Settlement & Integration

Calgary
A Welcoming City

A LITERATURE REVIEW
2013

Welcome

Acknowledgements

Successful Integration:
A Two-Way Street

Successful integration requires flexibility, goodwill and generosity by both immigrants and their receiving society. Cities are the stage on which this encounter of diverse identities plays out. The essence of city life, Iris Marion Young states, is "the being together of strangers." In this age of migration, cities play a major role in determining whether urban strangers will live together equitably or unequally, harmoniously or in conflict. You can find clues to how your city is performing on the street. ~ Practice to Policy: Lessons from Local Leadership on Immigrant Integration

TABLE OF CONTENTS:

GLOSSARY:

The following definitions apply to the focus and context of this paper.

Business Immigrants: Permanent residents in the economic immigrant category selected on the basis of their ability to establish themselves economically in Canada through entrepreneurial activity, self-employment or direct investment. Business immigrants include entrepreneurs, self-employed people and investors. The spouse or common-law partner and the dependent children of the business immigrant are also included in this category.

Canadian Experience Class (CEC): This immigration category became effective in September 17, 2008. This is a prescribed class of persons who may become permanent residents on the basis of their Canadian experience. They must intend to reside in a province or territory other than Quebec and must have maintained temporary resident status during their qualifying period of work experience as well as during any period of full-time study or training in Canada.

Economic Immigrants: Permanent residents selected for their skills and ability to contribute to Canada's economy. The economic immigrant category includes skilled workers, business immigrants, provincial or territorial nominees, live-in caregivers and Canadian Experience Class.

Family Class: Permanent residents sponsored by a Canadian citizen or a permanent resident living in Canada who is 18 years of age or over. Family class immigrants include spouses and partners (i.e., spouse, common-law partner or conjugal partner); parents and grandparents; and others (i.e., dependent children, children under the age of 18 whom the sponsor intends to adopt in Canada, brothers, sisters, nephews, nieces, and grandchildren who are orphans under 18 years of age, or any other relative if the sponsor has no relative as described above, either abroad or in Canada). Fiancés are no longer designated as a component of the family class under the *Immigration and Refugee Protection Act (IRPA)*.

Independent Immigrants: The independent immigrant category is a pre-IRPA (Immigration and Refugee Protection Act) immigration category that includes skilled workers selected for their labour market skills and business immigrants selected on the basis of their business experience and other related skills.

GLOSSARY:

Home language: Refers to the language spoken most often or on a regular basis at home by the individual at the time of the census.

Integration: the ability of an individual to participate equitably in the larger host culture, while maintaining important aspects of his or her cultural norms, traditions and values. It is the bringing of people of different racial or ethnic groups into unrestricted and equal association, as in a society or an organization.

International Students: Includes students in Canada on a visa or refugees, neither of which have a permanent residency status in Canada International students also include both those enrolled in a Canadian program from a Canadian institution that is not located in Canada (these latter students are also known as 'offshore students') as well as non-Canadian students studying via Internet This concept of 'international students' differs from that of 'foreign students' which includes permanent resident students.

Live-in Caregivers: Persons granted permanent resident status as economic immigrants after their participation in the Live-in Caregiver Program. This program brings temporary foreign workers to Canada as live-in employees to work without supervision in private households to care for children, seniors or people with disabilities. Participants in this program may apply for permanent resident status within three years of arrival in Canada, once they have completed two years of employment as live-in caregivers. The Live-in Caregiver Program replaced the Foreign Domestic Movement Program on April 27, 1992.

Newcomer: a term generally assigned to an immigrant who has been in Canada less than three years

Permanent Residents: People who have been granted permanent resident status in Canada. Permanent residents must live in Canada for at least 730 days (two years) within a five-year period or risk losing their status. Permanent residents have all the rights guaranteed under the Canadian Charter of Rights and Freedoms such as equality rights, legal rights, and mobility rights, freedom of religion, freedom of expression and freedom of association. They do not, however, have the right to vote in elections.
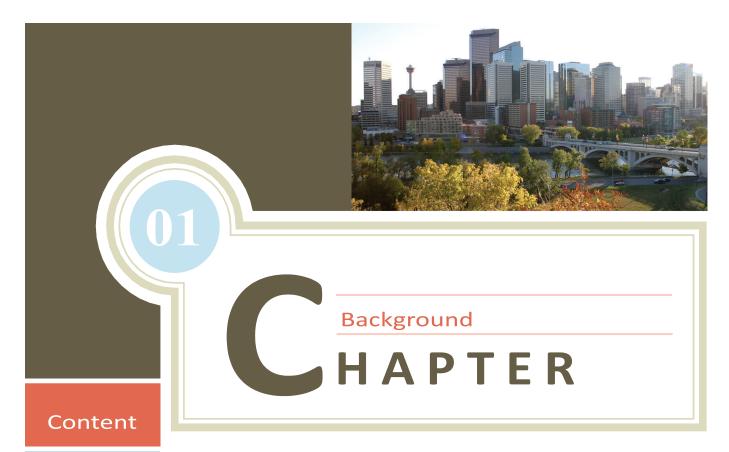
GLOSSARY:

Provincial Nominees: Persons who immigrate to Canada under the Provincial Nominee Program have the skills, education and work experience needed to make an immediate economic contribution to the province or territory that nominates them. They have been assessed as being able to economically establish themselves successfully as permanent residents in Canada.

Refugees: Permanent residents in the refugee category include government-assisted refugees, privately sponsored refugees, refugees landed in Canada and refugee dependants (i.e., dependants of refugees landed in Canada, including spouses and partners living abroad or in Canada).

Skilled Workers: Economic immigrants selected for their ability to participate in the labour market and to establish themselves economically in Canada. Skilled workers are assessed on the basis of selection criteria that stress, for example, education, language ability and skilled work experience (Federal Skilled Worker Program).

Temporary / Foreign Workers: Temporary residents who are in Canada principally to work in the observed calendar year. Foreign workers have been issued a document that allows them to work in Canada. Foreign workers exclude temporary residents who have been issued a work permit but who entered Canada mainly for reasons other than work.

Background

CHAPTER

Content

What I would say is you know you have to embrace the change. You have to accept that this is a new world. You cannot be in denial but you have to also retain your own individuality you have to retain your own culture. Because that makes you different, which is a good thing. We use "different" sometimes in such a negative aspect. Different is a good thing.

Significant research has been accomplished in the area of immigration, settlement and integration in Canada. Given the importance that immigration has in Canada today, this is not surprising. At CLIP, we have taken it as our responsibility to gather this information, not only to inform our own work, but in hopes that this review would be helpful to our partners, collaborators and anyone else who is interested in the topic.

We believe that when newcomers succeed, Calgary benefits. In order to accomplish this, we wanted to understand what will help build a stronger, welcoming city for everyone. We have chosen to organize this information through the "17 Key Characteristics of a Welcoming Community" report because it will help us to work towards our vision that "Calgary is a great and welcoming city where all newcomers succeed".

