0.3%
Serbian	6	0.3%	Urdu	55	2.7%
Serbo-Croatian	4	0.2%	Vietnamese	18	0.9%
Shona	2	0.1%	Visayan	1	0.0%
Sinhala/Sinhalese	4	0.2%	Wolof	1	0.0%
Slovak	1	0.0%	Yoruba	31	1.5%
Somalian	3	0.1%	Other (not specified)	40	1.9%
Spanish	100	4.9%	Total	2,053	100.0%
Surigaonon	1	0.0%	Blanks = 131 (8.0% of 1,638 survey respondents).		
Swahili	4	0.2%			

Note: Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.

Appendix D. Q-6 x Q-2 – Home Language by Time in Canada

Home Language	In Canada <60 Months		Home Language	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Afrikaans	2	0.2%	Afrikaans	2	0.2%
Albanian	3	0.3%	Albanian	1	0.1%
Amharic/Amharic	13	1.2%	Amharic/Amharic	4	0.4%
Arabic	85	7.5%	Arabic	25	2.6%
Azeri	1	0.1%	Armenian	1	0.1%
Bahasa	2	0.2%	Bangla	2	0.2%
Baluchi	1	0.1%	Bengali	4	0.4%
Bangla	2	0.2%	Bosnian	2	0.2%
Belarusian	1	0.1%	Bulgarian	1	0.1%
Bengali	12	1.1%	Cantonese	23	2.4%
Bilen	1	0.1%	Cebuano	1	0.1%
Bisaya	1	0.1%	Chinese	12	1.2%
Cantonese	4	0.4%	Creole	1	0.1%
Catalan	1	0.1%	Croatian	1	0.1%
Cebuano	3	0.3%	Danish	1	0.1%
Čeština	1	0.1%	Dari	2	0.2%
Chinese	15	1.3%	Dinka	1	0.1%
Croatian	3	0.3%	Dutch	1	0.1%
Czech	1	0.1%	Egyptian	1	0.1%
Dari	1	0.1%	English	471	48.3%
Dogri	1	0.1%	Estonian	1	0.1%
English	462	41.0%	Farsi	2	0.2%
Estonian	3	0.3%	Filipino	10	1.0%
Farsi	17	1.5%	French	22	2.3%
Filipino	19	1.6%	German	3	0.3%
Finnish	1	0.1%	Gujarati	7	0.7%
French	28	2.3%	Hindi	10	1.0%
German	3	0.3%	Hungarian	2	0.2%
Greek	1	0.1%	Igbo	1	0.1%
Gujarati	6	0.5%	Indian	1	0.1%
Hindi	11	1.0%	Indonesian	2	0.2%

Home Language	In Canada <60 Months		Home Language	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Hungarian	4	0.4%	Japanese	3	0.3%
Idoma	1	0.1%	Katchi	1	0.1%
Igbo	4	0.4%	Korean	29	3.0%
Ika	1	0.1%	Malagasy	1	0.1%
Indonesian	1	0.1%	Malayalam	9	0.9%
Irish	1	0.1%	Mandarin	25	2.6%
Italian	3	0.3%	Marathi	2	0.2%
Kannada	1	0.1%	Mongolian	2	0.2%
Karen	2	0.2%	Nepalese/Nepali	7	0.7%
Khmer	1	0.1%	Nuer	2	0.2%
Konkani	1	0.1%	Oromo	2	0.2%
Korean	20	1.8%	Patois	2	0.2%
Kurdish	1	0.1%	Persian	3	0.3%
Latvian	1	0.1%	Polish	5	0.5%
Lithuanian	2	0.2%	Portuguese	3	0.3%
Malayalam	7	0.6%	Punjabi/Panjabi	30	3.1%
Mandarin	19	1.7%	Romanian	4	0.4%
Mizo	1	0.1%	Russian	4	0.4%
Mongolian	3	0.3%	Serbo-Croatian	4	0.4%
Myanmar	1	0.1%	Shona	2	0.2%
Nepalese/Nepali	16	1.4%	Sinhala/Sinhalese	2	0.2%
Oromo	2	0.2%	Slovak	1	0.1%
Pashto	3	0.3%	Somalian	1	0.1%
Persian	15	1.3%	Spanish	58	5.9%
Polish	6	0.5%	Swahili	2	0.2%
Portuguese	15	1.3%	Swedish	1	0.1%
Punjabi/Panjabi	22	2.0%	Tagalog	54	5.5%
Romanian	3	0.3%	Taishanese	1	0.1%
Russian	9	0.8%	Tajik	1	0.1%
Serbian	6	0.5%	Tamil	3	0.3%
Sinhala/Sinhalese	2	0.2%	Tigrinya	2	0.2%
Somalian	1	0.1%	Twi	1	0.1%
Spanish	38	3.4%	Ukrainian	3	0.3%

