

CLIP Survey of Newcomers: Fall 2017 – Summary Report

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In partnership with:



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.

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 qualitative information they shared, a selection of which is presented as “quotable quotes” in this summary 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.

This summary provides numerous graphs, one table, and a selection of quotable quotes on the key findings of the 2017 CLIP Survey of Newcomers. The full report provides additional detail on respondents' demographic characteristics (e.g., all countries of birth, all languages spoken, and all home communities) and much more information on respondents' thoughts about settlement services. The wealth of information emerging from the survey may provide a blueprint for the kinds of next steps that would be most helpful for the successful integration of newcomers in Calgary.



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CLIP Survey of Newcomers: Fall 2017 – Summary

About the Survey

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.



CLIP
CALGARY LOCAL
IMMIGRATION PARTNERSHIP

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.

Funded by:	Financé par :	In partnership with:
 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.

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. 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 e-mail 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. The content of each is shown below.

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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

Calgary | Human Rights Education and Multiculturalism Fund | Immigration, Refugees and Citizenship 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.

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

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

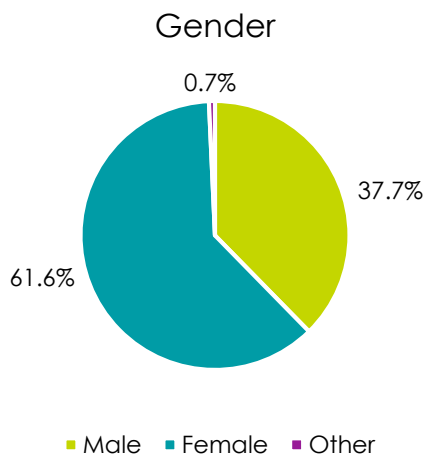
Key contacts in a number of public, private, and non-profit sector fields or industries were contacted and asked to share or display posters or cards. Survey cards were handed out in person by contract staff at nine C-Train stations over ten days and at three Superstore locations over eight days. As 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.

What We Know about the Respondents

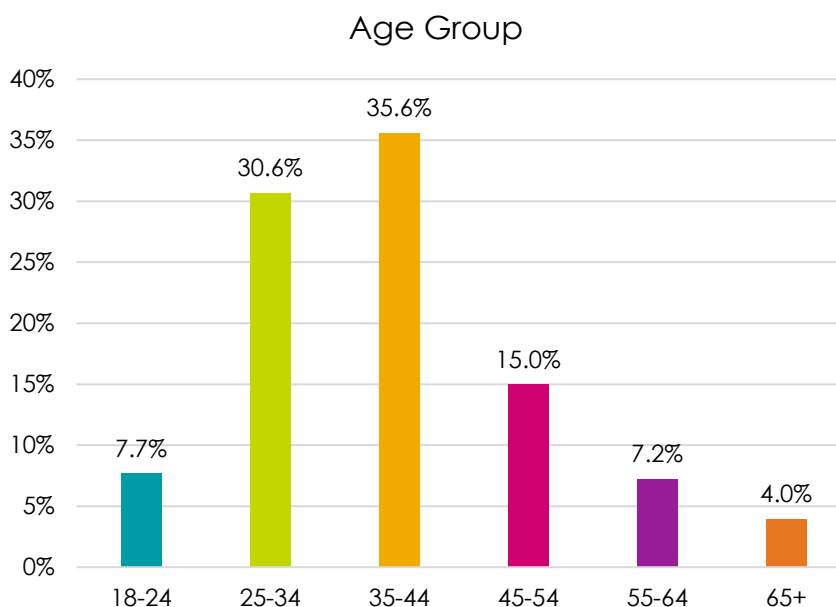
The survey findings confirm the breadth of respondents' experience. This is not surprising since there was good representation across gender and age categories, as well as across community districts where respondents live (see the map on the following page).

Gender and Age

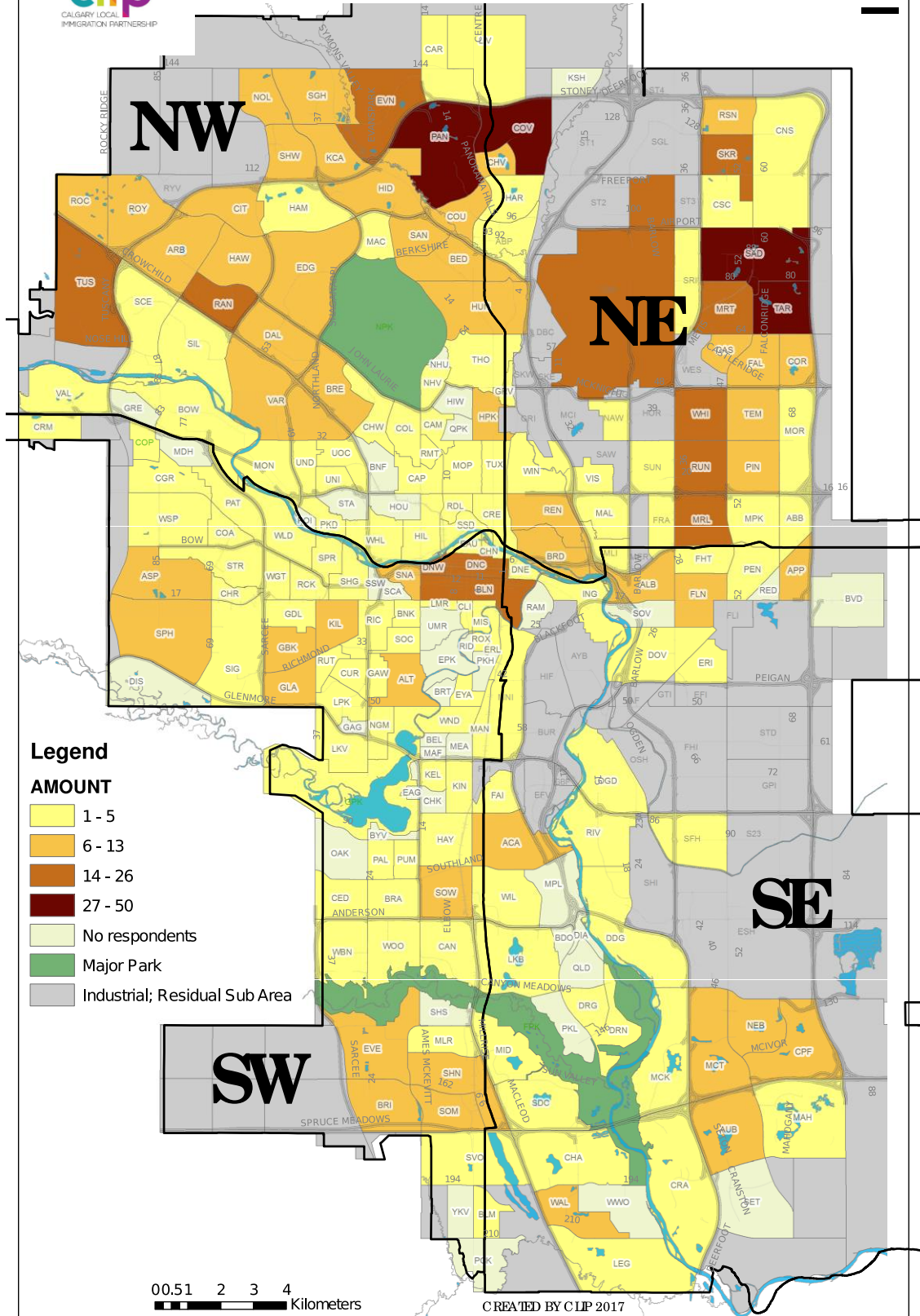
A total of 61.6% of respondents identified as female and 37.7% identified as male. The remaining 0.7% of respondents indicated their gender identity was other.



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.



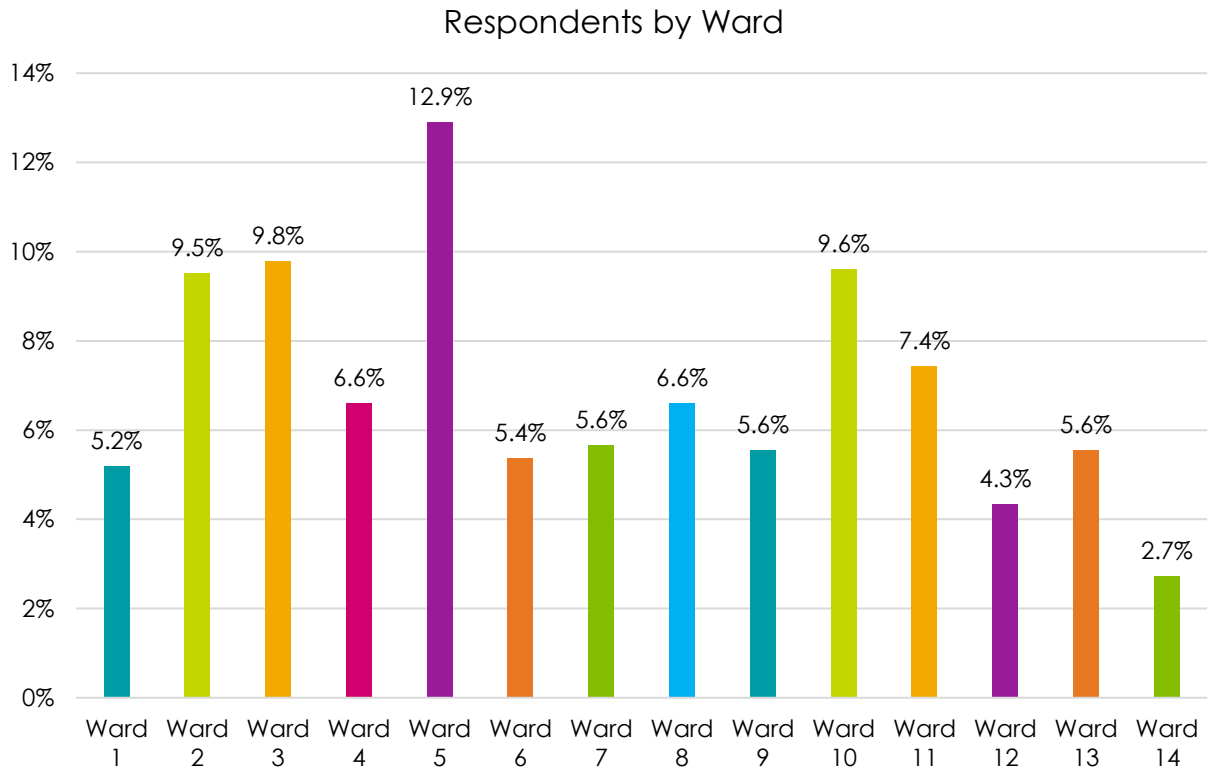
Survey Respondents by Community



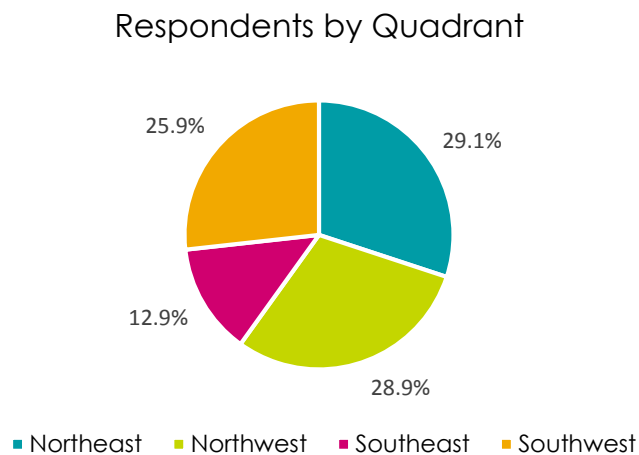
Home Community

As shown on the map on the previous page, survey respondents live in 166 communities in Calgary. Panorama Hills is home to the greatest number of respondents, with 4.7% of the total, followed by Saddle Ridge (3.5%), Taradale (3.1%), Coventry Hills (2.7%), Martindale (2.4%), and the Beltline (2.2%). Another 160 other communities are represented, each with less than two percent of the total but which, together, account for 78.2% of all responses.

The community district information was also clustered by ward. This may have relevance when considering whether and where to site additional settlement services.

