



CALGARY LOCAL
IMMIGRATION PARTNERSHIP

2021

Newcomer Survey Report



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Executive summary

The Calgary Local Immigration Partnership (CLIP) 2021 Newcomer Survey explores when, how and where newcomers access information as they make Calgary home and suggests areas for increased attention so that together, we can improve newcomers' experience and settlement and integration outcomes.

As Canada reopens after COVID-19 precautions lift, opportunities to review access to settlement and integration programs, to fully utilize immigrant's vital role in both economic and societal recovery, and to remove systemic barriers for newcomers and marginalized populations present themselves. Better settlement and integration journeys in Canada require engagement by all levels of government, both the private and public sectors as well as civil society.

The CLIP 2021 Newcomer Survey is a point in time. Calgary residents, not born in Canada, who arrived between 2015 and 2020 were asked a series of questions in order to better understand how newcomers to Calgary access and use community services in the city; to understand barriers in accessing those services; where in

the community they feel most connected; and to gauge if there were differences between survey data from 2017 and 2021.

Collecting survey data in the middle of a global pandemic when so many people were isolating and working from home was challenging. The methodology employed to reach as many newcomers to Calgary as we could did prove successful, however. In just over one month, 2,093 valid responses were collected. The survey was available in 13 languages to reach as many recent immigrants to Calgary as possible, with nearly a third of respondents choosing to complete the survey in languages other than English.

While the CLIP 2021 Newcomer Survey is not statistically significant, based on demographic comparability and other sources of data, we are confident that the results do represent the experiences of newcomers to Calgary. The demographics of the respondents to the 2021 CLIP Newcomer Survey mirror many of the demographics noted in the 2016 Census.

Highlights

- Survey results show us that the majority of people are relying on the knowledge and expertise of family and friends when they first arrive.
- The CLIP 2021 Newcomer Survey indicates that 46 per cent of respondents had not used settlement services.
- It is significant that only 23 per cent of respondents to the CLIP survey recalled hearing about settlement services from IRCC.
- At the time they completed the survey, 21 per cent of respondents (e.g. international students and temporary foreign workers) still did not qualify for IRCC-funded settlement services. We included these newcomers in the survey to better understand how they accessed information critical to settling in a new country.
- In 2021, there was high overall satisfaction with settlement services as nearly 80 per cent of those using settlement services found them useful and easily accessible, however, over a quarter of respondents stated they had received different information from different agencies. Fifty-eight per cent of survey respondents found settlement services were geared more toward lower skilled professionals. This finding lends support to anecdotal evidence that settlement service agencies are seen by some in newcomer communities as being for ‘high needs’ newcomers rather than professionals. This is an area where, again, improved marketing and outreach can counter this misconception.
- Fully 86 per cent of the CLIP 2021 Newcomer Survey respondents identified as racialized so we are unable to offer a breakdown of responses by ethnicity in any meaningful way. Both IRCC research and the Centre for Race and Culture study found that racialized newcomers faced increased barriers to accessing settlement services.
- Sixty-one per cent of respondents found settlement services to be culturally sensitive with slightly more (67 per cent) finding that community services were culturally sensitive. This leaves a substantial proportion of service users, however, who are not finding services meeting their cultural needs.
- Thirty-seven per cent of respondents stated that their current job was not a good fit based on their skill set.
- In March 2020, when COVID-19 struck, all settlement service programming moved to virtual platforms. This created a space that proved to work best for some clients as it eliminated the need to commute or book time off work to attend and gave many options that worked with their schedule. However, the virtual environment has left others behind as not everyone has access to multiple computers in their homes or an internet connection that supports numerous devices at once. This is an area of ongoing evaluation and research both within IRCC and settlement service organizations.
- The CLIP 2021 Newcomer Survey found that one-third of newcomers had volunteered in the previous 12 months (33 per cent).

Recommendations

1. The level of confidence in institutions across the board among newcomers (past and recent) is higher than Canadian-born Calgarians. To reach as broad a group of newcomers as possible, all future CLIP surveys should be translated into multiple languages.
2. Credential assessment and credential recognition as well as questions around the use of Canadian experience as a filter in hiring are hot topics in Alberta. There is an opportunity here for policymakers and organizations like CLIP to engage with the Fairness for Newcomers Office, employers and employer organizations to ensure that Canadian experience is not used as a bias among some employers.
3. With fewer than half of newcomers accessing settlement services, IRCC, CLIP and local settlement service agencies should work together in creating information campaigns and outreach to ensure that the public is aware of the programs and services offered to new arrivals. This information will better equip friends and family of newcomers with the information needed to help newcomers succeed in those first few months.
4. It is significant that only 23 per cent of respondents to the survey recalled hearing about settlement services from IRCC. This may be an opportunity for local settlement service organizations to work more closely with federal government agencies and the airport to provide new arrivals with local support information upon arrival in Calgary.

5. Comparison of the two maps comparing where respondents to the CLIP survey live to where IRCC-funded clients live indicate that a higher percentage of newcomers who accessed settlement services reside in the northeast part of the city which is also where a larger proportion of survey respondents reside. Fewer newcomers in the southeast seem to be accessing settlement service, there may be opportunities for the expansion of services in this quadrant of the city.
6. IRCC's recent *Settlement Outcomes Highlights Report* suggests that the recent increase in virtual service delivery could be an opportunity for service providers to offer some services outside of normal working hours and to a potentially wider audience of newcomers. However, the virtual environment has left some newcomers behind as not everyone has access to multiple computers in their homes or an internet connection that supports numerous devices at once. This is an area of ongoing evaluation and research both within IRCC and settlement service organizations. The City of Calgary is also exploring this as they develop a Digital Equity Strategy.
7. Both IRCC research and the Centre for Race and Culture study found that racialized newcomers faced increased barriers to accessing settlement services. In the CLIP 2021 Newcomer Survey, 61 per cent of respondents found settlement services to be culturally sensitive with slightly more (67 per cent)

finding that community services identified as culturally sensitive. This leaves a substantial proportion of service users who are not finding services meeting their cultural needs. Fully 86 per cent of the 2021 Newcomer Survey identified as racialized so we are unable to offer a breakdown of responses by ethnicity in any meaningful way. The difference in findings between settlement services and community services in this instance is also interesting as it could be an indication that newcomers are accessing more culturally appropriate services through ethnocultural groups or faith groups for example. It may be useful in the future to oversample for different racial / ethnic backgrounds to explore any differences in access and use of services.

8. In 2021, there was high overall satisfaction with settlement services as nearly 80 per cent of the respondents found them useful and easily accessible, however, over a quarter of respondents stated they had received different information from different agencies. As suggested in the survey results, this leads to a level of mistrust and anxiety for newcomers. This is an area worth further exploration and research.
9. While there is some evidence in the 2021 survey of secondary migration to Calgary from other Canadian centres, the numbers are not large. Finding ways to regularly track and report on patterns of secondary migration would benefit service providers. Future surveys should explore this further.





Introduction

Canada's immigration and refugee protection system is considered a global role model. In recent years, Canada has resettled the highest number of refugees in the world. In 2019, 30,000 refugees resettled in Canada, ahead of the United States (27,000) and Australia (18,000). The Canadian system also encourages migration of skilled labour.¹ A 2019 report by the Organization for Economic Cooperation and Development (OECD), praised Canada for having the most elaborate and longest-standing skilled labour migration system among developed countries. According to the Migrant Integration Policy Index, Canada also leads the world in promoting rapid labour market integration and non-discrimination. Immigrants, while contributing to Canada's economic growth and social diversity, generally enjoy the same access to social rights and strong anti-discrimination protections as Canadian citizens.

The contributions made by immigrants are positively acknowledged by Canadians, as a public opinion poll recently found. The poll results indicated that 84 per cent of Canadians agree that immigration has a positive impact on the country's economy as immigrants fill jobs where there are labour gaps, help decrease unemployment rates in important sectors, and that they also create jobs by starting businesses.² Immigrants also contribute to the cultural richness of Canada in many ways. Despite their meaningful contribution and government's policies for better settlement and integration journeys, however, newcomers (especially women, racialized people, and those who identify as lesbian, gay, bisexual, transgender, queer, or two-spirited (LGBTQ2)) face systemic barriers that affect their outcomes. Immigration, Refugees and Citizenship Canada's (IRCC)

own research indicates that both clients and non-clients of settlement services agencies were not as aware of how or where to get services as they would have liked. Clients who use their services reported having lower levels of knowledge in areas such as life in Canada, and official language skills than non-clients when they landed.³

As Canada recovers after COVID-19, opportunities to review access to settlement and integration programs, to fully utilize immigrant's vital role in both economic and societal recovery, and to remove systemic barriers for newcomers and marginalized populations present themselves. Better settlement and integration journeys in Canada require involving all levels of government, both the private and public sectors as well as civil society. The Calgary Local Immigration Partnership (CLIP) 2021 Newcomer Survey explores when, how and where newcomers access settlement services in their immigration journeys and suggests areas for increased attention so that together, we can improve newcomers' experience and settlement and integration outcomes.

The survey was distributed in 13 languages to reach as many recent immigrants to Calgary as possible. Seventy-one per cent of surveys were completed in English, with 29 per cent (615) of respondents completing the survey in the languages other than English. When compared to total responses, 6 per cent of surveys were completed in each of Chinese (simplified) and Spanish, while 5 per cent were completed in Arabic. Two per cent were in each of Tigrinya, Persian, French and Vietnamese. One per cent of surveys were completed in Tagalog, Amharic, Traditional Chinese, Punjabi and Urdu.

¹ Settlement Outcomes Highlights Report - Summary Findings from IRCC's First Settlement Outcomes Report. 2021. Immigration, Refugees and Citizenship Canada (IRCC). <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/settlement-outcomes-highlights-report-2021.pdf>

² ibid

³ ibid

Survey methodology

What is CLIP?

The Calgary Local Immigration Partnership (CLIP) is an initiative that enhances collaboration, coordination, and strategic planning at the community level to foster more welcoming and inclusive communities for immigrants and newcomers. The primary funder is Immigration, Refugees and Citizenship Canada (IRCC), a federal department that facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada. The City of Calgary holds the agreement with IRCC to facilitate the Local Immigration Partnership (LIP) in Calgary.

CLIP vision

Working together with newcomers to connect, collaborate and contribute for shared prosperity.

CLIP 2021 Newcomer Survey

In 2021, CLIP replicated a 2017 survey of newcomers in Calgary with the addition of questions around personal identity and community connection. Using social media as well as traditional post, CLIP reached out to a wide range of foreign-born individuals to learn as much as possible about why decisions about accessing settlement services are made.

Survey audience

Calgary residents, not born in Canada, who arrived in Canada between 2015 and 2020-21.

Survey purpose

1. To understand how newcomers to Calgary access and use community services in the city.
2. To understand barriers in accessing services.
3. To understand where in the community newcomers feel most connected.
4. To compare survey data from 2017 and 2021.

The survey was advertised through social media (Twitter, Facebook, WhatsApp, LinkedIn) as well as through CLIP’s email networks and the CLIP Connect e-newsletter. Information on the survey with direct links to complete it were posted to the CLIP website as well as The City of Calgary’s Engage website. Print postcards with QR codes linking to the survey were sent through Canada Post to 205,505 addresses in neighbourhoods with the highest concentration of newcomers. Additionally, print ads were placed in 88 community newspapers across Calgary.

The survey was in the field between February 25 and March 31, 2021 and collected a total of 5,224 responses. Out of those, 2,093 were determined to be valid responses and were used in the analysis. 1,168 responses were eliminated due to being ineligible as the respondent either indicated that they lived in Calgary for over five years or that Canada was their country of birth. 714 were removed for missing the mandatory information, while 1,249 had to be excluded due to suspicious response patterns. These responses included bot entries that were deemed to be invalid as the pattern of response did not follow logical patterns. The methodology was established to eliminate those through a series of “strikes”, the response had to meet the threshold for being a bot response. These categories included illogical and/or unlikely combination of responses, duplicate names, emails and IP addresses and others.

Figure 1: Breakdown of responses

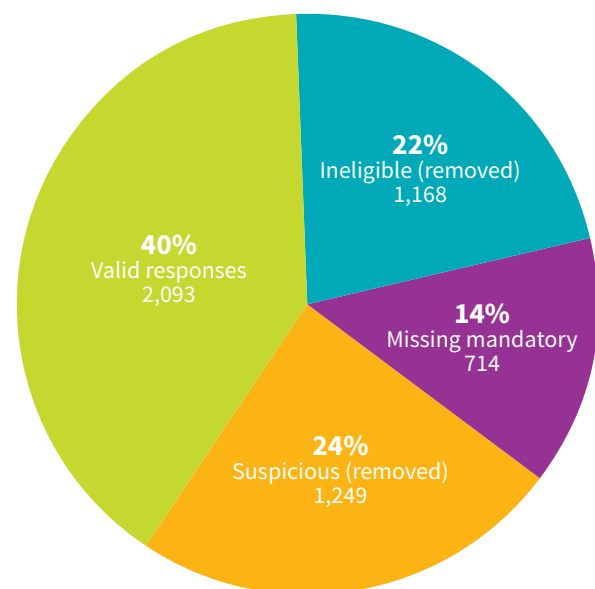
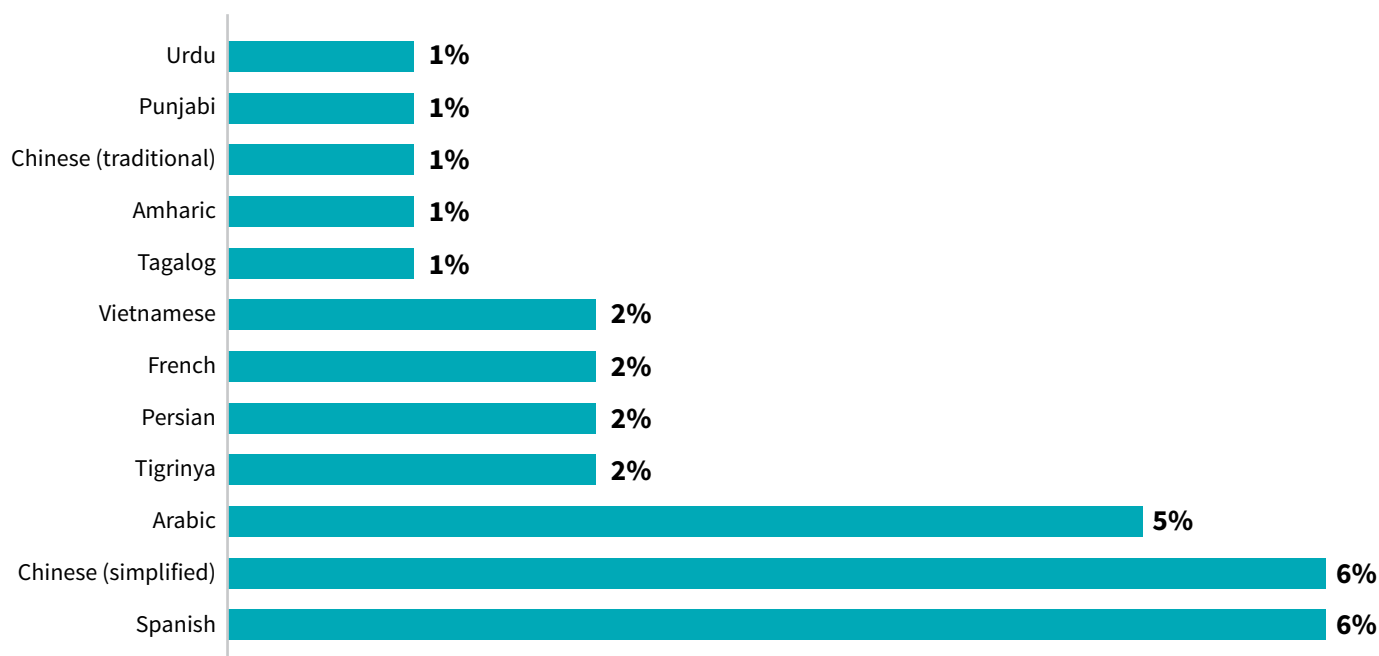


Figure 2: Survey response in languages other than English (N = 2,093)



Bots

An unprecedented volume of responses to the survey were received in a very short amount of time. Upon analysis, it was apparent that many of the responses were not legitimate and that the survey was being completed by 'bots'. Bots are software applications that are programmed to perform certain, often repetitive, tasks. In this circumstance, the bots acted as fake survey respondents.

Various criteria and flags were created to help differentiate legitimate responses from those submitted by bots (see details below).

A total of 5,224 responses to the survey were received and 2,093 (40 per cent) were determined to be valid responses. The other 3,131 responses were removed through the data cleaning process because they were either ineligible, missing answers to mandatory questions or suspected bots.

Ineligible responses (1,168) were those that didn't meet the eligibility criteria for the survey. Respondents that were born in Canada, had lived in Canada or Calgary for more than five years or were not currently a resident of Calgary metropolitan area (CMA) based on the first three characters of their postal code (the Calgary CMA comprises Calgary and surrounding area including Airdrie, Cochrane, Chestermere, Irricana, Crossfield, Beiseker, Rocky View Country and the Tsuu T'ina Nation).

Responses that were missing answers to mandatory questions (714) were also excluded. The mandatory questions were duration of residence in Calgary, duration of residence in Canada, country of birth and age. The survey was designed in a way that respondents were required to provide responses to these questions to advance to further questions, thus in cases where mandatory questions were not completed, the rest of the survey was blank.

Responses from suspected bots were identified through a cleaning system that involved a variety of indicators. Responses were automatically removed as suspicious if:

- Criteria for three or more other suspicious flags were met (160 responses).

