Peterborough Survey of Immigrant Needs 2023
Report on Findings

Contents

Summary of Findings

This report presents findings from the Survey of Immigrant Needs 2023. It analyzes responses from over 200 immigrants and refugees who live in the Peterborough region to understand how the community can better support and welcome them. The findings will outline demographic information about immigrants and refugees in Peterborough, their immigration pathways, housing and employment experiences, access and use of services, experiences of discrimination, sense of belonging in the community, and the actions they believe will help immigrants and refugees integrate into the community.

Immigration Status

- The majority of the participants lived in Canada for less than one year (34%) or from 1 to 5 years (27%).
- After arriving in Canada, participants were most likely to land in Peterborough and stay here.
- Most participants arrived in Canada as a family-category immigrant (23%), a temporary resident (on international student visas) (23%), or as an economic-category immigrant (19%).

Demographic Information

- The majority of the participants identified as Middle Eastern (20%) or South Asian (19%), followed by Southeast Asian (17%) and White (17%) as the next largest groups. Participants listed a total of 51 different countries as their countries of birth. The majority of participants were born in India (14%), the Philippines (9%), or Syria (8%).
- Over three-quarters of the participants (78%) were engaged with a faith community. Thirty-five percent of those were a member of the Christian faith, and twenty-six percent were of the Muslim faith.

Housing and Living Patterns

- The majority of participants currently rent their homes (66%), while 28% are homeowners. Most participants noted that their current housing was suitable (84%) and affordable (61%) for them.
- Government-assisted refugees were more likely than other immigrant groups to report that they were living with three or more generations in the same household. Family-class immigrants were more likely to live with their parents while temporary residents were more likely to live with their peers.

Education, Employment, and Household Income

- Participants were highly-educated, with 74% having completed post-secondary education. The majority of participants had attained a Bachelor's degree (32%).
- Approximately 44% of participants were living below the 2021 Market Basket Measure of $45,776 (Statistics Canada).
- Thirty-two percent of participants reported that they were employed full-time and 22 percent part-time. Thirty-nine percent reported that they were not employed and seven percent were self-employed.

- The majority of participants worked in education, law, social, community and government services occupations (25%), followed by sales and service occupations (17%), or business, finance and administration occupations (16%).

Language

- Participants identified 43 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 excellent in their English language ability (speaking, reading and writing).

Use of Community Services

- Participants most frequently used health services (69%), education services (63%), English language learning programs (34%), and employment or skills training programs (30%).
- Participants were most likely to have learned about a community service through a friend or family member (50%), contact with a Settlement Worker at the New Canadians Centre (21%), or social media or websites (40%).
- Government-assisted refugees were significantly more likely to use interpretation services and English language learning programs than other immigrant groups. Temporary residents were the least likely to access settlement services.
- In general, participants had a positive experience with the community services they accessed.

Social Networks and Sense of Belonging in the Community

- Over 60% of the participants or their family members were engaged in a local group, sports or recreational organization.
- Participants who identified as White were more likely than those from other racial/ethnocultural groups to engage in the community.
- Over 60% of participants had a strong or very strong sense of belonging and felt that Peterborough was truly their home.
- Twenty-six percent of participants reported experiencing discrimination in Peterborough in the last 12 months, often related to their skin colour, accent, language, race and ethnicity.

Challenges and Supports

- Over 30% of the participants indicated that they faced issues finding and retaining employment, followed by difficulty finding affordable housing (37%), accessing healthcare (32%), and making friends or social connections (32%).
- In the last 12 months, participants found that making friends (39%), having access to technology and the internet to connect with others online (37%), and the New Canadians Centre (30%) supported them to overcome challenges.
- The provision of more affordable housing options (53%), actions to connect immigrants and refugees with others in the community (37%), and working with employers to hire and integrate newcomers in the workforce (31%) emerged as the top priorities that could be made to better support immigrants and refugees in Peterborough.

Introduction

Established in 2008, the Peterborough Immigration Partnership (PIP) is a community-based partnership of organisations and individuals who are working to build a welcoming community where newcomers experience meaningful economic, social, and cultural inclusion and belonging.

We respectfully acknowledge that the Partnership and the New Canadians Centre are located on 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 are grateful to the First Peoples for their care and teachings of the land and our relations.

As part of our mission to empower newcomers and facilitate their inclusion in our community, we are committed to educating ourselves and others about the truth of the past, to building meaningful relationships with Indigenous peoples, and to working together towards reconciliation for Indigenous communities.

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.

Peterborough Immigration Partnership Strategic Plan 2022-2025

The Peterborough Immigration Partnership (PIP) Strategic Plan articulates the goals that need to be met to achieve the vision and mandate of the PIP.

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 three strategic priorities or the goals of the 2022-2025 PIP strategic plan (what the plan aspires to achieve):

1. Strengthen Collaboration
2. Build Community Awareness and Capacity
3. Advocate for Change

Survey of Immigrant Needs 2023

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 PIP shared the results of the assessment with participants, partners and the community in the report, "Peterborough Immigrant Needs Assessment 2021". The trends and priorities that were identified in the research were taken into consideration in the development of the 2022-2025 PIP Strategic Plan. We are committed to ongoing consultation and to conduct this needs assessment every two years. This report will present the findings from the 2023 assessment.

Methodology

In 2020, the PIP worked with its Coordinating Committee to decide on the scope of the survey. The Waterloo Region Immigration Partnership's Immigrant Survey was instrumental in helping to determine our survey platform and outline. Building on the 2021 assessment, the PIP and its Coordinating Committee reviewed and revised the survey in the fall of 2022.

