



# SIGNPOSTS II

A Survey of the Social Issues and Needs of Calgarians

RECENT IMMIGRANTS THEME REPORT



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*Signposts II is co-funded by The City of Calgary and United Way of Calgary and Area*

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*\*Data used in this publication were collected in 2009*

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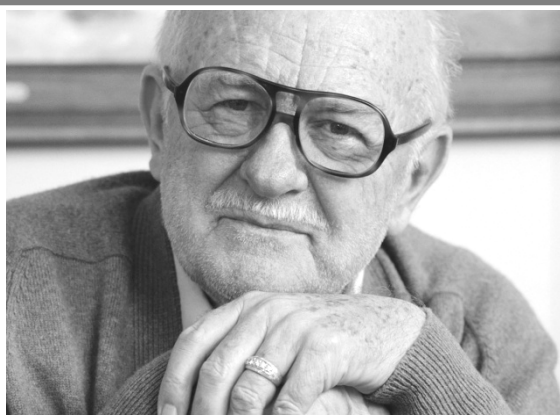
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# INTRODUCTION

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Signposts is an extensive survey of the social issues of concern to Calgarians as well as their service needs. The purpose of the survey is to understand what issues Calgarians are facing in their daily lives, what services they use and need to address those issues, and what barriers might prevent them from getting the services they need.

The information from Signpost provides an understanding of the changing and different needs of various groups of people and parts of the city over time. This report provides results from the 2009 survey, a follow-up to the first Signposts Survey conducted in 2006. In 2009 a total of 3,000 Calgarians over the age of 18 were surveyed, providing a high level of reliability and confidence in the results.

Signposts will be of interest to anyone seeking to understand the social fabric of Calgary. It will be especially useful to those who plan and deliver programs and services to meet the social service needs of our growing and changing population.

## AREA OF FOCUS

- Individual and community quality of life
- Inclusion
- Concerns about individual and social issues
- Usage of and need for community facilities, programs and services
- Barriers to usage of community facilities, programs and services
- Demographics

## RECENT IMMIGRANTS (RI) THEME REPORT

As of 2006, Recent Immigrants represented more than 5% of the population within Calgary<sup>1</sup>. This translates into approximately 57,900 individuals who likely would have required the use of community facilities, programs and services in Calgary. To properly serve this group it remains important to understand their unique social concerns and their service needs. While this theme report profiles the concerns and needs of Recent Immigrants as of 2009, it will become more and more imperative to understand the complexities of this population as it grows significantly during the past decade.

The 2012 Recent Immigrants theme report is a supplement to the original 2009 city-wide Signposts II Report. The intent of this report is to delve deeper into the data and develop insight regarding the Recent Immigrant population in Calgary. A better understanding of the concerns and service needs of this specific population will help guide service-providers to design and deliver quality programs and services to this demographic. This report will draw comparisons between Recent Immigrants and the rest of the Calgary population.

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<sup>1</sup> Source: Immigration in Canada: A Portrait of the Foreign-born Population, 2006 Census: Portraits of major metropolitan centres. Statistics Canada.

Please note this survey is conducted over the phone in English only. The results do not necessarily represent the views of those Calgarians who *do not* speak English. For more details about the research methodology and limitations, please refer to Appendix C.

For the purposes of this report, Recent Immigrants (RI) and their counterpart All Other Calgarians (AOC) were defined as follows:

- Recent Immigrants: individuals over the age of 18 who have immigrated or resettled in Canada between 2004 and 2009 (n=128)
- All Other Calgarians: individuals over the age of 18 who were born in Canada or those who have immigrated or resettled in Canada prior to 2004 (n=2,849)

## Overall Key Findings

- Most RI perceive Calgary to be a good and safe place to live (93% and 91% respectively).
- Most RI feel safe living in their neighbourhood (96%).
- Most RI perceived a good, very good or excellent overall health (94%).
- The biggest issues concerning RI are:
  - Not saving money for the future (63%)
  - Being unemployed (59%)
  - Being stressed (58%)
  - Not having enough money for housing (55%)
- Facilities, programs and services in Calgary used the most are:
  - Public Transit (83%)
  - Medical doctor services (79%)
  - Public library programs and services (63%)
- The programs and services for which Recent Immigrants expressed the highest need but reported not using in the previous year:
  - Public library programs and services (10% of those who did not use this service)
  - Medical doctor services (7% of those who did not use this service)
  - Immigrant programs and services (6% of those who did not use the service)



# Executive Summary

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## Issues of Concern

- The top most prevalent issues of concern for Recent Immigrants were not saving enough money for the future (63%), being unemployed (59%) and not having enough money for housing (55%). In contrast, the top issues of concern for All Other Calgarians were being stressed (61%), not saving money for the future (52%) and lacking sleep (50%). Although both populations expressed concern about the issue of not saving enough money for the future, concern among Recent Immigrants was significantly higher than All Other Calgarians.
- The only areas where Recent Immigrants had less concern than All Other Calgarians were lacking sleep (42% and 50% respectively); being physically inactive (39% and 40%) and being stressed (58% and 61% respectively).

## Service Use

- The top community service used by more than 80% of Recent Immigrants was public transit. Recent Immigrants were significantly more likely to use this service than All Other Calgarians (83% and 64% respectively).
- Medical doctor services were ranked the highest used service among All Other Calgarians and second among Recent Immigrants. All Other Calgarians were significantly more likely to use this service than Recent Immigrants (88% and 79% respectively)
- Both groups also reported moderate to high usage (50% and greater) of public libraries and recreation/leisure services, although there is significantly less reported usage of recreation/leisure services by the Recent Immigrant population (51% and 66% respectively).

## Perceived Service Need<sup>2</sup>

- A high proportion of Recent Immigrants and All Other Calgarians reported using public library programs, however, of the people who did not use this type of service, 10% or estimated 1,570 RI perceived a need for this service. This was the highest perceived unmet need among RI. (6% or estimated 19,030 individuals for AOC population).
- Similarly, medical doctor services was another highly used service by both groups with approximately 80% of Recent Immigrants and 90% of All Other Calgarians reported using this service. However, of the people who did not use this service, 7% or estimated 630 individuals from the RI population and 10% or 8,470 estimated individuals from the AOC population reported a perceived need for this type of service. This was the second highest perceived unmet need among Recent Immigrants and highest among All Other Calgarians. *As a note of caution, the base size for RI on the perceived need for medical doctor services question was only n=27, therefore, interpretations and conclusions should be made with caution.*

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<sup>2</sup> Please note that the estimated need calculation is the percentage of persons who needed these programs or services out of the population who within a one year period did not use the programs and services in question. Therefore, estimated need values vary with levels of program and service usage.

- Immigrant programs and services were reported being used by a quarter of Recent Immigrants in the past twelve months prior to the survey, however, of those who did not use this service, 6% expressed a need for this service. This translates into over 2,060 individuals who needed the service but did not use it due to various reasons or barriers.
- Recent Immigrants who did not use public transit service in the past 12 months of the survey expressed that they did not perceive a need for this service suggesting that non-public transit users may have alternate modes of transportation, such as personal vehicle, carpooling or walking. *As a note of caution, interpretation of this information should be made with caution as only 22 RI answered this question.*
- Reported need for services —from those individuals who did not use them – may be as a result of barriers to these services within the community. Recent Immigrants who reported a need for services but did not use these services, reported the reasons being lack of awareness, costing too much or not being able to understand information about the facilities/services.



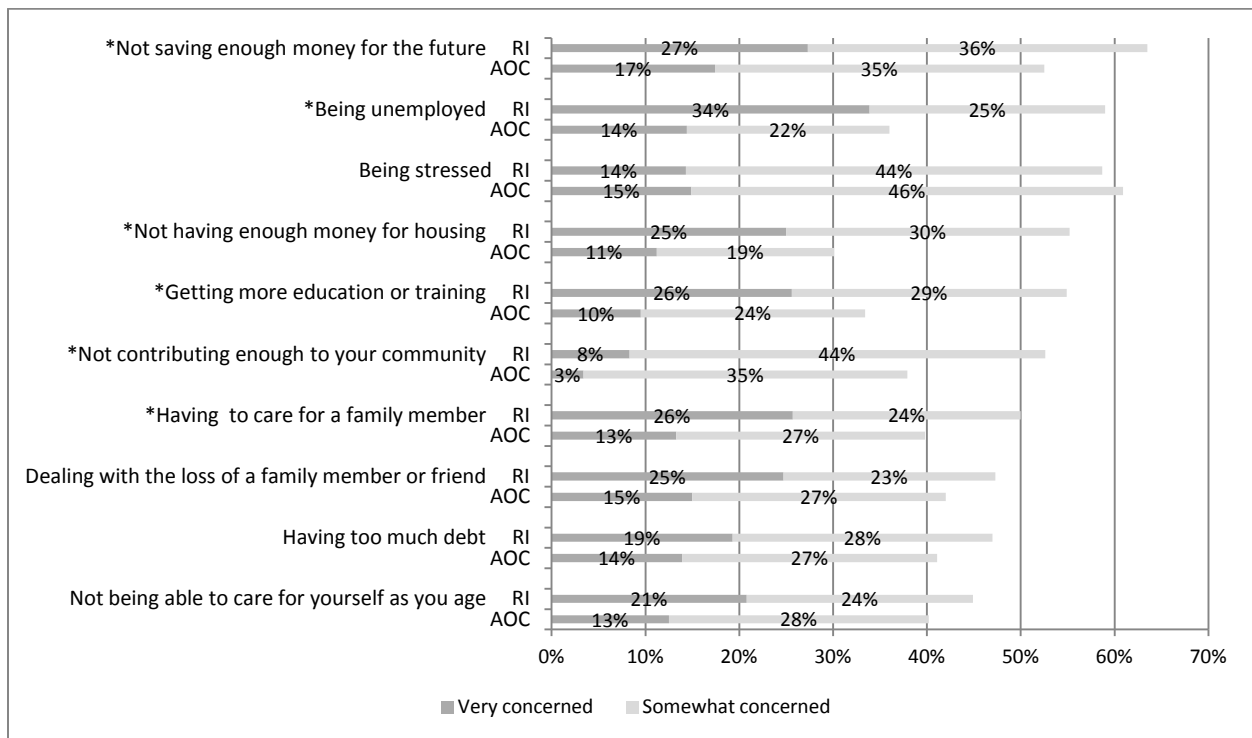
# Top 10 Summary

The following summary identifies the top issues of concern, services used, and perceived need for services, facilities and programs within the Recent Immigrant (RI) population (18 years of age and older). For the purpose of population comparison, the 128 RI surveyed in Signposts were compared to the remaining sample of 2,849 All Other Calgarians (AOC).<sup>3</sup>

As illustrated in Figure 1, not saving enough money for the future (63%), being unemployed (59%) and being stressed (58%) were the top three issues of concern for RI. In particular, RI tended to express a higher degree of concern with respect to issues related to financial well-being and relationships, where six out of nine issues under these two categories ranked within top ten overall concerns.

When compared with AOC, the top seven issues reported by RI had percentage differences ranging from 10% to 25% and were statistically significant, with the exception of being stressed where both groups expressed similar levels of concern.

**Figure 1: Top 10 – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

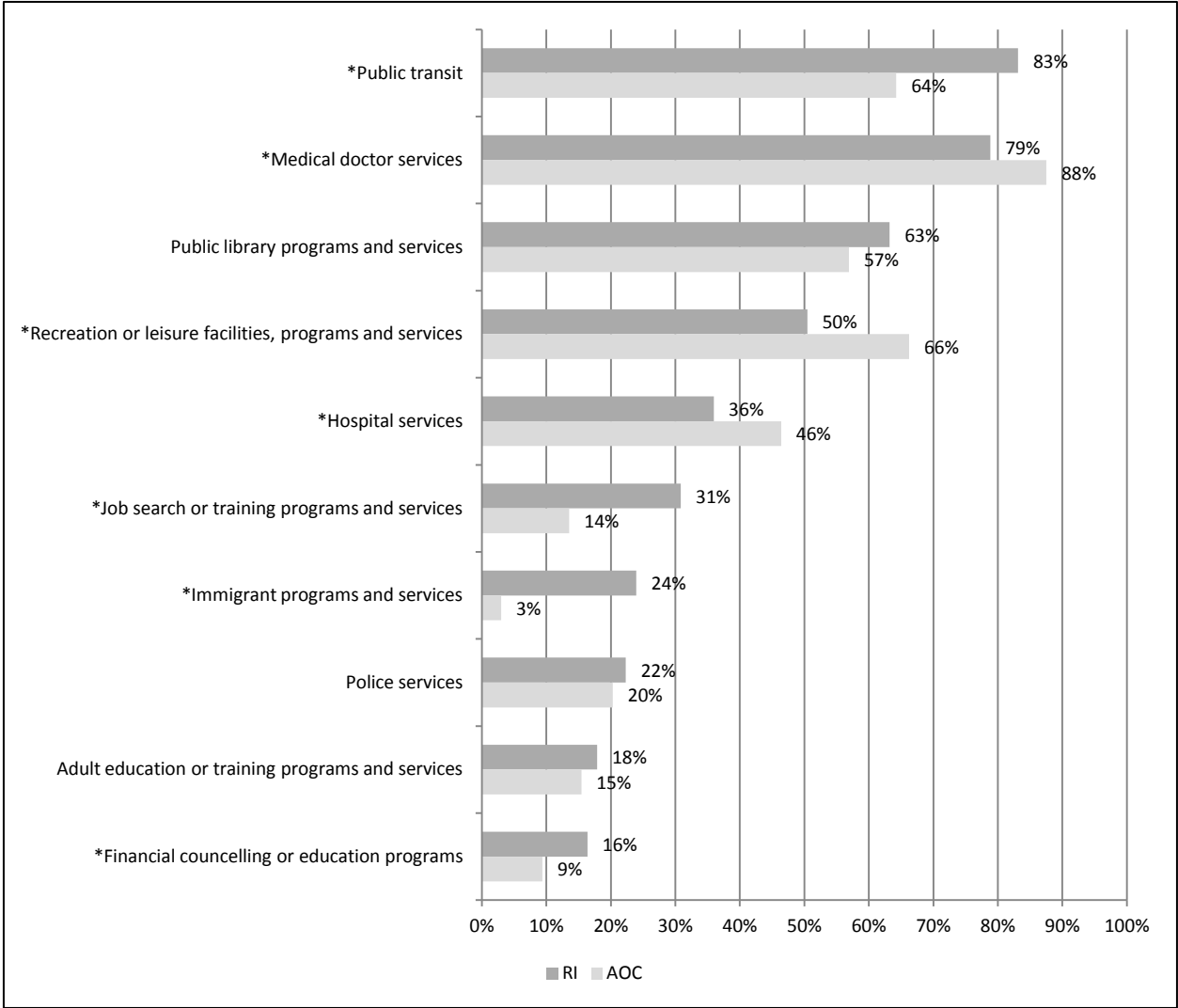
<sup>3</sup> Of note, those who responded “do not know” and “not applicable” were excluded from the percentages.

There was greater variability in the top 10 services used by RI during the 12 months prior to the survey. As shown in Figure 2, the majority of RI reported using public transit (83%), medical doctor services (79%) and public library programs and services (63%).

When comparing to AOC, there were significantly more RI who reported using public transit, medical doctor services, job search services, immigrant programs and financial counselling. Significantly less RI reported using medical doctor services, recreation programs and hospital services.

Unsurprisingly, RI were the target users of immigrant programs and services, where eight times more RI reported having used this service than their AOC counterpart (24% and 3% respectively). There were also more than twice as many RI as AOC who reported using job search or training programs and services (31% and 14% respectively).

**Figure 2: Top 10 – service use**



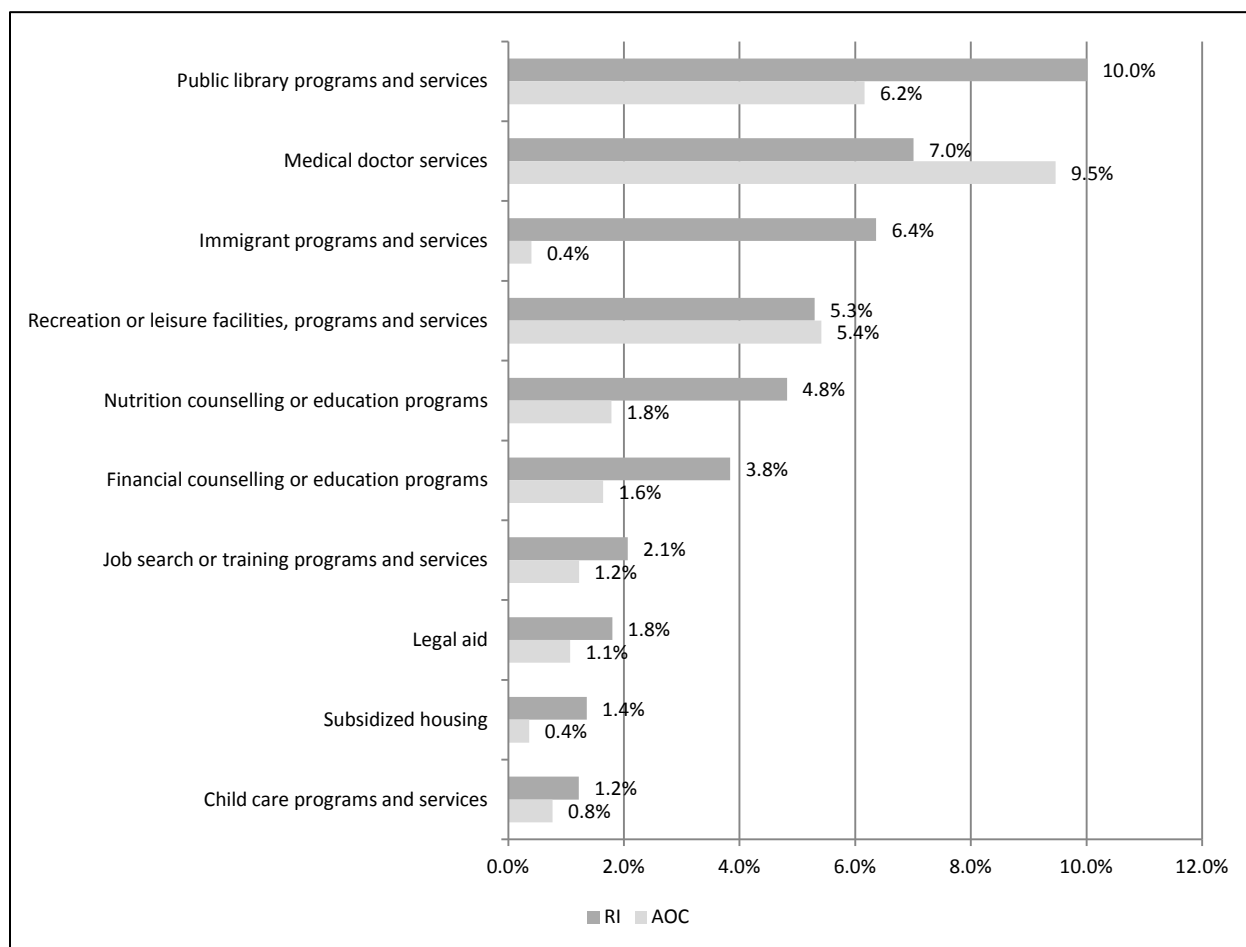
**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

Participants who did not use a service were asked about their need for that type of service; the intention of this question was to assess the unmet service needs of Calgarians.