- The postal code field was exclusively numbers (416 responses).
- T9N was entered as the postal code (108 responses).
- The word "root" was entered in one or both name fields (37 responses).

- Less survey completion time (1 response).

Suspicious flags included:

- Survey completion time of less than four minutes.
- Three-character postal code with exclusively letters (e.g. YGR).
- IP address outside of Alberta.
- Multiple entries with the same timestamp and duration (i.e. surveys that were started and stopped at the exact same time).
- Surveys with duplicate names, emails, or IP addresses
- Illogical combinations of responses (e.g. time in Calgary greater than time in Canada).
- Unlikely combination of responses (e.g. home language and country).

This phase of cleaning removed 722 responses.

The remaining 527 suspicious responses were manually identified and removed through a combination of:

- Examining suspicious names and emails.
- Examining submission times (back-to-back submissions from the same IP address).
- Applying data quality flags available through the survey software.

Close examination was given to responses that included China as the country of birth or Chinese languages as home languages or used a Chinese language translation as these were commonalities among many of the previously identified suspicious submissions.



Newcomers in Calgary

Calgary is a popular destination for newcomers to Canada and especially for those who choose to settle in Alberta.⁴ According to the 2016 Federal Census, 21 per cent of residents in Alberta were immigrants while this figure was 29 per cent for Calgary. Between 2011 to 2016, Calgary welcomed 45 per cent (93,255) of the new immigrants who settled in Alberta.⁵

Canada is recruiting for the best and the brightest globally and so it is no surprise that the 2016 census data shows that immigrants coming to Calgary are well-educated (68 per cent have completed post-secondary). Ninety-three per cent of immigrants coming to Calgary speak either English or French. The demographics of the respondents to the CLIP 2021 Newcomer Survey mirrors many of the demographics noted in the 2016 Census. Wherever pertinent, figures for the 2021 survey are compared with 2016 federal census, and the CLIP 2017 Newcomer Survey. The purpose of these comparisons is to highlight similarities and differences in newcomer characteristics with past surveys (some with larger sample size) and to determine how well various groups are represented in the 2021 Newcomer Survey.

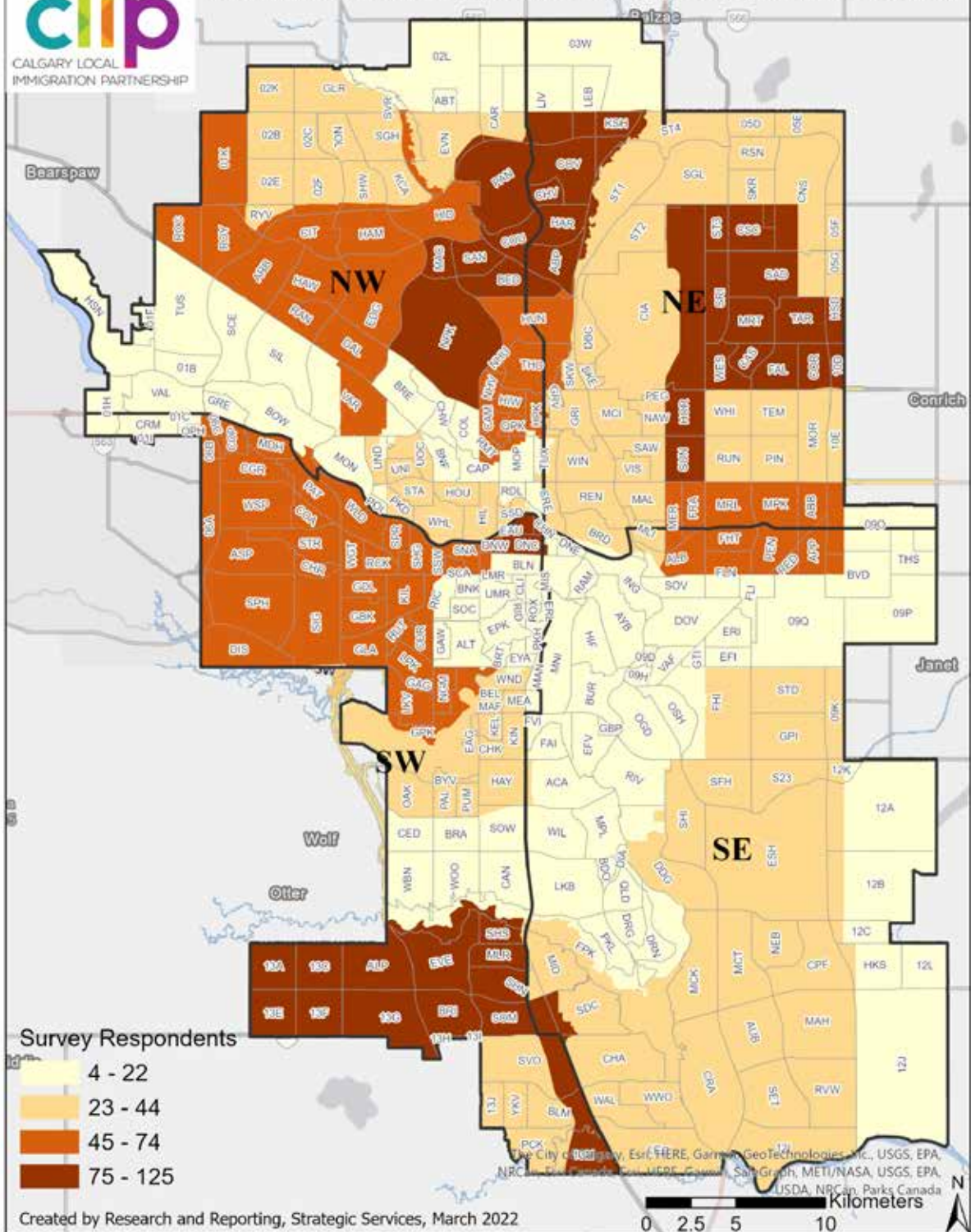
The two maps below show the distribution of newcomers in Calgary, the first shows where newcomers who completed the CLIP 2021 Newcomer survey live, the second shows where people who used IRCC-funded settlement services live in the city. As you will see, there is considerable overlap. Both maps provide data points based on respondent / client self-identified three-character postal code or Forward Sortation Areas (FSAs). There are 37 FSAs within Calgary. The FSA level information is mapped and to provide spatial context within Calgary, community boundaries are overlaid on top. The maps thus do not represent responses by community. The first map shows how newcomers from different parts of Calgary are represented in the CLIP 2021 Newcomer Survey. For survey respondents, three quadrants of the city namely NE, NW, and SW are well represented. The second map shows the distribution of settlement service clients in 2020 as per IRCC. Comparison of these maps indicate that a higher percentage of newcomers who accessed settlement services reside in the NE part of the city which is also where a larger proportion of survey respondents reside. Fewer newcomers in the SE seem to be accessing settlement service, there may be opportunities for the expansion of services in this quadrant of the city.

⁴ Immigration Population in Alberta. (2016). LIP Data Dashboard. <https://lipdata.ca/wp-content/uploads/sites/28/2020/02/Alberta-Fast-Facts-2016.pdf>

⁵ Immigration Population in Calgary. (2016). LIP Data Dashboard. <https://lipdata.ca/wp-content/uploads/sites/28/2020/02/Calgary-Fast-Facts-2016.pdf>



Distribution of 2021 Newcomer Survey Respondents in Calgary





Distribution of IRCC-funded Settlement Service Agency Clients in Calgary 2020

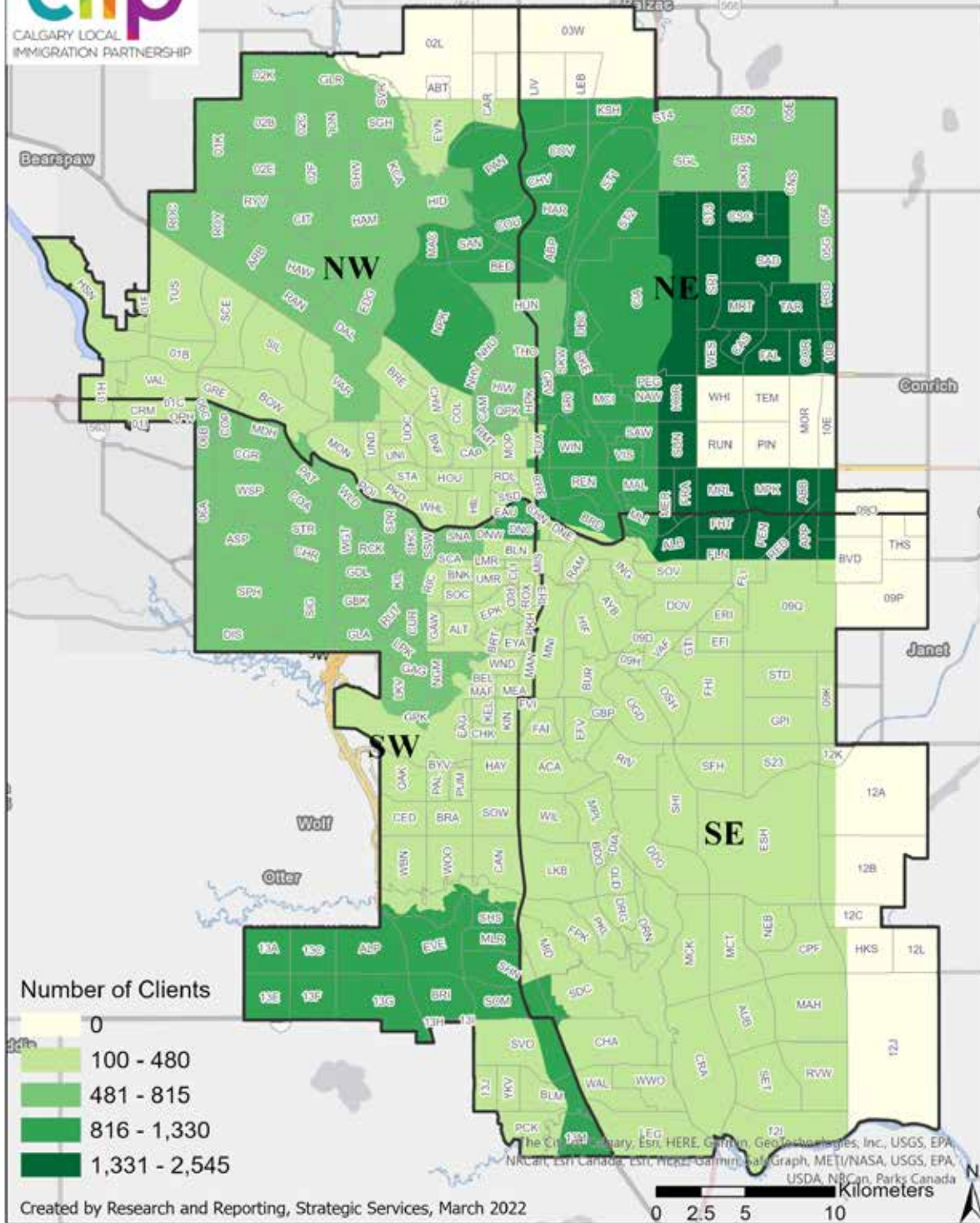
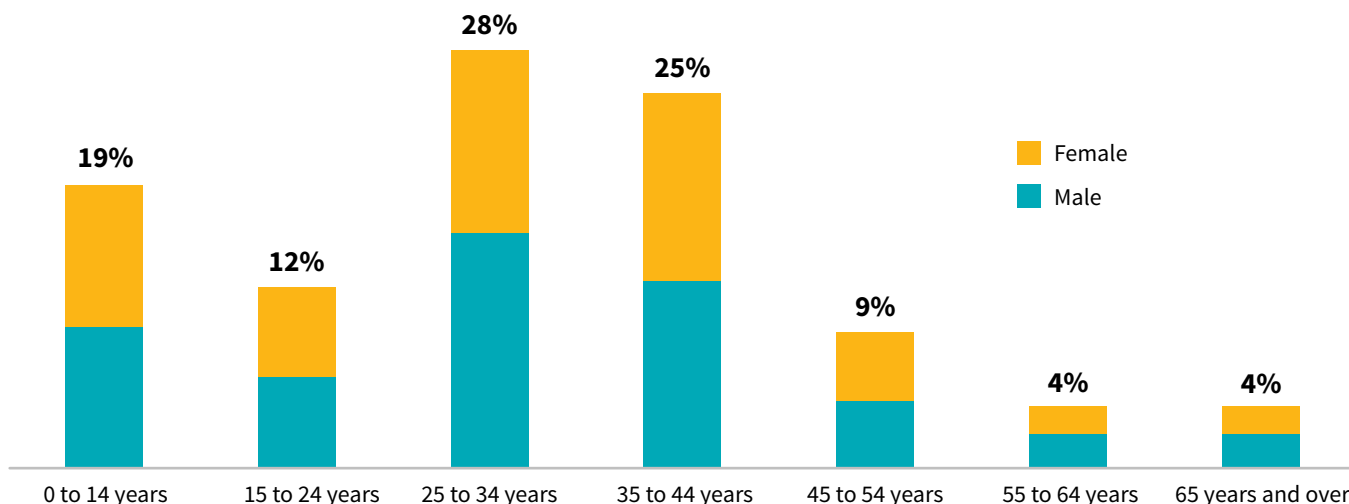


Figure 3: Sex and age of immigrants arriving in Calgary between 2011 and 2016



Demographics of survey respondents

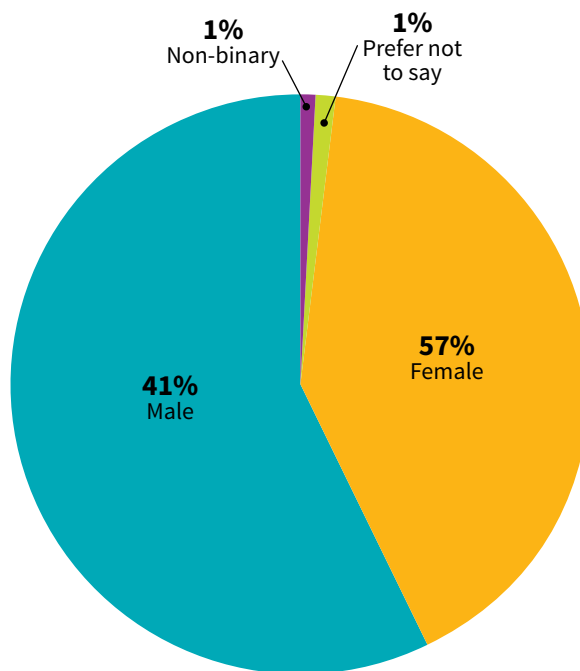
While the CLIP 2021 Newcomer Survey is not statistically significant, based on demographic comparability and other sources of data, we are confident that the results do represent the experiences of newcomers to Calgary. The demographics of those responding to the CLIP 2021 Newcomer Survey are in line with the demographics of newcomers in the 2016 Canada Census.⁶

The gender distribution of respondents in 2021 is similar to the CLIP 2017 Newcomer Survey with the majority of the respondents identifying as female (57 per cent in 2021 compared to 61.6 per cent in 2017). There was a slightly higher percentage of males responding to the 2021 survey compared to the 2017 survey (41 per cent versus 37.7 per cent respectively). As shown in the figure below, one per cent identified as non-binary and the same per cent did not share this information.

In the 2021 version of the newcomer survey, for the first time the respondents were asked about their gender identity and sexual orientation to assess the need for services for underrepresented groups. When it came to gender identity, 53 per cent of the sample identified as female, 37 per cent as male, and one per cent as non-binary. Five trans individuals were present in the sample, comprising less than one per cent of respondents. When asked about their sexual identity, six per cent of newcomers (116 respondents) identified themselves as members of the LGBTQ+ community, while two per cent were unsure and four per cent did not answer.

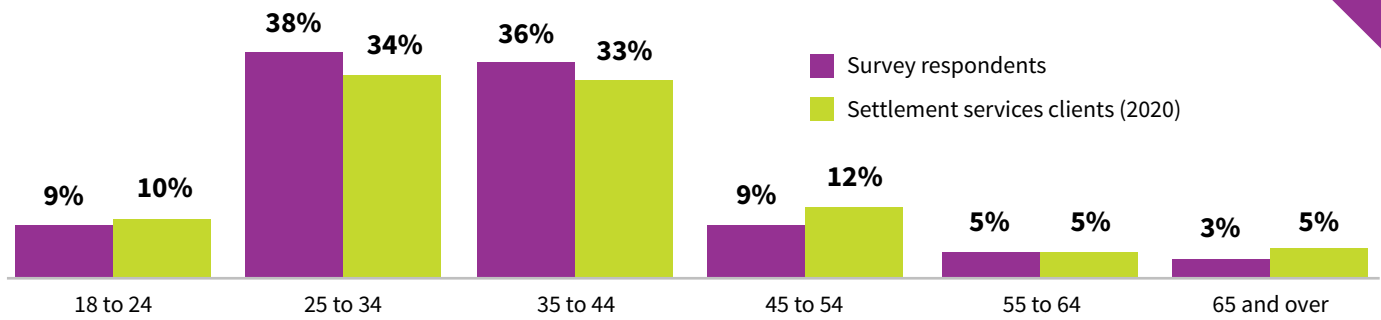
Similar to the gender split, between the 2017 and 2021 newcomer surveys, there are few noticeable changes in the representation of people in different age groups. In 2017, 30.6 per cent of the respondents fell into the 25-34 age group while in 2021, their share has increased to 38 per cent and represents the highest response rate by any other age category. The share of responses that saw the

Figure 4: Gender distribution (N=1920)



⁶ Statistics Canada, 2016 Census of Population, Statistics Canada Catalogue no. 98-400-X2016366.