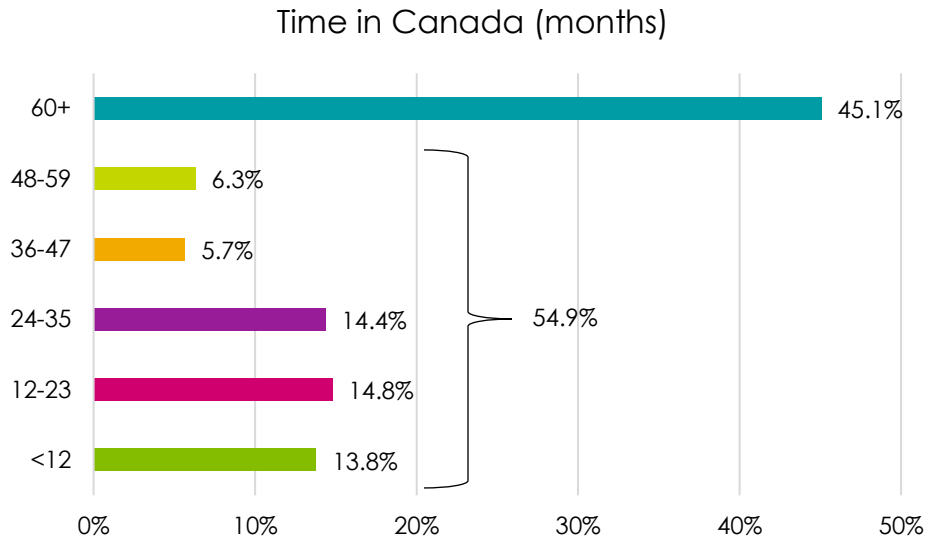


The following graph shows where respondents live, by quadrant.

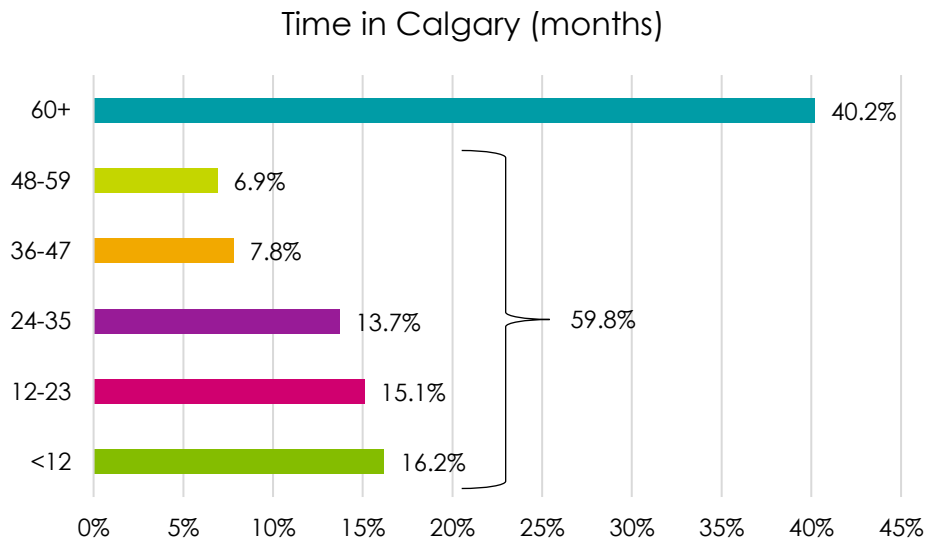


Time in Canada and Calgary

Most respondents (54.9%) are recent immigrants who have lived in Canada less than five years. 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.



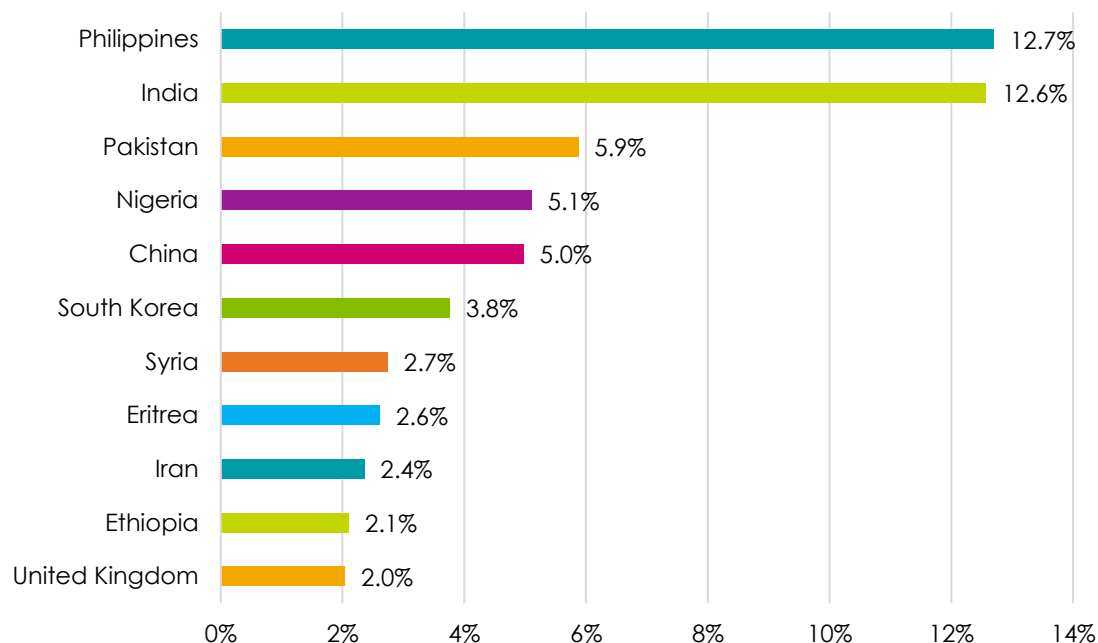
However, 59.8% of respondents have lived in Calgary for less than five years, indicating that Calgary is a destination city for secondary migration in Canada.



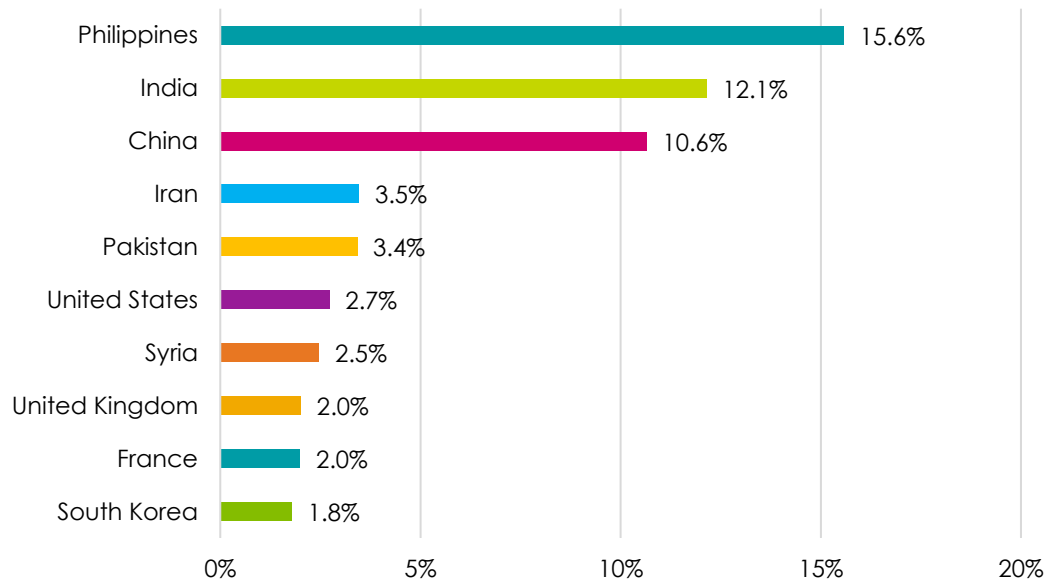
Country of Birth

Respondents represent 127 different birth countries, with the Philippines and India topping the list, combining to form 25.3% of respondents. The following two graphs compare the top birth countries of CLIP Newcomers Survey respondents to the somewhat narrower results from the 2016 federal census for recent immigrants only (living in Canada for less than five years).

Top 11 Countries of Birth - CLIP Survey, 2017



Top 10 Countries of Birth - Recent Immigrants to Canada, 2016 Federal Census

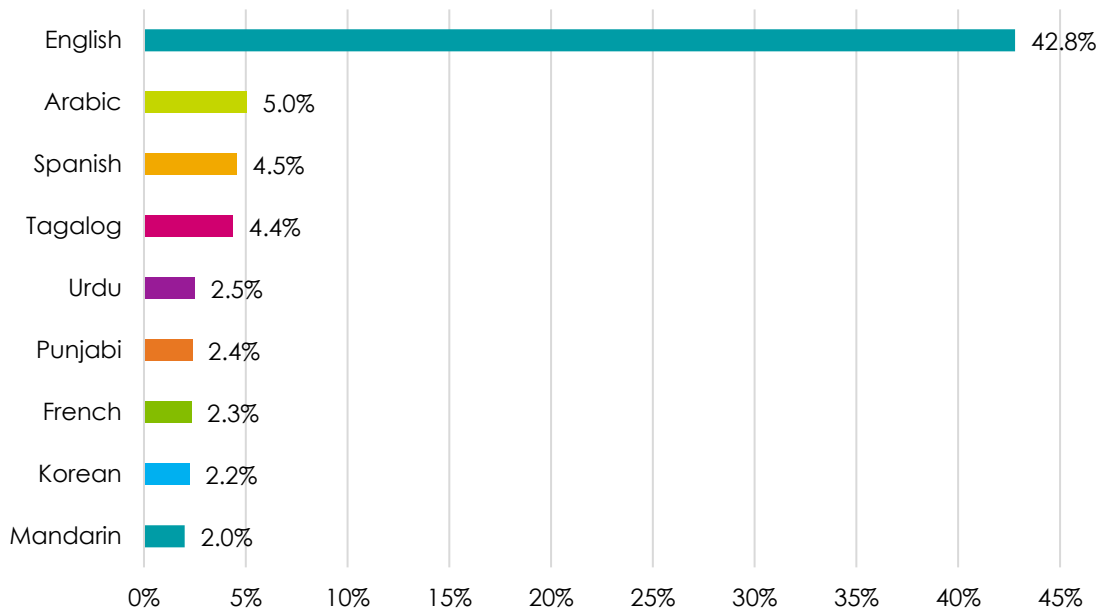


Source: Statistics Canada, 2016 (retrieved from CBC, 2017 October 25).

Languages Spoken at Home

Respondents also speak one or more of 104 different languages at home, with English leading the way at 42.8% of the total, followed by Arabic, Spanish, and Tagalog.

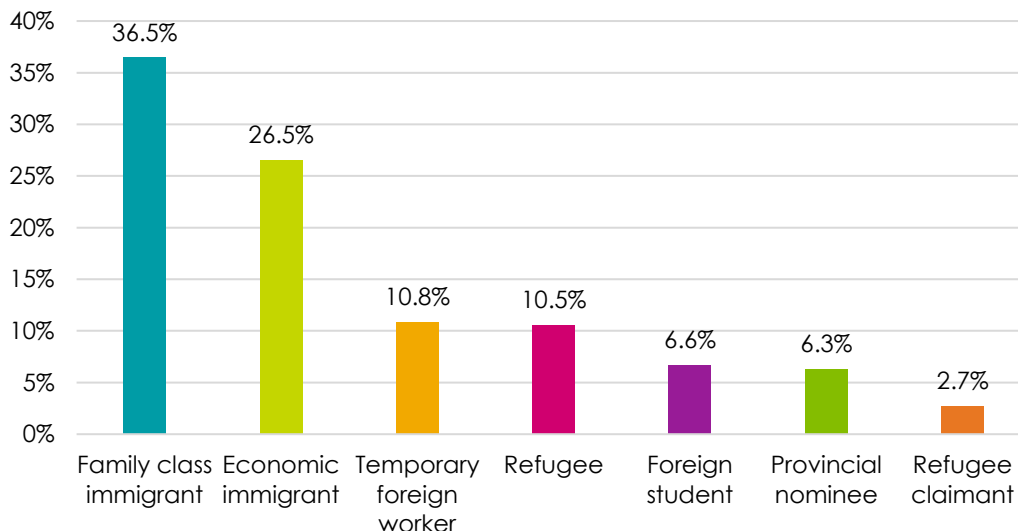
Top Nine Languages Spoken Most Often at Home



Immigration Class

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.

