

Waterloo Region Immigrant Survey 2021 (Full Version)

We want to hear from you about the welcoming, integration and wellbeing of immigrants in Waterloo Region. The Immigration Partnership will use the survey results to guide how more than 60 organizations work together to improve services and living experiences for immigrants in Waterloo Region.

This survey is for all immigrants living or working in Waterloo Region. This includes people born outside Canada who are now permanent residents, temporary residents, Canadian citizens, or foreign nationals (including refugees, refugee claimants, international students and more).

Please complete this survey by June 21. It will take about 10-20 minutes.

This survey is anonymous and you do not have to provide your name. When you finish the survey, you can choose to enter your name into a draw for a prize. If you provide this information, it will not be connected to your survey answers and will only be used for the draw. Draw prizes include a \$200 prepaid Visa card, \$100 gift certificates to local immigrant-run restaurants and Tim Horton's gift cards.

Completing the survey is voluntary. Each person may react differently when reflecting on the questions, and it may raise anxiety for some people. You can skip any question you do not want to answer.

All the information you provide will remain confidential. Only the Immigration Partnership survey staff will have access to the raw information.

If you have questions or are not able to fill out this survey online and would prefer to respond by phone, email or on paper, contact the Immigration Partnership at ImmigrationPartnership@regionofwaterloo.ca or call 519-575-4757 x3172.

Thank you for taking the time to complete this survey and helping to make a difference in your community.

The Immigration Partnership is a group of community members and more than 60 organizations working together to help immigrants reach their full potential and contribute to creating and sustaining a thriving, prosperous community for everyone. To find out more see www.immigrationwaterlooregion.ca/ImmigrationPartnership

Section A: Basic Information

1. Which of the following best describes you?

- I immigrated to Canada as an economic-category immigrant
- I immigrated to Canada as a family-category immigrant
- I immigrated to Canada as a government assisted refugee
- I immigrated to Canada as a privately sponsored refugee (including BVOR – Blended Visa Office Referred)
- I am currently in Canada as a refugee claimant
- I am currently in Canada as an international student
- I am currently in Canada on a temporary work visa
- Unknown
- I was born in Canada (**This survey is for people who were born outside of Canada and now live or work in Waterloo Region.)
- Other (please specify) _____

2. How long have you been living in Canada?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 10+ years

3. What is your first language? (Your first language is the language you first learned at home and still understand.)

- English
- French
- Amharic
- Arabic
- Farsi/Persian
- German
- Hindi
- Mandarin
- Portuguese
- Punjabi
- Rohingya
- Romanian
- Serbo-Croatian
- Somali
- Spanish
- Tigrinya
- Turkish
- Urdu
- Vietnamese
- Other: _____

4. How well can you communicate in English?

- Very well
- Well
- Fairly well
- Poorly
- Not at all

5. Where do you live?

- Kitchener
- Waterloo
- Cambridge
- Township of North Dumfries
- Township of Wellesley
- Township of Wilmot
- Township of Woolwich
- Other (please specify) _____

6. If you are a temporary resident, are you hoping to stay permanently in Waterloo Region?

- Yes
- No
- Unsure
- Not applicable

Section B: Use of Community Services

7. Please rate your experience with following services in the last 12 months in Waterloo Region.

	Excellent	Very good	Good	Acceptable	Poor	Did not access
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and/or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English language learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpretation/translation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local government/bylaw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement/immigrant services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small business/entrepreneurial supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other community services (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If you have not used any of the services listed above, what are the reasons?

- I was not aware of the services but if I was I would have used them
- I was not aware of the services but even if I was I would not have used them
- I did not need the services
- I did not qualify for the services
- Other (please specify) _____
- Not applicable

9. If you accessed services during the COVID-19 pandemic, indicate if they were:

(select all that apply)

- In-person
- Virtual - online
- Virtual - by phone or other ways other than online
- I did not access services
- Other (please specify) _____

10. If you did not access services virtually, please indicate why:

(select all that apply)

- I didn't need any virtual services
- Services were not available virtually
- Services were not available virtually in my language
- I didn't have the tools to access services (internet access, laptop, mobile phone or other device)
- I am not comfortable accessing virtual services
- Not applicable or unsure
- Other (please specify) _____

11. If you had particularly good or particularly difficult experiences with new virtual services please share the reasons. _____

12. If you accessed employment services in the past year, how useful were they in helping you to look for or find employment?

- Very useful
- Somewhat useful
- Not very useful
- Not at all useful
- I did not access employment services in the past year

13. If you accessed housing services in the past year, how useful were they in helping you to find housing?

- Very useful
- Somewhat useful
- Not very useful
- Not at all useful
- I did not access employment services in the past year

14. If you accessed English language learning services in the past year, how useful were they in helping you to learn English?

