

# Immigration Matters Survey 2019 Full Report

The Immigration Partnership of Waterloo Region (IP) is a collective of community partners that collaboratively develop and implement strategies for the successful settlement and integration of immigrants and refugees. Over 100 community members, organizations, public sector representatives, employers and business associations are engaged to address organizational, systems and policy issues that affect immigrants and refugees in our community.

This report outlines findings from the Immigration Matters Survey, which gathered input from 1,090 immigrants and refugees<sup>1</sup> living in Waterloo Region in June and July 2019.<sup>2</sup> The findings provide a snapshot of immigrant experiences of accessing services and living in Waterloo Region, as perceived by immigrants and refugees themselves. The findings highlight where things are going well, some challenges, and where supports are needed to tackle systems, policy and program level change to empower all immigrants in Waterloo Region to thrive.

The information provides a useful snapshot of the experiences of immigrants currently living in Waterloo Region to inform policy, service, and other planning.

## Summary of Findings

- The immigrant population in Waterloo Region, and this survey sample, is very diverse with a wide range of experiences of living here.
- Survey respondents were excited to share many ways in which they contribute to Waterloo Region's success and vitality, including through their skills, professional experience, education, community participation and more.
- Participants represented all major categories of permanent and temporary immigration (economic, family and refugee categories, international students, temporary workers and refugee claimants).
- 52 per cent of participants had been living in Canada for 5 years or less and the rest were more established.
- 61% were racialized (self-identified as a member of a specific racial or ethnic group other than White). 22% of participants described themselves as White, with South Asian (14%) and Arab (12%) being the next largest groups.
- 12% of participants spoke English as their first language. 65% of respondents that didn't speak English as a first language spoke English well or very well. The most common first language of participants was Arabic (19%).

### Housing

- Survey participants lived in all three cities within Waterloo Region and the rural townships.
- 11% of participants lived on their own and 27% lived in households of 5 or more people. 61% lived in multigenerational households.

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<sup>1</sup> The term immigrants is used in this report to include all who were born outside of Canada and now live in Waterloo Region, including permanent residents, temporary residents, foreign nationals and Canadian citizens. Specific sub-populations are referenced throughout as relevant.

<sup>2</sup> The findings were compared the 2017 Immigration Partnership Community Survey of immigrants and refugees. Only differences between the two are noted.

- 73% lived in suitable, affordable housing, but 27% noted that their current housing was not suitable and/or affordable. Some groups were more likely to report this, including recent immigrants, Black immigrants, international students, Muslim immigrants, refugees, those living on low income, immigrants with a disability/chronic disease and those with low English.

### **Education, Employment and Income**

- Survey participants were more highly educated when compared to the overall population and the wider immigrant population in Waterloo Region; 81% of participants completed post-secondary education.
- 61% of respondents were employed (41% full time, 15% part time and 5% self-employed). Some groups had lower rates of employment, including racialized immigrants, Muslim immigrants, those with low income and those with low English. Nearly half (49%) of participants were looking for work.
- While 32% of all participants had a household income of less than \$30,000, certain groups of immigrants were even more likely to have a lower income, including: immigrants with low English, refugees, immigrants with a disability/chronic disease, Muslim immigrants and international students.
- 45% of participants who were currently working indicating that their job was not at the same level as their skills/experience, with some groups being less likely to be employed at a level equivalent to their skills/experience, including immigrants with low income, international students, Black immigrants and Muslim immigrants.

### **Settlement Supports and Experiences of Immigrants and Refugees**

- Service use was high among survey participants with 86% noting they used some community services. International students were less likely to use services.
- Services were generally rated highly by those that used them. Nearly all (94%) rated at least one service positively but 32% rated at least one of the services negatively.
- The services that were most consistently rated positively were: Education, Settlement, English language learning and Interpretation. On the other hand, the services with the largest percentage of respondents rating them negatively were: Small business/entrepreneurial, Housing, Mental health and Employment and/or skills training.
- The main reasons given for negative service ratings were wait times, lack of sufficient information and language barriers.
- Friends or family members were the primary source of information about services, followed by settlement workers, community centres/neighbourhood associations and websites.
- 42% of those that didn't use services didn't do so because they didn't know about them, 48% didn't need them and 9% didn't qualify for the services.

### **Community Integration**

- Many participants had supportive connections in the community (i.e., 73% were a member of a faith community, 64% had participated in a local group or association, 88% had at least one close friend in Waterloo Region) yet many reported feeling isolated: 12% of immigrants did not have any close friends in Waterloo Region and 60% felt isolated or alone in the past year. Feelings of isolation were more pronounced among immigrants with low English, international students and those with low income.
- The majority of participants (70%) reported having a strong sense of belonging in Waterloo Region, yet almost one in five (19%) felt a weak sense of belonging.
- Some groups were less likely to have a strong sense of belonging, including international students, recent economic immigrants, immigrants with a disability/chronic disease, immigrants with low English and recent refugee immigrants with low English.
- Immigrants in Waterloo Region are sometimes subjected to discrimination and unfair treatment. Almost one quarter of participants (22%) had experienced discrimination or being treated unfairly by others in Waterloo Region in the last 12 months. Immigrants with a disability/chronic disease,

recent refugee immigrants with low English, immigrants with low English, highly educated immigrants, Muslim immigrants and LGBTQ+ immigrants were more likely to experience discrimination.

- Participants indicated that the top reasons for discrimination or being treated unfairly were: race, culture, religion, colour and language.

### Key Challenges and Solutions

- The most common challenges immigrants faced in the past year were finding work (46%), finding affordable housing (29%) and making friends or social connections (26%).
- The things that helped immigrants most in the past year were making friends (40%), having family support (37%) and finding work (24%).
- The solutions seen as likely to make the biggest difference for the success of immigrants were:
  - Employment-oriented solutions were collectively mentioned the most frequently at 65%.
  - More affordable housing options was the most common single response at 45%.

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## Survey Findings

In total, 1,090 immigrants participated in the survey: 669 filled out the full-length English version and 421 filled out a shorter, translated version in 8 different languages.

## The Contributions of Immigrants and Their Benefits from Living in Waterloo Region

Immigrants bring and contribute a lot to Waterloo Region. Survey participants were asked to share their insights on the skills, talents and strengths that they were excited to bring to Waterloo Region.<sup>3</sup> Their responses were themed into the following categories:<sup>4</sup>

- I bring skills/job experience/education to use here (99 comments)
- I contribute/participate in my community (83 comments)
- I feel connected/established and at home here (61 comments)
- I have good access to services and education here (included people being helpful) (57 comments)
- I feel safe/secure and at peace in the community (48 comments)
- I experience kind, friendly, welcoming people here (43 comments)
- I am a caring/respectful person (35 comments)
- I have opportunities/ better quality of life (30 comments)
- I experience diversity in the community (28 comments)
- I am here (6 comments)

### Waterloo Region is a better community because ...

“...‘we’ immigrants bring to Canada education, skills, knowledge and commitment to create a better community”

“...I am a community builder and like to contribute to my community”

“...I strive to be a good person, who is kind to others and respects the rules”

“...I am an engaging, smiling and friendly person who loves helping other people”

“...I believe in diversity and appreciate the cultural differences that make Canada and Waterloo a great place”

--IMS 2019 Survey Respondents

They shared many ways in which they help make Waterloo Region a better community for everyone.

<sup>3</sup> Q26. We want to learn about the skills, talents and strengths that immigrants and refugees are excited to bring to Waterloo Region. Please finish the following sentence: Waterloo Region is a better community because I... (all surveys, n=482)

<sup>4</sup> Another 57 comments didn't fit clearly into the listed categories.

They also shared appreciation for how living in Waterloo Region has benefited them.

**Waterloo Region is a better community [for me] because ...**

“...I feel I can grow here”

“...I have got extraordinary support from kind-hearted and supportive people in the region”

“...I feel at home here”

“...I feel connected to the community”

“...I found in it everything I could wish for my family and I such as care and safety”

--IMS 2019 Survey Respondents

## Immigration Status

Survey participants represented all major categories of immigration in Waterloo Region, and both permanent and temporary residents (Table 1).<sup>5</sup>

**Table 1: Immigration Category and Status of Participants**

Immigration Status	# of participants	% of participants
I immigrated to Canada as an economic-category immigrant	239	22%
I immigrated to Canada as a family-category immigrant	279	26%
I immigrated to Canada as a government assisted refugee	193	18%
I immigrated to Canada as a privately sponsored refugee (including BVOR – Blended Visa Office Referred)	90	8%
I am currently in Canada as a temporary resident (refugee claimant)	56	5%
I am currently in Canada as a temporary resident (on a temporary work visa)	43	4%
I am currently in Canada as a temporary resident (international student)	94	9%
Other <sup>6</sup>	81	7%
No response	16	1%

Source: 2019 Immigration Matters Survey

<sup>5</sup> Q1. Which of the following best describes you? (n=961)

<sup>6</sup> “Other” includes responses that did not clearly fit in the original categories. Five respondents were visitors to Canada and are included under “Other”.

When compared to Waterloo Region's overall immigrant population, a few categories were under or over counted in the IM survey:<sup>7</sup>

- Economic category immigrants were under-counted, compared to 39% of permanent resident (PR) arrivals from 2012-2018.
- Government assisted refugees (GARs) were over-counted, compared to 13% of PR arrivals.
- Temporary residents were under-counted, including refugee claimants, international students and individuals on temporary work visas.<sup>8</sup>

2017 Community Survey (CS) comparison: IM survey had higher percentage of international students (9% vs. 2% in CS).

Among 104 temporary residents, 61% hoped to stay permanently in Waterloo Region, 27% were unsure and 13% did not intend to stay permanently.<sup>9</sup>

- Among 61 international students, 51% hoped to stay permanently, 34% were unsure and 15% did not intend to stay permanently.
- Among 19 refugee claimants, 89% hoped to stay permanently, 5% were unsure and 5% did not intend to stay permanently.
- Among 24 temporary work visa holders, 63% hoped to stay permanently, 25% were unsure and 13% did not intend to stay permanently.

More than half of the survey participants had lived in Canada for 5 or fewer years (Table 2).<sup>10</sup>

**Table 2: Time Living in Canada**

Time living in Canada	# of participants	% of participants
Less than 1 year	185	17%
1 to 5 years	379	35%
6 to 10 years	131	12%
10 or more years	387	36%

Source: 2019 Immigration Matters Survey

2017 Community Survey (CS) comparison: IM survey had lower percentage immigrants that arrived in the past year (17% vs. 24% in CS) and higher percentage that had arrived 1-5 years previously (35% vs. 28%)

Fifty-one per cent of participants had become Canadian citizens.<sup>11</sup>

<sup>7</sup> IRCC Arrivals data, 2012-2018, See Waterloo Region Immigration Profile 2019, at: <https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Resources--Publications/Waterloo-Region-Immigration-Profile-2019.pdf>

<sup>8</sup> While temporary residents were under-counted a definitive percentage can not be provided as there is not one common data source for these categories in Waterloo Region.

<sup>9</sup> Q9. If you are a temporary resident in Waterloo Region, are you hoping to stay permanently in Waterloo Region? (full online surveys – temporary residents only, n=104)

<sup>10</sup> Q2. How long have you been living in Canada? (n=1082)

<sup>11</sup> Q31. Are you a Canadian citizen? (full surveys only, n=532)

## Population Characteristics

Participants ranged in age from 15-65+, with most between 25 and 44 years of age (Table 3).<sup>12</sup>

**Table 3: Age of Participants**

Participant age	# of participants	% of participants
15-19 years	20	3%
20-24 years	53	8%
25-34 years	174	26%
35-44 years	187	28%
45-54 years	134	20%
55-64 years	55	8%
65 years or older	39	6%

Source: 2019 Immigration Matters Survey

Sixty-two per cent of participants identified as female and 36% as male.<sup>13</sup>

Three per cent of participants (14 individuals) self-identified as a member of the LGBTQ+ community.<sup>14</sup>

Eleven per cent of participants were living with a disability or chronic illness that limited their activity.<sup>15</sup> Refugee respondents were more likely to be living with a disability/chronic illness (20%).

Twenty-two per cent of participants described themselves as White, with South Asian (14%) and Arab (12%) being the next largest groups. Sixty-one per cent of participants were members of a racial or ethnic group other than White. In this report, they are referred to as racialized immigrants (Table 4).<sup>16</sup>

**Table 4: Racial or Ethnic Affiliation**

Racial or Ethnic Affiliation	# of participants	% of participants
White	119	22%
South Asian	76	14%
Arab	63	12%
Black	61	11%
Latin American	45	8%
Chinese	20	4%
Southeast Asian	20	4%
West Asian	19	4%
Filipino	6	1%
Korean	5	1%
Japanese	3	1%
Other	99	18%
Prefer not to answer	27	5%

Source: 2019 Immigration Matters Survey

<sup>12</sup> Q3. What is your age? (question asked on full surveys only, n=662)

<sup>13</sup> Q4. How would you describe your gender identity? (full surveys only, n=665). Two percent preferred not to answer or noted other responses.

<sup>14</sup> Q33. Do you self-identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning) (full surveys only, n=532). Five per cent indicated they preferred not to answer this question.

<sup>15</sup> Q34. Are you living with a disability (physical or mental) or a chronic illness that limits your activity? (full surveys only, n=533)

<sup>16</sup> Q32. Which would best describe you? (Select all that apply.) (full surveys only, n=536)

## Language

Most survey respondents spoke English: 12% of survey participants spoke English as their first language<sup>17</sup> and most respondents that didn't speak English as a first language spoke English well or very well (65%, Table 5).<sup>18</sup>

**Table 5: Ability to Speak English Among Non-English First Language Speakers**

Ability to speak English	# of participants	% of participants
Very well	345	37%
Well	268	28%
Fairly well	219	23%
Poorly	85	9%
Not at all	28	3%

Source: 2019 Immigration Matters Survey

Survey participants spoke a total of 80 different first languages (Table 6).<sup>19</sup> The most common first language of participants was Arabic (19%).

**Table 6: First languages**

Language	# of responses	% of responses
Arabic	201	19%
English	130	12%
Spanish	103	10%
Farsi/Persian	89	8%
Chinese languages	51	5%
Tigrinya	47	4%
Urdu	44	4%
Serbian	43	4%
Turkish	41	4%
Russian	26	2%
Amharic	25	2%
Portuguese	20	2%
French	18	2%
Hindi	17	2%
Gujarati	14	1%
Punjabi	14	1%
Somali	12	1%
Kurdish	11	1%

Source: 2019 Immigration Matters Survey.