Understanding Ethnic Identity Development

Before discussing integration and Calgary as a welcoming community, we first need to discuss acculturation and ethnic identity with an understanding that one's ethnicity is more than just his/her heritage.

There are a number of theories of identity development and acculturation that have been used to explain the dynamics involved when people from different ethno-cultural backgrounds interact with one another. This paper will briefly focus on 3 models.

Sue & Sue's Racial/Cultural Identity Development

Served as a foundation for many ethnic identity development models, this model shows the process an individual goes through when re-defining his or her ethnic identity.

Conformity:

- The dominant cultural values are preferred over their own cultural values

- Individuals identify with the dominant group and use them as their primary reference group

- They tend to downplay and feel negatively about their own cultural group with low salience as part of their identity

Dissonance:

- A person challenges previously held beliefs and attitudes

- It is marked by an encounter or experience that is inconsistent with their culturally held beliefs, attitudes and values from the conformity stage

- E.g.: A minority individual who is ashamed of their own cultural heritage will encounter someone from their cultural group who is proud of his or her heritage

Resistance and Immersion:

- A person endorses minority held views and rejects dominant values of society and culture

- The minority person is likely to feel anger, guilt and shame at the oppression and racism that they previously put up with

Introspection:

- A person endorses minority held views and rejects dominant values of society and culture
- The minority person is likely to feel anger, guilt and shame at the oppression and racism that they previously put up with

Introspection:

- Person recognizes unhealthiness of resistance and immersion stage
- The individual devotes more energy toward understanding themselves as part of a minority group and what that means at a deeper level
- This is a more 'pro-active' stage in defining and discovering the sense of self

Integrative Awareness:

- A person has a balanced appreciation of the positive aspects of both their own culture and the dominant culture
- They have more of a sense of control and flexibility with the ability to recognize the pros and cons of both cultural groups while still trying to eliminate all forms of oppression

Phinney's Model of Ethnic Identity Development

Jean S. Phinney focused on the process of ethnic identity formation. How did individuals come to understand the implications of their ethnicity and then make decisions about its role in their lives. She did this by developing a three stage model.

Unexamined Ethnic Identity:

- Characterized by a lack of exploration, a lack of interest in ethnicity or a general acceptance of others opinions
- A person can fall into two categories:
  - Diffusion – A person has not encountered ethnicity as an issue or topic, ethnicity is not an issue of contention
  - Foreclosure – A person has collected information about ethnicity from family and peers and yields to information without interacting with people of the ethnic

Ethnic Identity Search:

- A person has encounters, often started by a harsh or indirect event

- It causes him/her to look into his/her own ethnicity, as well as, become aware of ethnicity

Ethnic Identity Achievement:

- This ideal outcome of the identity process is characterized by a clear, confident sense of one's own ethnicity

- The person is able to successfully navigate their positive, bicultural identity

Berry's Process of Acculturation Model

John Berry, a Canadian Cross-Cultural Psychologist, developed a model to explain how newcomers seek to acculturate. There are two dimensions core in the process of acculturation of immigrants. These two dimensions are:

- Maintenance of heritage, culture and identity

- Involvement with or identification with aspects of their host society

There are four sections in this model where newcomers may express how they seek to acculturate (see figure 1).

Marginalization: exists when neither cultural maintenance nor interaction with the host community is sought.

Separation: happens when cultural maintenance is sought while avoiding involvement with the host community.

Assimilation: occurs when there is little interest in cultural maintenance combined with a preference for interacting with the host community.

Integration: exists when both cultural maintenance and involvement with the host community is sought.

Dimension 1: Is it considered to be of value to maintain heritage and cultural identity and characteristics?			
Dimension 2: Is it considered to be of value to maintain relationships with the host community?		**YES**	**NO**
	YES	Integration	Assimilation
	NO	Separation	Marginalization

Figure 1: Quadric-modal acculturation model (Berry, 1980; 1984)

While there are benefits and limitations to all these models, these theories can offer some insight into the complex nature of the interactions between newcomers and the mainstream culture.

Understanding the Integration Continuum

For many years there was an argument that immigrant integration was linear and thus it was only a matter of time that the immigrant individual / family would integrate. However, evidence suggests that integration is a multidimensional process and one that is not necessarily linear. In fact, integration is a two-way process - a mutual adaptation of the newcomer and the host community.

- Newcomers must make significant adaptations to adjust to the new community and its culture

- The host community also changes when newcomers arrive and begin to participate at various levels within society

Integration can also be segmented in that some dimensions of integration can easily be achieved early in settlement while others could take longer periods of time. These different dimensions to integration include social, economic, cultural and political dimensions. In other words, just because one has integrated into the economic sphere it does not mean that s/he has done so in the political sphere or in the social realm. Some of the factors that can influence this are:

- age
- class
- education
- gender

- ethnicity
- country of origin
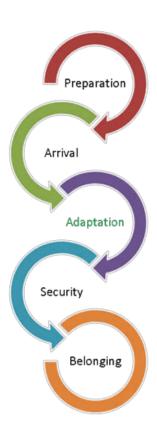- time of arrival
- occupational group

Past researchers have chosen to investigate immigrant integration either on the basis of:

- dimension (political, economic) or

- time (0-6 months, 6 months to a year, one year to three years and so on)

In this paper, we decided to investigate integration on the basis of time. It will reflect the various "stages" of integration that immigrants go through (at a differential rate) as they take up residence in Canada.
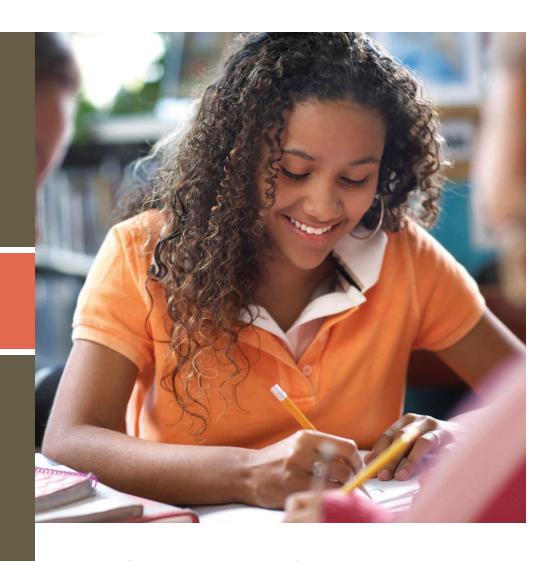
We also agree that integration is a process. It is not linear, nor the same for all newcomers/ immigrants.

We have grouped time into 5 stages. General thoughts, feelings and issues faced by newcomers in each stage are given below. Not all of the things listed in the description below are experienced by all immigrants with the same intensity. Some of the newcomers however, may experience some of the following. This information was generated from a document released by the Government of Manitoba - Understanding Immigration and Settlement, 2010.