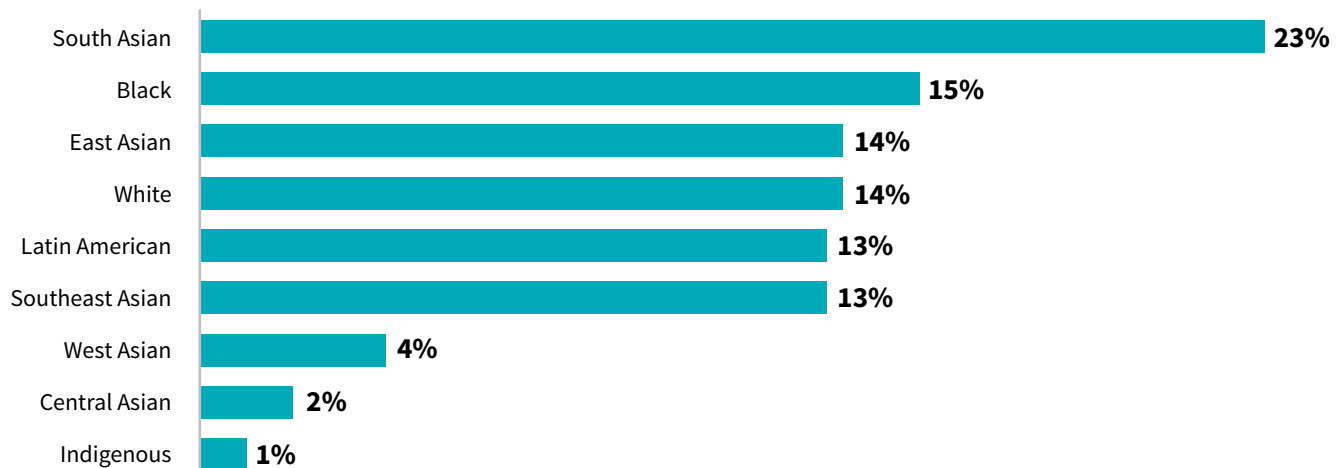
Figure 5: Age of survey respondents (N = 2,093)



sharpest drop between 2017 and 2021 is the 45-54 age group. In the earlier iteration of the survey 15 per cent responses came from this group and in the latest version this dropped to 9 per cent. When survey responses by age group are compared to newcomers to Calgary who access IRCC funded settlement services (as shown in the figure below), they are similar across most age categories with people between 25 and 44 being most represented and upper ranges of the age categories being least represented.

Respondents also answered questions about their ethnicity. The largest proportion of the respondents (23 per cent) identified as South Asian, followed by Black (15 per cent), East Asian (14 per cent), White (14 per cent), Latin American (13 per cent), and Southeast Asian (13 per cent). The figure below shows the distribution across various ethnicities. Survey response data indicated that most respondents chose one ethnic identity, while 3% chose multiple ethnic identities. We had intended to explore differences in responses to the survey based on individual’s self-identified racial background but with 86 per cent of respondents identifying as racialized, we were not able to make useful comparisons.

Figure 6: Ethnicity of survey respondents (N = 1,822)



Top countries of birth

According to the 2016 census data, the Philippines, India, and China represent the top three countries of birth for immigrants to Calgary. In the CLIP 2021 Newcomer Survey, respondents represented 115 different birth countries, and in line with the 2016 census data, India, the Philippines, and China were the top countries, combining to form 31 per cent of respondents. We did not see a big change in the top 10 countries of birth between the 2017 and 2021 surveys. The figure below shows the distribution of respondents for the top ten countries, representing close to 60 per cent of respondents.

Languages spoken at home

Respondents speak one or more of 68 different languages at home. English leads the way with 28 per cent of respondents speaking English at home. This is a 15 per cent drop from the 2017 survey results where more than forty percent of respondents spoke English at home. The 2021 survey was available in 13 languages and so we are very likely seeing more diversity in respondents as the survey was more accessible to them in their home language. As well, the 2021 survey was limited to those arriving

in the past five years only and so fewer people may have completed English classes. The second and third languages most spoken at home are Arabic (10 per cent) and Spanish (9 per cent). The top three most common languages spoken at home remains the same as the 2017 survey. The distribution of respondents by languages spoken at home is showcased in the figure below.

Note: In the 2017 Newcomer Survey, since more than one answer could be selected, the number of responses exceeds the number of respondents. Tigrinya and Hindi were not among the top languages spoken at home in 2017, but Korean and French were.

Figure 7: Top countries of birth (N = 2,093)

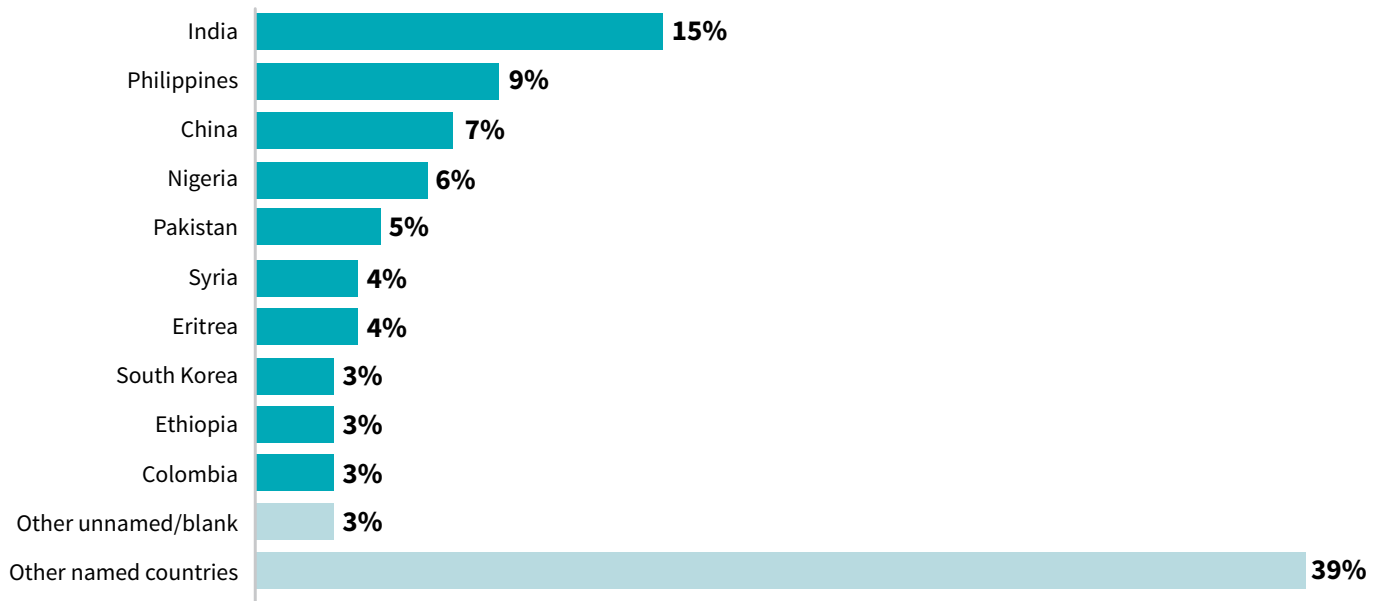
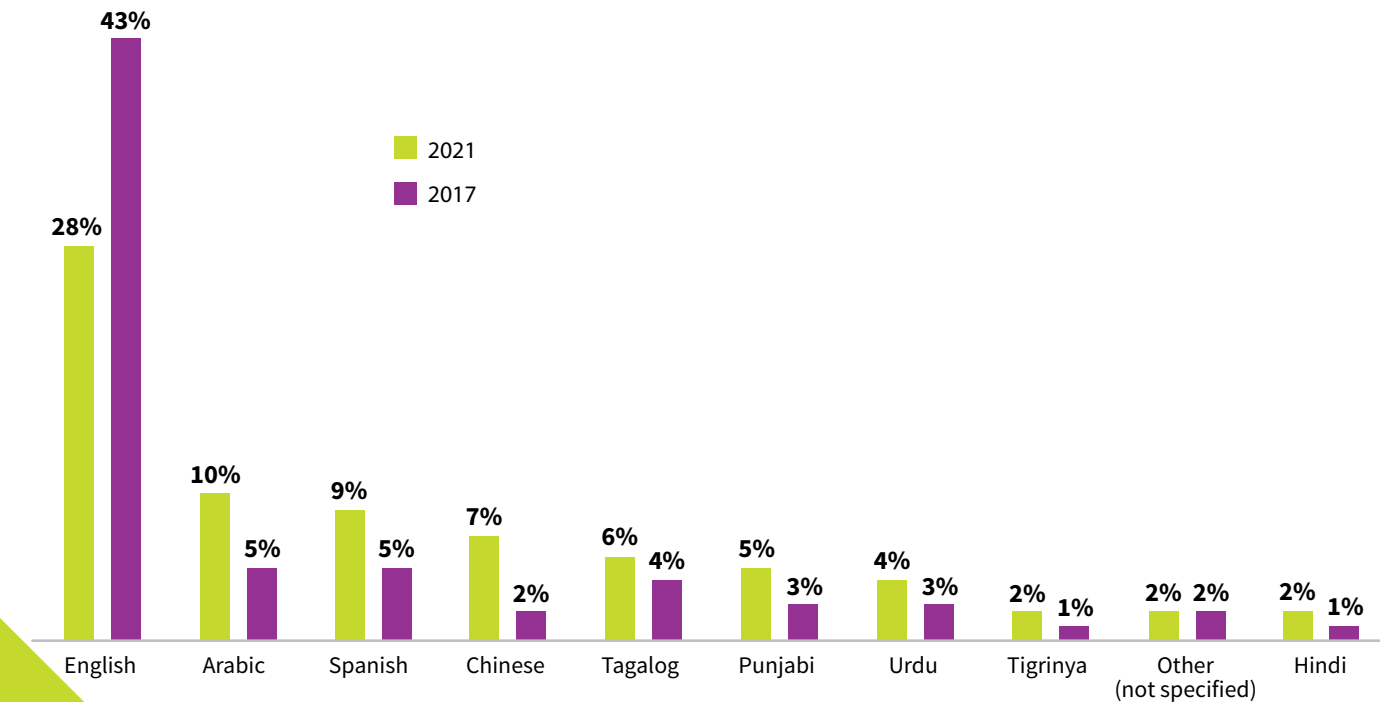


Figure 8: Top languages spoken at home (2017: N = 2,199; 2021: N = 2,093)



Immigration status

One-in-four respondents indicated they immigrated to Canada as family class immigrants, 19 per cent as economic class, with 9 per cent originally arriving as refugees. Fourteen per cent of respondents to the survey came to Canada as international students, and 9 per cent indicated that they were in Canada as temporary foreign workers (see figure below). We provided a longer list of immigration class options in the CLIP 2021 Newcomer Survey and so the range of responses is different from the 2017 Newcomer Survey.

We saw a higher proportion of family class immigrants respond to the 2021 survey with correspondingly fewer economic class immigrants and higher proportions of newcomers with more varied arrival statuses. As per their immigration class (international students, temporary

foreign workers, and refugee claimant), 29 per cent of the respondents did not qualify to receive settlement services upon arrival.

In terms of immigration status at the time of completing the survey, two thirds of respondents identified as permanent residents. This figure aligns with 2016 census statistics, which indicate that 70 per cent of recent immigrants to Calgary are permanent residents. At the time they completed the survey, 21 per cent of respondents (e.g. international students and temporary foreign workers) still did not qualify for IRCC-funded settlement services. We included these newcomers in the survey to better understand how they accessed information critical to settling in a new country.

Figure 9: Immigration class at arrival (N = 2,093)

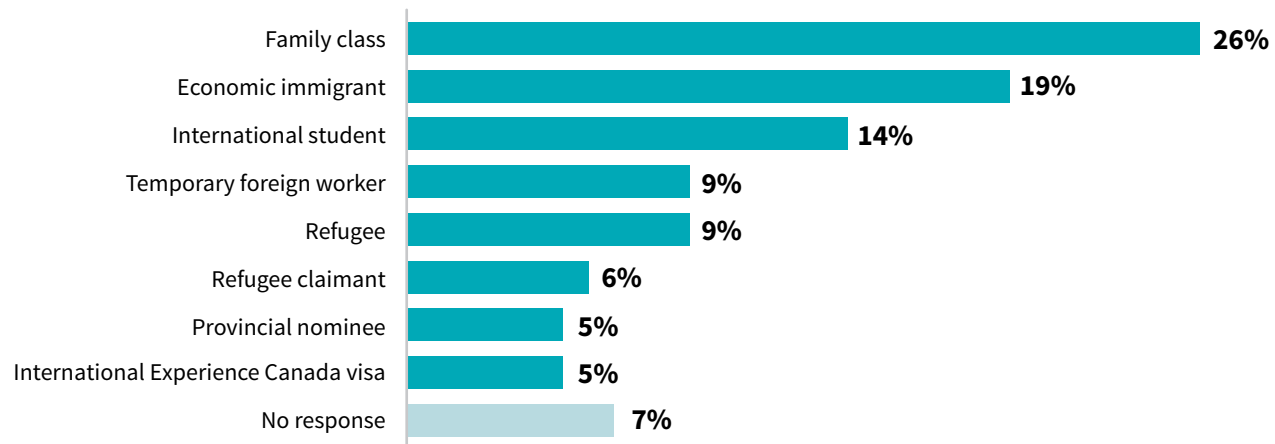


Figure 10: Current immigration status (N = 2,093)

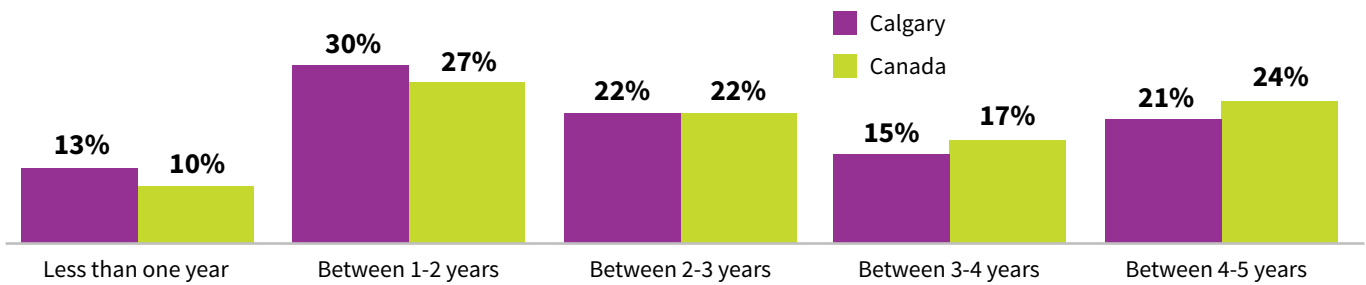


Time in Canada

The survey targeted newcomers to Canada arriving in the past five years. Most respondents (59 per cent) have lived in Canada less than three years with 41 per cent of respondents living in Canada for more than three years. We were interested in learning how many respondents had lived in other parts of Canada prior to moving to Calgary but the data suggests that for most respondents, Calgary is the first city they have lived in in Canada.

When asked about period of residence in Calgary, most respondents (65 per cent) suggest that they are relatively new to Calgary having lived here less than three years. On the other hand, 36 per cent of respondents have lived in Calgary for longer than three years. When comparing the two, there is some evidence of secondary migration to Calgary from other Canadian centres, but the numbers are not large.

Figure 11: How long have you lived in Calgary/Canada? (N = 2,093)



Education and employment

Immigrants arriving in Canada tend to be highly educated. The CLIP 2021 Newcomer Survey indicates that 71 per cent of survey respondents had completed some level of post-secondary education. These levels are much higher than Calgary’s general population where 60 per cent of people have completed post-secondary education.⁷

When comparing the educational attainment of respondents in the 2017 and 2021 surveys, we find that the largest difference observed was for those who had obtained a university undergraduate degree (35 per cent of the respondents in 2021 as compared to 16 per cent of those in 2017) and for those with a university graduate degree (31 per cent in 2021 compared to 43 per cent in 2017). The overall trend for those with bachelor’s degree or higher education coming to Canada has increased by 7 per cent from 2017 to 2021. As Canada is actively recruiting those with higher levels of education and is accepting higher numbers of post-secondary international students, this trend is to be expected. It is important to note as well, that the 2017 Newcomer Survey population included those who had been in Canada for a longer period and so included those who arrived in Canada when different educational and professional backgrounds were emphasized.

Fewer respondents were pursuing additional higher education in Canada in 2021 compared to 2017. Around 7 out of 10 respondents (69 per cent) had not completed any further education since arriving in Canada. This differs from respondents in 2017 when 47 per cent noted that they had pursued additional education in Canada. This may indicate that more immigrants are finding work with their skills/education and are preferring to

Statistics Canada updates

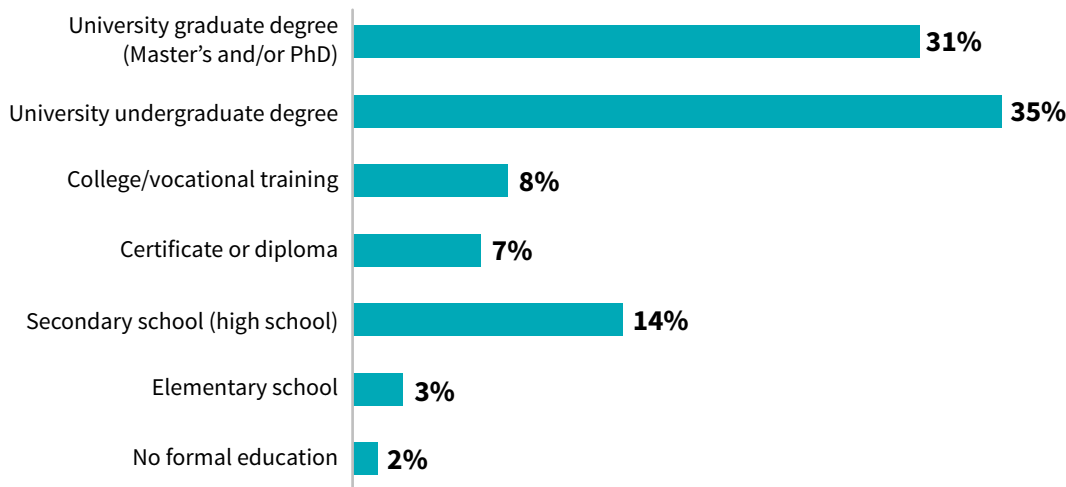
Many newcomers to Canada tell us that they want to provide a better life for their children in Canada. Recent data from Statistics Canada illustrates the achievements and contributions of newcomer children.

