

# **What are the Settlement Experiences of Newly Settled Newcomers to Western Canada: An Interim Report**

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## **Introduction**

Successful settlement is the goal for newcomers, service providers and government departments. The more seamless the initial settlement experiences, the faster that immigrants and their families integrate and become participating members of Canadian society. Prolonged struggles with settlement cause anxiety, tension, depression and uncertainty and may significantly influence settlement outcomes. While research on integration and immigration in Canada is rich, we know surprisingly little about the settlement experiences of immigrants, such as their use and satisfaction with settlement services and how these services may influence integration into educational institutions, the labour market and the wider society have not been explored. The purpose of this report is to provide an overview of this process and to examine common trends within five data sets: the Western Canada Settlement Survey (Esses et al., 2013), the Pan Canadian Settlement Survey (Citizenship and Immigration Canada (2012), the Alberta Settlement Survey (Esses et al., 2012), the Landed Immigrant Data Base (Citizenship and Immigration Canada, 2013) and the Longitudinal Survey of Immigrants to Canada (Statistics Canada, 2009). There are good reasons for confronting the results of these five surveys. If trends in one survey can be verified in one or more of the other surveys, then policy makers can be more certain about where they spend their funds and settlement agencies can respond better to the needs of the newly arrived population.

This report provides preliminary analysis of three surveys - the Western Canada Settlement Survey, the Alberta Settlement Survey, and the Pan Canadian Settlement Survey. This is the interim report of Immigration Research West for Citizenship and Immigration Canada. We briefly outline the methodology, demographic profile, immigrant profiles, education, language, employment and information for settlement from the Western Canada Settlement Survey. Our triangulation of the Western Canada Settlement Survey with the Longitudinal Survey of Immigrants to Canada, the Pan Canadian Settlement Survey, IMDB and the Alberta Settlement Survey will be submitted at a later date.

## **Methodology**

For the Western Canada Settlement Survey, potential survey respondents were contacted through information obtained from a Citizenship and Immigration Canada data file of all newcomer landings between January 1, 2008 and December 31, 2012. Participants were 18 years of age or older and indicated plans to reside in one of the four western provinces or territories at the time of landing. From that data file random samples were contacted from each province and territory.

The survey was conducted over the telephone between April and May 2013. A total of 3,006 immigrants were surveyed and 29 cases had to be excluded because of missing data or having been in Canada longer than ten years. The total sample includes 2,977 immigrants, 18 years of age and over, who had been living in one of the four western provinces and territories for between 3 and 60 months, had become permanent residents of Canada within the past five years, and had lived in Canada for a maximum of ten years. The sample included 744 respondents in British Columbia, 729

respondents in Alberta, 713 respondents in Saskatchewan, 750 respondents in Manitoba, and 40 respondents from the Territories. The individual sample sizes for each province provided a margin of error of +/-4 percent and a confidence level of 95 percent. Response rates for the five surveys were between 24.6 percent and 38.0 percent. All respondents were given a choice of language in which to conduct the survey.

While three of the data sets (the Western Canada Settlement Survey, Alberta Settlement Survey and the Pan Canadian Settlement Study) ask some similar questions, there are subtle differences in how the questions were asked. Many questions in the Western Canada Settlement Survey asks respondents to rank, on a scale of 1 to 7, their answers to questions while the Pan Canadian Settlement Survey uses a five-point scale to determine if respondents strongly disagree, disagree, neither disagree or agree, agree, and strongly agree with statements. The report will highlight any questions that are substantially different from one another. Conversely, the IMDB has a completely different structure. Rather than being a survey, this database is the link between the Landed Immigrant Data Base and the Income Tax file. For this reason, settlement questions cannot be examined, but we can use the income, demographic and landing information to compare the demographic profiles of the newcomers in each of the four datasets to ensure that our participant profile is similar to the peoples who actually arrived to Canada at that time. Readers of this report must keep in mind that unlike the three settlement surveys, the Longitudinal Survey of Immigrants to Canada (LSIC), was conducted in 2002, so we would expect the distribution of newcomers along entrance class categories, countries of origin and occupational and education characteristics to be a bit different. For this reason, although we will present results from LSIC, they should not be compared to the results of the other studies. Rather, they should be used to compare where we are now in 2014 with where we were in 2006.

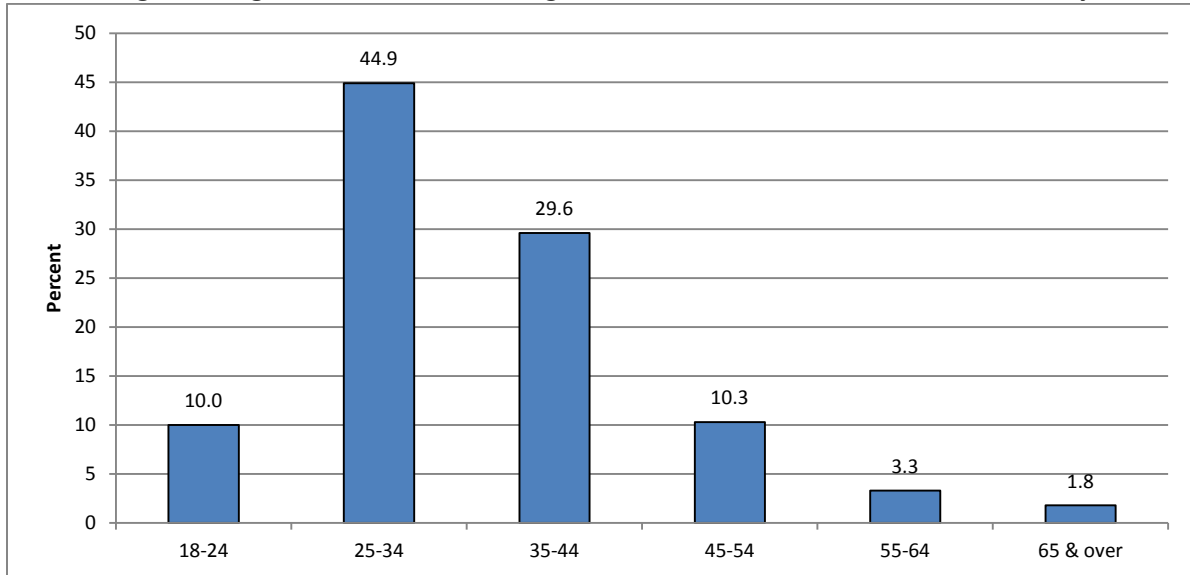
Figures and tables are presented in the analysis below. Unless otherwise indicated, all figures and tables apply to data from the Western Canada Settlement Survey.

## **Demographic Overview**

Across the three surveys, the percentage of respondents who are male and female is similar with slightly more females than males answering each survey. In the Western Canada Settlement Survey, 49.2% of respondents are male (n = 1466) and 50.8% female (n= 1511). In the Alberta Settlement Survey; 45.0% are male and 55.0% are female. In the Pan Canadian Settlement Survey 48.8% are male (n = 9731) and 51.2% are female (n = 10197).

Both the Western Canada Settlement Survey and the Alberta Settlement Survey samples have similar age structures as well with the majority of respondents between the ages of 25 and 44 (74.5% in the Western Canada Settlement Survey; 70% in the Alberta Settlement Survey).

**Figure 1: Age Distribution of Immigrants, Western Canada Settlement Survey**

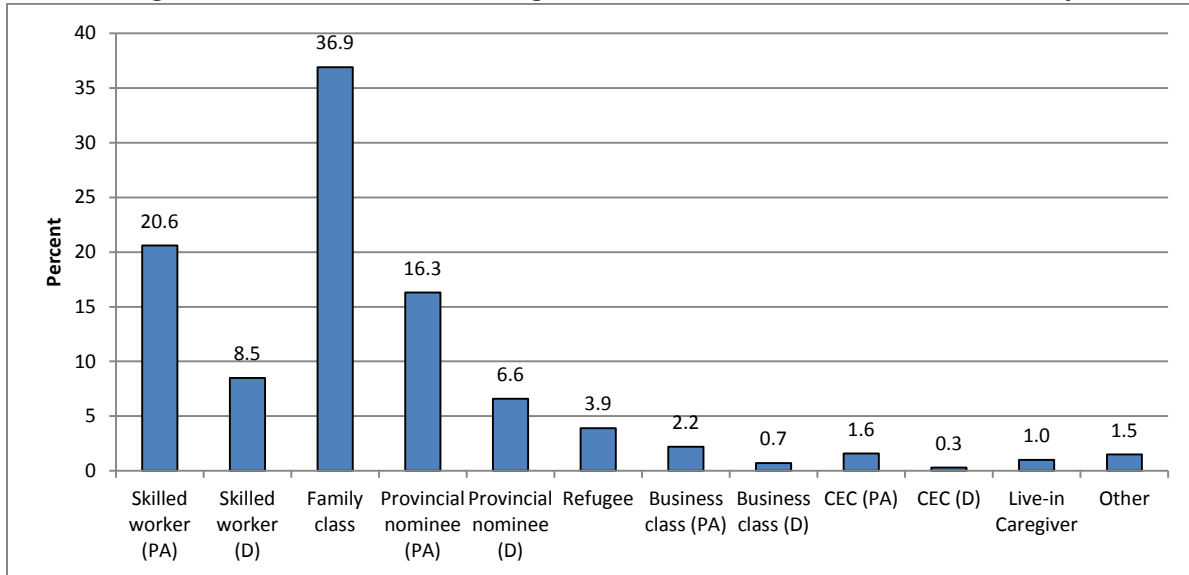


As a reflection of regional distribution of immigrants throughout Canada, most respondents (79.1%) in the Western Canada Settlement Survey currently live in a Census Metropolitan Area (CMA), 12.3% live in a rural area, and 8.6% live in a census agglomeration. The majority of immigrants (82.9%) in the Alberta Settlement Survey live in one of Alberta's two CMAs - Calgary or Edmonton.

### **Immigrant Profile**

In both the Western Canada Settlement Survey and the Alberta Settlement Survey, the entrance class reported most was family class, followed by skilled workers. The Western Canada Settlement Survey included more provincial nominee immigrants (22.9%), most likely due to the inclusion of Manitoba where the PN program has been most successful, than did the Alberta Settlement Survey (7.2% were provincial nominees) while the latter included more Canadian Experience Class immigrants (3.0%). See Figure 2 for the results from the Western Canada Settlement Survey.

**Figure 2: Entrance class of immigrants, Western Canada Settlement Survey**



On average, immigrant respondents in the Western Canada Settlement Survey have lived in their Province for 34.8 months and in Canada for 38.9 months, so there has been some secondary migration, but not involving many participants. Respondents in the Alberta Settlement Survey have lived in the Province for an average of 37 months, very similar to the Western Canadian Settlement Survey.

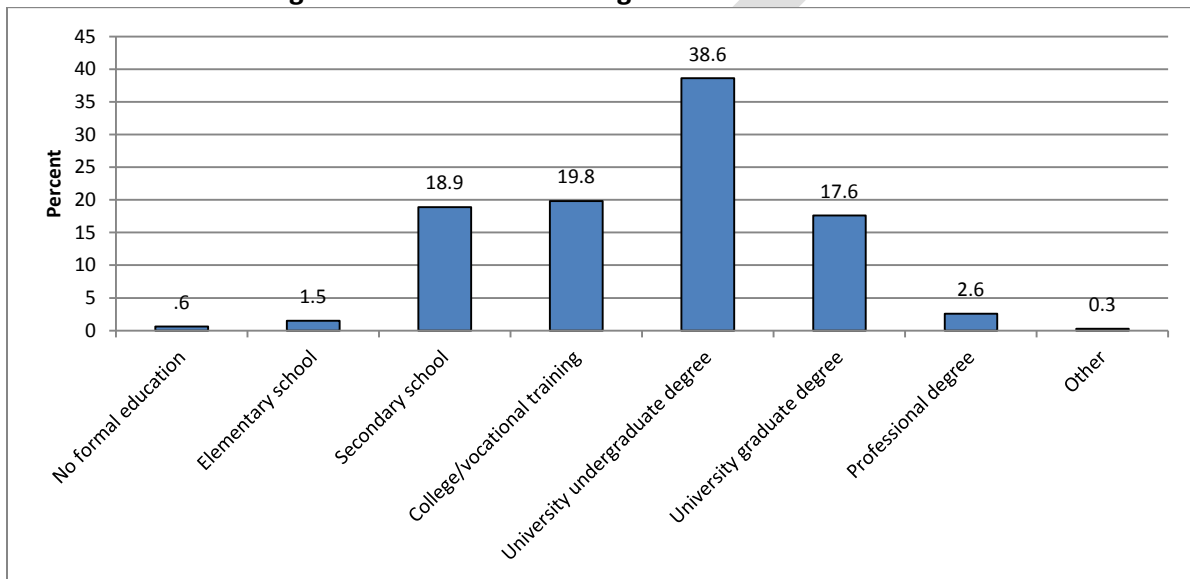
The majority of immigrants in the Alberta Settlement Survey were born in Asian countries, followed by African countries and then Latin American countries. Similar results were found in the Western Canada Settlement Survey. When asked in what country were they born, 63.4% of immigrants reported an Asian country, 13.9% reported a European country, 10.7% reported an African country, 7.1% reported a Central or South American and Caribbean country, and 4.8% were born in the United States. The most commonly reported country of birth across both surveys was the Philippines (19.4% in Western Canada Settlement Survey; 25.1% in Alberta Settlement Survey), followed by India, China, and the Pakistan in the Western Canada Settlement Survey and US in the Alberta Settlement Survey. Unfortunately information regarding birth country is not available for the Pan Canadian Settlement Survey at this time. The final report will compare the demographic characteristics we just described with the LSIC and IMDB data.