Preparation - *(Planning to come to Canada)*

- Thoughts and Feelings

  - Unable to find information

- Issues and Needs (from the Alberta Settlement Outcomes Survey):

  - Assessment of international education and experience

  - Skills training to help obtain appropriate employment in Canada

  - Connections with possible employers

  - Orientation to the Canadian economy

  - Orientation to Canadian culture and way of life

  - Language assessment and training

  - Connections with professional associations or licensing

Arrival - *(0- 6 months after Arrival)*

- Thoughts and Feelings
    - Sense of being on holiday
    - Delight in new things
    - Fascination with things unique to new home
    - Favorable comparison of new home to old
    - Culture shock; sense of displacement
    - Lack of context for understanding the new home
    - Lack of desire to get to know new home
    - Desire to avoid and criticize things unique to new home
    - Stress and anxiety about being in new environment
    - Unfavorable comparison of new to old home

- Issues and Needs
  - Physical orientation to institutions and services in new home
  - Getting professional or vocational accreditation
  - Learning English
  - Looking for work and skills development
  - Change in socio-economic status
  - Creation of a home or nesting
  - Establishing a peer group
  - Contacting people of the same background for support and mutual aid

Adaptation - *(6 months-3 years after Arrival)*
- Thoughts and Feelings
  - Sense of being in a 'honeymoon' phase over
  - Remembering original reasons for move
  - Anxiety over separation with what is familiar
  - Fear of further change
  - Sense of isolation
  - Suppressed anger and depression over inability to cope in a new environment
  - Mourning of old life
  - Loss of self esteem
  - Feeling that no one is interested in the person, his or her accomplishments, and country of origin
  - Sense of disillusionment of embarrassment at not being able to achieve something or meet expectations

- Issues and Needs:
  - Desire to achieve something in new home
  - Desire to contribute to new home
  - Frustration and sense of helplessness over inability to contribute in a meaningful

- Issues and Needs cont.'
  - Desire to bring friends and family to new home
  - Negative coping mechanisms developed (withdrawal from friends and family, substance abuse)
  - Positive mechanisms for coping with change (joining heritage groups, making new friends, getting involved in community groups)
  - Family roles change and reinforce or undermine the family structure (parents and children become experts on different things)
  - Reasons for move are now unclear
  - Experience of having self and accomplishments rejected by host community

Security - *(3-5 years after Arrival)*
- Thoughts and Feelings
  - Sense of permanent disassociation from old life
  - Realization that there has been a shift in values, practices and norms (permanent shift in lifestyle)
  - Sense of resolution about move
  - Identification and familiarity with new home
  - Desire to go back to make sure that leaving was the right thing to do
  - Uncertainty about self and future
  - Reluctant resolution to stay
  - Loss in self esteem
  - Ongoing questioning of reasons for leaving
- Issues and Needs:
  - Pursuit of permanent connections to new home (development of long term career paths, plans for children, involvement in the community, establishment of peer groups)
  - Return to old home for a visit
  - Ongoing negative coping mechanisms

Belonging - *(5 years after Arrival)*

- Thoughts and Feelings

  o Sense of belonging

- Issues and Needs:

  o Person becomes a resource for others

It is important to note that the above information shows a "general" guideline. Integration experiences and challenges can occur well after the 5 year arrival timeframe. Even after many years after arriving in Canada, immigrant parents and their Canadian born children can struggle with integration issues.

Characteristics of a Welcoming Community

Esses et al. (2010) conceive a welcoming community with two dimensions.

- Spatial dimension

  o a physical location in the country, which can be a town, city or region where the newcomers feel valued and their needs are met

- Discourse dimension

  o a community is having agency and engaging in actions that facilitate the integration of newcomers.

  o a collective effort to create a place where newcomers feel valued and included.

  o has the capacity to meet the needs of the newcomers and promote their inclusion

  o has the machinery to produce and support these capacities

  o has both outcomes and processes that work towards producing and maintaining these outcomes

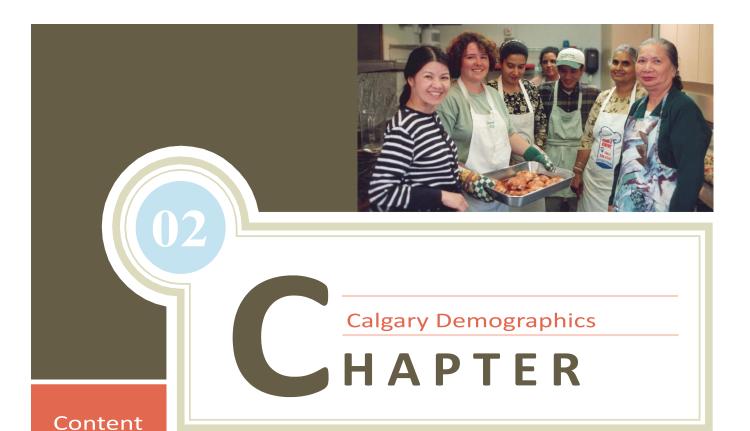**What are the characteristics of a welcoming community?**

Esses et al. (2010) identifies the following 17 characteristics for a welcoming community. A more detailed explanation of each characteristic is provided in following chapters of this paper.

1. Employment Opportunities

2. Fostering of Social Capital

3. Affordable and Suitable Housing

4. Positive Attitudes toward Immigrants, Cultural Diversity, and the Presence of Newcomers in the Community

5. Presence of Newcomer-Serving Agencies that Can Successfully Meet the Needs of Newcomers

6. Links between Main Actors Working toward Welcoming Communities

7. Municipal Features and Services Sensitive to the Presence and Needs of Newcomers

8. Educational Opportunities

9. Accessible and Suitable Healthcare

10. Available and Accessible Public Transit

11. Presence of Diverse Religious Organisations

12. Social Engagement Opportunities

13. Political Participation Opportunities

14. Positive Relationships with the Police and the Justice System

15. Safety

16. Opportunities for Use of Public Space and Recreation Facilities

17. Favorable Media Coverage and Representation

Literature Review Method

This report is drawn from a review of recent studies (2006-12) and reports on immigration in Canada in general and in Alberta and Calgary in particular. The studies cover theses, journal articles, government reports and reports published by community organizations. It reflects the current scenario of immigration and its related issues in Calgary. The material from these resources is summarised based on the characteristics of a welcoming community, following Esses et al. (2010). Then each characteristic is explored in terms of appropriate outcomes as determined by Esses et al. Whenever possible, we tried to understand each of these outcomes by the stages of integration. Please keep in mind that research for each of the characteristics was sometimes not available and therefore could not be reported.

*Finally, references for information in this report are found at the end of this paper. We did not show references throughout the document or at the end of each section.