Data Collection

Data was collected using the Checkmarket online survey platform. The survey was launched on January 23, 2023 via email (newsletter through the New Canadians Centre mailing list), the New Canadians Centre website (nccpeterborough.ca/partnership), social media (Facebook and Instagram), emails to PIP members, and promotion stations at the Peterborough Public Library. Participants were given two weeks to respond, with the survey closing on February 8, 2023.

To encourage participation, respondents were offered an incentive of a $10 grocery gift card to be mailed to them after they completed the survey. Over half of the participants opted to receive the incentive by sharing their contact information in a survey that was not linked to their individual responses.

Survey

Potential participants were given the option to complete the survey online in English, Arabic and Spanish. The majority of the participants completed the survey online in English (88%), Arabic (6%) and Spanish (6%). All Spanish and Arabic responses were back-translated to English before being included for the final analysis. Differences were typically noted when there was less than 5% likelihood of two responses being similar (i.e., $p < .05$).

The first two questions were compulsory to confirm the eligibility for participation (i.e., born outside of Canada and living in City of Peterborough or County of Peterborough); all other questions were optional. There were 202 respondents who started the survey, of which 148 answered all the questions.

Most of the participants live in the City of Peterborough (93%) (see Table 1).

Table 1: Place of residence

	Count	%
City of Peterborough	188	93%
County of Peterborough	14	7%

Findings

Immigration Status

The majority of the participants have been living in Canada for less than one year (34%) or from 1 to 5 years (27%). Approximately one third of respondents have been living in Peterborough for less than a year (36%) or between one to five years (31%). Analyses showed that participants were most likely to land in Peterborough after arriving in Canada and to stay here (see Table 2).

Table 2: 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	**97%**	6%	3%	4%	70
1 to 5 years	3%	**92%**	14%	13%	61
6 to 10 years	0%	0%	**79%**	17%	31
10+ years	0%	2%	3%	**65%**	32
Total	66	53	29	46	194
The result is significant at $p < 0.05$.					

Most participants arrived in Canada as a family-category immigrant (23%) or through international student visas (23%), followed by economic-category immigration (19%). Twelve percent of participants immigrated as government-assisted refugees and two percent as privately-sponsored refugees.

We analyzed the responses of participants who selected "Other" and found that participants may not have understood the question fully.

Table 3: Immigration Pathways

	Count	%
I immigrated to Canada as an economic-category immigrant	35	19%
I immigrated to Canada as a family-category immigrant	43	23%
I immigrated to Canada as a government-assisted refugee	22	12%
I immigrated to Canada as a privately sponsored refugee (including BVOR – Blended Visa Office Referred)	4	2%
I am currently in Canada as a temporary resident (refugee claimant)	3	2%
I am currently in Canada as a temporary resident (international student)	44	23%
I am currently in Canada as a temporary resident (on a temporary work visa)	15	8%
I am currently in Canada as a temporary resident (on the Canada-Ukraine Authorization for Emergency Travel visa)	2	1%
Other, please specify	21	11%

The majority of participants who are currently in Canada, whether on a permanent (economic, family, GAR, BVOR refugee) or temporary basis (refugee claimant, international student, work visa), are hoping to stay permanently in Peterborough (see Table 4). However, temporary residents are more likely to be unsure. Significantly more international students in 2023 (50%) were unsure whether they wanted to stay in Peterborough than in 2021 (19%).

Table 4: Desire to Stay in Peterborough amongst Permanent and Temporary Residents

	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)		I am currently in Canada as a temporary resident (on the Canada-Ukraine Authorization for Emergency Travel visa)	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	30	86%	32	74%	18	86%	4	100%	3	100%	16	38%	10	67%	1	100%
No	0	0%	3	7%	0	0%	0	0%	0	0%	5	12%	1	7%	0	0%
Unsure	5	14%	8	19%	3	14%	0	0%	0	0%	21	50%	4	27%	0	0%
Total		35		43		21		4		3		42		15		1

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 25 and older.

Those who are temporary residents in Canada with a student visa or temporary work visa were likely to be under the age of 35.

Demographics

Fifty-three percent of participants identified as a woman and 44% percent identified as a man, with 2% choosing not to answer. Approximately 6% of participants identified as a member of the 2SLGBTQIA+ community (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual, and additional sexual orientations and gender identities), with 10% preferring not to answer.

Seventy-three percent of participants were between 25 to 64 years old (See Table 5).

Nine percent of participants (n = 17) identified that they were living with a disability (physical or mental) or a chronic illness that limits their participation in activities and accessing services.

The majority of the participants identified as Middle Eastern (20%) or South Asian (19%), followed by Southeast Asian (17%) and White (17%) as the next largest groups (see Table 6). Participants listed a total of 51 different countries as their countries of birth (see Table 7). The majority of participants were born in India (14%), the Philippines (9%), and Syria (8%).

Table 5: Age Distribution

	Count	%
15-19 years	13	7%
20-24	25	14%
25-34	49	26%
35-44	41	22%
45-54	31	17%
55-64	15	8%
65 or older	11	6%

Table 6: Racial or Ethnic Affiliation

	Count	%
Middle Eastern	37	20%
South Asian	36	19%
Southeast Asian	32	17%
White	32	17%
Latin American	26	14%
Black	12	6%
East Asian	12	6%
Prefer not to answer	8	4%
Other race category, please specify	1	1%

Table 7: Countries of Birth

	Count	%
India	29	14%
Philippines	18	9%
Syria	16	8%
Vietnam	9	4%
United States	8	4%
China	6	3%
UK	6	3%
Mexico	5	2%
Bangladesh	4	2%
Brazil	4	2%
Colombia	4	2%
Nigeria	4	2%
Germany	3	1%
Iran	3	1%
Jamaica	3	1%
Ukraine	3	1%
Chile	2	1%
Cuba	2	1%
Egypt	2	1%