Home Language	In Canada <60 Months		Home Language	In Canada 60+ Months	
	Number	Per Cent		Number	Per Cent
Surigaonon	1	0.1%	Urdu	27	2.8%
Swahili	2	0.2%	Vietnamese	3	0.3%
Tagalog	42	3.7%	Wolof	1	0.1%
Tamil	7	0.6%	Yoruba	6	0.6%
Telugu	2	0.2%			
Thai	1	0.1%			
Tibetan	1	0.1%			
Tigrinya	18	1.6%			
Tulu	1	0.1%			
Turkish	2	0.2%			
Twi	2	0.2%			
Ukrainian	3	0.3%			
Urdu	28	2.5%			
Vietnamese	15	1.3%			
Visayan	1	0.1%			
Yoruba	25	2.2%			
Other (not specified)	58	5.1%	Other (not specified)	51	4.9%
Total – Recent Immigrants	1,127	100.0%	Total – Established Immigrants	976	100.0%
Grand Total – Both Groups Combined			2,103	100.00%	
Blanks = 131 (8.0% of 1,638 survey respondents).					
<i>Note:</i> Since more than one answer could be selected, the number of responses shown exceeds the number of respondents.					

Appendix E. Q-33 – Improving Settlement Services

The following verbatim comments were among 336 suggestions received from respondents who selected “Yes – please specify” in response to Question 33: **Do you have any suggestions for improving settlement services?** They have been clustered into several categories based on their content.

None, Kudos for Services (2.7%)

Not at this time

not sure what to suggest

Always there space for improvement, but what about those who have positive experience?

Information Services

Advertising and Promotion (18.8%)

Advertise

Advertising

Advertise them

Advertisement.

better promotion

Advertise it on local TV

Get the word out to people

More information using media

Creating awareness for new comers

Spread the infomation on the IRCC website

Go to LINC classes to present about services

Students should be approached on campus

if they could go to schools and give a speech

be more reachable and spread more awareness

Better if printed information is provided to immigrants.

A master homepage that compares all the services there are

Have more seminars to introduce settlement service programs

Better education about them. Make them more publicly known.

I hope newcomers would be informed better of their service options

Reach out to schools in the City where services are exposed to children/students

Create more awareness especially for people coming into Canada on a study permit

More awareness, more media approach and targeting a method to get to immigrants

An email can be sent to immigrants letting them know about the services that the City offer.

Clearness, and have a common portal of information. Please do not forget about the human touch

Community awareness about settlement services would help immigrant build their confidence in accessing them

Please do more advertising in communities, schools, and public services, in addition, we need more Chinese services.

I didn't know about them only after I spent almost 3 months in Canada, none of the governmental offices told me about CLIP

Advertise these programs at walk-in-clinics, church bulletin boards, and grocery store bulletin boards where immigrants cannot help but see them.

I guess working closely with CBSA might help as they are first contact when you land in Canada. They can give some brochure or information on services available.

... 2) make information about settlement services more available in communities (e.g. promotion from the government) 3) effort to minimize the stigma attached to using settlement services

A Cally website geared towards newcomers that lists all agencies in town and how they can help. Perhaps a forum on the website where newcomers can offer advice to other newcomers.

A booklet listing all settlement service providers and arranging the programs they offer in a big chart and by categories. Would make it easier for newcomers to spot the right place for them to approach and give them an idea about all the programs offered out there.

Arrival and Pre-Arrival Support (10.4%)

better communication before immigration is finalized

Have a few counsellors stationed at the airport for immigrants during landing

Offering settlement services before immigrants arrive using video chat and webinars.

Have brochures at the airport so people who enter Canada are aware of these services

Ensure that contact is made with all prospective immigrants in their language before landing.

Focusing newcomers to settle in the job and providing the basic needs will find all the solutions.

Immigrants must be informed clearly about settlement services offered before coming here to Canada.

provide some information maybe through the embassy, when visas are approved, or at the border, etc

if possible it should be offered upon arrival by giving information about the services offered to newcomers

make people aware about the services before immigration or a mandatory training session after the landing.

Information about settlement services should be provided through brochures at the airport when families arrive

Encourage all the newcomers to access and receive appropriate information which will help them settle smoothly.

At the airport when a family enters providing a contact person with the appropriate information to connect initially.

Identify immigrants early, upon landing. Have settlements address different areas family, career etc. Ensure all genders are taken into consideration.

Let immigrants know about these services once they enter into Canada, rather than spending time without any work and knowing about them after ages. ...

Inform immigrants of different programmes before they land in Canada. With possible locations. Don't just leave them in the ocean. It could be frustrating.

Make them aware to immigrants before they come in, have a website with all the opportunities that immigrants have to make them feel at home and supported

It would be nice if there is a service desk at airport that provides information on settlement services when immigrants land for the first time in Canada. At least generic information on what kind of settlement services are offered and what are these agencies would definitely help newcomers.