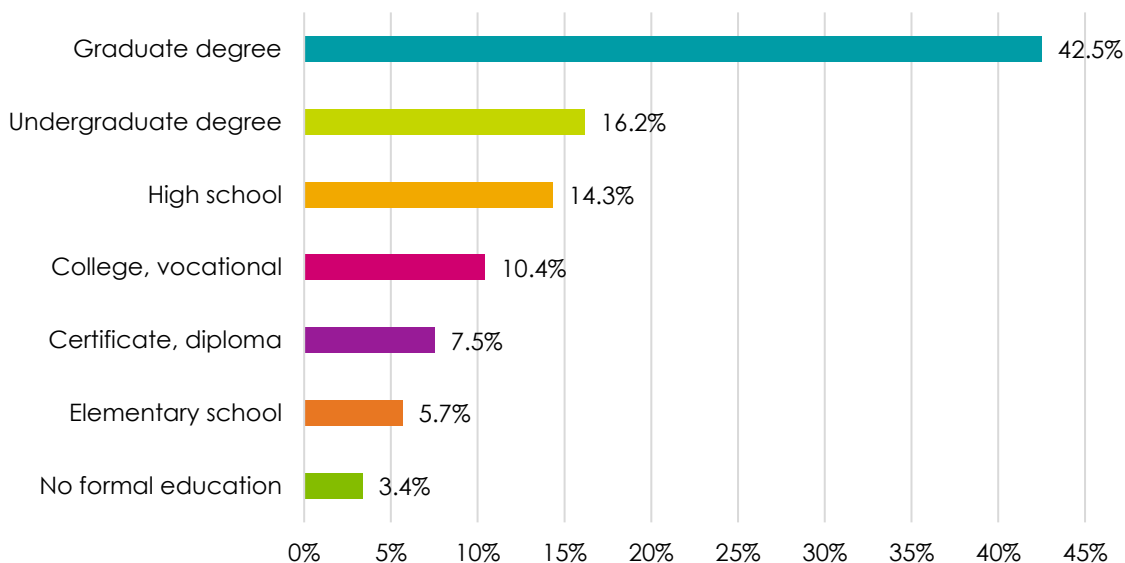
Immigration Class



Education

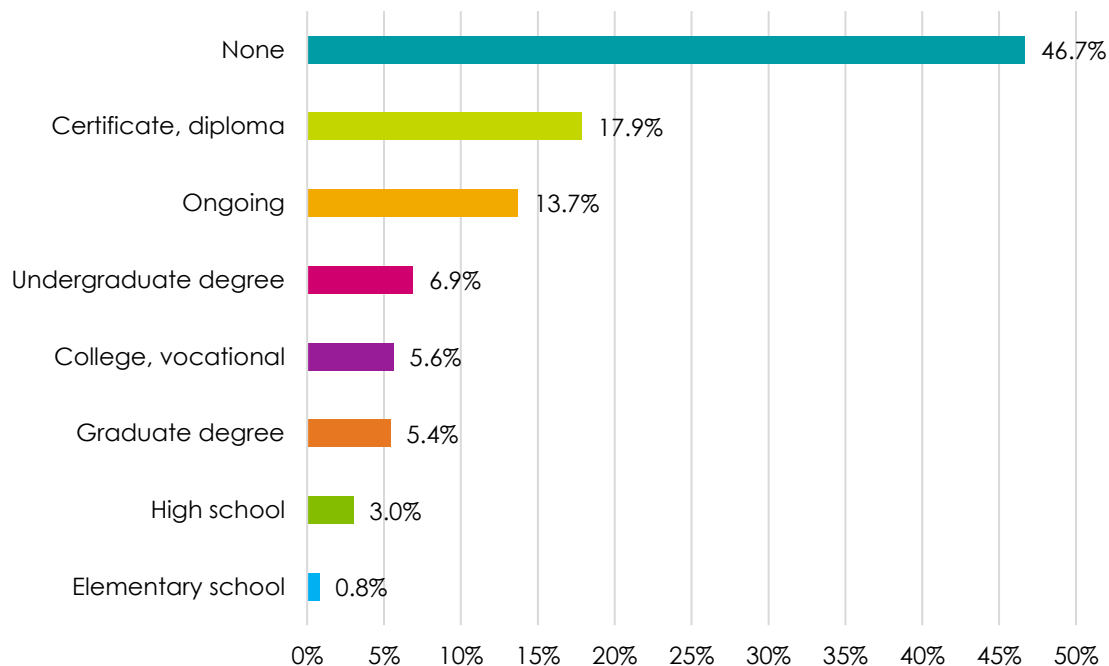
A majority of respondents (58.7%) completed post-secondary education outside of Canada, with 42.5% holding a graduate degree and 16.2% holding an undergraduate degree.

Education Completed Outside of Canada



The greatest number of respondents (46.7%) have not completed any further education since arriving in Canada. However, among those who have, 17.9% have completed a certificate or diploma and 13.7% are in the process of completing additional schooling.

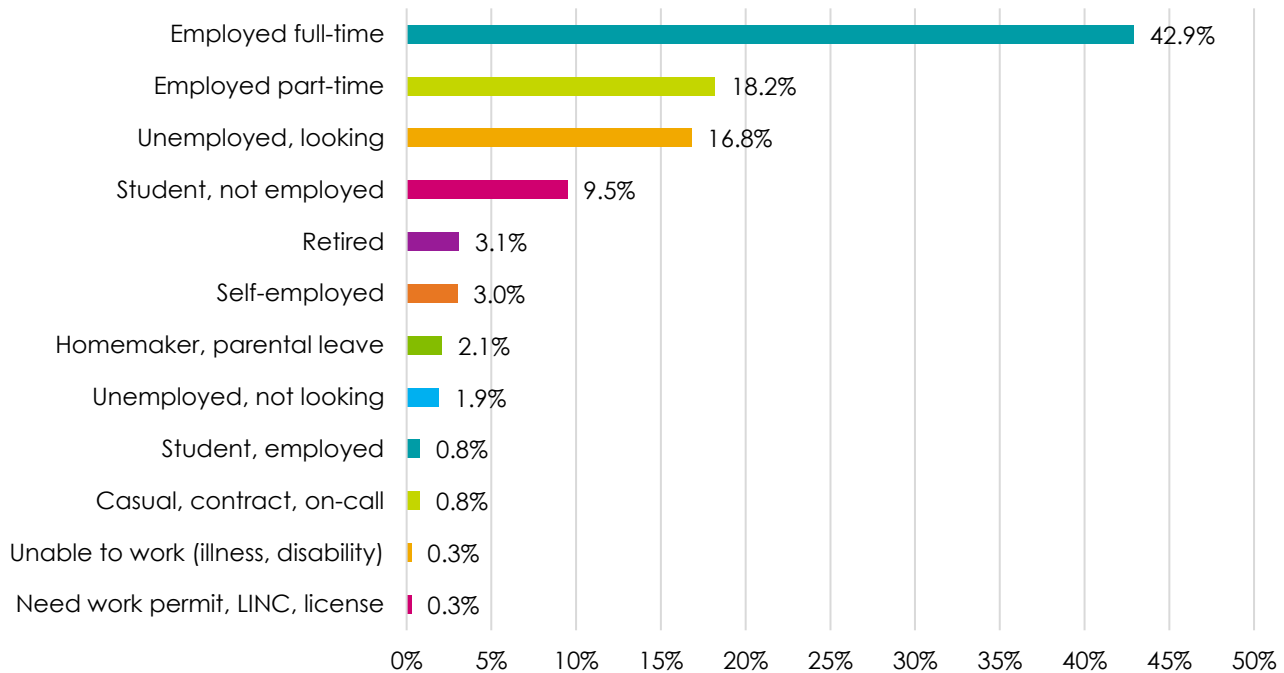
Education Completed in Canada



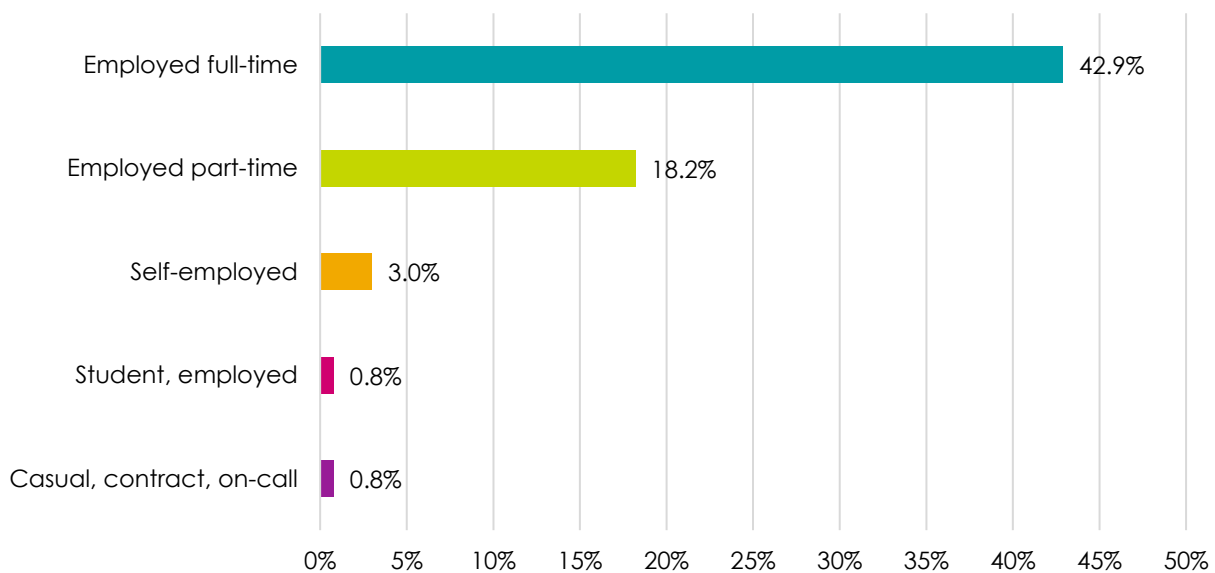
Employment

While a majority of respondents (65.6%) are employed, only 42.9% have full-time work and 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.

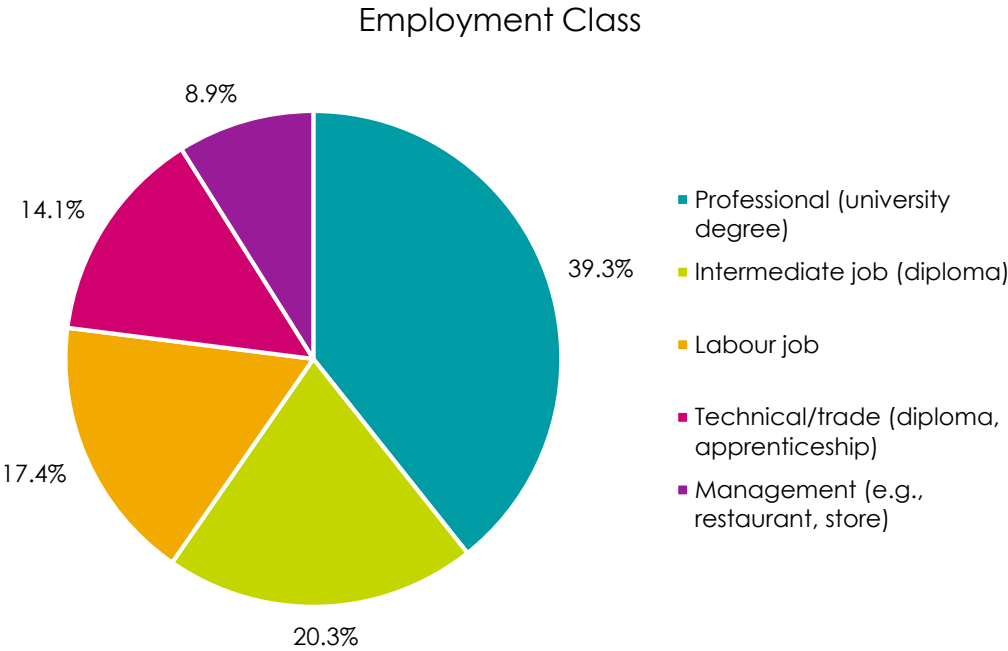
Current Employment Status



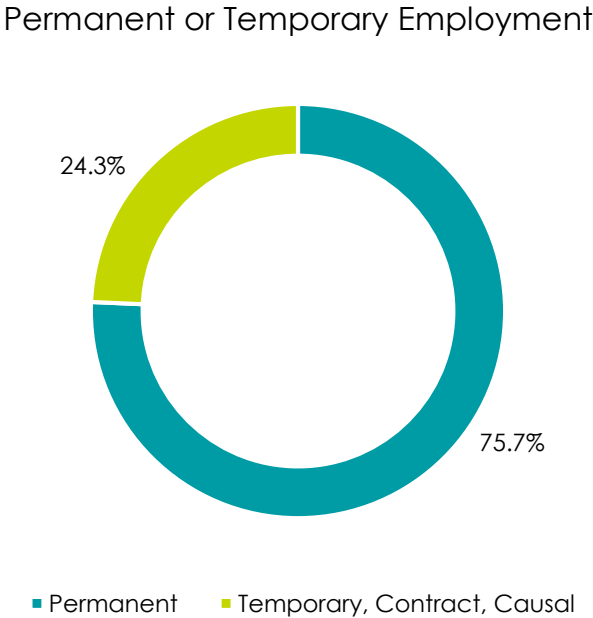
Current Employment Status - Employed



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%).

