Peterborough Immigrant Needs Assessment 2021

Contents

Summary of Findings:

<u>Demographics</u>

Over 75% of participants identified themselves as a member of a specific racial or ethnic group other than White. There were 79 countries represented by participants' countries of birth. The majority of participants were born in Syria (13%), India (11%) and the Philippines (10%).

The majority of participants who are here on a temporary basis hope to stay permanently in Peterborough.

<u>Housing & Living Patterns</u>

Majority of participants have been living in Canada for one to five years (47%) or over 10 years (31%).

Most were likely to land in Peterborough after arriving in Canada and to stay here.

The majority of participants noted that their current housing was suitable (87%) and affordable (84%) for them.

Government-assisted refugees were more likely than participants from other immigration pathways to report that they lived in a household with 7 or more people, with 3 or more generations per household and to find their current housing unaffordable.

<u>Language</u>

Participants identified 55 different languages as their first language (i.e., the language they first learned and still understand).

Participants rated their ability to speak, read and write in English quite highly, with over 70% rating themselves as good or very good in their English language ability (speaking, reading and writing).

<u>Education, Employment and Household Income</u>

The majority of participants had attained a Bachelor's degree (37%), with a similar proportion attaining a college diploma (20%) and a Master's degree (17%).

Approximately 36% of participants were living below the Market Basket Measure of $43,968

Over 50% of participants were employed (full-time or part-time). Approximately 40% of these participants reported not being in a job they would consider is at the same levels as their skills and experience.

Forty-four percent of all participants (n = 137) reported that they are currently looking for work (i.e., looking to find a job or to change/improve their current job).

<u>Use of Community Services</u>

Participants most frequently used health services (71%), education services (59%), English language learning programs (38%) and employment or skills training programs (31%).

Participants who identified as Arab were significantly more likely to use Interpretation services and English language learning programs than other racial/ethnocultural groups.

Among those services that participants wanted to but did not use, 63% of the responses were related to not knowing about the service.

Participants were most likely to have learned about a community service through a friend or family member (49%), through contact with a Settlement Worker at the New Canadians Centre (21%) or through social media or websites (40%).

In general, the quality of the services used by participants was rated "good" or "very good".

Social Networks in the Community and Sense of Belonging

Forty-two percent of participants belonged to a faith community.

Roughly half of the participants or their family members were engaged in a local group, sports or recreational organization and a small percentage (16%) took on a leadership role within these groups in the last 12 months.

Participants who identified as White were more likely than those from other racial/ethnocultural groups to engage in the community, with the exception of youth and immigrant/ethnic associations.

Over 70% of participants had a strong sense of belonging in Peterborough; they were most likely to have five or more close friends in Peterborough and to not experience isolation in Peterborough over the last 12 months. They were more likely to feel welcome and included in the community.

Twenty-five percent of participants experienced discrimination in Peterborough in the last 12 months related to their race, accent, skin colour and culture.

Challenges and Supports

Almost half of the participants indicated that they faced issues finding and retaining employment, followed by difficulty growing and/or maintaining their social connections (34%) in the last 12 months. Finding affordable housing (29%), accessing ways to learn English (24%) and to learn how and where to do things (22%) were also significant priorities.

It was very helpful to have the support of family members to overcome the challenges (39%), as well as having the ability to connect with others online (36%) and maintain social connections (34%). Services and programming through the New Canadians Centre were also significant supports (32%).

The provision of more affordable housing options (52%), better programs for newcomers to find work and develop skills (48%) and working with employers to hire and integrate newcomers in the workforce (38%) emerged as the top three changes that could be made to better supporting the settling, working and belonging of immigrants and refugees in Peterborough.

Introduction

Established in 2008 the Peterborough Immigration Partnership (PIP) is a community-based partnership of organisations and individuals concerned with immigrant integration issues in Nogojiwanong-Peterborough.

We respectfully acknowledge that we are located on the Treaty 20 Michi Saagiig territory and in the traditional territory of the Michi Saagiig and Chippewa Nations, collectively known as the Williams Treaties First Nations, which include: Curve Lake, Hiawatha, Alderville, Scugog Island, Rama, Beausoleil, and Georgina Island First Nations.

We respectfully acknowledge that the Williams Treaties First Nations are the stewards and caretakers of these lands and waters in perpetuity and that they continue to maintain this responsibility to ensure their health and integrity for generations to come.

Our Vision and Mandate

The PIP envisions a community where the meaningful economic, social and cultural integration of newcomers ensures a prosperous and inclusive community for all. We provide community leadership to ensure meaningful integration in a welcoming community.

In addressing newcomer integration issues, the PIP is committed to creating a community that reflects our anti-oppressive and anti-racist values.

Community Immigrant Integration Plan 2016-2021

The Community Immigrant Integration Plan articulates the goals that need to be met to achieve the vision and mandate of the Peterborough Immigration Partnership.

We recognize the economic and social integration of newcomers as equally important for a meaningful integration and paramount to building a prosperous and healthy community. We support this statement on both past research and integration work of the PIP and its members.

The following are the *two priority areas of focus or the goals* of the 2016-2021 Community Immigrant Integration Plan (*what* the plan aspires to achieve):
1. Enhancing People's Economic Well-Being (Economic Success)

2. Building an Inclusive and Engaged Community (Social Inclusion)

The goals and actions under the priority areas of focus are simultaneously supported by *three supporting areas of focus or strategies* (*how* to achieve the goals of the plan):
1. Educating for Change (Outreach)

2. Influencing Change at the Government Level Policy (Policy)

3. Ensuring Meaningful integration (Outcome Measurement)

Peterborough Immigrant Needs Assessment 2021

In February 2021, the PIP conducted a survey with newcomers in Nogojiwanong/Peterborough to consult on the gaps and opportunities related to settlement and integration in the community. The results of the assessment will be shared with participants, partners and the community and will be used to inform the development of the next Community Immigrant Integration Plan. We commit to ongoing consultation and to conduct this needs assessment every two years.

Methodology

From January to March 2021, the PIP worked with its Coordinating Committee to decide on the scope of the needs assessment and pilot testing. Our thanks to Waterloo Region Immigration Partnership for sharing the format of their bi-annual Waterloo Region Immigrant Survey and for helpful suggestions regarding the survey platform.

Data Collection

Given COVID-19 pandemic restrictions, data was collected using the Checkmarket online survey platform. The survey was launched on March 25, 2021 via email (Mailchimp newsletter through the New Canadians Centre mailing list), the New Canadians Centre website (nccpeterborough.ca/partnership), social media (Facebook and Instagram) and emails to PIP members. Participants were given two weeks to respond, with the survey closing on April 11, 2021.