Highlights

- Participation in the Canadian education system and official language proficiency help immigrants who came to Canada as children earn wages similar to those of their Canadian-born peers during adulthood.
- Immigrants admitted as children participate in post-secondary education more often than the overall Canadian population, with those admitted at younger ages participating the most.
- Immigrants admitted as children of economic immigrants report higher median wages than the overall Canadian population after their mid-20s.

Source: Statistic Canada. The Daily — Socioeconomic outcomes of immigrants admitted to Canada as children, 2019 (statcan.gc.ca)

Figure 12: Education completed outside Canada (N = 1,851)



⁷ Immigration Population in Calgary, 2016. (2022). LIP Data Dashboard. <https://lipdata.ca/wp-content/uploads/sites/28/2020/02/Calgary-Fast-Facts-2016.pdf>

work rather than pursue further academic qualifications. Of those pursuing additional education in Canada, 12 per cent completed a certificate or diploma (see figure above).

Most respondents (51 per cent) are employed, of those most work either full-time (35 per cent) or part-time (13 per cent). A small percentage are self-employed (three per cent).

Among those who are not employed (37 per cent), most are looking for work (17 per cent), followed by students (10 per cent). Other respondents who are not employed include homemakers (six per cent) and those who have listed other reasons for the unemployment (four per cent).

Employment and skill match

Roughly half of respondents (49 per cent) said that their current job was a good match to their education and experience. In a similar survey conducted in Waterloo Region (Immigration Partnership’s 2021 Waterloo Region Immigrant Survey),⁸ the same proportion of participants felt that they were in a job that was at the same level as their skills and experience. This tells us, of course, that half of newcomers are not in jobs that match their skills and education level. These results are in line with surveys conducted across Canada.

A recent report on newcomers’ experiences of inclusion by the Centre for Race and Culture, Edmonton stated that newcomers often are under- or unemployed despite

Figure 13: Education completed in Canada (N = 2,093)

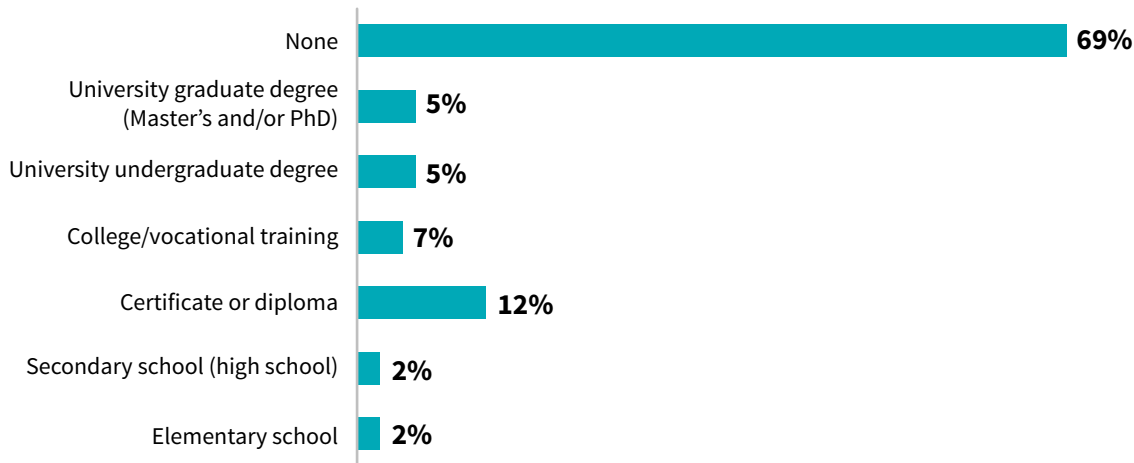
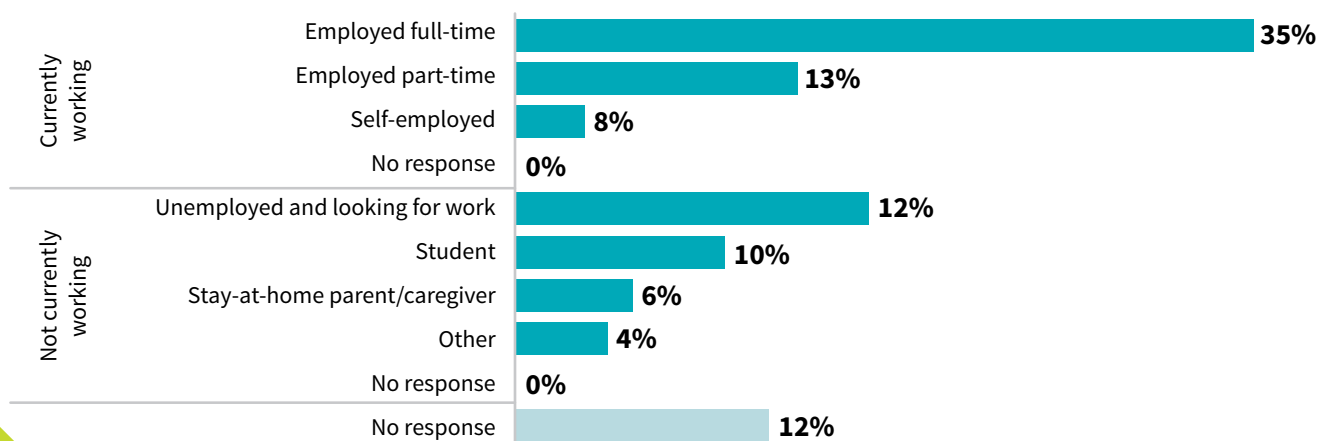


Figure 14: Employment status (N = 2,093)



⁸ Waterloo Region Immigrant Survey. (2021). Immigration Waterloo Region. 2021-Immigrant-Survey-Summary-Report.pdf (immigrationwaterlooregion.ca)

their higher levels of experience and education with recent immigrants working ‘survival jobs’ and earning well below the poverty line.⁹ Over the last two decades Canada has been drawing well educated immigrants who in turn come here for better economic opportunities. But sub-par integration of newcomers in the labour market has been persistent.¹⁰

Canada’s settlement and integration system is familiar with the shortcomings and have been working on removing roadblocks for newcomers. On a promising note, a 2018 study by IRCC¹¹ found that recent immigrants have similar unemployment rates to the Canadian-born and median earning of immigrants has constantly increased since 2009. Immigrants who landed in 2016 reported the highest median entry employment earnings in three decades and Economic class immigrants reach the Canadian earnings average about four years after landing. Entry earnings for Provincial Nominee and Canadian Experience streams are higher than the Canadian average within the first year of landing. Integration of immigrants in the Canadian economy goes beyond their higher income. Immigrants also create jobs for both themselves and other Canadians. An OECD 2019 report found that Canadian immigration policy has resulted in Canada being one of the top countries (according to the Migrant Integration Policy Index 2020)¹² for immigrants especially when it comes to guarantying them equal rights, opportunities, and security. They found that migrants exceed the Canadian average income five years after landing.¹³

For the 37 per cent who did not find that their current job was a good fit based on their skill set, respondents

gave several reasons explaining their situation. The main reason cited was lack of Canadian experience (26 per cent), followed by the lack of recognition for their international credentials (20 per cent) and need to improve English language skills (12 per cent). Other reasons for employment and skills/education mismatch are provided in the figure below. The numbers

Education employment mismatch and personal well-being

In 2021, the Centre for Race and Culture in Edmonton conducted a study on newcomer experiences of inclusion, measuring the well-being of newcomers by a Personal Wellbeing Index (PWI). To address the gaps in well-being indicator literature, they included underemployment, low income, and high levels of educational attainment among other variables to understand what constitutes successful settlement for newcomers. The study found that higher levels of education in relation to under-employment and/or low levels of income are reflected in low PWI scores. The study participants were highly educated, with 62 per cent holding at least a bachelor’s or higher degree but a third of them (29 per cent) reported an income level below \$25,000, while 29.5 per cent make between \$25,000 and \$49,999. To put these figures in context, in 2020 the Fraser Institute suggested that for a family of four to escape poverty, a total income of more than \$60,000 was necessary. High level of education and low-income level corelates with under-utilization of skilled immigrants as almost one-third of participants (28.7 per cent) reported that their current employment did not utilize their skills and expertise.

Source: Understanding Newcomers’ Experiences of Inclusion. (2021). Centre for Race and Culture, Edmonton, Alberta. <https://cfrac.com/wp-content/uploads/2021/08/Understanding-Newcomer-Experiences-of-Inclusion-CFRAC-08-12-2021-pages.pdf>

Figure 15: Is your current job a good match for your education and experience? (N = 1,060)



⁹ Understanding Newcomers’ Experiences of Inclusion. (2021). Centre for Race and Culture, Edmonton, Alberta. <https://cfrac.com/wp-content/uploads/2021/08/Understanding-Newcomer-Experiences-of-Inclusion-CFRAC-08-12-2021-pages.pdf>

¹⁰ Picot, G., and A-M Rollin (2019). “Immigrant Entrepreneurs as Job Creators: The Case of Canadian Private Incorporated Companies” <https://www150.statcan.gc.ca/n1/pub/11f0019m/11f0019m2019011-eng.htm>

¹¹ Yasmin Gure, Research and Evaluation Branch, IRCC, (2018), “CIMI Measuring Integration Series: Examining Outcomes based on Admission Categories of Immigrants,” Presentation at Statistics Canada: 100 Years and Counting (ACS Annual Conference).

¹² Migrant Integration Policy Index. (2015)., International Key Findings [Canada]. <http://www.mipex.eu/canada>

¹³ Organization of Economic Cooperation and Development (OECD). (2019). Recruiting Immigrant Workers: Canada 2019. <https://www.oecd-ilibrary.org/sites/4abab00d-en/index.html?itemid=/content/publication/4abab00d-en>

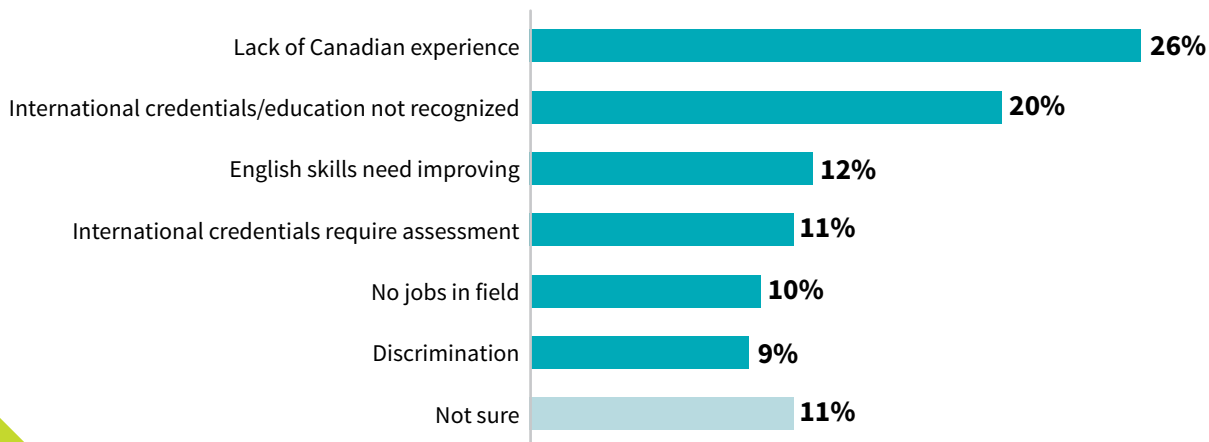


suggest that the share of newcomers with job and education and experience mismatch is still high and there is much work that needs to happen in this space for better economic assimilation of newcomers in Calgary. Since IRCC makes only very modest investments in this area and employment related services programming has largely been the domain of the provincial government in Alberta,¹⁴ more targeted and local level interventions may need to be carried out.

Employers requiring Canadian work experience is a contentious issue. In Ontario, this was deemed to be in violation of the Human Rights Code as it was seen to be a

pretext for disqualifying candidates from the job selection process based on prohibited grounds under the Ontario Human Rights Code.¹⁵ While it is beneficial for newcomers to gain an understanding of Canadian workplace culture, it should not be a prerequisite of a job. There is an opportunity here for policymakers and organizations like CLIP to engage with employers and employer organizations to ensure that Canadian experience is not used as a bias among some employers towards hiring people with more Canadian experience. Employers need to better understand the value of experience gained outside of Canada in their hiring processes.

Figure 16: Reasons why job doesn't match education and experience (N = 631)



¹⁴ Settlement Service Mapping: Alberta 2020-2025. Presentation by IRCC. April 2021.

¹⁵ Ontario Human Rights Code. <https://www.ohrc.on.ca/en/removing-canadian-experience-barrier-brochure#:~:text=The%20Human%20Rights%20Code%20says,where%20you%20got%20your%20experience.>



Accessing settlement services

Support for newcomers

Immigration, Refugees and Citizenship Canada (IRCC) funds a number of organizations in Calgary who provide services and programs to help the settlement and integration of newcomers to the city. By design, the services provided are client-centered, outcomes-driven, responsive to need and utilize resources effectively.¹⁶ Services include providing orientation information in peoples' home languages to finding employment to help with filling out forms and applications. Please see Appendix A for a full list of IRCC-funded agencies in Calgary. Mainstream community agencies and organizations also serve the needs of newcomers.

IRCC has invested heavily in rolling out a wide range of services for newcomers. IRCC's own evaluations, however, have found that uptake of programs is not where they want them to be. They concluded that the most common reason for not using settlement services was the lack of

awareness among newcomers. This is especially true of those experiencing conditions of vulnerability.¹⁷

The following sections discuss the results from the CLIP 2021 Newcomer Survey around settlement services uptake by newcomers in Calgary and the barriers they face while accessing these services. Wherever pertinent, these results are compared to the 2017 Newcomer Survey results.

Arrival: Newcomers help-seeking

Lack of awareness and low uptake of settlement services by newcomers was evident when respondents were asked about who assisted them in meeting various needs when they first arrived in Calgary. Most respondents indicated they relied on friends and family to help them with immediate needs (52 per cent), 17 per cent did not receive any help, while 11 per cent each indicated that they relied on settlement services or their sponsor/

¹⁶ IRCC documents

¹⁷ Settlement Outcomes HIGHLIGHTS Report - Summary Findings from IRCC's First Settlement Outcomes Report. 2021. Immigration, Refugees and Citizenship Canada (IRCC). <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/settlement-outcomes-highlights-report-2021.pdf>.

refugee sponsorship group, while eight per cent got help from community organizations.

When respondents needed help finding permanent housing, 48 per cent got help from friends and family, six per cent relied on settlement services, 5 per cent on community organizations, nine per cent on their sponsor or refugee sponsorship group, and 29 per cent did not receive any help from others.