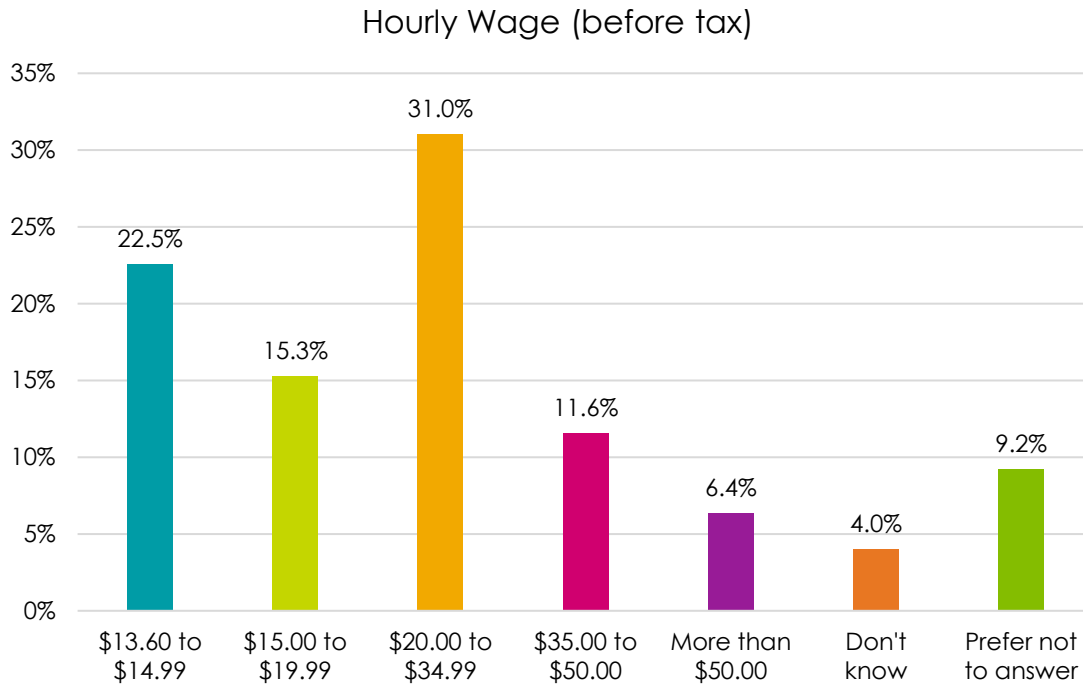


A majority of respondents (75.7%) indicated they have permanent employment, while the remaining 24.5% have temporary, contract, or casual employment.

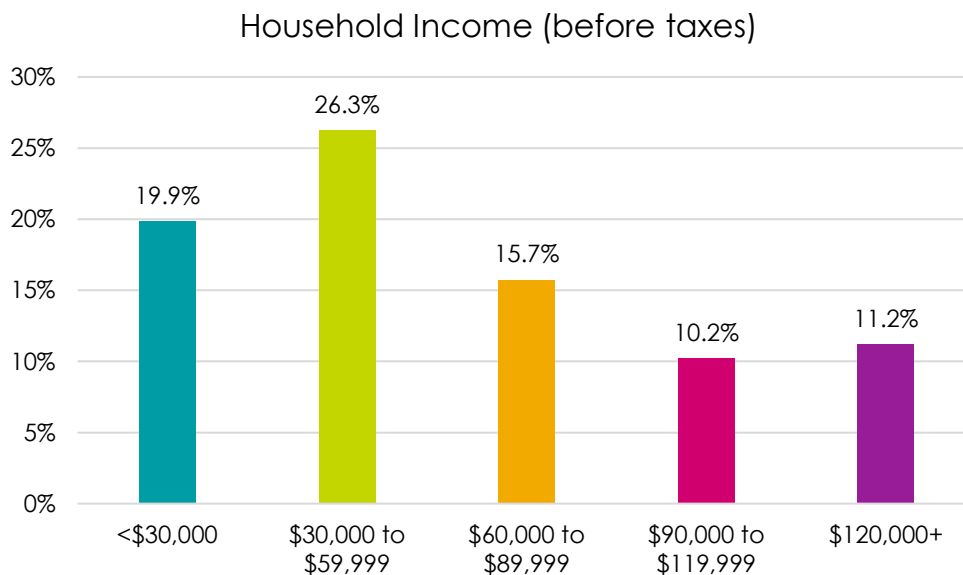


Income

Among 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.



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%).



Access to Canadian Settlement Services

To provide respondents with some context about the majority of questions asked in the survey, 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.

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).

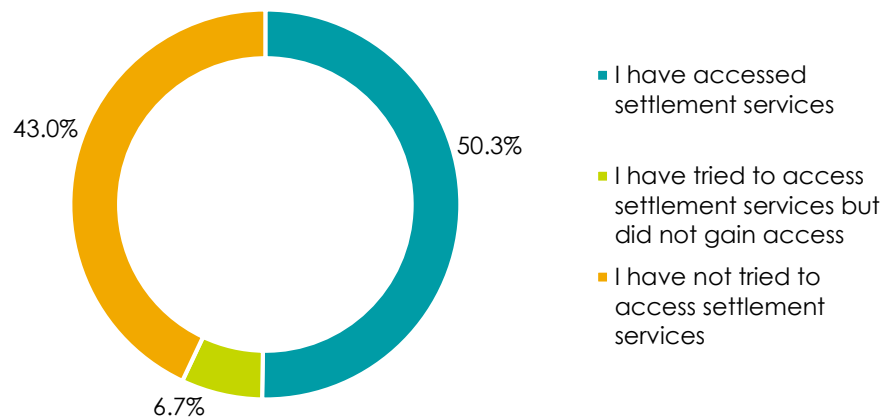
There are also many organizations that contribute towards the integration of newcomers such as:

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

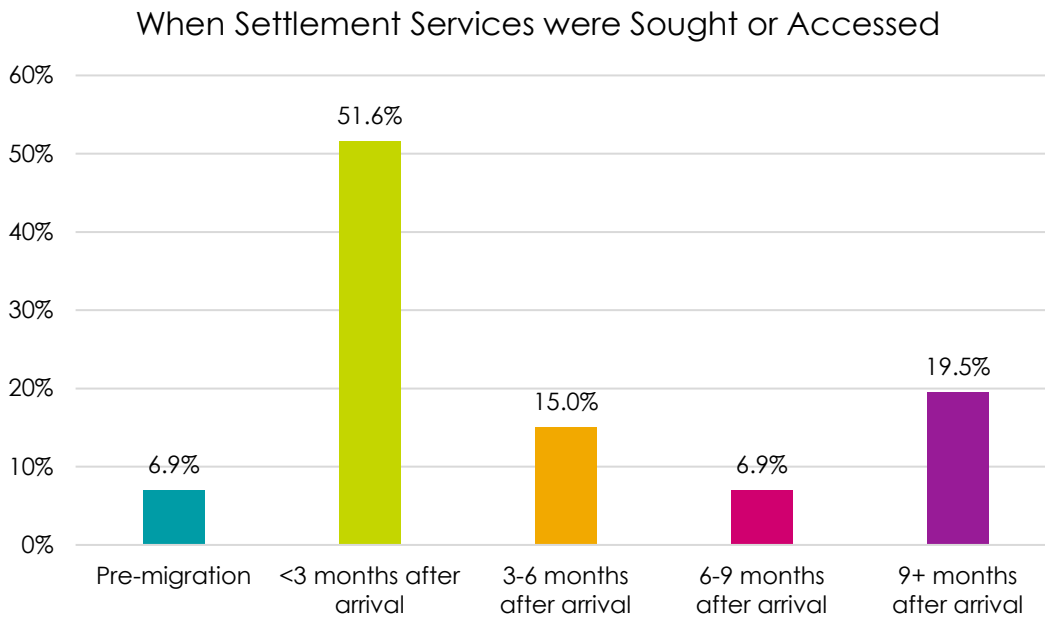
Settlement Service Access

Respondents were asked if they had accessed Canadian settlement services. The highest number of respondents (50.3%) had 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.

Access to Canadian Settlement Services

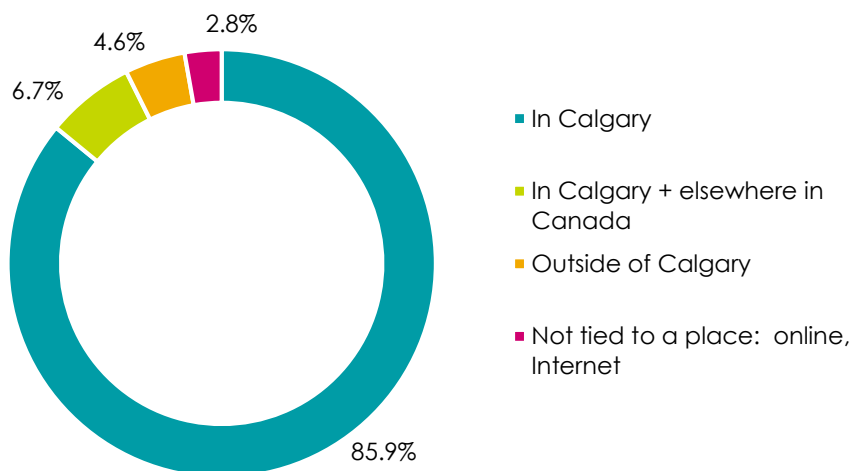


Most respondents who accessed Canadian settlement services did so within three months of arrival (51.6%). However, 19.5% of respondents who accessed settlement services did not do so until they had been in Canada for over nine months.



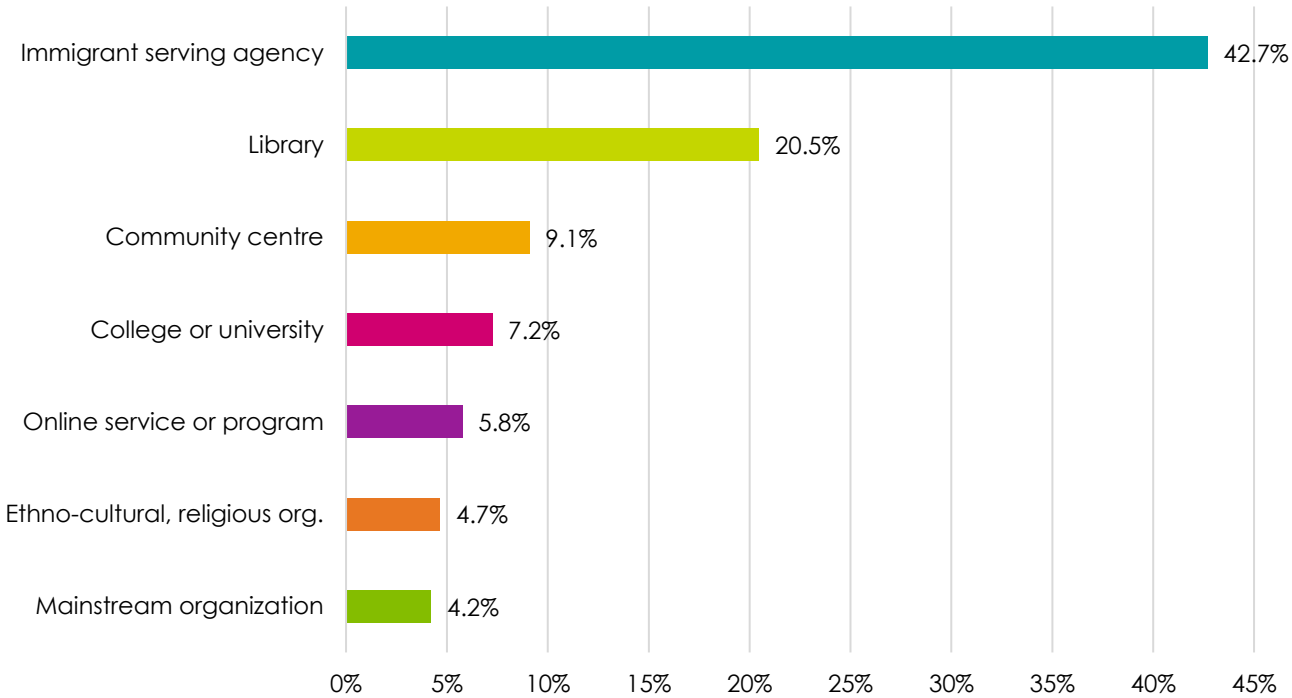
The vast majority of respondents who sought or accessed settlement services did so in Calgary (85.9%). A further 6.7% did so in Calgary and elsewhere in Canada, while 4.6% sought or accessed services outside of Calgary. Of note, 2.8% of respondents only sought or accessed services online.

Where Settlement Services were Sought or Accessed



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.