To encourage participation, respondents were offered an incentive of a $10 grocery gift card to be mailed to them after they completed the survey. Approximately one-third of participants (n = 116) opted to receive the incentive by sharing their contact information in a survey that was not linked to their individual responses.

Survey

The online survey was conducted using the Checkmarket platform.

Potential participants were given the option to complete the survey online in English, Arabic and Spanish or by phone with an interpreter in a language of their choice. The majority of the participants completed the survey online in English (85.5%), Arabic (9.4%) and Spanish (5%). There were no requests to complete the survey in another language, and two participants completed the survey online in Arabic over the phone with an interpreter. All Spanish and Arabic responses were translated to English before being included for the final analysis. Differences were typically noted when there was more than a 5% statistical difference between two responses.

The first question was compulsory to confirm the eligibility for participation (i.e., not born in Canada and living in Peterborough City or County); all other questions were optional. There were 361 respondents who started the survey, of which 242 answered all the questions.

Findings

Demographics:

The majority of participants identified their gender as female (69%) and male (30%), with 1% choosing not to answer. Approximately 3% of participants (n = 11) identified as a member of the LGBTQ+ community, with 8% preferring not to answer (n = 25).

Twenty-four percent of participants identified themselves as White, with Asian (16%) and Arab (12%) as the next largest groups (see Table 1). There were 79 countries represented by participants' countries of birth (see Table 2). The majority of participants were born in Syria (13%), India (11%) and the Philippines (10%).

Table 1. Racial or Ethnic Affiliation

	Count	%
White	77	24%
Asian	50	16%
Arab	38	12%
Latin American	36	11%
Middle Eastern	32	10%
South Asian	26	8%
Southeast Asian	25	8%
African	19	6%
Black	18	6%
Other, please specify	15	5%
Prefer not to answer	13	4%
East Asian	7	2%
West Asian	3	1%

Table 2: Countries of Birth

	Count	%
Syria	31	13%
India	26	11%
Philippines	23	10%
United Kingdom	18	7%
USA	12	5%
Brazil	9	4%
Vietnam	9	4%
China	7	3%
Egypt	6	2%
Germany	5	2%
Iran	5	2%
South Korea	5	2%
Colombia	4	2%
Netherlands	4	2%
Bangladesh	3	1%
Cuba	3	1%
Democratic Republic of Congo	3	1%
Honduras	3	1%
Hong Kong	3	1%
Iraq	3	1%
Kenya	3	1%
Malaysia	3	1%
Mexico	3	1%
Nigeria	3	1%
Romania	3	1%
Turkey	3	1%
Ukraine	3	1%
Venezuela	3	1%
Africa	2	1%
Bulgaria	2	1%
Chile	2	1%
Denmark	2	1%
Dubai	2	1%
England	2	1%
Greece	2	1%
Jamaica	2	1%
México	2	1%
Pakistan	2	1%
Peru	2	1%
Scotland	2	1%
Somalia	2	1%
Spain	2	1%
Sri Lanka	2	1%
Taiwan	2	1%

Afghanistan	1	0%		Nepal	1	0%
Albania	1	0%		New Zealand	1	0%
Argentina	1	0%		Palestine	1	0%
Australia	1	0%		Poland	1	0%
Belgium	1	0%		Portugal	1	0%
Cambodia	1	0%		Qatar	1	0%
Dominican Republic	1	0%		Rwanda	1	0%
Ghana	1	0%		Saudi Arabia	1	0%
Guyana	1	0%		Senegal	1	0%
Hungary	1	0%		Serbia	1	0%
Indonesia	1	0%		South Africa	1	0%
Israel	1	0%		Soviet Union	1	0%
Italy	1	0%		Switzerland	1	0%
Jordan	1	0%		Thailand	1	0%
Kosovo	1	0%		The Bahamas	1	0%
Kurdistan	1	0%		Trinidad and Tobago	1	0%
Latin America	1	0%		Zimbabwe	1	0%
Middle East	1	0%		**Total**	242	

Six percent of participants (n = 20) identified that they were living with a disability (physical or mental) or a chronic illness that limits their participation in activities and accessing services.

Immigration Status:

Most participants arrived in Canada as family-category immigrants (39%), followed by economic-category (14%) and on international student visas (13%) and temporary work visas (11%; see Table 3). Approximately 15% of participants immigrated as government-assisted (11%) and privately-sponsored (4%) refugees.

Table 3: Immigration Pathways

	Count	%
I immigrated to Canada as an economic-category immigrant	48	14%
I immigrated to Canada as a family-category immigrant	135	39%
I immigrated to Canada as a government assisted refugee	37	11%
I immigrated to Canada as a privately sponsored refugee	14	4%
I am currently in Canada as a temporary resident (refugee claimant)	6	2%
I am currently in Canada as a temporary resident (international student)	43	13%
I am currently in Canada as a temporary resident (on a temporary work visa)	39	11%
Other, please specify	20	6%
Total	342	

Of the participants who are currently in Canada on a temporary basis (refugee claimant, international student, work visa), the majority are hoping to stay permanently in Peterborough (see Table 4).

Table 4: Desire to Stay in Peterborough amongst Temporary Residents

Are you hoping to stay permanently in Peterborough?	I am currently in Canada as a temporary resident (refugee claimant)		I am currently in Canada as a temporary resident (international student)		I am currently in Canada as a temporary resident (on a temporary work visa)	
	Count	Percentage	Count	Percentage	Count	Percentage
Yes	4	67%	32	74%	27	69%
No	0	0%	3	7%	4	10%
Unsure	2	33%	8	19%	8	21%
Total	6		43		39	

Participants who immigrated to Canada as an economic- or family-category immigrant were more likely to have already attained their Canadian citizenship and to be aged 35 and older.

Those who are temporary residents in Canada (i.e., on student or work visa or claiming refugee status) were likely to be under the age of 35.

Housing and Living Patterns:

Most of the participants live in the City of Peterborough (89%) versus the County (11%; see Table 5).

Table 5: Place of residence

	Count	%
City of Peterborough	295	89%
County of Peterborough	36	11%

The majority of the participants have been living in Canada for one to five years (47%) or over 10 years (31%). Over half of the respondents (54%) have been living in Peterborough between one to five years and 24% over 10 years. Analyses showed that participants were most likely to land in Peterborough after arriving in Canada and to stay here (see Table 6).