	Count	%
Korea	2	1%
Poland	2	1%
Turkey	2	1%
Afghanistan	1	0
Bermuda	1	0%
Cambodia	1	0%
Central African Republic	1	0%
Congo	1	0%
Denmark	1	0%
Ecuador	1	0%
Ghana	1	0%
Hong Kong	1	0%
Hungary	1	0%
Italy	1	0%
Kazakhstan	1	0%
Lebanon	1	0%
Morocco	1	0%
Panamá	1	0%
Peru	1	0%

South Africa	1	0%
Switzerland	1	0%
Taiwan	1	0%
Tanzania	1	0%
Thailand	1	0%
The Netherlands	1	0%
Uganda	1	0%
Wales	1	0%
Yugoslavia (Serbia)	1	0%
Zimbabwe	1	0%

Over three-quarters of the participants (78%; n = 146) were part of a faith community. Thirty-five percent of those were a member of the Christian faith, and twenty-six percent of the Muslim faith (see Table 8). The majority of participants who responded under "Other" identified as Catholic.

Table 8: Belonging to Faith Communities

	Count	%
Buddhist	3	2%
Christian	65	35%
Hindu	11	6%
Jewish	2	1%
Muslim	48	26%
Sikh	7	4%
None	40	22%
Other, please specify	10	5%

Housing and Living Patterns

Over 66% of participants currently rent their homes while 28% are homeowners. Participants who selected "Other" (6%) explained that they lived in a retirement home, temporary housing, homestay, or were not paying rent but living with their family or friends.

Table 9: Rental or Home Ownership

	Count	%
Own	51	28%
Rent	119	66%
Other	11	6%

Participants mostly lived in households with four (21%), three (15%) or seven or more (15%) people, including themselves (see Table 10). Participants were likely to live with their peers (41%) or with their parents (35%; see Table 11). The number of participants that were more likely to live in shared accommodations increased from 24% in 2021 to 39% in 2023.

Government-assisted refugees were more likely than participants from other immigration pathways to report that they lived in a household with three or more generations. Family-class immigrants were more likely to live with their parents while temporary residents were more likely to live with their peers.

Table 10: Number of People per Household

	Count	%
1 person	21	12%
2 people	24	13%
3 people	27	15%
4 people	38	21%
5 people	25	14%
6 people	18	10%
7+ people	26	15%

Table 11: Number of Generations per Household

	Count	%
1 generation	71	41%
2 generations	61	35%
3+ generations	41	24%

The majority of participants noted that their current housing was suitable (84%) and affordable (61%) for them. We defined suitable as having enough bedrooms for the size and make-up of one's household. For those who reported that their current housing was not suitable (16%), the main problem was cramped accommodations.

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. Our definition of affordable housing is that it costs less than 30% of one's household income.

Government-assisted refugees were more likely to report that housing was unaffordable. Economic and family-category immigrants were less likely to find their housing unaffordable. Temporary residents (international students and temporary work visas) gave mixed responses.

Of the participants who rented, government-assisted refugees and family-category immigrants were more likely to pay $1500 or more. Economic-category immigrants and international students were more likely to pay $750 or less on rent.

Table 12: Cost of Rental Housing

	Count	%
$750 or less	45	38%
$750 to $1000	19	16%
$1000 to $1350	14	12%
$1350 to $1500	6	5%

$1500 to $2000	17	14%
$2000+	17	14%

Education, Employment and Household Income

Participants were highly-educated, with 74% (n = 132) having completed post-secondary education (see Table 13). The majority of participants had attained a Bachelor's degree (32%).

Table 13: Highest Level of Education Completed

	Count	%
No formal education	6	3%
Elementary school	8	4%
High school or equivalent	33	18%
Trade/technical school	15	8%
College diploma	25	14%
Bachelor's degree	57	32%
Master's degree	31	17%
PhD	4	2%
Total		179

Approximately 44% of participants were living below the 2021 Market Basket Measure of $45,776 (see Table 14). 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).

- Temporary residents (international students) and government-assisted refugees were more likely to be earning less than $35,000 in the past year.
- Economic-category and family-category immigrants were more likely to report a household income of $75,000 or more.
- Participants identifying as South Asian or Middle Eastern were more likely to earn a household income of $35,000 or less. This may be because they were more likely to be arriving in Canada as temporary residents (international students) or as government-assisted refugees, respectively.
- Participants identifying as White were more likely to have a household income of $75,000 or more and to have arrived in Canada via the economic- or family-category immigration pathway.

Table 14: Reported Household Income

	Count	%
Less than $20,000	35	20%
$20,000 to less than $35,000	25	14%
$35,000 to less than $50,000	18	10%
$50,000 to less than $65,000	16	9%
$65,000 to less than $75,000	12	7%
$75,000 and over	23	13%
Don't know / prefer not to answer	49	28%

Thirty-two percent of participants (n = 57) reported that they were employed full-time and 22 percent worked part-time (n = 40). Seven percent (n = 13) reported being self-employed and 39% (n = 70) were unemployed. Of those who were employed, 69% reported that they were currently in a job that they would consider is at the same levels as their skills and experience. Those employed full-time were more likely to be in a job at the same level as their skills/experience.

- Government-assisted refugees were more likely to be unemployed than all other categories.
- International students were more likely to be employed part-time than all other categories.
- Economic- and family-class immigrants were both more likely to be employed either full-time or unemployed than all other categories.
- Of those who were self-employed (n = 13), 64% reported hiring between one and nine employees. The remaining participants (36%) were sole proprietors.

Seventy-one percent of all participants who were unemployed (n = 48) reported that they were currently looking for work (i.e., looking to find a job or to change/improve their current job).