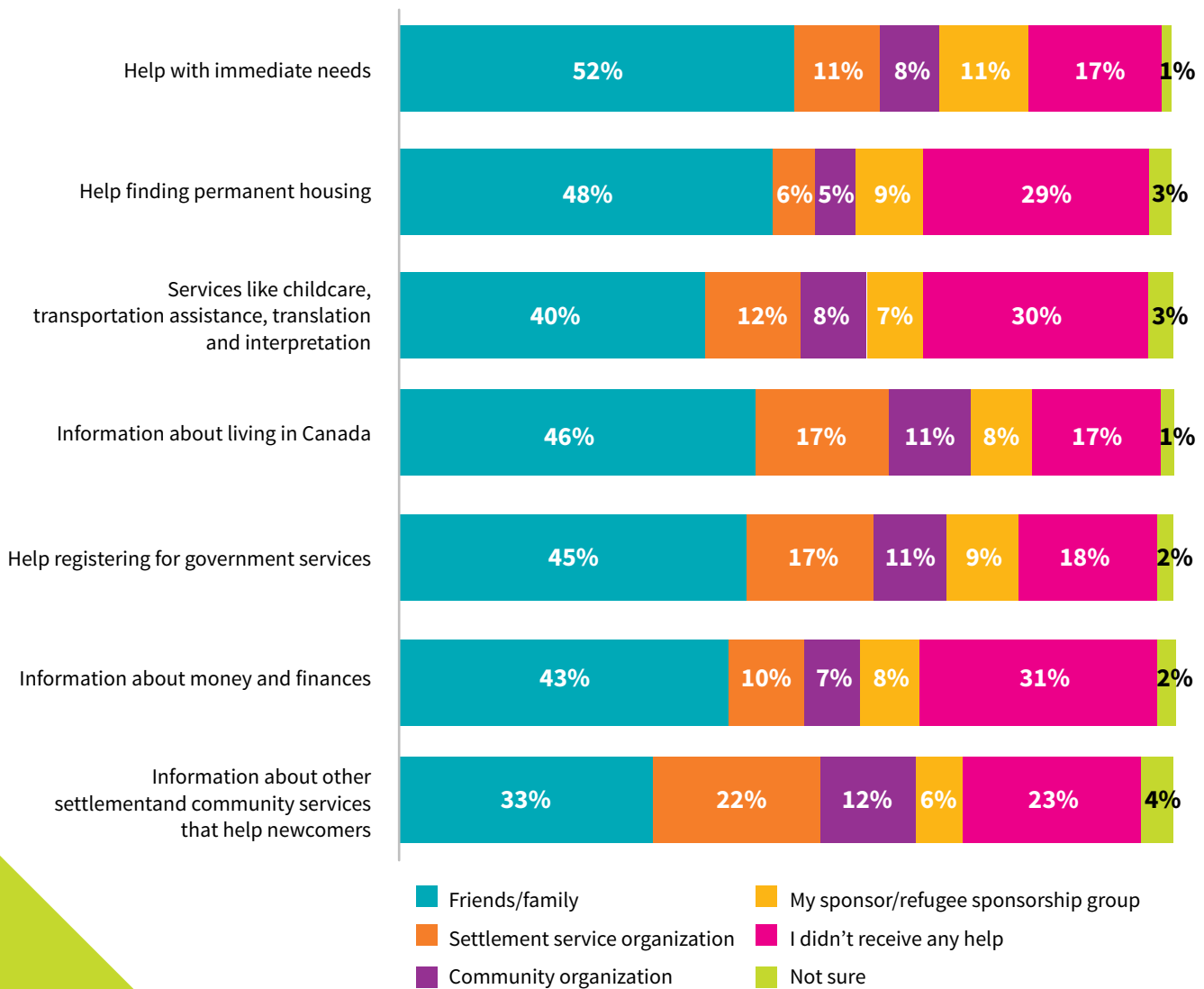
When needing services like childcare, transportation assistance, translation, and interpretation, respondents relied on friends and family the most (40 per cent), settlement services (12 per cent), community organizations (eight per cent) and sponsor/refugee sponsorship group (seven per cent). Thirty per cent did not receive any help at all.

Once again, most of the respondents turned to friends and family when needing information about living in Canada (46 per cent), followed by settlement services (17 per cent), community organizations (11 per cent), sponsors (eight per cent) and 17 per cent received no help.

When needing help registering for government services, 45 per cent turned to friends and family, 17 per cent to settlement services, nine per cent to community organizations, and nine per cent to their sponsor or refugee settlement group. About 18 per cent of the respondents did not receive any help with registration for services.

For information about money and finances, 43 per cent asked friends and family for help while 31 per cent received no help. Other respondents used settlement

Figure 17: Support at arrival



services (10 per cent), community organizations (seven per cent), and sponsor/refugee sponsorship group (eight per cent).

For information about other settlement and community services that help newcomers, the respondents went to their social circle of friends and family (33 per cent), settlement service organization (22 per cent), community organizations (12 per cent), and sponsors or sponsorship groups (six per cent). Nearly a quarter of respondents did not receive any help (23 per cent).

These results show us that most people are relying on the knowledge and expertise of family and friends when they first arrive. For settlement service agencies, these family and friends would be a good target for marketing and outreach. More general information campaigns and outreach to ensure that the public is aware of the programs and services offered to new arrivals could equip friends and family of newcomers with the information needed to help newcomers succeed in those first few months.

Use of settlement services

The CLIP 2021 Newcomer Survey indicates that 46 per cent of respondents had not used settlement services, a small increase from 2017. When current immigration status is cross tabulated with use of settlement services, the percent of respondents who are eligible (permanent resident) but did not use settlement services remains high at 41 per cent. IRCC-funded settlement services are available to permanent residents only, permanent residents include those arriving as economic immigrants, family class immigrants and as refugees.

The percentage of people who have used settlement services has declined from 50 per cent in 2017 to 44 per cent in 2021. Among the eligible respondents the usage percentage is higher (49 per cent) than the overall usage. While the percentage of those who have said that they tried to use settlement services but were not successful increased from 7 per cent in 2017 to 10 per cent in 2021.

A similar pattern was found in a recent study by the Alberta-based Centre for Race and Culture. They found forty-one per cent of newcomers have never used settlement services.¹⁸ The study also indicated that a higher proportion of racialized newcomers do not use settlement services. This suggests racialized newcomers may be facing additional barriers in accessing settlement services.

Table 1: Use of settlement services (2017: N=1486, 2021: N= 1730)

	Per cent responses (2017)	Per cent responses (2021)
I have not tried to use settlement services	43%	46%
I have used settlement services	50%	44%
I tried to use settlement services but was unsuccessful	7%	10%

Of those using settlement services, half of respondents to the CLIP 2021 Newcomer Survey indicated they used settlement services within 3 months of arriving. This is consistent with the findings from 2017. This is followed by those who used services within 3-6 months of arriving (17 per cent) and is a small improvement from 2017. There is an increase in people accessing services before their arrival as the percentage increased from 7 per cent in 2017 to 9 per cent in 2021. Also, those who accessed services after nine or more months after arrival has gone down from 20 per cent in 2017 to 15 per cent in 2021. These findings suggest that more people may be more proactive in accessing services sooner and/or that settlement service providers are getting better at reaching potential clients earlier in their settlement journey. The table below shows the share of responses with comparisons between 2017 and 2021.

Table 2: First use of settlement services (2017: N=806, 2021: N= 923)

	Per cent responses (2017)	Per cent responses (2021)
Before I arrived	7%	9%
Within 3 months of arriving	52%	50%
Within 3-6 months of arrival	15%	17%
Within 6-9 months of arrival	7%	8%
More than 9 months after arrival	20%	15%

¹⁸ Understanding Newcomers' Experiences of Inclusion. (2021). Centre for Race and Culture, Edmonton, Alberta. <https://cfrac.com/wp-content/uploads/2021/08/Understanding-Newcomer-Experiences-of-Inclusion-CFRAC-08-12-2021-pages.pdf>

Other sources of information

Respondents who did not use settlement services when they first arrived, for the most part received the information they needed either through social networks such as friends, family, or coworkers (36 per cent) or located it online through a search engine (32 per cent). A smaller proportion have gone to government websites (19 per cent) or social media (12 per cent).

Receiving information about settlement services

The main source of information about settlement services came from family and friends for 38 per cent of respondents, while 23 per cent indicated that they first heard about settlement services from IRCC and/or other government sources. Social media was the information source for 14 per cent of the survey participants while the library was the source for nine per cent. Twelve per cent of respondents (at four per cent for each of the categories) learned about settlement services from either a teacher, a co-worker or a faith group. Another four per cent could not recall where they first heard about settlement services.

It is significant that only 23 per cent of respondents to the survey recalled hearing about settlement services from IRCC. This may be an opportunity for local settlement service organizations to work more closely with federal government agencies and the airport to provide new arrivals with local support information upon arrival in Calgary.

Receiving information

When it comes to receiving information from settlement service organizations, most respondents prefer to use virtual methods such as email (27 per cent), websites (15 per cent), social media (12 per cent) and online sessions (10 per cent). Some respondents do still prefer to receive information in non-virtual format which includes in-person sessions (12 per cent), mail (nine per cent), telephone (nine per cent) and printed materials (five per cent).

As technology has advanced and we have all become more comfortable using services online, an increase in the proportion of those preferring online communication in 2021 over 2017 is not surprising. In March 2020, when COVID-19 struck, all settlement service programming

Figure 18: How did you find information when you arrived? (N = 1,521) (For those that didn't use settlement services)

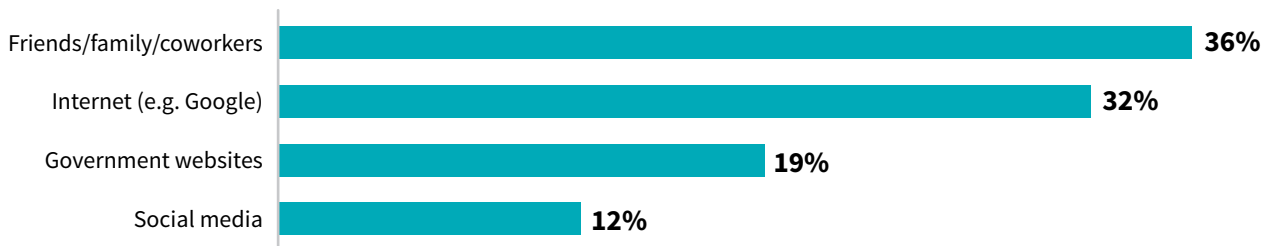
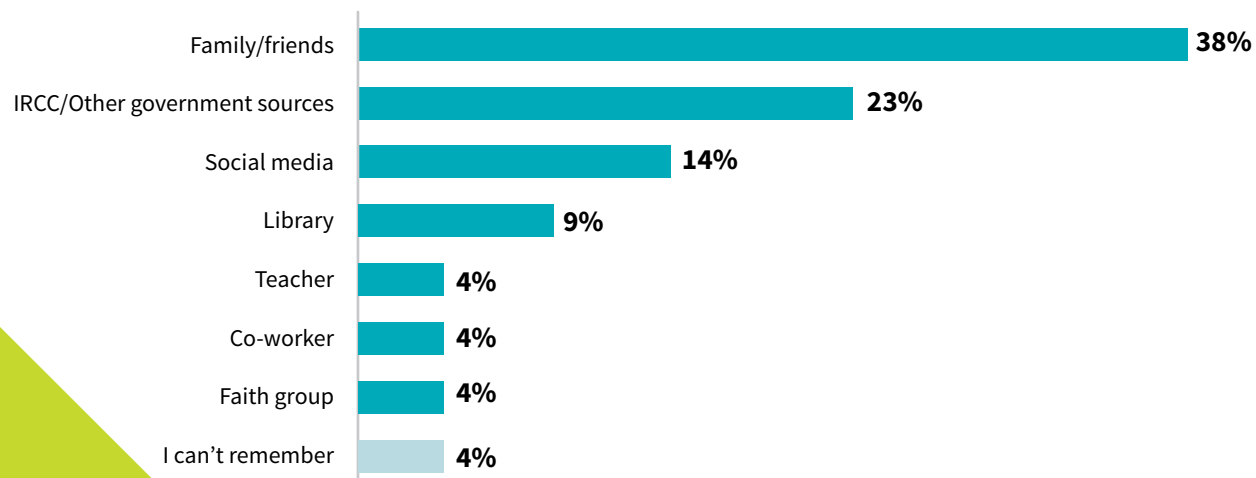


Figure 19: How did you hear about settlement services? (N = 1,441)



moved to virtual platforms. This created a space that proved to work best for some clients as it eliminated the need to commute or book time off work to attend and gave many options that worked with their schedule. However, the virtual environment has left some others behind as not everyone has access to multiple computers in their homes or an internet connection that supports numerous devices at once. This is an area of ongoing evaluation and research both within IRCC and settlement service organizations.

Satisfaction with settlement services

In 2021, there was high overall satisfaction with settlement services as nearly 80 per cent of the respondents found them useful and easily accessible. The majority said that the staff they interacted with at the agencies were professional (72 per cent). Though the survey results are encouraging overall, for some performance categories, positive ratings have declined compared to 2017 results. It is important to note that in both iterations of the Newcomer Survey, the questions asked around settlement service agency ratings were slightly different, however, a few similarities and differences are drawn to understand the larger trend. In 2017, 24 per cent of survey participants found settlement services were geared more toward lower skilled professionals. This figure has ballooned to 58 per cent in 2021. This finding lends support to anecdotal evidence that settlement service agencies are seen by newcomer communities as being for ‘high needs’ newcomers rather than professionals. This is an area where, again, targeted and improved marketing and outreach can counter this misconception.

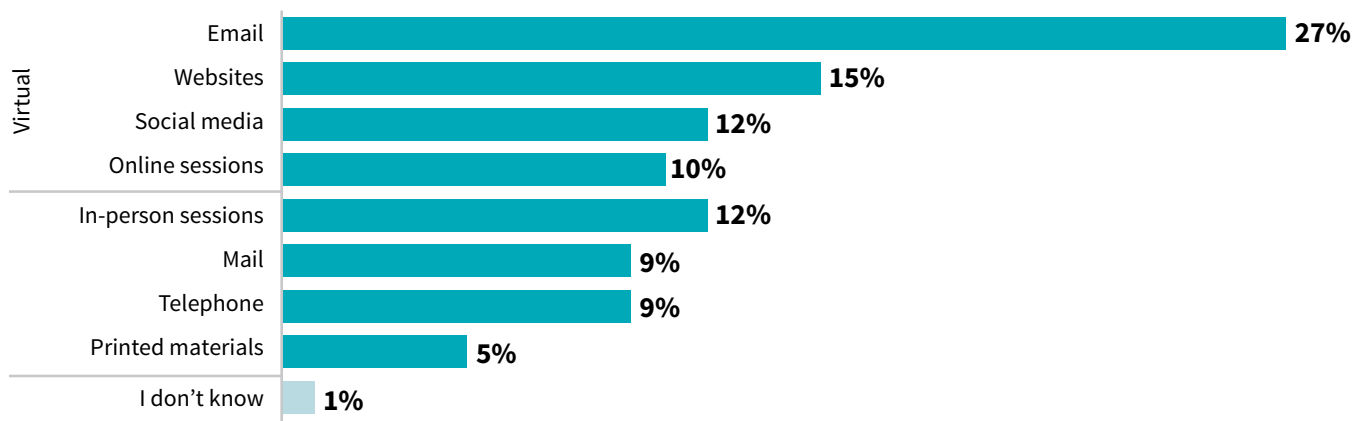
In 2017, 9 per cent of survey respondents did not trust the information provided to them by the agencies. In the latest edition, participants were asked to agree or disagree with – “I received differing information from agencies that led me not to trust the agencies”. Twenty-eight per cent agreed with this statement. For some of the other categories such as services not being culturally sensitive, lack of prompt response by the staff, and staff not being qualified, the ratings have declined between 2017 and 2021 as larger share of survey participants agreed with these negative statements.

It is trouble that over a quarter of respondents stated they had received different information from different agencies. As suggested in the survey results, this leads to a level of mistrust and anxiety for newcomers. This is an area worth further exploration and research.

Barriers to accessing settlement services

In 2021, the top three barriers to using settlement services were lack of knowledge about the available services (23 per cent), lack of need for services (12 per cent), and lack of clarity around cost of services (10 per cent). Nine per cent of people were not sure whether they qualified for settlement services, and eight per cent indicated that they did not require services specific to immigrants as they used services available to all Calgarians. Seven per cent each were either working/looking for work or confused about service offerings and who to go to. Five per cent were tending to family obligations; four per cent were pre-occupied with addressing their housing and basic needs, thus, both groups were too busy to

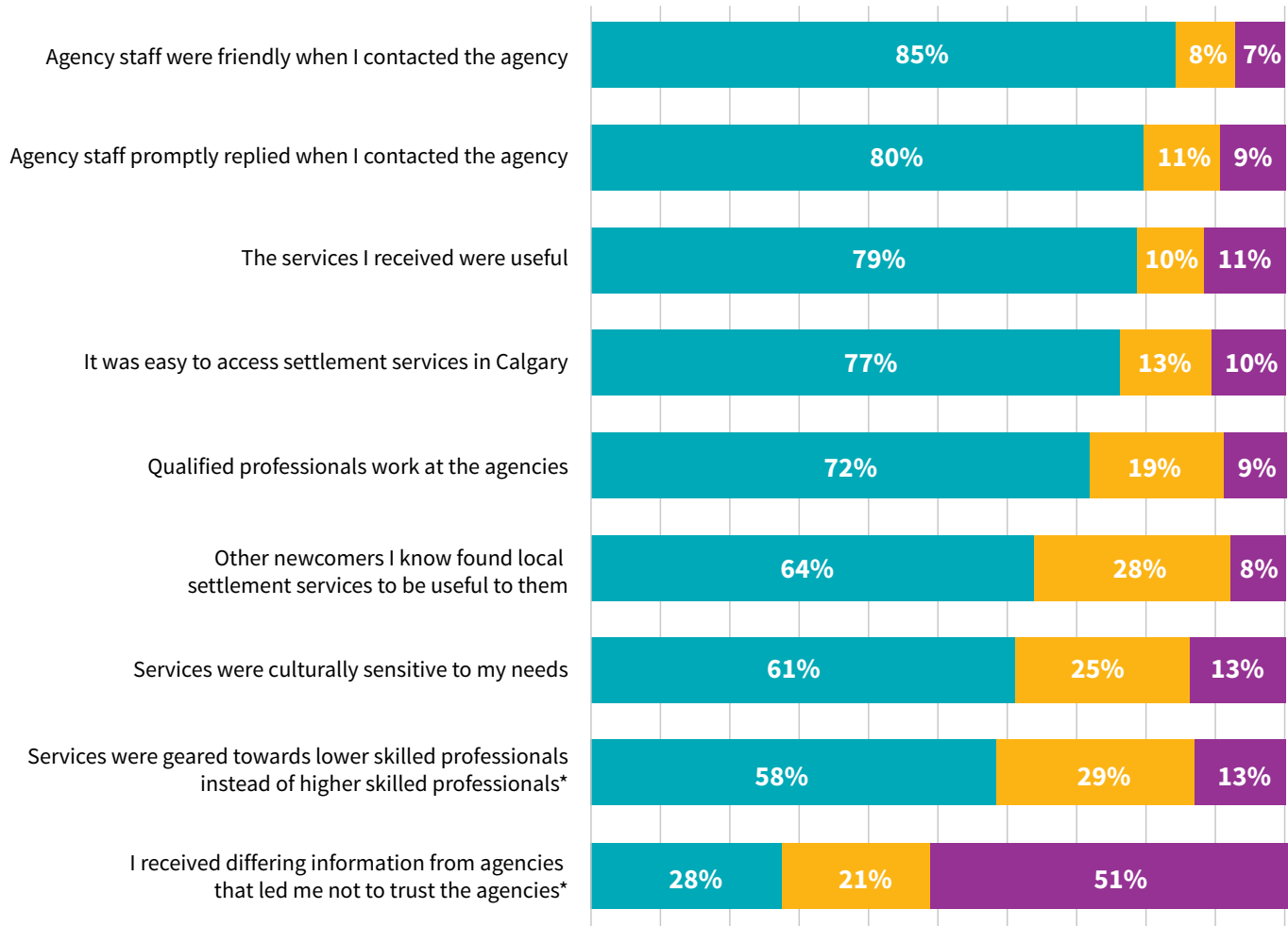
Figure 20: How do you prefer to receive information from settlement services



use settlement services. A detailed break-up of the top barriers is presented in the figure below. Respondents in the Other category felt the Settlement Services are not geared towards those whose mother tongue is English, or they could not fit the programs offered by the agencies in their schedule, or they did not meet the criteria, or bad weather stopped them from accessing the services.

