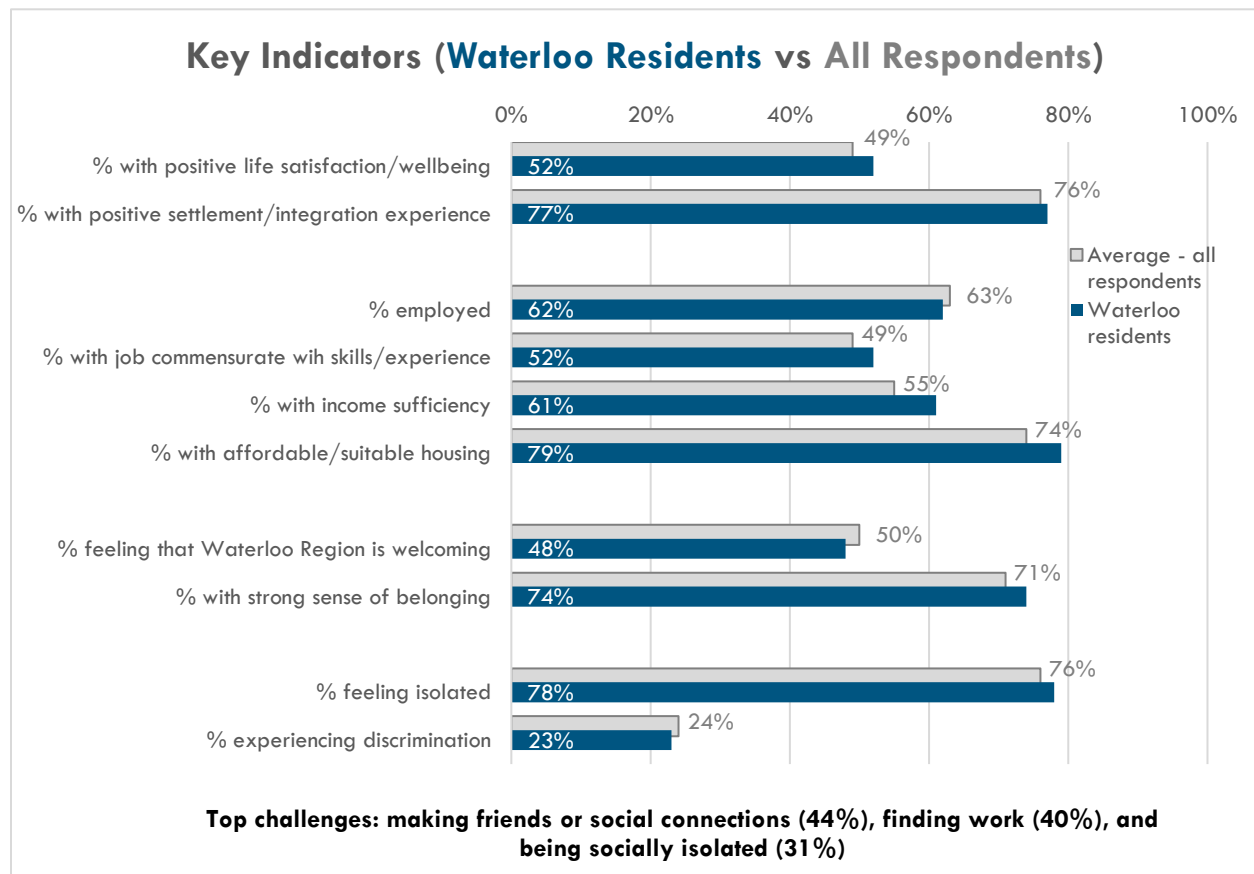


# Immigrants Living in Waterloo

## 2021 Immigrant Survey Profile

This profile highlights the experiences of 344 immigrants living in the City of Waterloo as reported in the Immigration Partnership's 2021 Immigrant Survey. It is a subset of a regional survey of 1,507 immigrants focused on their experiences of living in Waterloo Region. Full analysis of survey findings and details about the methodology are available in the 2021 Immigrant Survey Summary Report at [www.immigrationwaterlooregion.ca/ImmigrantSurvey](http://www.immigrationwaterlooregion.ca/ImmigrantSurvey).



### Key Insights

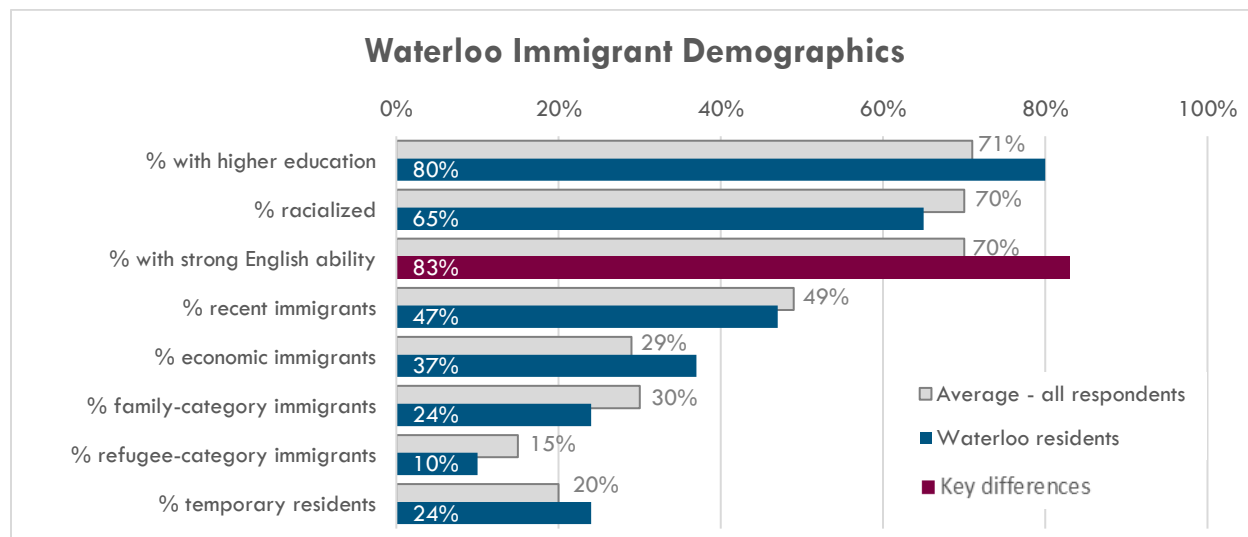
- Waterloo respondents were more likely than overall survey respondents to have immigrated as economic immigrants (37% vs 29%)
- Waterloo residents with a non-English first language were more likely to speak English well or very well (83% vs 70%)
- Waterloo residents noted their top challenges were making friends or social connections, finding work and being socially isolated
- Waterloo residents were more likely to have a Bachelor's degree or higher (80% vs 71%)