Provide support for highly skilled class migrants too, not just refugees. Even though somebody might have a bit more money, but this doesn't mean they are not struggling. The ILO orientation that immigrants receive prior to coming to Canada is outdated and quite different from the real situation in Canada. It would've been better to struggle a bit more than to have been misled by the wrong information provided by IMO

Program Design and Delivery

Program Design (16.4%)

Cancel them

Include services for the LGBTQ communities

Some questions are too personal to answer.

Making it Mandatory for all the newcomers

Add more free learning program other than languages

Provide more information or help for all kinds of immigrant status

More settlement agencies with ability to help low-income clients.

Yes for some program they have age limit 30. I want it should be 35

More funding to programs to increase the scope of programs available

If you can keep track of the integration process of immigrant, it would be great.

... Second, extend the service a little bit more to following years after settlement

I think ethno communities can play a bigger role in providing settlement services

Government should enhance the support and funding to the settlement agencies.

Settlement should be to encourage new immigrants to integrate into Canadian society, not form ghettos.

Please reduce the number of documentation to be provided by the applicant in order to access/receive benefits.

Make LGBT support more visible and include LGBT refugee claimants as people who are eligible to use settlement services.

Settlement service should focus both on new immigrant and ones that are transitioning from other province, they are in the same boat.

stop taking responsibility for immigrants choice, let them take charge of their new life here, and find out for themselves whats available

having a representative from each community member hired as a job or a volunteer and her/his role would be to represent the most important agencies.

Provide services English classes that is legally here as TFW. Also, support those TFW that are abused by the employers with counselling to cope with trauma.

Stop getting more refugee into Canada. Help those already arrived. Our own people who borned in Canada also need alot of help. Use the money wisely.

I think the services in the agency are quite similar (ESL etc.). It would be great to have variety of services for diverse newcomers with different background and skills.

Stepwise settlement services for Family Class. Treat this class as not just supportive, but contributors to the economy.(especially if they are qualified, skilled workers)

Focus more on a group of newcomers that are similar such as in religion, if they came with a family or single, etc. To recommend programs that they qualify for and is specic

Train staff equally and ensure the quality of services is maintained regardless the counselor. Diversify the services offer - not all immigrants are refugees, low literacy, low English proficiency.

I believe settlement services have improved since 2008 when i immigrated. When my wife came in 2013 it was better. May be more online resources and a on stop website with precise information.

... Canadian Culture workshops would be beneficial for newcomers to understand the Canadian system and culture in general, such as the benefit of volunteerism, where your taxes go, Canada diversity including indigenous people.

One stop shop to handle issues immediately rather than being bounced around. Perhaps to pair up a canadian family right away to with the newly arrived family to assist in settlement?? Perhaps an SOS Telephone number to asses the settlement need and then to follow up the progress

Provide all the information that are out there to help immigrant, scrap unnecessary rules blocking the immigrants from opportunity, provide training or education based on refugees ability rather that asking certificate or experience from someone who came to this country empty handed. Don't teach new comers to lie or provide you false information by asking for resume/experience when you know

It would be easier if there is one organization that an immigrant can go to and from that organization if they can offer classes on different topics at that same site for examples simple as finances, taxes, housing, job seeking. One it helps them so they are not navigating throughout the whole city for these resources and also the resources and everyday life skills they need to learn in order to live in canada.

Leverage best practices within broader civil society. As one example, there was very little spoken about the extremely successful group sponsorship by the Ismaili community of many thousands of Afghan refugees at a time when people were questioning if the entire country of tens of millions could support a mere 25,000 Syrians. This seemed illogical at best, and dismissive of fantastic outcomes from the Ismaili case at worst.

The Feds could do a better job of screening those that are let in and, do a much better job of informing them before arriving the situation in which they will find themselves particularly for professionals. Immigrant and refugee waves of both old and newer did just fine with existing settlement services. In fact for the former there were NO settlement services made available, even universal medicare was yet to arrive. Those who couldn't hack it simply went back home to tend sheep. This latest wave should have a much easier time of it with all the social support services now available and be able to manage at least as well as we did. For, those who can't means they don't have the Right Stuff.

Having worked in settlement agencies, knowing a lot of people who have accessed them and still dealing with them as part of my job, I do have a couple of suggestions. Higher paid staff would produce agencies that are more stable and result in higher quality of service. It's sad to keep hearing stories from ex-staff of settlement agencies about how the tight funding results in agencies operating on such competitive basis that it becomes detrimental to staff and the clients they serve. Another suggestion is to offer settlement services on an "universal" basis; similar to health care. Making settlement services open to anybody regardless of immigration status or length of residency would really address accessibility issues. People will self-select as to where they go for help and the qualifying restrictions present right now just make it way too hard for recipients and creates extra work and stress on staff.

Language (4.2%)

More translators

Esl people hire more

+7 level CBL speaking training

More settlement services in French

More first language speaking workers.