As illustrated in Figure 3, 10.0% or an estimate of 1,570 RI reported needing public library programs and services, 7.0% or estimated 630 RI reported needing medical doctor services (*note: the base size for RI on the perceived need for medical doctor services question was only n=27, therefore, interpretations and conclusions should be made with caution.*) and 6.4% or estimated 2,060 RI reported needing immigrant programs and services. RI also had higher perceptions of service needs than AOC, with the exception of medical doctor services (7.0% or estimated 630 RI and 9.5% or estimated 8,470 AOC). Of note, the largest perception difference appeared in immigrant programs and services, where 6.4% or estimated 2,060 of RI perceived a need and only 0.4% or estimated 2,790 of AOC reported needing it.

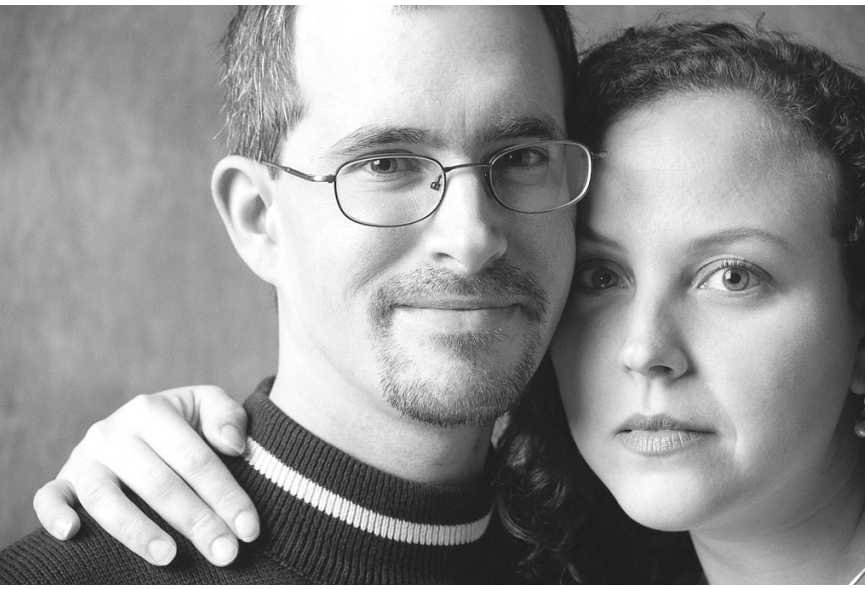
*Please note: due to the low number of respondents who expressed needing a service(s) or program(s) of which they did not use in the past 12 months prior to the survey, significance testing results are not provided. Interpret results with caution.*

**Figure 3: Top 10 – perceived service needs**



**Note:** the percentages found in Figure 3 are based out of those individuals who did not use the service in question.

RI who reported a need for a specific service were asked a follow-up question about why they did not use that service. The most notable reasons among the RI population for not using services were lack of awareness of available facilities, services, or programs; the cost of programs or services were too much; and, not able to understand information about facilities or services. While AOC also identified costs of programs or services were too much as one of the top reasons, as well as not having time to get assistance and taking care of things themselves.



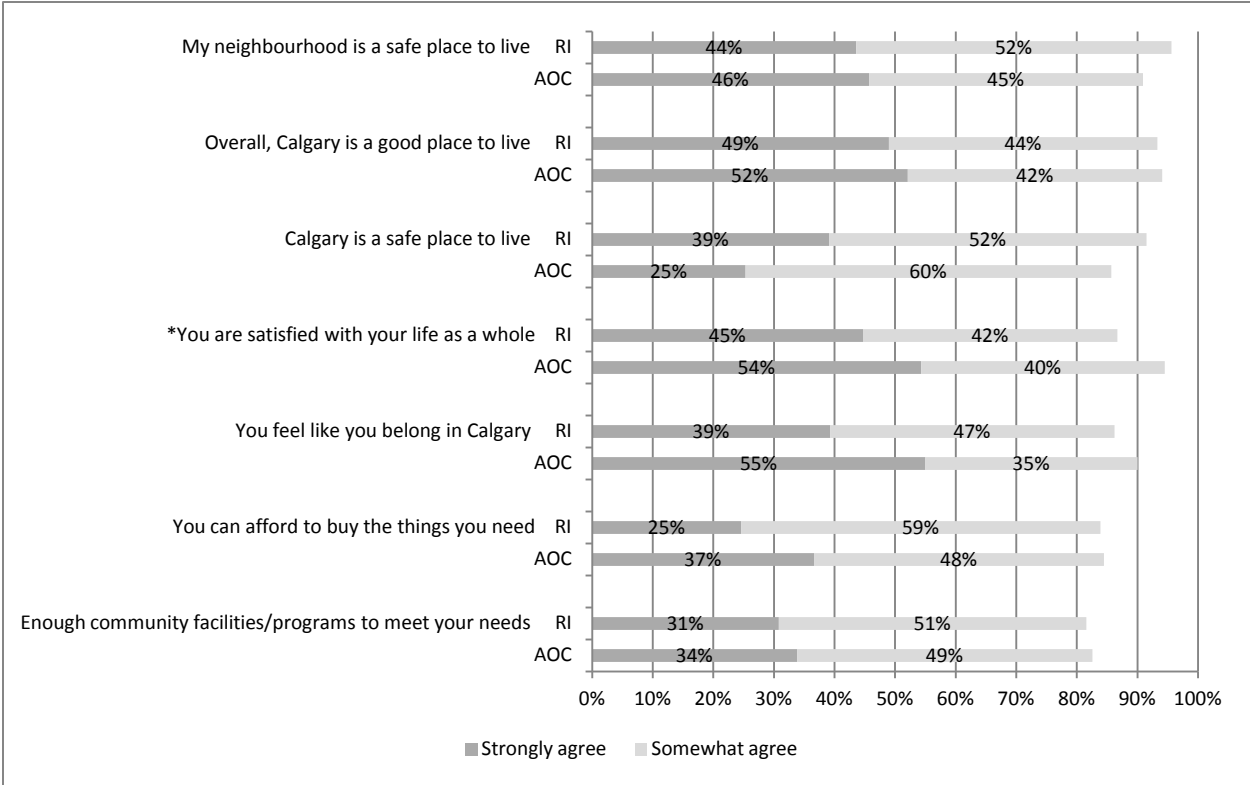
# Individual & Community Quality of Life

To capture information about individual and community wellness, respondents were asked to indicate their degree of agreement with a variety of general statements regarding their satisfaction, safety, security and inclusion in Calgary.

Overall, both groups reported high levels of individual and community wellness, with a satisfaction of over 80% recorded for every indicator. RI specifically reported notably higher agreement on quality of life indicators related to safety. As shown in Figure 4, 96% of RI felt safe living in their neighbourhood and 91% felt safe living in the city.

When the levels of agreement between the two groups were compared, RI’s satisfaction level for their quality of life was similar to AOC. However, when asked if they were satisfied with their life as whole, RI were significantly less satisfied than their AOC counterparts despite high agreement rates.

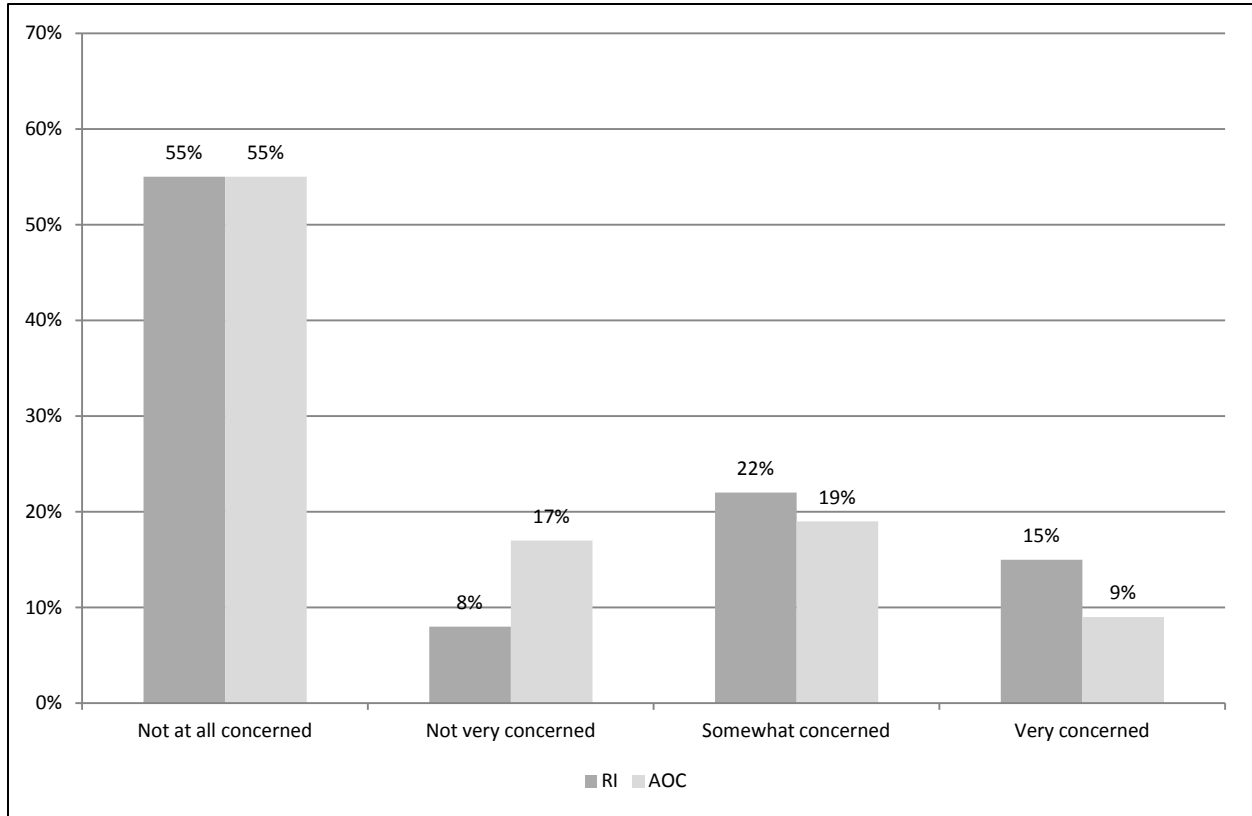
**Figure 4: Individual & community quality of life**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

The 2009 Signposts survey respondents were asked to indicate their level of concern regarding the availability of parks and green space in their community. As illustrated in Figure 5, a majority of RI reported little to no concern about having parks or green space available in the community (63%), while significantly more AOC (72%) reported being not very or not at all concerned with this issue.

**Figure 5: Issue of concern – not having parks or green space available in the community**



**Note:** categories were combined when conducting significance tests on this question. There were no significant differences between Recent Immigrants and All Other Calgarians on the combined categories of not at all and not very concerned and very and somewhat concerned."



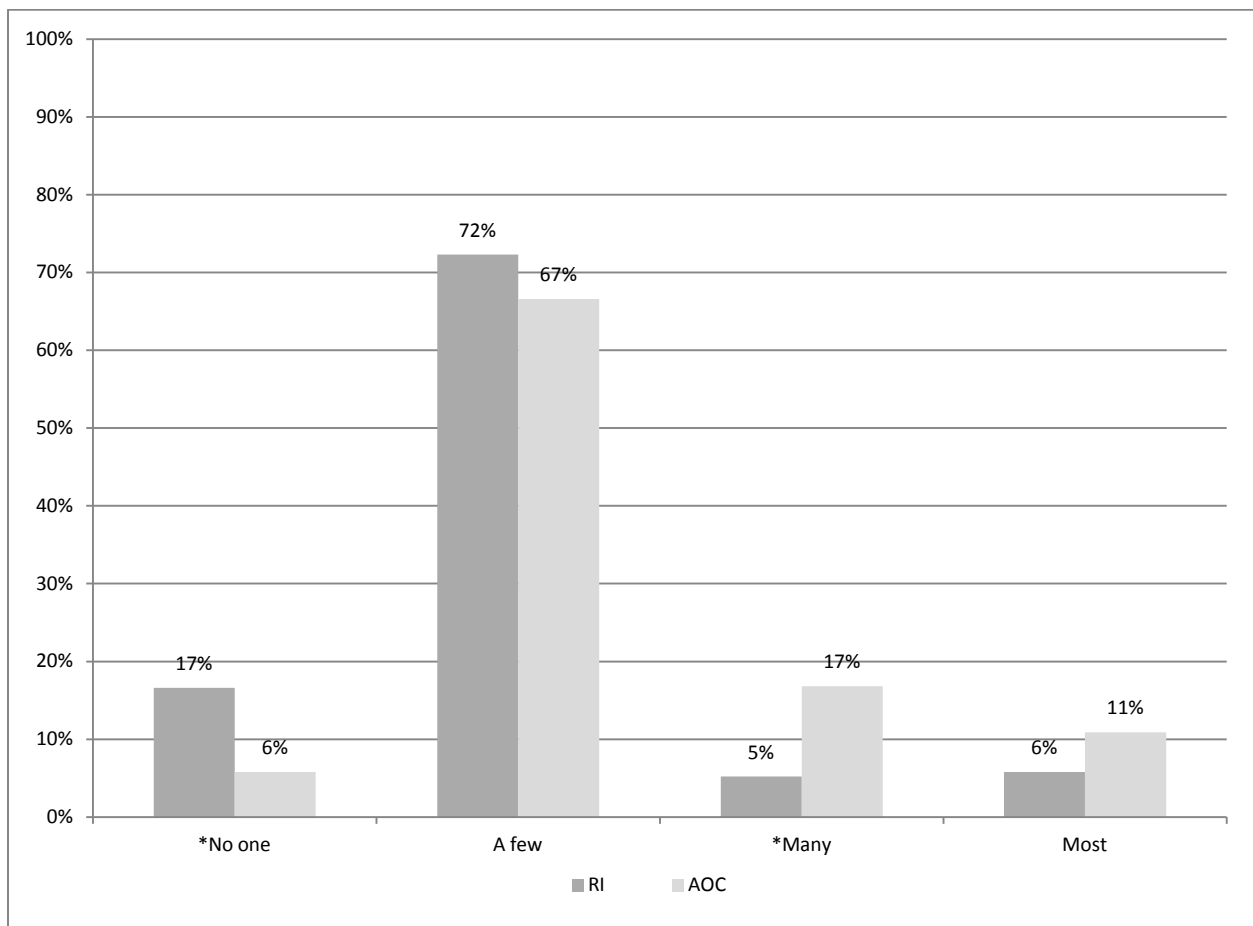
## Community Inclusion

A key concept which was measured in the Signposts 2009 Survey to gauge individual and community quality of life was community inclusion. Community inclusion questions covered topics such as community relationships, community involvement and volunteering.

Overall, the majority of both RI and AOC respondents reported knowing only a few people in their neighbourhood (72% and 67% respectively), however, RI were significantly less likely to know many people in their neighbourhood (see Figure 6).

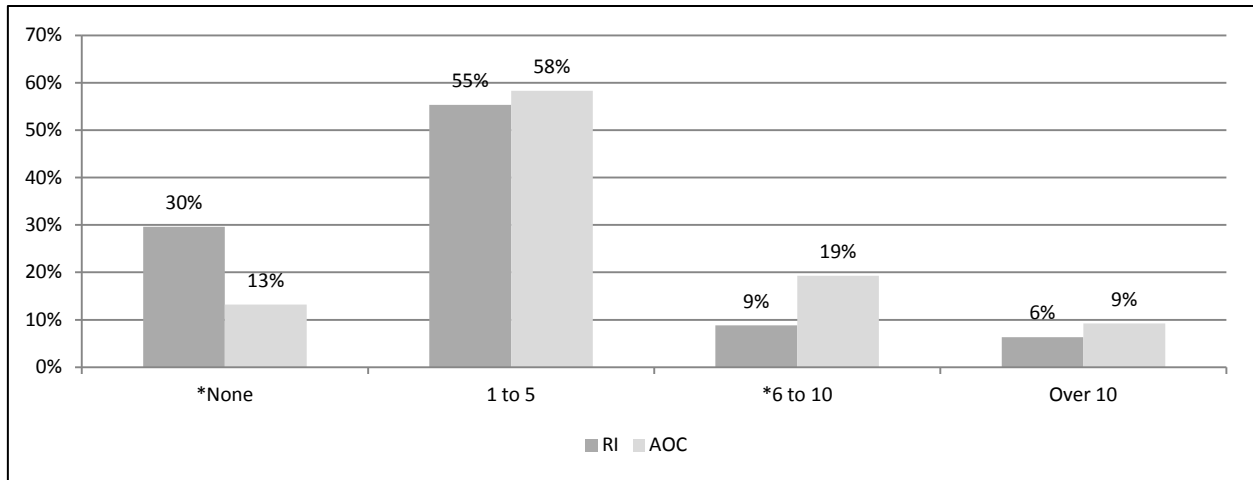
As illustrated in Figure 7, more than half (55%) of RI indicated they knew one to five people well enough to ask a favour, however, RI were more than twice as likely as AOC to indicate that they do not know anyone well enough to ask a favour (30% and 13% respectively).