02

Calgary Demographics

CHAPTER

Demographic data consist of statistics about people. If you think about it, what do governments govern? People. For the most part, governments deal with laws and budgets, right? Well, they can't make those laws and budgets very efficiently if they don't know the demographics of the country, province, and city." (yahoo! answer)
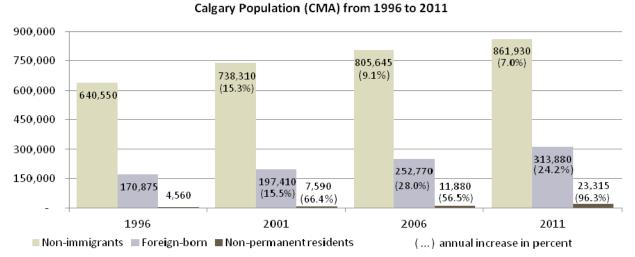
To better appreciate welcoming communities, we gathered the latest information about Calgary's demographics. It is important to understand WHO lives here in respect to our immigrant communities and the demographic trends that will influence our city.

Calgary has always had a steady number of immigrants living in the city. However, most recent years reveal a much faster growth in the immigrant population (15.5 percent between 1996 and 2001, 28 percent between 2001 and 2006 and 24 percent between 2006 and 2011). The biggest increases are seen for non-permanent residents. Their numbers increased by 66.4 percent to 7,590 between 1996 and 2001, 56.5 percent to 11,880 between 2001 and 2006 and 96.3 percent between 2006 and 2011.

Figure 1: Calgary Population (CMA) from 1996 to 2011

Calgary Population (CMA) from 1996 to 2011

Sources: Statistics Canada, 1996, 2001 & 2006 Census of Canada and 2011 National Household Survey

Statistics on permanent and temporary residents provided by Citizenship & Immigration Canada (CIC) support this trend. Between 1996 and 2011 the number of permanent residents that landed in Calgary more than doubled from 7,060 to 15,060. Economic immigrants form the biggest group, followed by newcomers immigrating under the family class category.

Figure 2: Permanent Residents that landed in Calgary (CMA) between 1985 and 2011[1]

Sources: CIC, 2011 Digital Library

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[1] According to Citizenship & Immigration Canada 'Other Immigrants' includes post-determination refugee claimants, deferred removal orders, retirees/persons no longer designated under the Immigration and Refugee Protection Act, temporary resident permit holders, humanitarian and compassionate cased, sponsored humanitarian and compassionate cases outside the family class as well as persons granted permanent resident status based on public policy consideration.

During the same time period, the number of temporary residents almost quadrupled (13,005 in 1996, 47,020 in 2011). This is mostly attributed to an increase in temporary foreign workers.

Figure 3: Temporary Residents that landed in Calgary (CMA) between 1987 and 2011[2]

Temporary Residents, Calgary (CMA), 1987 - 2011

Sources: CIC, 2011 Digital Library

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2 According to Citizenship & Immigration Canada 'Other' temporary residents refer to persons with a temporary resident permit or visitor record issued for the purpose of entering Canada. These persons do not hold a work or study permit nor do they hold a permit processed under special programs established to handle refugee-like cases or have ever filed a refugee claim.

Preliminary figures released by CIC for 2012 show that Calgary remains ranked number four regarding the top five immigration destinations in Canada.

Table 1: Top 5 Urban Areas by Number of Permanent Residents, 2012

URBAN AREA	2 0 1 2
Toronto	77,466
Montréal	46,901
Vancouver	29,447
Calgary	16,685
Edmonton	11,806

Source: CIC, RDM, Preliminary 2012 Data (http://www.cic.gc.ca/english/resources/statistics/facts2012-preliminary/02.asp, accessed May 14, 2013)

Table 2: Immigrant Population by Places of Birth (Top 10), Calgary CMA, 2011

IMMIGRANTS BY TOP 10 PLACES OF BIRTH, CALGARY, CMA, 2011		
Calgary CMA (23.5%)*		
	#	%
Philippines	34,360	10.9%
India	31,375	10.0%
China	29,715	9.5%
United Kingdom	25,125	8.0%
Viet Nam	14,730	4.7%
United States	12,375	3.9%
Pakistan	11,575	3.7%
Hong Kong Special Administrative Region	10,010	3.2%
Germany	6,685	2.1%
Poland	6,575	2.1%

* Number in brackets shows to the global non-response rate (GNR) and reflects the data quality. The lower the number, the more reliable the data. Data with a GNR higher or equal to 50% is being suppressed.

Source: Statistics Canada, 2011 National Household Survey (Profile - Immigration and Ethnocultural Diversity, and Aboriginal Peoples for Census Metropolitan Areas, Census Agglomerations and Census Subdivisions; File 99-010-X2011018.ivt)

Table 3: Recent Immigrant Population by Places of Birth (Top 10), Calgary CMA, 2011

RECENT IMMIGRANTS* BY TOP 10 PLACES OF BIRTH, CALGARY, CMA, 2011		
	Calgary CMA (23.6%)**	
	#	%
Philippines	13,160	18.6%
India	8,595	12.2%
China	6,020	8.5%
Pakistan	3,605	5.1%
United Kingdom	3,480	4.9%
United States	2,560	3.6%
Nigeria	2,125	3.0%
Colombia	1,770	2.5%
South Korea	1,755	2.5%
Mexico	1,395	2.0%
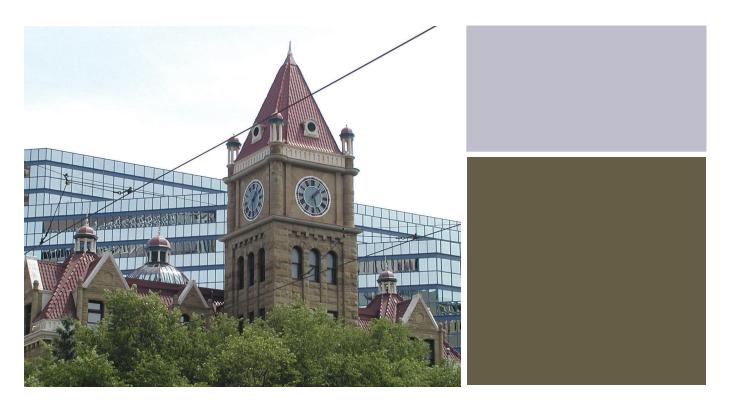
*Recent Immigrants are persons who landed in Canada between January 1, 2006 and May 1, 2011.

**Number in brackets shows to the global non-response rate (GNR) and reflects the data quality. The lower the number, the more reliable the data. Data with a GNR higher or equal to 50% is being suppressed.