Services must available in English and French

It would be a great idea to give help interpreters newcomers

To have more higher levels than benchmark 4 on LINC program

1 - 2 weeks of learning how to break language barrier in the workplace

Those service organizations should have maintained interpreters and translators.

More language translation services to better understand the settlement services

Try to have employees from different countries and make sure to use English language at work all the time.

Offer services in other languages or advertise in more languages. An example, this survey is in English, brand new immigrants may not know how to fill this out because they can't read.

Employment – General (10.1%)

Improving mentorship services

... And increase seats in internship programs

Include real information about job market and career

More job hunting programs and assistance to get into job

better understanding about the local labor market needs

provide a grant for small immigrant business to start up capital

Provide services for temporary workers to help them to find a job too.

Changing certificate of another country to fit with Canadian way of education.

Can refer to companies for work because work is very important to us immigrants.

Suggest those courses that do not have much cost involved, add value to the CV and are flexible.

Immigrant services help lower educated people more. But they should help higher educated people too.

The program about how to write a resume, didn't help you to find a job. I think it can add some training

I believe the programs which give participants internship opportunities are really helpful in settling newcomers

Engage employers and encourage them to accept people with outside of Canada studies and work experience

Helping new immigrants in finding job, referring them to the jobs/ companies that would hire them would be great!.

It would be more useful if coordination with employment agencies is more so that seniors can also be more usefully employed.

The Canadian Employment Skills program has closed due to lack of funding. Government should continue funding initiatives that work

Please help them find a suitable job, Instead of saying you need a Canadian experience or you need Canadian education even though people have good qualification from their home country.

All the immigrants be helped on the their landing and their credentials shall be given equivalency for the purpose of job and if needed they should be provided training in their respective fields

my husband went to Conexion Carriere to talk about job search. The worker told him that he should not look for a job because he would not be able get it without a referral. After that he felt discouraged.

The most important part is to find a job, so the programs like CES in YWCA was the best and not like other ones in CCIS or Bow Valley, so bridging programs are so important to get newcomers melt inside Calgary.

Create more professional networking opportunities for qualified immigrants, and run short courses/overview of the regulatory and tax system in Canada + Alberta (especially for small businesses/sole proprietors)

Provide advice concerning our career not what skills I can acquire to get a job in Calgary. I have done MSc in Finance and Investments and then I did a postgraduate certificate course in Global business Management and I was advised to do plumbing course to get job in Calgary

It would be better to use the money given to settlement services to give immigrants paid apprenticeships or paid trainings with local businesses with the prospect of employment afterwards. Biggest issue newcomers face in employment, the rest like language courses, how to make what documents where etc, can be known from online sources. Websites are generally very good for that, both government and other.

Do not ask everyone that visits the service agencies to take basic job seeking course. The advisors or agents should try to understand each individuals situation and plans to appropriately advise on the right services. My impression is that the service agencies are more interested in having people attending programs to justify their current funding or to geth funding without regards to whether these services add any value to the immigrants efforts to settle and integrate.

Please organize the department according to needs of immigrants, e.g. qualified, unqualified. And Secondly meaningful training of the staff. Lastly, providing resouces and contacts in relevant sectors. I have doctorate in Humanities from Germany, and was seeking some relevant information or contact in academia or research organizations but failed to get any relevant support or information from the staff, apart from preparing resume which appeared simly nonsense to me, regarding my qualification.

Employment – Skilled Workers, Professionals (8.3%)

There must be programs for highly skilled professionals like PhD

improving the employment services for advanced professionals

better connections with employees to hire qualified skilled newcomers

Having more resources for professional immigrants to network and find jobs

would be really helpful for newcomers who wants to coutinue their carrer in Canada.

More service access to high skilled immigrants instead of focusing so much in refugees.

If there are some kind and professional agency about Study or carrer goals and plans, it

More programs of intergration to the labor market for International Educated Newcomers

Dont approve professionals from other country to come to Canada such as nurses if they cant work as nurses

Create more programs for Immigrants Engineers. Demand of those is high and there are a few in Calgary.

Accept more applicants. . .like in engineering and technology of ccis we were 450 applicants and only 15 will be accepted

some program have stoped due to lack of government, for example CES under YWCA, which was very effective to professional settle

Include professional development services. In depth assistance on the process of upgrading a profession here in canada. Each profession must be covered.

Some services for professionals, looking for the best way to continue a career, not just a survival job. The current services don't have this competences and skills to help.

The government and private companies are not working together and a lot qualified professionals immigrants are wasted because of a pre-request Canadian experience to get a job.

All the immigrants be helped on the their landing and their credentials shall be given equivalency for the purpose of job and if needed they should be provided training in their respective fields

(1) Mentoring programs with settled immigrant the same level of education and professional skills as the immigrant mentee. (2) Partnership with higher education organizations for setting up graduate programs tailored to professional immigrants to upgrading their knowledge to Canadian standards so they can valdiate their degress and start contributing as professionals ASAP to our beloved country, Canada.