Not surprisingly, the overwhelming majority of immigrants in the Western Canada Settlement Survey are citizens of some other country (92.9%). Only 3.2% of respondents had Canadian citizenship while 3.9% had citizenship with Canada and some other country. This was because a major criteria for participating in each survey was being in Canada for five years or less.

## Education

Immigrants in both the Alberta Settlement Survey and the Western Canada Settlement Survey were asked about their highest level of completed education within and outside Canada. A university undergraduate degree (38.6%) was the most commonly reported level of education completed outside of Canada in the Western Settlement Survey. The majority (58.8%) of immigrants had completed at least an undergraduate degree outside of Canada. Similarly, in the Alberta Settlement Survey, over half of immigrants completed a university undergraduate degree or higher with 22.3% having completed college or vocational training.

**Figure 3: Education of Immigrants Outside of Canada**



Considering that the most common region of birth was Asia in the Western Canada Settlement Survey, it should be unsurprising that Asia (62.4%) was the most common country region in which immigrants completed their education.

Most immigrants in both the Western Canada Settlement Survey and the Alberta Settlement Survey have not completed formal education in Canada. That being said, 27.5% of immigrants in the Western Canada Settlement Survey and 14.2% in the Alberta Settlement Survey have completed some education in Canada. College or vocational training (9.0%) was most commonly reported by immigrants in the Western Canada Settlement Survey as the highest level of education completed in Canada.

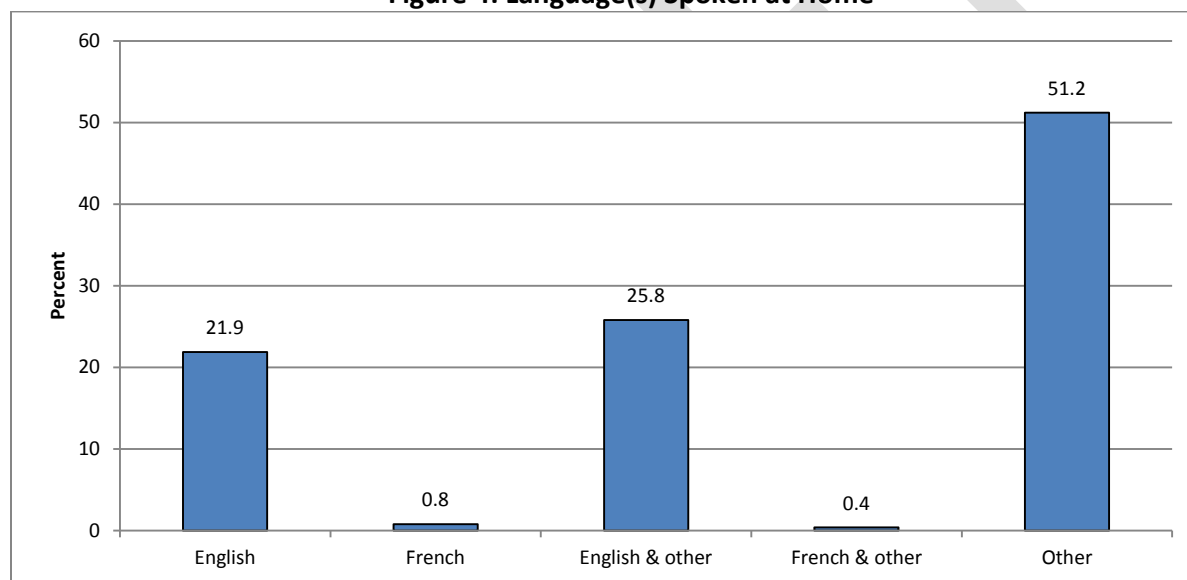
## Language

Language is an important pillar of successful settlement and integration. If immigrants do not feel ease conversing in either of Canada's two official languages, they may face barriers and challenges in accessing services and finding a job. The Western Canada Settlement Survey asks immigrants to rank, on a scale of 0 through 10, their self-perceived level of English in the areas of speaking, understanding, reading, and writing. The Pan Canadian Survey asks more general questions about

English and French use, primarily in a manner that draws out how easy it is for immigrants to communicate in either language in a variety of settings. Immigrants were asked to rank their responses from strongly disagree to strongly agree. Thus, the surveys are not strictly comparable.

Among those who participated in the Western Canada Settlement Survey, 47.6% claimed to have spoken only English or English and another language at home. Similar percentages were reported in the Alberta Settlement Survey, with 45.3% reporting that they spoke English or English and another language. Just over half of respondents (51.2%) in the Western Canada Settlement Survey report speaking a language other than English and/or French at home. When asked what the "other" spoken language is, respondents gave a wide range of answers, sometimes citing more than two languages and often in combination with English. Further analysis of language can be completed in the Western Canada Settlement Survey since the "other" category was open-ended. The most commonly reported languages reported in the Alberta Settlement Survey are Tagalog (18%), Punjabi (10.9%), Spanish (8.4%), and Chinese (7.6%).

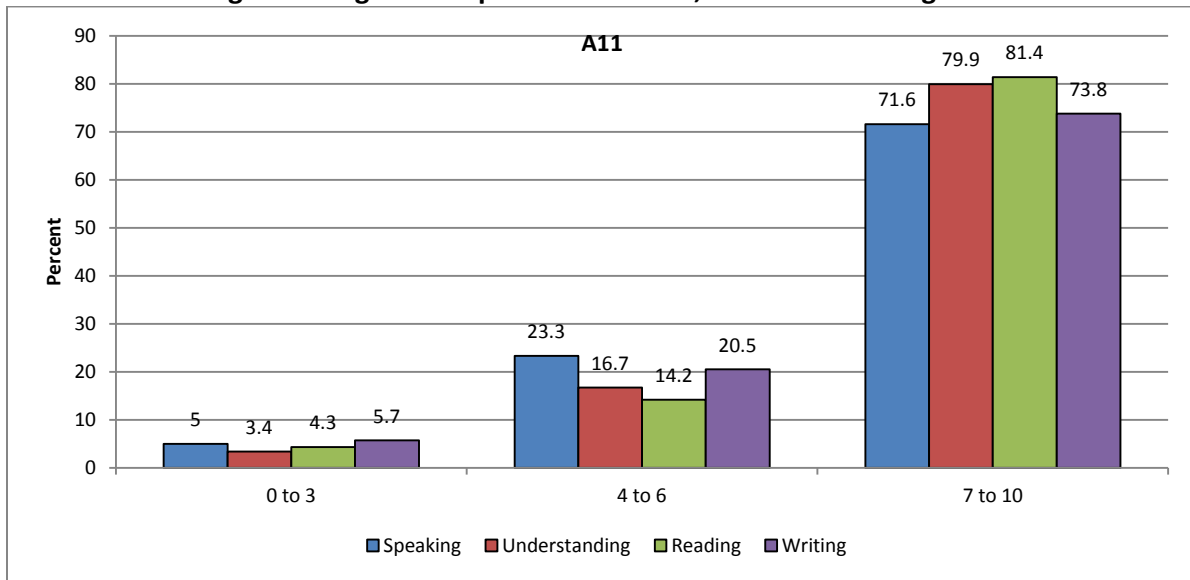
**Figure 4: Language(s) Spoken at Home**



The Western Canada Settlement Survey also asked respondents to self-report their level of English comprehension in four areas: speaking, understanding, reading, and writing. They were asked to choose between 0, which corresponds to none, and 10, which corresponds to excellent. The average comprehension level across all four categories is 7.7. Self-reporting their English levels, 4.6% of respondents chose between 0 and 3 across all four categories and 76.7% report levels between 7 and 10. In general, immigrants struggle more with writing and speaking English than they do understanding or reading.

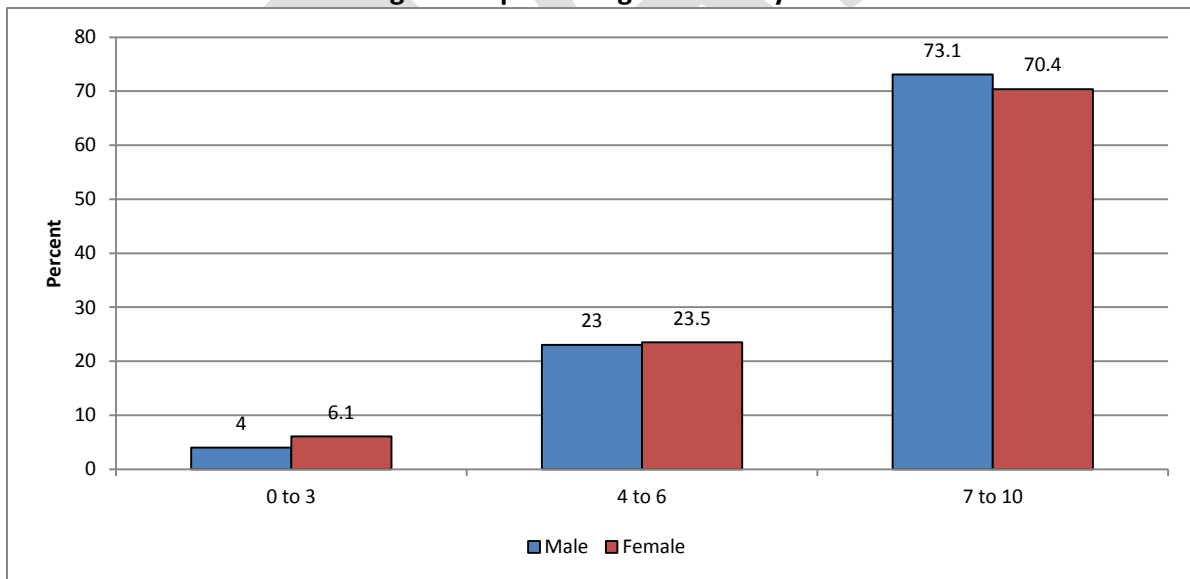


**Figure 5: English Comprehension Level, Across Four Categories**



More closely examining differences in the self-reported levels of speaking English reveals only slight sex differences. Males (70.4%) are slightly more likely to choose levels 7 to 10 in speaking English while females (6.1%) are slightly more likely to choose levels 0 to 3. In short, females are more likely to rank their language fluency lower than their male counterparts.

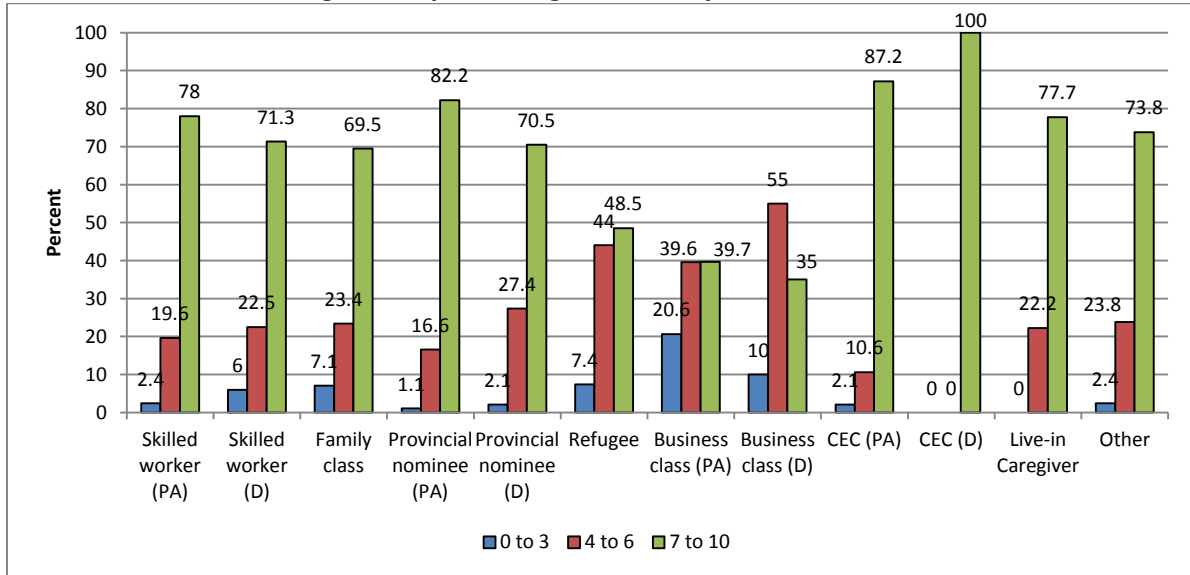
**Figure 6: Spoken English Level by Sex**



When considering entrance class, principal applicant (PA) and dependent (D) business class immigrants report the lowest levels of spoken English (20.6% and 10%, respectively), followed by refugees (7.4%). Canadian Experience Class (CEC) immigrants in both principal applicant and dependent categories have the highest levels of spoken English, followed by provincial nominees who are principal applicants (82.2%). Less than half of refugees (48.5%), business class principal

applicants (39.7%), and business class dependents (35%) feel their English language ability is high. At least two-thirds of all other entrances classes chose the highest levels for speaking English. Analysis can be completed on the three other measures of English levels by entrance class.

