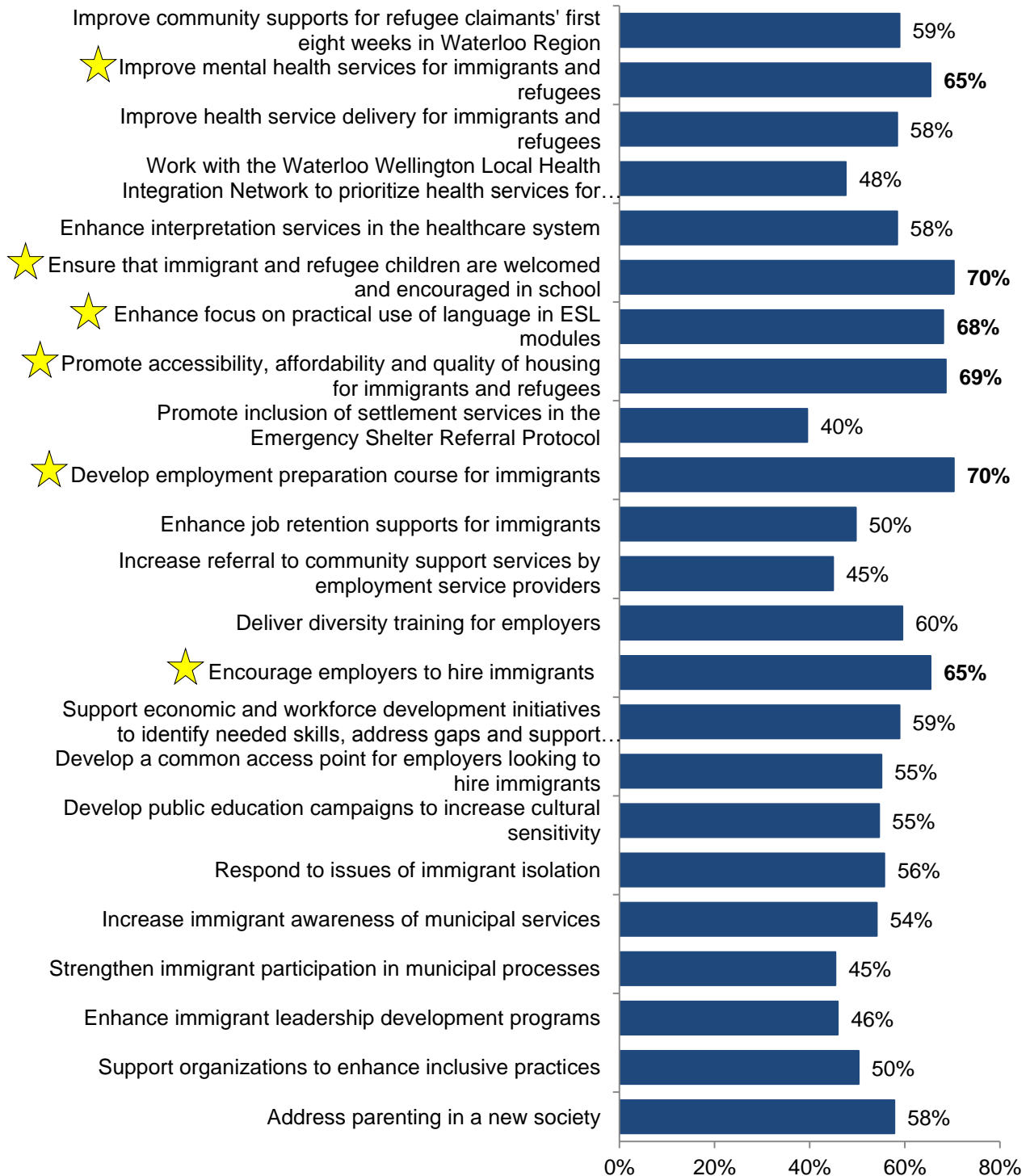


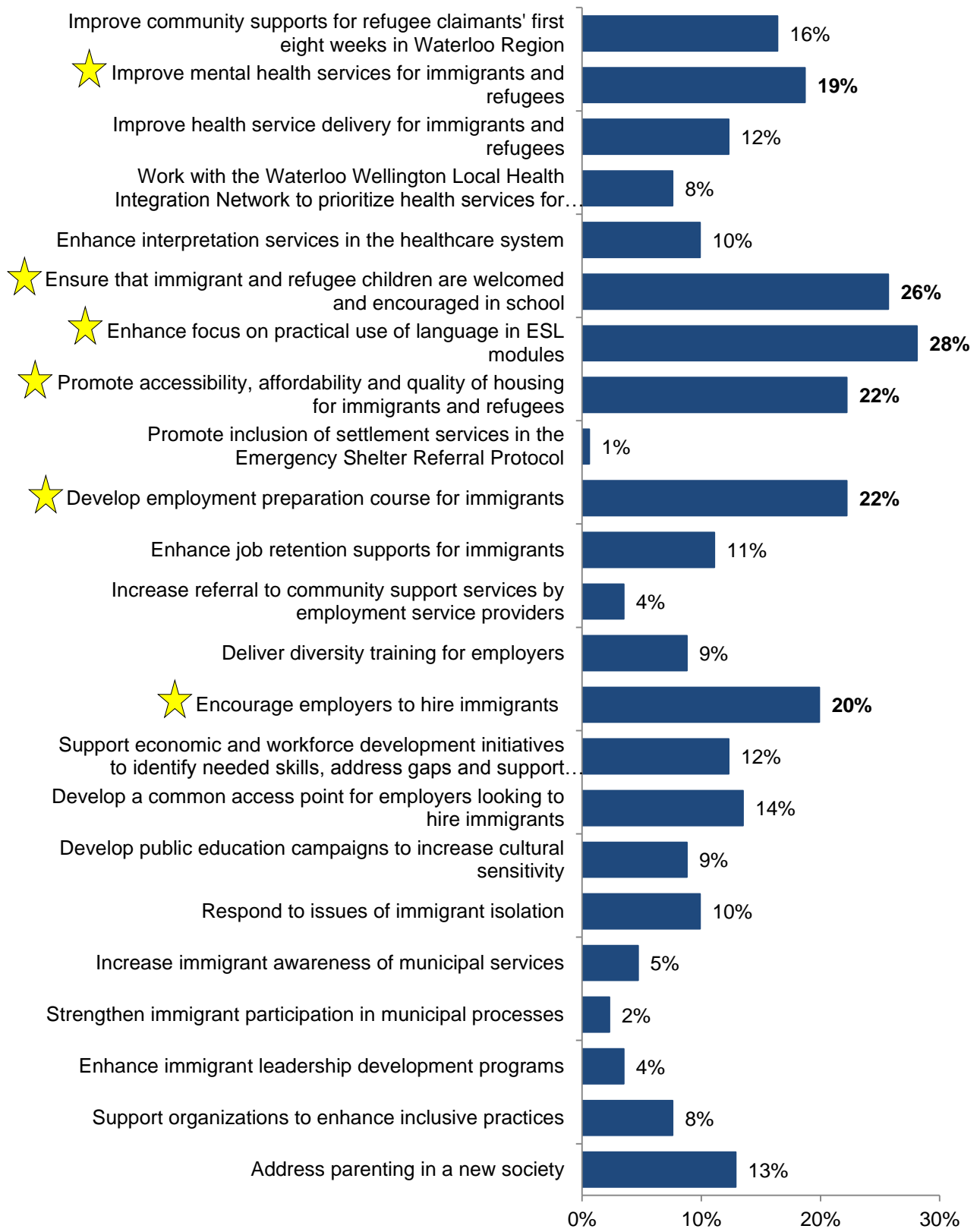
## Community Survey – Results Summary

A community survey was done in September 2016, asking community members for their input on what priorities they think the Immigration Partnership should focus on. Of the 217 responses, 128 respondents were immigrants and refugees and 89 respondents were Canadian-born individuals who serve/work with or employ immigrants and/or refugees.