Immigrants especially skilled workers had their experience and qualifications verified before being granted visa hence no need for more rigorous interviews and processes before being integrated into the workforce. Most immigrants settle for far less roles compared to their levels because they want to pay bills and this is demoralizing. Some people refuse to come and settle down here because of that treatment

Service Hours and Locations (5.7%)

Flexible times

it should have easy access

more info centers for the new immigrants

Flexible start time and virtual, online training

more open access websites about settlement services

Provide a repository of all service providers at one website

One stop shop that coaches and directs to where to get help and how

i wish there were additional service location in every quadrant of the city

Maybe open on Saturdays, not even every Saturdays every other Saturday

Websites should be little easy to follow. Government websites are very complicated.

Given transportation issues and winter weather, try to do as much as possible by telephone.

there should be an alternate schedule for those schooling and wish to enroll in employment programs

Provide a website with all the different agencies and services. One site to all resources available.

It would be great if there's an office close by so as to save time and avoid getting lost in a new environment just to get there.

More accessible geographically, as downtown concentration can be a physical barrier to those feeling isolated in different quadrants

Agency Staff (19.0%)

Be honest

Be more courteous

More qualified staff

Respond quickly to enquiries

More professionalism required

More follow ups with newcomers

Get people that want to help others

Better selection of teachers at schools

Better English level for all the staff members.

increasing the languages for service providers

Please put nice & very friendly person on the front desk

They need to be sensibilized on sexual orientation of their clients

have a better idea who really need help and who are abusing of the systems.

Having immigrants with at least 5 years of residency in Calgary working in the services.

First would be helpful to evaluate the level of racism in the Immigrants serving agencies. ...

Try to work with the whole family as a unit, helping establish resiliency strategies to succeed.

Instead of just handing out the printed material they should focus on answering the concerns

Either use trained professionals who are well connected with the industry or don't expect them to effective

More follow the newcomers situation. Have more professionals to have abilities to consult all kinds of immigrants.

1) trained & qualified staff members (social service workers) who understand the needs of newcomers in a holistic way ...

Treat every case individually and listen to their specific needs and guide them honestly and sincerely not false hope. Please

whosoever come for settlement give them their respective race and culture professional so they can understand what they need.

I havent seen single white person working in the settlement centre. It was full of chinese people need a language improvements too.

better programs, qualified people, better accountability, assessment of staff, regular training and proper feedback opportunity for immigrants

Culturally sensitive approaches, staff that ask questions and assess needs rather than give answers or a paper sheet with websites where to find information.

integrate more experienced immigrant in the settlement services. They have lots of ideas to share with new immigrants, encourage the old ones to mentor new ones.

More case management per client, meaning more settlement workers since they seem to be overwhelmed by the amount of clients and cannot provide meaningful services.

Many of the social workers are economically challenged and they work to collect clients for billing purposes. It is often very apparent. They are in need of help as much as we are.

settlement services staff needs to be well trained and get to know what is market trend in terms of skill set demand etc. Settlement services staff just do their 08:00 to 0400 job and go home.

Schools should be bias-free. If the owner/staff are biased (towards people from their country/ people from any other countries they do not like), they should not be the first contact for the clients.

Immigrant service staff should be constantly updating their knowledge in regards to gov. program and services, i.e seniors programs, income support programs, etc-provincial and federal

More Canadian-born people to provide services. Less newcomers. Those who were born in Canada and attended school have more knowledge of how to go along with Canadians of all heritages rather than newcomers.

They should respond in efficient and quick services and they should hire men as well, I find it gender discrimination, that all such staff is mostly women, which is so common where women gets priority when it comes to job esp office jobs.

Usually muslims ladies especially those wearing head cover (Hijab) will receive a lower quality services than other women or men. This point need to be investigated further. may be our experience is a personal one but I do not think so

Please give your staff more information on immigrants who would like to upgrade their learning. Your staff should be able to give step by step directions on what to do next and not just give an answer like " call the school to find out how" , is one example.

Improve the customer service of the immigrants working at the agencies. They don't get it & assume everyone else is not well educated or of low income. Also, not every new immigrant is looking to cheat the system. Immigrants need relevant information relative to their need

It's good to have very qualified person who has motivation to help, support others. A person who give very good information to new comers. For instance, When i went to one of the settlement, the person didn't told me:- i can get bed and other stuffs for free, i can get public transport like low income and more

please hire some professionals who match the criteria. i met many people who were not appropriate to their attitudes. i am confident that i could be better than them. they have low literacy skill and no computer skills and always send me jobs like plumber as i am female and masters in psychology. there was no match.

In most of the immigrant service organizations service providers are selected from a particular ethnic group. Example, lets take Ethiopia; most of the service providers are Tigrigns speakers but majority of the population that migrate from country are Oromos, Amharas and South people and we should get realities in consideration when we hire employees.