<sup>17</sup> Q7. What is your first language? (all surveys, n=1083) First language (i.e. mother tongue) is the first language a person learned and still understands.

<sup>18</sup> Q8. If your first language is not English, how well can you speak English? (all surveys, non-English first language, n=945)

<sup>19</sup> Twenty-two respondents indicated multiple first languages. First languages of participants included: Afar, Afghan, Afrikaans, Albanian, Amharic, Anyuak, Arabic, Armenian, Arminian, Assamese, Azeri, Bengali, Bosnian, Bulgarian, Burmese, Chinese languages, Cotoli, Croatian, Czech, Dakhni Urdu, Danish, Dari, Dinka, Dutch, English, Twi, Farsi/Persian, Filipino, French, German, Gujarati, Hebrew, Hindi, Hungarian, Igbo, Iromo, Italian, Japanese, Karenni, Kazakh, Kinyarwanda, Konkani, Korean, Kurdish, Kutchi, Low German, Luo, Malayalam, Marathi, Nepali, Nuer, Oromiya, Oromo, Pashto, Pojulu, Polish, Portuguese, Punjabi, Rohingya, Romanian, Russian, Saho, Serbian, Serbo-Croatian, Shona, Somali, Spanish, Swahili, Tagalog, Taiwanese, Tamil, Telugu, Tigrinya, Belen, Turkish, Ukrainian, Urdu, Vietnamese, Visayan, Yoruba.

## Living Patterns and Housing

Survey participants lived across Waterloo Region's communities, in a fairly representative manner. Nearly half lived in Kitchener (46%), with 29% in Waterloo and 21% in Cambridge (Table 7).<sup>20</sup>

**Table 7: Place of Residence**

Place of residence	# of participants	% of participants	% of Waterloo Region immigrant population <sup>21</sup> (2016 Census)
<b>Kitchener</b>	304	46%	51%
<b>Waterloo</b>	193	29%	22%
<b>Cambridge</b>	138	21%	22%
<b>Township of North Dumfries</b>	5	1%	1%
<b>Township of Wellesley</b>	4	1%	1%
<b>Township of Woolwich</b>	1	0%	2%
<b>Township of Wilmot</b>	5	1%	2%
<b>Other (please specify)</b>	17	3%	

Source: 2019 Immigration Matters Survey & 2016 Census

2017 Community Survey (CS) comparison: As a result of specific outreach in Cambridge, IM survey respondents were more likely to live in Cambridge (21% vs. 11% in CS). IM survey respondents were less likely to live in Kitchener (46% vs. 55% in CS).

Participants lived in various household sizes. The majority of participants (62%) lived in households of 2 to 4 people, while 11% lived on their own and 27%<sup>22</sup> lived in households of 5 or more people (Table 8).<sup>23</sup>

**Table 8: Number of People in Household**

Number of people in household	# of participants	% of participants
<b>1 person</b>	57	11%
<b>2 people</b>	114	21%
<b>3 people</b>	94	17%
<b>4 people</b>	129	24%
<b>5 people</b>	76	14%
<b>6 people</b>	39	7%
<b>7+ people</b>	29	5%

Source: 2019 Immigration Matters Survey

Sixty-one per cent of participants lived in multigenerational households. Ten per cent had at least 3 generations in the same household.<sup>24</sup>

<sup>20</sup> Q6. Where do you live? (full surveys only, n=667)

<sup>21</sup> The “% of Waterloo Region Immigrant Population” column does not include temporary residents. A significant number of survey participants from Waterloo were temporary residents (international students). This may explain Waterloo's overrepresentation in the survey sample.

<sup>22</sup> Some tables may not add up to 100% or multiple percentages may appear to not add up correctly because of rounding.

<sup>23</sup> Q28. How many people currently live in your household (yourself included)? (full surveys only, n=538)

<sup>24</sup> Q29. How many generations live together in your household (yourself included)? (For example: a child, parent, grandparent.) (full surveys only, n=526). A multigenerational household has more than one generation living together.

The groups most likely to live in multi-generational households and have larger households (5 or more people) were refugees, immigrants with low English, Black immigrants, Muslim immigrants and immigrants living on low income. International students were more likely to live on their own and less likely to live in multigenerational households. Seniors were more likely to live on their own or with one other person.

Three quarters of participants (73%) lived in suitable and affordable housing, yet 27% lived in housing that was not suitable and/or affordable for them.<sup>25</sup> Some groups felt this even more keenly: 35% of recent immigrants, 36% of Black immigrants, 37% of international students, 37% of Muslim immigrants, 40% of refugees, 40% of immigrants living on low income, 41% of immigrants with a disability/chronic disease and 43% of immigrants with low English.

Participants living in unsuitable or unaffordable housing commented that their housing was:

- Unaffordable (80 comments)
- Unsuitable (17 comments)
- Unsuitable and Unaffordable (6 comments)
- Other Challenges (9 comments).

*“A big chunk of our household income goes towards rent payments”*

*“It is expensive. I would like to own a home but it is not possible now”*

*“The apartment we stayed in this place doesn't see sun and is damp”*

*“We are searching [for] a house because the apartment is too small for us to live”*

*-- IM Survey Participants*

## Education, Employment and Income

Survey participants were highly educated, with 81% having completed post-secondary education. A majority had a Bachelor's (33%) or Master's (27%) level degree and 5% had a Ph.D. degree, making up 65% of all participants (Table 9).<sup>26</sup>

**Table 9: Highest Level of Education Completed**

Highest level of education completed	# of participants	% of participants	% of Waterloo Region population over age 15 (2016 Census)
Elementary school	15	3%	n/a
High school or equivalent	71	13%	29%
Trade/technical school	12	2%	6%
College diploma	76	14%	21%
Bachelor's degree	180	33%	16%
Master's degree	146	27%	5%
PhD	25	5%	1%

Source: 2019 Immigration Matters Survey

Survey participants were more highly educated compared to the overall population in Waterloo Region; 51% of the general population have completed a post-secondary degree or diploma, whereas 57% of recent immigrants and 55% of established immigrants have done so.

Sixty-one per cent of participants were employed (41% full time, 15% part time and 5% self-employed).<sup>27</sup> Some groups had lower rates of employment. Compared to 56% of respondents in paid employment, only 46% of racialized immigrants were in paid employed, 44% of Muslim immigrants, 35%

<sup>25</sup> Q30. Is your current housing suitable and affordable for you? (full surveys only, n=526)

<sup>26</sup> Q36. What is the highest level of education you have completed? (full surveys only, n=538)

<sup>27</sup> Q5. Are you currently employed or self-employed? (full surveys only, n=657)

of immigrants with low income, 35% of immigrants with a disability/chronic illness and 16% of immigrants with low English.<sup>28</sup> International students were less likely to be employed full time (28% vs. 41%) and more likely to be employed part time (35% vs. 15%).

Nearly half (49%) of participants were looking for work, including those not working and those currently working.<sup>29</sup>

- 67% of unemployed respondents and 37% of employed respondents were looking for work (27% of those working full time, 62% of part time and 50% of self-employed).
- Some groups were more likely to be looking for work, including 71% of international students, 71% of recent economic-category immigrants, 67% of immigrants with low income, 63% of Black immigrants, 56% of refugees, 56% of highly educated immigrants, 55% of Muslim immigrants and 54% of racialized immigrants.
- Immigrants with low English were less likely to be looking for work at 42%.

More than half of all employed respondents (55%) felt that they were in a job commensurate with their skills/experience, but 45% did not.<sup>30</sup> Some groups were less likely to be employed at a level equivalent to their skills/experience, including:

- Immigrants with low income (31%), international students (32%), Black immigrants (47%), Muslim immigrants (46%) and highly educated immigrants (50%).
- Part-time employees (37%) compared to full-time employees (63%).

Among 30 self-employed respondents, 36% indicated that their businesses created jobs for others in the community. They employed people as follows:

- 19 employed no additional employees.
- 10 employed 1-9 employees.
- 1 employed 10-49 employees.<sup>31</sup>

Approximately a quarter of respondents had a household income greater than the Region's median household income of \$77,530 <sup>32</sup> and three quarters were living below (

Table 10).<sup>33</sup>

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<sup>28</sup> Seniors and youth were also less likely to be employed.

<sup>29</sup> Q38. Are you currently looking for work? (full surveys only, n=534)

<sup>30</sup> Q40. If you are employed, are you currently in a job that you would consider is at the same level as your skills and experience? (full surveys only – of employed respondents, n=314)

<sup>31</sup> Q39. If you are self-employed, how many employees does your business employ? (full surveys only – respondents who indicated self-employed, n=30)

<sup>32</sup> 27% of survey participants had a household income greater than \$75,000 – approximately equal to the 2015 median household income for Waterloo Region of \$77,530.

<sup>33</sup> Q37. What was your household income in the past year? (Household income is the combined incomes of all people living in your household.) (full surveys only, n=532) 108 survey participants indicated that they didn't know or preferred not to answer regarding their household income and were not included in the calculations in Table 10.

**Table 10: Household Income**

<b>Household income</b>	<b># of participants</b>	<b>% of participants</b>
<b>Less than \$20,000</b>	101	24%
<b>\$20,000 to less than \$25,000</b>	39	9%
<b>\$25,000 to less than \$30,000</b>	30	7%
<b>\$30,000 to less than \$35,000</b>	38	9%
<b>\$35,000 to less than \$45,000</b>	31	7%
<b>\$45,000 to less than \$55,000</b>	37	9%
<b>\$55,000 to less than \$65,000</b>	23	5%
<b>\$65,000 to less than \$75,000</b>	10	2%
<b>\$75,000 to less than \$85,000</b>	21	5%
<b>\$85,000 and over</b>	94	22%

Source: 2019 Immigration Matters Survey

Forty per cent of participants had a household income of less than \$30,000 while approximately 35% had household incomes of \$55,000 or more. Immigrants with low English (71%), refugees (60%), immigrants with a disability/chronic disease (48%), Muslim immigrants (43%) and international students (39%) were more likely to have a household income of less than \$30,000.

## Service Navigation, Use and Experiences

Survey respondents actively utilized many of the community services available in Waterloo Region. Most participants (86%) used at least one of 11 different services types.<sup>34</sup> The most frequently used services were health (70%), education (53%) and English language learning (50%; Table 11: Types of Services Used Table 11).

**Table 11: Types of Services Used**

Types of services used	# of participants	% of participants using that service
Health services	719	70%
Education services	549	53%
English language learning programs	512	50%
Employment and/or skills training programs	390	38%
Settlement services	346	33%
Interpretation services	307	30%
Housing services	291	28%
Legal services	238	23%
Mental health services	147	14%
Small business/entrepreneurial supports	101	10%
Other community services	72	7%

Source: 2019 Immigration Matters Survey

Some groups were more likely to use services, including Muslim immigrants (96%), Black immigrants (95%), immigrants with low income (94%), and immigrants with a disability/chronic illness (93%).

Recent immigrants used certain services somewhat more frequently, including interpretation and settlement services. Refugees were more likely to use interpretation, English language learning, settlement, housing, health, legal and education services.

Immigrants with a disability/chronic illness were more likely to use housing services, employment/skills training, legal services, education, small business/entrepreneurial supports, health, and settlement.

Francophone immigrants were more likely to use English language learning programs and employment/skills training programs.

Highly educated immigrants were more likely to have used employment and/or skills training programs.

International students were less likely to use services overall (78%) and in relation to specific services: English language learning, health, interpretation, settlement, employment/skills training and housing services. International students were more likely to note that they weren't aware of available services.

Recent economic-category immigrants were less likely to have used services in general (80% vs 86%) and less likely to have used housing, education, interpretation, health, English learning, mental health services, and legal services.

2017 Community Survey (CS) comparison: A smaller proportion of IM respondents indicated they used settlement (33% vs 54% in CS) and "Other community services" (13% vs 56%).<sup>35</sup> A smaller proportion of

<sup>34</sup> Q10. Have you or your family members used any of the following services in Waterloo Region? (all surveys, n=1034)

<sup>35</sup> In 2017 examples for each service type were provided in the questionnaire. These were not included in the 2019 IM survey.

IM respondents used English language learning (50% vs 58%) and a larger proportion used education services (53% vs. 42%).<sup>36</sup>

Survey participants were most likely to get information about services from friends or family members, followed by settlement workers, community centres/neighbourhood associations and websites (Table 12).<sup>37</sup>

**Table 12: How Participants Learned About the Services They Used**

How participants learned about the services they used	# of participants (immigrants, refugees, students)	% of participants
Friend or family member	473	54%
Settlement worker	213	25%
Community centres/neighborhood associations	213	25%
Other websites	198	23%
Other	64	7%
immigrationwaterlooregion.ca	75	9%
Other services	64	7%

Source: 2019 Immigration Matters Survey

Different groups had different ways of learning about services:

- Recent immigrants who had accessed settlement services were more likely to learn about other services from a settlement worker.
- Refugees were more likely to learn about services from a settlement worker and less likely through “other” websites.
- Immigrants with low English were also more likely to learn about services from a settlement worker.
- Racialized immigrants were more likely to learn about services from “Other websites” and Community centres/neighbourhood associations.
- Immigrants with low income were more likely to learn about services from Community centres/neighbourhood associations and less likely to have learned about them from friends/family members.
- Highly educated immigrants were more likely to learn about services from websites and less likely from a settlement worker.
- Recent economic immigrants were more likely to learn about services from websites.

Among participants who had not accessed the services listed, 48% didn’t need the service, 42% didn’t know about them (36% would have used them and 6% wouldn’t have) and 9% didn’t qualify for them.<sup>38</sup> Some groups stood out in terms of why they didn’t use services:

- Many groups were more likely to have not been aware of the services, including international students, francophone immigrants and recent economic immigrants
- Low English immigrant respondents were more likely to respond that they did not use services because they didn’t know about them and didn’t qualify.
- Refugees were more likely have not qualified for the services or not known about them. Both were particularly true of recent refugee immigrants with low English.

<sup>36</sup> Some categories changed between surveys and could not be compared including: Health, mental health, small business/entrepreneurial and legal services.