**Figure 7: Spoken English Level by Entrance Class**



The Pan Canadian Settlement Survey asks more diverse questions about language use and focuses on ease of use in a variety of contexts. There is some differentiation between contexts. For example, in more informal settings such as a social setting, 79.7% of respondents find it easy to use English or French and only 8.4% do not find it easy. While doing daily activities, 81.2% agree or strongly agree that it is easy to communicate in English or French, with 7.9% feeling that it is not easy. In a more formal context, immigrants are not quite as confident with using English or French. When looking for a job, three quarters (75.5%) or immigrants agree or strongly agree that it is easy for them to use English or French while just over 11% do not find it easy. The differences between the settings are only small, but there is some evidence that immigrants may struggle in using English or French in a more formal context such as job searches.

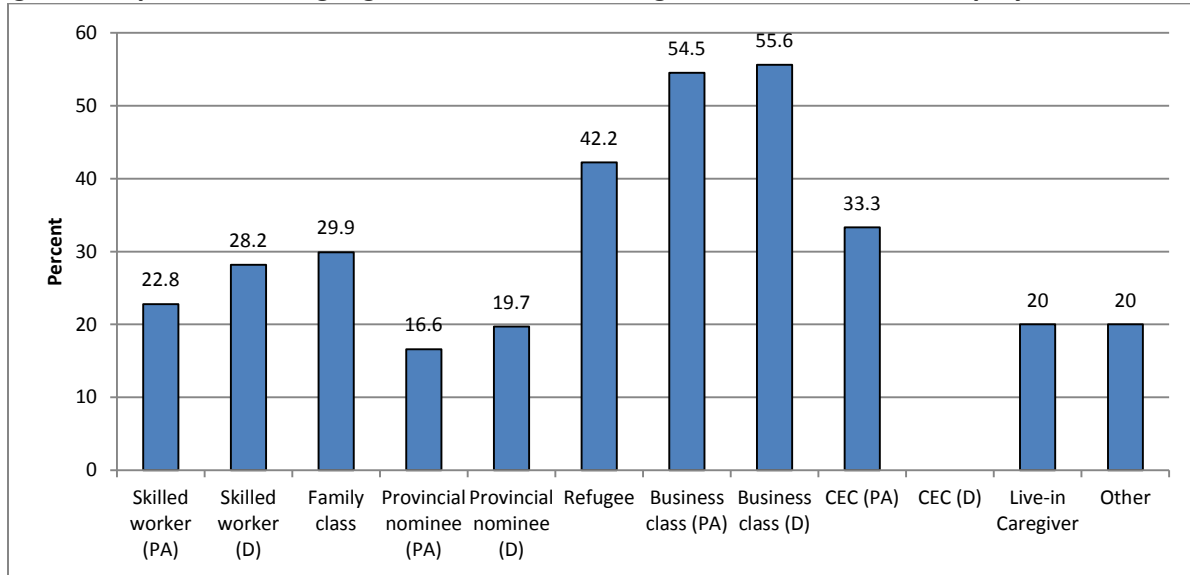
### **Language & Accessing Services**

Language levels affect myriad areas of immigrants' lives as they are settling into a new society. Pertinent to this study, one's language abilities can influence whether they access services or not. In the Pan Canadian Settlement Survey, nearly two-thirds (64%) of respondents feel that is easy to get settlement services in their community in the language of their choice. Also, the majority of immigrants (79.7%) do not feel that language is a barrier for them to get the services they need, while nearly 10% believe that language is a barrier.

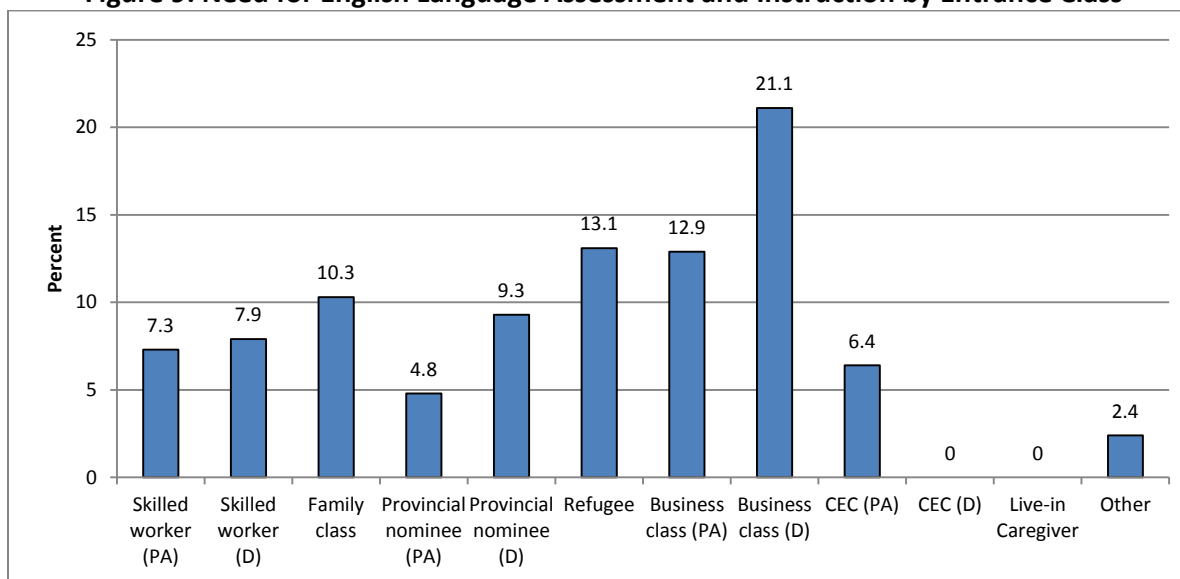
Comparatively, in the Western Canada Settlement Survey, immigrants were asked to indicate their reasons for not accessing services or programs and 7.4% cited language difficulty as one of the reasons why they have not accessed services. For those immigrants who accessed services, just

over one-quarter (26.3%) report that language difficulties are a problem when trying to get the help that they need to settle. When considering entrance class, business class immigrants and refugees are the most likely to feel that language difficulties have been a problem in getting the help they need. In light of the previous results regarding levels in speaking English, such results are not surprising.

**Figure 8: Experienced Language Difficulties in Getting Needed Settlement Help by Entrance Class**



A way to ensure that language is not a significant long-term barrier to settlement is to seek language training services both prior to and after arrival. Over one third (36.9%) of immigrants in the Western Canada Settlement Survey felt that having language assessment and training would be helpful prior to arrival. Refugees (52.3%) were most likely to select this pre-arrival service. While in Canada, though, only 8.5% of immigrants chose English language assessment and instruction as the one service they would need most. There are certainly consistencies when considering language levels and entrance class. Business class immigrants are the most likely to want English language assessment and instruction while in Canada, followed refugees. Such a finding is reflective of the self-reported English levels, since business class immigrants and refugees were most likely to choose the lowest levels.

**Figure 9: Need for English Language Assessment and Instruction by Entrance Class**

A worry about settlement service use is that newcomers may need services, but not know how to access them. With regards to language training, the Pan Canadian Settlement Survey indicates that the majority of immigrants (71%) do know how to get the training they need, but 11.2% do not. Also, two-thirds of immigrants agree or strongly agree that it is easy to get the language training they need and 13.5% disagree or strongly disagree.

Language levels will affect many aspects of immigrants' ability to successfully settle and integrate, including finding employment. Almost a quarter (23.6%) of immigrants in the Western Canada Settlement Survey believe that lack of fluency in English is one of the reasons why they have found it difficult to find a job that makes use of their qualifications.

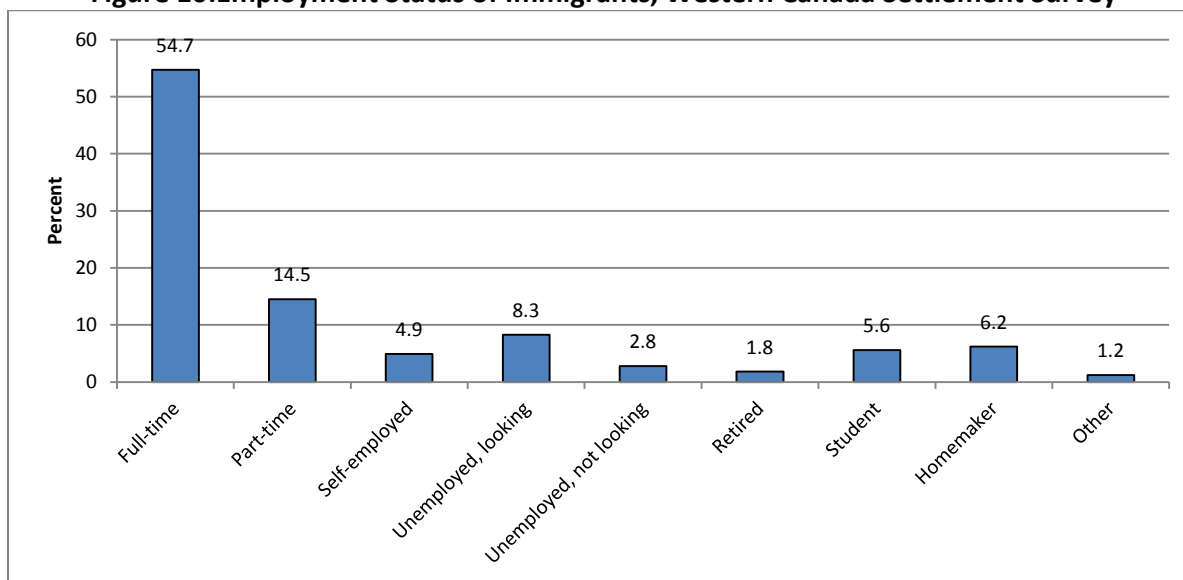
## Employment

Employment and participation in the labour market may be the most important indicators of successful immigrant integration. Much has been said about the relationship between labour market outcomes and integration. Nearly two-thirds of immigrants in the Western Canada Settlement Survey feel very strongly that having a good job would make them feel settled in their Province. Employment is not only a means by which to have enough money to pay bills and live, it also impacts the extent to which immigrants feel that they can settle in Canada. Together, the three surveys provide an overview of immigrants' current employment status, occupations, and earnings. Information on experiences with foreign qualifications, skills, training, and experience is also gleaned for the surveys.

The majority of immigrants in all surveys are in the labour force and most have permanent positions. Approximately 70% of immigrants in both the Alberta (70%) and Western (69.2%) Canada Settlement Surveys report having either full time or part time work, while 84.1% of immigrants in

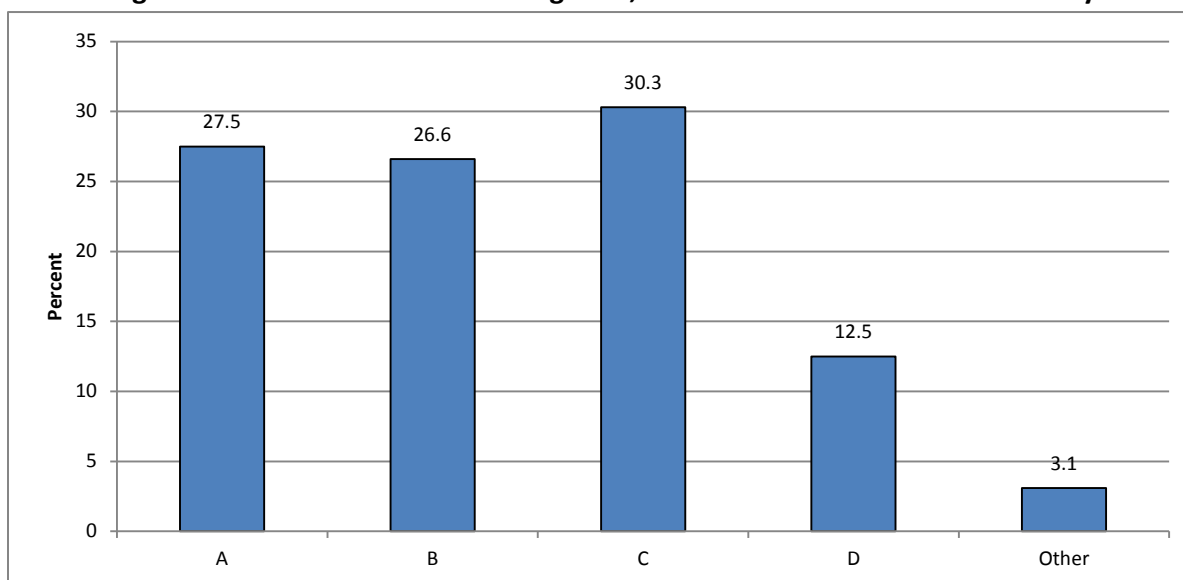
the Pan Canadian Settlement Survey are considered to be in the workforce. As Figure 10 illustrates, 11.1% of immigrants in the Western Canada Settlement Survey are unemployed, with most of those (8.3%) currently looking for work. Results are nearly the same in the Alberta Settlement Survey.