- Younger participants (under the age of 54) are more likely to be looking for work

Table 15: Sector of employment (full-time, part-time, self-employed)

	Count	%
Business, finance, and administration occupations	17	16%
Health occupations	9	8%
Management occupations	3	3%
Natural and applied sciences, and related occupations	2	2%
Natural resources, agriculture ,and related production occupations	3	3%
Occupations in art, culture, recreation, and sport	4	4%
Occupations in education, law and social, community, and government services	26	25%
Occupations in manufacturing and utilities	15	14%
Sales and service occupations	18	17%
Trades, transport and equipment operators, and related occupations	5	5%
Other (please specify):	5	5%
Total		107

The majority of participants working full-time or part-time reported working in education, law and social, community, and government services occupations (25%), followed by sales and service occupations (17%), business, finance, and administration occupations (16%) and occupations in manufacturing and utilities (14%).

Twenty-six percent of unemployed participants reported seeking employment in the business, finance, and administration occupations (n=12), followed by health occupations (15%), and sales and service occupations (13%).

Language
When asked to note their first language (i.e., the language they first learned and still understand), participants identified 43 different languages. English was their most-spoken first language (18%), followed by Spanish (11%) and Arabic (9%) (see Table 16).

	Count	%		Count	%
English	31	18%	Cebuano	2	1%
Spanish	19	11%	Italian	2	1%
Arabic	16	9%	Polish	2	1%
Filipino	13	7%	Swahili	2	1%
Vietnamese	10	6%	Afrikaans	1	0%
Chinese	8	5%	Bisaya	1	0%
Kurdish	7	4%	Cambodian	1	0%
Hindi	6	3%	Danish	1	0%
Persian	5	3%	Dutch	1	0%
Punjabi	5	3%	Hungarian	1	0%
Bengali	4	2%	Igbo	1	0%
French	4	2%	Ilocano	1	0%
Gujarati	4	2%	Korean	1	0%
Portuguese	4	2%	Madingo	1	0%
Dari	3	2%	Shona	1	0%
Farsi	3	2%	Telugu	1	0%
German	3	2%	Twi	1	0%
Malayalam	3	2%	Uzbek	1	0%
Pashto	3	2%	Visayan	1	0%
Russian	3	2%	Waray-waray	1	0%
Ukrainian	3	2%	Yoruba	1	0%

Participants rated their ability to speak, read and write in English quite highly, with over 70% rating themselves as good or excellent in their English language ability.

Table 17: Self-rated English Language Competency Skills

	Speaking		Reading		Writing	
	Count	%	Count	%	Count	%
None	1	1%	5	3%	5	3%
Poor	12	7%	6	3%	11	6%
Fair	27	15%	20	11%	28	16%
Good	63	36%	62	35%	72	41%
Excellent	72	41%	82	47%	58	33%

Economic-category immigrants, family-category immigrants, and temporary residents (international students) were more likely to rate their English speaking, writing and reading abilities as good or excellent. Government-assisted refugees were more likely to report English speaking abilities ranging from poor to good. They were also less likely to be able to read or write English.

Use of Community Services
Participants most frequently used health services (69%), education services (63%), English language learning programs (34%) and employment or skills training programs (30%, see Table 18).

- Government-assisted refugees were significantly more likely to use interpretation services, legal services and English language learning programs than other immigrant groups.
- Temporary residents, including international students and individuals with work permits, were the least likely to access settlement services.
- Regardless of immigrant pathway, mental health services and entrepreneurial supports were less likely to be used.

Among those services that participants did not use, 32% of the responses were related to not knowing about the service (see Table 19).

Table 18: Community Services Used

	Yes	
	Count	%
Health services	168	69%
Education services	166	63%
English language learning programs	166	34%
Employment and/or skills training programs	164	30%
Settlement services	163	24%
Childcare	163	21%
Legal services	162	20%
Mental health services	161	18%
Housing services	164	17%
Interpretation services	165	14%
Other community services, please specify	145	14%
Small business/entrepreneurial supports	157	10%
Total		174

Table 19: Reasons for not Using Community Services

	Count	%
I did not need the services	60	38%
I was not aware of the services	50	32%
I did not qualify for the services	16	10%
There is a waitlist	12	8%
I don't feel welcomed	4	3%
Other, please specify	4	3%
Not applicable	30	19%
Total		157

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 (29%) or through social media or websites (18%; see Table 20). This did not differ significantly across the immigration pathways.
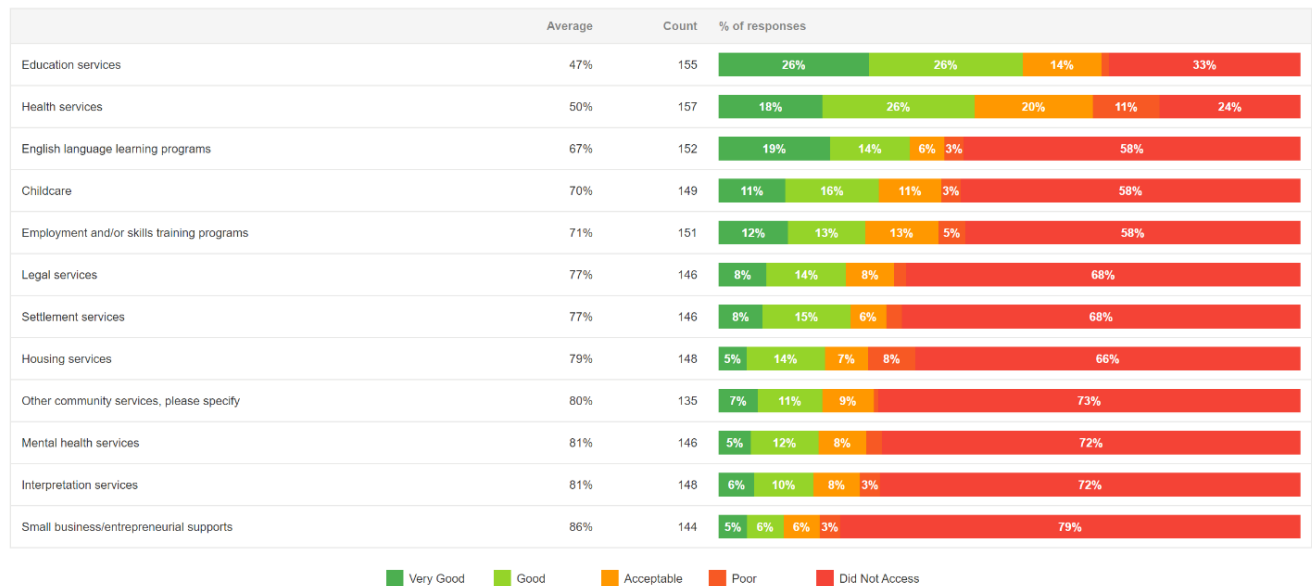
Table 20: How Participants Learn about Services