Table 6: Time Living in Peterborough compared to Time Living in Canada

	How long have you been living in Canada?				
	Less than 1 year	**1 to 5 years**	**6 to 10 years**	**10+ years**	**Total**

How long have you been living in Peterborough?					
Less than 1 year	14	6	4	0	24
Row %	**58%**	25%	17%	0%	
Column %	100%	4%	7%	0%	
1 to 5 years	0	147	19	11	177
Row %	0%	**83%**	11%	6%	
Column %	0%	95%	33%	11%	
6 to 10 years	0	2	34	14	50
Row %	0%	4%	**68%**	28%	
Column %	0%	1%	59%	14%	
10+ years	0	0	1	77	78
Row %	0%	0%	1%	**99%**	
Column %	0%	0%	2%	75%	
Total	14	155	58	102	329
The result is significant at $p < 0.05$.					

Participants mostly lived in households with two (25%), three (20%) and four (21%) people (including themselves). Households with 5 people and more made up 24% of the living arrangements that were shared (see Table 7). Participants were likely to live with their peers (43%) or with their parents (42%; see Table 8).

Government-assisted refugees were more likely than participants from other immigration pathways to report that they lived in a household with 7 or more people, with 3 or more generations per household and to find their current housing unaffordable.

Table 7: Number of People per Household

	Count	%
1 person	32	10%
2 people	78	25%
3 people	62	20%
4 people	67	21%
5 people	41	13%
6 people	20	6%
7+ people	17	5%

Table 8: Number of Generations per Household

	Count	%
1 generation	135	43%
2 generations	130	42%
3+ generations	48	15%

The majority of participants noted that their current housing was suitable (87%) and affordable (84%) for them. Among those who noted that it was not suitable (13%), the text responses were analysed and grouped into the following categories (see Table 9). The reasons shared for the lack of affordability of housing all related to the high cost of rent, utilities and hardship posed by under- or unemployment (n = 50).

Table 9: Reasons for which Housing is Not Suitable

Reason	Frequency
Cramped accommodations (large family or sharing rooms in a house)	20
Prefer to own than to rent	3
Prefer house to apartment	1
Unsafe	1
Cultural differences with housemates	1
No accommodation for pets	1

Language:

When asked to note their first language (i.e., the language they first learned and still understand), participants identified 55 different languages. A quarter of the participants identified English as their first language, followed by Arabic (24%) and Spanish (15%) as the next two most-represented first languages (see Table 10)

Table 10: First Languages among Participants

	Count	%
English	73	24%
Arabic	47	15%
Spanish	32	10%
Chinese languages (includes Mandarin, Cantonese and dialects)	13	4%
Portuguese	10	3%
Tagalog	9	3%
Vietnamese	9	3%
Hindi	7	2%
Korean	7	2%
Tamil	6	2%
German	5	2%
Kurdish	5	2%
Swahili	5	2%

Arabic	4	1%
Bisaya	4	1%
Dutch	4	1%
Farsi/Persian	4	1%
Filipino	4	1%
Malayalam	4	1%
Cebuano	3	1%
Greek	3	1%
Turkish	3	1%
Urdu	3	1%
Albanian	2	1%
Bengali	2	1%
Bulgarian	2	1%
Danish	2	1%
Gujarati	2	1%
Hungarian	2	1%
Italian	2	1%
Punjabi	2	1%
Romanian	2	1%
Russian	2	1%

Somali	2	1%
Telugu	2	1%
Ukrainian	2	1%
Waray Waray	2	1%
Afrikaans	1	0%
Amharic	1	0%
Cambodia	1	0%
Hebrew	1	0%
Indonesian	1	0%
Jolay	1	0%
Kamba	1	0%
Kannada	1	0%

Khmer	1	0%
Kinyarwanda	1	0%
Nepali	1	0%
Pashto	1	0%
Polish	1	0%
Serbian	1	0%
Shona	1	0%
Thai	1	0%
Tulu	1	0%
Twi	1	0%
Total	310	

Participants rated their ability to speak, read and write in English quite highly, with over 70% rating themselves as good or very good in their English language ability across all measures (see Table 11).

Economic- and family-class immigrants are more likely to speak, read and write in English well or very well in comparison to participants from different pathways.

Table 11: Self-rated English Language Competency

	Speak English		Read English		Write in English	
	Count	%	Count	%	Count	%
Not at all	0	0	0	0	2	1%
Poorly	12	5%	10	4%	19	8%
Fairly well	57	24%	38	16%	43	18%
Well	67	28%	72	30%	77	32%
Very well	103	43%	120	50%	99	41%

Education, Employment and Household Income:

Participants were highly-educated, with 82% having completed post-secondary education (see Table 12). The majority of participants had attained a Bachelor's degree (37%), with a similar proportion attaining a college diploma (20%) and a Master's degree (17%).

Table 12: Highest Level of Education Completed

	Count	%
No formal education	6	2%
Elementary school	15	5%
High school or equivalent	37	12%
Trade/technical school	12	4%
College diploma	62	20%
Bachelor's degree	118	37%
Master's degree	54	17%
PhD	13	4%
Total	317	

Approximately 36% of participants were living below the Market Basket Measure of $43,968 (see Table 13). This is a measure of low income based on the cost of a specific basket of goods and services representing a modest, basic standard of living and estimated figure for a population in Ontario sized between 100,000 and 499,999 (Statistics Canada).

- Economic- and family-class immigrants were more likely to report that their household income was above $50,000 compared to other groups.
- There were no significant differences in household income as a function of racial/ethnocultural identity.

Table 13: Reported Household Income

	Count	%
Less than $20,000	35	11%
$20,000 to less than $35,000	43	14%
$35,000 to less than $50,000	33	11%
$50,000 to less than $65,000	37	12%
$65,000 to less than $75,000	18	6%
$75,000 and over	69	22%
Don't know / prefer not to answer	74	24%

Thirty-five percent of participants (n = 107) reported that they were employed full-time and 21 percent part-time (n = 66). Seven percent (n = 23) reported being self-employed and 36% (n = 112) not employed.

- Of those who were employed part- or full-time, 41% reported that they were currently not in a job that they would consider is at the same levels as their skills and experience.

- Of those who were self-employed (n = 23), 48% (n = 11) reported hiring between one and nine employees and 9% (n = 2) hired between 10 and 49 employees. Roughly half (43%) were sole proprietors.
- Family-category immigrants were more likely to be self-employed than all other categories

Government-assisted refugees were more likely to not be employed than all other categories.