**Figure 10: Employment Status of Immigrants, Western Canada Settlement Survey**



With regards to earnings, approximately 60% of respondents in both the Alberta and Western Canada Settlement Surveys earn less than \$20 per hour before deductions. Given those average earnings, only 9.8% of immigrants responding to the Western Canada Settlement Survey report that they have found it very to extremely difficult to pay for the things that they need and 12% of immigrants in the Pan Canadian Settlement Survey do not have the financial resources to meet monthly expenses.

Immigrants in the Western Canada Settlement Survey were asked about the nature of their current job, including an open-ended question that encouraged them to provide as much detail as possible about their job. A variety of occupations was reported and then recoded according to National Occupational Classification (NOC) codes. The most common job is nurses aides ( $n = 80$ ), followed by retail salespersons ( $n = 58$ ), and registered nurses ( $n = 56$ ). When coded by skill level, the most common is NOC code "C" (30.3%), which includes those occupations that usually require secondary school and/or occupation-specific training. The mean length of time that immigrants have had their current job is 22.5 months. Immigrants seem to be quite satisfied with their current job with nearly 50% of immigrants in the Western Canada Settlement Survey feeling very to extremely satisfied (48.9%) and only 8.5% feeling not satisfied.

**Figure 11: NOC Skill Levels of Immigrants, Western Canada Settlement Survey**

### Qualifications, Skills, and Education Recognition

The work experience and skills that immigrants bring to Canada are not always recognized by employers, resulting in a mismatch between the jobs immigrants are able to obtain and those that they are trained for. Nearly 32% of immigrants in the Western Canada Settlement Survey claim to have found it very or extremely difficult to find a job that make use of their qualifications in their Province and almost 23% feel that their current job does not let them use the skills they have from education and training. In the Pan Canadian Settlement Survey, 30% of immigrants feel that they are working in a position that does not match their skills and experience, while 54% are working in positions that match their skills. Nearly 38% felt that most employers do not recognize work experience acquired before coming to Canada and almost 30% felt that employers do not recognize their qualifications. In both surveys, there is a substantial portion (approximately one third) of immigrants who have felt that their foreign qualifications and work experience are not being recognized and appropriately matched in the Canadian labour market. The findings across both studies are quite similar, despite variations in how the questions were asked and measured.

When asked why they feel it has been difficult to find a job that makes use of their qualifications, immigrants in the Western Canada Settlement Survey mostly think it is because they do not have Canadian experience. Table 1 illustrates the top five most commonly selected reasons from the Western Canada Settlement Survey. Results for the Alberta Settlement Survey were similar, but specific percentages cannot be attained. While a comparable question was not asked in the Pan Canadian Settlement Survey, the results reported below can illuminate why immigrants feel that they have had difficulty finding work that aligns with their qualifications, experience, and training.

**Table 1: Why has it been difficult to find a job that makes use of qualifications?**

	Western Canada Settlement Survey
You do not have Canadian experience	43.7%
Employers do not accept your qualifications as equal to Canadian qualifications	28.7%
There are not a lot of jobs available that match your qualifications	25.6%
You are not fluent in English	23.6%
You do not have the connections that would help you to obtain a job	20.7%

### **Employment Services & Information**

To obtain employment, immigrants need to know where to go to find jobs and related information. Demonstrating the importance that immigrants place on having employment information, 48% of respondents in the Western Canada Settlement Survey would use employment services over any other type of service in their Province.

Of those immigrants responding to the Pan Canadian Settlement Survey, 56% have found it easy to seek out job opportunities, suggesting that they know where and how to find job postings and related information. At the time of the survey, 64% of immigrants feel that they have the information they need to pursue their career and just over half know the steps needed to get credentials recognized. For those that have found it difficult to find a job making use of their qualifications, only 12% of immigrants in the Western Settlement Survey thought it was because they did not have good career information or guidance. So, while employment services and having the right information are important to immigrants' successful pursuit of appropriate employment, many are getting the information they need to realize these goals.

Prior to arriving in Canada, immigrants also want to have much information about skills, experience requirements, and qualifications so that they can be prepared for potential problems as they try to enter the Canadian labour market. Nearly half of respondents in the Western Canada Settlement Survey agree that services related to employment and assessment of international education and experience would have been helpful to have prior to arrival (see table 2 below). For those actually getting information prior to arrival, 42% of immigrants in the Pan Canadian Settlement Survey agree that they received accurate information about needing to get foreign qualifications recognized in the Canadian labour market.

**Table 2: What services would have been helpful prior to arrival?**

	Western Canada Settlement Survey
Skills training to help you obtain appropriate employment in Canada	49.6%
Assessment of your international education and experience	49.2%
Connections with possible employers	48.7%
Connections with professional associations for licensing	34.5%

### **Settlement Service Use & Accessing Settlement Information**

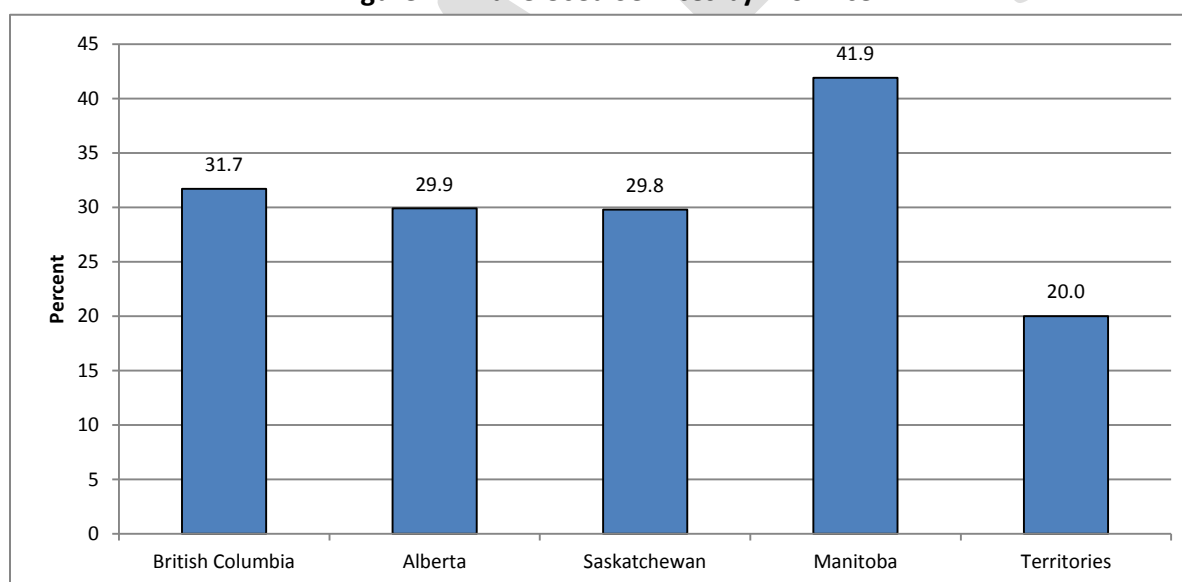
Settlement services are a vital part of the integration process, providing support, knowledge, and resources that aid newcomers to Canada. Despite the integral role of settlement services in the

successful integration of immigrants, very little is known about what determines whether a newcomer will access settlement services. In an effort to better understand the extent to which immigrants access such services, comparing the results of the three surveys provides necessary information that builds an understanding of who does and does not access services and why.

The results from both the Western Canada Settlement Survey and the Alberta Settlement Survey suggest that the majority of immigrants do not access services from an organization in their Province. Only one-third of respondents report using settlement services in the Western Canada Settlement Survey, while nearly half (47.1%) of immigrants in the Alberta Settlement Survey utilized services. While initially alarming, such results have been found in other studies (Lo, et al., 2010) and may, in fact, reflect actual settlement service usage. Unfortunately, the Pan Canadian Survey data does not include a similar question for comparison.

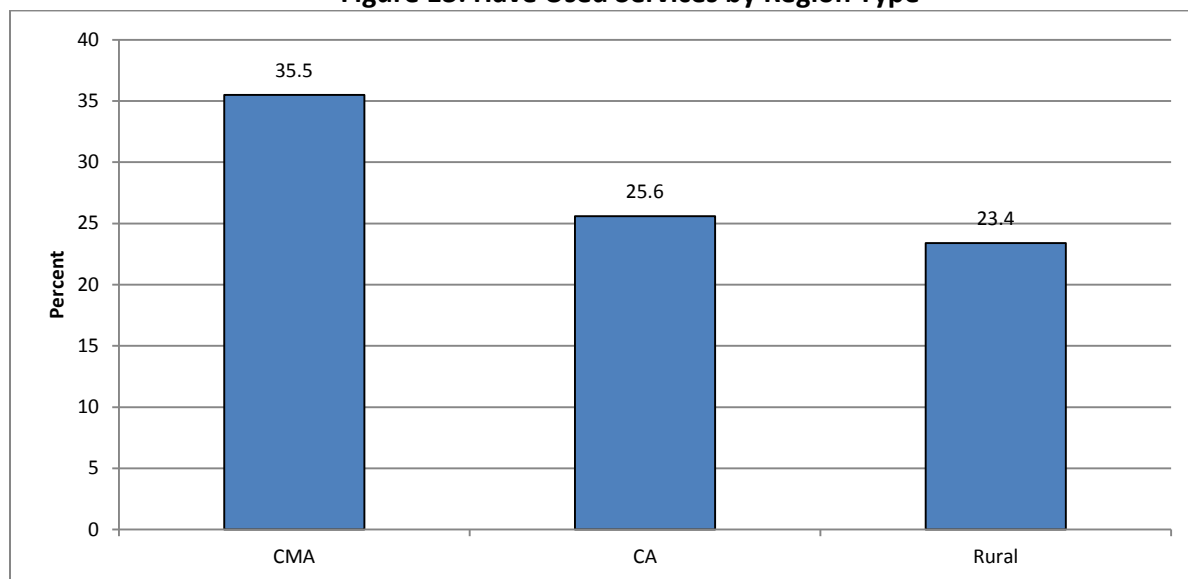
There is some variation in service usage when considering where immigrants reside. As Figure 12 shows, Manitoba has the highest percentage of immigrants using services (41.9%). The Territories have the lowest percentage of service use, with only 20% of immigrants accessing services.

**Figure 12: Have Used Services by Province**

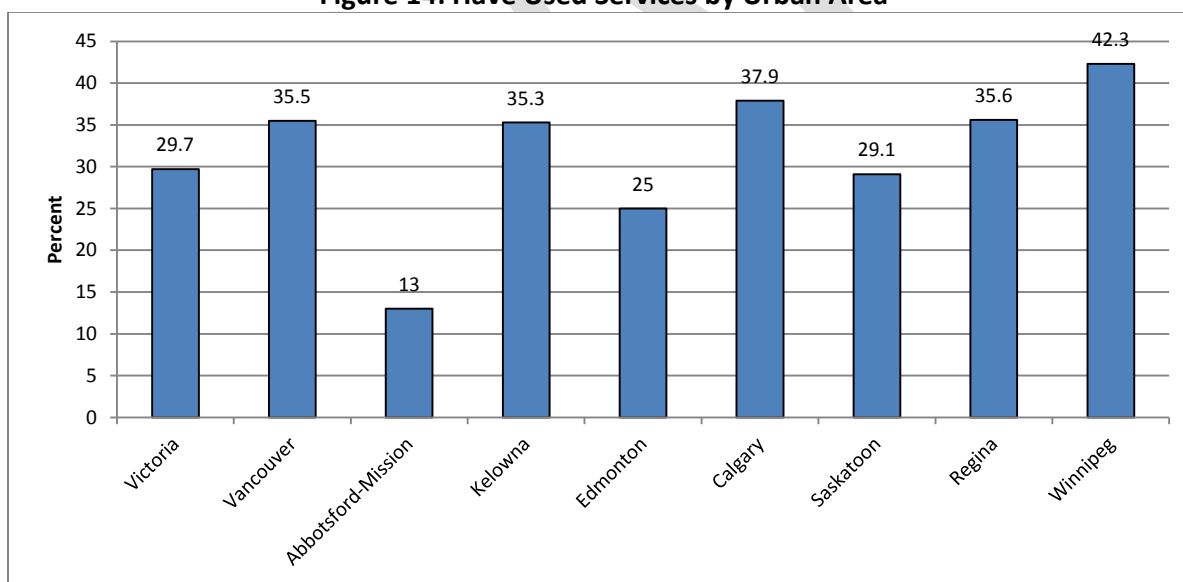


There are also differences between those immigrants residing in rural and urban areas. Immigrants living in Census Metropolitan Areas (CMA) are most likely to use services (35.5%) and those living in rural areas are least likely to use services (23.4%).