**Figure 6: Social inclusion – number of people known in the neighbourhood**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

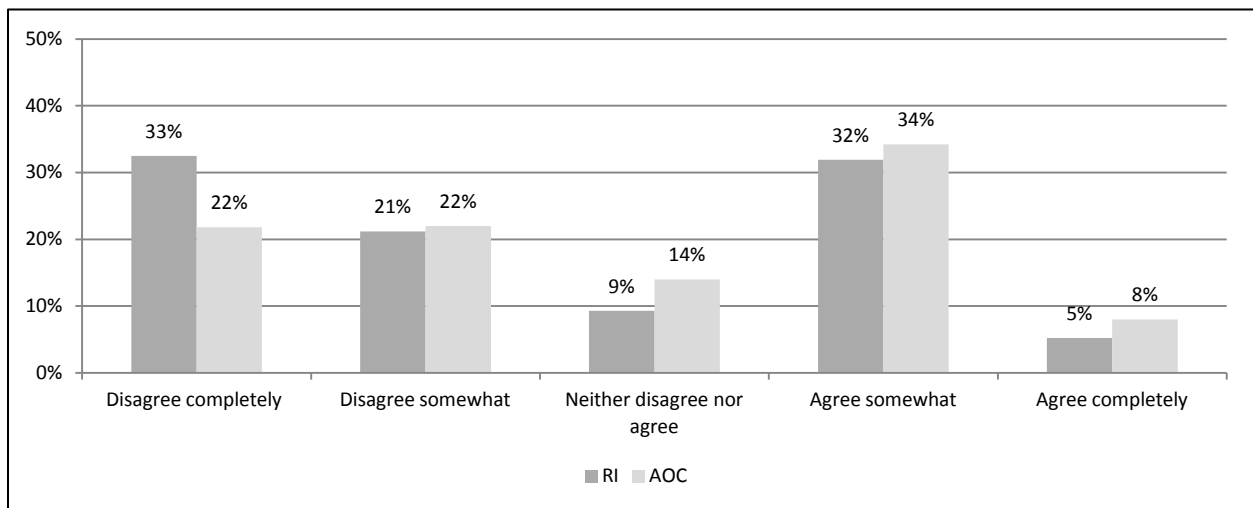
**Figure 7: Social inclusion – number of people known well enough to ask a favour**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

In order to assess community involvement, respondents were asked to indicate the extent to which they agreed or disagreed with the following statement “I get involved in neighbourhood events or activities”. As shown in Figure 8, over one-third (37%) of RI agreed that they were involved in neighbourhood events compared to 42% of AOC respondents agreed with the statement.

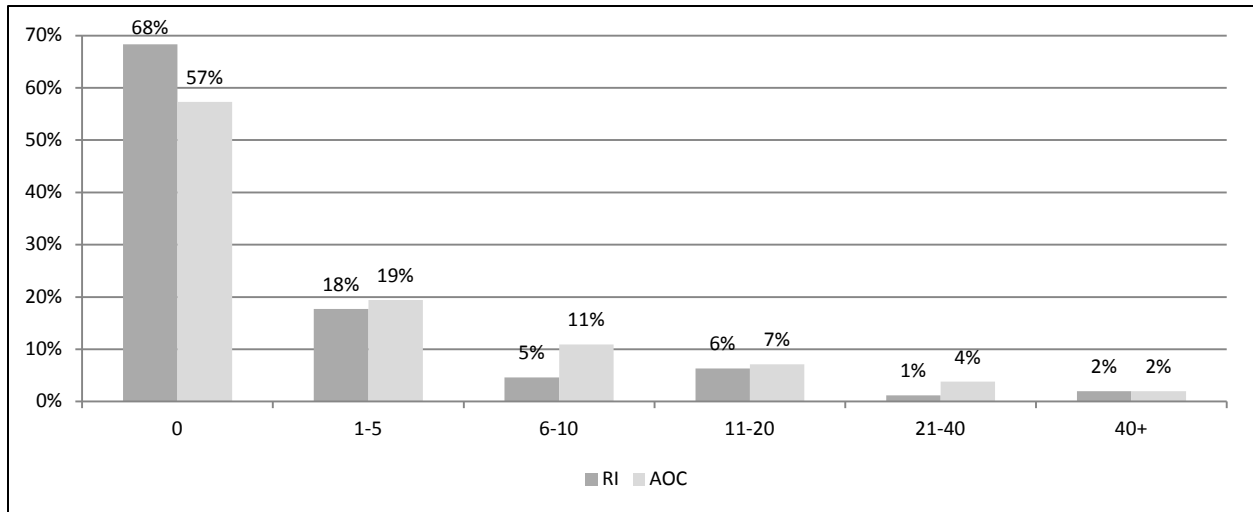
**Figure 8: Involvement in neighbourhood events or activities**



**Note:** categories were combined when conducting significance tests on this question. There were no significant differences between Recent Immigrants and All Other Calgarians on the combined categories of somewhat and completely disagree and somewhat and completely agree.

Volunteerism in the community was another measure of community inclusion. As shown in Figure 9, the majority of RI and AOC did not volunteer for organizations in Calgary (68% and 57% respectively).

**Figure 9: Average monthly time (in hours) volunteering for organizations in Calgary**

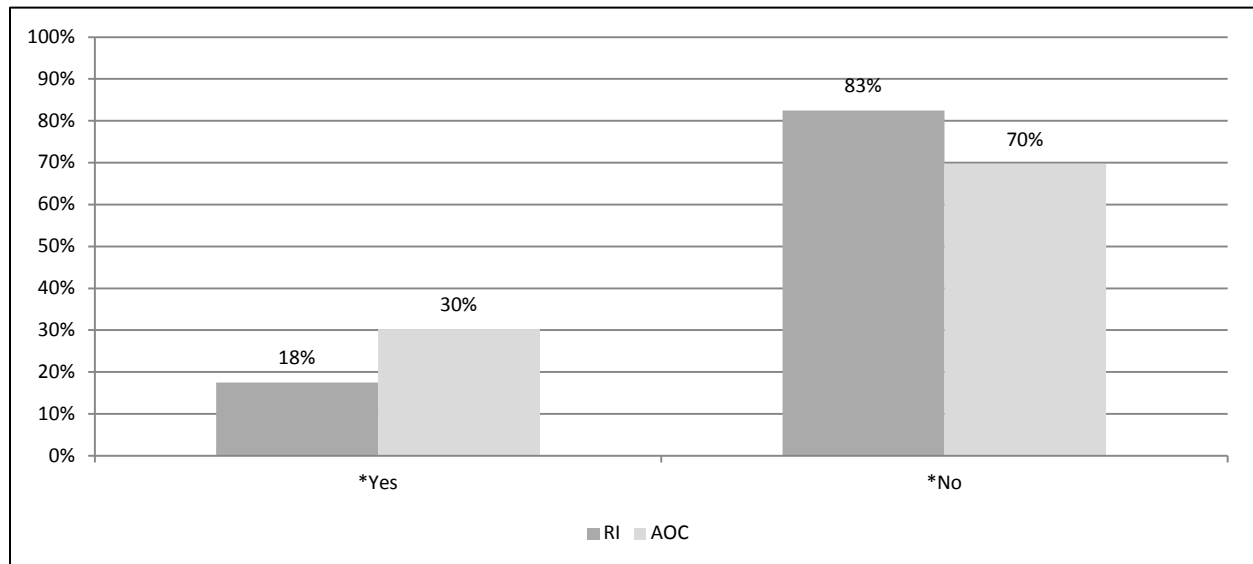


**Note:** there was no significance testing conducted on this question.

There was a similar lack of involvement from both populations with the local community association. A vast majority reporting that they were not members of their local community association. However, as shown in Figure 10, despite the low percentage points reported among members, there were significantly more individuals from the AOC group reported being a community association member than their counterpart (30% and 18% respectively).

When the two groups were compared with the amount of time they volunteered at their local associations, AOC group recorded with slightly higher numbers of 2.2 hours a month, compared with 1.8 hours recorded from RI group.

**Figure 10: Members of their local community association**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

# Health

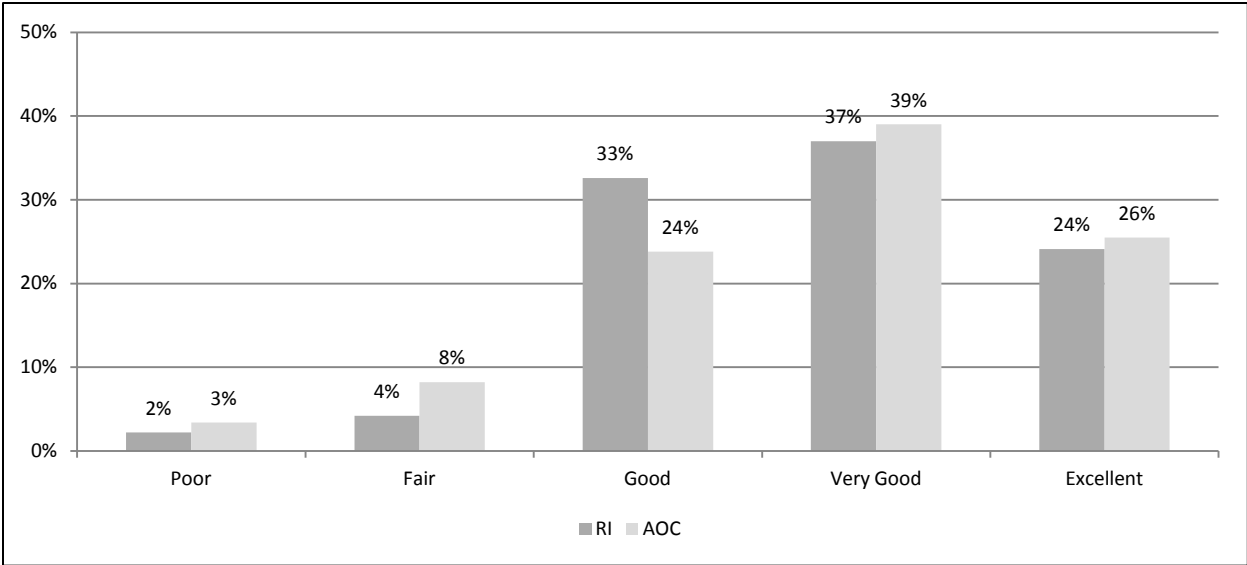
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## GENERAL PERCEPTIONS ABOUT HEALTH

In order to capture perceptions of health, survey respondents were asked to indicate their level of physical, mental and spiritual health.

As illustrated in Figure 11, the vast majority of Recent Immigrants (94%) reported being in good, very good or excellent health, compared to 89% reported by the AOC group.

**Figure 11: General perception of health**



**Note:** categories were combined when conducting significance tests on this question. There were no significant differences between Recent Immigrants and All Other Calgarians on the combined categories of poor and fair health and very good and excellent health.

## Physical Well-being

### ISSUES OF CONCERN ABOUT PHYSICAL WELL-BEING

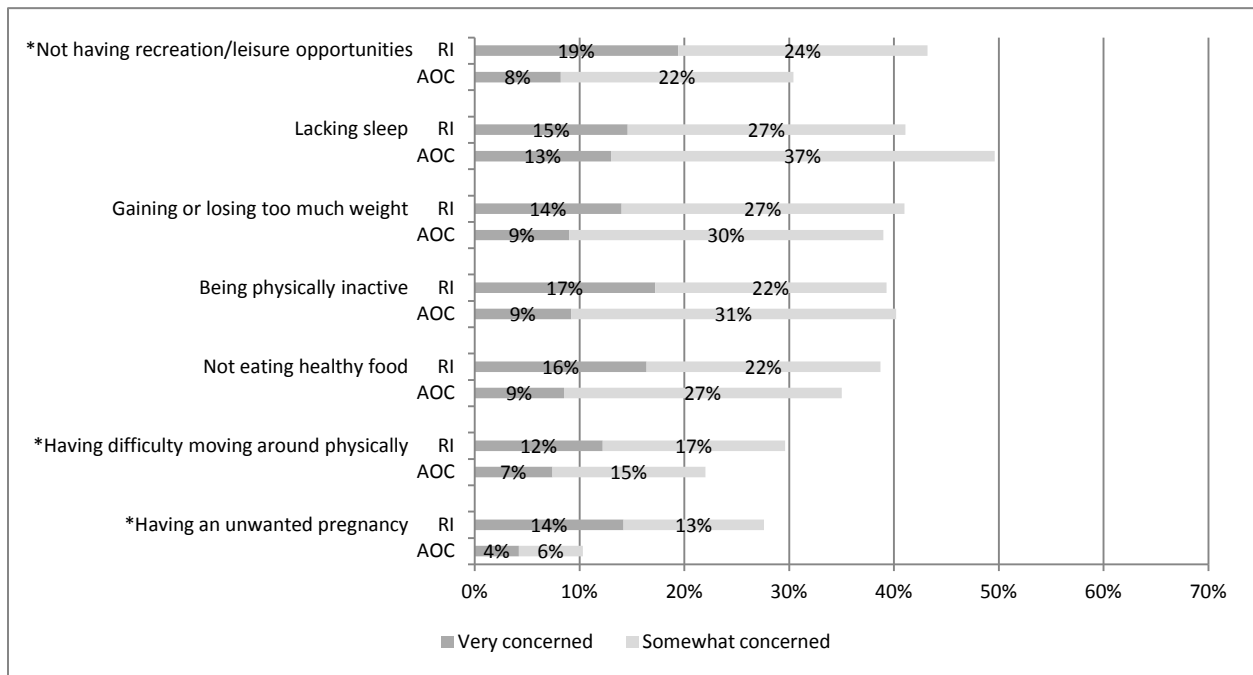
To understand the physical health needs of Calgarians, participants were asked about health concerns, health related services used and reasons for not using needed services.

As illustrated in Figure 12, the top five issues of concern regarding physical well-being showed little variability among RI. The most prevalent concerns being not having recreation and leisure opportunities available (43%); lack of sleep (42%); and, gaining or losing too much weight (41%).

An issue of concern where the two groups responded significantly different was having difficulty moving around physically, with 29% of RI and 22% of AOC expressed being either very concerned or somewhat concerned with this issue.

Overall, RI had expressed higher concerns relating to physical well-being issues, except when asked how concerned they were with the issue of lack of sleep, AOC reported a higher rate of 50% comparing to 42% of RI.

**Figure 12: Physical well-being – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

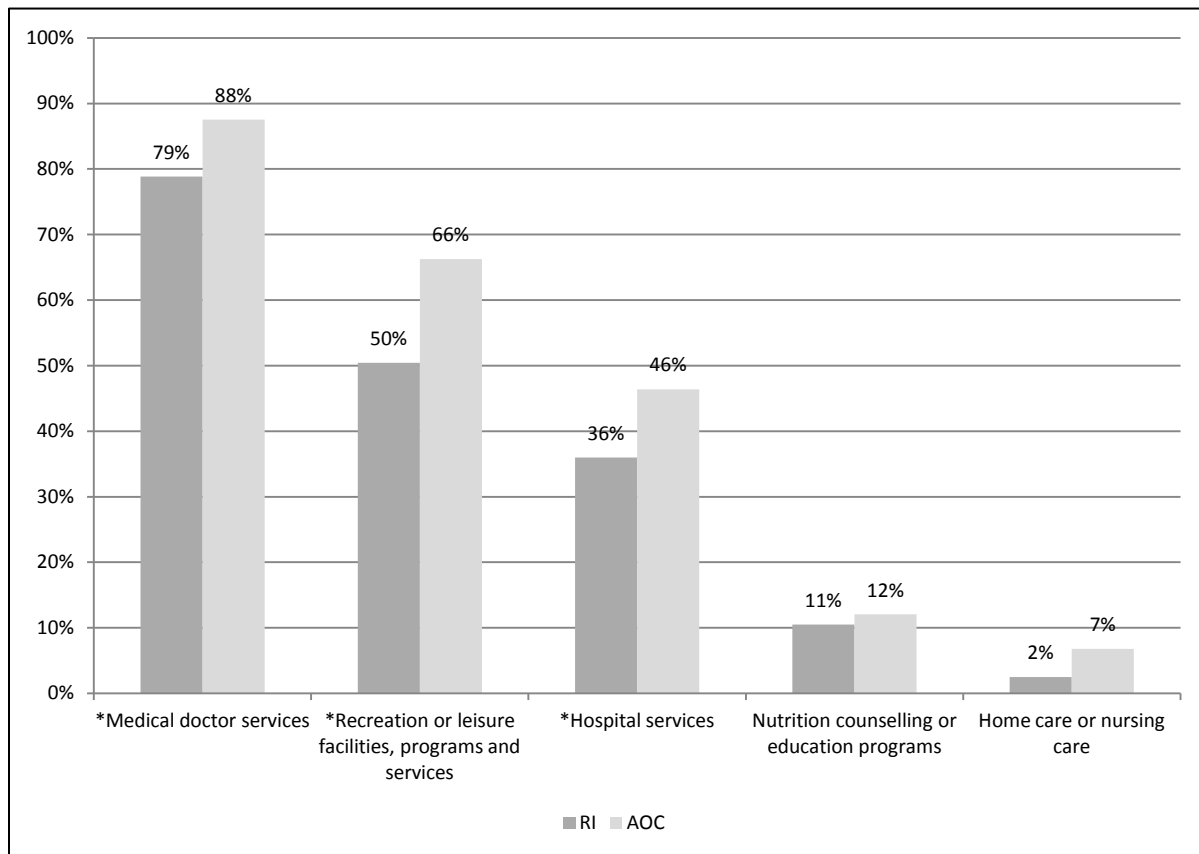
## USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

The rate of usage for various health related services (during the year prior to the survey) are provided in Figure 13 for both RI and AOC. Medical doctors and recreation or leisure facilities programs and services were the most commonly used facilities and services related to physical well-being, with at least half of both groups of respondents reporting that they had used them in the 12 months prior to the survey.

As shown, almost 80% of RI reported using medical doctor services, followed by recreation or leisure facilities, programs and services (50%). These numbers translates to an estimate of over 33,570 medical service users and about 21,490 users for recreation services during the same time frame. Markedly fewer individuals reported using nutrition counselling or education programs (11% or estimated 4,470 individuals) and home care or nursing care (2% or estimated 1,060 individuals).

Of note, despite high usage rates of medical doctor services by both groups (79% and 88%), RI were significantly less likely to have used this type of service. Similarly, the use of recreation or leisure facilities, programs, services and hospital services were lower among RI than AOC respondents.