Source: Statistics Canada, 2011 National Household Survey (Profile - Immigration and Ethnocultural Diversity, and Aboriginal Peoples for Census Metropolitan Areas, Census Agglomerations and Census Subdivisions; File 99-010-X2011018.ivt)
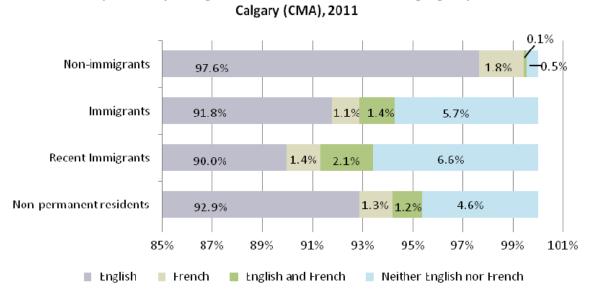
Places of birth do not differ much between the total immigrant population and recent immigrants (those who immigrated to Canada between January 1, 2006 and May 1, 2011). The top three places of birth, for both population groups, are the Philippines, India and China.

Figure 4: Population by Immigration Status and First Official Language spoken, Calgary (CMA), 2011[3]

Source: Statistics Canada, 2011 National Household Survey (catalogue 99-010-X2011031)

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[3] Data on 'First Official Languages spoken' is derived from NHS questions taking into account the knowledge of the two official languages, mother tongue and language spoken most often at home.

Recent immigrants are the least likely to speak English (90 percent) and more likely to speak neither English nor French (6.6 percent). Contrary, non-permanent residents are more likely to speak English and less likely to not speak any of the official languages than immigrants in general.

Table 4: Population by Detailed Languages most often spoken at home (Top 10), Calgary CMA, 2011

POPULATION BY TOP 10 DETAILED LANGUAGE MOST OFTEN SPOKEN AT HOME, CALGARY CMA, 2011		
	Calgary CMA	
	#	**%**
Detailed language spoken most often at home - Total population excluding institutional residents	1,205,175	100.0%
English	967,735	80.3%
French	7,305	0.6%
Panjabi (Punjabi)	22,570	1.9%
Chinese not otherwise stated	17,850	1.5%
Tagalog (Philipino, Filipino)	14,845	1.2%
Spanish	14,600	1.2%
Cantonese	14,510	1.2%
Vietnamese	9,100	0.8%
Urdu	8,855	0.7%
Mandarin	8,845	0.7%
Arabic	8,440	0.7%
Korean	5,770	0.5%

Source: Statistics Canada, 2011 Census of Canada (Census Profile - Age, Sex, Marital Status, Families, Households, Dwellings and Language for Census Metropolitan Areas, Census Agglomerations and Census Subdivisions; File 98-314-XCB2011011.ivt)

English is of course the top language spoken in Calgary CMA. However, there are also large numbers of people in Calgary that speak Punjabi, Chinese, Tagalog, Spanish or Cantonese on a regular basis at home.

03

Employment Opportunities

CHAPTER

1

Low Unemployment Rates

2

Adequate Wages

3

Low Underemployment Rates

4

Lack of Employment Discrimination

"I was good enough for immigration, but not good enough for Canadian employers."

Suitable employment opportunities are important in a welcoming community. In fact, research shows that the prospect of employment opportunities is one of the key factors that determine where newcomers decide to live in Canada.

Employment opportunities is considered to be the most important characteristic to a welcoming community for many reasons.

- It is the primary source of income to meet basic needs for housing and food

- Many skilled workers expect to find employment matching with the education and work experience that helped them immigrate under the Skilled Worker and Professional category

- The domestic labour pool is declining and the need for skilled workers is increasing. As a result, we need to integrate newcomers in a timely fashion

Outcome 1. Low Unemployment Rates

There are many challenges faced by newcomers when obtaining employment in Canada and specifically in Calgary. This is in spite of their high qualifications and years of experience in their professions.

According to the Alberta Settlement Outcomes Survey, from the 1006 immigrants living in Alberta between 3 – 60 months,

- Just over 50% are employed full time

- Approximately 15% are employed part time.

- Of those who are employed, 34.1% are working in sales and service occupations.

- 61.3% of employed individuals are working in jobs that are different from the jobs they had before coming to Canada

- Almost 35% of respondents found it difficult to extremely difficult to find a job that made use of their qualifications

Interestingly, a larger percent of respondents from Eastern Europe or Western Europe and United Kingdom are working in a similar job to the one they had before coming to Canada. In contrast, a much larger percent of respondents from Africa, Asia and the Middle East are working in jobs that were different from the job they had before coming to Canada.

There were a number of reasons why respondents believed that they did not get a job that made use of their qualifications.

- Almost 70% did not have Canadian experience

- Over 45% of respondents said that employers did not accept their qualifications as equal

- Over 45% did not have connections that would help get a job

The good news is that once respondents lived in Alberta for 3 years, almost 63% were employed full time while only 9% were employed part time. That is compared to the 38% that were employed full time in the first year while 19.4% were employed part time.

In regards to the use of employment services:

- Almost 62% of respondents employed full time received employment services

- Almost 13% of respondents employed part time did receive services

Foreign Qualifications and Experience

Canada selects immigrants from its Skilled Workers and Professionals category on a point-based system in which education, work experience and language skills are suppose to indicate their ability to integrate into the Canadian labour market. Yet many of them have not been able to consistently transfer these talents to the Canadian context. Research has shown that one reason for this is the lack of recognition of foreign qualifications and experience. This is coupled with the long time it takes to have their credentials assessed once they arrive to Canada.

The Foreign Credential Recognition process is complex. This is a result of various jurisdictional roles, boundaries and responsibilities between the federal and provincial/territorial governments. Credential recognition for regulated occupations is primarily a provincial/territorial responsibility. They have delegated this responsibility to regulatory bodies. The regulatory bodies are responsible for:

- Administration of provincial and territorial laws that pertain to those occupations

- Establishment and maintenance of standards of competency and practice

- Assessment of credentials of applicants

It is important to note that most of the jobs in Canada are non-regulated occupations. Credential recognition for these jobs do not require licensing with a regulatory body. However employers may want the appropriate credentials assessed for their available positions.

Foreign Credential Recognition (FCR): the process of verifying that the education, skills and experience obtained in another country are equivalent to the standards established for Canadian professions and trades (Citizenship and Immigration Canada).