**Figure 13: Have Used Services by Region Type**

When considering service use by urban area, immigrants in Winnipeg are most likely to access services (42.3%), followed by Calgary (37.9%). Immigrants in Abbotsford-Mission are the least likely to access services, with only 13% having used services.

**Figure 14: Have Used Services by Urban Area**

Besides geographic differences in service use amongst immigrants, we can begin to develop a demographic profile of the characteristics of immigrants who access services and those who do not access services. See Tables 4 and 5 for demographic details. The table reports the most commonly reported choice in each question.

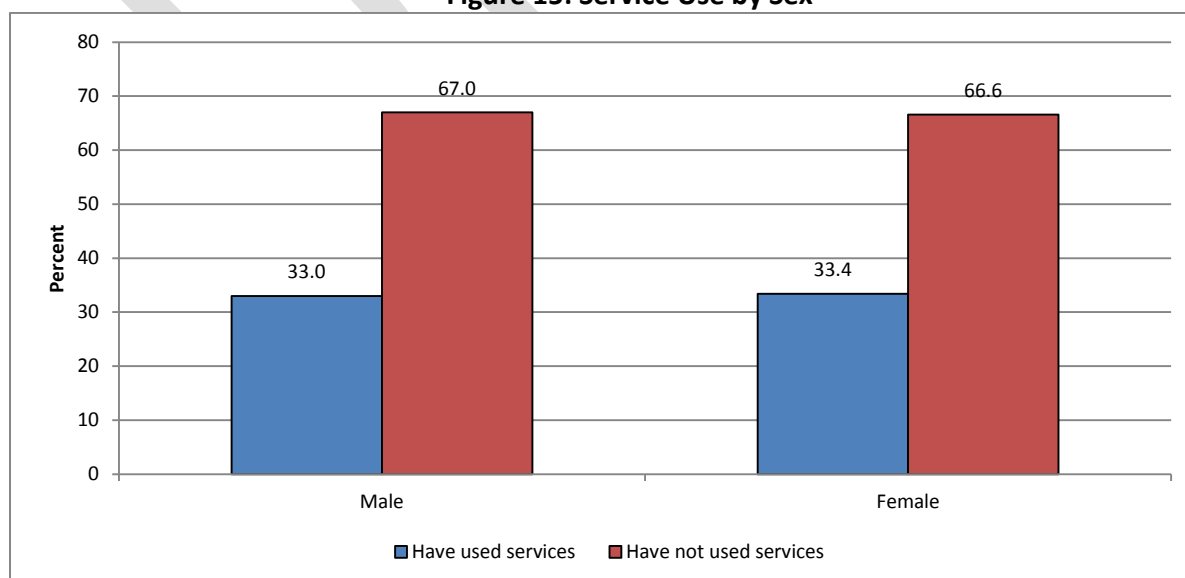
**Table 4 - Demographic Characteristics of Immigrants Using Services**

<b>Gender</b>	Males: 49.2% / Females: 50.8%
<b>Age</b>	25-34 (41.7%)
<b>Highest level of education prior to arrival</b>	University undergraduate degree (40.9%)
<b>Birth country</b>	Asia (63.7%)
<b>Citizenship</b>	Other (92%)
<b>Entrance class</b>	Family class (29%)
<b>Languages spoken at home</b>	English and other (27.9%)
<b>Employment status</b>	Employed, full-time (50.9%)
<b>Income</b>	\$10.00-\$14.00/hour (31.7%)
<b>Total</b>	N=961

**Table 5 - Demographic Characteristics of Immigrants Not Using Services**

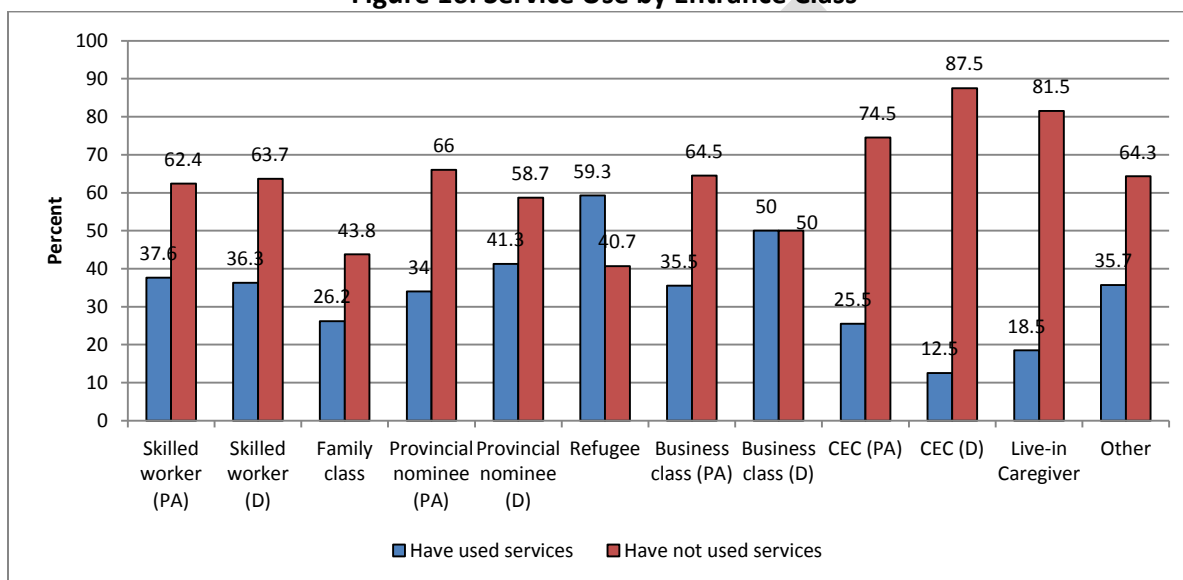
<b>Gender</b>	Males: 49.7% / Females: 50.3%
<b>Age</b>	25-34 (46.5%)
<b>Highest level of education prior to arrival</b>	University undergraduate degree (37.6%)
<b>Birth country</b>	Asia (63.5%)
<b>Citizenship</b>	Other (93.4%)
<b>Entrance class</b>	Family class (40.7%)
<b>Languages spoken at home</b>	Other (49.2%)
<b>Employment status</b>	Employed, full-time (57%)
<b>Income</b>	\$10.00-\$14.00/hour (29%)
<b>Total</b>	N=1936

There is only slight variation between the sex of immigrants who use services and those who do not, with females (33.4%) being only slightly more likely to access services than males (33%).

**Figure 15: Service Use by Sex**

Comparing across entrance classes, more variation is evident. Refugees (59.3%) are the most likely group to access services, followed by dependent business class immigrants (50%). Principal applicants in the Canadian Experience Class (CEC) are the least likely to access services, with only 12.5% having used services. Similar distributions across entrance class were found in the Alberta Settlement Survey, with some variation since more immigrants report using services in the study. Refugees (73.6%) are most likely to access services and dependent Provincial Nominees (34.4%) are least likely.

**Figure 16: Service Use by Entrance Class**



Immigrants in the Western Canada Settlement Survey who used services began to do so, on average, 4.2 months after arriving to the Province. On average, immigrants responding to the Alberta Settlement Survey began accessing services at least 6 months after arriving to Alberta. We found this to be a surprisingly long period of time between arrival and access to settlement services.

Service users are most likely to access services or programs through an immigrant-serving agency (67.3%), followed by mainstream organizations not specifically for immigrants (15.1%), and community centres (14.2%). See Table 6 below.

**Table 6: From what type of organization did or do immigrants receive services?**

	Western Canada Settlement Survey
Immigrant-serving agency	67.3%
Mainstream organizations, not specifically for immigrants	15.1%
Community centres	14.2%
Online services or program	13.2%
Library	10.6%
Ethnocultural or religious organization	10.5%
College or university	8.6%

Over half of immigrants (52.8%) feel that the services or programs they have accessed have been very to extremely helpful in getting settled. Unfortunately, 8.9% have not found the services helpful. Similarly, 57.2% of immigrants report that it has been very to extremely easy to get the services they need to settle in their Province, while 5.7% feel that it has been not at all easy to get services. Further analysis according to sex and entrance class will be conducted on these questions to determine who finds it a challenge to get the services they need. The majority (61.9%) of immigrants in the Pan Canadian Settlement Survey agreed that it is easy to get the services they need to settle in Canada, while 13.1% do not think it is easy.

So, if immigrants are not using settlement services from an organization in large numbers, then where are they getting their information on settling? Do they know how to get services? Fortunately, immigrants seem to know how to get the services they require to settle. In the Pan Canadian Settlement Survey, 64.8% of newcomers agree or strongly agree that they know how to get services while 14.3% do not know how to obtain services. They are also seeking information, but seem to be going to less institutionalized sources or finding information through their own searches. Many immigrants in the Western Canada Settlement Survey (57.3%) get their information from their family and friends or through online sources such as government websites (52.5%) or other websites, blogs, or discussions (29%). Immigrant-serving agencies are the fourth most commonly reported source of information on settling (27.9%). See Table 6 for the top five most reported sources of settlement information.

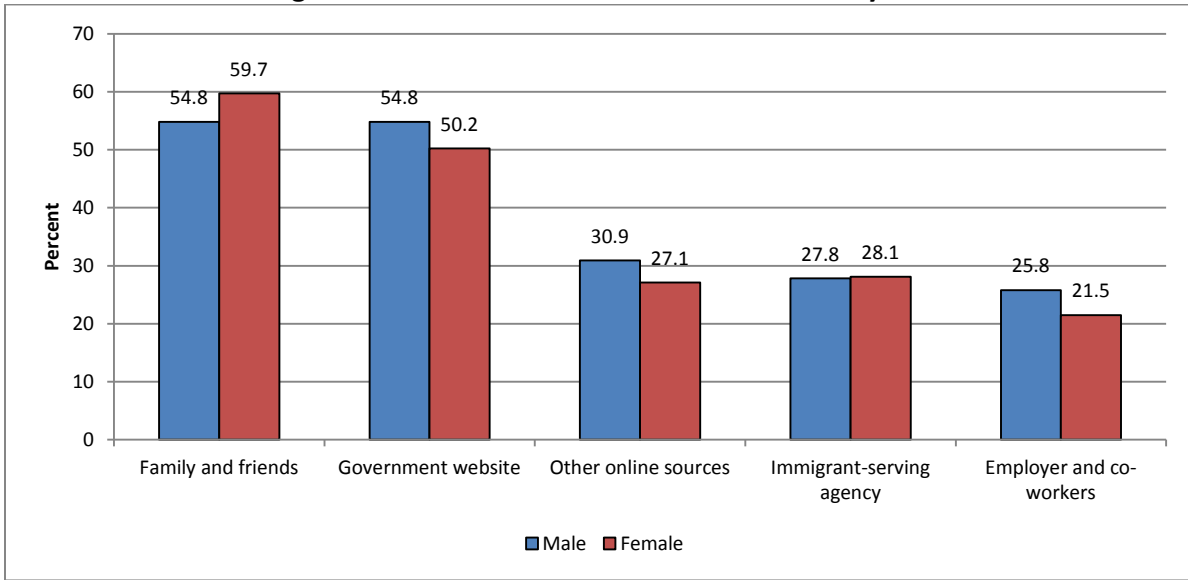
**Table 6: Where do immigrants get information on settling?**

	Western Canada Settlement Survey
Family and friends	57.3%
Government websites	52.5%
Other online sources such as websites, blogs, or online discussions	29%
Immigrant-serving agency	27.9%
Employer and co-workers	23.6%

The importance of family and friends as sources of information cannot be overlooked. Although the information from such an informal source may not always be the most up-to-date, it would be easy and comfortable to access. When asked where they thought their family and friends receive their information, 46.7% of immigrants stated government websites as the sources, followed by other online sources (26.6%). A quarter of immigrants did not know where their family and friends got settlement information from.