- Very useful
- Somewhat useful
- Not very useful
- Not at all useful
- I did not access English language learning services in the past year

15. If you or a family member went to a hospital, health clinic or talked to a health professional in the past year, did the health clinic provide in-person or phone/video interpretation?

- Language interpretation was provided for me at a hospital, clinic or with a health professional
- I wanted language interpretation at a hospital, clinic or with a health professional but did not receive it
- I brought a family member or friend with me to communicate with the health professionals in English
- I did not need language interpretation
- I did not go to a hospital, clinic or health professional
- Other (please specify) _____

16. Please share any specific reasons for your answers in the last several questions about using employment, housing, language or health services. Feel free to include specific suggestions for how services could be improved. _____

Section C: Belonging

17. How do you feel about your life as a whole right now?

Using a scale of 0 to 10, where 0 means “very dissatisfied” and 10 means “very satisfied,”

18. How welcoming is the Waterloo Region community to immigrants?

Using a scale of 0 to 10, where 0 means “not at all welcoming” and 10 means “very welcoming,”

19. How do you describe your sense of belonging in Waterloo Region?

(Sense of belonging is when you feel accepted and valued by others around you. It is when you feel like Waterloo Region is truly your home.)

- Very strong
- Somewhat strong
- Somewhat weak
- Very weak
- Don't know / no opinion

20. Have you felt isolated or alone in the last 12 months in Waterloo Region?

- A great deal
- Quite a bit
- Somewhat
- A little bit
- Not at all

21. In the last 12 months, have you experienced discrimination or been treated unfairly by others in Waterloo Region?

- Yes
- No

22. If you did experience discrimination, in what types of situations did you experienced that? (Select all that apply.)

- In a store, bank or restaurant
- At work or when applying for a job or a promotion
- When dealing with the police
- When dealing with the courts
- When crossing the border into Canada
- At school or university
- At a health centre
- When looking for housing
- At community/public events
- When accessing services?
- Other (please specify): _____

Section D: Challenges and Solutions

23. How would you describe your overall experience of moving to and integrating in Waterloo Region?

- Excellent
- Good
- Neutral
- Not very good

24. What are the biggest challenges you or your family have experienced in the last year in Waterloo Region? (Select all that apply.)

- Learning English
- Finding work
- Learning where and how to do things
- Receiving public or social services (e.g. settlement services, government services, etc.)
- Making friends or social connections
- Being socially isolated
- Discrimination/racism
- Negative public opinion
- Finding affordable housing
- Transportation
- Accessing health care
- Accessing mental health care
- Accessing relevant programming in local community centres, arts & culture spaces, libraries, etc.
- Making sure your kids are okay at school and in the community
- Starting a new business
- Accessing and using technology/internet
- Getting information you need in a language you understand
- Other (please specify): _____

25. What helped you most in the last year in Waterloo Region? (Select all that apply.)

- Making friends
- Finding work
- Having family support
- Belonging to a religious group
- Worker at an organization that helps recent immigrants
- Community programs and services
- Being involved in a cultural association or connection with others that share your background or language
- Volunteering
- Other community group
- Other (please specify): _____

26. What are the top 3 changes that would better enable immigrants to reach their full potential in Waterloo Region? (Select only 3 of the options below.)

Immigrants includes people living in Waterloo Region who are Canadian citizens, permanent residents, temporary residents or foreign nationals.

- More opportunities to help improve English skills
- Availability of interpretation and translation
- More affordable housing options
- A central location where immigrants can receive settlement and other services in one place
- More effort by community services to better serve immigrants
- More or better programs for immigrants to find work
- Educate employers on the value and ways of hiring, retaining and promoting immigrants
- English learning opportunities in workplaces
- A central place for employers to find immigrant workers and where workers can find employment opportunities
- Actions to reduce racism and discrimination towards immigrants
- Actions to improve the social connectedness of immigrants
- Actions to increase welcoming and acceptance of immigrants

- More relevant programming in local community centres, arts & culture spaces, libraries, etc.
- Greater voice or involvement in community leadership and planning
- Better collaboration and coordination between service agencies
- Better internet/technology access and training
- More funding for... (please specify using "Other" below)
- Other (please specify): _____

Section E: Community Contributions

27. Why did you come to Waterloo Region? (Select your top 3 reasons)

- Family or friends that live in Waterloo Region
- Waterloo Region was more affordable than other communities
- Post-secondary institutions
- For a job in Waterloo Region
- A healthy local economy
- Cultural or language groups in this community
- Community services and supports in this community
- I didn't chose Waterloo Region - the community was chosen for me
- Other (please specify): _____