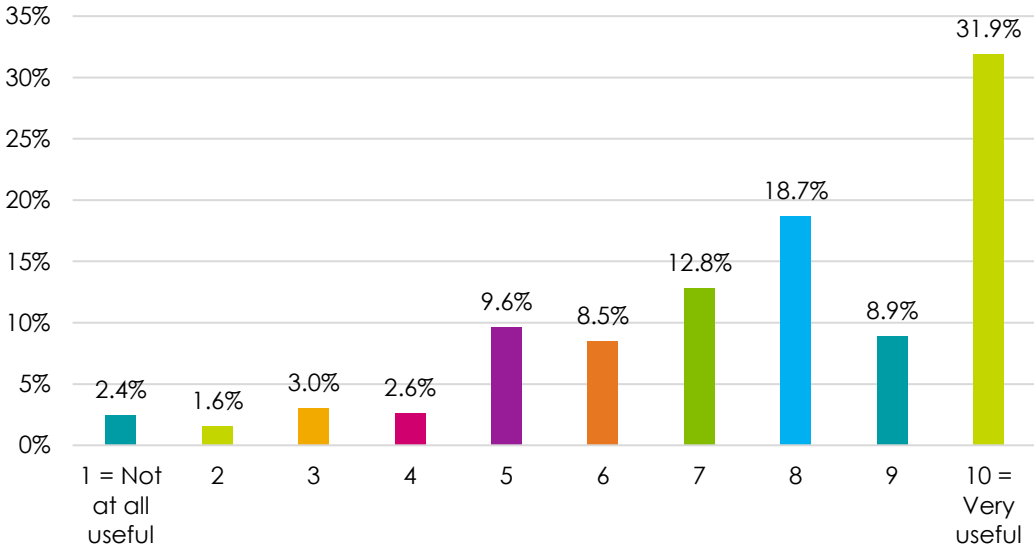
Organization Delivering Settlement Services



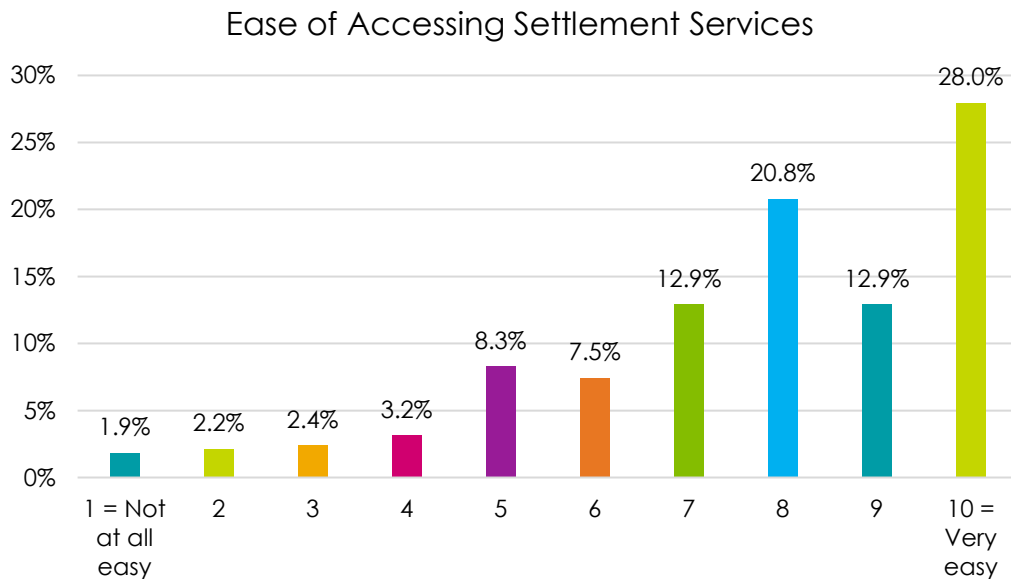
Settlement Service Ratings

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.

Usefulness of Settlement Services that were Accessed

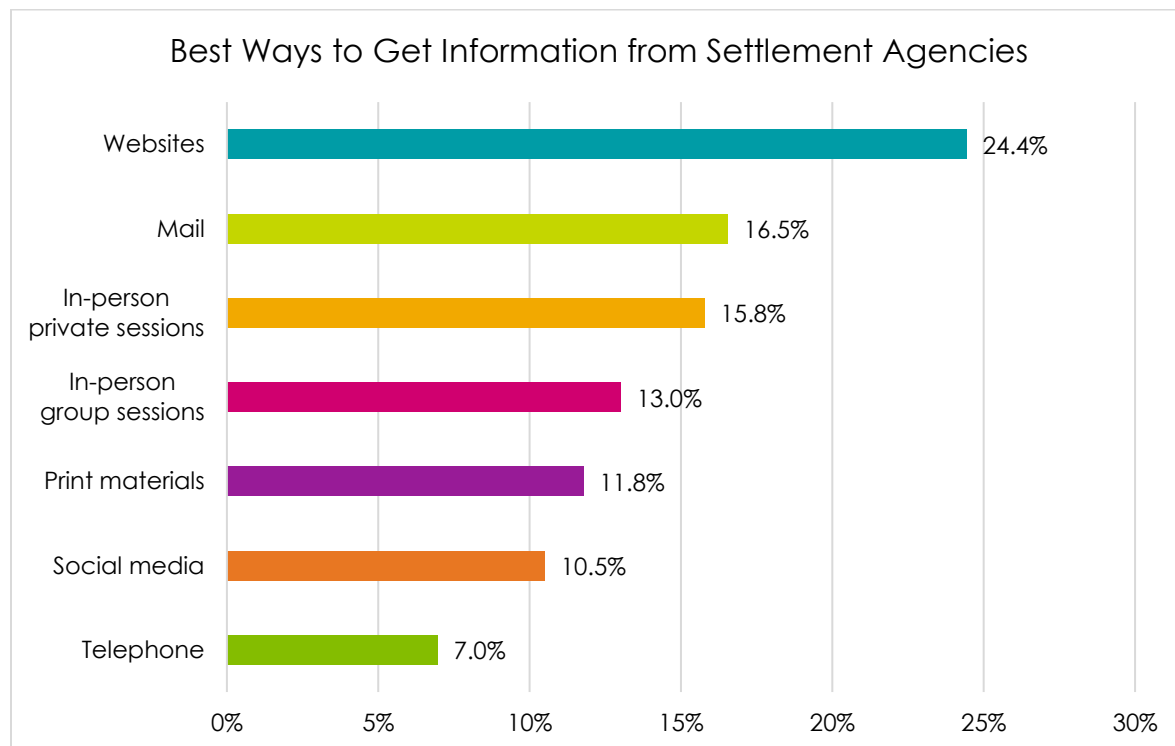


Similarly, most respondents (61.7%) gave a positive rating to how easy it was for them to access the settlement services they used. A further 31.9% gave their ease of access a more neutral rating. Only 6.5% gave ease of access to settlement services a negative assessment.



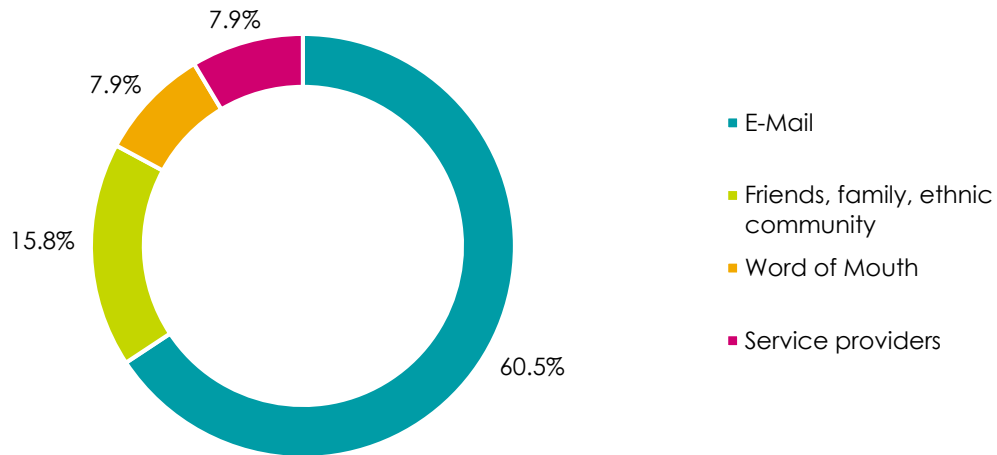
Receiving Communication from Settlement Services

Respondents were asked how they preferred to receive information from settlement agencies. Among the options provided, most respondents (24.4%) preferred to receive information via websites. Less popular options were mail (16.5%) and individual in-person sessions (15.8%).



Respondents were also able to indicate if they had other preferences. Among those who did, the largest number (60.5%) 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.

Other Ways to Get Information from Settlement Agencies



Why Settlement Services Were or Were Not Used

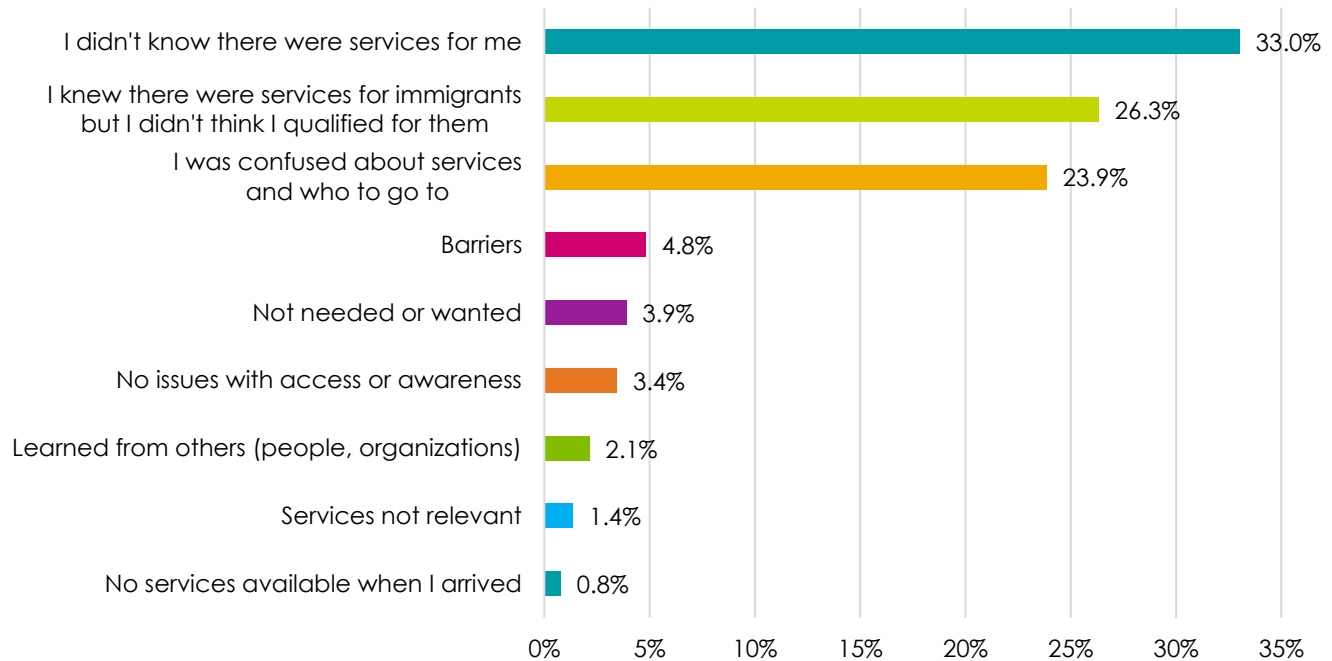
At the start of this section, respondents were given this prompt:

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

Respondents were asked about their awareness of settlement services. For the options originally provided, the largest share of respondents (33.0%) were not aware that settlement services were available. Another 26.3% didn't think they qualified for services and a further 23.9% were confused about which services were offered and how to access them. Respondents also provided additional comments indicating they had 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.

Awareness of Settlement Services



Respondents made a number of comments about this topic, which included the following:

I knew from website

Awareness of services was very good

I knew from my friends about the services

I knew about the services before coming to Canada

Came across information booklet when I was at the local library

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

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

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

Other respondents indicated they did not need or want settlement services or they immigrated several decades ago, noting that settlement services were not provided at that time.

Aware of services, purposefully selected not to use.

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 didnt think we needed services. We were able to get by and tried our best to thrive in a new country without help settling in.

at the time of our immigration there were no settlement services

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

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

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.

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.

The largest number of respondents who provided written comments described a wide range of barriers they faced when trying to seek settlement services.

Long waiting list for child care

The workers were not friendly or helpful.

I used them, did not find them very effective.

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

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

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

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

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

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

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 quillified 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).

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.