	Count	%
Friend or family member	83	49%
NCC Settlement Worker	49	29%
Other social media (Facebook, Instagram, Twitter) or websites	31	18%
Not applicable	26	15%
NCC: nccpeterborough.ca, e-newsletter, social media	24	14%
Other, please specify	15	9%
Cultural associations	13	8%
Other agencies	13	8%
welcomepeterborough.ca	4	2%
Total		168

In general, of the community services that were used, participants had a positive experience (see Figure 1).

Figure 1: Rating of Community Services

Please rate your experience using the following services in the last 12 months in this region.

	Average	Count	% of responses
Education services	47%	155	26% / 26% / 14% / 33%
Health services	50%	157	18% / 26% / 20% / 11% / 24%
English language learning programs	67%	152	19% / 14% / 6% / 3% / 58%
Childcare	70%	149	11% / 16% / 11% / 3% / 58%
Employment and/or skills training programs	71%	151	12% / 13% / 13% / 5% / 58%
Legal services	77%	146	8% / 14% / 8% / 68%
Settlement services	77%	146	8% / 15% / 6% / 68%
Housing services	79%	148	5% / 14% / 7% / 8% / 66%
Other community services, please specify	80%	135	7% / 11% / 9% / 73%
Mental health services	81%	146	5% / 12% / 8% / 72%
Interpretation services	81%	148	6% / 10% / 8% / 3% / 72%
Small business/entrepreneurial supports	86%	144	5% / 6% / 6% / 3% / 79%

Legend: Very Good / Good / Acceptable / Poor / Did Not Access

N 162

Approximately one-third of participants who accessed health services (31%) had an acceptable or poor experience. When asked to elaborate on the reasons why they had acceptable or poor experiences, participants most often indicated long wait times for service, not receiving adequate information when working with a service provider, or high costs of services (see Table 21).

Participants also reported accessing food banks in "Other Community Services".

Table 21: Barriers to Receiving Quality Services

	Count	%
Long wait times	40	25%
Lack of sufficient information	27	17%
High cost of services	26	16%
Lack of coordination between services	23	14%
Low accessibility	20	12%
Language barriers	14	9%
Cultural barriers	12	7%
Unfriendly staff	9	6%
Racism/Discrimination	9	6%

Social Networks and Sense of Belonging in the community

Over 60% (n=130) of participants or their family members were engaged in a local group, sports or recreational organization (see Table 22).

- Participants who identified as White were more likely than those from other racial/ ethno-cultural groups to engage in the community.
- Individuals who identified as Middle Eastern tended to have family members who were engaged in sports while South Asian-identifying participants were more likely to be involved or have their family members engaged in school groups.
- Participants who immigrated to Canada through economic or family-category pathways reported their engagement or those of their family members in cultural, educational or hobby organization groups.

Table 22: Community Engagement

	Count	%
Cultural, educational or hobby organization (e.g., theatre group, book club, knitting club)	34	26%
I was not a member or participant in a group or association but my family members were	32	25%
Other, please specify	29	22%
School group, neighbourhood, civic or community association (e.g., alumni, block parents or neighbourhood watch)	23	18%
Immigrant or ethnic association or club	19	15%
Sports or recreational organization (e.g., soccer league, health club, hockey league, YMCA, etc.)	17	13%
Religious-affiliated group (e.g., church youth group, choir)	15	12%
Union or professional association	10	8%
Political party or group	5	4%

Municipal Government citizen committee or board (e.g., one of the City of Peterborough's Advisory Committees)	3	2%
Seniors' group (e.g., a seniors' club, recreational association or resource centre)	3	2%
Service club (e.g., Rotary club, Lions club, Kinsmen)	3	2%
Youth organization (e.g. Scouts, Guides, Big Brothers Big Sisters)	3	2%

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

- Over 60% of participants (n=159) had a strong or very strong sense of belonging and felt that Peterborough was truly their home (see Table 23).
- Economic- and family-category immigrants or government-assisted refugees were more likely to have a strong sense of belonging in Peterborough. International students were more likely to report a weak or very weak sense of belonging or weaker association to Peterborough as their home.
- Participants who were permanent residents were less likely to feel isolated in the last twelve months while temporary residents were more likely to feel isolated (see Table 24).
- Participants identifying as Middle Eastern, Southeast Asian, South Asian, White, and Latin American were more likely to report a strong or very strong sense of belonging in Peterborough.