Compared to 2017 data, the biggest increase was in the lack of awareness category as it went from three per cent in 2017 to 23 per cent in 2021. The change in trend suggests that more work needs to be done in raising awareness among newcomers about availability of settlement services. At the same time, the proportion of people who were concerned about the cost has dropped

Figure 21: Settlement services ratings



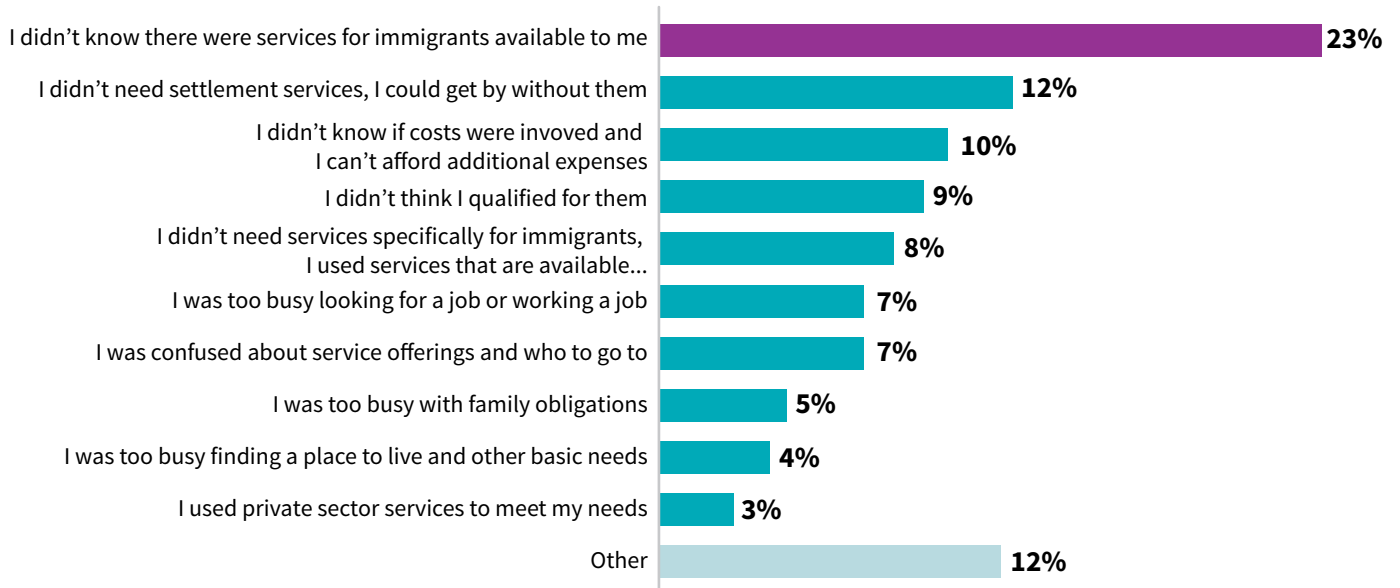
* These items are reverse scored (e.g. agreement not positive)

■ Agree
 ■ Not sure
 ■ Disagree

significantly – from 21 per cent in 2017 to 10 per cent in 2021. Compared to 2017, fewer respondents listed work, childcare and transportation as barriers to access, possibly due to the virtual nature of the offerings at the present time. Citing similar findings around addressing barriers to services, the recent Settlement Outcomes

Highlights Report suggests that the recent increase in virtual service delivery could be an opportunity for service providers to offer some services outside of normal working hours and to a potentially wider audience of newcomers.¹⁹

Figure 22: Top barriers to using settlement services



¹⁹ Settlement Outcomes Highlights Report - Summary Findings from IRCC's First Settlement Outcomes Report. 2021. Immigration, Refugees and Citizenship Canada (IRCC). <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/settlement-outcomes-highlights-report-2021.pdf>



Accessing community services

Use of community services

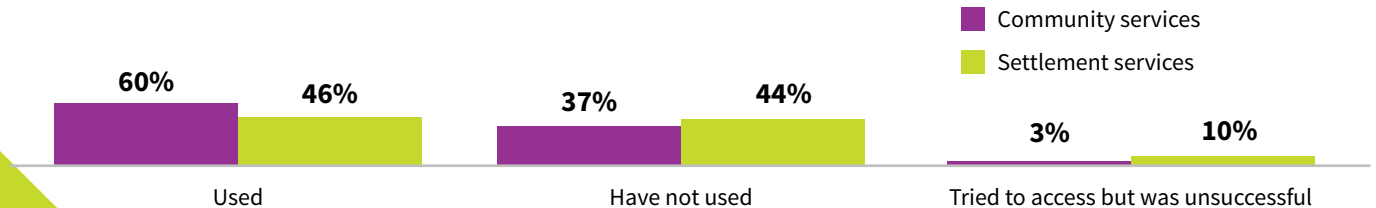
Community service agencies and organizations provide programs, information, and guidance to all Calgarians at no or low cost. Survey responses show that newcomers are using mainstream community services more than settlement services, perhaps not surprising given the multitude of organizations that Calgary residents interact with regularly. A large share of respondents, however, have used neither community (37 per cent) nor settlement services (44 per cent). A small proportion indicated that they tried using either community (three per cent) or settlement (ten per cent) services but were not successful.

The figure below shows the distribution of survey respondents based on when they first use settlement and community services upon their arrival. The pattern of use seems to indicate that while there are a lot of newcomers

who actively seek out support services when they first arrive, there are still a significant number of them who take nearly a year to first access supports in the community.

According to the survey results, 50 per cent indicated using either community or settlement services within 3 months of arriving. Nine per cent used settlement services and two per cent used community services before their arrival. Respondents used settlement services in diminishing numbers with 17 per cent using the services within 3-6 months of arrival, 8 per cent – within 6-9 months of arrival, and 15 per cent using them more than 9 months after arrival. For the community services, 23 per cent of respondents used them within 3-6 months of arrival, nine per cent accessed them within 6-9 months of arrival and 15 per cent have accessed community services more than 9 months after arrival.

Figure 23: Use of services (settlement services: N = 1,230, community services N = 1,631)



Receiving information about community services

Again, we are seeing that most newcomers are relying on friends and family to refer them to supports in the community, with 38 per cent hearing about community services through friends and family, 18 per cent through the library, 14 percent through IRCC and other government sources and 14 per cent through social media.

Satisfaction with community services

Among the survey respondents, a higher share accessed community services (60 per cent) compared to settlement services (46 per cent). Individuals who accessed both these services rated them highly with 79 per cent finding

settlement services useful while 90 per cent rated community services as such. The respondents also rated settlement services (61 per cent) and community services (67 per cent) as culturally sensitive. Settlement services were rated as easy to access by 77 per cent while 86 per cent said the same for the community services. The staff at the agencies were rated highly as well with 85 per cent of respondents stating that settlement services staff were friendly and 80 per cent noted the prompt replies. For the community services, 88 per cent say that community agency staff were friendly, and that staff replied promptly (81 per cent). Overall, the respondents rated community services higher than settlement services for all categories (see figure below).

Both IRCC research and the Centre for Race and Culture study found that racialized newcomers faced increased

Figure 24: First use of service (settlement services: N = 923, community services N = 1,013)

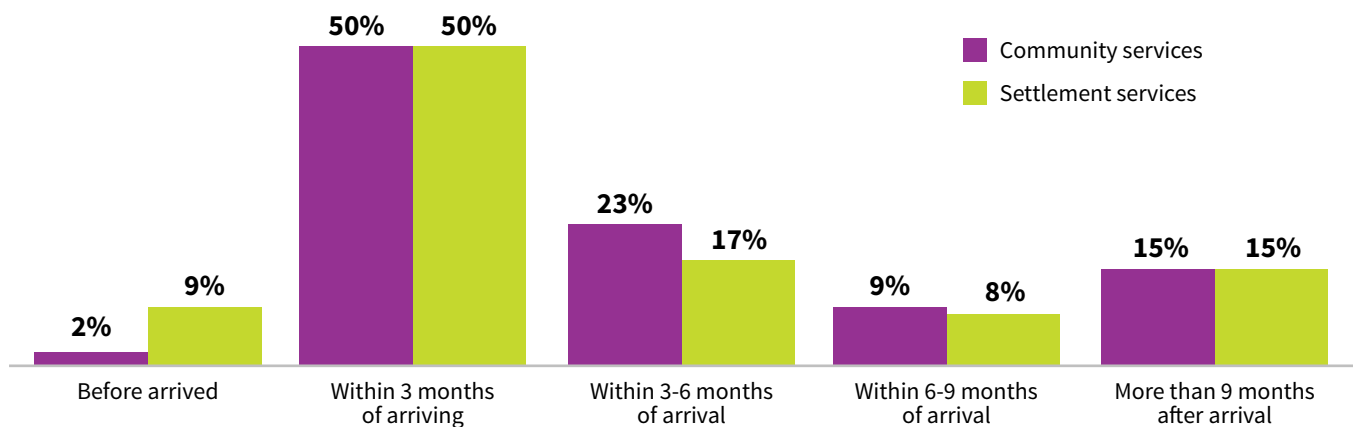
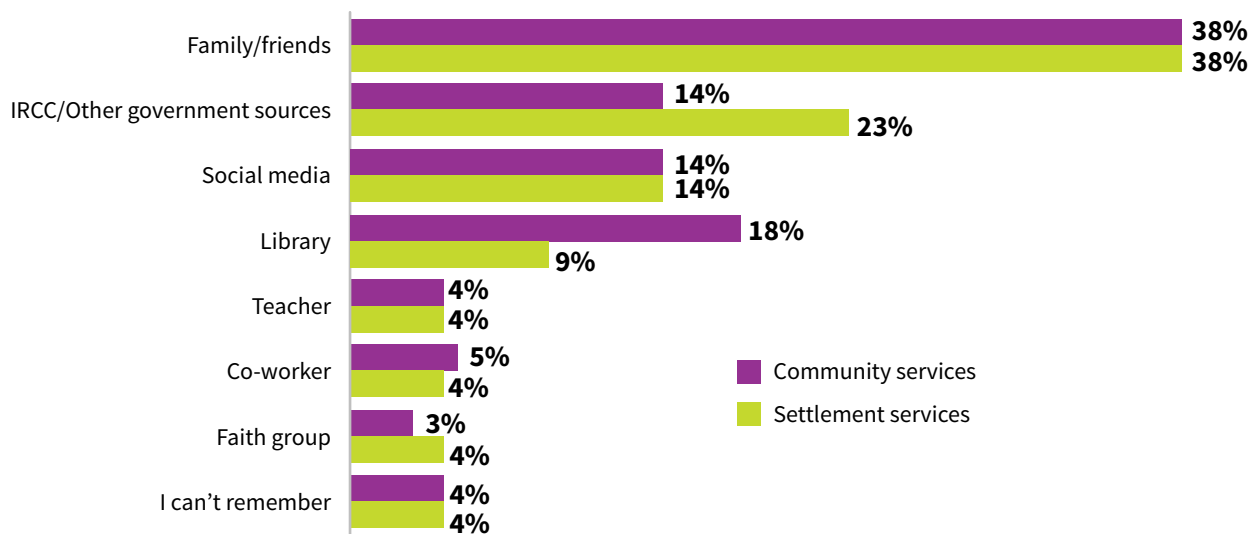


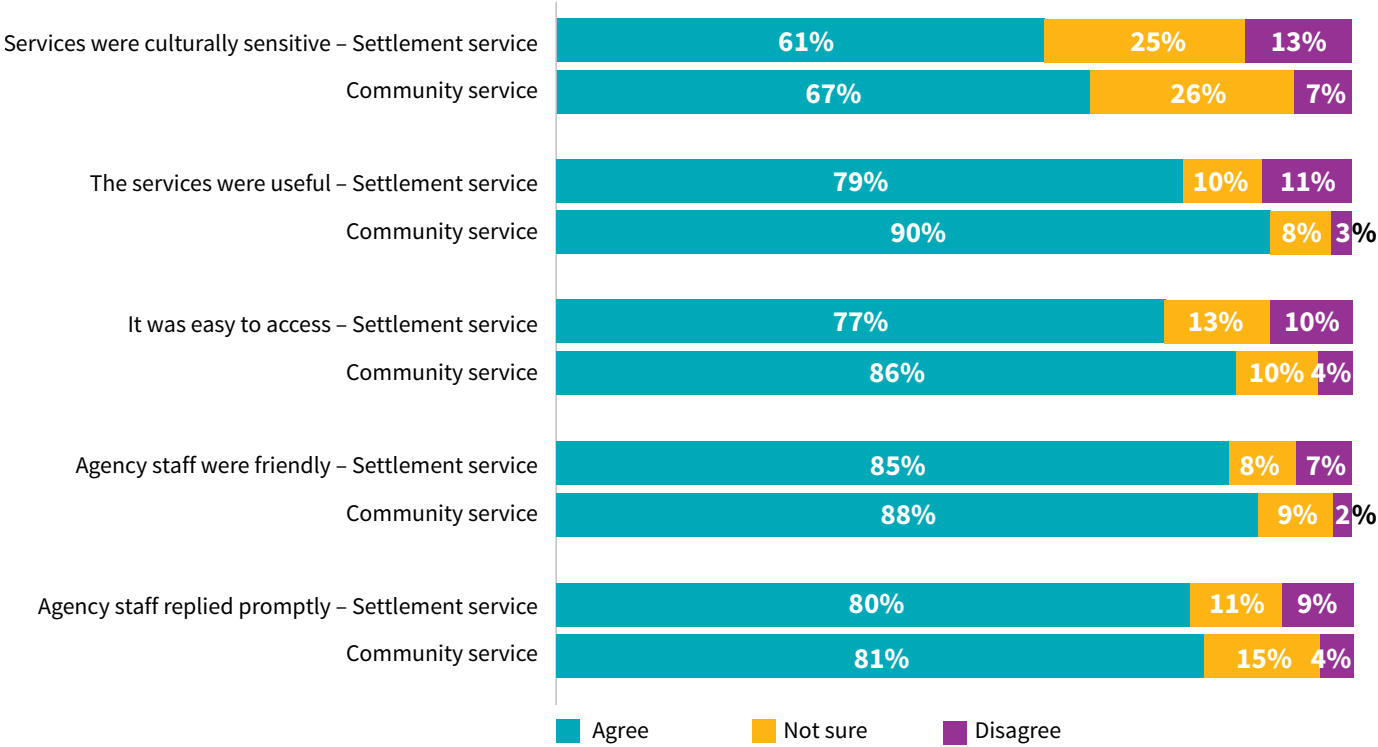
Figure 25: How did you hear about the services? (settlement services: N = 1,441, community services: N = 1,694)



barriers to accessing settlement services. In the CLIP 2021 Newcomer Survey, 61 per cent of respondents found settlement services to be culturally sensitive with slightly more (67 per cent) finding that community services identified as culturally sensitive. This leaves a substantial proportion of service users who are not finding services meeting their cultural needs. Fully 86 per cent of the 2021 Newcomer Survey identified as racialized so we are

unable to offer a breakdown of responses by ethnicity in any meaningful way. The difference in findings between settlement services and community services in this instance is also interesting as it could be an indication that newcomers are accessing more culturally appropriate services through ethnocultural groups or faith groups for example.

Figure 26: Settlement service versus community service ratings





Volunteering

A recent study by Statistics Canada found that in 2018, roughly 80 per cent of Canadians aged 15 and older volunteered, either formally or informally. On an annual basis their time amounted to approximately 5 billion hours, equivalent to over 2.5 million full-time year-round jobs. Among the formal volunteers, more hours were dedicated to hospitals and religious organizations, followed by sports and recreation, and arts and culture.²⁰ During the COVID-19 pandemic, these numbers dropped to 41 per cent among people ages 15 and over, as more people stayed home due to social and health restrictions.²¹

The CLIP 2021 Newcomer Survey found that one-third of newcomers had volunteered in the previous 12 months (33 per cent). It can be noted that this share is low

compared to Canada's general population. Beyond the factors brought upon by the pandemic, less involvement by newly arrived immigrants may be attributed to

Volunteering in Calgary

One of the most popular websites to explore opportunities to volunteer is VolunteerConnector. In 2021, they had over 115,000 unique visitors to their site. They saw a big increase in organizations seeking volunteers with 41 per cent of organizations new to the site that year. Calls for volunteer board members make up 22 per cent of volunteer calls. The most popular causes for volunteers are anti-racism, the environment, Indigenous issues, gender and identity and diversity/immigration.