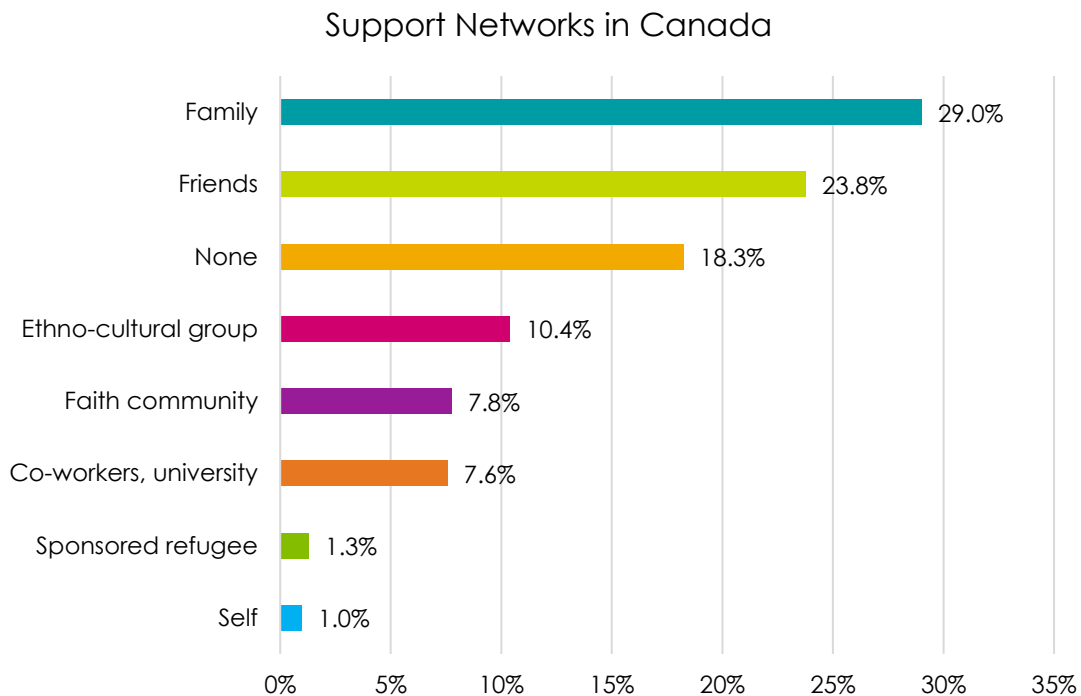
I accessed some of the immigrant settlement services and faced several barriers and challenges. One of the agency informed me that settlement services was for women with little or no education; another requested for my SIN number before any service would be rendered to me; another stated that they supported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

Support Networks

Respondents were asked what kind of support networks they had in Canada. Almost one-fifth of respondents do not have a support network in Canada: 18.3% said they had no network at all, while another 1.0% indicated they had relied on themselves for what they needed. Among respondents who do have a support network, 29.0% relied on family members, while 23.8% received help from friends.



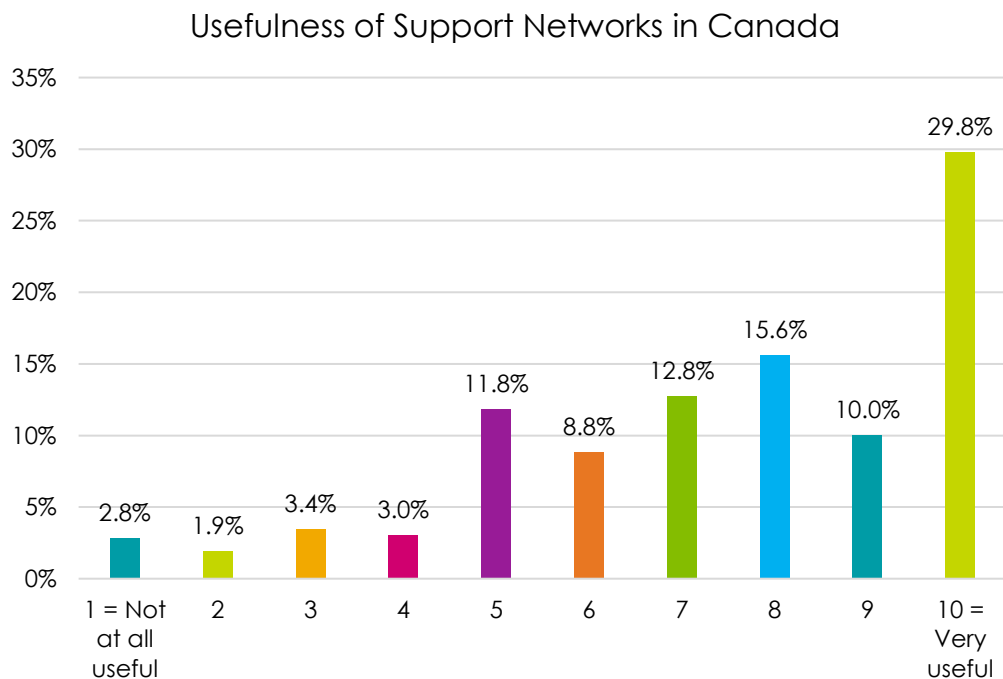
Comments included the following:

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.

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 finicial 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.

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

Respondents were asked what kind of barriers hindered them from accessing services. 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"). A selection of respondents' verbatim comments about barriers includes the ones shown below and others beneath the table on the next page:

Did not require services

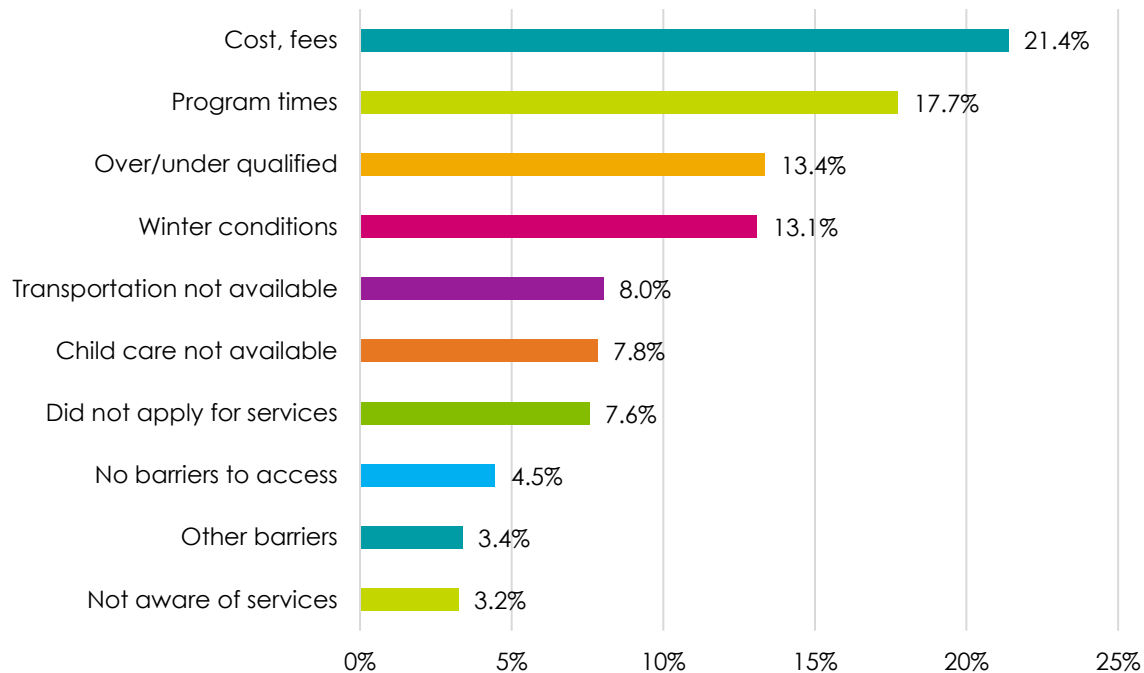
I am travelling with City Bus.

Difficult to juggle children and transportation

Not designed for english speaking immigrants

I accesses the services and received great assistance

Barriers to Accessing Services



Additional comments about barriers include:

service was geared toward hard labor not professionals

NO SERVICES FOR PEOPLE WAITING FOR PERMANENT RESIDENCY

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 them and didn't get a satisfying response so I didn't go to them

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

Employment related services are very less for professionals like engineers, IT professionals

If you are not living in downtown area, then it is quite challenging to access these services

office are far from each other which is making it harder to search when you are a newcomer

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

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!

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

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 didnt know services existed; my Canadian husband didnt 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

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

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.

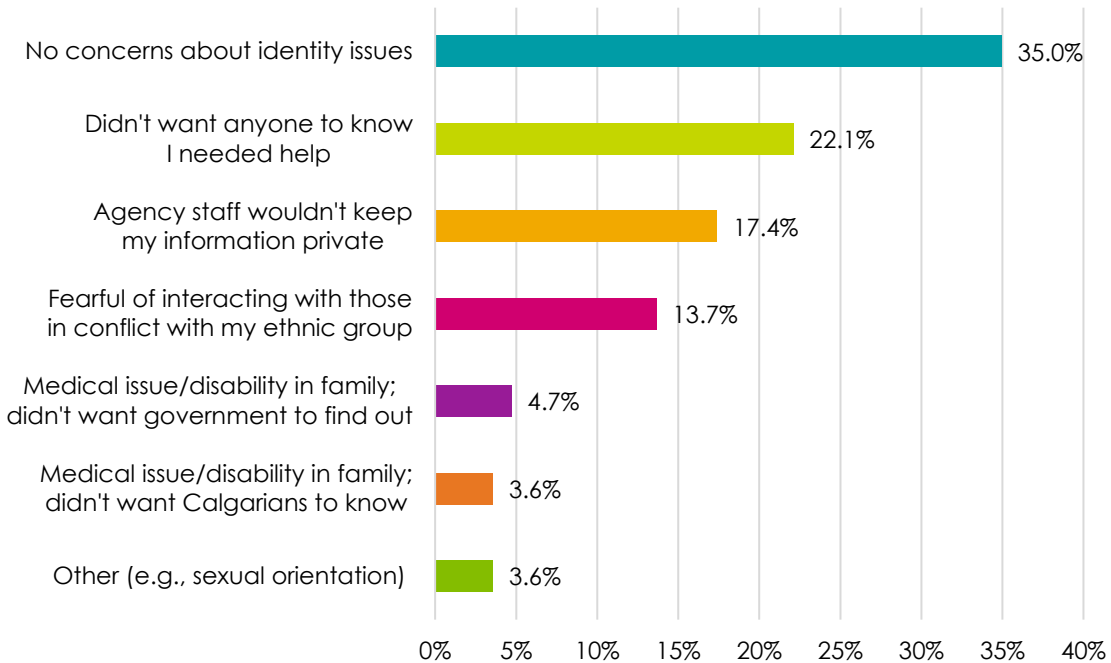
Most of the settlment agencies offer programs only related to a certain education level, when immigrants. Qualified Professional Immigrations from other countries have little or no access to proper career counselling and professional designation associations fees makes it difficult to access programming

Personal Identity Issues Affecting Service Use

Respondents were asked what kind of personal identity issues may have affected their decisions to use settlement services. A majority of respondents (35.0%) had no concerns about identity issues. However, many others did not want anyone in their community to know they needed help (22.1%), while still others were concerned that agency staff would not keep their personal information private (17.4%).

A total of 13.7% 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). Others feared disclosing that someone in their family had a medical issue or disability, either to the government (4.7%) or to people in the community (3.6%).