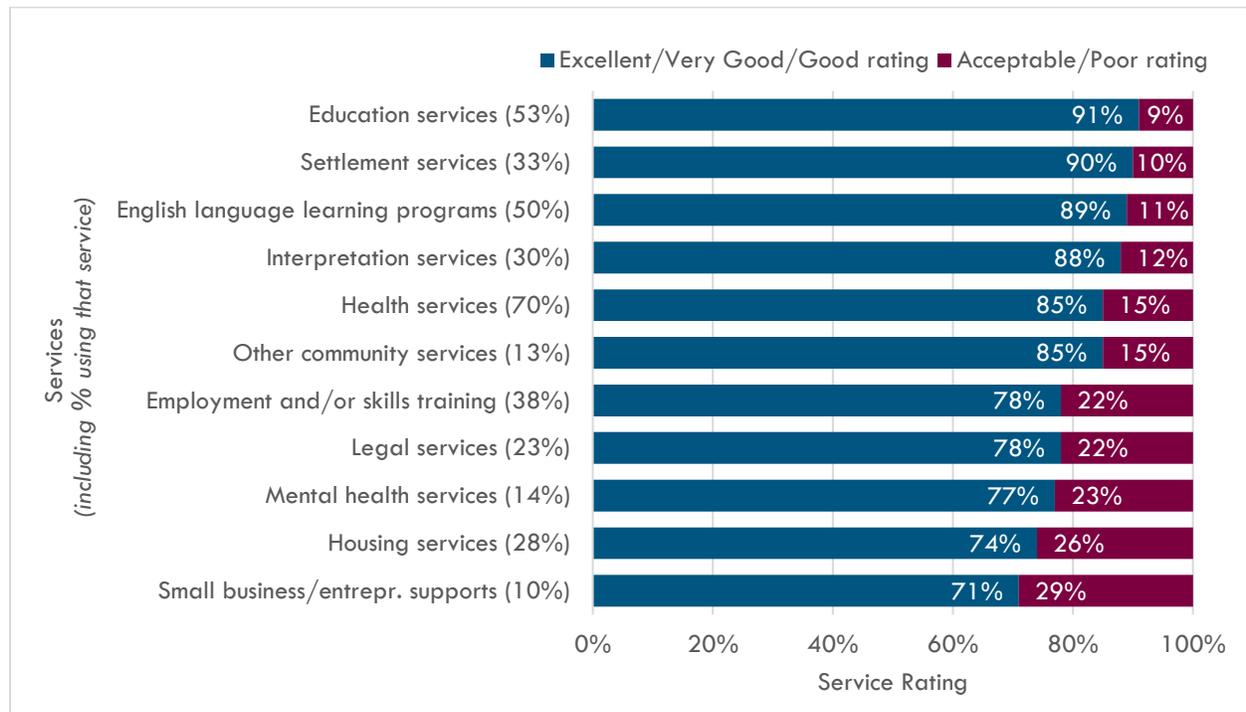
<sup>37</sup> Q12. How did you learn about the services you used? (Select all that apply.) (full surveys only, n=884)

<sup>38</sup> Q11. If you have not used any of the services listed above, what are the reasons? (all surveys, n=843). 1% didn’t use services for other reasons.

- Immigrants with a disability/chronic illness were more likely to not qualify.
- Highly educated immigrants and seniors were both more likely relate that they did not need services.

Services were generally rated positively by respondents that used those services. Nearly all (94%) rated at least one service positively.<sup>39</sup> The services most consistently rated positively were: Education (91%), Settlement (90%), English language learning (89%) and Interpretation (88%; Figure 1: Survey Participant Rating of Services in Waterloo Region).<sup>40</sup>

**Figure 1: Survey Participant Rating of Services in Waterloo Region**



Source: 2019 Immigration Matters Survey

On the other hand, 32% of participants rated at least one service negatively. The services most likely to be rated negatively were: Small business/entrepreneurial supports (29%), Housing (26%), Mental health (23%) and Employment and/or skills training (22%).

2017 Community Survey (CS) comparisons: The top-rated services were similar in both 2017 and 2019 but ranked differently. In 2017 respondents were most satisfied with English language learning, settlement and education. In 2017, respondents were least satisfied with employment, health/mental health, and housing.<sup>41</sup>

<sup>39</sup> Q13. Please rate your experience using the following services in the last 12 months in Waterloo Region. (all surveys, n=891) Responses of excellent, very good and good were considered positive. Acceptable and poor were considered negative responses.

<sup>40</sup>The “% of respondents using this service” indicates the percentage of respondents in Q10 that reported they used the service. The positive ratings in blue and negative ratings in red indicate the percentages of respondents that gave that rating in Q13, out of all respondents that rated services in Q13.

<sup>41</sup> Small business/entrepreneurial supports and Mental health services were not included as options in 2017 so can't be compared.

The main reasons for negative service ratings were wait times (46% ), lack of sufficient information (32%) and language barriers (27%; Table 13).<sup>42</sup>

**Table 13: Reasons for Negative Experiences with Services**

Reasons for negative experiences with services	# of participants	% of participants
<b>Long wait times</b>	178	46%
<b>Lack of sufficient information</b>	124	32%
<b>Language barriers</b>	105	27%
<b>High cost of services</b>	85	22%
<b>Lack of coordination between services</b>	78	20%
<b>Low accessibility</b>	63	16%
<b>Cultural barriers</b>	57	15%
<b>Unfriendly staff</b>	52	13%
<b>Other</b>	61	16%

Source: 2019 Immigration Matters Survey

“Other” factors negatively influencing service experiences included: Didn’t produce results/insufficient support, discrimination or no appropriate services available.

Different groups had different reasons for rating services negatively:

- Refugees and immigrants with low English were more likely cite language barriers.
- Seniors were more likely to note long wait times.
- Women were more likely to cite unfriendly staff and lack of coordination between services.
- Racialized immigrants were more likely to note lack of coordination between services or low accessibility.
- Muslim immigrants were more likely to cite cultural barriers, unfriendly staff or lack of coordination between services.
- Immigrants with low income were more likely to note low accessibility, long wait times, lack of coordination between services, unfriendly staff and cultural barriers.
- Immigrants with a disability/chronic illness were more likely to cite low accessibility, unfriendly staff, lack of coordination between services, cultural barriers, long wait times, high cost of services and lack of sufficient information.
- Recent economic immigrants were more likely to note lack of sufficient information, lack of coordination or low accessibility.
- Highly educated immigrants were more likely to note lack of coordination, low accessibility, lack of sufficient information and long wait times.

<sup>42</sup> Q14. If you had “poor” or “acceptable” experiences with any of the services listed above, please tell us why. (Select all that apply.) (all surveys, n=743)

## Social Connectedness and Belonging

Many survey respondents were engaged in their community: 64% had participated in a group or association in the past 12 months.<sup>43</sup> The most frequently mentioned groups/associations were: Cultural, educational or hobby organizations (22%), religious-affiliated groups (21%) and school groups, neighbourhood, civic or community associations (18%; Table 14).

**Table 14: Participation in a Group or Association in the Past 12 Months**

Group or association	# of participants	% of participants who indicated involvement
Cultural, educational or hobby organization (e.g. theater group, book club)	105	22%
Religious-affiliated group (e.g. church youth group, choir)	98	21%
School group, neighborhood, civic or community association (e.g. alumni, block parents or neighborhood watch)	85	18%
Union or professional association	74	16%
Sports or recreational organization (e.g. soccer league, health club, hockey league, etc.)	64	14%
Immigrant or ethnic association or club	51	11%
Youth organization (e.g. Scouts, Guides, Big Brothers Big Sisters or YMCA/YWCA)	41	9%
Political party or group	25	5%
Seniors' group (e.g. a seniors' club, recreational association or resource centre)	14	3%
Municipal or Regional Government citizen committee or board (e.g. City of Kitchener Arts and Culture Advisory Committee)	13	3%
Service club	10	2%
Municipal or Regional Council	6	1%
I was not a member or participant in a group or association but my family members were	116	25%
Other	28	6%

Source: 2019 Immigration Matters Survey

“Other” responses included a range of individual groups or initiatives from the Humane Society to organizing charitable events in one of the local rural townships.

2017 Community Survey (CS) comparison: A higher proportion of IM respondents indicated involvement in at least one group or association (64 % vs. 57 in CS).

Among respondents involved in the above groups in the last 12 months, 22% were in a leadership position.<sup>44</sup>

2017 Community Survey (CS) comparison: A lower proportion of IM immigrant respondents indicated that they had been in a leadership position (22% vs. 36% in CS).

Nearly three-quarters of participants (73%) indicated they were a member of a faith community where social connections could be developed. Muslim affiliation was most common (33%; Table 15).

<sup>43</sup> Q15. Please indicate if you were a member or participant in any group or association in the past 12 months. (Select all that apply.) (full surveys only, n=470)

<sup>44</sup> Q16. Did you take a leadership position in the group or association that you were involved in during the last 12 months (For example, a chairperson, vice-chair, group leader, president). (full surveys only, n=448)

**Table 15: Involvement in a Faith Community**

Faith community	# of participants	% of participants
Muslim	171	33%
Christian	136	26%
Hindu	32	6%
Sikh	12	2%
Jewish	3	1%
Other	29	6%
I am not a member of a faith community	141	27%

Source: 2019 Immigration Matters Survey

Despite being generally socially engaged, a significant number of participants had no or few close friends in Waterloo Region and many felt isolated.

Among survey participants, 12% did not have any close friends in Waterloo Region while 88% had at least one close friend. Among those:<sup>45</sup>

- Nearly half had few close friends (7% had only 1 close friend, 13% had 2 close friends, 26% had 3-4 close friends).
- 41% had 5 or more close friends in Waterloo Region.

Recent immigrants (17%) and LGBTQ+<sup>46</sup> respondents were more likely to have no close friends in Waterloo Region.

Sixty per cent of participants felt isolated or alone in the last year (19% felt a great deal or quite a bit, 20% somewhat and 20% a little bit).<sup>47</sup>

Feelings of isolation or loneliness appeared to be impacted by the number of close friends a survey participant had. Among participants noting they had zero or 1 close friend in Waterloo Region, a higher percentage (81%) felt isolated or alone (51% a great deal or quite a bit).<sup>48</sup>

Some groups were more likely to feel isolated, including immigrants with a disability/chronic disease (80%), immigrants with low English (79%), international students (76%), recent economic immigrants (69%) and immigrants with low income (65%).

And yet, 70% of participants had a strong sense of belonging in Waterloo Region<sup>49</sup> while almost one in five participants (19%) had feeling a weak sense of belonging.

- 30% of respondents had a very strong sense of belonging in Waterloo Region and 39% somewhat strong<sup>50</sup>.
- 14% somewhat weak and 5% of respondents had a very weak sense of belonging.
- 12% don't know/no opinion.

<sup>45</sup> Q18. How many close friends do you have in Waterloo Region? (full surveys only, n=594) Due to rounding, numbers may not add up exactly.

<sup>46</sup> The survey included a very small number of LGBTQ+ participants and results should be interpreted with caution.

<sup>47</sup> Q19. Have you felt isolated or alone in the last 12 months in Waterloo Region? (all surveys, n=981)

<sup>48</sup> However, the presence and strength of friendships are not a certain predictor of isolation and loneliness. There were 22 survey participants with zero close friends who did not feel isolated/alone and another 14 who had five or more close friends but felt very isolated.

<sup>49</sup> Q17. How would 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.) (all surveys, n=977). Strong sense of belonging includes those that responded "Very strong" or "Somewhat strong". Weak sense of belonging includes those that responded "Somewhat weak" and "Weak".

<sup>50</sup> Due to rounding, some numbers may not appear to add up exactly.

Some groups were less likely to have a strong sense of belonging, including international students (50%), recent economic immigrants (57%), immigrants with a disability/chronic disease (61%), immigrants with low English (64%) and recent refugees with low English (64%).

2017 Community Survey (CS) comparison: A higher proportion of immigrants in the 2019 IM survey described a strong sense of belonging (70% vs. 59 in CS).<sup>51</sup>

## Experiences of Discrimination

Almost one quarter of participants (22%) had experienced discrimination or being treated unfairly by others in Waterloo Region in the last 12 months.<sup>52</sup>

Some groups were more likely to experience discrimination, including immigrants with a disability/chronic disease (44%), recent refugee immigrants with low English (36%), immigrants with low English (34%), highly educated immigrants (27%), Muslim immigrants (26%) and LGBTQ+.<sup>53</sup>

2017 Community Survey (CS) comparison: A lower proportion of immigrants reported experiencing discrimination than in the 2017 CS survey (22% vs. 27% in CS).

The top reasons for discrimination or being treated unfairly were: race (43%), culture (42%), religion (34%), colour (29%) and language (25%; Table 16).<sup>54</sup>

**Table 16: Basis for Discrimination**

Basis for discrimination	# of participants	% of participants
<b>Race</b>	57	43%
<b>Culture</b>	56	42%
<b>Religion</b>	46	35%
<b>Colour</b>	38	29%
<b>Language</b>	34	26%
<b>Physical appearance other than color</b>	18	14%
<b>Age</b>	17	13%
<b>Gender</b>	13	10%
<b>Disability</b>	8	6%
<b>Sexual orientation</b>	5	4%
<b>Other</b>	16	12%
<b>Race</b>	57	43%
<b>Culture</b>	56	42%

Source: 2019 Immigration Matters Survey

<sup>51</sup> The wording of the question changed slightly between 2017 and 2019. In 2017 the question asked about their sense of belonging to Waterloo Region and in 2019 it asked about their sense of belonging in Waterloo Region.

<sup>52</sup> Q20. In the last 12 months, have you experienced discrimination or been treated unfairly by others in Waterloo Region? (all surveys, n=966)

<sup>53</sup> Because of the small sample size, a specific percentage is not included here.

<sup>54</sup> Q21. If yes, what are the reasons? (Select all that apply) (full surveys only – of respondents that indicated discrimination, n=132). Disability was described as including either a disability that people can see or one that is invisible.

Racialized immigrants were more likely to note that discrimination was because of religion or colour. Muslim immigrants were more likely to note that discrimination was because of religion, culture or physical appearance other than colour.

Approximately 1 in 5 participants that self-identified as a member of the LGBTQ+ community reported discrimination based on sexual orientation.

Approximately 1 in 8 individuals living with a disability (physical or mental) or chronic illness reported discrimination based on disability.

2017 Community Survey (CS) comparison: The top reasons reported in the 2017 and 2019 surveys were the same, but ranked differently. In 2017, top responses were (in order): Language, race, culture, religion, and colour. From 2017 to 2019, language dropped from 39 to 25% of responses while others increased: race (35% to 43), culture (25% to 42), religion (23% to 35) and colour (18% to 29).