### % of Survey Respondents that Agreed the Action Should Continue to be a Priority for IP



## % of Survey Respondents that Agreed the Action Should be a TOP THREE Priority for IP



## Biggest Challenges Experienced by Immigrants and Refugees and the Most Important Changes to make Settling Easier

Greatest Challenges	Most Important Changes
<b>1. Finding work (24)</b>	
<ul style="list-style-type: none"> <li>• Losing career recognition and re-establishing it</li> <li>• Getting academic background recognized</li> <li>• Getting Canadian work experience</li> <li>• Not being allowed to work until getting Permanent Residency or a work permit</li> <li>• Low salary jobs</li> <li>• Finding work as a woman with a hijab</li> </ul>	<ul style="list-style-type: none"> <li>• Allow people to work while waiting for Permanent Residency</li> <li>• Create more jobs</li> <li>• Connect them with job recruiters</li> <li>• Assist them in getting opportunities, volunteer or paid, with any organization</li> <li>• Find job counselors who take the time to listen and evaluate all of your experience/diplomas</li> <li>• Inform them of the challenges of finding work before they get to Canada</li> <li>• Align work to their interest and skill/expertise</li> <li>• More manufacturing jobs available</li> <li>• Help employers become comfortable hiring skilled immigrants</li> <li>• Find ways for them to gain Canadian experience</li> <li>• Strengthen connections between employers and employment service providers</li> <li>• Provide a living wage</li> <li>• Allow them to work more quickly</li> <li>• More job mentorship</li> <li>• Allow a probationary placement in their area of expertise to test their skills and qualifications as compatible to Canadian experience</li> </ul>
<b>2. Learning English (16)</b>	
<ul style="list-style-type: none"> <li>• Not being able to communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Better ESL teaching</li> <li>• Having translation available</li> <li>• More connections with English-speakers</li> <li>• Help communication with neighbours</li> </ul>
<b>3. Learning where &amp; how to do things (14)</b>	
<ul style="list-style-type: none"> <li>• Not knowing where services are or what they do</li> <li>• Not knowing how the legal system works</li> <li>• Getting inconsistent information from agencies is confusing</li> <li>• Not knowing what resources are available in the community</li> <li>• Not knowing how systems work</li> <li>• Not knowing laws</li> </ul>	<ul style="list-style-type: none"> <li>• Needs a guidance process, thorough mentorship program and follow-up</li> <li>• Fun and innovative information sessions</li> <li>• Better coordination of services</li> <li>• Services need to work together</li> <li>• Have a guide walk them through everything</li> <li>• More information made available on settlement</li> <li>• More community outreach</li> </ul>

Greatest Challenges	Most Important Changes
<ul style="list-style-type: none"> <li>• Difficulty accessing medical and dental services</li> <li>• No one reaching out to them or guiding them to navigate the system</li> <li>• Lack of local knowledge</li> <li>• Not being looked after/ no follow up from programs</li> <li>• Have to start over and tell their story to every different agency</li> </ul>	<ul style="list-style-type: none"> <li>• More marketing of community services</li> <li>• Have one place where they get all of their information</li> <li>• Have workshops/seminars on everything they need to know</li> <li>• Have a welcome package with everything in it</li> <li>• Have an orientation program that gives an overview of the region, job opportunities, schools, activities, etc.</li> <li>• Put all information on a website</li> </ul>
<b>4. Lack of community &amp; support (11)</b>	
<ul style="list-style-type: none"> <li>• Loneliness/no friends</li> <li>• Not having my family and people close by</li> <li>• No social network or support</li> <li>• Not having a social life</li> <li>• Hard to meet people</li> <li>• Not feeling a part of a bigger community</li> </ul>	<ul style="list-style-type: none"> <li>• Help build connections with Canadian-born individuals and settled immigrants</li> <li>• Have more community events</li> <li>• Have more host programs to help families integrate</li> <li>• Provide opportunities to meet people</li> <li>• Help them get to know Canadians and have Canadian friends</li> <li>• Have a support group so they don't feel alone</li> </ul>
<b>5. Finding housing (7)</b>	
	<ul style="list-style-type: none"> <li>• More affordable housing</li> <li>• Guidance to find housing</li> </ul>
<b>6. Adjusting to a new culture (5)</b>	
<ul style="list-style-type: none"> <li>• Ignorance of the seasons/weather</li> <li>• Understanding the accent</li> <li>• Knowing how to integrate culturally</li> <li>• Ignorance of food, clothing, customs, etc.</li> </ul>	
<b>7. Discrimination (2)</b>	
<ul style="list-style-type: none"> <li>• Assumptions/jokes about oneself because of country of origin</li> <li>• Having to prove oneself</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce negative stereotypes</li> <li>• Help them know their culture/religion are valued</li> </ul>

## Most Important Changes to Increase Belonging

### 1. Having a job (12)

- Being recognized for my past employment, work experience, and education

### 2. Build connections with Canadian born individuals (10)

- Help build friendships
- Match them with volunteers who will help them make connections