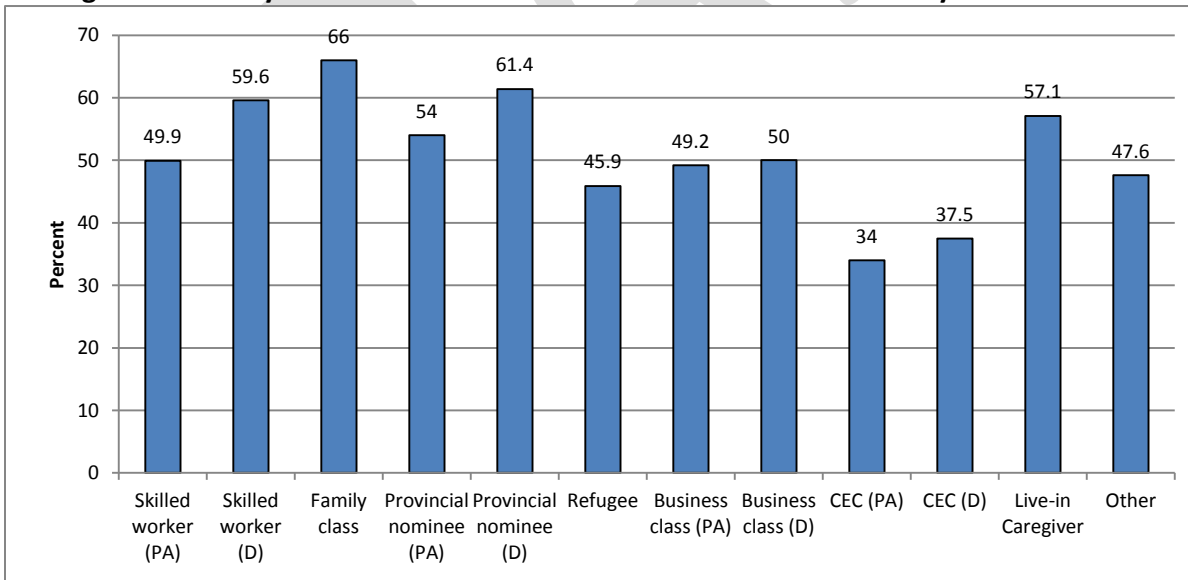
There are some slight sex differences when analyzing where immigrants have found information on settling. Males are slightly more likely than females to use government websites and other online sources, while females are slightly more likely than males to find information through family and friends. Figure 17 illustrates the sex differences across the top five most reported sources of information.

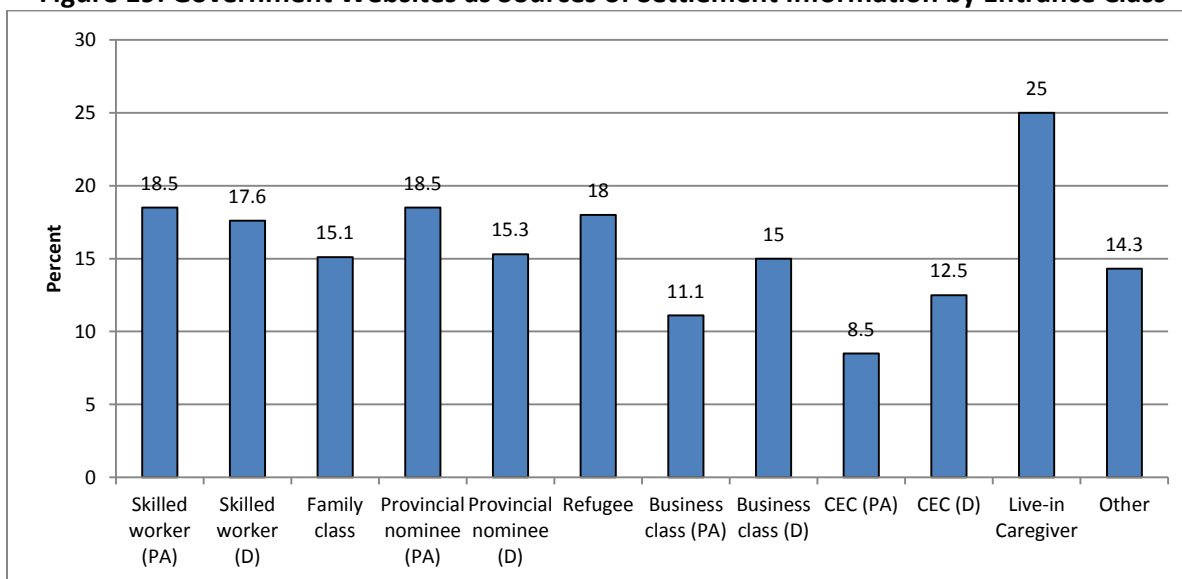
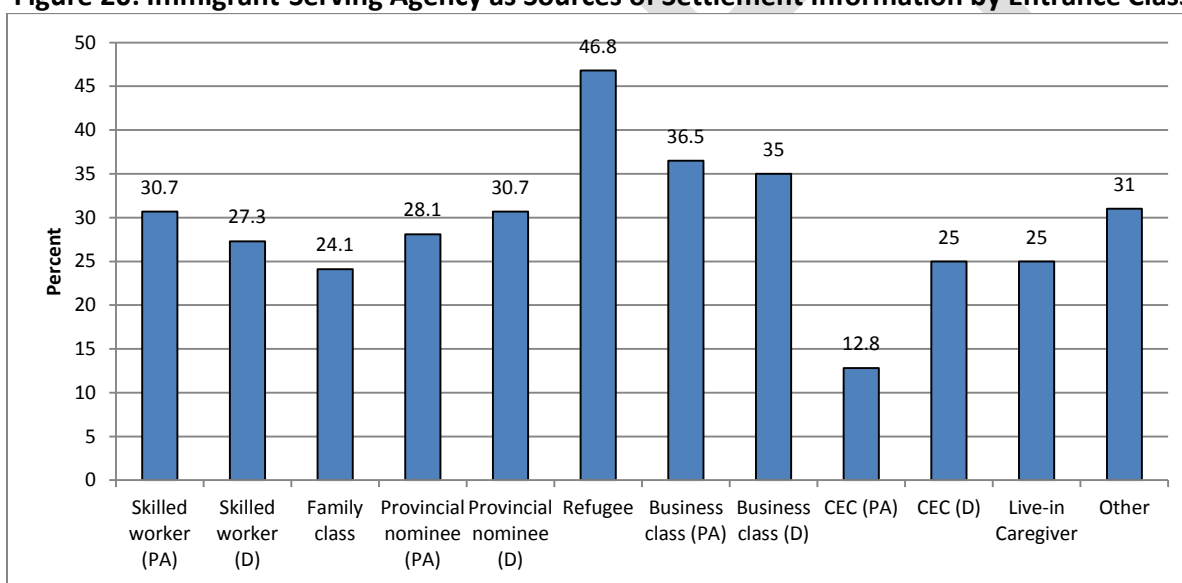
**Figure 17: Sources of Settlement Information by Sex**



Where immigrants receive information from remarkably differs by entrance class (see figure 18). Not surprisingly, dependent categories find information from family and friends more than any other category, with the family class (66%) reporting this source most often. Refugees are the most likely to find information on settling from an immigrant-serving agency (46.8%).

**Figure 18: Family and Friends as Sources of Settlement Information by Entrance Class**



**Figure 19: Government Websites as Sources of Settlement Information by Entrance Class****Figure 20: Immigrant-Serving Agency as Sources of Settlement Information by Entrance Class**

As illustrated in the previous analyses, the internet is a very important source of settlement information for immigrants. They can access the information they want and need at a time and place that is convenient to them. When asked how they like to get information from the government about settling, three-quarters (74.9%) of immigrants selected internet websites and 43.4% selected email. Only about a quarter of respondents like to use some sort of in-person sessions for information (either a group session [21.3%] or individual sessions [26.1%]).

### **Social Integration & Belonging**

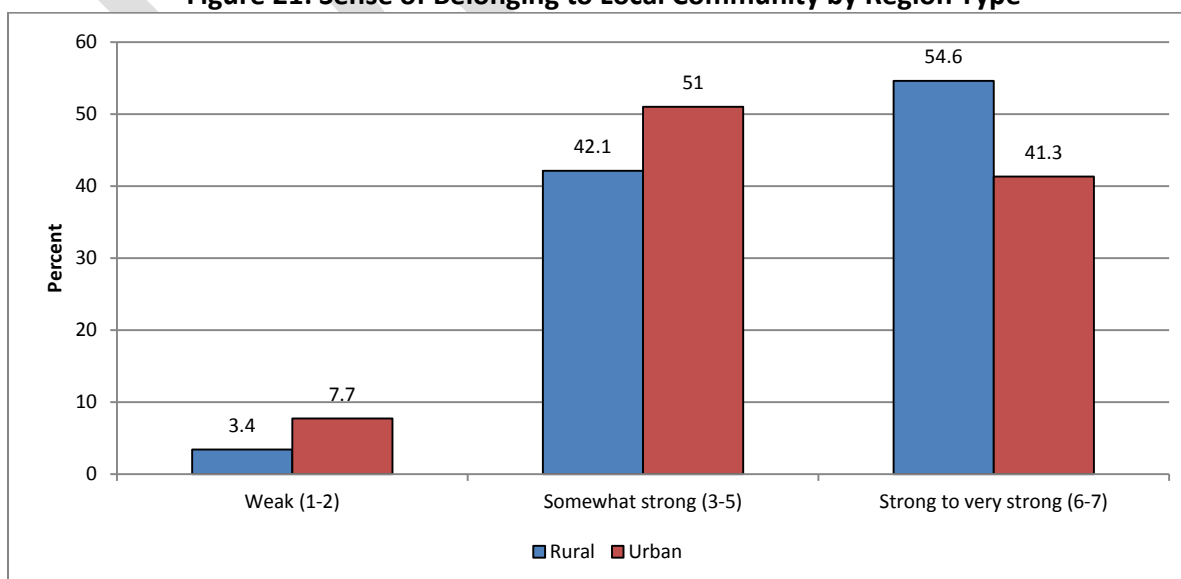
To assess immigrants' settlement in Canada indicators other than economics and labour market participation must also be considered. Successful settlement extends beyond obtaining

employment and into immigrants' social lives. Being settled implies considerations of geography, location, community, social networks, and belonging. Surveys on settlement outcomes must seek to answer questions such as, do immigrants feel that they belong to a community? Do they have friends and acquaintances? What are their thoughts about the community in which they live? Such questions point toward how immigrants feel about the place in which they live and the extent to which they are included in a community.

Immigrants in both the Western Canada Settlement Survey and the Alberta Settlement Survey were asked to report their sense of belonging to their local community, ranking this on a scale from 1, which would indicate a very weak sense of belonging, to 7, which indicates a very strong sense of belonging. Sense of belonging amongst immigrants across both surveys is quite strong, with 42.9% of those in the Western Canada Settlement Survey claiming to have a strong or very strong sense of belonging to their local community. Over 73% of immigrants in the Alberta Survey and 70.2% in the Western Survey reported over four on the seven-point scale. In the Pan Canadian Settlement Survey, half of immigrants (50.7%) agree or strongly agree and 20.7% disagree or strongly disagree that they have strong connections with their community.

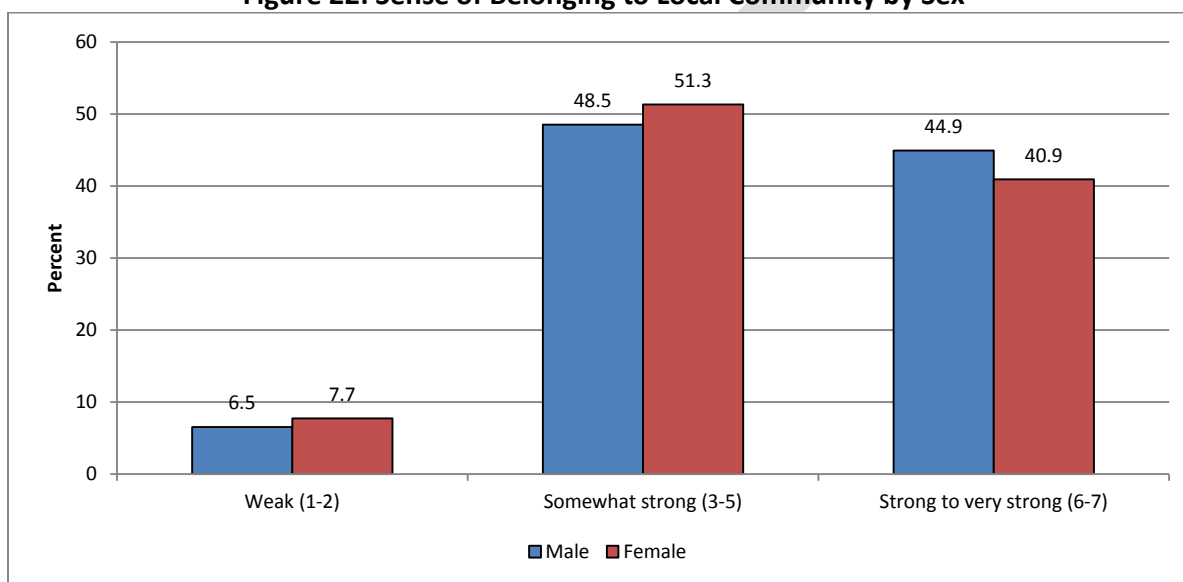
Since belonging to a local community is inherently about geography, there are notable differences amongst senses of belonging depending on the community in which one lives. The Alberta Settlement Survey found that immigrants living outside Calgary and Edmonton have a higher sense of belonging than those living in Alberta's two largest cities. The Western Canada Settlement Survey found that immigrants living in Abbotsford-Mission, British Columbia had the weakest sense of belonging, followed by Vancouver and Edmonton. Amongst cities, immigrants residing in Regina and Saskatoon have the strongest sense of belonging. Given that information, then, it is not surprising that immigrants in rural areas have stronger senses of belonging than those in urban areas (see Figure 21).