Table 23: Sense of Belonging in Peterborough

	Count	%
Very strong	27	17%
Strong	77	48%
Weak	24	15%
Very weak	10	6%
Don't know / no opinion	16	10%

Table 24: Sense of isolation

	Count	%
Very much	20	13%
Somewhat	47	30%
A little bit	36	23%
Not at all	56	35%

Twenty-six percent of participants (n = 41) reported experiencing discrimination in Peterborough in the last 12 months. Those participants were more likely to have felt isolated or alone in the last 12 months and to express a weak or very weak sense of belonging in Peterborough. When asked to elaborate, participants indicated that they experienced discrimination mostly related to their skin colour, accent, language, race or ethnicity (see Table 25).

Participants reported that approximately half (46%) of the situations in which they experienced discrimination occurred in a public space (streets, squares, parks, etc.). This was followed by discrimination occurring at work or when applying to a job or for a promotion (see Table 26).

Table 25: Reasons Cited for Experiencing Discrimination in the Last 12 Months

	Count	%
Colour	22	55%
Accent	16	40%
Language	14	35%
Race	14	35%
Ethnicity	13	33%
Cultural practices or beliefs	8	20%
Religion	6	15%
Age	5	13%
Physical appearance other than colour	5	13%
Gender	3	8%
Disability (either a disability that people can see or one that is invisible)	2	5%
Sexual orientation	0	0%

Table 26: Situations in which Discrimination took Place

	Count	%
In a public space (streets, squares, parks, etc.)	18	46%
At work or when applying for a job or a promotion	15	38%
At school or university	11	28%
In a store, bank or restaurant	11	28%
When looking for housing	10	26%
At a health centre	5	13%
At community/public events	3	8%
When dealing with the police	1	3%
When crossing the border into Canada	0	0%
When dealing with the courts	0	0%

Challenges and Supports

In the last 12 months, participants faced an array of challenges (see Table 27). Over 30% indicated that they faced issues finding and retaining employment, followed by difficulty finding affordable housing (37%), accessing healthcare (32%), and making friends or social connections (32%). There were no significant differences in challenges encountered as a function of participants' immigration pathway or their racial/ethnocultural identity.

- Participants aged between 25 and 34 years found it challenging to maintain or find employment and find housing

- Participants aged between 35 and 44 years and 55 and 64 years were more likely to report challenges with accessing healthcare

Table 27: Challenges faced in the last 12 months

	Count	%
Finding work / losing a job	56	38%
Finding affordable housing	54	37%
Accessing health care	46	32%
Making friends or social connections	46	32%
Transportation	35	24%
Learning English	22	15%
Making sure my kids are okay at school and in the community	19	13%
Learning what community supports are available and where or how to access them	18	12%
Other, please specify	16	11%
Accessing and navigating around programs and services online	14	10%
Discrimination / racism	10	7%
Not having reliable internet access or technology	8	5%

In the last 12 months, participants reported that making friends (39%), having access to technology and the internet to connect with others online (37%), and the New Canadians Centre (30%) supported them to overcome challenges (see Table 28).

Table 28: Supports in the Last 12 Months

	Count	%
Making friends	56	39%
Access to technology and internet to connect with others online	52	37%
New Canadians Centre	42	30%
Finding work	39	27%
Having family support	39	27%
Volunteering	31	22%
Being involved in a cultural association or connection with others that share your background or language	23	16%
Community programs and services	23	16%
Belonging to a religious group	21	15%
Other community group	10	7%
Other, please specify	10	7%

Participants were asked to rate the top three 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 (53%), actions to connect immigrants and refugees with others in the community (37%) and working with employers to hire and integrate newcomers in the workforce (31%) emerged as the top priorities (see Table 29).

Table 29: Suggestions to Better Support the Settling, Working and Belonging of Immigrants and Refugees

	Count	%
More affordable housing options	80	53%
Actions to connect immigrants and refugees with others in the community	56	37%
Educate employers on the value and ways of hiring and retaining immigrants and refugees	47	31%
More or better programs for immigrants and refugees to find work and/or develop skills	44	29%
Actions to reduce racism and discrimination towards immigrants and refugees	35	23%
Actions to better welcome and accept immigrants and refugees	32	21%
Better coordination between community agencies to meet the needs of immigrants	28	18%
More ESL opportunities to help improve English skills	24	16%
Better coordination between federal, provincial and municipal government services	22	14%
Free interpretation and translation available at community services/agencies	19	13%
Other, please specify	9	6%

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

They contribute to regional growth
(Immigrants and refugees have skills and resources to offer; can boost economic development and build population size)
(36 comments)

"We can help build stronger and more diverse communities. This can lead to the creation of new businesses, new jobs, and greater economic opportunities for all."

"They bring diversity, experiences from other countries that will enrich our region, a great work ethic and ready to contribute to the region's and Canada's economic growth."

We have a responsibility and the capacity to ensure everyone's welfare and wellbeing
(34 comments)

"Immigrants and refugees have chosen Canada as their second home because they have their own problems at their country that they have no choice but to leave. They see Canada as if it's the lifebuoy, so why not?"

"We need them in our community as much as they need us. Whether immigrant or refugee, we have a lot to offer and contribute."

They enrich our community by making it more diverse and multicultural (25 comments)	*"They bring a wealth of experience, culture and history that is valuable for any community to grow in a positive way."*
Peterborough is a welcoming community that can accommodate people's needs (17 comments)	*"It is a place that offers us the possibility to make a new life."* *"Peterborough is a small city and you can get help. It is not too busy."*
It is a part of our Canadian identity and values (5 comments)	*"They are the reason what Canada is today. A land of immigrants and a land of freedom."*

Participants were also asked to submit ideas and suggestions for how to better support immigrants and refugees in Peterborough. The suggestions are broadly grouped along the following themes:

Facilitating their access to meaningful employment and workplace integration (11 comments):

- Help them find stable, full-time jobs
- Provide workplace-related training and education
- Demonstrate the economic and social impact of hiring immigrants and refugees

"Finding a job and work is one of the toughest things I have faced. It's been 2 months I couldn't find any job, so that is the first thing. Second, affordable housing for immigrants is a must. It's really difficult to find a property that is affordable and is fit to live."