- Provide opportunities to network and integrate with Canadians
- More networking events to meet local people

**3. Promote community events and neighbourhood activities (10)**

- More marketing of community resources and events
- Better communication of what's going on
- Better community outreach programs
- Help them know what is going around in their area

**4. Educate the community on diversity and inclusion (5)**

- Help community be more open to diversity
- Create more openness to what other cultures have to offer
- Help them feel welcomed and accepted
- Educate the community to accept immigrants

**Biggest Challenge for Serving/Employing Immigrants and Refugees and Most Important Change to make Serving/Employing Immigrants and Refugees Easier**

Greatest Challenges	Most Important Changes
<b>1. Language Barrier (57)</b>	
<ul style="list-style-type: none"> <li>• Communication challenges</li> <li>• Difficulty understanding their needs</li> <li>• Coordinating interpretation services</li> <li>• Not enough translated written materials</li> <li>• Finding interpreters in all languages in a timely manner</li> <li>• Accessing language classes in their neighbourhood</li> <li>• Too high of costs for interpretation services</li> <li>• Lack of low cost qualified interpreters on an ongoing basis</li> <li>• Helping refugees access to English classes</li> <li>• Limited training on how to work with ESL folks</li> <li>• Difficulty for immigrants to understand the program and what is expected of them</li> </ul>	<ul style="list-style-type: none"> <li>• More ESL in the work environment</li> <li>• Need to offer child care</li> <li>• More creative ways of teaching English</li> <li>• More translation services/assistance</li> <li>• More funding for ESL for a long enough time</li> <li>• More funding for child care at ESL</li> <li>• More funding for interpreters</li> <li>• Better training of basic communication strategies for service providers</li> <li>• Funding for interpretation and translation built into all civic institutions (health care, education, gov't)</li> <li>• Need to remove transportation and child care barriers to accessing ESL</li> <li>• A quick way to translate documents, paperwork, forms, etc.</li> <li>• Easy access to free interpretation services</li> <li>• Training of all mainstream service providers on how to work with ESL folks</li> <li>• More access to free interpretation services</li> <li>• More support/funding for volunteers helping with conversational English</li> </ul>

Greatest Challenges	Most Important Changes
	<ul style="list-style-type: none"> <li>• Have a list of available Arabic services available online</li> <li>• Have a list of bilingual service providers online</li> <li>• Partner Canadians with newcomers to help gain English language skills</li> <li>• More one on one tutors for English</li> <li>• Funding for interpreters of peer helpers</li> <li>• Align their English training with the field they are looking for work in</li> <li>• Help newcomers recognize the importance of English language assessments</li> <li>• Encourage use of the language line</li> <li>• More support of conversational English</li> <li>• Encourage more diversity/bilingualism within agencies</li> </ul>
<b>2. Finding them employment (14)</b>	
<ul style="list-style-type: none"> <li>• Lack of jobs</li> <li>• Unwillingness of employers to hire newcomers</li> <li>• Difficulty finding jobs that align with their skill set, education and work experience</li> <li>• Finding jobs that offer a living wage</li> <li>• Discrimination against foreign gained experience</li> <li>• Finding them meaningful work</li> <li>• Lack of trust/confidence of employers towards newcomers</li> <li>• Not having overseas experience recognized</li> <li>• So many barriers to access employment</li> </ul>	<ul style="list-style-type: none"> <li>• Review the system for hiring processes/requirements – are there unnecessary systemic barriers that we can break?</li> <li>• Make the process for employment simple and easy</li> <li>• Create ways to help employers hire people with lower English skills</li> <li>• Find more employment opportunities that require low English skills</li> <li>• A central agency to connect them to work/volunteer opportunities that uses their qualifications and experience</li> <li>• Help create wider recognition of foreign credentials/education</li> <li>• Help professional newcomers get re-certified</li> <li>• Help create easy access to training in their field</li> <li>• Create short-term programs that offer job placement</li> <li>• Provide a grant for employers to hire foreign-trained professionals</li> <li>• Work with HR so they become more educated of the opportunities/ benefits of employing newcomers</li> <li>• Promote them getting their World Education Services (WES) evaluation and help HR understand/value the WES evaluation</li> <li>• Educate employers of the benefits of hiring newcomers</li> </ul>