The immigrant serving agencies are providing an incredible service to new Canadian that help them settledown and integrate in their new country. It would be great if they could enhance the quality of services to make them more usefull for a wider spectrum of clients by providing services that cater for the needs of different needs.

Staff need to be better trained in recognizing facts at hand. I presented myself professionally and was eager to do what ever was required. I was provided poor employment and schooling options that did not meet what was discussed. There were numerous failed calls and appointments. I feel like the organization is failed with their own values and premise

The staff, coordinators, volunteers, team leaders, and community partners, need up date information, trainee in Aborigines Communities, I dont like to by label o you spanish, I'm not from Spain. I'm from Guatemala and my ancestry is Maya. I dont like to hear o to complicate, so you from Guatemala I dont like the excuse sorry no more space in my form for you ancestry. So in a way a feel discriminate.

I propose that every settlement worker goes through cultural diversity courses. Everyone needs to learn and understand that just because a newcomer does not have high level of English, he or she is less educated. I have noticed and felt the curtness of agency workers. Worse is when they behave condescendingly. Each newcomer who comes for assistance at an agency should be treated with respect and dignity.

Settlement agencies should look very closely in their HR polices and choose their staff particularly carefully, because of life changing implication of the council they gave to newcomers. Their wrong advice (e.g. career choice, health issue support, mental health support, parenting advice etc) could and unfortunately did ruined life of individuals and whole families over and over again. As society, and city predicting in few years to have every fifth person declared as immigrant, we should not take their work so lightly.

Basic Needs Support

Housing, Basic Needs (3.0%)

housing solutions

Maybe short term housing for new comers

Help immigrants with having house, apartment.. etc

Please provide financial aid to those who do not get to secure those service but at least try.

if you can give more information regarding newcomer temporary stay for first few days and help finding first rental stay it will be more useful

As far as affordable housing ia concerned- There should have a limit of when the newcomers can stay in a unit to give the other the opportunity to access too. (Not that I needed one -just saying.

Settlement services should be tailored to meet individual needs and not designed as a one size fit all approach. It should also have in place employment opportunity that can provide financial support for immigrant within the first 6-12 months of immigration into the country. Reality is, upon landing the bills start to accumulate and families are put under pressure to meet their financial needs alongside integrate into the new system.

Childcare (1.5%)

Childcare

Childcare services for newcomers who just recently arrived (preferably within one month) to take care of necessary errands, even for job interviews. ...

I suggested that for example daycare program should be provide in every center like now I couldn't continue with my linc program because of a daycare too long waiting list

Refugee families with young children really need to improve their English and they need help with free Daycare to help them achieve their language and other employment goals.

Appendix F. Q-38 – Other Useful Pre-Arrival Services

The following verbatim comments were among 335 suggestions received from respondents who provided additional comments in response to Question 38: **Are there other services you feel would be useful prior to arriving in Canada?** They have been clustered into several categories based on their content.

Preparing for Life in Calgary

Banking services

pre arrival webinars

Driving Licence Permits.

... education about nature conservation, recycling, etc.

financial information such as banking deposit and saving

Childcare information and education system, schools for children.

Daycare knowledge. It is not cheap. We thought that school for all ages was free.

1. Awareness of the culture difference 2. Improvement of English communication skills

Community welcome wagon through the agencies. Connection between immigration and PR arrival in the designated province and city.

Info about services supporting children (vaccinations, schools, daycare, activities), 'Day in the life' type of the information (job, school etc). More info about driving (essential skill here)

Information about drug use among teenagers. Information about legal age of kids to become independent. Information about rights of kids to drop out of school and completion of High School not being mandatory for all kids.

How to dress for a Calgary winter. When I ask Canadians, they just say: 'dress in layers' and I never could figure out what that meant. 7 years on, I think I'm just now figuring it out. Knowing how to actively live in the winter months is crucial to settlement in Calgary,

Basic Needs Support

Maybe Family Resource Centre

Transportation and useful routes

before arriving to Canada, help to obtaining housing

Weather, Health, Community groups where to find them

arrange low cost house renting, arrange schooling for kids, facilitate money transfer

housing, it was extremely difficult for me to get an accommodation because I have no credit history

Health Programs should be available to new Permanent Residents as 3 months wait is too long especially if someone has an ongoing health issue, whether major or minor.

The government should provide the information of short-term housing for those newcomers' renters. They can know how to apply for those types of housing upon arrival.

Give practical advice not 'how things are in Canada!' Suggest people who can be contacted to help with housing prior to arrival. I had to cash out 700 euros to have an apartment ready. I would have preferred to pay a professional to have my housing taken care of prior to my arrival.