When asked about the situations in which they had experienced discrimination, participants most frequently cited at work or when applying for a job or promotion, in a store, bank or restaurant or at community or public events, or when looking for housing (Table 17).<sup>55</sup>

**Table 17: Situations in Which Discrimination Took Place**

Situations in which discrimination took place	# of participants	% of participants
At work or when applying for a job or a promotion	63	48%
In a store, bank or restaurant	47	36%
At community/public events	47	36%
When looking for housing	26	20%
At school or university	18	14%
When dealing with the police	13	10%
At a health centre	13	10%
When dealing with the courts	8	6%
When crossing the border into Canada	8	6%
Other	20	15%

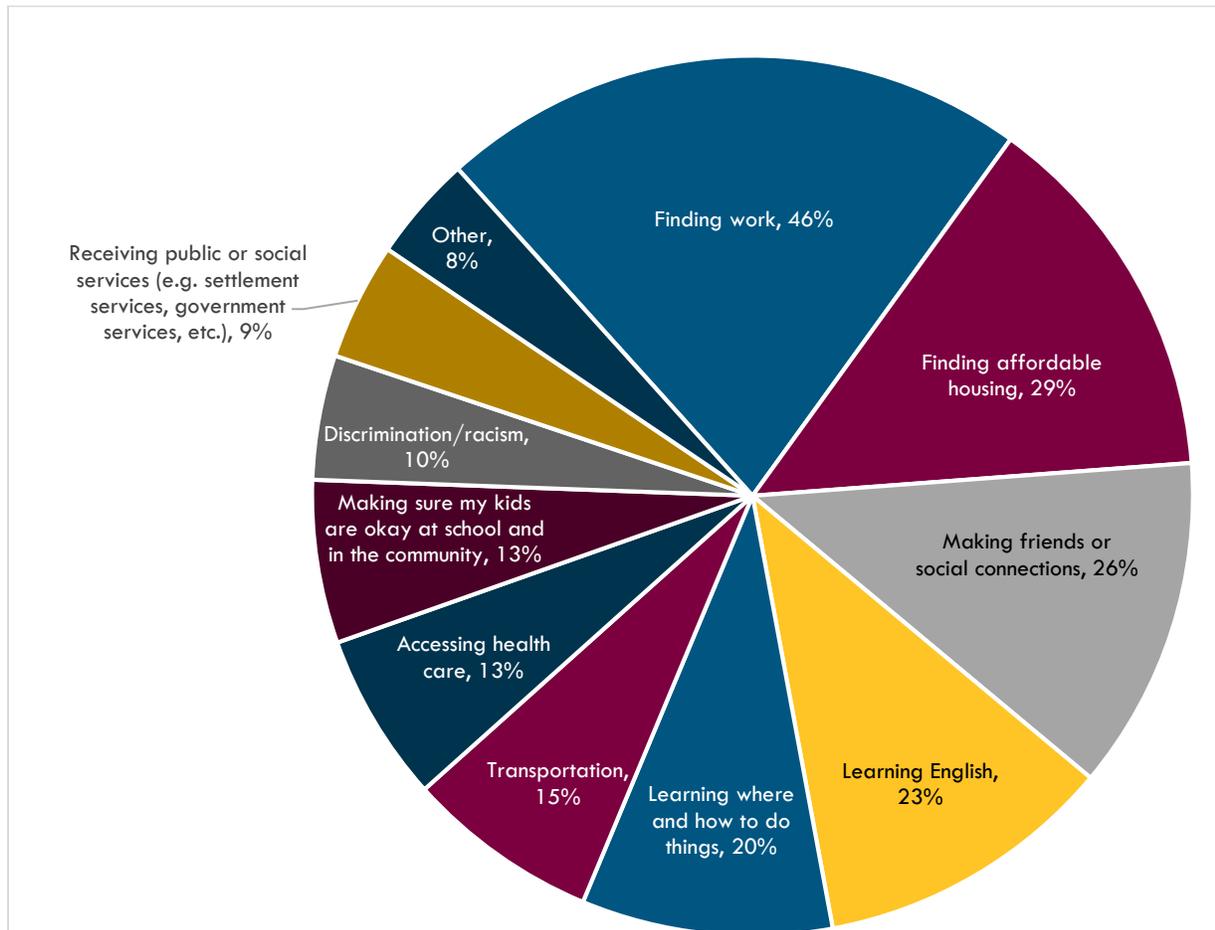
Source: 2019 Immigration Matters Survey

<sup>55</sup> Q 22. If yes, in what types of situations have you experienced discrimination? (Select all that apply.) (full surveys only, n=132) The top responses were the same in the 2017 CS.

## Top Challenges and Supports

Survey participants were asked about the biggest challenges they experienced in the past year in Waterloo Region.<sup>56</sup> The top three responses were finding work (46%), finding affordable housing (29%) and making friends or social connections (26%; Figure 2: Main Challenges of Immigrants).

**Figure 2: Main Challenges of Immigrants**



Source: 2019 Immigration Matters Survey

Survey participants were also asked what had helped them most in the last year. They most often said making friends (40%) and having family support (37%; Table 18).<sup>57</sup>

**Table 18: Most Helpful Factors**

Most helpful factors	# of participants	% of participants
<b>Making friends</b>	343	40%
<b>Having family support</b>	313	37%
<b>Finding work</b>	208	24%
<b>Volunteering</b>	196	23%
<b>Community programs and services</b>	183	21%

<sup>56</sup> Q23. What are the biggest challenges you or your family have experienced in the last year in Waterloo Region? (Select all that apply.) (all surveys, n=873)

<sup>57</sup> Q24. What helped you most in the last year in Waterloo Region? (Select all that apply.) (all surveys, n=856)

<b>Belonging to a religious group</b>	161	19%
<b>Being involved in a cultural association or connection with others that share your background or language</b>	142	17%
<b>Settlement worker</b>	111	13%
<b>Other community group</b>	43	5%
<b>Other</b>	65	8%

Source: 2019 Immigration Matters Survey

Recent immigrants who had accessed settlement services were more likely to have learned about other services from a settlement worker (55%) and to note that settlement workers were one of the things they found most helpful (34%).

2017 Community Survey (CS) comparison: The top supports reported in 2017 and 2019 were similar, but ranked differently. In 2017, the top supports were (in order): Having family, making friends, community programs and services and finding work. From 2017 to 2019, some supports dropped as a percentage of responses: having family support (44% to 37%) and community programs and services (28% to 21%). Others increased: Making friends (35% to 40%), finding work (19% to 24%), belonging to a religious group (15% to 18%).<sup>58</sup>

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<sup>58</sup> Volunteering and being involved in a cultural association or connection with others that share your background or language were not included as options in 2017 so can't be compared.

## Top Changes to Better Support Settling, Working and Belonging

Survey participants were asked about the top three changes that could be made to better support the settling, working and belonging of immigrants and refugees in Waterloo Region.<sup>59</sup>

Employment-oriented solutions were collectively mentioned most frequently at 65% of responses, including:

- More or better programs for immigrants and refugees to find work (33%).
- Educate employers on the value and ways of hiring and retaining immigrants and refugees (26%).
- A central place for employers to find immigrant and refugee workers and where workers can find employment opportunities (21%).
- ESL opportunities in workplaces (14%).

More affordable housing options was the most common single response (45%).

Responses related to centralized services or service improvements were frequently mentioned.

Those related to connectedness/welcoming/anti-racism/discrimination were collectively mentioned by 31% of respondents (Table 19).<sup>60</sup>

**Table 19: Top Suggested Changes**

Suggested changes	# of participants	% of participants
<b>More affordable housing options</b>	235	45%
<b>More or better programs for immigrants and refugees to find work</b>	171	33%
<b>Educate employers on the value and ways of hiring and retaining immigrants and refugees</b>	135	26%
<b>More ESL opportunities to help improve English skills</b>	127	24%
<b>A central place for employers to find immigrant and refugee workers and where workers can find employment opportunities</b>	109	21%
<b>A central location where immigrants and refugees can receive many settlement and other services in one place</b>	107	20%
<b>ESL opportunities in workplaces</b>	73	14%
<b>Actions to reduce racism and discrimination towards immigrants and refugees</b>	71	14%
<b>Better coordination between service agencies</b>	54	10%
<b>More effort by community services to better serve immigrants and refugees</b>	52	10%
<b>Better coordination between levels of government</b>	48	9%
<b>Actions to increase welcoming and acceptance of immigrants and refugees</b>	46	9%
<b>Funding for interpretation and translation</b>	42	8%
<b>Better collaboration between service agencies</b>	41	8%
<b>Actions to improve the social connectedness of immigrants and refugees</b>	41	8%
<b>More funding for...</b>	21	4%
<b>Other</b>	61	12%

Source: 2019 Immigration Matters Survey

<sup>59</sup> Q25. What are the top 3 changes that could be made to better support the settling, working and belonging of immigrants and refugees in Waterloo Region? (Select only 3 of the options below) (full surveys only, n=523) Respondents could chose more than one response so the individuals percentages do not add up to 100.

<sup>60</sup> This includes actions to reduce racism and discrimination, actions to increase welcoming and acceptance and actions to improve social connectedness.

Survey participants also shared comments about how to help improve the welcoming, integration and wellbeing of immigrants and refugees in Waterloo Region.<sup>61</sup> Twenty-four participants shared affirming comments such as “You are doing an excellent work.” The remainder of the responses provided specific suggestions including:<sup>62</sup>

- More Support Obtaining Work (59 comments)
  - *“Find ways to find employment for newcomers in their field of professional training. This is the easiest way to help them feel part of the community and start contributing” – IM survey participant*
  - *“I believe if there is opportunity to find job easily the most challenge for immigrants will be resolved.”*
- More resources to connect people/reduce isolation (44 comments)
  - *“Actions to improve the social connectedness of immigrants and refugees”*
  - *“more activities that gather us with new friends”*
- Better Housing Support (42 comments)
  - *“Support in finding housing and providing financial assistance for buying a home”*
  - *“Finding houses that are spacious enough for large families whilst considering the cost.”*
- Reduce discrimination/stereotyping (32 comments)
  - *“To stop the mistreatment of people based on their skin colour. To value and respect the skills and efforts of human beings”*
- Accessing/awareness of newcomer services (27 comments)
  - *“There are lots of organizations that help immigrants, refugees, newcomers... sometimes they overlap. A centralized organization, that gathers the agencies under its umbrella would be great”*
  - *“As immigrants have absolutely no knowledge about most of the government programs, they tend to miss out such opportunities, thus efforts should be made so that they all know such programs”*
- More services/supports (27 comments)
  - *“I wish the government provides the newcomer community more support and services to help them to build a stronger community”*
- Easier to obtain professional qualifications/recognize foreign qualifications and experiences (24 comments)
  - *“Recognize our skills and experience and accept us in the community. We resigned from our work and came here because we trusted that we would find jobs.”*
  - *“By advocating for immigrants with international education and experience”*
  - *“Immigrants coming to Canada with different skills and experiences but it takes time to get integrated into the system. Developing ways to recognize the talents/skills and integrate them faster to the system is a need”*
- Better English learning/teaching (18 comments)
  - *“Language barrier can be a challenge for newcomers and people feel better when they understand each-other”*
  - *“Design English courses that are not focused on the academic but on real life”*
- Help with Living Expenses / Affordability of Living (14 comments)
  - *“Please try to help people with low income. Once we start working, the housing increases rent and the assistance is decreased. How can we move forward while we still in minus. We can’t save for the future”*
- More Support for further education/training (12 comments)
  - *“More work trainings”*
  - *“I am very interested to learn new skills. Employment skills programs are very helpful to newcomers”*
- Better/more affordable transportation (11 comments)

<sup>61</sup> Q27. Please provide any additional comments or thoughts about how to help improve the welcoming, integration and wellbeing of immigrants and refugees in Waterloo Region. (all surveys, n=367)

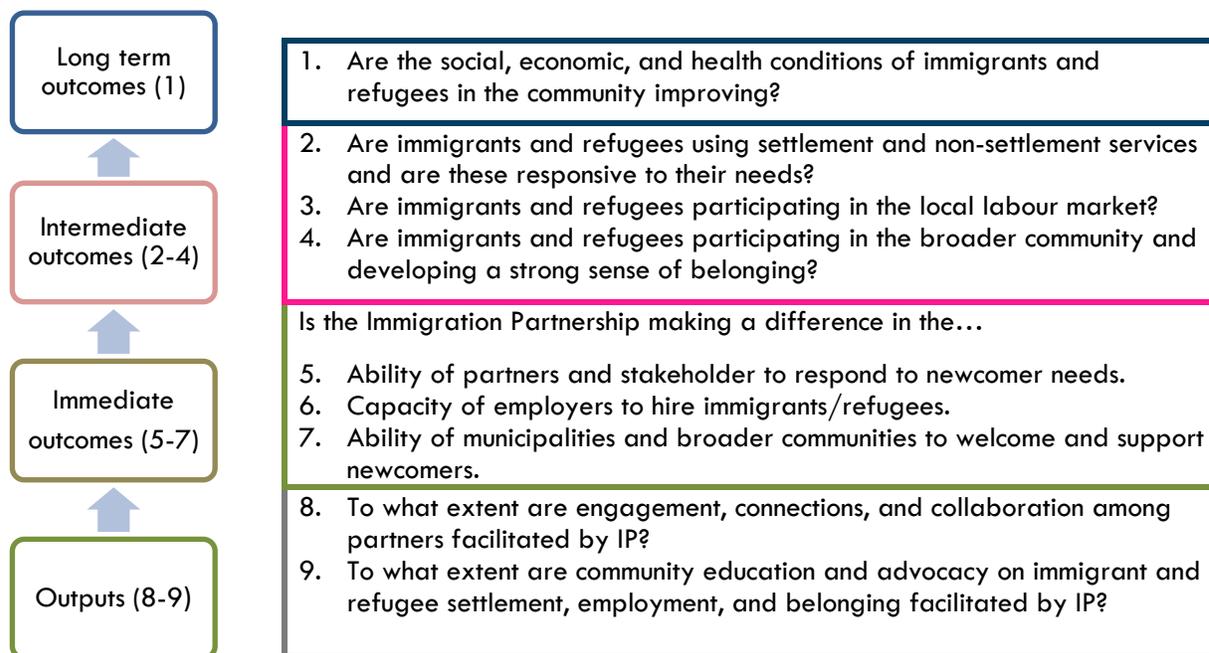
<sup>62</sup> Another 53 comments didn’t fit clearly into the listed categories.