Greatest Challenges	Most Important Changes
	<ul style="list-style-type: none"> <li>• Teach immigrants how to show confidence during job interviews despite limited English</li> <li>• Help newcomers understand the Canadian job market</li> </ul>
<b>3. Cultural barriers (11)</b>	
<ul style="list-style-type: none"> <li>• Not understanding their culture</li> <li>• Not knowing their different culture practices</li> </ul>	<ul style="list-style-type: none"> <li>• Provide online information about the different cultures</li> <li>• Provide basic information of the different cultural factors</li> </ul>
<b>4. Systems Issues (10)</b>	
<ul style="list-style-type: none"> <li>• Lack of coordination between levels of government to address newcomer needs leading to duplication or gaps in funding/services</li> <li>• Funding structures create eligibility requirements that are frustrating and confusing</li> <li>• No discretionary funds for helping meet the basic needs of refugee families on OW</li> <li>• Issues/barriers when there's wrong information on paperwork/documents</li> <li>• Bureaucracy and rules of service providers and gov't agencies</li> <li>• Rigid structures and timelines of the refugee claim process</li> <li>• Too little funding for services</li> <li>• Too little resources for services</li> <li>• Long processing times for grant applications</li> <li>• Funding of projects, not programs</li> </ul>	<ul style="list-style-type: none"> <li>• Reworking of the Refugee Protection Division (RPD) system to make it fair and just – faster access to OW, automatic work permits, etc.</li> <li>• Help organizations recognize the barriers they create with their eligibility requirements and work to remove them</li> </ul>
<b>5. Lack of coordination/collaboration (3, but 25 comments on how to improve)</b>	
<ul style="list-style-type: none"> <li>• Little local coordination of agencies serving newcomers</li> <li>• Lack of collaboration between agencies</li> <li>• Little coordination in the re-settlement effort</li> <li>• There's no one place to go for information about services or to receive services</li> </ul>	<ul style="list-style-type: none"> <li>• Improve collaboration between agencies</li> <li>• Work together as a community</li> <li>• Collaboration/communication on what services are available where</li> <li>• Sharing of resources between agencies</li> <li>• Make a clear pathway to appropriate services</li> <li>• Have one spot for newcomers to go to learn about services and job opportunities – a one stop shop</li> <li>• Have a central agency for volunteers to get connected to agencies and matches the volunteer appropriately</li> <li>• More cooperation between government agencies, service providers, and the community</li> </ul>

Greatest Challenges	Most Important Changes
	<ul style="list-style-type: none"> <li>• Provide services in one location for all newcomer needs</li> <li>• Build collaboration into funding agreements to ensure there are no wrong doors to accessing services across all immigration categories</li> <li>• Provide navigational supports to agencies</li> <li>• Provide a wholistic approach to service that recognizes the interconnectedness of the issues newcomers face</li> <li>• Have a single id card for refugees to access all the services they require</li> <li>• Reduce the competition among agencies</li> <li>• Have a centralized resource system for mentors so they can access all resources and help refer newcomers</li> <li>• Affirm those organizations that collaborate with each other</li> <li>• More collaboration between settlement, outreach, and other service organizations</li> </ul>
<b>6. Lack of integration (5)</b>	
<ul style="list-style-type: none"> <li>• Difficulty helping newcomers take the time to adapt to the new culture</li> <li>• Difficulty helping them understand the Canadian culture and ways</li> <li>• Dealing with newcomers who aren't motivated to integrate into Canadian society</li> </ul>	<ul style="list-style-type: none"> <li>• Re-establish a partnering program that pairs newcomers with Canadians to help facilitate their integration into community</li> <li>• Host events that provide opportunities for volunteers to meet newcomers on a casual basis</li> <li>• Create a relaxed environment where newcomers can integrate with Canadians (e.g., a community fair that celebrates their heritage while sharing it with Canadians)</li> </ul>
<b>7. Racism/discrimination (5)</b>	
<ul style="list-style-type: none"> <li>• Dealing with negative attitudes towards newcomers</li> <li>• Lack of acknowledgement of larger systemic racism and biases that exist in the service sector and broader community</li> <li>• Discrimination towards foreign work experience</li> <li>• Unwillingness of employers to hire immigrants</li> </ul>	<ul style="list-style-type: none"> <li>• Create greater awareness of racism experienced by newcomers</li> </ul>
<b>8. Transportation (5)</b>	
<b>9. Unrealistic Expectations leading to disappointment (5)</b>	
<b>10. Awareness of Programs (5)</b>	