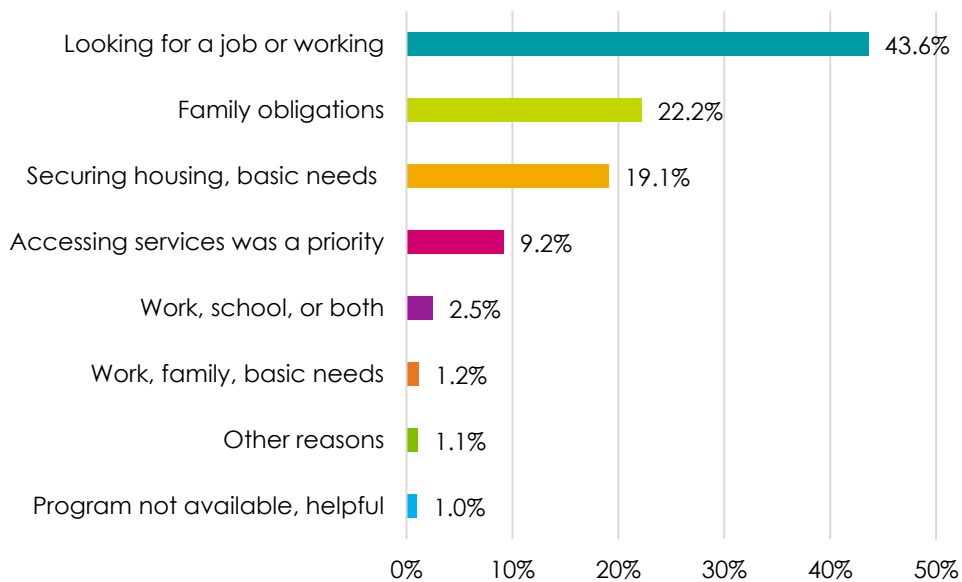
Personal Identity Issues Affecting Service Use



Reasons for Not Using Settlement Services

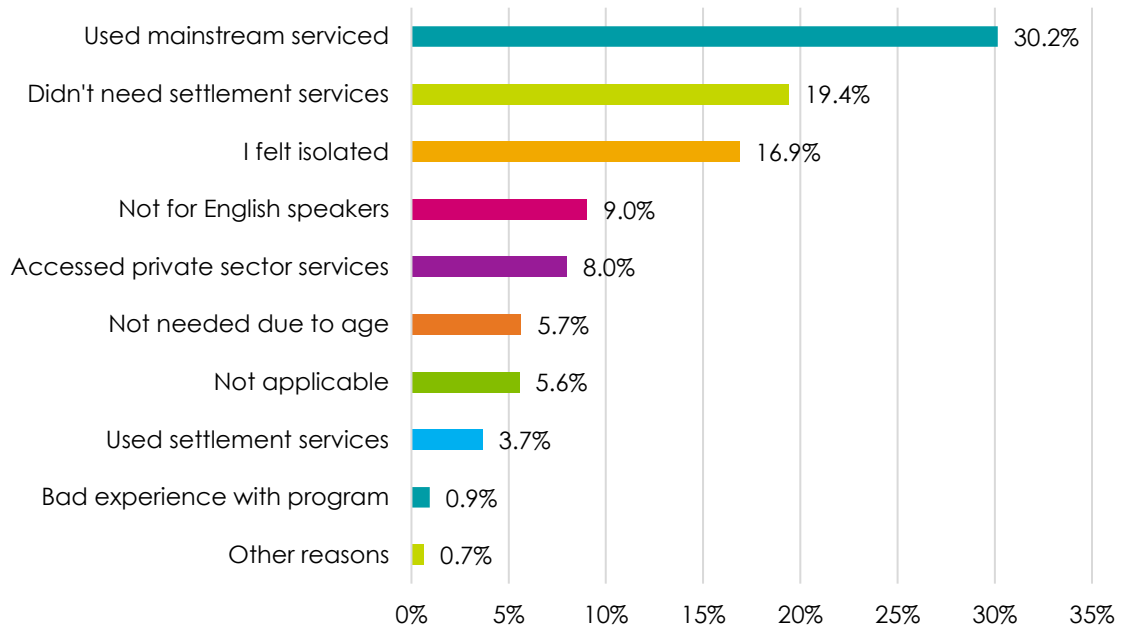
Respondents were asked about priorities that affected their decision not to use settlement services. Most respondents were too busy working or looking for work to use settlement services.

Priorities Preventing Access to Settlement Services



Respondents were also asked about personal reasons that may have affected their decision not to use settlement services. Most had used mainstream services available to all Calgarians.

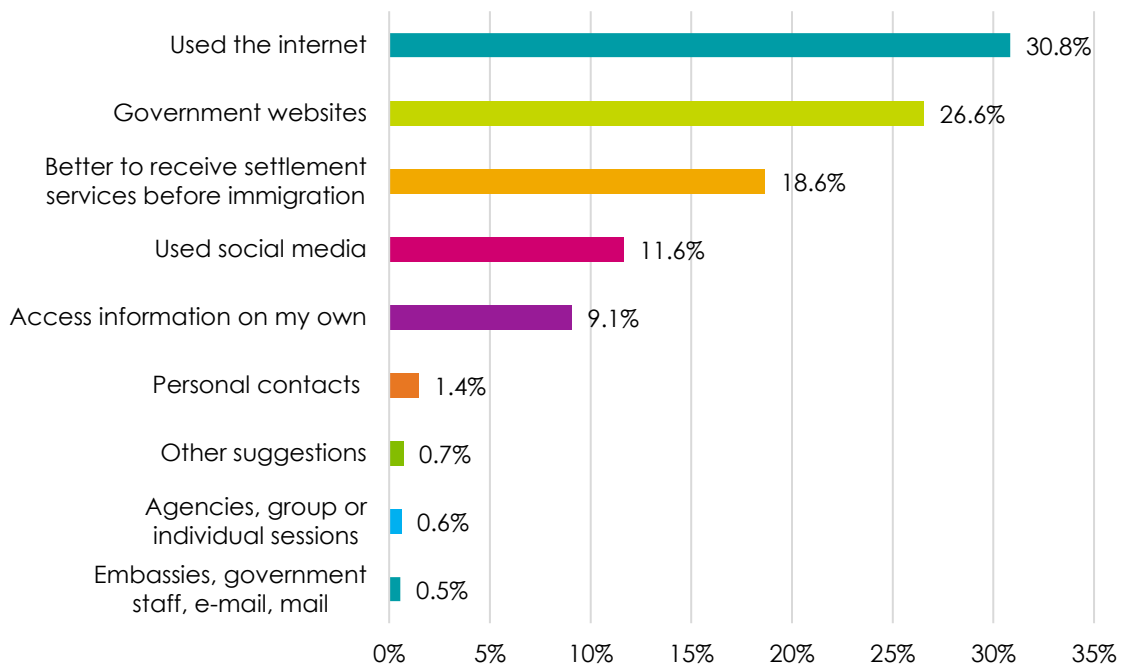
Personal Reasons Settlement Services were Not Accessed



Learning about or Receiving Settlement Services

Respondents were asked their preferred means of learning about or receiving settlement services. The greatest number of respondents used the internet, while many others specified that they used government websites.

Best Ways to Learn about or Receive Settlement Services



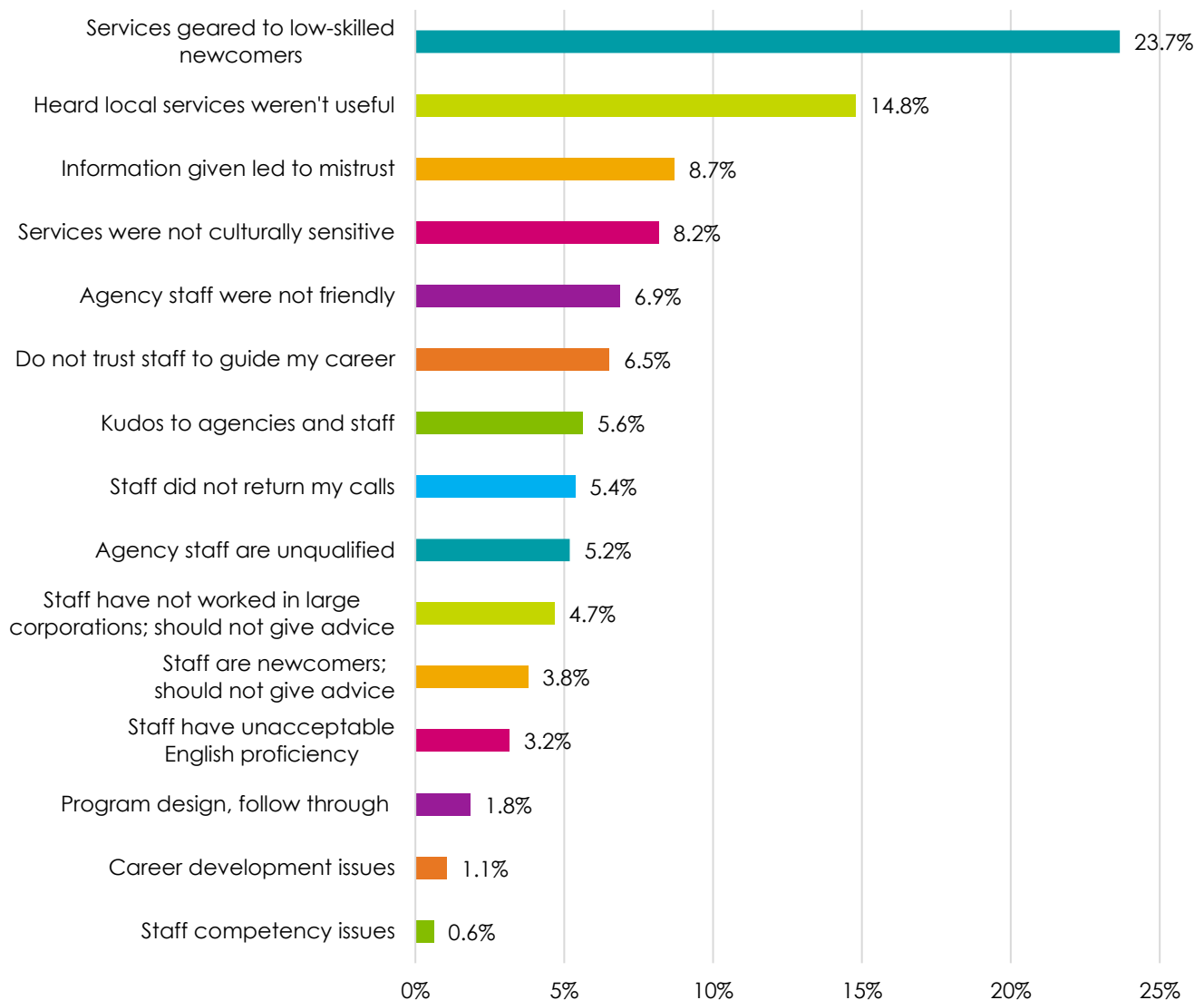
Agency Competency or Perceived Competency

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

The greatest number of respondents added comments about their positive experiences with agencies. However, among the options provided, the next greatest share of respondents indicated that settlement services were very basic and geared to lower skilled versus highly skilled newcomers.

Concerns about Real or Perceived Agency Competency



Examples of verbatim comments are provided for illustrative purposes.

Kudos

the staff were great

Diligent and cooperative staff

I felt like staff were competent, polite and respectful.

They provide an excellent service and made me feel welcome from day 1

All the agencies that I used were very kind, professional and very patient with my English

My search 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.

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

Staff was too busy and did not provided thorough follow ups

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

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 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 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.

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

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

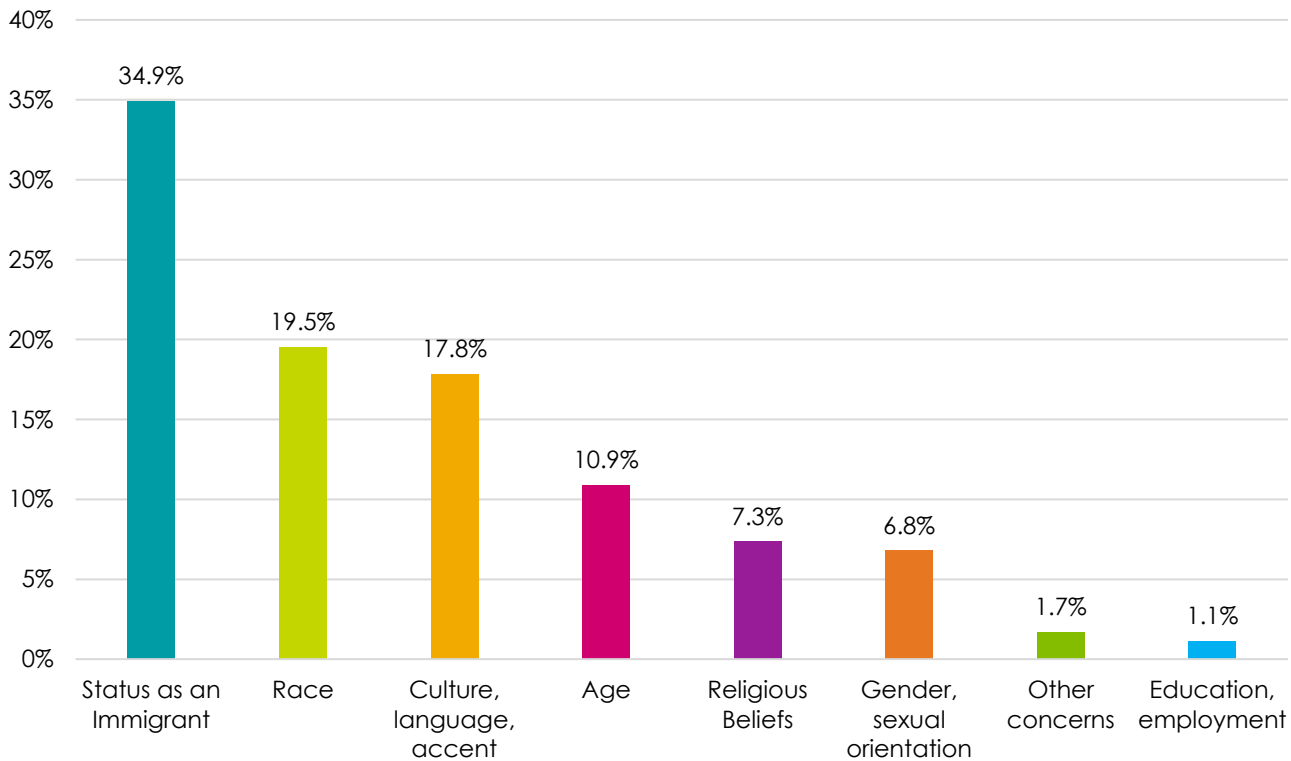
settlement agencies do have the tendency to look at immigrants as objects rather than humans. Agency workers display superiority and consider newcomers and less important.