Newcomers report that the FCR process is confusing, difficult to navigate, time-consuming and expensive. In May 2007, the Alberta government led a series of roundtable discussions on challenges related to foreign credential recognition (FQR). Five challenges were identified. They were:

- The number and range of decision makers

    o In Alberta, we have:

        ✓ over 50 professional regulatory organizations

        ✓ over 25 educational institutions

        ✓ a number of industry councils and non-government organizations, and

        ✓ numerous employers

    o Each of them has their own distinct role and influence on the assessment and recognition of foreign-earned credentials and skills

- Lack of information/time/resources

    ✓ Employers may not have the time or needed information to determine how educational credentials or work experience from another country compare to occupational standards in Canada

    ✓ Professional regulatory organizations and educational institutions may not have all the information or resources they need to evaluate foreign qualifications

- Changing countries of origin of skilled immigrants

    o Employment outcomes are more favourable for skilled immigrants from English speaking countries and from countries where recognition of educational systems has been firmly established

    o These countries include South Africa, Australia, New Zealand, United Kingdom and Ireland

    o However we are now welcoming immigrants from non-traditional countries like China, India and the Philippines where the education and occupational systems may not be as well understood

- Inconsistency

  - Immigrants are given inconsistent information about the recognition of their foreign qualifications

  - This may be the result of FQR decision makers functioning independently with little collaboration

- A non-transparent and unaccountable FQR process

  - FQR is an internal assessment process that occurs within an organization (employer, professional regulatory organization or educational institution)

  - The standards and methods used are often not clearly understood by or made available to outside groups

  - This has resulted in the perception by some that the process is subjective and unfair

These challenges result in delays and prohibit immigrants from re-entering their professional field upon their landing (arrival phase). Immigrants are more likely to engage in low paying jobs that do not match their qualifications, skills or experience.

- Immigrant dentists, for instance, work at gas stations or do cleaning jobs before they can get into residency

They are faced with the hard reality that their qualifications are not valued or even recognized in Canada. This continues into the adaptation stage (6 months – 3 years). Many newcomers start to believe that foreign credentialing is more advantageous for the members of the dominant class than visible or religious minority members. Credentialing, as they think, is a ploy to keep the visible minority immigrants at bay. They also believe that they face far more rigorous standards in upgrading their credentials than their Canadian counterparts.

In the following stage of security (3 - 5 years) the situation looks different. While immigrants expected that they would find work within three months of their landing, it took more than two years for many of them. However, many immigrants do not get into the profession they used to work in their home countries, as their foreign degrees are still not recognized.

When the Alberta government hosted their roundtables in May 2007, they also found that many stakeholders had already developed resources and tools to support FQR. The problem was that many stakeholders were not aware of them. Also, the information was spread across multiple sources. There was a need for centralized information and places to go to support them in FCR.

Gender

Immigrant women tend to have more difficulties in finding jobs than their male counterparts and Canadian counterparts. As found by Stats Canada:

- The employment rate for immigrant women aged 15 and over is lower than that of Canadian-born women

- Among the female immigrant population, recent arrivals were the least likely to be employed

- Employment rates increased with longer residence in Canada

- Immigrant women had a lower employment rate than their male counterparts

- Among older immigrant workers aged 55 to 64, the employment rates of women and men were both higher than for their Canadian-born counterparts

- The employment rate of recent immigrants in the older age group was notably low (In 2006, recent immigrant women aged 55 to 64 had an employment rate of 29.9%; the rate of their male counterparts was 55.9%)

Literature suggests that one of the reasons for this disparity is that the main immigration applicant who tends to be male, is entitled to benefits not given to their dependents. Dependent women therefore are unable to upgrade their language skills and employment training.

Professional women are also pushed into informal employment with low paying jobs. This is mainly because of the restrictions and assessment they had received on their credentials. Women in regulated professions opt to re-educate themselves in non-regulated professions. They do not want to go through the expensive and time-consuming process of foreign qualification assessment and approval from professional bodies.

Language and Communication

The lack of English language skills is another hurdle for immigrants in their search for employment. Due to family responsibilities and other settlement issues they do not get enough time to learn the language, which can take about 5-7 years to learn. As a result many newcomers find themselves unemployed or employed in service and manufacturing jobs.

Age Differences

Immigrant youth, especially those who are visible minorities or refugees, are less likely than their Canadian-born counterparts, to participate in the labour market. Immigrant youth has the highest unemployment rate in the country, at 20 percent, compared to the national rate of eight percent. In addition, they have only limited access to apprenticeship opportunities. Inadequate social connections for immigrant youth prevent them from gaining access to employment opportunities. Without post secondary education they can engage only in low skill service industry jobs with little chance for advancement. Seniors who come to Canada to join their family look for jobs to support their children who had sponsored them. They do not get jobs that match their skills and experience. Employers often prefer young adults to seniors in their business enterprises. Seniors feel that in the job market, there is stigma attached to aging that limits their opportunities for employment.

In the Later Years of Integration

The situation, as far the employment opportunities are concerned, has improved from the previous four stages of integration. Some of the problems however continue. In view of the unlikelihood of approval, costs, and the time required for processing, foreign credentialing is a persistent problem at this stage too. For these immigrants unemployment, insufficient language proficiency and shortfall of support systems lead to a state of depression.

In summary, immigrants in Calgary, particularly immigrant women, continue to experience higher unemployment rates and lower wages, and employment in low-skilled occupations, than people born in Canada. Over the past decade, employment rates and earnings among recent immigrants in Calgary, despite them being better educated than others, have declined markedly in relation to the native-born residents.

Outcome 2. Adequate Wages (Income)

Inadequate wages for immigrants are clearly evident. According to some studies, almost one in every five recent immigrants experience low income. In the Alberta Settlement Outcomes Survey, they found that

- Almost 50% of immigrants living in Alberta from 3-60 months were making between $10 - 20 / hour

- Approximately 25% were making between $20-30/hour

- By region of birth, the percent of employed respondents in each of the personal earnings categories were:

  - Making less than $20/hour

    - ✓ Between 55-65% of newcomers from Asia and Pacific, Middle East and Africa
    - ✓ Between 25-34% of newcomers from Europe
    - ✓ 41.3% of newcomers from Latin America and the Caribbean
    - ✓ 38.9% of newcomers from the United States

  - Making more than $40/hour

    - ✓ Less than 11% of newcomers from Asia and Pacific, Middle East and Africa

✓ Between 24-26% of newcomers from Europe

✓ 17.5% of newcomers from Latin America and the Caribbean

✓ 16.7% of newcomers from the United States

Interesting to note that once an employed respondent lived here for more than 25 months, the percent of newcomers making less than $20/hour started to decrease and more newcomers found themselves in the $20-40/hour range.

Here in Calgary, the percent of employed newcomers in each of the personal earning categories were

- 54.7% making less than $20/hour

- 34.5% making between $20 – 40/hour

- 10.8% making over $40/hour

As discussed in the previous outcome, educated immigrants work in low paying jobs, as their qualifications are not recognized. Qualified and experienced immigrants are forced to accept lower pay than their Canadian counterparts. This continues even after years of Canadian experience.

Immigrants have reported that in the adaptation stage, it is still difficult to secure well-paid, full-time jobs in their chosen fields. To secure a well-paid job they need retraining, but the cost is very high. It is not easy to save money for retraining while working in minimum wage jobs.

During the belonging stage, the earning gap between the recent immigrants and Canadian-born workers is still wide.