- *“Make public transport better so that members of the community can connect quickly and easily”*
  - *“Transportation is very expensive. Unemployment immigrant can't afford cost for using services”*
- More support for small businesses/entrepreneurs (6 comments)
  - *“I believe Waterloo Region needs a study to support small businesses for newcomers to help them get jobs and create more jobs”*
  - *“More training in small business is necessary”*
- Increase safety (3 comments)
- Issues around Permanent Residency (2 comments)
- More interpretation services (2 comments)

## Appendix A: Methodology

Immigration Partnership, through the work of its Evaluation Advisory Committee, developed an evaluation strategy and performance measurement framework (PM)<sup>63</sup> in 2017. The evaluation strategy outlines the key research questions for IP.

### Research Questions



The current report includes findings from the Immigration Matters survey conducted by Immigration Partnership in June/July 2019.

Contact the Immigration Partnership for questions about methodology, findings particular to specific subpopulations or additional detail about participant's qualitative comments.

### Participant recruitment

The Immigration Matters survey gathered responses from 1,090 immigrant individuals both online and in paper survey format. There were 760 online responses and 330 paper responses. Individuals were recruited online through social media, email and partner websites. Participants were recruited in-person with online-survey enabled tablets and with paper surveys in a variety of settings such as the Kitchener-Waterloo Multicultural Festival, ethnic food stores and cultural or community events. Immigration Partnership partners promoted the survey with their clients and networks in programs, agency waiting areas and one-to-one settings. Responses were gathered from individuals that access immigrant services and those that did not.

There were five times more immigrant survey participants in the 2019 Immigration Matters survey than the 2017 Community Survey.

<sup>63</sup> According to the Centre of Excellence in Evaluation, a PM strategy is a "results-based management tool that is used to guide the selection, development and ongoing use of performance measures". See: <https://www.canada.ca/en/treasury-board-secretariat/services/audit-evaluation/centre-excellence-evaluation/guide-developing-performance-measurement-strategies.html#OverviewPMS>.

## Ineligible Survey Records

Thirty-three responses by respondents indicating they were born in Canada or were not immigrants were removed.<sup>64</sup> The Canadian-born responses were analyzed separately and compared to the 1,090 immigrant responses. Some of the 33 indicated they were children of immigrants and some had lived in Canada for many generations. These respondents differed somewhat from the immigrant participants and were more likely to be white, English speaking, 55 years or older, with no religious affiliation and tended to not have used services.

## Data collection tool

Immigration Partnership's Evaluation Advisory Committee designed the original 2017 survey tool based on PM indicators and revised the 2019 survey<sup>65</sup> based on subsequent feedback. A shorter version of the survey was developed and translated into 8 of the top languages for translation in Waterloo Region.<sup>66</sup>

The languages of completed surveys included:

	# responses
English	748
Arabic	111
Spanish	53
Serbian	52
Farsi	40
Tigrinya	26
Chinese	22
French	20
Amharic	18

## Analyses

The findings were analyzed using descriptive statistics with qualitative responses analyzed by themes. The findings presented in this report are those that were most noteworthy or where there were substantial differences when considering immigration category or other demographic characteristics. In general, differences were considered substantial when there was more than 5% difference between two or more participant categories.

Comparisons between the 2017 Community Survey and the 2019 Immigration Matters survey results were shared only where differences were noted.

## Limitations

Multiple promotion methods were used to reach a wide variety of immigrants but the results are not representative of all groups and subpopulations. Some methods resulted in higher number of participants (e.g. at least 151 responses through the KW Multicultural Centre and 157 through family outreach workers). Because of small sample sizes for some subpopulations, the findings should be interpreted with caution. It should also be noted that some groups or individuals may understand specific words or concepts differently (e.g. belonging, isolation, discrimination or expectations of excellent service delivery) and this could impact the findings.

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<sup>64</sup> Three records were assumed to be submitted by bots and were removed as they had random responses and open-ended questions contained only nonsensical, random words. Five additional records were removed in which the respondent only answered the first question about how they came to Canada but not any other survey answers.

<sup>65</sup> The 2019 Immigration Matter survey tool: <https://www.immigrationwaterlooregion.ca/IMsurvey.pdf> (full version) and <https://www.immigrationwaterlooregion.ca/imsurveyshort.pdf> (short version)

<sup>66</sup> The languages for translation were developed using the 2019 Service Use Profile report: <https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Services--Publications/Service-Use-Profile---Languages-and-Countries-of-Origin---Mar2019.pdf>

## Appendix B: Detailed Service Ratings

Details ratings of services used are as follows:

	% of respondents using this service <sup>67</sup>	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	30%	34%	35%	20%	8%	4%
Settlement services	33%	33%	33%	24%	6%	4%
Housing services	28%	23%	24%	26%	11%	15%
English language learning programs	50%	33%	33%	23%	8%	2%
Health services	70%	26%	29%	29%	11%	4%
Mental health services	14%	25%	22%	30%	13%	10%
Education services	53%	33%	34%	24%	6%	2%
Employment and/or skills training programs	38%	24%	28%	26%	12%	10%
Small business/entrepreneurial supports	10%	24%	21%	26%	16%	13%
Legal services	23%	30%	25%	23%	12%	11%
Other community services	13%	29%	25%	30%	9%	6%

Source: 2019 Immigration Matters Survey

<sup>67</sup> The “% of respondents using this service” indicates the percentage of respondents in Q10 that reported they used the service. The ratings from “Excellent” to “Poor” indicate the percentages of respondents in Q13 that rated that service as “Excellent”, “Very good”, etc., out of all respondents that rated services in Q13.

## Appendix C: Subpopulation Analyses

The following subgroup comparisons are to all Immigration Matters survey respondents unless otherwise stated. Differences were typically noted when there was more than a 5% difference between two responses. Some subgroups had fewer respondents. Since smaller sample sizes may have more variability, only larger differences are noted with those subgroups.

### Recent Immigrants

- This analysis includes 564 survey respondents who arrived in Canada in the last 5 years.<sup>68</sup>
- Recent immigrant respondents were:
  - Less likely to have completed the survey in English (60% vs. 69%) and more likely to have completed the survey in Arabic (18% vs. 10%)
  - Less likely to have come to Canada through the economic stream (15% vs. 22%) or family stream (16% vs. 26%)
  - More likely to be 25-34 years of age (37% vs. 26%) or 35-44 years of age (35% vs. 28%)
  - Less likely to be employed part time (30% vs. 41%) or to be unemployed (50% vs. 39%) but similarly likely to be employed full time (17% vs. 15%)
  - More likely to live in Waterloo (37% vs. 29%)
  - Less likely to have English as a first language (8% vs. 12%)
  - Less likely to speak English well or very well (53% vs. 65%)
  - Just as likely to want to stay permanently in Waterloo Region (61% vs. 61%)
  - Just as likely to have used services (86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	35%	37%	36%	19%	5%	4%
Settlement services	38%	35%	31%	26%	5%	3%
Housing services	22%	22%	23%	26%	12%	17%
English language learning programs	54%	35%	30%	26%	7%	2%
Health services	66%	28%	30%	29%	8%	5%
Mental health services	11%	30%	24%	33%	5%	9%
Education services	49%	38%	32%	23%	5%	2%
Employment and/or skills training programs	31%	26%	26%	27%	10%	11%
Small business/entrepreneurial supports	7%	27%	18%	29%	14%	12%
Legal services	21%	36%	28%	21%	9%	6%
Other community services	13%	30%	27%	32%	6%	4%

- Recent immigrant respondents were:
  - More likely to not use services because they were not aware of them (31% vs. 25%)

<sup>68</sup> Of the 564 responses: 295 were full versions of the survey and 269 short versions; 378 were online and 186 were completed on paper.

- More likely to have learned about services from a settlement worker (29% vs. 24%). The top means that recent immigrant respondents learned about services were friends or family (54%), a settlement worker (29%), or community centres/neighbourhood associations (22%)
- More likely to rate local services as “Poor” or “Acceptable” because of language barriers (37% vs. 27%) and less likely due to lack of coordination between services (12% vs. 20%), long wait times (39% vs. 46%), or unfriendly staff (8% vs. 13%)
- Similarly likely to be involved in any group or association (66% vs 64%) and less likely to be involved in a leadership position (11% vs. 22%)
- Less likely to indicate a strong sense of belonging in Waterloo Region (64% to 70%), more likely to indicate they had no close friends (17% vs. 12%), and more likely to express feel isolated (68% vs. 60%)
- Similarly likely to experience discrimination (20%). They were similarly most likely to note that discrimination occurred at work or when applying for a job or promotion (40%); in a store, bank or restaurant (30%); at community/public events (28%); or when looking for housing (24%)
- More likely to note that their top challenges were finding work (53% vs 46%), learning English (30% vs. 23%), finding affordable housing (33% vs. 29%), making friends or social connections (30% vs. 26%) or learning where and how to do things (23% vs. 20%).
- More likely to include settlement workers as one of the things that helped the most (17% vs. 13%). The top helpful things were similar to general respondents and included making friends (42%), having family support (33%), community programs and services (22%), finding work (21%) and settlement worker (17%)
- Similar to general respondents in terms of household size and number of generations living in the household, LGBTQ+, disability, faith affiliation
- Less likely to report that their housing was suitable and affordable (65% vs. 73%)
- Less likely to identify as white (13% vs. 22%)
- More likely to have a bachelor’s degree or higher (75% vs. 65%)
- More likely to have a household income less than \$30,000 (46% vs. 32%)
- More likely to be looking for work (68% vs. 49%)
- Less likely to be employed at a level equivalent to their skills/experience (42% vs. 55%)

## Recent Economic Immigrants

- This analysis includes 82 survey respondents that immigrated through the economic categories and arrived in the last 5 years.<sup>69</sup>
- Recent economic immigrant respondents were:
  - More likely to be 25-44 years of age (76% vs. 55%)
  - More likely to be male (45% vs 36%)
  - Similarly likely to be employed (58% vs. 56%)
  - More likely to be living in Waterloo (37% vs. 29%) and less likely in Cambridge (12% vs. 21%)
  - More likely to have English as a first language (22% vs. 12%) and more likely to speak English well or very well (77% vs. 65%)
  - Less likely to have used services in general (80% vs 86%) and less likely to have used housing, education, interpretation, health, English learning, mental health services, and legal services. They were similarly likely to use settlement services (30% vs. 33%) and small business/entrepreneurial supports (8% vs 10%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor

<sup>69</sup> Of the 82 responses: 62 were full versions of the survey and 20 short versions; 70 were online and 12 were completed on paper.

Interpretation services	16%	21%	36%	7%	14%	21%
Settlement services	30%	27%	23%	18%	18%	14%
Housing services	11%	8%	25%	8%	33%	25%
English language learning programs	39%	21%	28%	31%	14%	7%
Health services	55%	18%	23%	31%	21%	8%
Mental health services	5%	11%	56%	11%	0%	22%
Education services	37%	36%	28%	28%	4%	4%
Employment and/or skills training programs	49%	26%	24%	21%	16%	13%
Small business/entrepreneurial supports	8%	44%	11%	11%	22%	11%
Legal services	17%	38%	15%	8%	31%	8%
Other community services	7%	29%	14%	43%	0%	14%

- Recent economic immigrant respondents were:
  - More likely to not use services because they were not aware of them (58% vs. 42%) with most of these (50% of respondents) saying they didn't use services because they weren't aware of them – and they would have used the services if they did know about them.
  - More likely to have learned about services from other websites (35% vs. 23%) and similarly likely from a settlement worker (26% vs. 25%)
  - More likely to note the top reasons for rating local services as “Poor” or “Acceptable” because of lack of sufficient information (41% vs. 32%) or lack of coordination (27% vs. 20%), or low accessibility (22% vs. 16%).
  - More likely to be involved in any group or association (69% vs 64%) and less likely to be involved in a leadership position (12% vs. 22%)
  - Less likely to indicate a strong sense of belonging in Waterloo Region (57% vs. 70%)
  - More likely to have zero close friends (17% vs. 12%) and to feel isolated (69% vs. 60%)
  - Similarly likely to have experienced discrimination (23% vs. 22%)
  - More likely to indicate that finding work (65% vs. 46%) and making friends or social connections (35% vs. 26%) was a top challenge
  - Similar in terms of what helped them most
  - More likely to suggest community changes of: Educate employers on the value and ways of hiring and retaining immigrants and refugees (49% vs. 26%) and More or better programs for immigrants and refugees to find work (40% vs. 33%)
  - Similar in terms of household size, multigenerational living, the suitability and affordability of their housing
  - More likely to have a bachelor's degree or higher (88% vs. 65%)
  - Less likely to have a household income less than \$30,000 (27% vs. 32%)
  - More likely to be looking for work (71% vs. 49%)
  - Similarly likely to be employed at a level equivalent to their skills/experience (57% vs. 55%)

## Refugees

- This analysis includes 360 government assisted refugees, privately sponsored refugees, refugee claimants and respondents who noted they were or had previously been refugees but did not include the specific stream.<sup>70</sup>
- Refugee respondents were:
  - Less likely to have completed the survey in English (50% vs. 69%) and more likely to have completed the survey in Arabic (25% vs. 10%)
  - More likely to have lived in Canada for 5 or fewer years (67% vs. 52%)
  - More likely to be 35-44 years of age (39% vs. 28%)
  - Less likely to be employed part time (33% vs. 41%) or full time (9% vs. 15%)
  - More likely to live in Kitchener (57% vs. 46%)
  - Less likely to have English as a first language (1% vs. 12%)
  - Less likely to speak English well or very well (49% vs. 65%)
  - More likely to want to stay permanently in Waterloo Region (89% vs. 61%)
  - More likely to have used services in general, and in particular: interpretation (51% vs. 30%), English language learning (70% vs. 50%), settlement (52% vs. 33%), housing (39% vs. 28%), health (79% vs. 70%) and legal services (32% vs. 23%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	30%	40%	34%	18%	6%	3%
Settlement services	33%	37%	32%	26%	4%	1%
Housing services	28%	24%	20%	29%	11%	16%
English language learning programs	50%	37%	35%	21%	6%	1%
Health services	70%	35%	30%	24%	8%	3%
Mental health services	14%	42%	21%	22%	8%	7%
Education services	53%	40%	30%	22%	5%	2%
Employment and/or skills training programs	38%	28%	24%	31%	8%	9%
Small business/entrepreneurial supports	10%	33%	6%	39%	6%	15%
Legal services	23%	38%	25%	22%	6%	9%
Other community services	13%	29%	29%	32%	9%	2%

- Refugee respondents were:
  - More likely to not use services because they were not aware of them (47% vs. 42%) or did not qualify (16% vs 9%), and less likely to not need them (37% vs. 48%)
  - The top means of learning about services were friends or family (55%), a settlement worker (35%), or community centres/neighbourhood associations (24%)
  - More likely to have learned about services from a settlement worker (35% vs. 24%) and less likely through “other” websites – beyond immigrationwaterlooregion.ca (12% vs. 22%).