**Figure 13: Physical well-being – service use**

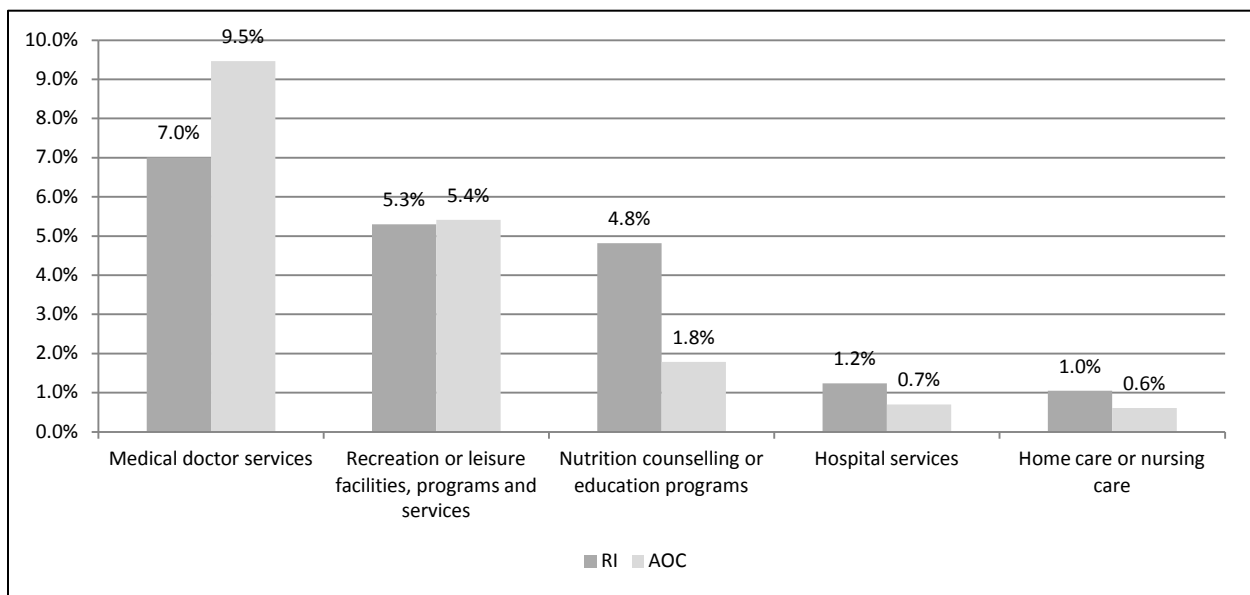


**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

## PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

Of those individuals who did not report using medical doctor services during the 12 months prior to the survey, 7% reported needing this service. This translates to an estimate of 630 RI who needed medical doctor services but did not receive it. *As a note of caution, the base size for RI on the perceived need for medical doctor services question was only n=27, therefore, interpretations and conclusions should be made with caution.* Recreation or leisure facilities, programs and services was reported as being needed by more than 5% or estimated 1,120 of RI who did not use this service. Of note, RI were more than twice as likely as AOC to perceive need for nutrition counselling or education programs.

**Figure 14: Physical well-being – service need**



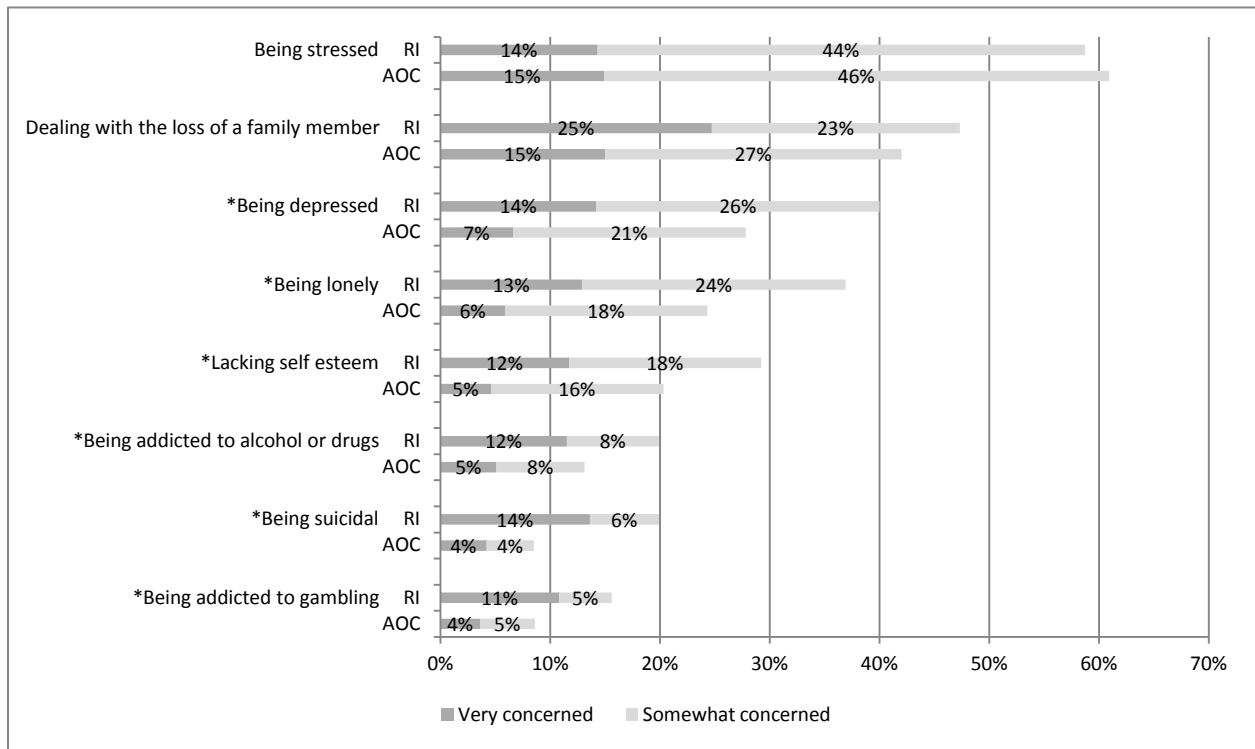
**Note:** the percentages found in Figure 14 are based out of those individuals who did not use the service in question.

## Mental Well-being and Addictions

### ISSUES OF CONCERN ABOUT MENTAL WELL-BEING AND ADDICTIONS

Recent Immigrants report being concerned with the same types of mental well-being issues as All Other Calgarians. Figure 15 illustrates that the top two concerns for both groups are being stressed (58% and 61% respectively) and dealing with the loss of a family member or friend (48% and 42% respectively). When compared with AOC respondents, RI were considerably more likely to express mental health concerns about being depressed, being lonely, lacking self esteem, being addicted to alcohol or drugs, being suicidal and being addicted to gambling. Of note, one-fifths of RI reported having concerns about being suicidal, which was more than twice as many as their AOC counterparts (20% vs. 8%).

**Figure 15: Mental well-being and addictions – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

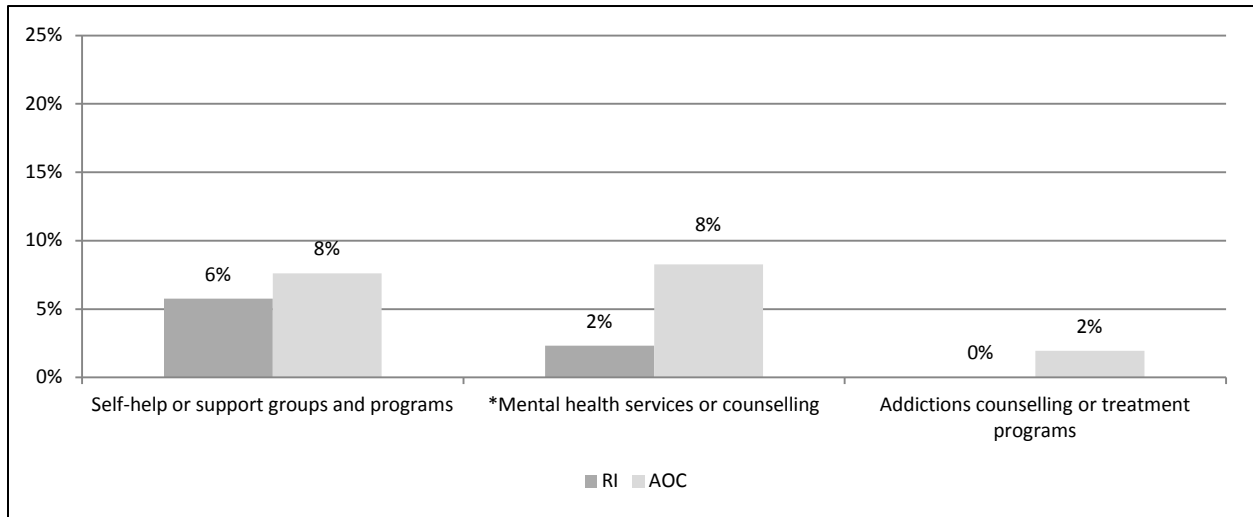
### USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS

As shown in Figure 16, reported use of mental well-being services was low across all services for both RI and AOC. Less than 10% of participants used self-help or support groups and programs; mental health services or counselling; or addictions counselling or treatment programs. The estimated number of service recipients ranged from over 980 RI who used mental health services or counselling to approximately 2,450 RI who used self-help or support groups and programs.

When compared with AOC respondents, RI were four times less likely to have used mental health services or counselling. Although RI had significantly higher rates of addiction concerns, no one reported having used addictions counselling or treatment programs in the 12 months prior to the survey.



**Figure 16: Mental well-being and addictions – service use**

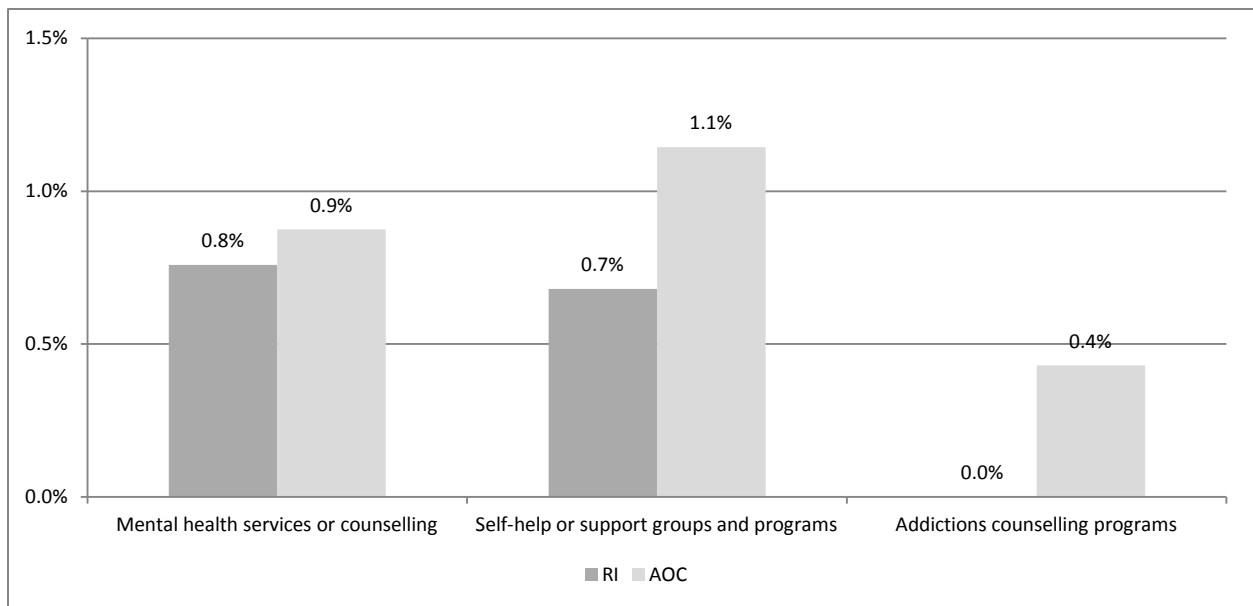


**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

**PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS**

As shown in Figure 17, the rate of perceived need for mental health and addiction services ranged from 0.0% to 0.8% among RI. This translates to a need for mental health services and counselling by approximately 320 individuals, self-help or support groups by over 270 individuals and no individual reported needing addictions counselling or treatment programs.

**Figure 17: Mental well-being and addictions – service need**



**Note:** the percentages found in Figure 17 are based out of those individuals who did not use the service in question.

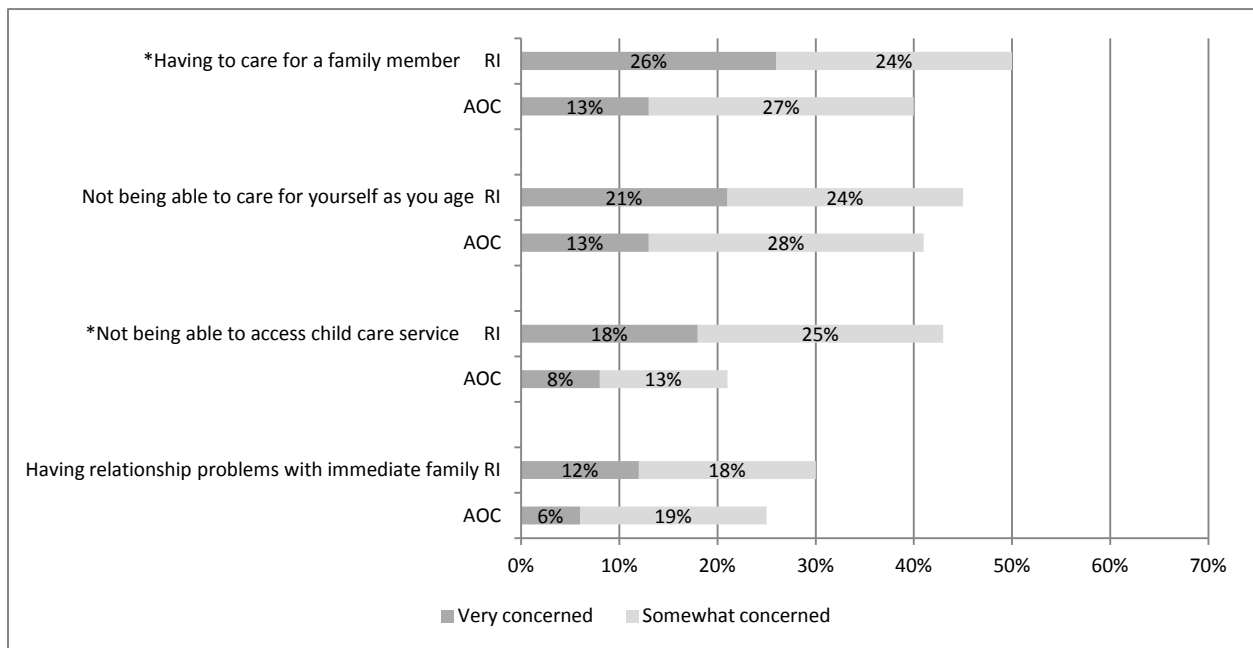
# Relationships

## ISSUES OF CONCERN ABOUT RELATIONSHIPS

In relation to family and relationship issues of concern, 30% to 50% of Recent Immigrants indicated concern about a relationship issue. As illustrated in Figure 18, half of RI were concerned about having to care for a family member and 45% were concerned about not being able to take care for themselves as they age. RI generally had a higher rate of concern than their AOC counterparts. The most significant differences between the groups in relation to family and relationship issues of concern were issues related to having to take care of family member and having access to child care service.

Concern regarding access to child care services was also high among RI, at a rate of 43% or twice as many as AOC. RI with children living at home<sup>4</sup> were also significantly more likely to report concern about this issue at 48% (AOC with children reported at 30%).

**Figure 18: Relationships – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

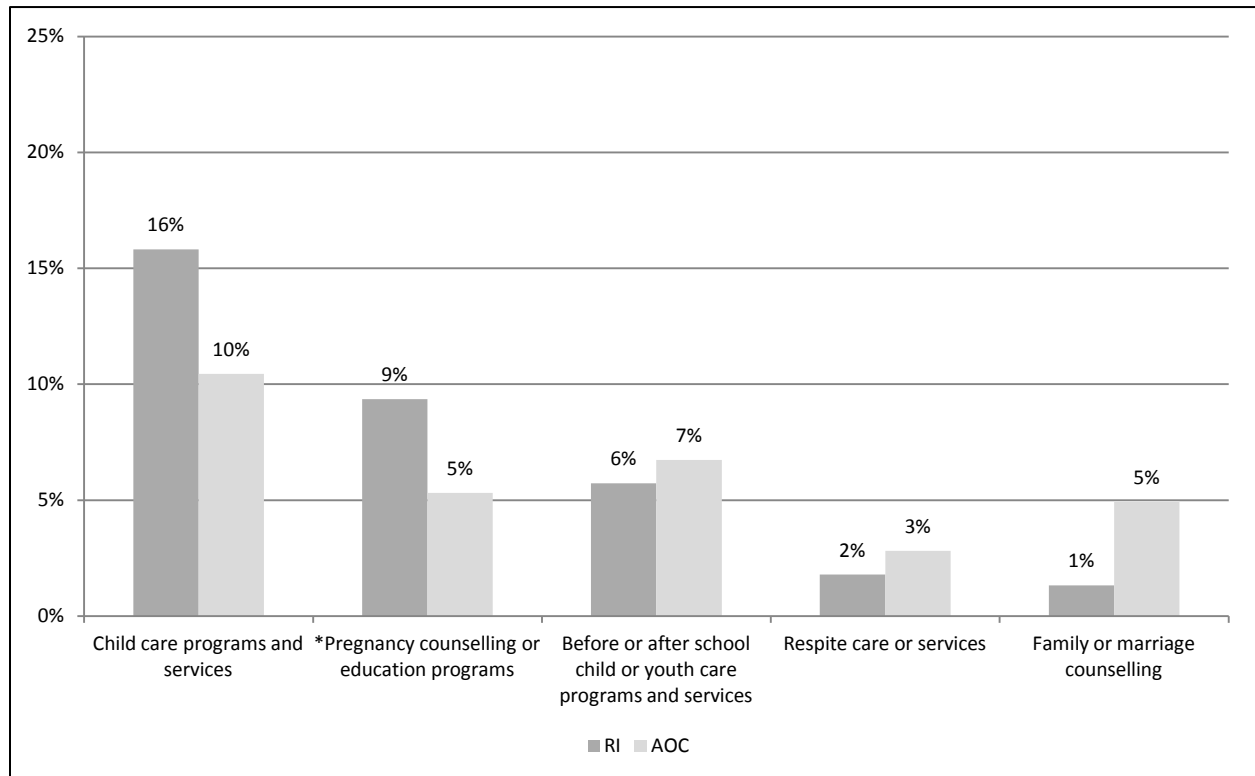
<sup>4</sup> Includes couples with children living at home and single parents

## USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Respondents were asked if they had used any of the services or programs related to family and relationships. As illustrated in Figure 19, the most prevalent service reported by RI was child care programs and services, with over 15% or an estimate of 6,740 individuals. The second most frequently used service was pregnancy counselling or education programs (9% or estimated 3,990 individuals); followed by before or after school child or youth care programs and services (6% or estimated 2,440 individuals). Other services, including respite care or services and family or marriage counselling, were reported as being used by less than 2% or about 760 individuals. Of note, while 16% of RI reported using child care programs and services; RI with children, including couples with a child living at home and single parents, reported a higher rate of usage, at 21%, similarly, 20% of AOC respondents with children living at home reported using child care programs and services in the previous 12 months. The usage rate of child care programs and services was significantly higher among households with children living at home for both groups of respondents.