28. What makes you want to stay in this community? _____

29. What are some of the ways you contribute to creating a thriving and prosperous community for everyone? (Select all that apply)

- I help out my neighbours when they need it
- I provide unpaid help for family members (children, grandparents, etc.)
- I am on a board of directors or other committee
- I volunteer with youth sports (coaching, driving youth, etc.)
- I tutor or help youth learn in this community
- I volunteer in cultural or ethnic association activities
- I volunteer with other community organizations, groups or faith communities
- I donate to local charities
- I help newcomers to Canada as they make their home in our community
- I speak up for fairness and treat people with kindness in my community
- I participate in political activities (voting, writing to my political representative, etc.)
- I am a business owner and my business contributes to our community's economy
- I contribute with my skills and experience to the local economy through my job
- I build my skills so I can better contribute to this community (learning English, further education, building professional skills, etc.)
- I contribute to improving the natural environment in my community (recycling, picking up garbage, planting trees, etc.)
- I help people to stay healthy by working in the health care sector during the current pandemic
- Other (please specify): _____

30. If you would like to share a story that illustrates one of the above contributions that you are particularly proud of, please do so here:

31. Please share any additional comments or ideas about how to help improve the welcoming, integration and wellbeing of immigrants in Waterloo Region. _____

Section F: Demographics

These final demographic questions are intended to help organizations supporting immigrants to understand how to build programs and services that meet the needs of diverse groups. While all these questions are optional, your answers are important. We want to make sure we are hearing from immigrants across many different groups in Waterloo Region.

32. What is your age?

- 15-19 years
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

33. Which would best describe you? (Select all that apply.)

- Arab
- Black
- Chinese
- Filipino
- Japanese
- Korean
- Latin American
- South Asian
- Southeast Asian
- West Asian
- White
- Prefer not to answer
- Other (please specify): _____

34. What is the highest level of education you have completed?

- No formal education
- Elementary school
- High school or equivalent
- Trade/technical school
- College diploma
- Bachelor's degree
- Master's degree
- PhD
- Prefer not to answer

35. How would you describe your gender identity?

- Man
- Non-binary
- Woman
- Prefer to self-describe (please specify): _____
- Prefer not to answer

36. Do you identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning)

- Yes
- No
- Prefer not to answer

37. Are you living with a disability (physical or mental) or a chronic illness that limits your activity?

- Yes
- No
- Prefer not to answer

38. If you are a member of a faith community, please share which one:

- Christian
- Muslim
- Jewish
- Hindu
- Sikh
- Other (please specify): _____
- I am not a member of a faith community
- Prefer not to answer

39. What is your paid employment status?

- I am employed (working full time)
- I am employed (working part time)
- I am unemployed but seeking work
- I am self-employed
- I am not in the paid workforce (retired, caring for children, not seeking work, etc.)
- Prefer not to answer
- Other (please specify): _____

40. Is your current housing suitable and affordable for you?

(i.e., are there enough bedrooms, is it in good repair, and can you afford it with your other living expenses)

- Yes
- No (please explain): _____

41. Is your household income enough for the needs of you and your family?

- Our income is **enough** for our needs
- Our income is **not quite enough** for our needs
- Our income is **definitely not enough** for our needs
- Prefer not to answer

42. Are you in a job that is at the same level as your skills and experience?

(i.e., are there enough bedrooms, is it in good repair, and can you afford it with your other living expenses)

- Yes
- No
- Not applicable
- Prefer not to answer

43. How did you find out about this survey?

- A community organization I am connected to shared the link with me
- Poster
- Social media
- Someone in my community told me about it
- Other (please specify): _____

44. Are you interested in sharing your thoughts in the future by participating in other surveys or research by the Immigration Partnership?

- Yes
- No

If you are interested in participating in future surveys or research, please send your name and your email or phone number to ImmigrationPartnership@regionofwaterloo.ca or call 519-575-4757 x3172.

If you want to, you can chose to enter your name and contact information into a draw for a prize. The prizes include Draw prizes include a \$200 prepaid Visa card, \$100 gift certificates to local immigrant-run restaurants and Tim Horton's gift cards. The information you share for the draw will not be linked to your survey answers.

45. Do you want to enter your contact information into a draw for a prize?

- Yes
- No

If you want to enter your name into the draw, also send your name and your email or phone number to ImmigrationPartnership@regionofwaterloo.ca or call 519-575-4757 x3172.

If you have any questions or need more information about this survey, contact ImmigrationPartnership@regionofwaterloo.ca or call 519-575-4757 x3172.

We will share the results of this and other surveys at www.immigrationwaterlooregion.ca/resources.

Thank you for taking the time to complete this survey and helping to make a difference in your community.