- Waterloo residents rated services that they had used in the past year as follows:

	Accessed Service	Rated Positively	Rated Negatively
Education	71%	89%	11%
Employment and/or skills training	59%	75%	25%
English language learning	47%	84%	16%
Health	92%	72%	28%
Housing	65%	66%	34%
Interpretation/translation	36%	79%	21%
Legal	38%	81%	19%
Local government/bylaw	58%	75%	25%
Mental health	44%	65%	35%
Police	48%	81%	19%
Settlement/immigrant services	48%	80%	20%
Small business/entrepreneurial supports	36%	73%	27%
Other community services	23%	56%	44%

- Compared to all Immigrant Survey respondents, Waterloo residents were more likely to positively rate housing services (66% vs 60%) and small business/entrepreneurial supports (73% vs 67%)
- Among respondents who had not used services:
  - 23% said they didn't use services because they weren't aware of them (but would have if they had known)
  - 5% weren't aware but wouldn't have used them anyway
  - 74% didn't need the services
  - 6% didn't qualify for the services
- When asked how they accessed services during the COVID-19 pandemic:
  - 37% accessed services in-person
  - 71% accessed services virtually – online
  - 43% accessed services virtually – by phone or other ways other than online
- They were less likely to find language learning services accessed in the past year to be useful in helping them learn English (82% vs 89%)
- The most frequently noted challenges among Waterloo respondents were: making friends or social connections (44%), finding work (40%), and being socially isolated (31%)
- When asked what had helped them most in the past year, the most frequently mentioned responses were: having family support (44%), making friends (37%), and finding work (22%)
- When asked what changes would help immigrants reach their full potential, the most frequent suggestions were: more affordable housing options (48%), educate employers on the value and ways of hiring, retaining and promoting immigrants (31%), more opportunities to help improve English skills (26%), and more or better programs for immigrants to find work (26%)
- Temporary resident respondents living in Waterloo were less likely to want to stay permanently in Waterloo Region (53% vs. 58%)

## Demographic Profile of Waterloo Respondents



- Waterloo respondents were more likely than overall survey respondents to have immigrated as economic immigrants (37% vs 29%), and less likely to have immigrated as family-category immigrant (24% vs 30%)
- 5% had been in Canada less than a year, 42% 1 to 5 years, 17% 6 to 10 years, and 36% more than 10 years
- Waterloo respondents were more likely to have English as a first language (24% vs 16%). Their other top first languages were: Arabic (12%) and Chinese languages (8%)
  - Waterloo respondents with a non-English first language were more likely to speak English well or very well (83% vs. 70%) and less likely to speak English poorly or not at all (2% vs 9%).
- 9% were youth (age 15-24y), 86% were adults (age 25-64y), 5% were older adults age 65 years and older
- Waterloo respondents were less likely to be racialized (65% vs 70%) – with 29% being White, 14% being South Asian, 13% being Arab, 13% being Black, and 9% being Latin American
- Waterloo respondents were more likely to have a Bachelor's degree or higher (80% vs 71%). 9% had high school level or less education
- Compared to all Immigrant Survey respondents, Waterloo residents were similar in terms of gender (62% were women, 38% were men)
- 7% self-identified as a member of the LGBTQ+ community
- 10% were living with a disability or chronic disease
- Waterloo respondents were more likely to not be a member of a faith community (37% vs 27%) and less likely to be Christian (29% vs 38%). 22% affiliated as Muslim and 8% Hindu.
- 62% were employed, 6% self-employed, 19% unemployed and seeking work, and 11% not in the workforce

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*This profile only highlights larger differences between this population and all immigrant survey respondents across Waterloo Region. In the charts, “Key differences” are variables with more than 10% difference between this population and all survey respondents. Because of small sample sizes for some subpopulations, the findings should be interpreted with caution. In the Key Indicators chart: “employed” includes respondents that were employed full time or part time; “feeling that Waterloo Region is welcoming” refers to respondents that rated how welcoming Waterloo Region is to immigrants as 8-10 on a ten-point scale. “Higher education” refers to respondents that have completed a Bachelor’s degree or higher; “strong English ability” refers to respondents with a non-English first language that speak English well or very well.*

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For more information contact:

Waterloo Region Immigration Partnership

226.750.7640

ImmigrationPartnership@regionofwaterloo.ca

www.immigrationwaterlooregion.ca