When compared to AOC respondents, RI were significantly more likely to have used pregnancy counselling or education programs. *However, this information should be used with caution as there were only 12 RI reported using this service or program, whereas over 150 AOC respondents responded using this service or program.*

**Figure: 19: Relationships – service use**

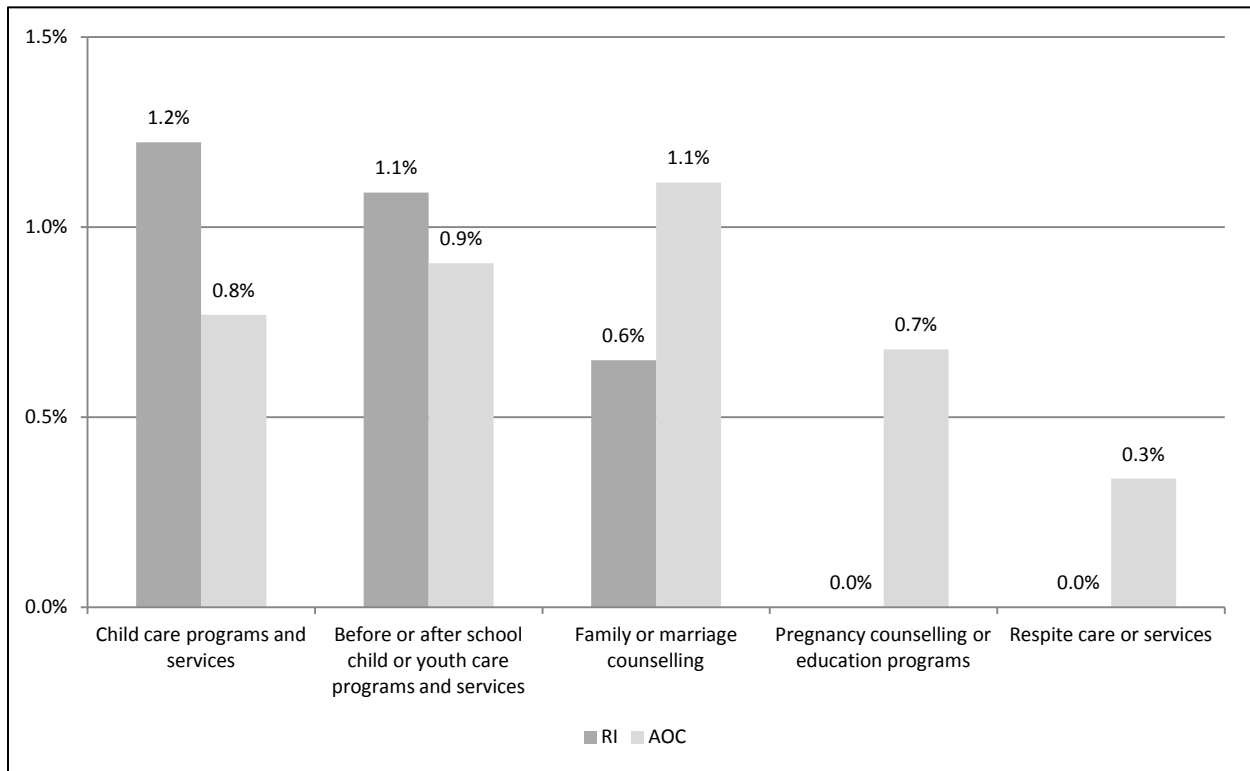


**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

## PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Perceived need for family and relationship related services ranged from 0.6% to 1.2%. This translates to an estimate of 270 to 440 RI who needed relationship services but did not use them during the 12 months prior to the survey. Of note, no RI had reported needing pregnancy counselling or education programs and respite care or services, indicating there was no perceived unmet service need in these areas.

**Figure 20: Relationships – service need**



**Note:** the percentages found in Figure 20 are based out of those individuals who did not use the service in question

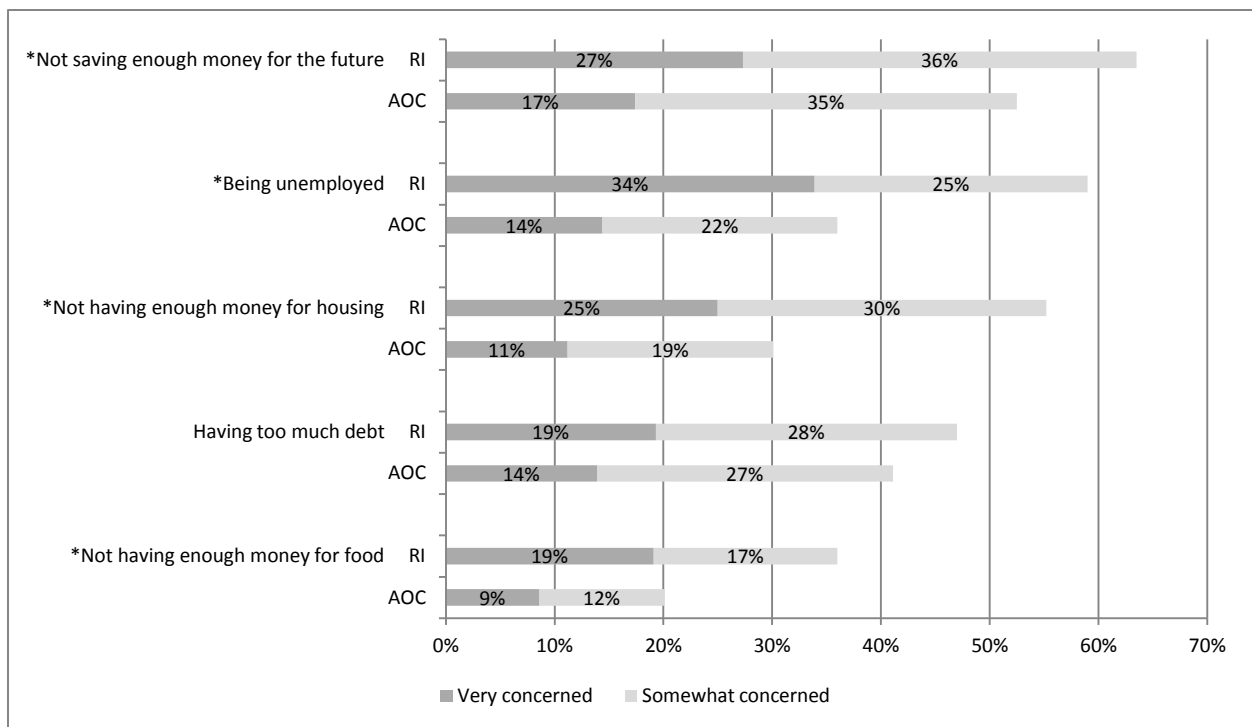
# Financial Well-being

## ISSUES OF CONCERN ABOUT FINANCIAL WELL-BEING

During the survey, respondents were presented with a list of issues pertaining to financial well-being and asked to rate the degree of concern they have with these issues. As outlined in Figure 21, a majority of Recent Immigrants reported having concerns about not saving enough money for the future (63%), being unemployed (59%) and not having enough money for housing (55%).

RI were also significantly more likely to express concern about their financial well-being than their counterparts, with the exception about the issue of having too much debt where both groups recorded similar percentage points (47% and 41%).

**Figure 21: Financial well-being – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

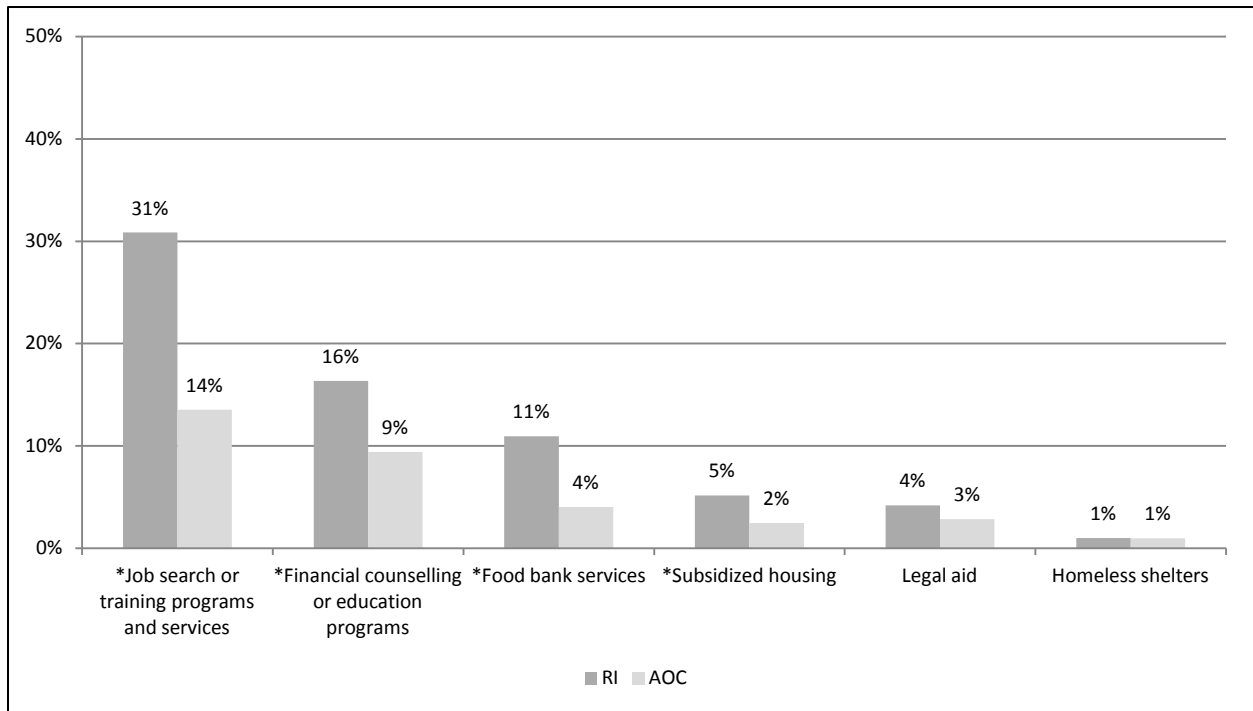
## USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

Respondents were also asked to identify the financial programs or services they used in the 12 months prior to the survey. As shown in Figure 22, job search or training programs and services was the most predominately used financial service among RI (31% or estimated 13,140 individuals); followed by financial counselling or education programs (16% or estimated 6,970 individuals); and, food bank services

(11% or estimated 4,660 individuals). The use of these services was significantly higher among RI than AOC respondents.

There were considerable variations in the usage rates between the two groups of respondents. In particular, RI were almost three times as likely as AOC to have used food bank services. They were also more than twice as likely to have used job search or training programs and services.

**Figure 22: Financial well-being – service use**



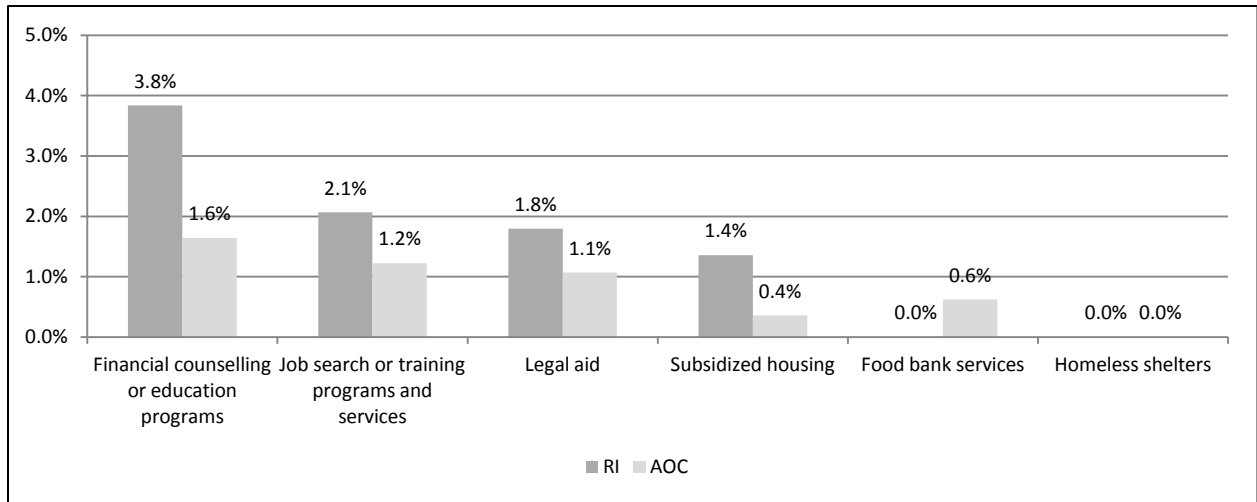
**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

### PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

In relation to financial well-being service needs, respondents were asked if they had a need for a particular service even though they did not use such service in the 12 months prior to survey.

As outlined in Figure 23, less than 4% of RI perceived a need for any of the financial services. Financial counselling or education programs was the most commonly reported perceived need among RI (3.8% or estimated 1,370 individuals). Of note, RI were more than three times as likely as AOC to perceive a need for subsidized housing and twice as likely for financial counselling or education programs.

**Figure 23: Financial well-being – service need**



**Note:** the percentages found in Figure 23 are based out of those individuals who did not use the service in question



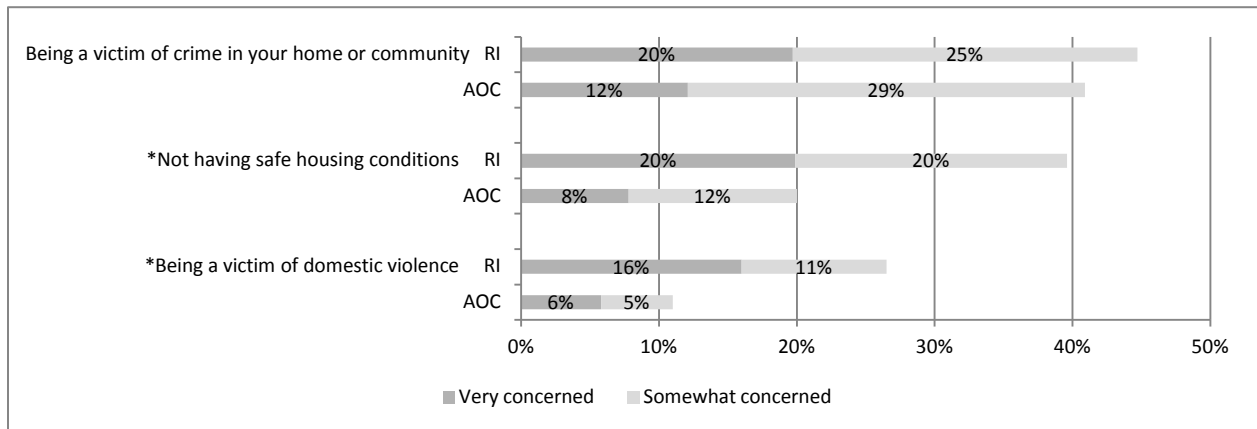
# Security

## ISSUES OF CONCERN ABOUT SECURITY

Survey questions related to security issues included perceptions of crime, safe housing conditions and domestic violence. The most commonly reported security concern among Recent Immigrants and All Other Calgarians was regarding being a victim of crime in their home or community, with rates of concern over 40%. See Figure 24.

RI were significantly more likely to express concerns about not having safe housing conditions (20% and 8% respectively) and being a victim of domestic violence (16% and 6% respectively) when compared with AOC.

**Figure 24: security – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

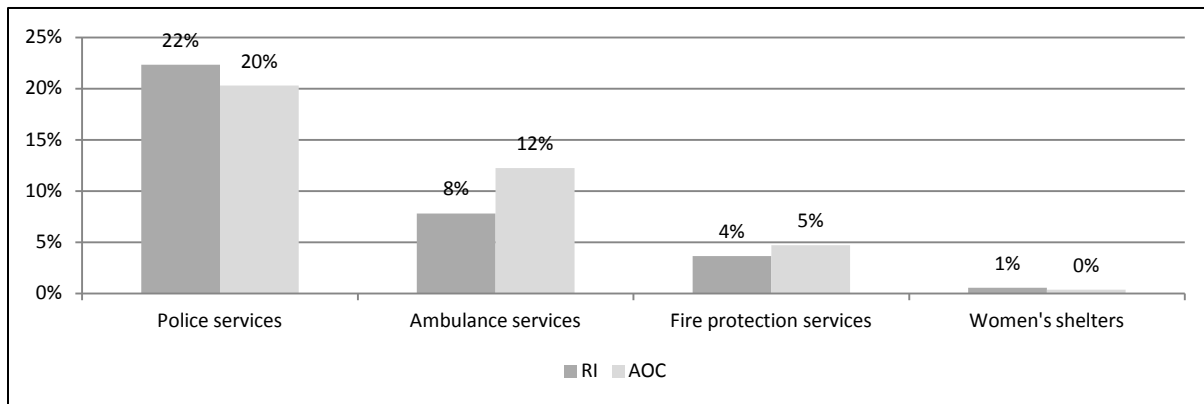


## USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

Figure 25 shows the percentages of all respondents who used security related services 12 months prior to the survey.

Police services was the most commonly used service related to security, with 22% of RI reporting use of this service, an estimated usage of over 9,510 individuals. The second commonly used service was ambulance services where 8% or estimated 3,330 individuals reported using this type of service. Furthermore, 4% or estimated 1,560 RI reported using fire protection services and 1% reported using woman’s shelter, which translated to approximately 230 individuals.