- International medical graduates, for instance, take 20-28 years to reach the wage parity with Canadian doctors

- However, when immigrants are in the high demand sectors they earn more than the Canadian-born employees

There is variation between different immigrant classes in the earning levels. The relative median earning levels of immigrants in different admission categories has changed considerably over their first 10 years in Canada.

- Skills-assessed independent economic immigrants, both male and female, consistently and substantially had the highest annual earning levels

- Those in the refugee category had the lowest average annual earning level

- Independent economic and family class immigrants generally had the lowest growth rates in their income

Also, Stats Canada found the incidence of low income higher in immigrant women of all ages than Canadian-born women.

- Among the immigrant girls and women in an economic family, 20% lived below Statistics Canada's low income cut-off before tax, compared with 10% of the Canadian-born girls and women

- The incidence of low income among immigrant girls and women was also slightly higher than among their male counterparts
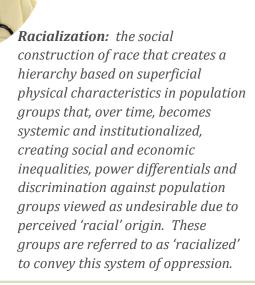
Racialized Poverty

In the report, *Inequity in Calgary: The Racialization of Poverty*, they stated that with the number of opportunities in Calgary, racialized immigrants still experience income disparities and poverty. They face a number of barriers, including:

- Glass ceilings and sticky floors

- Lack of representation in professional and leadership positions

- Racism and discrimination

- Language

- Culture

- Non-recognition of international credentials and experience

They also found that

- Compared to other Canadians, recent immigrants are more vulnerable to poverty in both the short and the long term

- Recent immigrants not currently living in poverty are more likely to fall into poverty in subsequent years than other Canadians

- Racialized persons are a growing segment of the poor population in Calgary

- Nearly half of recent immigrants and over half of visible minority people in Calgary were concerned with racism and discrimination. They are also more concerned with unemployment, debt, food and housing than other Calgarians

- Calgary has a growing geographic concentration of racialized poverty

  o More than 30 communities where 60-80% of the low income population is racialized

  o 7 communities in which over 80% of its low income population is racialized

Racialization: the social construction of race that creates a hierarchy based on superficial physical characteristics in population groups that, over time, becomes systemic and institutionalized, creating social and economic inequalities, power differentials and discrimination against population groups viewed as undesirable due to perceived 'racial' origin. These groups are referred to as 'racialized' to convey this system of oppression.

Outcome 3. Low Underemployment

Unfortunately underemployment is a problem among immigrants in Canada. Recent estimates indicate that

- Over 50% of recent immigrants with a university degree are overqualified for their jobs, and of those, 72% of these individuals will remain in positions for which they are overqualified for the duration of their lives in Canada

- In contrast, only 28% of non-immigrants with university degrees are overqualified and only 36% of those individuals will remain overqualified

- In 2007, one in four immigrants who had a university degree were working in jobs that required no more than high school level of education

- Approximately 60 percent of the employed immigrants do not work in the same level of occupations in which they were employed before immigrating to Canada

Evolution of immigrants in occupations with low educational requirements

When looking at Stats Canada data, representation in occupations with low educational requirements increased for all immigrant groups.

- For those immigrants, being unable to speak English or French and being from South Asia, Southeast Asia or Central America seemed to be associated with a sharper increase in their representation in occupations with low education requirements

Regulated occupations

When occupations are regulated by professional associations, immigrants often have to take examinations and prove that they have work experience in Canada. They also need to be proficient in English or French to be accredited under provincial law. This complex process may have an impact on immigrants' chances of finding a job consistent with their level of schooling and forces them to find jobs that require low skills.

Increasing Temporary Foreign Workers (TFWs)

Literature suggests that the increased numbers of TFWs in lower-skilled occupations have an effect on underemployment of immigrants. Previously, TFWs tended to fill only skilled occupations that typically require a great deal of formal training (university instructors, computer programmers, scientists, etc.). Now, the emerging sectors for the TFWs among others include retail trade, construction, transportation and warehousing, administrative and support, and accommodation and food services.

TFWs are attractive to employers in these sectors because the workers are compliant, more willing to work for low wages and less mobile than permanent residents. Even at the height of the recession, many employers were applying for the right to hire new TFWs. They have become a more significant and a more permanent feature in Canada's labour market today. The TFW program is primarily employer-driven and operates as a device to regulate the Canadian labour market. As a consequence of this the labour market outcomes have worsened for new immigrants.

Impacts

The economic impact of immigrant underemployment in Canada is extensive. Some have calculated that immigrant underemployment costs the Canadian economy over $2 billion annually. One study from the Royal Bank of Canada estimates that it costs the economy $13 billion.

Underemployment also leads to lower levels of psychological well-being and negative job attitudes such as job dissatisfaction and turnover.

Outcome 4. Lack of Employment Discrimination

Systemic discrimination in employment has existed in Canada for several years. The 2002 Ethnic Diversity Survey showed that

- 49 percent of Black Canadians

- 34 percent South Asian Canadians, and

- 33 percent Chinese Canadians

reported that they had experienced discrimination or unfair treatment because of their ethno-cultural background, most often in the context of the labour market.

Another recent research has found that 23 percent of ethno-racial minority immigrant youth either agree or strongly agree that their job opportunities might be limited by discrimination, compared to 10 percent of Caucasian immigrant youth.

Language / Accent Discrimination

Many immigrants believe that their inadequate language proficiency is a cause of discrimination. The difficulty in understanding spoken English and the frustrations that emerges from miscommunication results in discrimination. As a consequence of this they are judged as less competent and less educated than they really are.

Foreign Names

Ethnic-sounding names affect the job search and success at interviews. One study from UBC states that even if a person has the all the right qualifications and years of Canadian experience, if a name sounds foreign, then potential employers may never get that far into the résumé.

Inequitable Participation in Labour Market:

Canada's Colour Coded Labour Market, co-produced by the Canadian Centre for Policy Alternatives (CCPA) and the Wellesley Institute compared work and income trends among racialized and non-racialized Canadians. They found that during the prime of Canada's pre-recession economic boom, racialized Canadians were more willing to work, but experienced higher levels of unemployment and earned less income than non-racialized Canadians.

Other studies support this finding. Visible minorities are not paid equitably and are likely to hit glass ceiling. Visible minority women are more likely to be segregated both by choice and discrimination in jobs. This happens even when they have higher levels of education and able to speak English effectively.

Sustainable Calgary in their State of Our City Report 2011 discussed that in 2010, of the 245 positions within a selection of Calgary's most influential boards, councils, elected bodies and media.