International students were more likely to be employed part-time than all other categories and to be looking for work or to change/improve their current job. If they were currently employed, they were more likely to not be in a position commensurate with their skills and experience.

Economic- and family-class immigrants were more likely to be employed full-time than all other categories and to not be looking for work or to change/improve their current job. Economic-category immigrants were also more likely to be in a position commensurate with their skills and experience than not.

Forty-four percent of all participants (n = 137) reported that they are currently looking for work (i.e., looking to find a job or to change/improve their current job).

Use of Community Services:

Participants most frequently used health services (71%), education services (59%), English language learning programs (38%) and employment or skills training programs (31%, see Table 14). All these services were most frequently used regardless of immigration pathway and racial/ethnocultural identity.

- Participants who identified as Arab were significantly more likely to use Interpretation services and English language learning programs than other racial/ethnocultural groups.
- Economic- and family-class immigrants were the least likely to access community services as a function of immigration pathway.

Table 14: Community Services Used

	Yes	
	Count	**%**
Health services	207	71%
Education services	167	59%
English language learning programs	111	38%
Employment and/or skills training programs	88	31%
Legal services	71	25%
Settlement services	62	22%
Childcare	58	20%
Other community services, please specify	38	16%
Mental health services	43	16%
Housing services	39	14%
Interpretation services	38	13%
Small business/entrepreneurial supports	26	9%
Total	948	

Among those services that participants wanted to but did not use, 63% of the responses were related to not knowing about the service (see Table 15).

Table 15. Reasons for not Using Community Services

	Count	**%**
I was not aware of the services	77	63%
I did not qualify for the services	26	21%
I don't feel welcomed	9	7%
There is a waitlist	8	7%
Other, please specify	2	2%
I did not need the services	212	

Participants were most likely to have learned about a community service through a friend or family member (49%), through contact with a Settlement Worker at the New Canadians Centre (21%) or through social media or websites (40%; see Table 16).

- Economic- and family-category immigrants were more likely to learn about services from friends and family or through social media than other means.
- Government-assisted refugees were more likely to learn about services through an NCC Settlement Worker than other means.
- Temporary residents on work visas were more likely to learn about services through the NCC website and social media platforms and welcomepeterborough.ca than through friends and family members.
- International student were more likely to learn about services through non-NCC social media platforms and websites than other means.

Table 16: How Participants Learn about Services

	Count	%
Friend or family member	145	37%
NCC Settlement Worker	62	16%
Other social media (Facebook, Instagram, Twitter) or websites	60	15%
NCC: nccpeterborough.ca, e-newsletter, social media	47	12%
welcomepeterborough.ca	14	4%
Other agencies	39	10%
Other, please specify	6	2%
Cultural associations	17	4%

In general, the quality of the services used by participants was rated "good" or "very good" (see Figure 1).

Figure 1: Rating of Community Services
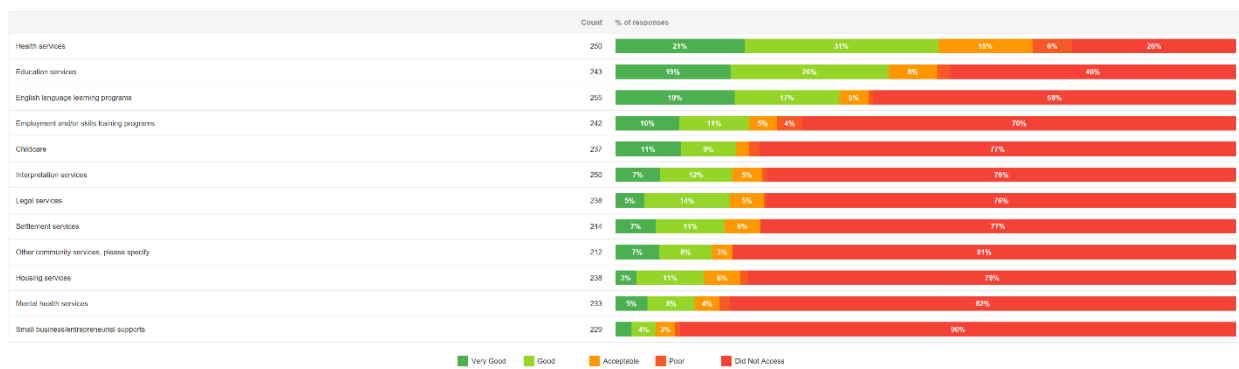
Approximately one-third of participants who accessed small business/entrepreneurial supports (38%), housing services (33%) and employment/skills training programs had an acceptable or poor experience. When asked to elaborate on the reasons why, participants most often indicated long wait times for service and not receiving adequate information when working with a service provider (see Table 17).

Table 17: Barriers to Receiving Quality Services

	Count	%
Long wait times	39	43%
Lack of sufficient information	29	33%
Lack of coordination between services	21	24%
Low accessibility	21	24%
Language barriers	20	22%
High cost of services	18	20%
Unfriendly staff	13	15%
Cultural barriers	11	12%

Social Networks in the Community and Sense of Belonging:

Under half of the participants (42%, n = 132) were part of a faith community. Sixty-three percent of those were a member of the Christian faith, and twenty-three percent of the Muslim faith (see Table 18).

Table 18: Engagement in Faith Communities

	Count	%
Christian	83	63%
Muslim	31	23%
Jewish	4	3%
Hindu	5	4%
Sikh	0	
Other, please specify	9	7%

Roughly half of the participants or their family members were engaged in a local group, sports or recreational organization (see Table 19). Of those who were engaged, 16% (n = 34) took on a leadership (e.g., chair, vice-chair, group leader, president) in the last 12 months.

Participants who identified as White were more likely than those from other racial/ethnocultural groups to engage in the community, with the exception of youth and immigrant/ethnic associations. This was also observed among participants who immigrated to Canada through economic- or family- pathways.

Table 19: Community Engagement

	Count	%
Sports or recreational organization (e.g., soccer league, health club, hockey league, YMCA, Wellness Centre etc.)	56	26%
I was not a member or participant in a group or association but my family members were	48	22%
Union or professional association	45	21%
Religious-affiliated group (e.g., church youth group, choir)	43	20%

Cultural, educational or hobby organization (e.g., theatre group, book club, knitting club)	37	17%
Other, please specify	34	16%
School group, neighbourhood, civic or community association (e.g., alumni, block parents or neighbourhood watch)	21	10%
Immigrant or ethnic association or club	16	7%
Other (please specify)	12	6%
Political party or group	11	5%
Seniors' group (e.g., a seniors' club, recreational association or resource centre)	7	3%
Service club (e.g., Rotary club, Lions club, Kinsmen)	6	3%
Youth organization (e.g. Scouts, Guides, Big Brothers Big Sisters)	4	2%
Municipal Government citizen committee or board (e.g., one of the City of Peterborough's Advisory Committees)	3	1%

Participants were asked to rate how strongly they felt that Peterborough is truly their home and how strong their sense of belonging is. Sense of belonging is when you feel accepted and valued by others around you.