**Figure 25: Security – service use**

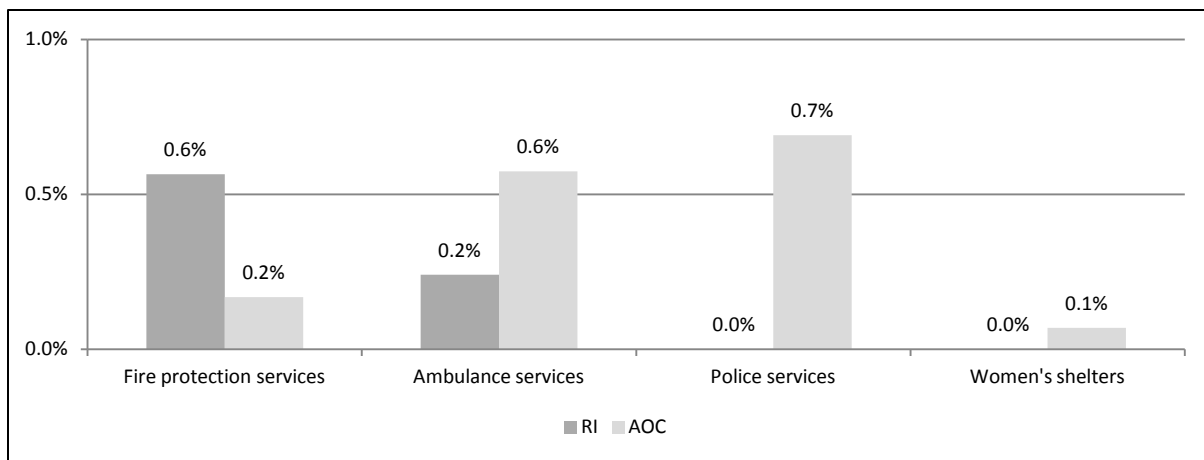


**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

## PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

There was not a great deal of perceived needs with regards to security services, as outlined in Figure 26. Less than 1% of RI stated a need for ambulance or fire protection services, representing an estimated number of 230 individuals for fire protection services and 100 individuals for ambulance services.

**Figure 26: Security – service need**



**Note:** the percentages found in Figure 26 are base out of those individuals who did not use the service in question.

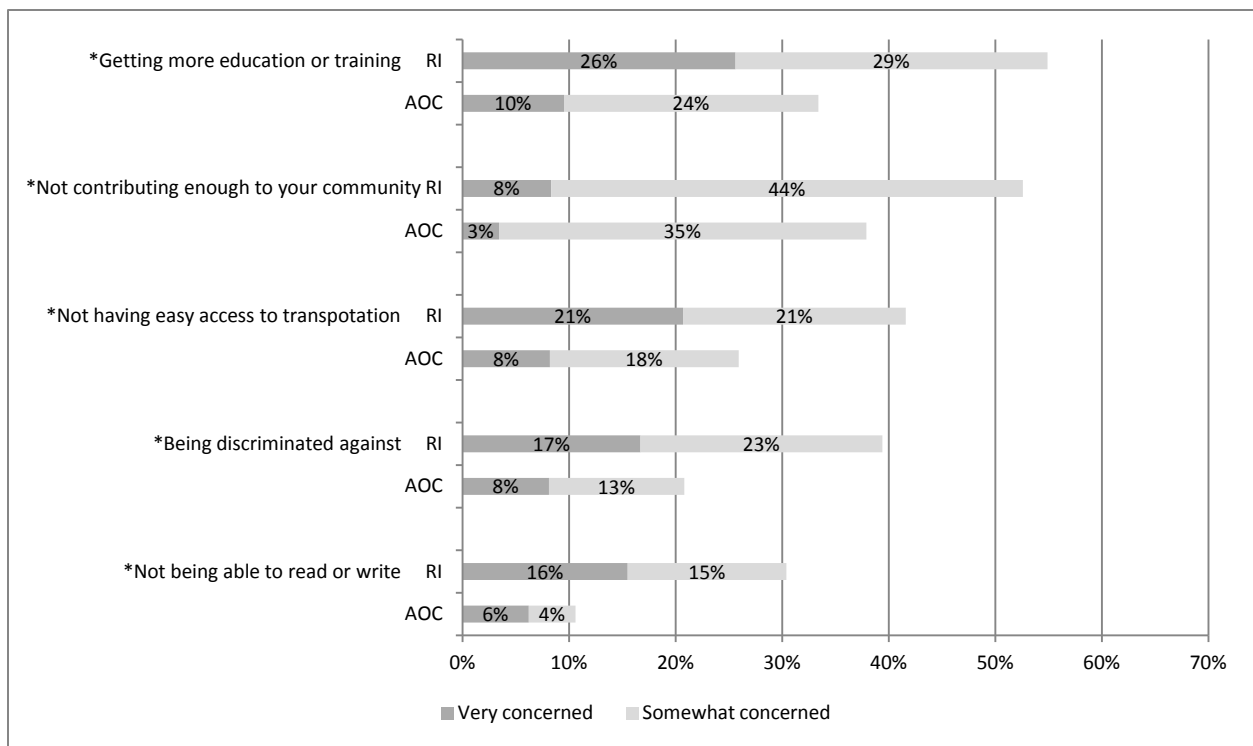
# Inclusion

## ISSUES OF CONCERN ABOUT INCLUSION

The top issues of concern for Recent Immigrants related to inclusion were getting more education or training (55%) and not contributing enough to the community (52%).

Overall, RI expressed relatively higher levels of concern on all attributes related to community inclusion. In particular, RI were almost three times as likely as AOC to cite concerns regarding reading/writing proficiency, and almost twice as likely to report concerns regarding discrimination. The results of such variations also lead to a finding that RI were significantly more likely to express concerns on all inclusion issues when compared to their AOC counterparts.

**Figure 27: Inclusion – issues of concern**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgaryans the result is indicated with an asterisk (\*).

## USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

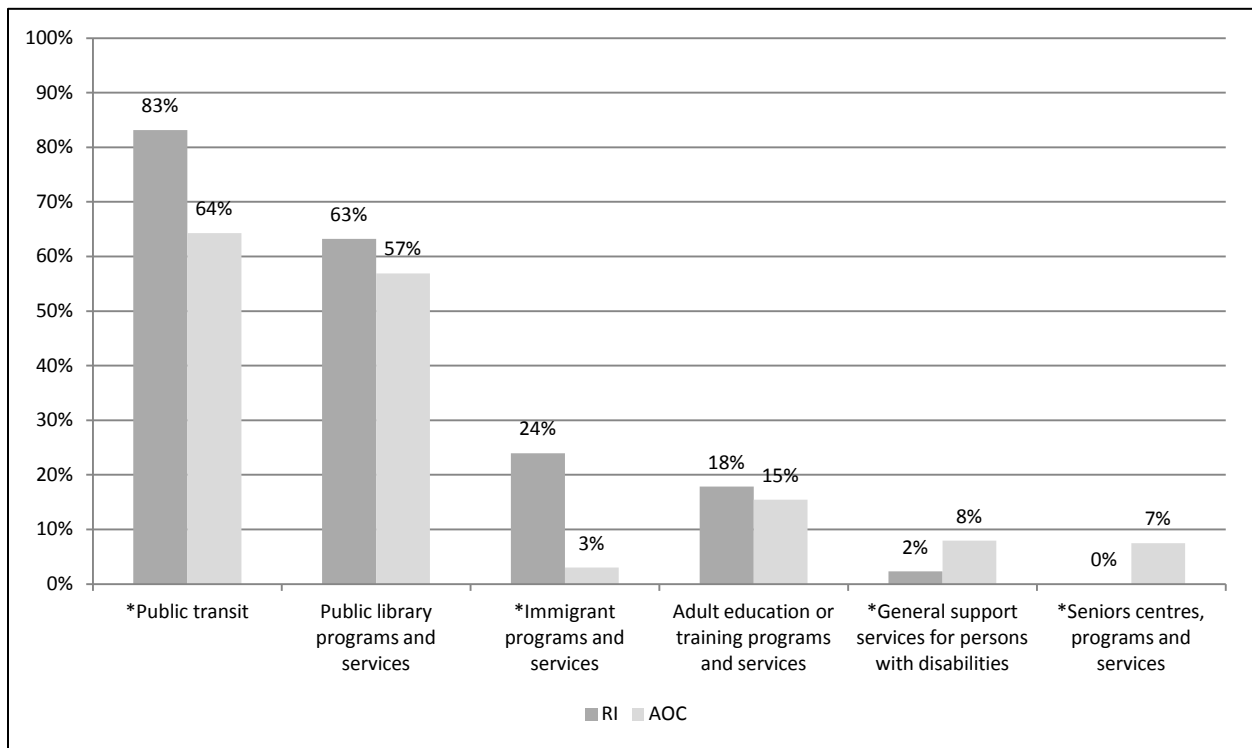
Figure 28 shows the percentage of all respondents who used resources related to inclusion in the 12 months prior to the survey.

The most commonly reported services used by RI were public transit (83% or estimated 35,410 individuals) and public library programs and services (63% or estimated 26,930 individuals). Markedly, fewer individuals reported using general support services for persons with disabilities and seniors centres, programs and services.

*Note, however, there were only 8 target users (4 seniors and 4 individuals with long term disability) recorded in the RI group. The percentages of this population are relatively low therefore, use this information with caution.*

Another resource commonly used by RI relates to immigration programs and services, almost a quarter of RI reported using this service (24% or estimated 10,200); eight times as many as AOC.

**Figure 28: Inclusion – service use**



**Note:** if a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*).

### PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

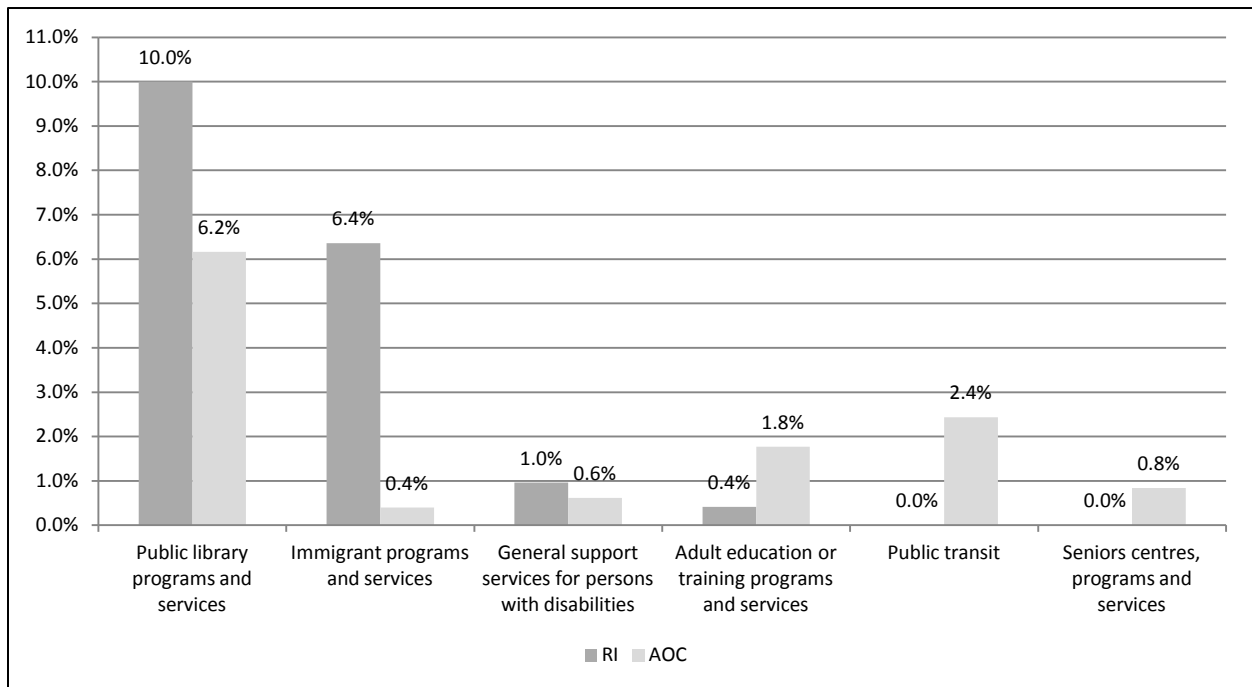
By far, public library programs and services was the most commonly reported service for which Recent Immigrants perceived a need but did not use the service in the 12 months prior to the survey (10.0% or estimated 1,570 individuals). In fact, this service ranked at the highest unmet need for RI and second for AOC overall (6.2% or estimated 19,030 individuals). *As a note of caution, the base size for RI on the perceived need for public library programs and services question was only n=47, therefore, interpretations and conclusions should be made with caution.*

Adult education or training programs and services was perceived as a need by 0.4% of Recent Immigrants who did not use this service; this translates to approximately 150 individuals city-wide.

*As mentioned previously, there were only four seniors and four persons with a disability recorded in the RI group. When analyzing the perceived need for seniors centres and general support services (0% and 1%, respectively), the reported percentages are based on their responses. Due to the limitation of having small subsets of the RI population, interpretation of data should be exercised with caution as it may not truly reflect the service needs of the city’s Recent Immigrant population.*

The perceived service need for immigrant programs and services was ranked second in inclusion services and third highest overall among RI. More than 6% or estimated 2,060 individuals reported needing this service but did not use it. In particular, when compared with AOC respondents, immigrant programs and services had the highest contrast of all perceived service needs with the ratio of sixteen to one (6.4% and 0.4%).

**Figure 29: Inclusion – service need**



**Note:** the percentages found in Figure 29 are based out of those individuals who did not use the service in question.

# Demographics<sup>5</sup>

**Table 1: Gender**

GENDER	n	Male (%)	Female (%)
Signpost Recent Immigrants	128	52.7	47.3
2006 Census of Recent Immigrants	42,590	47.2	52.8
Signpost All Other Calgarians	2,849	49.5	50.5
2006 Census of All Other Calgarians	716,780	49.6	50.4

Source: Statistics Canada, 2006 Census of Canada. Table UPP\_UPP06\_Table-01\_CSD

**Table 2: Age**

AGE	n	18-24 (%)	25-34 (%)	35-44 (%)	45-54 (%)	55-64 (%)	65+ (%)
Signposts Recent Immigrants	127	16.5	31.5	34.4	11.8	2.7	3.0
2006 Census of Recent Immigrants	42,590	12.4	34.1	33.5	11.1	4.8	4.1
Signposts All Other Calgarians	2,822	9.8	22.3	21.9	21.4	12.5	12.0
2006 Census of All Other Calgarians	716,780	13.6	20.4	20.7	20.9	12.3	12.1

Source: Statistics Canada, 2006 Census of Canada. Table UPP\_UPP06\_Table-01\_CSD

**Table 3: Education**

EDUCATION	n	No Diploma Certificate or Degree (%)	High School Certificate or Equivalent (%)	Post Secondary Certificate or Diploma (%)	University Certificate, Diploma or Degree (%)
Signpost Recent Immigrants	124	1.7	18.1	19.5	60.8
2006 Census of Recent Immigrants	42,924	15.9	17.0	12.3	54.7
Signpost All Other Calgarians	2,835	5.3	33.3	29.6	31.9
2006 Census of All Other Calgarians	715,621	17.1	25.2	27.6	30.1

Source: Statistics Canada, 2006 Census of Canada. Table 97-560-XCB2006026\_WesternDA

**Table 4: Years Lived in Calgary**

YEARS LIVED IN CALGARY	n	0-2 years (%)	3-5 years (%)	6-10 years (%)	11-20 years (%)	21-30 years (%)	Over 30 years (%)
Signposts Recent Immigrants	128	25.0	45.3	14.7	4.0	2.1	8.8
2006 Census of Recent Immigrants	Not available						
Signposts All Other Calgarians	2,849	2.4	7.6	12.8	23.9	21	32.2
2006 Census of All Other Calgarians	Not available						

<sup>5</sup> With the exception of Table 1 and 2, the population aged 18 and 19 is estimated based on larger age groupings.

**Table 5: Visible Minority**

VISIBLE MINORITY	n	Yes (%)	No (%)
Signposts Recent Immigrants	118	53.0	47.0
2006 Census of Recent Immigrants	42,590	79.6	20.4
Signposts All Other Calgarians	2,779	14.9	85.1
2006 Census of All Other Calgarians	716,780	18.8	81.2

Source: Statistics Canada, 2006 Census of Canada. Table 97-562-XCB2006014\_Manitoba+AlbertaCSD

**Table 6: Immigration Status**

BORN IN CANADA	n	Yes (%)	No (%)
Signpost Recent Immigrants	128	0.0	100.0
2006 Census of Recent Immigrants	42,919	0.0	100.0
Signpost All Other Calgarians	2,848	79.5	20.5
2006 Census of All Other Calgarians	716,780	67.4	32.6

Source: Statistics Canada, 2006 Census of Canada. Table 97-557-XCB2006019\_WesternDA

**Table 7: Household Income**

HOUSEHOLD INCOME	n	\$30,000 or less (%)	Over \$30,000 to \$60,000 (%)	\$60,000 to \$90,000 (%)	Over \$90,000 (%)
Signposts Recent Immigrants (household income)	86	12.2	41.0	21.9	24.9
2006 Census of Recent Immigrants* (family income)	11605*	19.1	35.9	23.4	21.7
Signposts All other Calgarians (household income)	2,050	11.4	22.9	22.5	43.1
2006 Census of All other Calgarians* (family income)	281280*	8.9	22.3	23.2	45.5

Source: Statistics Canada, 2006 Census of Population, Statistics Canada catalogue no. 97-563-XCB2006021. \*Census N includes family with person(s) who receive(s) income at the age of 15 and over. Percentage is based on Calgary CMA (Census Metropolitan Areas)

**Table 8: Household Composition**

HOUSEHOLD COMPOSITION	n	Couple with children living at home (%)	Couple without children at home (%)	Single parent household (%)	Living alone (%)	Living with roommate(s) (%)	Living with extended family (%)
Signposts Recent Immigrants	127	63.9	10.2	4.9	5.7	5.7	9.6
2006 Census of Recent Immigrants	56815*	Not available			3.0	4.0	4.3
Signposts All other Calgarians	2,837	39.3	29.6	4.9	15.9	3.8	6.4
2006 Census of All other Calgarians	920,505*	Not available			10.6	5.7	2.5

Source: Statistics Canada, 2006 Census of Canada. EO1213\_TGP\_5A\_WesternCustom, PROFILE\_EO1306\_SCProfile\_Alberta\_2006. \*Census N includes persons who are less than 18 years of age

**Table 9: Household Age Breakdown**

<b>HOUSEHOLD AGE BREAKDOWN</b>	<b>n</b>	<b>New born to 6 years (%)</b>	<b>7 to 12 years (%)</b>	<b>13 to 19 years (%)</b>	<b>20 to 44 years (%)</b>	<b>45 to 64 years (%)</b>	<b>Over 65 years (%)</b>
Signposts Recent Immigrants	128	40.6	24.2	35.2	89.1	39.8	6.3
2006 Census of Recent Immigrants	Not available						
Signposts All other Calgarians	2,844	18.3	14.4	20.6	63.4	48.6	16.5
2006 Census of All other Calgarians	Not available						