<sup>70</sup> Of the 360 responses: 149 were full versions of the survey and 211 short versions; 204 were online and 156 were completed on paper.

- More likely to rate local services as “Poor” or “Acceptable” because of language barriers (44% vs. 27%) and less likely due to high cost of service (14% vs. 22%), lack of sufficient information (25% vs. 32%) or unfriendly staff (8% vs. 13%)
- More likely to be involved in a group or association (69% vs 64%) and somewhat less likely to be in a leadership position (18% vs. 22%)
- Similarly likely to indicate a strong sense of belonging in Waterloo Region (74% vs. 70%), as well as to have a similar number of close friends (10% indicating zero close friends), and just as likely to express feeling isolated (60%)
- Similarly likely to experience discrimination (22%) and note that discrimination occurred at work or when applying for a job or promotion (41%); or in a store, bank or restaurant (41%)
- More likely to note that their top challenges were learning English (37% vs. 23%) or finding affordable housing (39% vs. 29%). Similar to general survey respondents, finding work was their top challenge (46% vs. 45%)
- More likely to include settlement workers as one of the things that helped the most (23% vs. 13%). The top helpful things were similar to general respondents and included making friends (37%), having family support (34%), community programs and services (25%), settlement worker (23%), finding work (23%), and belonging to a religious group (21%)
- More likely to have 5 or more people in their household (39% vs 27%)
- More likely to have 2 or more generations in their household (73% vs. 61%)
- Less likely to report that their housing was suitable and affordable (60% vs. 73%)
- More likely to identify as black (23% vs. 11%) or Arab (18% vs. 12%)
- More likely to indicate they were living with a disability/chronic illness (20% vs. 11%)
- More likely to be a member of a faith community (81% vs. 73%) and in particular Muslim faith
- Less likely to have a bachelor’s degree or higher (50% vs. 65%)
- More likely to have a household income less than \$30,000 (60% vs. 32%)
- More likely to be looking for work (56% vs. 49%)
- Similarly likely to be employed at a level equivalent to their skills/experience (52% vs. 55%)

## International Students

- This analysis includes 94 international student respondents.<sup>71</sup>
- International students were:
  - More likely to have completed the survey in English (86% vs. 69%), to have English as a first language (18% vs. 12%), and to speak English well or very well (83% vs. 65%)
  - Less likely to want to stay permanently in Waterloo Region when compared to all temporary resident respondents (51% vs. 61%) and more likely to say they were not sure (34% vs. 27%).
  - More likely to have lived in Canada for 5 or fewer years (89% vs. 52%). This is expected as most student visas are only one to a few years in length
  - More likely to be 20-34 years of age (76% vs. 34%)
  - More likely to be male (45% vs. 36%)
  - Less likely to be employed full time (28% vs. 41%) but more likely to be employed part time (35% vs. 15%)
  - More likely to live in the City of Waterloo (54% vs. 29%)
  - Less likely to have used services in general (78% vs. 86%), and in particular: English language learning (17% vs. 50%), health (46% vs. 70%), interpretation (11% vs. 30%), employment and/or skills training (20% vs. 38%), settlement (16% vs. 33%) and housing services (21% vs. 28%)

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<sup>71</sup> Of the 94 responses: 69 were full versions of the survey and 25 short versions, and 75 were online and 19 were completed on paper.

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	11%	31%	25%	25%	13%	6%
Settlement services	16%	24%	24%	35%	12%	6%
Housing services	21%	14%	32%	32%	14%	9%
English language learning programs	17%	12%	41%	29%	6%	12%
Health services	46%	13%	26%	44%	13%	5%
Mental health services	13%	6%	24%	53%	12%	6%
Education services	52%	27%	38%	27%	7%	2%
Employment and/or skills training programs	20%	5%	37%	42%	11%	5%
Small business/entrepreneurial supports	9%	10%	10%	30%	10%	40%
Legal services	10%	25%	25%	17%	8%	25%
Other community services	14%	20%	20%	40%	0%	20%

- International student respondents were:
  - More likely to not use services because they were not aware of them (47% vs. 42%) or because they did not qualify (16% vs 9%), and less likely as a result of not needing them (37% vs. 48%)
  - More likely to have learned about services from other websites (37% vs. 23%) and less likely from a settlement worker (10% vs. 25%)
  - More likely to rate local services as “Poor” or “Acceptable” because of high cost of service (55% vs. 22%) and less likely due to long wait times (30% vs. 46%) or lack of coordination (6% vs. 20%)
  - Less likely to be involved in a group or association (54% vs 64%) and similarly likely to be in a leadership position (26% vs. 22%). The only group or association they were more likely to participate in was Sports or Recreational Organizations (28% vs. 14%)
  - Less likely to have a strong sense of belonging in Waterloo Region (50% vs. 70%)
  - More likely to feel isolated (76% vs. 60%) but similar in number of close friends
  - Similarly likely to experience discrimination (23% vs 22%)
  - Similar to general survey respondents, finding work was their top challenge (51% vs. 45%). They were more likely to say top challenges were making friends/social connections (36% vs. 26%) and transportation (25% vs. 15%).
  - More likely to say making friends was one of the things that helped the most (46% vs. 40%) and less likely to say having family support (17% vs. 37%), belonging to a religious group (7% vs 19%), community programs (13% vs. 21%) and settlement workers (7% vs. 13%)
  - Less likely to see more ESL opportunities to help improve English skills as a helpful change (10% vs. 24%)
  - More likely to live on their own (26% vs. 11%) and less likely to live in multigenerational households – though there were still 27% of students that lived in multigenerational households
  - Less likely to say their housing was suitable and affordable (63% vs. 73%)
  - More likely to have a household income of less than \$30,000 (39% vs. 32%)
  - More likely to identify as South Asian (34% vs 14%) and less likely to identify as White (6% vs. 22%)

- More likely to be a member of a faith community (83% vs. 73%) and in particular Hindu (28% vs. 6%) or Sikh (11% vs. 2%)
- Similarly likely to identify as a member of the LGBTQ+ community
- Similarly as likely to be living with a disability/chronic illness
- More likely to have a bachelor's degree or higher (76% vs. 65%)
- More likely to be currently looking for work (71% vs. 49%)
- Less likely to be in a job that was at the same level as their skills and experience (of students who were working, 32% vs. 55%)

## Female Immigrants

- This analysis included 413 female respondents. The question about gender was only included on the long survey form.<sup>72</sup>
- Females respondents were:
  - More likely to have come to Canada through the family category (33% vs. 26%)
  - Less likely to have come to Canada within the last 5 years (39% vs. 52%).
  - More likely to be employed (70% vs. 56%)
  - Among those with a first language other than English, more likely to speak English “Very Well” or “Well” (79% vs. 65%)
  - Similarly distributed in terms of which municipality they lived in, racial or ethnic affiliation, LGBTQ+, disability, and faith community affiliation
  - Similarly likely to use services in general, but less likely to use interpretation (19% vs. 30%), English language learning (41% vs. 50%), education (58% vs. 53%) and employment and/or skills training services (43% vs. 38%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	19%	22%	36%	23%	13%	5%
Settlement services	29%	25%	30%	32%	7%	5%
Housing services	32%	26%	20%	27%	14%	14%
English language learning programs	41%	31%	34%	22%	8%	4%
Health services	74%	21%	30%	33%	13%	3%
Mental health services	18%	19%	22%	31%	18%	11%
Education services	58%	28%	37%	27%	7%	1%
Employment and/or skills training programs	43%	19%	27%	28%	14%	11%
Small business/entrepreneurial supports	13%	24%	20%	27%	16%	12%
Legal services	22%	23%	26%	26%	13%	12%
Other community services	9%	24%	26%	38%	8%	4%

- Females respondents were:
  - Less likely to have learned about services from a settlement worker (20% vs. 25%).

<sup>72</sup> Of the 413 responses, 386 were online and 27 completed on paper.

- More likely to rate services negatively due to unfriendly staff (19% vs. 14%) and lack of coordination between services (25% vs. 20%).
- Similarly likely to indicate they were involved in various groups or associations, or in a leadership role, their sense of belonging, number of close friends, feelings of isolation and discrimination experiences.
- Similar in terms of the types of things that they saw as their biggest challenges and the things that helped them most over the past year (though more likely to say volunteering was one of the most helpful things – 28% vs. 23%). Also similar in what they suggested would make the most difference for immigrants.
- Similarly likely to have a bachelor’s degree or higher (64% vs. 65%) or have a household income less than \$30,000 (29% vs. 32%).
- Similarly likely to be looking for work (48% vs. 49%).
- Similarly likely to be employed at a level equivalent to their skills/experience (52% vs. 55%).

## Highly Educated Immigrants

- This analysis includes 171 survey respondents with Masters or PhD degrees.<sup>73</sup>
- Highly educated respondents were:
  - More likely to have come to Canada as economic immigrants (49% vs. 22%) and less likely through the family category (20% vs. 26%)
  - Less likely to have come to Canada in the last 5 years (43% vs. 52%)
  - Similar in terms of age and gender
  - More likely to be employed (62% vs. 56%)
  - More likely to be living in Waterloo (39% vs. 29%) and less likely in Cambridge (12% vs. 21%)
  - More likely to have English as a first language (19% vs. 12%) and more likely to speak English well or very well (83% vs. 65%)
  - Similarly likely to have used services in general (89% vs 86%). Less likely to have used interpretation, housing, English language learning and settlement services and more likely to have used employment and/or skills training programs

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	12%	15%	46%	15%	23%	0%
Settlement services	29%	20%	20%	44%	7%	10%
Housing services	17%	22%	24%	24%	5%	24%
English language learning programs	41%	18%	44%	30%	9%	0%
Health services	75%	12%	28%	38%	15%	7%
Mental health services	17%	3%	23%	42%	19%	13%
Education services	53%	23%	35%	33%	8%	1%
Employment and/or skills training programs	47%	12%	26%	32%	20%	10%

<sup>73</sup> Of the 360 responses: 165 were online and 6 were completed on paper. The question about education was only included on the long version of the survey. This may have impacted the findings below as the full length survey was only completed in English and primarily online.

Small business/entrepreneurial supports	14%	15%	25%	30%	15%	15%
Legal services	16%	22%	22%	33%	11%	11%
Other community services	16%	9%	29%	50%	9%	3%

- Highly educated respondents were:
  - More likely to not use services because they did not need them (54% vs. 48%)
  - More likely to have learned about services from other websites (39% vs. 23%) and less likely from a settlement worker (19% vs. 25%)
  - More likely to rate local services as “Poor” or “Acceptable” because of lack of coordination (35% vs. 20%), low accessibility (31% vs. 16%), lack of sufficient information (43% vs. 32%) and long wait times (54% vs. 46%), and less likely because of language barriers (9% vs. 27%)
  - More likely to be involved in a group or association (75% vs. 64%) and similarly likely to be in a leadership position (26% vs. 22%)
  - Similar in terms of their sense of belonging in Waterloo Region, number of close friends and feelings of isolation
  - More likely to have experienced discrimination (27% vs. 22%) and more likely to note that this was at work or when applying for a job or promotion (56% vs. 48%) or when crossing the border into Canada (11% vs. 6%)
  - More likely to indicate that accessing health care (23% vs. 13%) or finding work (54% vs. 46%) was a top challenge and less likely to say learning English (10% vs. 23%) or finding affordable housing was a top challenge (23% vs. 29%)
  - More likely to note that belonging to a religious group (25% vs. 19%) or volunteering (28% vs. 23%) helped them, and less likely to note a settlement worker (7% vs. 13%)
  - More likely to suggest community changes of: Educate employers on the value and ways of hiring and retaining immigrants and refugees (35% vs. 26%), A central place for employers to find immigrant and refugee workers and where workers can find employment opportunities (28% vs. 21%), and More or better programs for immigrants and refugees to find work (38% vs. 33%)
  - Less likely to have 5 or more people in their household (17% vs. 27%) and similarly likely to live in multigenerational households
  - Similarly likely to report that their housing was suitable and affordable (77% vs. 73%)
  - More likely to identify as South Asian (19% vs. 14%)
  - Similar in terms of LGBTQ+ identification, disability, faith affiliation
  - Less likely to have a household income less than \$30,000 (27% vs. 32%)
  - More likely to be looking for work (56% vs. 49%)
  - Less likely to be employed at a level equivalent to their skills/experience (50% vs. 55%)

## Immigrants with Low English

- This analysis includes 113 survey respondents who indicated that they spoke English poorly or not at all.<sup>74</sup>
- Low English respondents were:
  - Less likely to have completed the survey in English (35% vs. 69%) and more likely to have completed it in Arabic (32% vs. 10%), Spanish (8% vs. 5%), Farsi (10% vs. 4%) or Amharic (9% vs. 2%)
  - Less likely to have come to Canada through the economic stream (8% vs. 22%), family stream (20% vs. 26%) or as an international student (3% vs. 9%) and more likely to have come as a government assisted refugee (35% vs. 18%), privately sponsored refugee (17% vs. 8%) or refugee claimant (10% vs. 5%)
  - More likely to have come to Canada in the last 5 years (78% vs. 52%)

<sup>74</sup> Of the 113 responses: 31 were full versions of the survey and 82 short versions; 62 were online and 51 were completed on paper.