- Over 70% of participants had a strong sense of belonging in Peterborough (see Table 20). These participants were most likely to have five or more close friends in Peterborough and to not experience isolation in Peterborough over the last 12 months. They were more likely to feel welcome and included in the community.
- Participants who had a weak or very weak sense of belonging in Peterborough were less likely to have any close friends in Peterborough and to have felt somewhat or very much isolated in Peterborough in the last 12 months. These participants also tended to feel unwelcome and excluded in the community in general.
- Participants who identified as White or Arab reported a significantly higher number of close friends in Peterborough than those from other racial/ethnocultural groups.

Table 20: Sense of Belonging in Peterborough

	Count	%
Very strong	58	21%
Strong	139	50%
Weak	37	13%
Very weak	16	6%
Don't know / no opinion	13	5%

There were no significant differences between overall sense of belonging and sense of isolation attributed to social distancing guidelines as a response to the pandemic. Eighty-three percent of

participants experienced some form of isolation as a result of the social distancing guidelines (see Table 21).

- Participants who felt the most isolated during the pandemic were most likely to have between zero and two close friends in Peterborough; those who did not feel isolated at all were most likely to have 10 or more close friends.

Table 21: Sense of isolation in relation to social distancing and pandemic protocol

	Count	%
Very much	94	35%
Somewhat	78	29%
A little bit	52	19%
Not at all	45	17%

Twenty-five percent of participants (n = 67) experienced discrimination in Peterborough in the last 12 months. Those participants were likely to have a weak or very weak sense of belonging in Peterborough. When asked to elaborate, participants indicated that they experienced discrimination mostly related to their race, accent, skin colour and culture (see Table 22). Correspondingly, participants who identified as White were significantly less likely to report having experienced discrimination than all other participants.

Some participants also noted that they were targeted for being Asian early on in the pandemic.

Participants were mostly likely to report experiencing discrimination in employment situations (53%), or in public spaces like a store, bank or restaurant (45%; see Table 23).

> *"I noticed that when my white colleagues push back at work, they would be heard more than when the people of colour push back at work" (participant note)*

> *"When applying for jobs that required physical strength, I got questioned about my gender … Dealing with landlords as a racialised woman--landlord said about a house that I was looking at that it smelt bad because of the international food being cooked but that I shouldnt worry about that bc they would move out s[oon]" (participant note)*

Table 22: Reasons Cited for Experiencing Discrimination in the Last 12 Months

	Count	%
Race	29	48%
Accent	25	42%
Colour	23	38%
Culture	22	37%
Language	15	25%
Religion	8	13%
Physical appearance other than colour	7	12%
Gender	6	10%
Age	4	7%

	Count	%
Sexual orientation	1	2%
Disability (either a disability that people can see or one that is invisible)	1	2%

Table 23: Situations in which Discrimination took Place

	Count	%
At work or when applying for a job or a promotion	32	53%
In a store, bank or restaurant	27	45%
At school or university	19	32%
When looking for housing	14	23%
At a health centre	7	12%
When crossing the border into Canada	6	10%
At community/public events	5	8%
Please elaborate:	5	8%
When dealing with the police	3	5%
When dealing with the courts	2	3%

Challenges and Supports:

In the last 12 months, participants faced an array of challenges (see Figure 2). Almost half indicated that they faced issues finding and retaining employment, followed by difficulty growing and/or maintaining their social connections (34%). Finding affordable housing (29%), accessing ways to learn English (24%) and to learn how and where to do things (22%) were also significant priorities. There were no significant differences in challenges encountered as a function of participants' immigration pathway or their racial/ethnocultural identity.

Figure 2: Challenges Faced in the Last 12 Months
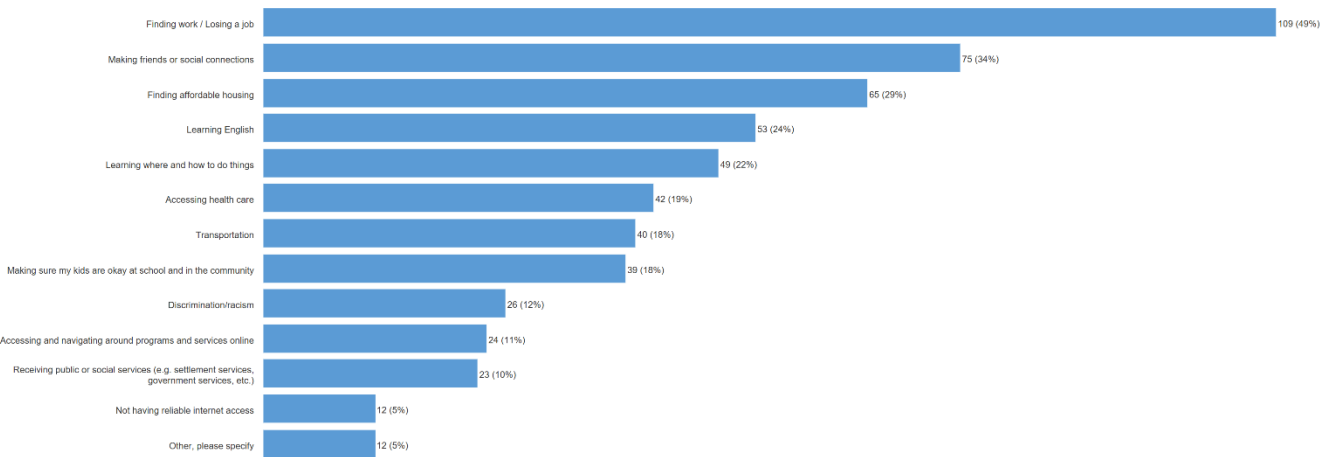
It was very helpful to have the support of family members to overcome the challenges (39%), as well as having the ability to connect with others online (36%) and maintain social connections (34%; see Table 24). Services and programming through the New Canadians Centre were also significant supports (32%).