**Table 10: Household Tenure**

<b>HOUSEHOLD TENURE</b>	<b>n</b>	<b>Rent (%)</b>	<b>Own (%)</b>
Signposts Recent Immigrants	128	34.1	65.9
2006 Census of Recent Immigrants	Not available		
Signposts All Other Calgarians	2,831	17.8	82.2
2006 Census of All Other Calgarians	Not available		

**Table 11: Long Term Disability**

<b>LONG TERM DISABILITY</b>	<b>n</b>	<b>Yes (%)</b>	<b>No (%)</b>
Signposts Recent Immigrants	128	3.1	96.9
2006 Census of Recent Immigrants	Not available		
Signposts All Other Calgarians	2,832	9.3	90.7
2006 Census of All Other Calgarians	Not available		

**Table 12: Type of Long Term Disability**

<b>TYPE OF LONG TERM DISABILITY MULTIPLE RESPONSE (OUT OF THOSE WHO IDENTIFIED HAVING A LT DISABILITY)</b>	<b>n</b>	<b>Physical (%)</b>	<b>Mental (%)</b>
Signposts Recent Immigrants	4	100	0
2006 Census of Recent Immigrants	Not available		
Signposts All Other Calgarians	260	91.0	15.2
2006 Census of All Other Calgarians	Not available		

# Appendix A: Data Tables<sup>6</sup>

**Table 1: Top 10 - issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Not saving enough money for the future	18%	35%	53%	27%	36%	64%	17%	35%	53%
Being unemployed	15%	22%	37%	34%	25%	59%	14%	22%	36%
Being stressed	15%	46%	61%	14%	44%	59%	15%	46%	61%
Not having enough money for housing	12%	20%	31%	25%	30%	55%	11%	19%	30%
Getting more education or training	11%	24%	35%	26%	29%	55%	10%	24%	33%
Not contributing enough to your community	4%	35%	39%	8%	44%	53%	3%	35%	38%
Having to care for a family member	14%	26%	40%	26%	24%	50%	13%	27%	40%
Dealing with the loss of a family member or friend	15%	27%	42%	25%	23%	47%	15%	27%	42%
Having too much debt	14%	27%	41%	19%	28%	47%	14%	27%	41%
Not being able to care for yourself as you age	13%	28%	40%	21%	24%	45%	13%	28%	40%

<sup>6</sup> Estimated #: The estimated service use values are determined by calculating the percentage of Recent Immigrants and All Other Calgarians who used these services at the age of 18 and over. Population numbers are derived from using 2006 Federal Census data: Total Population (759,370), Recent Immigrants (42,590) and All Other Calgarians (716,780).



**Table 2: Top 10 - service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
*Public transit	65%	544,750	83%	35,413	64%	460,594
*Medical doctor services	87%	729,828	79%	33,572	88%	627,316
Public library programs and services	57%	479,116	63%	26,929	57%	407,940
*Recreation or leisure facilities, programs and services	65%	548,070	50%	21,489	66%	474,821
*Hospital services	46%	384,843	36%	15,317	46%	332,571
*Job search or training programs and services	14%	119,148	31%	13,138	14%	97,063
*Immigrant programs and services	4%	33,141	24%	10,201	3%	21,509
Police services	20%	170,522	22%	9,507	20%	145,509
Adult education or training programs and services	16%	129,818	18%	7,607	15%	110,597
*Financial counselling or education programs	10%	81,852	16%	6,969	9%	67,436

**Table 3: Top 10 – perceived service needs**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Public library programs & services	42.8%	6.3%	22,410	36.8%	10.0%	1,567	43.1%	6.2%	19,026
Medical doctor services	12.8%	9.2%	9,899	21.2%	7.0%	632	12.5%	9.5%	8,466
Immigrant programs & services	96.0%	0.6%	4,810	76.0%	6.4%	2,061	97.0%	0.4%	2,787
Recreation or leisure facilities, programs & services	34.5%	5.3%	15,465	49.5%	5.3%	1,118	33.8%	5.4%	13,096
Nutrition counselling or education programs	88.1%	1.9%	14,058	89.5%	4.8%	1,837	88.0%	1.8%	11,242
Financial counselling or education programs	90.2%	1.7%	12,940	83.6%	3.8%	1,367	90.6%	1.6%	10,667
Job search or training programs & services	85.8%	1.2%	8,886	69.2%	2.1%	608	86.5%	1.2%	7,588
Legal aid	97.1%	1.1%	8,864	95.8%	1.8%	734	97.1%	1.1%	7,461
Subsidized housing	97.4%	0.4%	3,253	94.8%	1.4%	548	97.5%	0.4%	2,527
Child care programs & services	89.3%	0.8%	6,536	84.2%	1.2%	438	89.6%	0.8%	4,935

**Table 4: Individual & community quality of life**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree
My neighbourhood is a safe place to live	45%	46%	91%	44%	52%	96%	46%	45%	91%
Overall, Calgary is a good place to live	52%	42%	94%	49%	44%	93%	52%	42%	94%
Calgary is a safe place to live	26%	60%	86%	39%	52%	92%	25%	60%	86%
*You are satisfied with your life as a whole	54%	40%	94%	45%	42%	87%	54%	40%	95%
You feel like you belong in Calgary	54%	36%	90%	39%	47%	86%	55%	35%	90%
You can afford to buy the things you need	36%	48%	84%	25%	59%	84%	37%	48%	85%
There are enough community facilities, programs & services in Calgary to meet your needs	34%	49%	83%	31%	51%	82%	34%	49%	83%

**Table 5: Issue of concern – not having parks or green space available in the community**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
Not at all concerned	55%	55%	55%
Not very concerned	16%	8%	17%
Somewhat concerned	19%	22%	19%
Very concerned	10%	15%	9%

**Table 6: Social inclusion – number of people known in the neighbourhood**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
Most	11%	6%	11%
Many	16%	5%	17%
A few	67%	72%	67%
No one	6%	17%	6%

**Table 7: Social inclusion – number of people known well enough to ask a favour**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
None	14%	30%	13%
1 to 5	58%	55%	58%
6 to 10	19%	9%	19%
Over 10	9%	6%	9%

**Table 8: Involvement in neighbourhood events or activities**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
Disagree completely	22%	33%	22%
Disagree somewhat	22%	21%	22%
Neither disagree nor agree	14%	9%	14%
Agree somewhat	34%	32%	34%
Agree completely	8%	5%	8%

**Table 9: Average monthly time volunteering for organizations in Calgary**

HOURS	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
0	58%	68%	57%
1 - 5	19%	18%	19%
6 - 10	11%	5%	11%
11 - 20	7%	6%	7%
21 - 40	4%	1%	4%
40+	2%	2%	2%

**Table 10: Members of their local community association**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
Yes	30%	18%	30%
No	70%	83%	70%

**Table 11: General perception of health**

	TOTAL POPULATION	RECENT IMMIGRANTS	ALL OTHER CALGARIANS
Poor	3%	2%	3%
Fair	8%	4%	8%
Good	24%	33%	24%
Very Good	39%	37%	39%
Excellent	26%	24%	26%

**Table 12: Physical well-being – issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not having recreation and leisure opportunities available	9%	22%	31%	19%	24%	43%	8%	22%	30%
Gaining or losing too much weight	9%	30%	39%	14%	27%	42%	9%	30%	39%
Lacking sleep	13%	36%	49%	15%	27%	41%	13%	37%	50%
Being physically inactive	10%	31%	40%	17%	22%	39%	9%	31%	40%
Not eating healthy food	9%	26%	35%	16%	22%	39%	9%	27%	35%
*Having difficulty moving around physically	8%	15%	22%	12%	17%	30%	7%	15%	22%
*Having an unwanted pregnancy	5%	6%	11%	14%	13%	28%	4%	6%	10%

**Table 13: Physical well-being – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
*Medical doctor services	87%	729,828	79%	33,572	88%	627,316
*Recreation or leisure facilities, programs and services	65%	548,070	50%	21,489	66%	474,821
*Hospital services	46%	384,843	36%	15,317	46%	332,571
Nutrition counselling or education programs	12%	99,445	11%	4,473	12%	86,328
Home care or nursing care	7%	54,848	2%	1,060	7%	48,499

**Table 14: Physical well-being – service need<sup>7</sup>**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Medical doctor services	12.8%	9.2%	9,899	21.2%	7.0%	632	12.5%	9.5%	8,466
Recreation or leisure facilities, programs and services	34.5%	5.3%	15,465	49.5%	5.3%	1,118	33.8%	5.4%	13,096
Nutrition counselling or education programs	88.1%	1.9%	14,058	89.5%	4.8%	1,837	88.0%	1.8%	11,242
Hospital services	54.0%	0.7%	3,262	64.0%	1.2%	338	53.6%	0.7%	2,697
Home care or nursing care	93.4%	0.6%	4,881	97.5%	1.0%	435	93.2%	0.6%	4,090

<sup>7</sup> Estimated #: The estimated service need numbers are calculated based on the percentage of respondents who have not used the service in the 12 months prior to survey, but perceived a need to using it.

**Table 15: Mental well-being and addictions – issues and concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being stressed	15%	46%	61%	14%	44%	59%	15%	46%	61%
Dealing with the loss of a family member or friend	15%	27%	42%	25%	23%	47%	15%	27%	42%
*Being depressed	7%	21%	28%	14%	26%	40%	7%	21%	28%
*Being lonely	6%	19%	25%	13%	24%	37%	6%	18%	24%
*Lacking self esteem	5%	16%	21%	12%	18%	29%	5%	16%	20%
*Being addicted to alcohol or drugs	6%	8%	13%	12%	8%	20%	5%	8%	13%
*Being suicidal	5%	4%	9%	14%	6%	20%	4%	4%	9%
*Being addicted to gambling	4%	5%	9%	11%	5%	16%	4%	5%	9%

**Table 16: Mental well-being and addictions – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
Self-help or support groups and programs	8%	62,988	6%	2,449	8%	54,605
*Mental health services or counselling	8%	67,286	2%	984	8%	59,239
Addictions counselling or treatment programs	2%	15,624	0%	-	2%	13,890

**Table 17: Mental well-being and addictions – service need**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Mental health services or counselling	92.0%	0.9%	6,630	97.7%	0.8%	316	91.7%	0.9%	5,755
Self-help or support groups and programs	92.5%	1.1%	8,601	94.3%	0.7%	273	92.4%	1.1%	7,574
Addictions counselling or treatment programs	98.1%	0.4%	3,347	100.0%	0.0%	-	98.1%	0.4%	3,027

**Table 18: Relationships – issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Having to care for a family member	14%	26%	40%	26%	24%	50%	13%	27%	40%
Not being able to care for yourself as you age	13%	28%	40%	21%	24%	45%	13%	28%	40%
*Not being able to access child care service	9%	13%	22%	18%	25%	43%	8%	13%	21%
Having relationship problems with members of your immediate family	7%	19%	25%	12%	18%	30%	6%	19%	25%



**Table 19: Relationships – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
Child care programs and services	11%	89,475	16%	6,736	10%	74,896
*Pregnancy counselling or education programs	5%	46,019	9%	3,987	5%	38,060
Before or after school child or youth care programs and services	7%	56,367	6%	2,440	7%	48,247
Respite care or services	3%	23,482	2%	763	3%	20,184
Family or marriage counselling	5%	39,974	1%	566	5%	35,277

**Table 20: Relationships – service need**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Child care programs and services	89.3%	0.8%	6,536	84.2%	1.2%	438	89.6%	0.8%	4,935
Before or after school child or youth care programs and services	93.3%	0.9%	7,013	94.3%	1.1%	438	93.3%	0.9%	6,049
Family or marriage counselling	95.2%	1.1%	9,101	98.7%	0.6%	273	95.1%	1.1%	7,612
Pregnancy counselling or education programs	94.5%	0.6%	5,400	90.6%	0.0%	-	94.7%	0.7%	4,601
Respite care or services	97.2%	0.3%	2,688	98.2%	0.0%	-	97.2%	0.3%	2,356

**Table 21: Financial well-being – issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving money for the future	18%	35%	53%	27%	36%	64%	17%	35%	53%
*Being unemployed	15%	22%	37%	34%	25%	59%	14%	22%	36%
*Not having enough money for housing	12%	20%	31%	25%	30%	55%	11%	19%	30%
Having too much debt	14%	27%	41%	19%	28%	47%	14%	27%	41%
*Not having enough money for food	9%	12%	21%	19%	17%	36%	9%	12%	20%

**Table 22: Financial well-being – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
*Job search or training programs and services	14%	119,148	31%	13,138	14%	97,063
*Financial counselling or education programs	10%	81,852	16%	6,969	9%	67,436
*Food bank services	4%	36,175	11%	4,658	4%	29,059
*Subsidized housing	3%	21,641	5%	2,201	2%	17,744
Legal aid	3%	24,692	4%	1,793	3%	20,526
Homeless shelters	1%	8,167	1%	425	1%	7,046

**Table 23: Financial well-being – service use**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Financial counselling or education programs	90.2%	1.7%	12,940	83.6%	3.8%	1,367	90.6%	1.6%	10,667
Job search or training programs and services	85.8%	1.2%	8,886	69.2%	2.1%	608	86.5%	1.2%	7,588
Legal aid	97.1%	1.1%	8,864	95.8%	1.8%	734	97.1%	1.1%	7,461
Subsidized housing	97.4%	0.4%	3,253	94.8%	1.4%	548	97.5%	0.4%	2,527
Food bank services	95.7%	0.6%	5,120	89.1%	0.0%	-	95.9%	0.6%	4,306
Homeless shelters	99.0%	0.0%	122	99.0%	0.0%	-	99.0%	0.0%	-

**Table 24: Security – issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being a victim of crime in your home or community	13%	29%	41%	20%	25%	45%	12%	29%	41%
*Not having safe housing conditions	8%	13%	21%	20%	20%	40%	8%	12%	20%
*Being a victim of domestic violence	6%	5%	12%	16%	11%	27%	6%	5%	11%

**Table 25: Security – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
Police services	20%	170,522	22%	9,507	20%	145,509
Ambulance services	12%	101,538	8%	3,325	12%	87,746
Fire protection services	5%	38,645	4%	1,555	5%	33,688
Women's shelters	0%	3,181	1%	232	0%	2,694

**Table 26: Security – service need**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Fire protection services	95.4%	0.2%	1,468	96.3%	0.6%	232	95.3%	0.2%	1,151
Ambulance services	87.9%	0.6%	4,071	92.2%	0.2%	95	87.8%	0.6%	3,611
Police services	79.6%	0.7%	4,369	77.7%	0.0%	-	79.7%	0.7%	3,947
Women's shelters	99.6%	0.1%	548	99.5%	0.0%	-	99.6%	0.1%	497

**Table 27: Inclusion – issues of concern**

CONCERNED	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Getting more education or training	11%	24%	35%	26%	29%	55%	10%	24%	33%
*Not contributing enough to your community	4%	35%	39%	8%	44%	53%	3%	35%	38%
*Not having easy access to transportation	9%	18%	27%	21%	21%	42%	8%	18%	26%
*Being discriminated against	9%	13%	22%	17%	23%	39%	8%	13%	21%
*Not being able to read or write	7%	5%	12%	16%	15%	30%	6%	4%	11%

**Table 28: Inclusion – service use**

	TOTAL POPULATION	ESTIMATED #	RECENT IMMIGRANTS	ESTIMATED #	ALL OTHER CALGARIANS	ESTIMATED #
*Public transit	65%	544,750	83%	35,413	64%	460,594
Public library programs and services	57%	479,116	63%	26,929	57%	407,940
*Immigrant programs and services	4%	33,141	24%	10,201	3%	21,509
Adult education or training programs and services	16%	129,818	18%	7,607	15%	110,597
*General support services for persons with disabilities	8%	63,908	2%	987	8%	56,794
*Seniors centres, programs and services	7%	59,496	0%	-	7%	53,649

**Table 29: Inclusion – service need**

	TOTAL POPULATION			RECENT IMMIGRANTS			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Public library programs and services	42.8%	6.3%	22,410	36.8%	10.0%	1,567	43.1%	6.2%	19,026
Immigrant programs and services	96.0%	0.6%	4,810	76.0%	6.4%	2,061	97.0%	0.4%	2,787
General support services for persons with disabilities	92.4%	0.6%	4,804	97.7%	1.0%	401	92.1%	0.6%	4,042
Adult education or training programs and services	84.5%	1.7%	12,004	82.1%	0.4%	145	84.6%	1.8%	10,747
Public transit	34.9%	2.4%	19,779	16.9%	0.0%	-	35.7%	2.4%	6,233
Seniors centres, programs and services	92.9%	0.8%	6,163	100.0%	0.0%	-	92.5%	0.8%	5,579

# Appendix B: Questionnaire<sup>8</sup>

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## 1. COMMUNITY AND INDIVIDUAL WELLNESS (COMMUNITY ASSETS)

**1.a** I am going to read you a list of statements about living in Calgary. I would like you to consider these statements based on your experiences in the past 12 months. Please state whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each statement I will read to you.

In one of the statements, I use the term community facilities, programs and services. When I use this term, I am referring to things that are provided by governments, community associations or not-for-profit organizations.

	Strongly Agree	Somewhat Agree	Either agree nor Disagree	Strongly Disagree	Somewhat Disagree	N/A
Overall, Calgary is a good place to live						
You are satisfied with your life as a whole						
You feel like you belong in Calgary						
There are enough community facilities, programs and services in Calgary to meet your needs						
Calgary is a safe place to live						
My neighbourhood is a safe place to live						
You can afford to buy the things you need						

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<sup>8</sup> Note: When read each question respondents were not provided with don't know/unsure or not applicable as response options, however, these categories were used for coding purposes when necessary. These responses are not reported as valid responses.