Creating spaces and opportunities to strengthen social and cultural connections, with a focus on mental health supports, in order to (16 comments):

- Reduce their loneliness and isolation in a new community
- Address racism and discrimination against immigrants and refugees

"The hardest part is the social part, because even though the NCC offers events, it is hard to make real friends. Maybe it would be nice to create a database / Facebook group or something that allows us to interact more often, and see who has things in common with us."

Ongoing provision and promotion of community services for all categories of immigrants and refugees (21 comments):

- Including settlement services, language training, employment counseling, and public transportation

"Wider knowledge to advise about a settlement centre in the region and what it has to offer (I did not know there was such agency as NCC until I volunteered) and more language accessibility - more interpreters at events, city services etc. or easier access to them."

Developing local infrastructure and coordinating between levels of government to address systemic issues that affect immigrants and refugees' integration into the community (11 comments):

- This is necessary to provide more affordable housing, reduce poverty, improve public perceptions of safety, and enhance food security

"These can include providing language and cultural classes for immigrants and refugees, helping to connect them to educational and employment opportunities, and creating community-building programs that help to foster connections and collaborations between native-born residents and newcomers."

Appendix A: Survey of Immigrant Needs 2023 (Questions)

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

Survey of Immigrant Needs 2023

Were you born outside of Canada and do you now live in one of the following regions?

- City of Peterborough
- County of Peterborough
- County of Northumberland
- City of Kawartha Lakes
- Haliburton County

The Peterborough Immigration Partnership (PIP) would like to hear from you!
It does not matter how long you have been in Canada. Your feedback will provide important information for PIP to shape how we design and deliver programs and services to support immigrants and refugees (including those who are born outside of Canada and who may be Canadian citizens, permanent residents, temporary residents or foreign nationals).

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. It will take you no longer than 15 minutes to complete.

After you complete the survey, you can choose to enter a draw for one of 320 $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, please contact Michelle Nguyen at michelle@nccpeterborough.ca or (705) 743-0882 ext. 246.

* 1. Were you born outside of Canada?
  - Yes
  - No

* 2. Where do you live?
  - City of Peterborough
  - County of Peterborough
  - County of Northumberland
  - City of Kawartha Lakes
  - Haliburton County
  - None of the above

*   3. Where do you live in the County of Peterborough?
- ⚐ Township of Asphodel-Norwood
- ⚐ Township of Cavan-Monaghan
- ⚐ Township of Douro-Dummer
- ⚐ Township of Havelock-Belmont-Methuen
- ⚐ Township of North Kawartha
- ⚐ Township of Otonabee-South Monaghan
- ⚐ Township of Selwyn
- ⚐ Municipality of Trent Lakes

*   4. Where do you live in the County of Northumberland?
- ⚐ Town of Cobourg
- ⚐ Township of Cramahe
- ⚐ Township of Hamilton
- ⚐ Municipality of Port Hope
- ⚐ Municipality of Trent Hills
- ⚐ Township of Alnwick/Haldimand
- ⚐ Municipality of Brighton

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

6. How long have you been living in this region? (Region refers to where you currently live)
- ⚐ Less than 1 year
- ⚐ 1 to 5 years
- ⚐ 6 to 10 years
- ⚐ 10+ years

7. In which country were you born?

8. Are you a Canadian citizen?
- ⚐ Yes
- ⚐ No

9. Which immigration pathway best describes you?
- ☐ I immigrated to Canada as an economic-category immigrant (may include express entry, skilled workers, provincial nominee program, etc.)
- ☐ I immigrated to Canada as a family-category immigrant (may include sponsorship by spouse, common-law partner, parent, grandparent or dependent of a Canadian citizen or permanent resident)
- ☐ 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)
- ☐ I am currently in Canada as a temporary resident (on the Canada-Ukraine Authorization for Emergency Travel visa)
- ☐ Other, please specify
  ....

10. Are you hoping to stay permanently in Canada?
- ☐ Yes
- ☐ No
- ☐ Not sure

11. Are you planning on staying in this region?
- ☐ Yes
- ☐ No
- ☐ Unsure

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

13. How would you describe your gender identity?
- ☐ Woman
- ☐ Man
- ☐ Non-binary
- ☐ Prefer not to answer
- ☐ Prefer to self-describe:
  ....

14. Do you identify as a member of the 2SLGBTQIA+ community (includes Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, Asexual)?
- Yes
- No
- Prefer not to answer

15. Which race category best describe you? (select all that apply)
- ❑ Black (African, Afro-Caribbean, African-Canadian descent, etc.)
- ❑ Latin American (Hispanic descent)
- ❑ Middle Eastern (Arab, Persian, West Asian descent, etc.)
- ❑ Southeast Asian (Filipino, Vietnamese, Cambodian, Thai, other Southeast Asian descent)
- ❑ South Asian (Indian, Pakistani, Sri Lankan, Indo-Caribbean, other South Asian descent)
- ❑ East Asian (Chinese, Korean, Japanese, Taiwanese descent)
- ❑ White (European descent)
- ❑ Prefer not to answer
- ❑ Other race category, please specify:
  ....

16. 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

17. Which faith community are you a member of?
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- None
- Other, please specify
  ....

18. How many people currently live in your household ? (Including yourself)
- 1 person
- 2 people
- 3 people
- 4 people
- 5 people
- 6 people
- 7+ people

19. How many generations live together in your household? (Including yourself)(For example: a child, parent, grandparent = 3)
- ⌂   1
- ⌂   2
- ⌂   3+

20. Do you own or rent your current home?
- ⌂   Own
- ⌂   Rent
- ⌂   Neither, please explain:
         ....

21. Is your current housing suitable for you? (Suitable means that you have enough bedrooms for the size and make-up of your household)
- ⌂   Yes
- ⌂   No. Please explain:
         ....