Table 24: Supports in the Last 12 Months

	Count	%
Having family support	88	39%
Access to technology and internet to connect with others online	82	36%
Making friends	77	34%
New Canadians Centre	73	32%
Volunteering	51	22%
Finding work	43	19%
Belonging to a religious group	29	13%
Being involved in a cultural association or connection with others that share your background or language	25	11%
Community programs and services	21	9%
Other, please specify	20	9%
Other community group	8	4%

Participants were asked to rate the top three 3 changes that could be made to better support the settling, working and belonging of immigrants and refugees in Peterborough. The provision of more affordable housing options (52%), better programs for newcomers to find work and develop skills (48%) and working with employers to hire and integrate newcomers in the workforce (38%) emerged as the top priorities (see Table 25).

Table 25: Suggestions to Better Support the Settling, Working and Belonging of Immigrants and Refugees

	Count	%
More affordable housing options	118	52%
More or better programs for immigrants and refugees to find work and/or develop skills	110	48%
Educate employers on the value and ways of hiring and retaining immigrants and refugees	88	38%
Actions to reduce racism and discrimination towards immigrants and refugees	63	28%
More ESL opportunities to help improve English skills	58	25%
Actions to connect immigrants and refugees with others in the community	47	21%
Better coordination between community agencies to meet the needs of immigrants	35	15%
Actions to increase welcoming and acceptance of immigrants and refugees	35	15%
Better coordination between federal, provincial and municipal government services	33	14%
Free interpretation and translation available at community services/agencies	28	12%
Other, please specify	9	4%

When asked to complete this open-ended sentence "We should welcome immigrants and refugees to Peterborough because", responses were related to the following themes:

- It is important for future growth (Immigrant and refugees have a lot of skills and resources to offer; economic development; resilience; replace aging workforce) (60 comments)
- They need help to realise their full potential (38 comments)
- A diverse community is a rich and healthy community (26 comments)
- It is the Canadian way (the right thing to do) (19 comments)
- Peterborough is a great community to grow into (15 comments)

...as humans we should always care for one another and have understanding for other people's struggles. Moving to a new country can be life affirming, but it can also feel like you lose a part of who you are. Immigrants and specially refugees need that feeling of belonging and only when they feel included and welcome they can truly give back and provide the most value to Peterborough. (Participant note)

Participants were also asked to submit ideas and suggestions for how to create a welcoming community for immigrants and refugees in Peterborough. The suggestions are grouped broadly along the themes of:

- Focus needed on workplace integration, including working with employers to improve hiring process and retention strategies and demonstrating the economic and social impact of hiring immigrants and refugees (18 comments)

"Based on me and my husband experience, my husband would like to apply some positions through some school programs. He passed resume selection and interviews, then the offer stopped at 'his status' because he is not a permanent resident. No one's fault because it is a funded position. However, it happened so many times to him because of the same reason. It makes me think that whether the job agency are fully got trained or being aware of new comers needs and situation. Within the this community, when I first started at Fleming College, a lot of summer job positions are for PR or Canadian citizenship specifically. Professors and career services were not aware at that point of time. The situation has been better after year of 2019. But in our community, it seems not. It just makes me to think whether we can develop our career consult programs more new comers friendly in the whole community, not only in NCC and schools." (Participant note)

- Mental health support for newcomers and a focus on growing social connections (18 comments)

"Provide counselling for immigrants to help with loneliness with immigrants qualified in the field who also relate to such feelings of being homesick and isolated from family. The NCC ~20 years ago used to provide in-house services which were tremendously helpful"

"more emotional support related to the grief and stress of immigration"

"Social events that are led by immigrants and refugees"
(Participant notes)

- Support for community services for all categories of immigrants and refugees, including settlement services, language training, childcare and affordable housing (25 comments)

"More support for new permanent residences. There are still many things to learn even for those who have been in the community for many years. A new set of challenges or questions always arise when you are an immigrant."

"The immigration services seems to be more focused on refugees, and does not bring too many effective options to economic immigrants, but I am aware they need more help and support." (Participant notes)

- Need for local infrastructure to support population growth related to immigration; improved coordination between levels of government (8 comments)

"It is important to welcome newcomers to the city, but at the same time, there needs to be a concerted effort to ensure that they are well supported. One of the main issues in Peterborough is the cost and availability of housing, and we cannot have a cohesive community if existing residents cannot afford to live here. In addition, more needs to be done to foster a sense of community. The Downtown Core needs to be revitalised so that people find reason to gather there. Right now, the city has a collection of car-friendly strip malls and the Downtown area seems to suffer. Perhaps zoning regulations should also be looked at to encourage density, mixed-use development (residential and commercial), rather than having things spread out as they are now. Finally, the city has a fabulous mix of diversities, but we need more public engagement, recognition, and visibility beginning with the indigenous peoples." (Participant note)

Appendix 1: Peterborough Immigrant Needs Assessment Survey Questions

Note: This version of the survey does not indicate the conditional logic that was included in the survey design.

Were you born in another country and do you now live in the City or County of Peterborough? The Peterborough Immigration Partnership would like to hear from you! It does not matter how long you have been in Canada. Your feedback will provide important information for the Partnership to shape how we design and deliver programs and services to support immigrants and refugees. All the information you provide in the survey will remain anonymous and confidential. Only the survey staff will have access to the information and will report it in a summary report. You do not have to provide your name or any contact information to fill out this survey. Completing the survey is voluntary and you can skip any question you do not want to answer. After you complete the survey, you can choose to enter a draw for one of 300 $10 grocery gift cards. If you decide to do so, you will be asked to provide your name and contact information. This information will remain confidential and will only be used for the draw. It will not be connected to your survey answers. If you have any questions or need more information about this survey, contact Yvonne Lai at yvonne@nccpeterborough.ca or 705 743 0882.

* **1. Were you born in another country and do you now live in the City or County of Peterborough?**
- Yes
- No

2. Where do you live?
- City of Peterborough
- County of Peterborough

3. How long have you been living in Canada?
- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 10+ years

4. How long have you been living in Peterborough?
- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 10+ years

*   **5. Which of the following best describes you?**
- ⚲ I immigrated to Canada as an economic-category immigrant
- ⚲ I immigrated to Canada as a family-category immigrant
- ⚲ I immigrated to Canada as a government assisted refugee
- ⚲ I immigrated to Canada as a privately sponsored refugee (including BVOR – Blended Visa Office Referred)
- ⚲ I am currently in Canada as a temporary resident (refugee claimant)
- ⚲ I am currently in Canada as a temporary resident (international student)
- ⚲ I am currently in Canada as a temporary resident (on a temporary work visa)
- ⚲ Other, please specify
  ....