**Figure 21: Sense of Belonging to Local Community by Region Type**

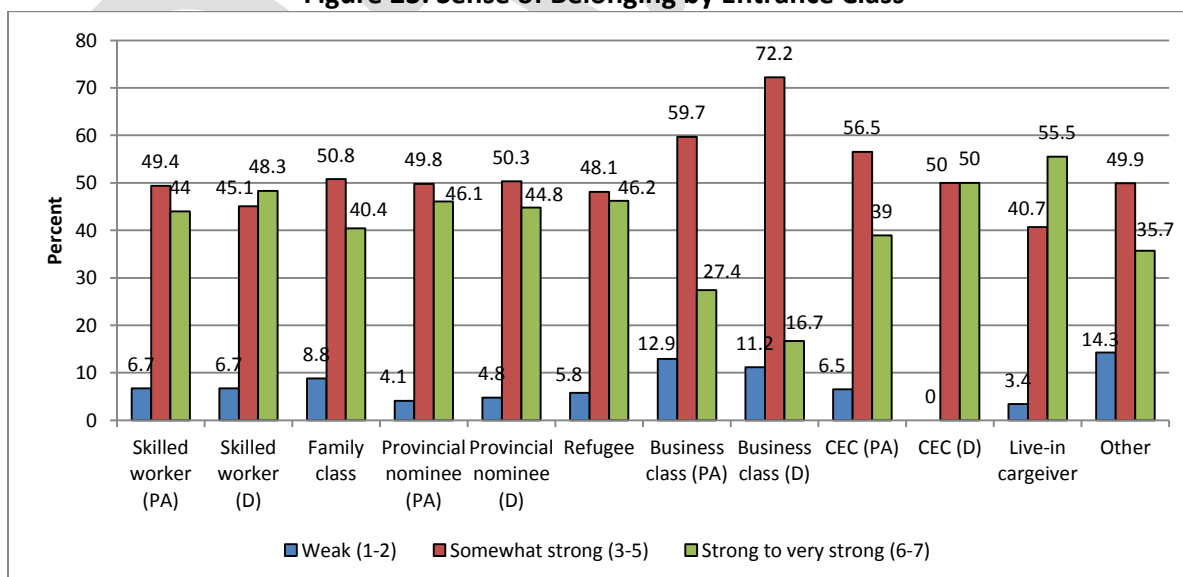


There are only slight sex differences in senses of belonging to one's local community (see Figure 22). Males have a slightly stronger sense of belonging than females. When considering entrance class, there is more variation (see Figure 23). Immigrants arriving through the business class as principal applicants (12.9%) and their dependents (16.7%) have the weakest sense of belonging to their local community, with the exception of the "other" category (14.3%) which includes open-ended answers that have not been recoded. Live-in caregivers are most likely to report a strong sense of belonging (55.5%), followed by dependents in both the Canadian Experience Class (50%) and the skilled worker categories (48.3%).

**Figure 22: Sense of Belonging to Local Community by Sex**



**Figure 23: Sense of Belonging by Entrance Class**

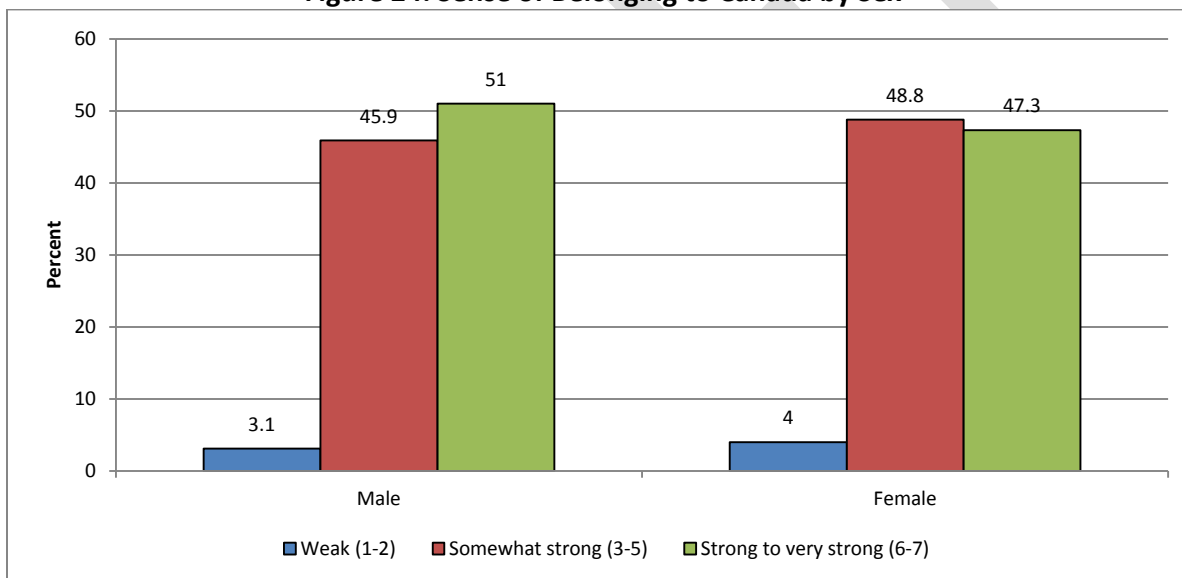




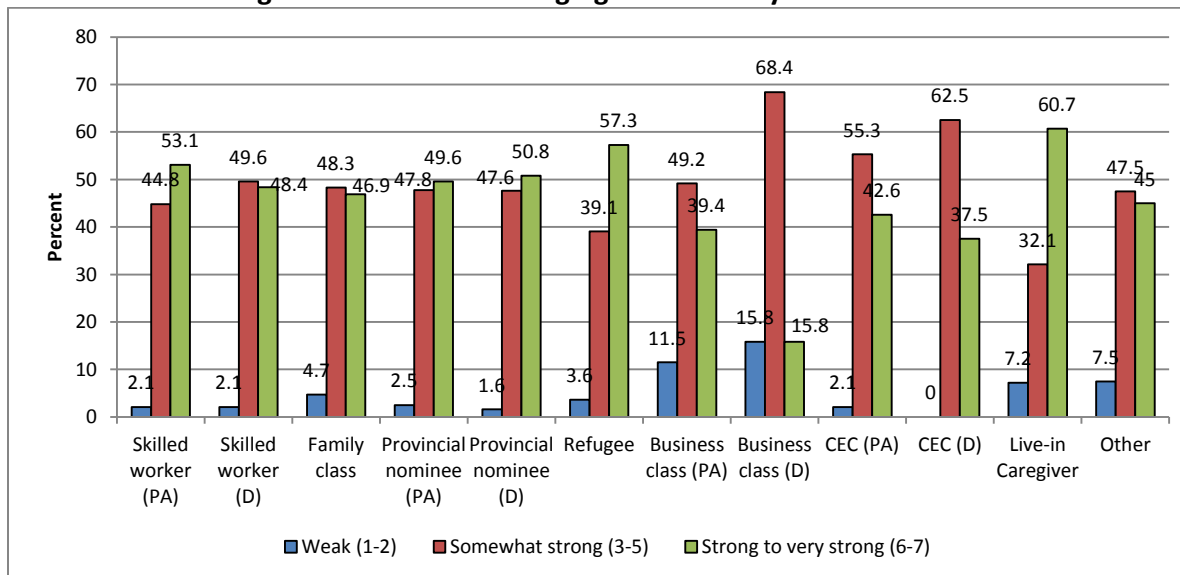
In the Western Canada Settlement Survey and the Alberta Settlement Survey, immigrants were also asked about their sense of belonging to Canada. Both surveys report similar results with approximately 80% of immigrants choosing over four on the scale. In the Western Canada Settlement survey, nearly half (49.1%) of immigrants have a strong or very strong sense of belonging to Canada. So, the data indicates that immigrants have a slightly stronger sense of belonging toward Canada than they do their local community.

Just like sense of belonging to one's community, there is only a slight difference amongst male and females' sense of belonging to Canada (see Figure 24). Males (51%) are slightly more likely to have a strong to very strong sense of belonging to Canada than females (47.3%). Live-in caregivers (60.7%) are most likely to have a strong to very strong sense of belonging to Canada, followed by refugees (57.3%) and principal applicant skilled workers (53.1%). Both principal applicant (11.5%) and dependent (15.8%) immigrants in the business class categories report the weakest sense of belonging to Canada (see Figure 25).

**Figure 24: Sense of Belonging to Canada by Sex**



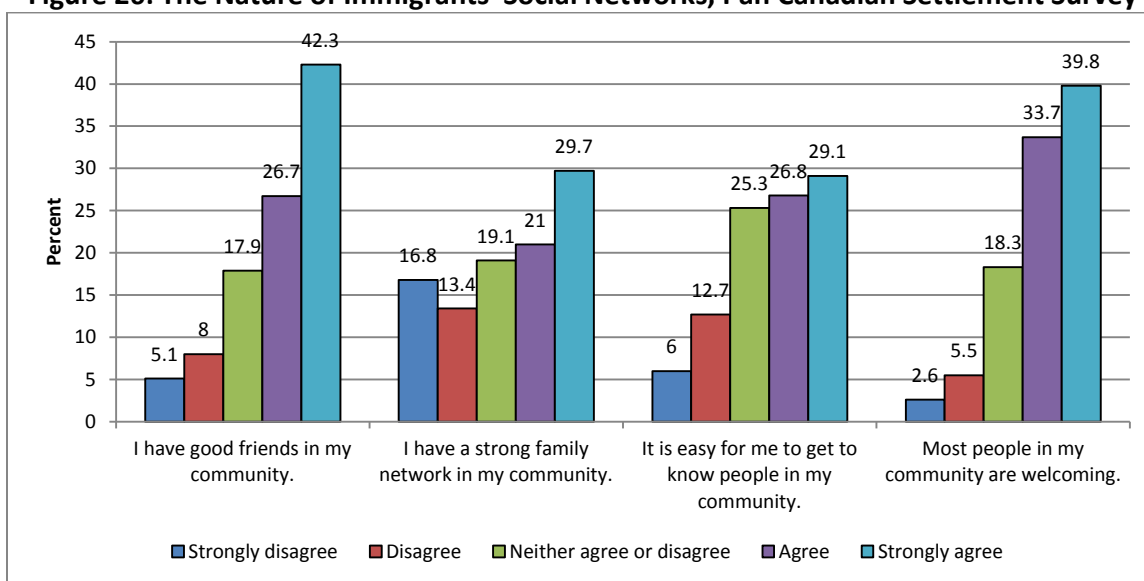
**Figure 25: Sense of Belonging to Canada by Entrance Class**



### Social Networks and Community Participation

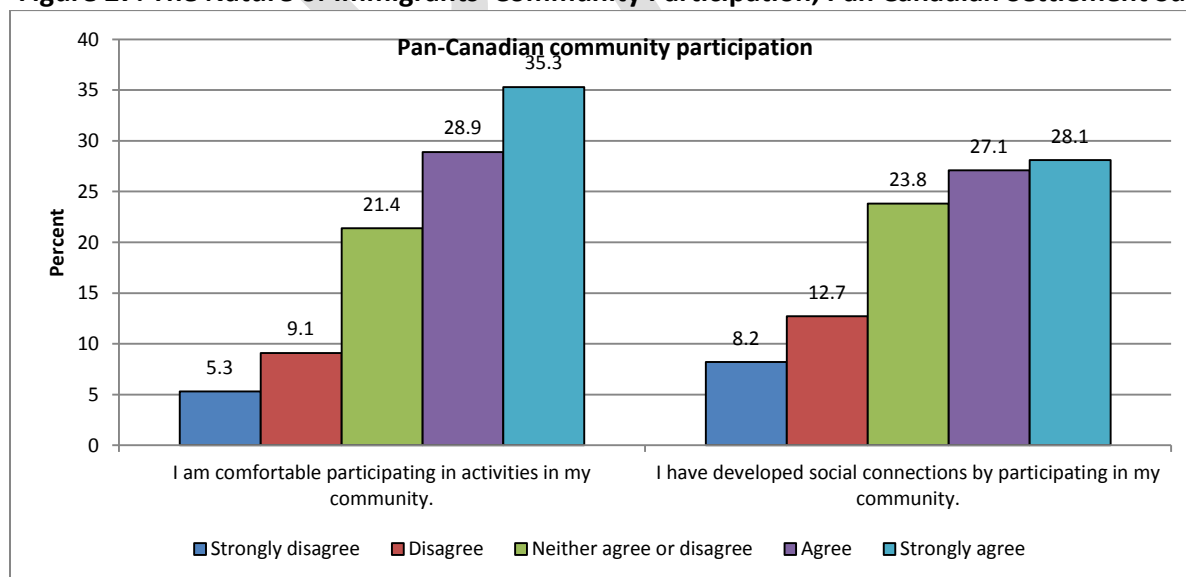
The Pan Canadian Settlement Survey asked more detailed questions about immigrants' connections to their community, including assessments of their social networks and community participation. On the whole, immigrants have strong social networks and connections within their community. The majority of immigrants (69.7%) agree or strongly agree that they have good friends in their community, but unfortunately 13.1% disagree or strongly disagree with the statement. Over half of immigrants (55.9%) report that it has been easy to get know people and 18.7% have not found it easy. Half of immigrants (50.7%) agree or strongly agree that they have a strong family network in their community and 30.2% disagree with the statement. Perhaps the reason that nearly one-third of immigrants do not have a strong family network work in their community is because oftentimes immigrants' families are located elsewhere, either in another country or city. In addition, almost three-quarters (73.5%) of immigrants believe that most people in their community are welcoming, while 8.1% disagree or strongly disagree with the statement (see Figure 26).