- More likely to not be employed (84% vs. 39%)
- More likely to live in Kitchener (58% vs. 46%)
- Similarly likely to have used services (90% vs. 86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	67%	32%	37%	21%	4%	6%
Settlement services	59%	32%	47%	18%	0%	3%
Housing services	32%	13%	24%	31%	11%	20%
English language learning programs	76%	32%	32%	25%	9%	3%
Health services	79%	34%	34%	23%	7%	3%
Mental health services	20%	24%	28%	16%	8%	24%
Education services	53%	38%	26%	23%	8%	6%
Employment and/or skills training programs	26%	19%	23%	29%	13%	16%
Small business/entrepreneurial supports	3%	22%	11%	22%	22%	22%
Legal services	25%	29%	21%	18%	11%	21%
Other community services	14%	47%	18%	18%	6%	12%

- Low English respondents were:
  - More likely to say they did not use services because they were not aware of them (51% vs. 42%) and they did not qualify (15% vs. 9%) and less likely not need them (32% vs. 48%)
  - More likely to have learned about services from a settlement worker (37% vs. 25%). The top means of having learned about services were friends or family (61%), a settlement worker (37%), or community centres/neighbourhood associations (18%)
  - More likely to rate local services as “Poor” or “Acceptable” because of language barriers (54% vs. 27%) and less likely due to lack of coordination between services (6% vs. 20%), long wait times (38% vs. 46%) or unfriendly staff (8% vs. 13%)
  - Less likely to be involved in a group or association (52% vs 64%) or be in a leadership position (6% vs. 22%)
  - Less likely to have a strong sense of belonging in Waterloo Region (64% to 70%) and more likely to feel isolated (79% vs. 60%)
  - More likely to experience discrimination (34% vs. 22%)
  - More likely to note that one of their top challenges was learning English (48% vs. 23%)
  - More likely to have 5 or more people in their household (38% vs 27%)
  - More likely to have 2 or more generations in their household (75% vs. 61%)
  - Less likely to report that their housing was suitable and affordable (57% vs. 73%)
  - More likely to identify as Arab (21% vs. 12%)
  - Similar to general respondents in terms of LGBTQ+ affiliation and disability
  - More likely to be a member of a faith community (79% vs. 73%), especially Muslim faith
  - Less likely to have a bachelor’s degree or higher (21% vs. 65%)
  - More likely to have a household income less than \$30,000 (71% vs. 32%)
  - Less likely to be looking for work (42% vs. 49%)

## Immigrants with Low Income

- This analysis includes 196 survey respondents.<sup>75</sup>
- Low income respondents were:
  - Less likely to have come to Canada through the economic stream (17% vs. 22%), family stream (21% vs. 26%) or as an international student (3% vs. 9%) and more likely to come as a refugee claimant (10% vs. 5%)
  - More likely to have come to Canada in the last 5 years (60% vs. 52%)
  - Similar in terms of gender, municipality of residence, age, English as a first language and English language ability
  - Less likely to be employed (35% vs. 56%)
  - More likely to have used services (94% vs. 86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	28%	28%	27%	28%	13%	4%
Settlement services	37%	33%	23%	35%	5%	5%
Housing services	39%	27%	18%	23%	16%	16%
English language learning programs	56%	31%	37%	21%	8%	3%
Health services	77%	27%	22%	38%	6%	6%
Mental health services	18%	20%	16%	41%	16%	7%
Education services	57%	33%	25%	36%	5%	2%
Employment and/or skills training programs	47%	28%	16%	30%	10%	15%
Small business/entrepreneurial supports	13%	14%	7%	43%	21%	14%
Legal services	28%	22%	19%	33%	9%	17%
Other community services	26%	26%	21%	35%	9%	9%

- Low income respondents were:
  - Similar in terms of their reasons for not using services
  - More likely to have learned about services from community centres/neighbourhood associations (37% vs. 25%) and less likely to have learned about them from friends/family members (45% vs. 54%)
  - More likely to rate local services as “Poor” or “Acceptable” were because of low accessibility (24% vs. 16%), long wait times (54% vs. 46%), lack of coordination between services (27% vs. 20%), unfriendly staff (21% vs. 14%) and cultural barriers (20% vs. 15%), and less likely due to language barriers (18% vs. 27%)

<sup>75</sup> The question about income was only included on the long version of the survey. Of the 196 responses: 179 were online and 17 were completed on paper. This category includes IM survey respondents that shared their household income and the number of individuals in their household. These questions combined were used to estimate the number of individuals living on low income. This was a rough estimate since the Market Basket Measure of low income by Statistics Canada uses slightly different income categories and therefore approximations of low income matches were used when comparing to the IM survey.

- More likely to be involved in a group or association (72% vs. 64%) and less likely to be in a leadership position (16% vs. 22%)
- Similarly likely to indicate a strong sense of belonging in Waterloo Region (69% vs. 70%) and more likely to feel isolated (65% vs. 60%)
- Similarly likely to experience discrimination (19% vs. 22%)
- More likely to note that one of their top challenges was finding work (60% vs. 46%)
- Less likely to report that their housing was suitable and affordable (60% vs. 73%)
- More likely to have 5 or more people in their household (33% vs. 27%)
- More likely to have 2 or more generations in their household (68% vs. 61%)
- Less likely to be Canadian citizens (38% vs. 51%)
- More likely to identify as Arab (19% vs. 12%) and less likely to identify as White (15% vs. 22%)
- Similar in terms of LGBTQ+ affiliation, disability and education
- More likely to be a member of a faith community (81% vs. 73%), especially Muslim faith
- More likely to have a household income less than \$30,000 (82% vs. 32%)
- More likely to be looking for work (67% vs. 49%)
- Less likely to be employed at a level equivalent to their skills/experience (31% vs. 55%)

## Francophone Immigrants

- This analysis includes 21 respondents who indicated their first language was French. Because of the small sample size, only a few general findings are noted below. The findings should be interpreted with caution.<sup>76</sup>
- Francophone respondents included at least some individuals from all immigration categories (economic, family, refugee), work visas and international students (though more likely to be in the economic/family categories)
- Francophone respondents were:
  - Similarly likely to have come to Canada in the last 5 years (48% vs. 52%)
  - Less likely to have used a variety of services, except for English language learning programs and employment/skills training programs
  - Less likely to express a strong sense of belonging (65% vs. 70%)
  - Less likely to feel isolated (35% vs. 60%)
  - More likely to respond that they did not use services because they were not aware of them (67% vs. 42%) and less likely to not need them (33% vs. 48%)
  - Similar to general respondents, less than a quarter (16%) experienced discrimination
  - More likely to note that one of their top challenges was learning English (42% vs. 23%), receiving public or social services (21% vs. 9%) or finding affordable housing (47% vs. 29%)

## Racialized Immigrants

- This analysis includes 313 respondents who were members of a racial or ethnic group other than White.<sup>77</sup>
- Racialized respondents were:
  - More likely to have come to Canada through the economic stream (30% vs. 22%) and less likely to come as a government assisted refugee (9% vs. 18%)
  - Similar in terms of how many years since they came to Canada, gender, employment status, municipality of residence, English as a first language and desire to stay permanently in Waterloo Region (if a temporary resident)

<sup>76</sup> Of the 21 responses: 4 were full versions of the survey and 17 short versions; 7 were online and 14 completed on paper; 17 were completed in French and 4 in English.

<sup>77</sup> Of the 313 responses: 291 were online and 22 were completed on paper. The question about race/population group was only included on the long version of the survey. This could make a significant impact on the findings as the shorter version of the survey included more individuals who did not speak English well, were refugees, etc.

- More likely to speak English very well (53% vs. 37%)
- Similarly likely to have used services (90% vs 86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	17%	23%	26%	25%	15%	11%
Settlement services	28%	27%	28%	28%	9%	9%
Housing services	31%	24%	20%	25%	15%	17%
English language learning programs	44%	27%	33%	23%	10%	7%
Health services	71%	19%	29%	34%	11%	6%
Mental health services	15%	12%	20%	41%	17%	10%
Education services	56%	31%	31%	25%	9%	3%
Employment and/or skills training programs	47%	20%	23%	28%	14%	15%
Small business/entrepreneurial supports	14%	20%	17%	28%	24%	11%
Legal services	21%	27%	18%	28%	13%	14%
Other community services	16%	23%	17%	38%	13%	9%

- Racialized respondents were:
  - Similar in terms of their reasons for not using services
  - More likely to have learned about services from “Other websites” (29% vs. 23%) and community centres/neighbourhood associations (34% vs. 25%)
  - More likely to rate services as poor/acceptable because of lack of coordination between services (30% vs. 20%) or low accessibility (22% vs. 16%) and less likely because of language barriers (12% vs. 27%)
  - More likely to be involved in a group or association (72% vs 64%) and similarly likely to be in a leadership position
  - Similar in terms of their sense of belonging in Waterloo Region, number of close friends and feelings of isolation
  - Similarly likely to have experienced discrimination (26% vs. 22%) and more likely to note discrimination was due to religion (45% vs 35%) or colour (35% vs. 29%). They were similar in terms of where the discrimination occurred
  - Similar in terms of their top challenges, other than being less likely to indicate that learning English was one of their top challenges (17% vs. 23%)
  - Similar in terms of what helped them the most and the suggested changes in Waterloo Region
  - More likely to have 5 or more people in their household (34% vs 27%)
  - Similar in terms of number of generations living in the household, their housing being suitable and affordable, citizenship, LGBTQ+, disability, education, income, and working at a level equivalent with their skills/experience
  - More likely to be a member of the Muslim faith (39% vs. 33%)
  - More likely to be looking for work (54% vs. 49%)

## Black Immigrants

- This analysis includes 61 survey respondents who described themselves as Black.<sup>78</sup>
- Black respondents were:
  - More likely to have come to Canada through the family stream (31% vs. 26%) or as a privately sponsored refugee (16% vs. 8%)
  - More likely to have come to Canada 10 or more years ago (46% vs. 36%) and be female (69% vs. 62%)
  - Less likely to be employed (46% vs 56%)
  - More likely to be living in Kitchener (61% vs. 46%)
  - More likely to have English as a first language (33% vs. 12%) and speak English very well (63% vs. 37%)
  - More likely to have used services (95% vs 86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	30%	38%	15%	15%	23%	8%
Settlement services	33%	38%	19%	19%	19%	5%
Housing services	28%	29%	21%	18%	18%	14%
English language learning programs	50%	39%	28%	22%	6%	6%
Health services	70%	23%	36%	34%	7%	0%
Mental health services	14%	11%	33%	44%	11%	0%
Education services	53%	31%	41%	17%	7%	3%
Employment and/or skills training programs	38%	20%	23%	34%	11%	11%
Small business/entrepreneurial supports	10%	13%	13%	63%	13%	0%
Legal services	23%	35%	29%	35%	0%	0%
Other community services	13%	33%	11%	44%	11%	0%

- Black respondents were:
  - Similar in terms of reasons for not using services and how they learned about services
  - More likely to be involved in a group or association (74% vs 64%) and be in a leadership position (36% vs. 22%)
  - More likely to have a strong sense of belonging in Waterloo Region (79% vs. 70%) but similar in terms of the number of close friends and feelings of isolation
  - Similarly likely to have experienced discrimination (23% vs. 22%)
  - More likely to note that belonging to a religious group helped them (40% vs 19%)
  - Less likely to note that their housing was suitable/affordable (64% vs. 73%)
  - More likely to have 5 or more people in their household (41% vs 27%)
  - More likely to have 2 or more generations in their household (71% vs. 61%)
  - Less likely to report that their housing was suitable and affordable (64% vs. 73%)

<sup>78</sup> Of the 61 responses: 54 were online and 7 were completed on paper. The question about racial or ethnic affiliation was only included on the long version of the survey. This could make a significant impact on the findings.

- More likely to be a member of a faith community (88% vs. 73%), especially a Christian faith community (60% vs. 26%)
- Less likely to have a bachelor's degree or higher (54% vs. 65%)
- Similar in terms of income
- More likely to be looking for work (63% vs 49%) whether employed or unemployed
- Less likely to be employed at a level equivalent to their skills/experience (47% vs. 55%)

## Muslim Immigrants

- This analysis includes 171 survey respondents who were part of a Muslim faith community.<sup>79</sup>
- Muslim respondents were:
  - Similar in terms of their immigration categories, time living in Canada and gender
  - Less likely to be employed (44% vs 56%)
  - More likely to be living in Cambridge (29% vs. 21%)
  - Less likely to have English as a first language (3% vs. 12%) but more likely to speak English very well (52% vs. 37%)
  - More likely to have used services (96% vs 86%)

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	27%	16%	39%	26%	11%	9%
Settlement services	40%	18%	32%	38%	4%	8%
Housing services	42%	20%	24%	31%	9%	16%
English language learning programs	54%	20%	41%	23%	11%	5%
Health services	85%	19%	28%	34%	13%	4%
Mental health services	18%	14%	21%	36%	12%	17%
Education services	66%	27%	28%	32%	9%	3%
Employment and/or skills training programs	45%	14%	19%	29%	17%	21%
Small business/entrepreneurial supports	15%	13%	10%	37%	17%	23%
Legal services	26%	23%	21%	27%	10%	19%
Other community services	25%	16%	31%	41%	6%	6%

- Muslim respondents were:
  - Similar in terms of their reasons for not using services and how they learned about services
  - More likely to rate services as poor or acceptable due to cultural barriers (25% vs 15%), unfriendly staff (22% vs. 14%) or lack of coordination between services (34% vs. 20%)
  - More likely to be involved in a group or association (75% vs 64%) and similarly likely to be in a leadership position (26% vs. 22%)
  - Similar in terms of their sense of belonging in Waterloo Region, number of close friends and feelings of isolation

<sup>79</sup> Of the 171 responses: 155 were online and 16 were completed on paper. The question about faith community was only included on the long version of the survey.