6. Are you hoping to stay permanently in Peterborough?
- ⚲ Yes
- ⚲ No
- ⚲ Unsure

7. Are you a Canadian citizen?
- ⚲ Yes
- ⚲ No

8. What is your age?
- ⚲ 15-19 years
- ⚲ 20-24
- ⚲ 25-34
- ⚲ 35-44
- ⚲ 45-54
- ⚲ 55-64
- ⚲ 65 or older

9. How would you describe your gender identity?
- ⚲ Male
- ⚲ Female
- ⚲ Prefer not to answer
- ⚲ Other, please specify
  ....

10. Do you identify as a member of the LGBTQ+ community (includes lesbian, gay, bisexual, transgender, queer/questioning)?
- ⚲ Yes
- ⚲ No
- ⚲ Prefer not to answer

11. How many people currently live in your household (please include yourself)?

- 1 person
- 2 people
- 3 people
- 4 people
- 5 people
- 6 people
- 7+ people

12. How many generations live together in your household (including yourself)? (For example: a child, parent, grandparent = 3)

- 1
- 2
- 3+

13. Is your current housing suitable for you?

- Yes
- No. Please explain:
  ....

14. Is your current housing affordable for you?

- Yes
- No. Please explain:
  ....

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

- No formal education
- Elementary school
- High school or equivalent
- Trade/technical school
- College diploma
- Bachelor's degree
- Master's degree
- PhD

16. Where were you born?

17. Which would best describe you? (select all that apply)

- ❑ Black
- ❑ African
- ❑ Latin American
- ❑ Middle Eastern
- ❑ Arab
- ❑ Southeast Asian
- ❑ South Asian
- ❑ West Asian
- ❑ East Asian
- ❑ Asian
- ❑ White
- ❑ Prefer not to answer
- ❑ Other, please specify
  ....

18. Are you living with a disability (physical or mental) or a chronic illness that limits your participation in activities and accessing services?

- Yes
- No
- Prefer not to answer

19. Are you a member of a faith community?

- Yes
- No

20. What faith community are you a member of?

- Christian
- Muslim
- Jewish
- Hindu
- Sikh
- Other, please specify
  ....

21. What is your first language? (Your first language is the language you first learned and still understand)
- English
- French
- Arabic
- Spanish
- Farsi/Persian
- Somali
- Chinese languages (includes Mandarin, Cantonese and dialects)
- Korean
- Urdu
- Vietnamese
- Other, please specify

    ....

22. How well can you speak English?

1	2	3	4	5
Not at all	Poorly	Fairly well	Well	Very well
☐	▱	◀	▶	▲

23. How well can you read English?

1	2	3	4	5
Not at all	Poorly	Fairly well	Well	Very well
☐	▱	◀	▶	▲

24. How well can you write English?

1	2	3	4	5
Not at all	Poorly	Fairly well	Well	Very well
☐	▱	◀	▶	▲

25. What was your household income in the past year? Household income is the combined incomes of all people living in your household.
- Less than $20,000
- $20,000 to less than $35,000
- $35,000 to less than $50,000
- $50,000 to less than $65,000
- $65,000 to less than $75,000
- $75,000 and over
- Don't know / prefer not to answer

26. What is your employment status?
- Not employed
- Employed part-time
- Employed full-time
- Self-employed

27. How many employees does your business employ?

- ⬠ 0
- ⬠ 1-9
- ⬠ 10-49
- ⬠ 50+

28. Are you currently in a job that you would consider is at the same level as your skills and experience?

- ⬠ Yes
- ⬠ No

29. Are you currently looking for work?

- ⬠ Yes (I am not employed OR I am looking to change or to improve my current job)
- ⬠ No

30. Have you or your family members ever used any of the following services in Peterborough?

	1 Yes	2 No
Interpretation services	☐	☐
Settlement services	☐	☐
Housing services	☐	☐
English language learning programs	☐	☐
Health services	☐	☐
Mental health services	☐	☐
Education services	☐	☐
Employment and/or skills training programs	☐	☐
Small business/entrepreneurial supports	☐	☐
Legal services	☐	☐
Childcare	☐	☐
Other community services, please specify	☐	☐

31. If you have not used any of the services listed above, what are the reasons? (select all that apply)

- ❑ I was not aware of the services
- ❑ I did not need the services
- ❑ I did not qualify for the services
- ❑ There is a waitlist
- ❑ I don't feel welcomed
- ❑ Other, please specify
  ....
- ⬠ Not applicable

32. How did you learn about the services you used? (select all that apply)

- ❑ NCC Settlement Worker
- ❑ NCC: nccpeterborough.ca, e-newsletter, social media
- ❑ welcomepeterborough.ca
- ❑ Other social media (Facebook, Instagram, Twitter) or websites
- ❑ Other agencies
- ❑ Friend or family member
- ❑ Cultural associations
- ❑ Other, please specify
  ....
- ❑ Not applicable

33. Please rate your experience using the following services in the last 12 months in Peterborough

	1 Very Good	2 Good	3 Acceptable	4 Poor	5 Did Not Access
Interpretation services	❑	❑	◀	▶	▲
Settlement services	❑	❑	◀	▶	▲
Housing services	❑	❑	◀	▶	▲
English language learning programs	❑	❑	◀	▶	▲
Health services	❑	❑	◀	▶	▲
Mental health services	❑	❑	◀	▶	▲
Education services	❑	❑	◀	▶	▲
Employment and/or skills training programs	❑	❑	◀	▶	▲
Small business/entrepreneurial supports	❑	❑	◀	▶	▲
Legal services	❑	❑	◀	▶	▲
Childcare	❑	❑	◀	▶	▲
Other community services, please specify	❑	❑	◀	▶	▲

34. Please tell us why you had "Poor" or 'Acceptable' experiences with the services listed above (select all that apply)

- ❑ Language barriers
- ❑ Cultural barriers
- ❑ Long wait times
- ❑ Unfriendly staff
- ❑ High cost of services
- ❑ Lack of coordination between services
- ❑ Low accessibility
- ❑ Lack of sufficient information
- ❑ Please elaborate on your experience:
  ....