Source: Email from the VolunteerConnector team Nov. 26, 2021

²⁰ Hahmann, Tata. 2021. Volunteering counts: Formal and informal contribution of Canadians in 2018. Insights on Canadian Society. April. Statistics Canada Catalogue no. 75-006 75-006 X

²¹ Volunteering in Canada: Challenges and opportunities during the COVID-19 pandemic. (2020). Statistics Canada. <https://www150.statcan.gc.ca/n1/pub/45-28-0001/2020001/article/00037-eng.htm>

them facing language and cultural barriers in accessing volunteer opportunities. We know that volunteering provides crucial networking opportunities and “Canadian experience” as well as supporting social inclusion and the building of social capital, so it is important to continue programming to provide cross cultural education and volunteer opportunities to enhance the understanding and acceptance of newcomers into communities across Canada.

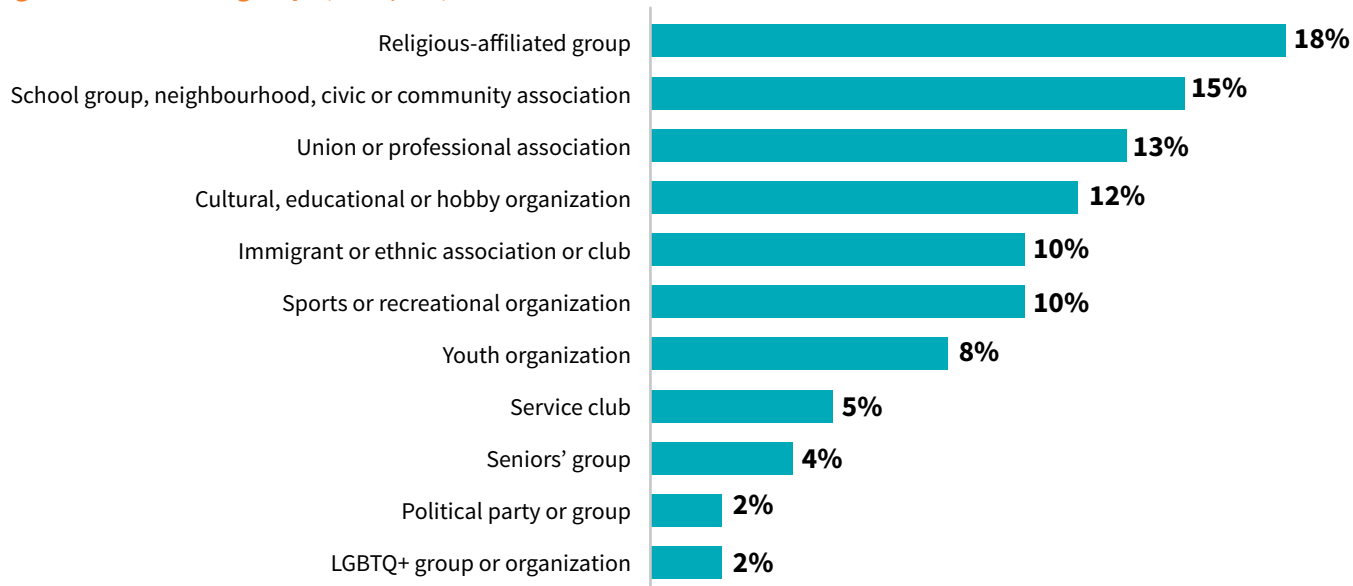
When newcomers did volunteer, they lent assistance in a variety of settings: religious-affiliated groups (18 per cent), school, neighbourhood, civic or community associations (15 per cent), union or professional associations (15 per cent), union or professional

association (13 per cent), cultural, educational, or hobby organization (12 per cent), immigrant or ethnic clubs and associations (10 per cent), sports and recreation groups (10 per cent), youth organizations (eight per cent), service club (five per cent), seniors’ group (four per cent), political party (two per cent), and LGBTQ+ organizations (two per cent).

Table 3: Volunteer work in past 12 months (N= 1569)

	Per cent responses (2021)
Yes	33%
No	67%

Figure 27: Volunteer groups (N = 1,305)





Confidence in institutions

In the CLIP 2021 Newcomer Survey, newcomers were asked to rate their confidence in various institutions. Overall, newcomers in the sample have high levels of confidence in all the named institutions. Sixty-eight per cent stated that they have a great deal or a lot of confidence in the police, a similar percentage indicated a great deal or a lot of confidence in the justice system and courts. A further 24 per cent had some confidence in the police and 23 per cent in the justice system and courts. These results were significantly higher than those for newcomers to Canada in the 2013 General Social Survey where 82 per cent indicated their confidence in the police and 70 per cent for justice and courts. While it is difficult to generalize across surveys due to different methodologies and populations, this is an interesting finding worth further exploration.

The level of confidence in institutions across the board among newcomers (past and recent) is higher than Canadian-born Calgarians. Eighty-one per cent of Calgarians²² expressed confidence in the police, and 62 per cent in courts and justice system. Similarly, when it comes to confidence in Canada's government, newcomers rated it once again very high (90 per cent) compared to Canadians (38 per cent) or Calgarians (43 per cent) (see table below). The CLIP 2021 Newcomer

Survey also asked about confidence levels in the social security/social insurance and healthcare system. The responses indicate that these systems inspired similar levels of confidence in 90 per cent of the respondents (See figure below).

There could be a number of reasons for these responses. Some survey respondents may be coming from countries where attitudes towards government and police are more negative. There may also be a level of distrust that the survey responses were truly anonymous and so respondents are fearful of providing negative responses that could affect their immigration status. On a more optimistic note, these results could also suggest that overall, respondents have great optimism when it comes to their chosen new country and that they perceive the systems they interact with as great and approach them with confidence.

Note: When it comes to measuring confidence in institutions, the most recent comparative dataset to this survey result comes from 2013 General Social Survey carried out by Statistics Canada. Statistics Canada did collect the same data in 2019; however, the survey results are not yet available at the City of Calgary data level.

²² General Social Survey - Confidence in institutions by census metropolitan area. (2013). Statistics Canada. <https://www150.statcan.gc.ca/n1/pub/89-652-x/2015007/t/tbl05-eng.htm>

²³ General Social Survey. (2013). Statistics Canada. <https://www150.statcan.gc.ca/n1/pub/89f0115x/89f0115x2013001-eng.htm>

Figure 28: Confidence in institutions (N = 1,305)

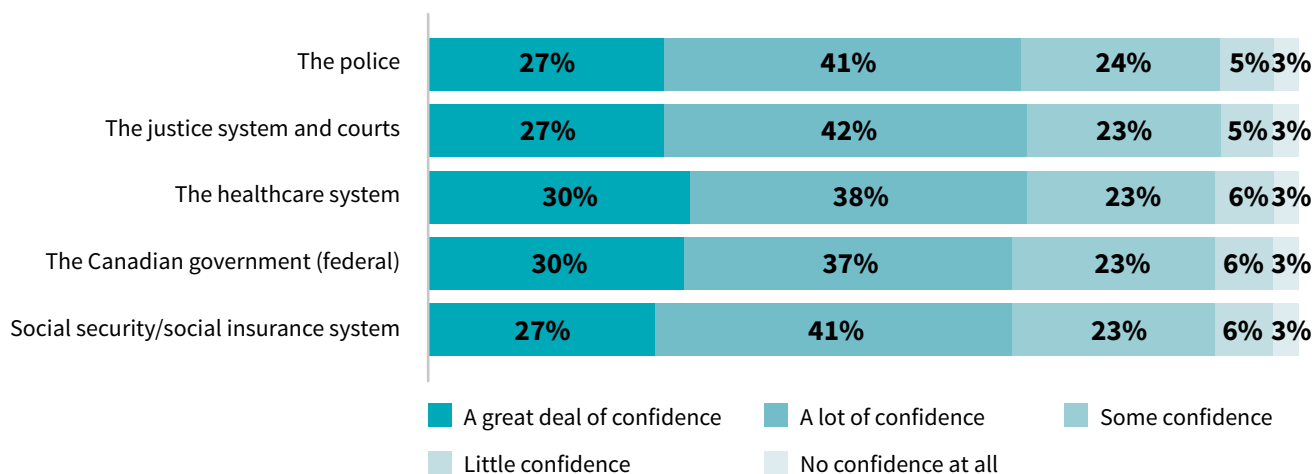


Table 4: Confidence level in institutions

	Police	Schools	Banks	Justice/ courts	Media	Federal government	Major corporations	Social security/social insurance system	The healthcare system
Canada*	76%	62%	59%	60%	40%	39%	30%	n/a	n/a
Recent Immigrants (Canada)*+	82%	75%	70%	79%	52%	62%	44%		
Calgary CMA*	81%	63%	61%	62%	38%	43%	34%		
2021 Newcomer Survey	92%	n/a	n/a	92%	n/a	90%	n/a	91%	91%

*Statistics Canada, General Social Survey on Social Identity, 2013

+ Figures are approximate

Sense of community belonging

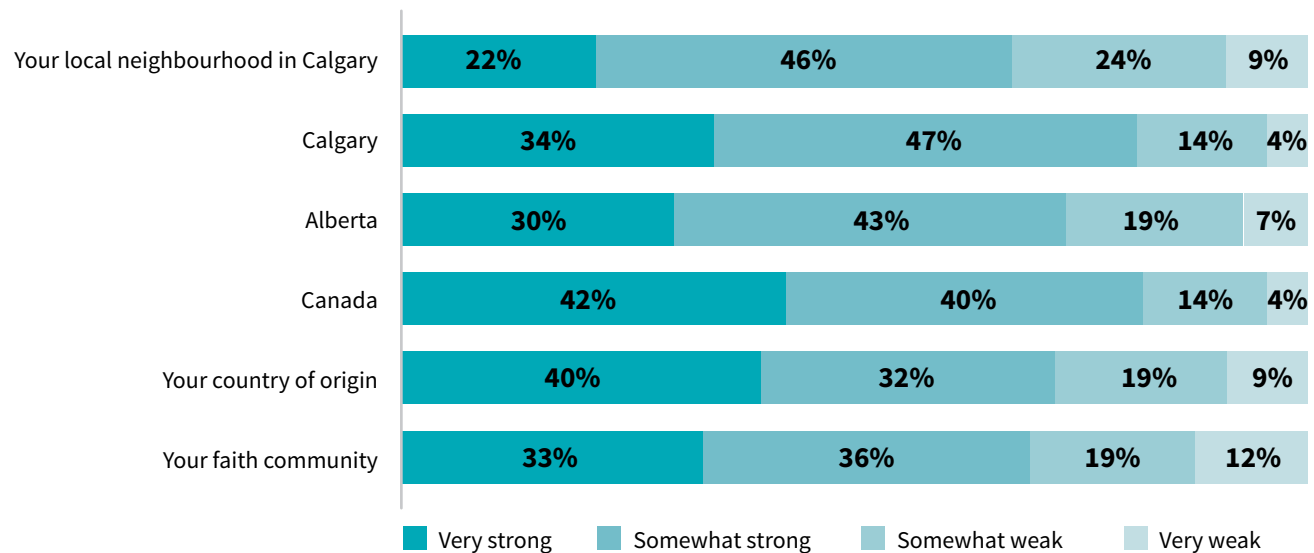
There are a number of factors that determine someone’s sense of belonging to a place or a country. When it comes to the latter, citizenship acquisition is considered an ultimate indicator of belonging. It holds especially true for immigrants to Canada as it brings with it the full economic, social, cultural, and political rights of being Canadian. Between 2006 and 2016, the general rate of Canadian citizenship uptake was around 86 per cent and the uptake rates were highest for resettled refugees and protected persons, and lowest for members of the Family Class .

The results of the CLIP 2021 Newcomer Survey show a high sense of belonging among recent immigrants residing in Calgary. When asked to rate their sense of belonging, the respondents indicated having the strongest sense of belonging to Canada (82 per cent), followed by Calgary (81 per cent). Their sense of belonging to Alberta (73 per cent), their country of origin (72 per cent) and their faith community (69 per cent) were also strong. The lowest scores for belonging were given to the local neighborhood in Calgary with 68 per cent stating that they felt either very (22 per cent) or somewhat (46

per cent) strong sense of belonging there. The greater sense of belonging towards Calgary is also reflected in the fact that 89 per cent of respondents felt that Calgary has been welcoming to them. Other local surveys also validate such findings for recent immigrants. In the 2021 Citizen Perspectives Survey on Diversity and Inclusion conducted by the City of Calgary, roughly 80 per cent of recent immigrants agreed that the City meets the needs of diverse groups. This figure is 69 per cent for those born in Canada. Ninety-six per cent of immigrants felt safe in their neighborhood compared to 87 per cent by those born in Canada .

Again, we may be seeing this difference between newcomers and Canadian born Calgarians due to those responding to the survey not wanting to express negative opinions about their new home or somehow jeopardize their immigration status. On a more optimistic note, these results could also suggest that overall, respondents have great optimism when it comes to their chosen new city. It is promising to note that more than four in five newcomers find Calgary a welcoming place to be.

Figure 29: Sense of belonging



²⁴ Settlement Outcomes Highlights Report - Summary Findings from IRCC’s First Settlement Outcomes Report. 2021. Immigration, Refugees and Citizenship Canada (IRCC). <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/settlement-outcomes-highlights-report-2021.pdf>

²⁵ 2021 Citizen Perspectives Survey Report; Diversity and Inclusion. 2021. The City of Calgary. <https://www.calgary.ca/cfod/csc/citizen-satisfaction.html?redirect=/citizensatisfaction>



Conclusion and recommendations

The Calgary Local Immigration Partnership (CLIP) 2021 Newcomer Survey explores when, how, and where newcomers access information as they make Calgary home and suggests areas for increased attention so that together, we can improve newcomers' experience and settlement and integration outcomes.

As Canada reopens after COVID-19 precautions lift, opportunities to review access to settlement and integration programs, to fully utilize immigrant's vital role in both economic and societal recovery, and to remove systemic barriers for newcomers and marginalized populations present themselves. Better settlement and integration journeys in Canada require engagement by all levels of government, both the private and public sectors as well as civil society.

The CLIP 2021 Newcomer Survey is a point in time. Calgary residents, not born in Canada, who arrived between 2015 and 2020 were asked a series of questions in order to better understand how newcomers to Calgary access and use community services in the city; to understand barriers in accessing those services; where in the community they feel most connected; and to gauge

if there were differences between survey data from 2017 and 2021. In just over one month, 2,093 valid responses were collected.

Collecting survey data in the middle of a global pandemic when so many people were isolating and working from home was challenging. The methodology employed to reach as many newcomers to Calgary as we could did prove successful, however. The survey was available in 13 languages to reach as many recent immigrants to Calgary as possible, with nearly a third of respondents choosing to complete the survey in languages other than English.

While the CLIP 2021 Newcomer Survey is not statistically significant, based on demographic comparability and other sources of data, we are confident that the results do represent the experiences of newcomers to Calgary. The demographics of the respondents to the 2021 CLIP Newcomer Survey mirror many of the demographics noted in the 2016 Census.

Recommendations

1. To reach as broad a group of newcomers as possible, all future CLIP surveys should be translated into multiple languages.
2. Credential assessment and credential recognition as well as questions around the use of “Canadian experience” as a filter in hiring are hot topics in Alberta. There is an opportunity here for policymakers and organizations like CLIP to engage with the Fairness for Newcomers Office, employers and employer organizations to ensure that Canadian experience is not used as a bias among some employers.
3. With fewer than half of newcomers accessing settlement services, IRCC, CLIP and local settlement service agencies should work together in creating information campaigns and outreach to ensure that the public is aware of the programs and services offered to new arrivals. This information will better equip friends and family of newcomers with the information needed to help newcomers succeed in those first few months.
4. It is significant that only 23% of respondents to the survey recalled hearing about settlement services from IRCC. This may be an opportunity for local settlement service organizations to work more closely with federal government agencies and the airport to provide new arrivals with local support information upon arrival in Calgary.
5. Comparison of the two maps comparing where respondents to the CLIP survey live to where IRCC-funded clients live indicate that a higher percentage of newcomers who accessed settlement services reside in the NE part of the city which is also where a larger proportion of survey respondents reside. Fewer newcomers in the SE seem to be accessing settlement service, there may be opportunities for the expansion of services in this quadrant of the city.
6. IRCC’s recent Settlement Outcomes Highlights Report suggests that the recent increase in virtual service delivery could be an opportunity for service providers to offer some services outside of normal working hours and to a potentially wider audience of newcomers.²⁶ However, the virtual environment has left some newcomers behind as not everyone has access to multiple computers in their homes or an internet connection that supports numerous devices at once. This is an area of ongoing evaluation and research both within IRCC and settlement service organizations. The City of Calgary is also exploring this as they develop a Digital Equity Strategy.
7. Both IRCC research and the Centre for Race and Culture study found that racialized newcomers faced increased barriers to accessing settlement services. In the CLIP 2021 Newcomer Survey, 61% of respondents found settlement services to be culturally sensitive with slightly more (67%) finding that community services identified as culturally sensitive. This leaves a substantial proportion of service users who are not finding services meeting their cultural needs. Fully 86% of the 2021 Newcomer Survey identified as racialized so we are unable to offer a breakdown of responses by ethnicity in any meaningful way. The difference in findings between settlement services and community services in this instance is also interesting as it could be an indication that newcomers are accessing more culturally appropriate services through ethnocultural groups or faith groups for example. It may be useful in the future to oversample for different racial / ethnic backgrounds to explore any differences in access and use of services.
8. In 2021, there was high overall satisfaction with settlement services as nearly 80 per cent of the respondents found them useful and easily accessible, however, over a quarter of respondents stated they had received different information from different agencies. As suggested in the survey results, this leads to a level of mistrust and anxiety for newcomers. This is an area worth further exploration and research.
9. While there is some evidence in the 2021 survey of secondary migration to Calgary from other Canadian centres, the numbers are not large. Finding ways to regularly track and report on patterns of secondary migration would benefit service providers. Future surveys should explore this further.