22. Is your current housing affordable for you? (Affordable means that housing costs less than 30% of your household income before tax)
- ⌂   Yes
- ⌂   No. Please explain:
         ....

23. If you rent, how much do you pay per month?
- ⌂ $750 or less
- ⌂ $750 to $1000
- ⌂ $1000 to $1350
- ⌂ $1350 to $1500
- ⌂ $1500 to $2000
- ⌂ $2000+

24. 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

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. Are you currently looking for work?
- ☖ Yes
- ☖ No

28. Which sector are you seeking employment in? (Select all that apply)
- ☖ Business, finance and administration occupations
- ☖ Health Occupations
- ☖ Management occupations
- ☖ Natural and applied sciences and related occupations
- ☖ Natural resources, agriculture and related production occupations
- ☖ Occupations in art, culture, recreation and sport
- ☖ Occupations in education, law and social, community and government services
- ☖ Occupations in manufacturing and utilities
- ☖ Sales and service occupations
- ☖ Trades, transport and equipment operators and related occupations
- ☖ Other (please specify):
  ....

29. Which sector best describes your current work? (Select one)
- ☖ Business, finance and administration occupations
- ☖ Health occupations
- ☖ Management occupations
- ☖ Natural and applied sciences and related occupations
- ☖ Natural resources, agriculture and related production occupations
- ☖ Occupations in art, culture, recreation and sport
- ☖ Occupations in education, law and social, community and government services
- ☖ Occupations in manufacturing and utilities
- ☖ Sales and service occupations
- ☖ Trades, transport and equipment operators and related occupations
- ☖ Other (please specify):
  ....

30. How many employees does your business employ?

- 0
- 1-9
- 10-49
- 50+

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

- Yes
- No

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

Please rate the following:

33. Your English speaking skills:

1 I cannot speak English	2 Poor	3 Fair	4 Good	5 Excellent
☐	⊟	◄	►	▲

34. Your English reading skills:

1 I cannot read English	2 Poor	3 Fair	4 Good	5 Excellent
☐	⊟	◄	►	▲

35. Your English writing skills:

1 I cannot write in English	2 Poor	3 Fair	4 Good	5 Excellent
☐	⊟	◄	►	▲

36. Have you or your family members ever used any of the following services in this region?

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

37. 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

38. How did you learn about the services you used? (select all that apply)
- ☐ Cultural associations
- ☐ Friend or family member
- ☐ New Canadians Centre (NCC) Settlement Worker
- ☐ NCC: nccpeterborough.ca, e-newsletter, social media
- ☐ welcomepeterborough.ca
- ☐ Other agencies
- ☐ Other social media (Facebook, Instagram, Twitter) or websites
- ☐ Other, please specify:
  ....
- ☐ Not applicable

39. Please rate your experience using the following services in the last 12 months in this region.

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

40. Please tell us why you had "Poor" or 'Acceptable' experiences with the services listed on the last page (select all that apply)
- ❑ Cultural barriers
- ❑ High cost of services
- ❑ Lack of coordination between services
- ❑ Lack of sufficient information
- ❑ Language barriers
- ❑ Long wait times
- ❑ Low accessibility
- ❑ Unfriendly staff
- ❑ Racism/Discrimination
- ❑ Please elaborate on your experience: ....
- ⌂ Not applicable

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

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

42. How would you describe your sense of belonging in the region you currently live in? ('Sense of belonging' is when you feel accepted and valued for who you are by others around you)

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

43. How strongly do you feel that this region is truly your home?

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

44. Have you felt isolated or alone in the last 12 months in this region?

- ⚑ Very much
- ⚑ Somewhat
- ⚑ A little bit
- ⚑ Not at all

45. In the last 12 months, have you experienced discrimination or been treated unfairly by others in this region?

- ☺ Yes
- ☹ No

46. What do you think were the reasons? (select all that apply)

- ❑ Accent
- ❑ Age
- ❑ Colour
- ❑ Cultural practices or beliefs
- ❑ Disability (either a disability that people can see or one that is invisible)
- ❑ Ethnicity
- ❑ Gender
- ❑ Language
- ❑ Physical appearance other than colour
- ❑ Race
- ❑ Religion
- ❑ Sexual orientation
- ❑ Please elaborate:
  ....

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

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

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

- ❑ Accessing and navigating around programs and services online
- ❑ Accessing health care
- ❑ Discrimination / racism
- ❑ Finding affordable housing
- ❑ Finding work / losing a job
- ❑ Learning English
- ❑ Learning what community supports are available and where or how to access them
- ❑ Making friends or social connections
- ❑ Making sure my kids are okay at school and in the community
- ❑ Not having reliable internet access or technology
- ❑ Transportation
- ❑ Other, please specify
  ....

49. What did you find helpful in overcoming challenges faced in the last two years? (select all that apply)

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

50. Moving forward, what changes do you think will best support immigrants and refugees' settlement, work, and sense of belonging in the region? Please select the top three changes that you think would be most helpful.

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

51. Please finish the following sentence: We should welcome immigrants and refugees to this region because:

52. Please provide any additional comments or thoughts about how to welcome and support immigrants and refugees in this region:

*   53. Would you like to enter a draw for one of 320 $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.

*   54. Name:

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

56. Email (optional):

57. Phone (optional):

 End Page:

Thank you for providing valuable feedback! We will analyze 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 the Peterborough, Northumberland, Kawarthas, and Haliburton regions. If you have any questions or need more information about this survey, please contact Michelle Nguyen at michelle@nccpeterborough.ca or (705) 743-0882 ext. 246.

 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/