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

Respondents were first asked if they had any concerns about experiencing discrimination or prejudice from service providers. There were several reasons for these concerns. However, it should be noted that, based on their comments, many respondents interpreted this to mean "concern about" or "experience of" discrimination, or both.

Concerns about Discrimination from Service Providers



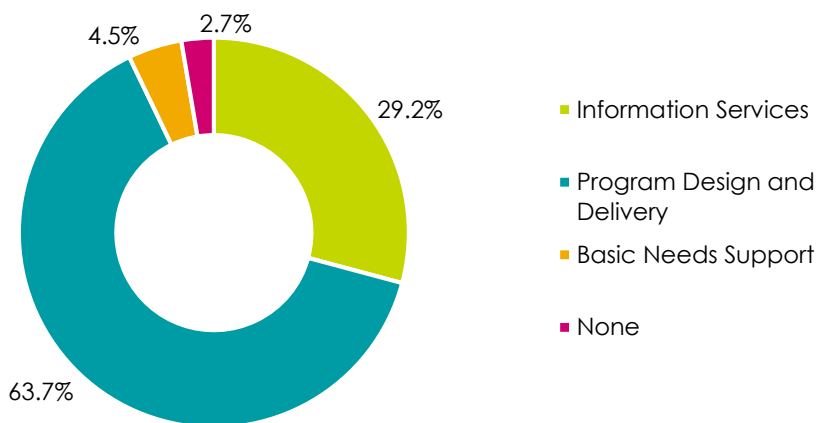
Respondents were then asked if they had experienced discrimination or prejudice from service providers. Several respondents understood this question to be the same as the previous one and, with no option to move back in the survey to check the previous question, the subtle differences may have been missed. As a result, the findings are almost identical to those shown above.

Improving Settlement Services

Suggestions for Improving Services

A majority of respondents who answered this question (68.4%) indicated they did not have any suggestions for improving settlement services. Among the 31.6% who did, many who commented suggested different ways of designing or delivering programs (63.7%), 29.2% suggested better information about services was needed, and 4.5% asked for basic needs support. A few respondents (2.7%) simply said they had no suggestions for improving services.

Suggestions for Improving Settlement Services



Some verbatim comments on program information follow.

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

better communication before immigration is finalized

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

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.

The greatest number of respondents entered comments on program design and delivery issues: 16.4% made suggestions about program design, 4.2% targeted language needs, 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 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 newcomers to lie or provide you false information by asking for resume/experience when you know

More first language speaking workers.

Services must be 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

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 a 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 a resume which appeared simply nonsense to me, regarding my qualification.

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

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 04:00 job and go home.

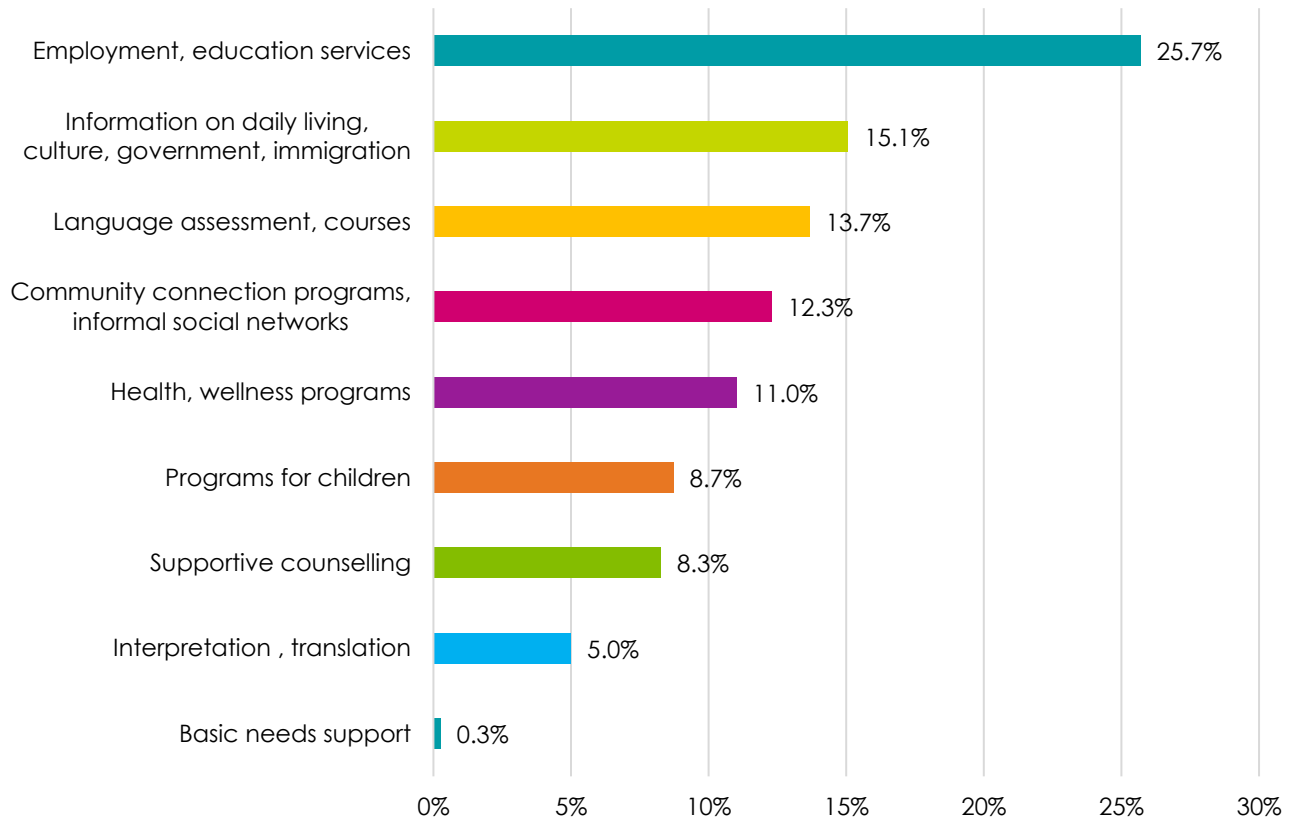
More Canadian-born people to provide services. Less newcomers. Those who were born in Canada and attended school have more knowledge of how to go along with Canadians of all heritages rather than newcomers.

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 a high level of English, he or she is less educated. I have noticed and felt the curtness of agency workers. Each newcomer who comes for assistance ... should be treated with respect and dignity.

Settlement Service Needs

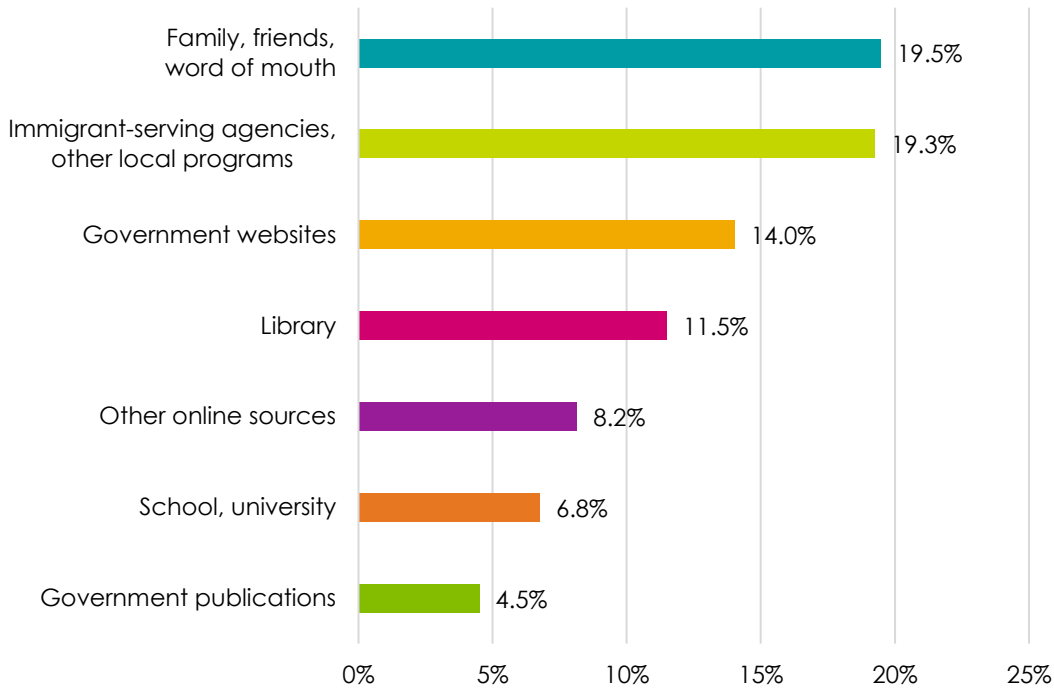
Respondents were asked which settlement services they most needed when they arrived in Canada. The largest number of respondents said what they needed most upon arrival was employment and education services, followed by information about life in Canada.

Settlement Services Most Needed Upon Arrival in Canada



Respondents were asked where they accessed settlement services or information in Canada. The largest number of respondents (19.5%) accessed information or settlement services through family, friends, or word of mouth. This was followed by immigrant-serving organizations (19.3%), government websites (14.0%), and public libraries (11.5%).

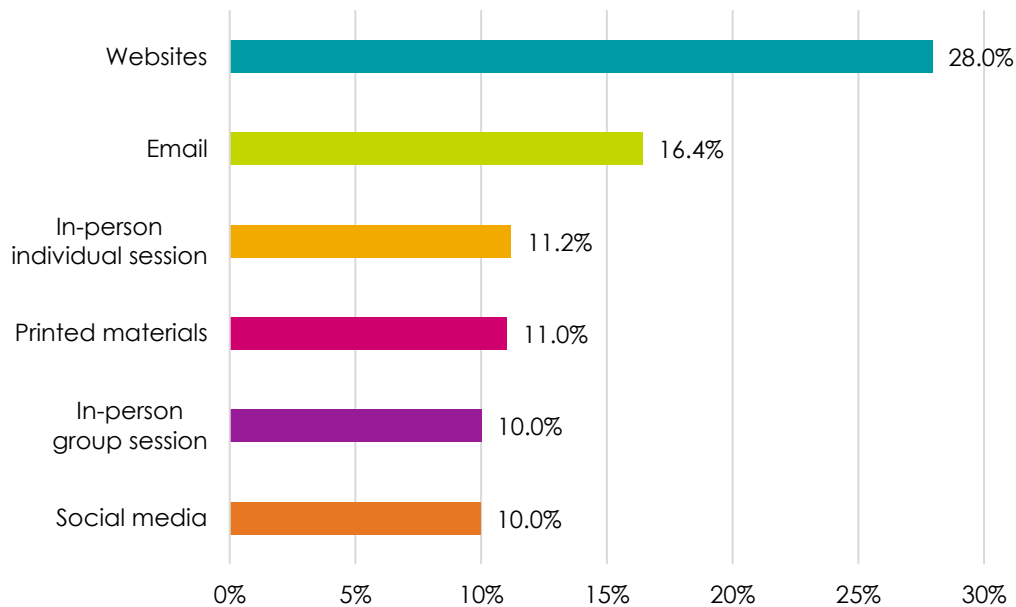
Top Ways Settlement Information Received in Canada



Communication from the Federal Government

Respondents were asked their preferred means of getting information about settlement services from the federal government. By far the greatest number of respondents (28.0%) would prefer to get settlement information from the Government of Canada through websites.

Best Ways to Get Information from Gov't. of Canada



Pre-Arrival Settlement Services

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 they were asked if there were other services that would have been useful pre-arrival and if there were other services that were used. The combined responses are shown in the following table.

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%

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

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 the question. Examples of verbatim comments are provided for illustrative purposes.

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 thought 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

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 the question. 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.

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. CIIP [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.

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.³ 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.⁴ The full report on the survey findings provides a comprehensive analysis of the comments received.

³ Esses, Victoria, Leah Hamilton, Lori Wilkinson, Li Zong, et al. 2013. Western Settlement Outcomes Survey. The report is available online at <http://p2pccanada.ca/files/2013/08/Western-Settlement-Outcomes-Survey.pdf>.

⁴ 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.

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 way 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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