If I didn't have family to provide shelter and food in the initial days and year upon arrival, then I would definitely need help with finding affordable housing so that I wouldn't lose money where I can save. The same with groceries, transportation and weather appropriate clothing(I did buy and bring winter clothing from my city(it's a coastal city) but it was still not enough in March, thankfully the person picking me up brought a spare jacket)! So even after the initial help, I would prefer knowing where I could go next to get those essential things at inexpensive rates.

The Realities of Calgary's Economy

A true picture of hardships upon arrival, land of opportunities was a very happy picture.

A truly honest system to prepare newcomers that they might not find the job they used to do upon arrival in Canada.

How wary the job market is of recruiting brand new immigrants. Unless they succumb to the pressure of working shifts at Walmart.

I checked 'orientation to the Canadian economy' but I think it would be more helpful to have an orientation to the Canadian/Calgary job market.

Help realize the great barrier to employment that is the lack of Canadian work experience, and question if you are willing to start on survival jobs

there seems to be a disconnect between the national immigration department and the provincial labour market. We were given to understand that Canada was a land of opportunities but the reality was completely opposite of that.

Reality check. Letting people know the reality of canadian job market. People should be aware that their qualifications or credentials will not be accepted in Canada and that they will need to go back to school and that it is hard to have a qualified professional career in Canada. People should be aware of the discrimination in the job market

The true way of how the economy works and why Canada needs immigrants. Myth busters of how to find jobs, comparison with home county and Canadian provinces job searches. Advice on budgeting - eg: Keeping aside money for 'Canadian education' because no matter how qualified or highly skilled internationally trained professionals you are there are no guaranteed jobs on arrival.

Employment Assistance

help to entrepreneurs

Potential employer connections

Exposures to work place expectations

Career planning, Canadian business culture...

Build a Canadian resume, connect with employers

Knowledge about Canadian employment requirements

Information about bridging programs and available funding to enroll in any program

Linking foreign trained professional with local professionals, hopefully immigrants fully accredited in their profession, to performing mentorship with the immigrant

A person should be allowed or made aware about certain certification courses as per their professional background that he/she could complete in his/her home country.

Canada should change the protocol of accepting the professionals to start their career from scratch. Every individual should not be guided with the same protocol of making them learn to start with survival job

I had to do the education assessment for immigration purpose, but when I arrived I realised its not valid in the province I landed. I think the assessment taken for immigration should be valid for all over Canada.

A clear picture of what life in Canada entails. I have witnessed many coming to Canada thinking that they are going to make lots of money forgetting the hard work that goes behind. I think it is very important to guide them in the right direction and help them take responsibility for their future. We need to teach them and they need to learn.

Government, Immigration Support

*Immigration Lawyers for getting permanent residency or other important immigration needs
how to navigate the service Canada websites, information sessions on how to sponsor your sisters or brothers that are adults*

Believe that all immigrants would do they homework before migrating. If CBSA officers can be little less rude and more welcoming it would feel much better for us.

24 hour interpreter service? Maybe some phone number they can call to get someone who can translate for them on speakerphone when conversing with someone else, like say Service Canada.

It would have been helpful if the Canadian embassy would have been more accessible and helpful, because they only transfer you to the CIC website but do not answer individual questions.

I'm not sure if this is in place, but I think it would be great to hand out a booklet that has a compilation of different resources - address and phone numbers of immigration services, housing, domestic abuse, churches?, and also job search engines) upon arrival to the airport or customs.

Its a funny one. CIC sent me a bunch of documents and asked me to go for a workshop. I was so happy that I got PR to Canada. I didn't even read them. Its hilarious when I reflect back. I think all those information was sent to me but I didn't read it. well, I read it after I came to Calgary. :)

Appendix G. Q-42 – Community Districts

Community District	Number	Per Cent	Community District	Number	Per Cent
Abbeydale	4	0.4%	Country Hills Village	6	0.6%
Acadia	10	0.9%	Coventry Hills	29	2.7%
Albert Park/Radisson Heights	6	0.6%	Cranston	1	0.1%
Altadore	7	0.7%	Crescent Heights	4	0.4%
Applewood Park	11	1.0%	Crestmont	1	0.1%
Arbour Lake	10	0.9%	Dalhousie	6	0.6%
Aspen Woods	8	0.8%	Deer Ridge	1	0.1%
Auburn Bay	8	0.8%	Deer Run	2	0.2%
Bankview	5	0.5%	Douglasdale/Glen	2	0.2%
Beddington Heights	10	0.9%	Dover	2	0.2%
Belmont	1	0.1%	Downtown Commercial Core	20	1.9%
Beltline	23	2.2%	Downtown East Village	3	0.3%
Bowness	4	0.4%	Downtown West End	18	1.7%
Braeside	3	0.3%	Eau Claire	2	0.2%
Brentwood	8	0.8%	Edgemont	8	0.8%
Bridgeland/Riverside	7	0.7%	Elboya	2	0.2%
Bridlewood	10	0.9%	Erin Woods	4	0.4%
Cambrian Heights	3	0.3%	Erlton	2	0.2%
Canyon Meadows	5	0.5%	Evanston	20	1.9%
Capitol Hill	3	0.3%	Evergreen	13	1.2%
Castleridge	9	0.8%	Fairview	1	0.1%
Cedarbrae	5	0.5%	Falconridge	11	1.0%
Chaparral	5	0.5%	Forest Heights	1	0.1%
Charleswood	4	0.4%	Forest Lawn	10	0.9%
Chinatown	1	0.1%	Garrison Woods	1	0.1%
Christie Park	1	0.1%	Glamorgan	10	0.9%
Citadel	6	0.6%	Glenbrook	6	0.6%
Cliff Bungalow	1	0.1%	Glendale	4	0.4%
Coach Hill	5	0.5%	Glenmore Park	1	0.1%
Collingwood	1	0.1%	Greenview	1	0.1%
Copperfield	7	0.7%	Hamptons	5	0.5%
Coral Springs	8	0.8%	Harvest Hills	5	0.5%
Cougar Ridge	5	0.5%	Hawkwood	7	0.7%
Country Hills	8	0.8%	Haysboro	3	0.3%