**Figure 26: The Nature of Immigrants' Social Networks, Pan Canadian Settlement Survey**



Over half of immigrants (55.2%) agree or strongly agree that they have developed their social connections by participating in their community; however, 20.9% disagree or strongly disagree with this statement. Fortunately, the majority of immigrants (64.2%) feel comfortable participating in activities in their community, but 14.4% do not. That being said, only 38.5% of immigrants agree or strongly agree that they have regularly participated in a group, organization, and/or association over the past 12 months (see Figure 27).

**Figure 27: The Nature of Immigrants' Community Participation, Pan Canadian Settlement Survey**



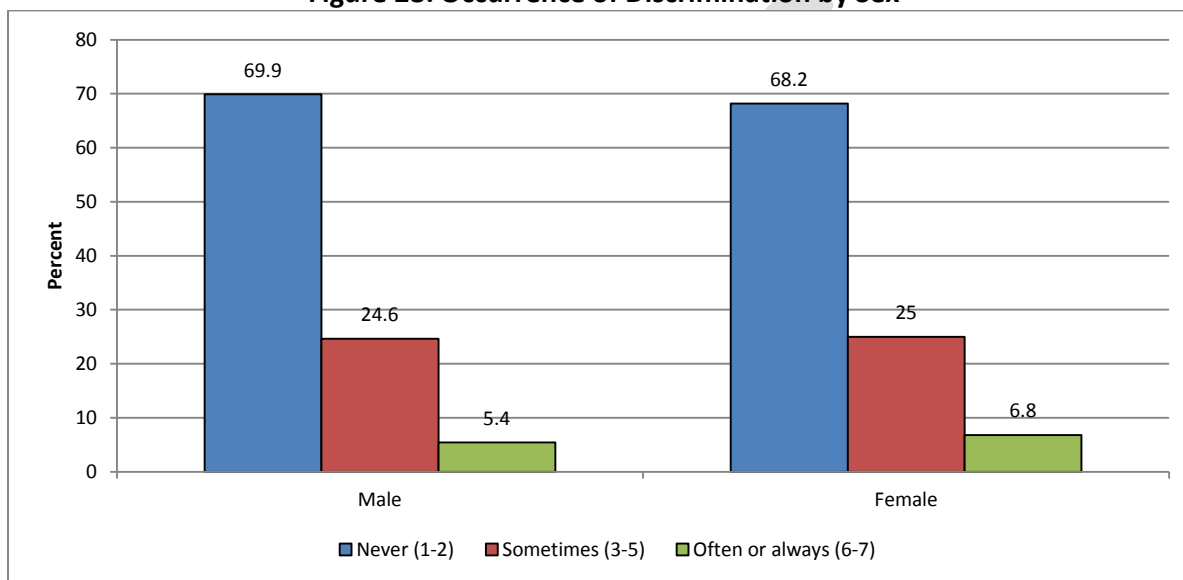
## Discrimination

Unfortunately, discrimination can be a part of immigrants' lives and an important barrier to their successful settlement. Fortunately, when asked how often they or another member of their family

have experienced discrimination or been treated unfairly by others because they are an immigrant, the majority of respondents (69%) in the Western Canada Settlement Survey reported never. Immigrants were asked to choose a number on a scale of one to seven, with one being never and 7 being always. While the majority chose one or two on the scale, it is unfortunate that some immigrants (6.2%) chose six or seven.

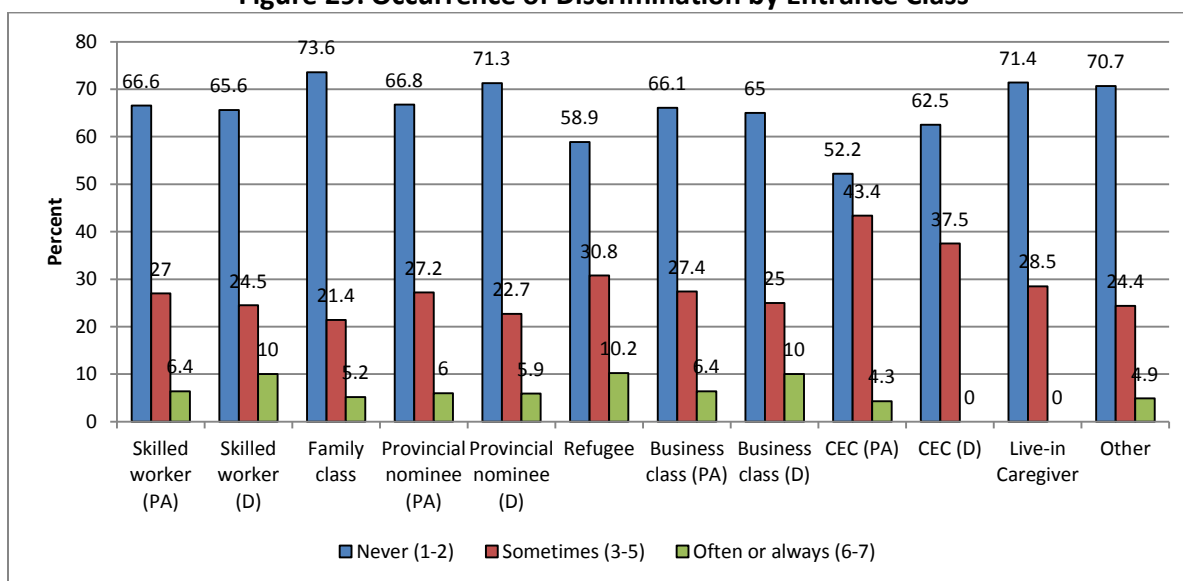
Once again there are only slight sex differences, with females (6.8%) being slightly more likely than males (5.4%) to often or always experience discrimination (see Figure 28).

**Figure 28: Occurrence of Discrimination by Sex**

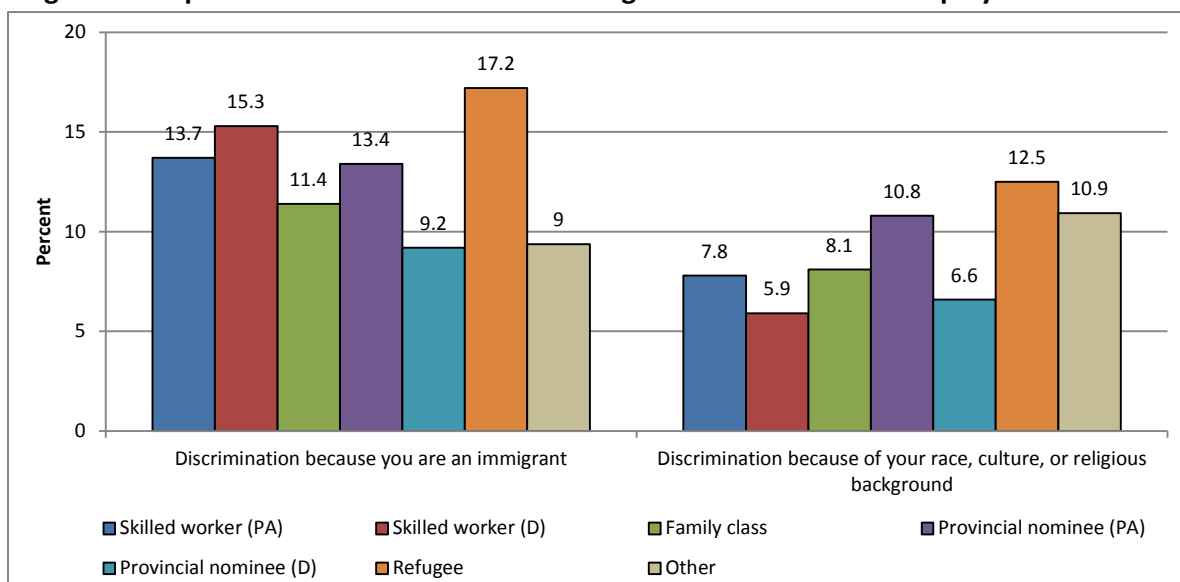


More variation is evident when entrance class is considered. Refugees (10.2%), dependents in both the skilled worker (10%) and business class (10%) categories are most likely to have often or always experienced discrimination or been treated unfairly because they are immigrants. The family class (73.6%) is the most likely to have never experienced discrimination (see Figure 29).

**Figure 29: Occurrence of Discrimination by Entrance Class**

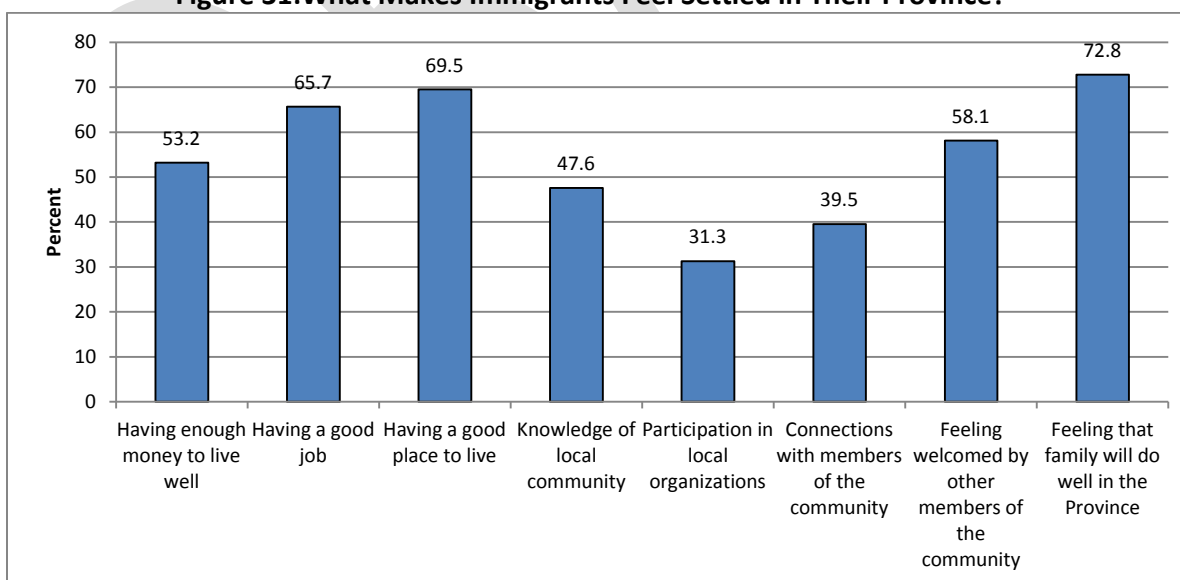


Discrimination can be experienced in a number of different settings and can have varied consequences. For example, of those immigrants who have found it difficult to find a job, 8.8% indicate that one of the reasons could be because employers discriminate against immigrants and 4.9% say it could be because employers discriminate against individuals of their race, culture or religious background. In addition, when getting the help they need to settle 12.6% of immigrants state that they have experienced discrimination because they are an immigrant and 8.4% indicate that they have experienced discrimination because of their race, culture or religious background. Refugees are most likely to experience some form of discrimination in getting the help they need to settle. In Figure 30, the "other" category includes business class immigrants (principal applicants and dependents), Canadian Experience Class (principal applicants and dependents), Live-in caregivers, and other because of small individual cell sizes.

**Figure 30: Experienced Discrimination in Getting Needed Settlement Help by Entrance Class**

### What Do Immigrants Need to Feel Settled?

In the Western Canada Settlement Survey, immigrants were asked to rate on a scale of one (not at all) to seven (extremely) what would make them feel settled in their Province. Immigrants were most likely to select "feeling that your family will do well in your Province" as the thing that would make them feel the most settled. Ensuring that their family did well was followed by having a good place to live (69.5%). Participating in a local organization was the least likely to make immigrants feel settled (see Figure 31).

**Figure 31: What Makes Immigrants Feel Settled in Their Province?**

**Conclusion**

Clearly, there remains a significant amount of analysis to be completed for the final report. In the next version of this report, we will complete the analysis of the three settlement surveys with regard to more closely examining the provincial differences in various settlement outcomes and occupational outcomes. Layering on the results of the IMDB and LSIC will provide additional confirmation (or questioning) of the trends we have witnessed in settlement outcomes during the past decade.

DRAFT

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