**1.b** For the next question, I will use the term health, which refers to your physical, mental and spiritual health. In general, would you say that your health is:

- 1 \_\_\_ Excellent
- 2 \_\_\_ Very good
- 3 \_\_\_ Good
- 4 \_\_\_ Fair
- 5 \_\_\_ Poor
- 6 \_\_\_ Don't know

**1.c** On average, how many hours a month do you help out by volunteering for organization in Calgary?

# hours: \_\_\_\_\_

**1.d** Would you say that you know most, many, a few or none of the people in your neighbourhood?

- 1 \_\_\_ Most of the people in your neighbourhood
- 2 \_\_\_ Many of the people in your neighbourhood
- 3 \_\_\_ A few of the people in your neighbourhood
- 4 \_\_\_ No one else in your neighbourhood
- 5 \_\_\_ Don't know

**1.e** About how many people in your neighbourhood do you know well enough to ask for a favour? (e.g., picking up the mail, watering plants, shovelling, lending tools or garden equipment, carrying things, feeding pets when neighbours go on holiday, shopping)

- 1 \_\_\_ None
- 2 \_\_\_ 1 to 5
- 3 \_\_\_ 6 to 10
- 4 \_\_\_ Over 10
- 5 \_\_\_ Don't know

**1.f** Please tell us if you disagree completely, disagree somewhat, neither disagree nor agree, agree somewhat, or agree completely with the following statement?

*I get involved in neighbourhood events or activities.*

- 1 \_\_\_ Disagree completely
- 2 \_\_\_ Disagree Somewhat
- 3 \_\_\_ Neither disagree nor agree
- 4 \_\_\_ Agree somewhat
- 5 \_\_\_ Agree completely
- 6 \_\_\_ Don't know

## 2. INDIVIDUAL AND SOCIAL ISSUES THAT MAY CONCERN CALGARIANS

Understanding issues that affect Calgary residents will help in developing programs and services. I am going to read you a list of issues that may have affected you directly or may have affected you because someone in your household is dealing with these issues. Please indicate how concerned you are with the following issues as they may have affected you in the past 12 months. Please use a scale of very concerned, somewhat concerned, not very concerned or not at all concerned.

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being lonely						
Having relationship problems with members of your immediate family						
Being discriminated against						
Not contributing enough to your community						
Being addicted to alcohol or drugs						
Being addicted to gambling						
Not being able to care for yourself as you age						
Having an unwanted pregnancy						
Gaining or losing too much weight						
Being physically inactive						
Having to care for a family member						
Being stressed						
Lacking self esteem						
Lacking sleep						
Being depressed						
Having difficulty moving around physically						
Not having easy access to transportation						
Being suicidal						
Dealing with the loss of a family member or friend						
Not eating healthy food						



	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being a victim of a crime in your home or community						
Not having safe housing conditions						
Being unemployed						
Not having enough money for food						
Not having enough money for housing						
Not saving money for future						
Having too much debt						
Not being able to read or write						
Getting more education or training						
Not having recreation and leisure opportunities available						
Not having parks or green spaces available in your community						
Not being able to access child care services						

### 3. SOCIAL SERVICE USAGE, NEEDS AND BARRIERS

3.a In the past 12 months, have you used any of the following services?

	Yes	No	Don't Know
Public library programs and services			
Immigrant programs and services			
Recreation or leisure facilities, programs and services			
Seniors centres, programs and services			
Family or marriage counselling			
Legal aid			
Food bank services			
Addictions counselling or treatment programs			
Pregnancy counselling or education programs			
Home care or nursing care			
Medical doctor services			
Nutrition counselling or education programs			
Mental health services or counselling			
Self help or support groups and programs			
Respite care or services			
Fire protection services			
Police services			
Ambulance services			
Women's shelters			
Child care programs and services			
Before or after school child or youth care programs or services			
Financial counselling or education programs			
Job search or training programs and services			
Homeless shelters			
Public transit			
Adult education or training programs and services			
Subsidized housing			
General support services for persons with disabilities			
Hospital services			

**3.b** In the past 12 months, have there been any situations or circumstances in which you needed the following types of services?

*(Respondents were asked this question for each attribute in 3a which they had not used.)*

**3.c** Why did you not use \_\_\_\_\_ in the past 12 months? Anything else?

- 1 \_\_\_\_ No time to get assistance
- 2 \_\_\_\_ Located too far away
- 3 \_\_\_\_ No car/difficult to get to by Transit / transportation challenges
- 4 \_\_\_\_ Takes too long to get to facilities / services
- 5 \_\_\_\_ Not aware of any facilities / services being available
- 6 \_\_\_\_ The types of services available do not meet my needs
- 7 \_\_\_\_ There is nothing organized / available
- 8 \_\_\_\_ Hours of operation of facilities / services are inconvenient
- 9 \_\_\_\_ Unable to understand information about facilities / services
- 10 \_\_\_\_ Costs too much
- 11 \_\_\_\_ Do not speak English well
- 12 \_\_\_\_ Not comfortable getting / embarrassed to ask for help
- 13 \_\_\_\_ Service provider does not respect my beliefs / values
- 14 \_\_\_\_ I am not treated well by staff who provide services
- 15 \_\_\_\_ The services are not very good / poor quality
- 16 \_\_\_\_ Poor health
- 17 \_\_\_\_ Services are not set up for persons with disabilities / special needs
- 18 \_\_\_\_ Other (specify) \_\_\_\_\_
- 19 \_\_\_\_ Don't know

#### **4. DEMOGRAPHIC QUESTIONS**

The last few questions are being asked so that we can group your answers with others provided in the survey. **All responses will be held strictly confidential.**

**4.a** How many years have you lived in Calgary? \_\_\_\_\_

**4.b.** Are you a member of your local community association?

- 1 \_\_\_\_ Yes
- 2 \_\_\_\_ No
- 3 \_\_\_\_ Don't know
- 4 \_\_\_\_ Refused

**4.c.** In what year were you born? \_\_\_\_\_

**4.d** What is the highest level of education you have completed? Is it ...

- 1 \_\_\_\_ Less than Grade 9
- 2 \_\_\_\_ Some secondary school
- 3 \_\_\_\_ High school graduate
- 4 \_\_\_\_ Some post secondary
- 5 \_\_\_\_ Post secondary certificate or diploma
- 6 \_\_\_\_ Bachelor's degree
- 7 \_\_\_\_ Above bachelor's degree
- 8 \_\_\_\_ Don't know
- 9 \_\_\_\_ Refused

**4.e** Are you a person with a long-term disability?

- 1 \_\_\_\_ Yes
- 2 \_\_\_\_ No
- 3 \_\_\_\_ Don't know
- 4 \_\_\_\_ Refused

**4.f** Do you have a physical, mental or another type of long-term disability?

- 1 \_\_\_\_ Physical
- 2 \_\_\_\_ Mental
- 3 \_\_\_\_ Other (specify) \_\_\_\_\_
- 4 \_\_\_\_ Don't know
- 5 \_\_\_\_ Refused

**4.g** How many people, including yourself, currently living in your household are:

- New born to 6 years of age: \_\_\_\_\_
- 7 to 12 years of age: \_\_\_\_\_
- 13 to 19 years of age: \_\_\_\_\_
- 20 to 44 years of age: \_\_\_\_\_
- 45 to 64 years of age: \_\_\_\_\_
- Over 65 years of age: \_\_\_\_\_

**4.h** Which of the following most closely describes your household?

- 1  Couple with children living at home
- 2  Couple without children living at home
- 3  Single Parent household
- 4  Living alone
- 5  Living with roommate(s)
- 6  Living with extended family
- 7  Other: \_\_\_\_\_
- 8  Don't know
- 9  Refused

**4.i** Do you rent or own your home?

- 1  Rent
- 2  Own
- 3  Don't know
- 4  Refused

To better service Calgarians and understand the cultural diversity of Calgary, I would now like to ask you about your cultural background. As I have already indicated, all information provided in the survey is strictly confidential.

**4.j** Were you born in Canada?

- 1  Yes
- 2  No
- 3  Don't know
- 4  Refused

**4.k** Have you immigrated or resettled in Canada within the past 5 years?

- 1  Yes
- 2  No
- 3  Don't know
- 4  Refused

**4.l** Would you consider yourself to be a visible minority?

- 1  Yes
- 2  No
- 3  Don't know
- 4  Refused

**4.m** Are you an Aboriginal person, that is, North American Indian, Métis or Inuit (Eskimo)?

- 1  Yes
- 2  No
- 3  Don't know
- 4  Refused

**4.n** Which of the following categories most closely represents your household's total income from all sources during 2008?

- 1  \$30,000 or less
- 2  Over \$30,000 to \$60,000
- 3  Over \$60,000 to \$90,000
- 4  Over \$90,000
- 5  Don't know
- 6  Refused

**4.o** Gender

- 1  Male
- 2  Female
- 3  Don't know

# Appendix C: Methodology and Limitations

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## METHODOLOGY

In the spring of 2009, 3,000 Calgarians 18 years of age and older were selected using random sampling techniques and were interviewed by telephone.

Survey questions focused on:

- **Individual and community quality of life**
  - Quality of life was measured using a variety of statements related to life satisfaction, belonging, safety, affordability and program and service availability.
  - A strongly agree to strongly disagree scale was used, including not applicable. For the purposes of significance testing 'strongly' and 'somewhat' agree/disagree were grouped into 'agree' or 'disagree' categories.
- **Inclusion**
  - Community inclusion questions gathered information about volunteerism in the community, community relationships and community involvement.
  - For the purposes of significance testing, the community involvement question (Q.1f) scale components were combined, with 'disagree completely' and 'disagree somewhat' grouped into 'disagree' and 'agree somewhat' and 'agree completely' grouped into 'agree'.
- **Concerns about individual and social issues**
  - Respondents were asked to rate their degree of concern on a variety of issues (either personal concern or concern for someone in the household dealing with these issues).
  - A very concerned to not at all concerned scale was used, including don't know and not applicable. For the purposes of significance testing 'very' and 'somewhat' concerned were grouped into 'concerned' and 'not very' and 'not at all' concerned were grouped into 'not concerned'.
- **Usage of and need for community facilities, programs and services**
  - Respondents were asked if they had used a variety of community resources in the 12 months prior to the survey. Those who had not used a resource were then asked if they had a need for that program or service during that time. Response categories for these questions were yes, no, don't know.
- **Barriers to usage of community facilities, programs and services**
  - Participants, who did not use community resources but reported need for those services, were then asked why they did not use those resources.
- **Demographics**
  - A variety of demographics were included for the purposes of assessing representativeness of the sample and for supporting further analysis of the results.

Estimated total demand for a service, program or facility was also calculated. Total demand is made up of population estimates for those that used a service and those that needed it but did not use it. The population estimate for each group is calculated by multiplying the percentage of survey respondents who used or expressed need for a service by the corresponding 18+ population in Calgary<sup>9</sup>.

Within Calgary there are fifteen social districts which are comprised of communities with similar socio-demographic characteristics. In total, 200 respondents were sampled for this study from each of the 15 social districts. It was important that the Signposts data represent all social districts within Calgary; therefore, the data used for this analysis and reported throughout was weighted by district proportion within the population.

Statistical significance testing which allowed for drawing comparisons between groups was conducted using the Chi-square ( $p < .05$ ) test of significance. If a result for Recent Immigrants was significantly different than that of All Other Calgarians the result is indicated with an asterisk (\*). The significance marker is placed beside each attribute where group differences were found. The margin of error for this study was  $\pm 8.65\%$  for the Recent Immigrants sub-group and  $\pm 1.83$  for All Other Calgarians at a 95% confidence interval.

## LIMITATIONS OF THE STUDY

The 2009 Signposts study does not necessarily represent the views of Calgarians who do not speak English, as it is not possible with a survey of this size to provide second language interpretation, this may have particularly impacted the sampling of participants who were Recent Immigrants<sup>10</sup>. As well, use of a telephone methodology meant that the small percentage of Calgary homes without telephone service was excluded. Therefore, certain households are slightly overrepresented in the study, e.g. higher income households and households with a university degree. We also acknowledge the perspectives of youth are limited in this research because the survey was restricted to adults aged 18 years of age and older.

Please note, respondents who reported using a service during the 12 months prior to the survey were not asked about their perceived need for that service. Therefore, we cannot identify any respondents who used a service but still perceived a need for additional service availability.

When drawing interpretations from the respondent group comparisons provided within this report please exercise caution as Recent Immigrants have a higher margin of error ( $\pm 8.65$ ) than All Other Calgarians ( $\pm 1.83$ ). In order to obtain a more accurate comparison of the two groups (at the same level of error and confidence), a much larger sample size of Recent Immigrants would have been required, however, this was beyond the scope of this research study.

As identified above, the sample drawn for this study was purposely stratified by social district to support analysis by social-demographic boundaries. Due to this specific focus, the Signposts sample may not fully represent the Calgary population on all other demographic variables. Please refer to the Demographics section for sample and population comparisons.

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<sup>9</sup> 2006 Federal Census of 18+ populations: Total Calgarians (759,370), Recent Immigrants (42,590) and All Other Calgarians (716,780).

<sup>10</sup> 9.1% of Recent Immigrants in Calgary CMA could not speak English (Statistics Canada, 2006 Census of Canada).



## Appendix D: Base Sizes<sup>11</sup>

	Recent Immigrants	All Other Calgarians
	n	n
<b>1a. Individual &amp; Community Quality of Life</b>		
Overall, Calgary is a good place to live	127	2,844
You are satisfied with your life as a whole	128	2,833
You feel like you belong in Calgary	124	2,835
There are enough community facilities, programs and services in Calgary to meet your needs	122	2,772
Calgary is a safe place to live	128	2,836
My neighbourhood is a safe place to live	127	2,844
You can afford to buy the things you need	128	2,843
<b>1b. Overall Perceptions of Health</b>	128	2,842
<b>1c. Average # of Hours Volunteered for Calgary Organizations</b>	127	2,846
<b>1d. Number of People Known in the Community</b>	126	2,841
<b>1e. Number of People known well enough to ask a Favour</b>	126	2,841
<b>1f. Involvement in Neighbourhood Events or Activities</b>	125	2,830
<b>2. Issues of Concern</b>		
Being lonely	127	2,830
Having relationship problems with members of your immediate family	128	2,825
Being discriminated against	127	2,827
Not contributing enough to your community	124	2,811
Being addicted to alcohol or drugs	126	2,824
Being addicted to gambling	126	2,817
Not being able to care for yourself as you age	126	2,828
Having an unwanted pregnancy	123	2,632
Gaining or losing too much weight	128	2,825
Being physically inactive	125	2,825
Having to care for a family member	128	2,825
Being stressed	127	2,838
Lacking self esteem	121	2,822
Lacking sleep	128	2,840
Being depressed	127	2,832
Having difficulty moving around physically	128	2,832

<sup>11</sup> Please note, the base sizes in Appendix D are not weighted and therefore may be different from the base sizes that appear in the report.

	Recent Immigrants	All Other Calgarians
	n	n
Not having easy access to transportation	128	2,832
Being suicidal	126	2,814
Dealing with the loss of a family member or friend	126	2,815
Not eating healthy food	128	2,829
Being a victim of domestic violence	127	2,817
Being a victim of crime in your home or community	127	2,831
Not having safe housing conditions	128	2,820
Being unemployed	127	2,796
Not having enough money for food	128	2,831
Not having enough money for housing	127	2,828
Not saving money for the future	128	2,832
Having too much debt	127	2,827
Not being able to read or write	127	2,763
Getting more education or training	128	2,803
Not having recreation and leisure opportunities available	127	2,828
Not having parks or green spaces available in your community	127	2,835
Not being able to access child care services	122	2,608
<b>3a. Service Use</b>		
Public library programs and services	128	2,846
Immigrant programs and services	128	2,845
Recreation or leisure facilities, programs and services	128	2,846
Seniors centres, programs and services	127	2,847
Family or marriage counselling	127	2,847
Legal aid	127	2,845
Food bank services	127	2,848
Addictions counselling or treatment programs	128	2,845
Pregnancy counselling or education programs	128	2,846
Home care or nursing care	128	2,847
Medical doctor services	128	2,847
Nutrition counselling or education programs	128	2,847
Mental health services or counselling	128	2,848
Self help or support groups and programs	127	2,844
Respite care or services	119	2,786
Fire protection services	128	2,845
Police services	128	2,845

	Recent Immigrants	All Other Calgarians
	n	n
Ambulance services	128	2,848
Women's shelters	128	2,846
Child care programs and services	128	2,843
Before or after school child or youth care programs and services	128	2,844
Financial counselling or education programs	128	2,842
Job search or training programs and services	128	2,848
Homeless shelters	128	2,848
Public transit	128	2,849
Adult education or training programs and services	128	2,846
Subsidized housing	128	2,842
General support services for persons with disabilities	127	2,842
Hospital services	128	2,844
<b>3b. Perceived Service Need</b>		
Public library programs and services	43	1,219
Immigrant programs and services	96	2,752
Recreation or leisure facilities, programs and services	61	948
Seniors centres, programs and services	126	2,635
Family or marriage counselling	126	2,709
Legal aid	122	2,762
Food bank services	116	2,733
Addictions counselling or treatment programs	128	2,784
Pregnancy counselling or education programs	115	2,671
Home care or nursing care	125	2,649
Medical doctor services	25	351
Nutrition counselling or education programs	114	2,497
Mental health services or counselling	125	2,612
Self help or support groups and programs	121	2,626
Respite care or services	124	2,749
Fire protection services	123	2,702
Police services	101	2,276
Ambulance services	116	2,497
Women's shelters	127	2,826
Child care programs and services	107	2,539
Before or after school child or youth care programs and services	118	2,640
Financial counselling or education programs	107	2,579

	Recent Immigrants	All Other Calgarians
	N	N
Job search or training programs and services	90	2,456
Homeless shelters	127	2,818
Public transit	22	985
Adult education or training programs and services	105	2,393
Subsidized housing	122	2,765
General support services for persons with disabilities	125	2,622
Hospital services	79	1,537
<b>3c. Barriers to Accessing Services (combined)</b>	28	443
<b>4a. Years Lived in Calgary</b>	122	2,832
<b>4b. Member of Local Community Association</b>	128	2,787
<b>4c. Age</b>	127	2,822
<b>4d. Education</b>	124	2,835
<b>4e. Long Term Disability</b>	128	2,832
<b>4f. Type of Long Term Disability</b>	4	260
<b>4g. Household Age Breakdown</b>	128	2,844
<b>4h. Household Composition</b>	127	2,837
<b>4i. Household Tenure</b>	128	2,831
<b>4j. Immigration Status</b>	128	2,848
<b>4k. Immigrants Who Have Settled in Canada in the Past Five Years</b>	128	585
<b>4l. Visible Minority</b>	116	2,779
<b>4m. Aboriginal Heritage</b>	128	2,841
<b>4n. Household Income</b>	86	2,050
<b>4o. Gender</b>	128	2,849

# SIGNPOSTS II

August, 2012