- More likely to have experienced discrimination (26% vs. 22%)<sup>80</sup> and more likely due to religion (76% vs 35%), culture (52% vs 42%) or physical appearance other than colour (24% vs 14%)
- More likely to indicate that finding work was a challenge (56% vs. 46%)
- More likely to note that belonging to a religious group helped them (29% vs 19%) as well as community programs and services (33% vs. 21%)
- Similar in the community changes they suggested
- More likely to have 5 or more people in their household (44% vs 27%)
- More likely to have 2 or more generations in their household (74% vs. 61%)
- Less likely to report that their housing was suitable and affordable (63% vs. 73%)
- More likely to identify as Arab (28% vs. 12%) or South Asian (22% vs. 14%)
- Similar in terms of LGBTQ+ affiliation, disability and education
- More likely to have a household income less than \$30,000 (43% vs. 32%)
- More likely to be looking for work (55% vs. 49%)
- Less likely to be employed at a level equivalent to their skills/experience (46% vs. 55%)

## LGBTQ+ Immigrants

- This analysis includes 14 survey respondents who self-identified as a member of the LGBTQ+ community. Because of the small sample size, only a few general findings are noted below and findings should be interpreted with caution.
- LGBTQ+ respondents included at least some individuals from:
  - All immigration categories (economic, family, refugee) as well as refugee claimants, work visas and international students
  - All age categories over 25 years of age
  - Both females and males (none that responded “prefer to self-describe”)
  - All employment status categories
  - All urban municipalities (Kitchener, Waterloo, Cambridge) and rural
- LGBTQ+ respondents were:
  - All able to speak English at least fairly well
  - Similar to general respondents, noted barriers to service of including: Long wait times, low accessibility, high cost of services, unfriendly staff, and lack of coordination or lack of sufficient information. Nearly half noted they only had good/very good/excellent service experiences
  - Similar in feeling a strong sense of belonging, having 3 or more friends (though approximately a third reported having zero friends)
  - A majority felt isolated in the past year
  - More had experienced discrimination in the past year (43%). The reasons provided included sexual orientation, age, gender, disability, colour, race and culture

## Recent Refugee Immigrants with Low English

- This analysis includes 59 survey respondents who were refugees who came to Canada within the last 5 years and spoke English poorly or not at all. Because of the small sample size, only a few general findings are noted below.<sup>81</sup>
- Recent refugees with low English respondents were:
  - Similarly likely to have used services (90% vs. 86%) but more likely to have used interpretation, settlement, English language learning and health services
  - More likely to respond that they did not use services because they were not aware of them (50% vs. 42%) and did not qualify (23% vs. 9%) and less likely to not need them (23% vs. 48%)

<sup>80</sup> Experience of discrimination was included as “more likely” as it is 5% difference – even though because of rounding it appears to be 4% difference.

<sup>81</sup> Of the 59 responses: 11 were full versions of the survey and 48 short versions; 32 were online and 27 were completed on paper.

- More likely to have learned about services from settlement workers (40% vs. 25%)
- More likely to rate local services as “Poor” or “Acceptable” because of language barriers (52% vs. 27%)
- Less likely to have a strong sense of belonging in Waterloo Region (65% vs. 70%) and more likely to feel isolated (82% vs. 60%)
- More likely to experience discrimination (36% vs. 22%)
- More likely to note that one of their top challenges was learning English (48% vs. 23%), finding work (62% vs. 46%) and finding affordable housing (46% vs. 29%)
- More likely to note that a settlement worker helped them (27% vs. 13%)

## Immigrants with Disability/Chronic Illness

- This analysis includes 57 survey respondents who indicated that they were living with a disability (physical or mental) or a chronic illness that limits their activity. Because of the small sample size, only a few general findings are noted below.<sup>82</sup>
- Immigrants with a disability/chronic illness were:
  - More likely to have immigrated to Canada as a government assisted refugee (28% vs. 18%)
  - Less likely to have immigrated in the last 5 years (23% vs. 52%)
  - More likely to be age 45 or older (63% vs. 34%)
  - Less likely to be employed (35% vs. 56%)
  - Less likely to live in Waterloo (14% vs. 29%)
  - More likely to have English as their first language (21% vs. 12%)
  - Similar in terms of English language ability (for those who don’t have English as their first language),
  - More likely to use services in general (93% vs. 86%) and in particular: housing (55% vs. 28%), employment/skills training (59% vs. 38%), legal services (38% vs. 23%), education (66% vs. 53%), small business/entrepreneurial supports (23% vs. 10%), health (80% vs. 70%), and settlement (39% vs. 33%)
  - More likely to respond that they did not use services because they did not qualify (18% vs. 9%) and less likely not need them (32% vs. 48%)
  - More likely to have learned about services from community centres/neighbourhood associations (37% vs 25%)
  - More likely to note the top reasons for rating local services as “Poor” or “Acceptable” were because of low accessibility (37% vs. 16%) as well as because of unfriendly staff, lack of coordination between services, cultural barriers, long wait times, high cost of services and lack of sufficient information.
  - Less likely to indicate a strong sense of belonging in Waterloo Region (61% vs. 70%) and more likely to express feeling isolated (80% vs. 60%)
  - More likely to experience discrimination (44% vs. 22%) and to note that the reason was disability (33% vs. 6%) or physical appearance other than colour (33% vs. 14%)
  - More likely to note that one of their top challenges was accessing health care (28% vs. 13%) and discrimination/racism (20% vs. 10%)
  - Similar in terms of the things that helped most
  - Less likely to have housing that was suitable and affordable (59% vs. 73%)
  - Less likely to have completed a bachelor’s degree or higher (37% vs. 65%)
  - More likely to have a household income less than \$30,000 (48% vs. 32%)

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<sup>82</sup> Of the 57 responses: 51 were online and 6 were completed on paper. The question about disability was only included on the long survey.

## Immigrant Youth

- This analysis includes 20 survey respondents between 15 and 19 years of age. Because of the small sample size, only a few general findings are noted below.<sup>83</sup>
- Immigrant youth were:
  - More likely to have immigrated to Canada through the family category or as an international student
  - Less likely to be employed
  - More likely to live in Cambridge
  - More likely to have English as their first language and, among those who don't have English as their first language, more likely to speak English very well
  - More likely to be part of a sports or recreational organization or a school group, neighbourhood or community association
  - Similarly likely to indicate a strong sense of belonging in Waterloo Region and less likely to feel isolated
  - More likely to note that one of their top challenges was transportation, finding work, making friends or social connections, or learning where and how to do things
  - More likely to share that the things that helped most were having family support and making friends
  - More likely to suggest solutions such as more affordable housing, more ESL opportunities, and more effort by community services to better serve immigrants and refugees
  - More likely to report that their housing was suitable and affordable

## Immigrant Seniors

- This analysis includes 39 survey respondents 65 years of age and older. Because of the small sample size, only a few general findings are noted below.<sup>84</sup>
- Immigrant seniors were:
  - More likely to have immigrated to Canada through the family category and to have immigrated to Canada 10 or more years ago
  - Less likely to be employed
  - More likely to live in Cambridge
  - More likely to have English as their first language
  - Similarly likely to have used services in general
  - If they didn't use services it was more likely because they didn't need them
  - More likely to rate services as just acceptable or poor because of long wait times
  - More likely to be part of a seniors' association
  - More likely to indicate a strong sense of belonging in Waterloo Region and similar in terms of number of close friends and feelings of isolation
  - More likely to note that one of their top challenges was transportation or accessing health care
  - More likely to share that one of the things that helped most was having family support
  - More likely to live on their own or with one other person, as well as to report that their housing was suitable and affordable
  - More likely to live with a disability or chronic illness
  - Less likely to have completed a bachelor's degree or higher
  - Similar in terms of income

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<sup>83</sup> Of the 20 responses: 17 were online and 3 were completed on paper. The question about age was only included on the long survey.

<sup>84</sup> Of the 39 responses: 37 were online and 2 were completed on paper. The question about age was only included on the long survey.

## Recent Immigrants that Used Settlement Services

- This analysis includes 204 survey respondents who arrived in Canada in the last five years and indicated that they had used settlement services.<sup>85</sup>
- Settlement service users were:
  - Less likely to have completed the survey in English (50% vs. 69%)
  - More likely to have come to Canada as a government assisted refugee (31% vs. 18%) or refugee claimant (14% vs. 5%)
    - Less likely through the economic (11% vs. 22%) or family streams (15% vs. 26%)
    - Similarly likely to be a privately sponsored refugee (12% vs. 8%) or international student (6% vs. 9%)
  - Similar in terms of age and the municipality of residence
  - More likely to be female (68% vs. 62%)
  - Less likely to have English as a first language (5% vs. 12%)
  - Less likely to speak English well or very well (42% vs. 65%)
  - Less likely to be employed (39% vs. 56%)
  - More likely to use all of the services listed below

	% of respondents using this service	Excellent	Very good	Good	Acceptable	Poor
Interpretation services	63%	36%	38%	20%	3%	3%
Settlement services	100%	35%	33%	25%	4%	3%
Housing services	41%	22%	18%	27%	12%	21%
English language learning programs	72%	36%	30%	26%	6%	2%
Health services	83%	32%	30%	28%	6%	3%
Mental health services	17%	23%	26%	38%	3%	10%
Education services	66%	39%	36%	20%	5%	2%
Employment and/or skills training programs	41%	25%	26%	29%	11%	10%
Small business/entrepreneurial supports	12%	23%	20%	33%	13%	10%
Legal services	30%	29%	31%	26%	6%	8%
Other community services	11%	26%	34%	30%	6%	4%

- Settlement service users were:
  - Less likely to respond that they did not use services because they were not aware of them (32% vs. 42%), more likely because they did not qualify (20% vs. 9%) and similarly because they didn't need them (46% vs. 48%)
  - More likely to have learned about services from a settlement worker (55% vs. 25%). The top means of learning about services were similar to general survey respondents
  - More likely to rate local services as "Poor" or "Acceptable" because of language barriers (46% vs. 27%) and less likely due to unfriendly staff (3% vs. 13%)

<sup>85</sup> Of the 204 responses: 88 were full versions of the survey and 116 short versions; 125 were online and 79 were completed on paper.

- More likely to be involved in a group or association (73% vs 64%) and be in a leadership position (15% vs. 22%)
- Similarly likely to have a strong sense of belonging in Waterloo Region (70%) and more likely feel isolated (70% vs. 60%)
- Similarly likely to experience discrimination (22%) but more likely to note discrimination due to race, religion, physical appearance other than colour or language
- More likely to say one of their top challenges was learning English (35% vs. 23%) and finding work (53% vs. 46%), affordable housing (37% vs. 29%) and making sure my kids are okay at school and in the community (18% vs. 13%)
- More likely to include settlement workers as one of the things that helped the most (34% vs. 13%). Similar in terms of top helpful things, including making friends (45%), having family support (36%) and community programs and services (27%)
- More likely to have 5 or more people in their household (32% vs 27%)
- More likely to have 2 or more generations in their household (72% vs. 61%)
- Less likely to report that their housing was suitable and affordable (58% vs. 73%)
- Less likely to identify as White (8 vs. 22%)
- Similar in terms of LGBTQ+ affiliation or disability
- More likely to be a member of a faith community (85% vs. 73%), especially Muslim faith
- Similarly likely to have a bachelor's degree or higher (68% vs. 65%)
- More likely to have a household income less than \$30,000 (53% vs. 32%)
- More likely to be looking for work (68% vs. 49%)

## City-specific analysis

This analysis includes 651 respondents who indicated which area municipality they lived in.<sup>86</sup>

Kitchener's 304 respondents were:

- More likely to have come to Canada as family category immigrants (32% vs. 26%)
- More likely to have come to Canada 10 or more years ago (45% vs. 36%)
- Similar in terms of age, gender, employment status, first language, service use, how they learned about services, why they didn't use services, belonging, close friends, feeling isolated, experience of discrimination, top challenges, most helpful things, suggested solutions, size of household, suitability of housing, race, education, faith community, income, and looking for work
- More likely to speak English very well (53% vs. 37%)
- More likely to rate local services as "Poor" or "Acceptable" because of long wait times (52% vs. 46%) and less likely due to language barriers (16% vs. 27%)

Cambridge's 139 respondents were:

- More likely to have come to Canada as family category immigrants (38% vs. 26%) or economic category immigrants (28% vs. 22%)
- More likely to have come to Canada 10 or more years ago (55% vs. 36%)
- Less likely to be working (46% vs. 56%)
- Less likely to have English first language (22% vs. 12%) and more likely to speak English very well if their first language wasn't English (50% vs. 37%)
- Similar in terms of service use, though more likely to use housing services and less likely to use interpretation services
- Similar in terms of the reasons they didn't use services
- More likely to have learned about services from community centres/neighbourhood organizations or settlement workers
- Similarly likely to have rated services as poor/acceptable, and more likely to have noted the reason being lack of coordination, cultural barriers, lack of sufficient information or low accessibility

<sup>86</sup> The question about residence was only included on the long survey. This analysis excludes all short (translated) survey responses which tended to include more respondents with low English ability which may impact the results.

- More likely to have been part of a group/association (71% vs. 40%)
- More likely to have a strong sense of belonging (77% vs 70%)
- Similar in terms of number of close friends, feelings of isolation
- Similar in terms of experiences of discrimination but more likely to note the reason for discrimination as religion or physical appearance and less likely because of race
- More likely to note their top challenges were making sure my kids are okay, transportation and receiving public/social services
- More likely to say the most helpful things were having family support, belonging to a religious group or community programs/services
- Similar in terms of their suggested changes/solutions, whether their housing was suitable/affordable, income, if they were looking for work and whether their current job was at the same level as their skills/experience
- More likely to have 4 or more people in their household (68% vs. 51%)
- More likely to be South Asian (25% vs. 14%)
- More likely to be Muslim (43% vs. 33%)
- Less likely to have a bachelor's degree or higher (47% vs 65%)

Waterloo's 193 respondents were:

- More likely to have come to Canada as international students (19% vs. 9%) or economic category immigrants (33% vs. 22%)
- Similar in terms of length of time in Canada, age, gender, employment status
- More likely to have English as a first language (18% vs. 12%) and to speak English very well if their first language wasn't English (51% vs. 37%)
- Less likely to use services (79% vs. 86%)
- More likely to use education services (61% vs. 53%) and less likely to use interpretation, English language learning, housing, legal and settlement services
- More likely to not use services because they didn't need them (37% vs. 28%)
- Less likely to learn about services from a settlement worker (15% vs. 25%)
- Similarly likely to have rated services as poor/acceptable,
- Less likely to note language barriers as a reason for negative service experiences and more likely to note high cost of services, low accessibility, lack of coordination and unfriendly staff
- Similar in terms of sense of belonging, close friends, feeling isolated, experience of discrimination, suggested changes/solutions
- More likely to have been part of a group/association (65% vs. 40%)
- More likely to note discrimination was due to culture or language and less likely due to skin colour
- More likely to indicate top challenges of finding work and less likely to indicate learning English and finding affordable housing
- More likely to note the things that helped them most were making friends and less likely to note a settlement worker
- Similar in terms of household size, race, faith community, income, whether they are searching for work or if they are working at the same level as their skills/experience
- More likely to note that their housing was suitable and affordable (81% vs 73%)
- More likely to have a bachelor's degree or higher (80% vs. 65%)

Rural immigrant respondents (15) were:<sup>87</sup>

- More likely to have come to Canada as family category immigrants
- More likely to have come to Canada 10 or more years ago
- More likely to speak English very well (if their first language wasn't English)
- Less likely to express strong sense of belonging
- More likely to note family support as one of the things that helped them most
- More likely to note a connection to a Christian faith community

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<sup>87</sup> Because of the small sample size, only broad differences are noted.