35. Please indicate if you were a member or participant in any of the following groups or associations in the past 12 months (select all that apply):

- ❑ Union or professional association
- ❑ Political party or group
- ❑ Sports or recreational organization (e.g., soccer league, health club, hockey league, YMCA, Wellness Centre etc.)
- ❑ Cultural, educational or hobby organization (e.g., theatre group, book club, knitting club)
- ❑ Religious-affiliated group (e.g., church youth group, choir)
- ❑ School group, neighbourhood, civic or community association (e.g., alumni, block parents or neighbourhood watch)
- ❑ Municipal Government citizen committee or board (e.g., one of the City of Peterborough's Advisory Committees)
- ❑ Service club (e.g., Rotary club, Lions club, Kinsmen)
- ❑ Seniors' group (e.g., a seniors' club, recreational association or resource centre)
- ❑ Youth organization (e.g. Scouts, Guides, Big Brothers Big Sisters)
- ❑ Immigrant or ethnic association or club
- ❑ Other (please specify)
  _____
- ❑ I was not a member or participant in a group or association but my family members were
- ❑ Other, please specify
  ....

36. Did you (or your family member) take a leadership position in the group or association that you (or they) were involved in during the last 12 months (for example, a chairperson, vice-chair, group leader, president)?

- ⚘ Yes
- ⚘ No

37. How would you describe your sense of belonging in Peterborough?Sense of belonging is when you feel accepted and valued by others around you. How strongly do you feel that Peterborough is truly your home?

- ⚘ Very strong
- ⚘ Strong
- ⚘ Weak
- ⚘ Very weak
- ⚘ Don't know / no opinion
- ⚘ Please elaborate:
  ....

38. How many close friends do you have in Peterborough?

- ⚘ 0
- ⚘ 1
- ⚘ 2
- ⚘ 3-4
- ⚘ 5-9
- ⚘ 10 or more

39. Have you felt isolated or alone in the last 12 months in Peterborough?
- Very much
- Somewhat
- A little bit
- Not at all

40. How much is your sense of isolation in the last 12 months in Peterborough related to feeling unwelcome and excluded in the community?
- Very much
- Somewhat
- A little bit
- Not at all

41. How much is your sense of isolation in the last 12 months in Peterborough related to physical distancing measures implemented as a response to the COVID-19 pandemic?
- Very much
- Somewhat
- A little bit
- Not at all

42. In the last 12 months, have you experienced discrimination or been treated unfairly by others in Peterborough?
- Yes
- No

43. What are the reasons? (select all that apply)
- ☐ Religion
- ☐ Accent
- ☐ Culture
- ☐ Race
- ☐ Colour
- ☐ Physical appearance other than colour
- ☐ Gender
- ☐ Sexual orientation
- ☐ Language
- ☐ Age
- ☐ Disability (either a disability that people can see or one that is invisible)
- ☐ Please elaborate:
  ....

44. In what types of situations have you experienced discrimination? (select all that apply)

- ❑ In a store, bank or restaurant
- ❑ At work or when applying for a job or a promotion
- ❑ When dealing with the police
- ❑ When dealing with the courts
- ❑ When crossing the border into Canada
- ❑ At school or university
- ❑ At a health centre
- ❑ When looking for housing
- ❑ At community/public events
- ❑ Please elaborate:
  ....

45. What are the biggest challenges you or your family have experienced in the last year in Peterborough? (select all that apply)

- ❑ Learning English
- ❑ Finding work / Losing a job
- ❑ Learning where and how to do things
- ❑ Receiving public or social services (e.g. settlement services, government services, etc.)
- ❑ Making friends or social connections
- ❑ Discrimination/racism
- ❑ Finding affordable housing
- ❑ Transportation
- ❑ Accessing health care
- ❑ Making sure my kids are okay at school and in the community
- ❑ Accessing and navigating around programs and services online
- ❑ Not having reliable internet access
- ❑ Other, please specify
  ....

46. What helped you most in the last year in Peterborough? (select all that apply)

- ❑ Making friends
- ❑ Finding work
- ❑ Having family support
- ❑ Belonging to a religious group
- ❑ New Canadians Centre
- ❑ Community programs and services
- ❑ Being involved in a cultural association or connection with others that share your background or language
- ❑ Volunteering
- ❑ Other community group
- ❑ Access to technology and internet to connect with others online
- ❑ Other, please specify
  ....

47. What are the top 3 changes that could be made to better support the settling, working and belonging of immigrants and refugees in Peterborough? (select only 3 of the options below)Immigrants and refugees includes people living in Peterborough who are not born in Canada and who are Canadian citizens, permanent residents, temporary residents or foreign nationals

- ❑ Free interpretation and translation available at community services/agencies
- ❑ More affordable housing options
- ❑ Better coordination between community agencies to meet the needs of immigrants
- ❑ More ESL opportunities to help improve English skills
- ❑ Actions to increase welcoming and acceptance of immigrants and refugees
- ❑ More or better programs for immigrants and refugees to find work and/or develop skills
- ❑ Educate employers on the value and ways of hiring and retaining immigrants and refugees
- ❑ Actions to reduce racism and discrimination towards immigrants and refugees
- ❑ Actions to connect immigrants and refugees with others in the community
- ❑ Better coordination between federal, provincial and municipal government services
- ❑ Other, please specify
  ....

48. Please finish the following sentence: We should welcome immigrants and refugees to Peterborough because

49. Please provide any additional comments or thoughts about how to welcome and support immigrants and refugees in Peterborough:

* **50. Would you like to enter a draw for one of 300 $10 grocery gift certificates?**

   ⚱   Yes

   ⚱   No

Please enter your contact information so that we can mail you your gift certificate if you win the draw. We will contact you via mail or phone if there are any problems with the mail.   This information is not connected to your survey responses. It will not be shared or used for any other purposes.

* **51. Name:**

* **52. Mailing address: (please include unit number, street, postal code etc.)**

53. Email:

54. Phone:

Thank you for providing valuable feedback! We will group all the responses that we receive and share them with the community in a full report.   Please tell a friend about this survey and encourage them to fill it in. The more information that we can collect, the better we know about the immigrant experience in Peterborough. If you have any questions or need more information about this survey, contact Yvonne Lai at yvonne@nccpeterborough.ca or 705 743 0882.   Peterborough Immigration Partnership: Together We Prosper The Peterborough Immigration Partnership was initiated in 2009 to develop and implement a coordinated strategy towards a welcoming and supportive community for immigrants and refugees. Today, we have over 80 community partners and individuals who are committed to this goal.   To find out more, visit nccpeterborough.ca/peterborough-immigration-partnership/

Thank you for your interest. Unfortunately, this survey is only open to those who were born outside of Canada and who live in the City or County of Peterborough.

Your responses have been registered!Thank you for taking the time to complete the survey, your input is valuable to us.