Community District	Number	Per Cent	Community District	Number	Per Cent
Hidden Valley	6	0.6%	Panorama Hills	50	4.7%
Highland Park	6	0.6%	Parkdale	3	0.3%
Hillhurst	3	0.3%	Patterson	1	0.1%
Huntington Hills	6	0.6%	Penbrooke Meadows	4	0.4%
Inglewood	3	0.3%	Pineridge	7	0.7%
Kelvin Grove	1	0.1%	Pump Hill	1	0.1%
Killarney/Glengarry	9	0.8%	Ranchlands	14	1.3%
Kincora	11	1.0%	Redstone	6	0.6%
Kingsland	4	0.4%	Renfrew	8	0.8%
Lake Bonavista	2	0.2%	Richmond	1	0.1%
Lakeview	1	0.1%	Riverbend	5	0.5%
Legacy	3	0.3%	Rocky Ridge	7	0.7%
Lincoln Park	2	0.2%	Rosedale	1	0.1%
Lower Mount Royal	2	0.2%	Rosemont	1	0.1%
Macewan Glen	4	0.4%	Rosscarrock	4	0.4%
Mahogany	4	0.4%	Roxboro	1	0.1%
Manchester	1	0.1%	Royal Oak	11	1.0%
Marlborough	14	1.3%	Rundle	20	1.9%
Marlborough Park	4	0.4%	Rutland Park	1	0.1%
Martindale	26	2.4%	Saddle Ridge	37	3.5%
Mayland	1	0.1%	Sage Hill	7	0.7%
Mayland Heights	2	0.2%	Sandstone Valley	8	0.8%
Mckenzie Lake	2	0.2%	Scenic Acres	4	0.4%
Mckenzie Towne	8	0.8%	Shaganappi	3	0.3%
Midnapore	2	0.2%	Shawnessy	6	0.6%
Millrise	4	0.4%	Sherwood	12	1.1%
Mission	5	0.5%	Signal Hill	4	0.4%
Monterey Park	5	0.5%	Silver Springs	1	0.1%
Montgomery	2	0.2%	Silverado	5	0.5%
Mount Pleasant	1	0.1%	Skyview Ranch	15	1.4%
New Brighton	13	1.2%	Somerset	9	0.8%
Nolan Hill	9	0.8%	South Calgary	3	0.3%
North Glenmore Park	1	0.1%	Southwood	10	0.9%
North Haven	1	0.1%	Springbank Hill	7	0.7%
Ogden	1	0.1%	Spruce Cliff	2	0.2%
Palliser	1	0.1%	Strathcona Park	2	0.2%

Community District	Number	Per Cent	Community District	Number	Per Cent
Sunalta	8	0.8%	Vista Heights	5	0.5%
Sundance	3	0.3%	Walden	7	0.7%
Sunnyside	2	0.2%	West Hillhurst	3	0.3%
Sunridge	1	0.1%	West Springs	2	0.2%
Taradale	33	3.1%	Westgate	2	0.2%
Temple	11	1.0%	Whitehorn	20	1.9%
Thorncliffe	3	0.3%	Wildwood	3	0.3%
Tuscany	16	1.5%	Willow Park	4	0.4%
Tuxedo Park	4	0.4%	Windsor Park	1	0.1%
University District	1	0.1%	Winston Heights/ Mountview	1	0.1%
University Heights	2	0.2%	Woodbine	5	0.5%
University of Calgary	4	0.4%	Woodlands	1	0.1%
Valley Ridge	1	0.1%	Other	34	3.2%
Varsity	10	0.9%	Total	1,062	100.0%

Blanks = 424 (28.5% of 1,486 respondents who answered mandatory Question 14; failure to provide an answer ended the survey session).



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