²⁶ Settlement Outcomes Highlights Report - Summary Findings from IRCC’s First Settlement Outcomes Report. 2021. Immigration, Refugees and Citizenship Canada (IRCC). <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/publications-manuals/settlement-outcomes-highlights-report-2021.pdf>

Next steps

There are three exciting new community initiatives that will support recommendations around improving promotion and access to settlement services. CLIP is a proud supporter of each of these initiatives.

1. **Gateway:** Gateway is a new collaboration among organizations to better serve and support newcomers who choose to make Alberta their new home. Gateway serves as a personal guide to support each newcomer through their unique journey, connecting them to the right service at the right agency every time—helping unleash their economic, social, and civic potential. Gateway provides newcomers with a unique Gateway Personalized Plan based on their skills, goals, and priorities to help them realize their Canadian dream. CLIP is a member of the Gateway Partner Advisory Council. Please visit www.gatewayconnects.ca for more information.
2. **Calgary East Zone Newcomers Collaborative:** The Centre for Newcomers (CFN) is the lead agency of the new Calgary East Zone Newcomers Collaborative (CENC). CENC believes a strong community is created through building relationships. As a group we hope to welcome newcomers in East Calgary and support them with all needs through our group's collective free services. The zonal approach, created by Immigration, Refugees and Citizenship Canada (IRCC) is a community model for inclusion for all newcomers to Calgary.
3. **Zonal Outreach and Service Delivery Project Calgary West:** Calgary Catholic Immigration Society (CCIS) is the lead agency for the West Zone project. The primary goal of this project is to promote engagement between recently arrived newcomers in Calgary and settlement services in their neighborhood. In addition, the project refers individuals and families to other services within the broader community. In doing so, we facilitate efficient and comprehensive newcomer settlement and integration, while ensuring that settlement agencies in the West Zone deliver wide-ranging, coordinated and client-centered services. Furthermore, the project is designed to enhance access to, and engagement with, IRCC-funded settlement services for new Calgarians. Visit, [CCIS Alberta - Immigration Help | Resettlement & Training \(ccisab.ca\)](http://CCIS Alberta - Immigration Help | Resettlement & Training (ccisab.ca)).

The CLIP Newcomer Guide for Service Providers is a directory of services aimed at front-line community service providers who may not be aware of the services available to newcomers in Calgary. CLIP has recently updated the guide and together with our community partners will continue to share this with the broader community. Please visit, calgarylip.ca/calgary_newcomer_guide.

Thank you

CLIP would like to thank all of our community partners for their support in early versions of this survey; our City of Calgary colleagues who did the enormous task of vetting the responses and compiling the data; to IRCC for your support and research collaboration; to the CLIP Immigrant Advisory Table for your expertise; and to all the newcomers who took the time to complete the survey and share their experiences with us.

We hope that you find this report useful in your work with newcomers in the city. If you have a research question and would like to access this data set, please get in touch, we would love to collaborate.





Appendix A: IRCC funded settlement service organizations in Calgary

- Agape Language Centre Society
- Alberta Association of Immigrant Serving Agencies
- Alberta International Medical Graduates Association
- Bow Valley College
- Boys and Girls Clubs of Calgary
- Calgary Catholic Immigration Society
- Calgary Immigrant Women's Association
- Equilibrium International Education Institute
- Immigrant Services Calgary Society
- Making Changes Employment Association of Alberta
- Maple Leaf Academy Ltd.
- Portail de l'Immigrant Association de Calgary
- Saamis Immigration Services Association
- Societe du centre sco are communautaire de Calgary
- Calgary Region Immigrant Employment Council
- Talent Pool Development Society of Calgary
- Calgary Young Men's Christian Association
- The Calgary Bridge Foundation for Youth
- Centre d'Accueil pour Nouveaux Arrivants Francophones de Calgary - CANAF
- The Immigrant Education Society (TIES)
- Centre for Newcomers Society of Calgary
- City of Calgary
- Women in Need Society of Calgary
- Young women's enns-an association of Calgary YWCA
- Columbia Training Centre

Appendix B:

CLIP 2021 Newcomer Survey questions

Calgary Newcomer Survey 2021

Time in Calgary and Canada

1. How long have you lived in Calgary?
 - Less than one year
 - Between 1 - 2 years
 - Between 2- 3 years
 - Between 3 – 4 years
 - Between 4 – 5 years
 - More than five years
2. How long have you lived in Canada?
 - Less than one year
 - Between 1 - 2 years
 - Between 2- 3 years
 - Between 3 – 4 years
 - Between 4 – 5 years
 - More than five years
3. Where were you born?
 - China
 - Eritrea
 - Ethiopia
 - India
 - Iraq
 - Korea, Republic of
 - Nigeria
 - Pakistan
 - Philippines
 - Syria
 - OTHER
4. When you first came to Canada, which immigration class did you come to Canada under?
 - Economic Immigrant
 - Family Class
 - International student
 - Refugee
 - Refugee claimant
 - Temporary foreign worker
 - Provincial nominee
 - International Experience Canada visa holder
5. What is your current immigration status?
 - Canadian citizen
 - Permanent resident
 - International student
 - Refugee claimant
 - Temporary foreign worker
 - Currently without status
6. Are you
 - Female
 - Male
 - Non-binary
 - Trans
 - Prefer not to say
7. Do you identify as LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer or other)?
 - Yes
 - No
 - Not sure
8. How old are you?
 - 18-24
 - 25-34
 - 35-44
 - 45-54
 - 55-64
 - 65 and over

9. **For the next question, please think about your own ethnic or racial identity. Your ethnic or racial identity may be the same as your parents, grandparents or ancestors or it may be different. Please note that this information is being collected to help us better understand the composition of Canada's diverse newcomer population.**

Which ethnic or racial group(s) best describe you?
Please select all that apply, particularly if you self-identify as being of mixed or multiple racial groups.

- Arab
- Black (for example, African, Afro-Caribbean, African-American, African-Canadian)
- Central Asian (for example, Kazakhstan, Uzbekistan)
- East Asian (for example, Chinese, Korean, Japanese)
- Indigenous or Aboriginal
- Latin American (for example, Mexican, Central American, South American)
- South Asian (for example, Indian, Pakistani, Sri Lankan)
- Southeast Asian (for example, Filipino, Vietnamese, Indonesian, Thai)
- West Asian (for example, Iranian, Afghan)
- White

10. Please type in the first three characters of your postal code (e.g., T9N)

Language

11. Please rate yourself in the following language skills:

Language skills	No skills	Very poor	Poor	Acceptable	Good	Very good
Reading English						
Writing English						
Conversing in English						
Reading French						
Writing French						
Conversing in French						

12. What language do you speak most often at home?

- Arabic
- Chinese
- English
- Farsi
- Punjabi
- Spanish
- Tagalog
- Tigrinya
- Urdu
- Yoruba
- OTHER

Education

13. What is the highest level of education you finished outside of Canada?
- No formal education
 - Elementary school
 - Secondary school (high school)
 - Certificate or Diploma
 - College/vocational training
 - University undergraduate degree
 - University graduate degree (Master's and / or PhD)

14. Did you finish any additional schooling in Canada?
- No
 - Yes
 - I'm still in school

If yes, or if you're still in school, please select the highest education level reached in Canada:

- Elementary school
- Secondary school (high school)
- Certificate or Diploma
- College/vocational training
- University undergraduate degree
- University graduate degree (Master's and / or PhD)

Employment

15. Are you currently working?
- Yes
 - No (skip to question 20)

16. Are you ...
- Employed full time (30+ hours per week)
 - Employed part time (29 hours or less per week)
 - Self-employed

17. Please select the type of employment that most closely matches your current job.
- Business owner
 - Management job (e.g., restaurant or store manager)
 - Professional job (usually requires a degree from a university)
 - Technical job or skilled trade (usually requires a college diploma or training as an apprentice)
 - Intermediate job (usually requires a high school diploma or job-specific training)
 - Labour job (usually requires on-the-job-training)

18. Do you feel that your current job is a good match for your education and experience?
- Yes
 - Not sure
 - No

If no, please select the reason/reasons why you think this is, please choose all that apply:

- I need to have my international credentials assessed.
- I need to improve my English.
- There are no jobs in my field.
- I don't have Canadian experience.
- Discrimination
- I'm not sure why

19. What is the status of your job?
- Permanent
 - Temporary/Contract
 - Internship / Coop / Apprenticeship
 - Occasional

20. Are you ...
- Unemployed and looking for work
 - Unemployed and not looking for work
 - Retired
 - Student, not employed
 - Stay at home parent
 - I am unable to work for health reasons

Using community services

Calgary has many different community organizations and agencies who provide services to Calgary residents. We're interested in knowing the kinds of services you used, how you found about them and how satisfied you are with the service you received.

Support when you first arrived

21. When you first arrived in Canada, who helped you with the following?

	Friends / family	My sponsor/ refugee sponsorship group	Settlement service organization	Community organization	I didn't receive any help	Not sure
a. Help with immediate needs (e.g., temporary housing, food, clothing)						
b. Services like childcare, transportation assistance, translation and interpretation						
c. Information about living in Canada (e.g., information about Canada, the neighborhood, household management)						
d. Help finding permanent housing						
e. Information about money and finances (e.g., paying bills, budgeting, repaying loans)						
f. Help registering for government services (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial health care, school registration)						
g. Information about other settlement and community services that help newcomers						

Settlement service organizations (also called immigrant-serving organizations) provide information and guidance to newcomers/immigrants. Staff often speak several languages and they provide services at no- or low-cost. Settlement organizations help newcomers with many parts of life in Canada like improving language skills, employment skills, and delivering programs and services that help immigrants and their family members. A few examples of local settlement organizations are:

- Calgary Bridge Foundation for Youth (CBFY)
- Calgary Catholic Immigration Society (CCIS)
- Calgary Immigrant Women’s Association (CIWA)
- Centre for Newcomers (CFN)
- Immigrant Services Calgary / Settlement Calgary (ISC)
- The Immigrant Education Society (TIES)
- LINC classes

22. Have you used Canadian settlement services? Please choose the best answer.
- I have used settlement services
 - I tried to use settlement services but was unsuccessful (skip to Question 29)
 - I have not tried to use settlement services (skip to Question 29)

23. When did you first use or try to use Canadian settlement services?
- Pre-arrival
 - Under 3 months after arrival
 - Over 3 months but under 6 months after arrival
 - Over 6 months but under 9 months after arrival
 - Over 9 months after arrival
24. How did you hear about settlement services? Please choose all that apply.
- IRCC / other government sources
 - Family / friends
 - Library
 - Faith group
 - Co-worker
 - Teacher
 - Social media
 - I can’t remember
25. Did you use or try to use settlement services in Calgary or outside of Calgary?
- In Calgary
 - In Calgary and in another region of Canada
 - Outside of Calgary [skip to question 31]
 - I used or tried to use services that were not tied to a geographic location (i.e. online/internet) (skip to question 31)

Settlement service ratings

26. Please indicate your level of agreement with the following statements:

	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The services I received were useful					
It was easy to access settlement services in Calgary					
Other newcomers I know found local settlement services to be useful for them					
Services were culturally sensitive to my needs					
Agency staff were friendly and promptly replied when I contacted them					
Services were geared towards lower skilled professionals instead of higher skilled professionals (e.g., very basic skills-based courses)					
Qualified professionals work at the agencies (have appropriate knowledge and experience)					
I received differing information from agencies that led me not to trust them					

27. Did you experience discrimination or prejudice from the settlement organization?

- No
- I'm not sure
- Yes

If yes, please select the reason / reasons why you think that happened:

- race
- culture
- religious beliefs
- gender/ gender identity
- age
- sexual orientation
- status as an immigrant

28. How do you prefer to receive information from settlement organizations? Please select all that apply.

- websites
- social media
- printed materials
- telephone
- mail
- email
- in-person sessions
- online sessions
- I don't know

Please skip to question 33

The following questions ask you why you did NOT use settlement services.

Knowledge of settlement services

29. Why didn't you use settlement services? Please choose all that apply.

- I didn't know there were services for immigrants available to me
- I knew there were services for immigrants but I didn't think I qualified for them
- I was confused about services and who to go to
- I was too busy with family obligations
- I was too busy working / looking for a job
- I was too busy finding a place to live and other basic needs
- I didn't need services specifically for immigrants, I used services that are available to all Calgarians

30. Were there any other reasons you didn't access settlement services? Please choose all that apply.

- I tried but was turned away for not meeting criteria
- I didn't know if costs were involved and I can't afford additional expenses
- I need help with childcare and the agency I approached could not meet this need
- I need help with transportation and the agency I approached could not meet this need
- The programs that were offered were not delivered at a time that worked for my schedule
- Because of my age I don't need to learn new skills or a new language
- I didn't need settlement services, I can get by without them
- English is my mother tongue and it seemed like settlement services are for those that don't have English as their first language.
- I used private sector services to meet my needs
- Bad weather stopped me from accessing services

31. Did you have any concerns about privacy?

- No
- Yes

If yes, please select the best answer/answers why:

- I was concerned that agency staff wouldn't keep my information private
- I didn't want anyone in my community to know that I needed help
- I was fearful about interacting with members of a group that has had conflict with people from my ethnic background (e.g., civil war, persecution, etc.)
- I have someone with a medical issue/disability in my family and I don't want to jeopardize my immigration status if the government finds out
- I have someone with a medical issue/disability in my family and I don't want others in Calgary to know
- I was worried that someone from my ethnocultural group would find out that I identify as LGBTQ+

32. As you didn't use the services at a settlement organization, how did you find information you needed when you first arrived? Please choose all that apply.

- I used the internet (e.g. Google)
- I used government websites
- I used social media
- I asked my friends / family / coworkers

Community services in Calgary

We would now like to ask you about using other community services in Calgary. These agencies and organizations provide programs, information and guidance to all Calgarians at no or low cost. Examples of some of these organizations are:

- Boys and Girls Club
- Calgary Legal Guidance
- Calgary Public Library
- City of Calgary recreation centres
- Momentum
- The Alex
- YMCA

33. Have you used community services in Calgary? Please choose the best answer.

- Yes (skip to question 35)
- No
- I tried to access community services but was not successful

34. If you tried to access community services but were unsuccessful, why was that? Please choose all that apply.

- I was turned away for not meeting criteria
- There was a fee and I can't afford additional expenses
- I need help with childcare and the agency I approached could not meet this need
- I need help with transportation and the agency I approached could not meet this need
- The programs that were offered were not delivered at a time that worked for my schedule
- My English isn't good enough for me to access the services
- Bad weather stopped me from accessing services

37. What did you think of the services you used?

	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The services I received from community organizations were useful					
It was easy to access community services in Calgary					
Services were culturally sensitive to my needs					
Agency staff were friendly and promptly replied when I contacted them					

35. When did you first access or try to use community services?

- Before I arrived in Calgary
- Under 3 months after arrival
- Over 3 months but under 6 months after arrival
- Over 6 months but under 9 months after arrival
- Over 9 months after arrival

36. How did you hear about community services?

- IRCC / other government sources
- Family / friends
- Library
- Faith group
- Co-worker
- Teacher
- Social media
- I can't remember

Support networks

This section of the survey asks questions about the types of groups, organizations or associations you might belong to. These can be formally organized groups or just groups of people who get together regularly to do an activity or talk about things.

38. In the past 12 months, did you do any unpaid volunteer work in Canada for any organization?

- Yes
- No

39. In the past 12 months, were you a member or participant in any groups/organizations/associations in Canada? Please choose all that apply.

Note: Being a participant includes supporting your child's participation in a group or activity.

- Union or professional association
- Political party or group
- Service club (e.g., Kiwanis, Knights of Columbus or the Legion)
- Seniors' group (e.g., a seniors' club, recreational association or resource centre)
- Youth organization (such as Scouts, Guides, Big Brothers Big Sisters or YMCA/YWCA)
- Immigrant or ethnic association or club
- LGBTQ+ group or organization
- Cultural, educational or hobby organization (e.g., theatre group, book club)
- Religious-affiliated group (e.g., a church youth group or choir)
- School group, neighbourhood, civic or community association (e.g., alumni, neighbourhood watch)
- Sports or recreational organization (e.g., hockey league, health club, soccer league)

40. In Canada, how much confidence do you have in the following institutions?

	1 No confidence at all	2 Little confidence	3 Some confidence	4 A lot of confidence	5 A great deal of confidence
a. The police					
b. The justice system and courts					
c. The healthcare system					
d. Social security/social insurance system (e.g., employment insurance, parental benefits)					
e. The Canadian government (federal)					

41. How would you describe your sense of belonging to the following?

	1 Very weak	2 Somewhat weak	3 Somewhat strong	4 Very strong
Calgary				
Alberta				
Canada				
Your country of origin				
Your faith community				
Your local neighbourhood in Calgary				

42. Please rate your agreement with the following statement:

	1 Strongly disagree	2 Disagree	3 Somewhat disagree	4 Somewhat agree	5 Agree	6 Strongly agree
In my experience, Calgary is welcoming to newcomers.						

Draw entry

Please enter your email address to be entered into a draw for one of ten \$50 Superstore grocery cards. Your email address will not be linked to your individual responses.

Email address: _____



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IMMIGRATION PARTNERSHIP

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