- 31% were held by women (50% of Calgary's population)

- 9.8% by visible minorities (23% of Calgary's population)

- 0% by Aboriginals (2.5% of Calgary's population)

- If these 245 positions were representative of Calgary, we would find 122 women, 56 visible minorities, and 6 Aboriginal People in this group

SECTOR	# of positions		% of women		% Visible Minority		# Aboriginal	
	2001	2010	2001	2010	2001	2010	2001	2010
Non-Profit	82	91	46	36	7	12	2.4	0
Government	49	61	33	34	14	16	0	0
Media	30	39	40	28	3.3	8	0	0
Corporate	59	54	10	19	0	0	0	0
Totals	220	245	34	31	5.9	9.8	.9	0

- One of the barriers for these groups either being promoted is the "question of fit" with the organization

- Another barrier to promotion is that employers allege that newcomers do not have the soft skills (communication, social skills, knowledge of the business culture)

- On the other hand, we find racialized Canadians, over represented in traditionally lower paid services ranging from call centres to security to janitorial services. These are the jobs that tend to be precarious, insecure, low-paid with few to no benefits. Women also are clustered in lower paid jobs that are part time, seasonal, contract or temporary in order to juggle their domestic responsibilities. These jobs usually have no security, few opportunities for advancement and no health benefits

- In the adaptation stage

  o Even after credentialing is done, professionally credentialed women become the targets of discrimination because of their gender and country of origin

  o Professionally credentialed women undergo de-skilling because of their gender and country of origin

  o In particular, women experience stress, racism, discrimination, bullying and difficulty with management styles at work

  o Immigrant / visible minority women are more vulnerable than non-minority women to the problems in the workplace

Employment Equity

Employment Equity initiatives in workplaces have yet to reach its full potential. Some organizations are unable to ensure equality through Employment Equity. Minority groups may be misled by limited information about Employment Equity. Also, very few minority women know about Employment Equity or how their organizations approach Employment Equity initiatives.

Strategies to Support Outcomes

Pre Arrival Orientation and Information:

It is highly recommended that newcomers are well prepared before coming to Canada. Programs such as the Canadian Immigrant Integration Program (CIIP) prepare newcomers for economic integration while still in their country of origin. CIIP launched as a pilot project in 2007 and now is a four-year program (2010-2014) that is funded by Citizenship and Immigration Canada (CIC) and managed by the Association of Canadian Community Colleges (ACCC). Currently they

- provide free pre-departure orientation to Federal Skilled Workers, Provincial Nominees, their spouses and adult dependents, while they are still overseas during the final stages of the immigration process

- help immigrants prepare for economic success by providing information, planning and online support through partners in Canada

CIIP offices are located in China, India, Philippines and the United Kingdom and services are available in additional service delivery locations.

Consideration should also be given to providing and updating information found on government websites. This could be a place where immigrants are informed about the challenges in finding suitable employment in their area of expertise. They could also be made aware of the credential assessment process, professional associations and possible upgrading of their qualifications.

According to the Alberta Settlement Outcomes Survey, 50% of immigrants obtained their information on government websites versus just under 30% of immigrants that obtained their information from immigrant serving agencies. Interestingly, about 65% of immigrants go to friends and family for information.

Immigrant Employment Councils/Networks

In the report, *Characteristics of a Welcoming Community*, Esses et al. discuss how regional immigrant councils/networks can benefit immigrants in finding suitable employment and integrating into the labour market. These networks should provide services such as:

- Timely information to newcomers before they arrive

- Building employer awareness about advantages of hiring immigrants

- Information and employment counselling, including resume writing, interview skills and network building

- Professional networking opportunities

- Mentorship in their occupational fields

- Internship programs that provide Canadian experience

- Job shadowing with the intention of familiarizing the immigrants with the business culture and soft skills

- Workplace language training

Credential Recognition and Bridging Programs

As we discussed earlier, one of the biggest challenges to immigrants is the lack of foreign credential recognition. Programs are needed to link immigrants and their potential employers to credential assessment services. These foreign credential recognition processes need to be fair, accessible, consistent, transparent and rigorous.

Alberta Professional Licensing Bodies can also play a big part. They could:

- Consider several perspectives of experience as a component of accreditation

- Create tools to validate professional experience outside Canada

- Re-examine their regulatory criteria

- Streamline processes and assess prior learning

- Set goals to establish an equitable assessment programme

Finally, the Government of Alberta should review the appeals process for immigrants with regards to their licensing experience. They can form an independent regulatory commission for the regulatory bodies and provide feedback to professional organisations to assist them in making their process fair, transparent and timely. It could be comprised of internationally trained professionals or users of services to review performance of regulatory bodies, and address non-compliance.

Respect Foreign Work Experience

Another issue that newcomers face is that they are told they lack Canadian work experience even though they have years of experience in other countries. Initiatives are required to work on this. Rewards could be given for organizations that hire immigrants that take on positions that are directly related to their skills and education.

According to Esses et al., existing programs fall into two categories:

- Assist immigrants to explain how their foreign work experience fits into Calgary's labour market

- Assess and understand the knowledge, skills and competencies immigrants have and then use this to customize internships and job placements / match it to positions for which they are qualified

Workplaces Committed to Equity

Workplaces need to be committed to equity and diversity. This can be done by having a workforce that is representative of the communities they serve. Cross cultural awareness training and education on equitable hiring practices and retention strategies should be provided to employers, especially at the managerial level.

It is important to ensure that when newcomers experience racism or discrimination, there are plans in place to address the circumstances and counselling and support services for the newcomers.

The enforcement of laws relating to Employment Equity, discrimination, and economic exploitation of workers would also reduce the extent of un/underemployment among immigrants.

Finally, extend support to employers, institutions and organisations to examine their policies and practices, and to integrate cultural diversity and competence into all aspects of their structures and functions.

Entrepreneurial Opportunities
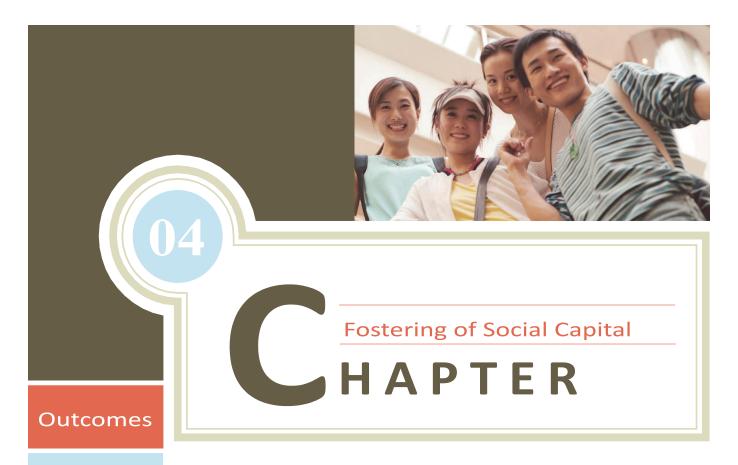
Calgary can play a role in supporting immigrant entrepreneurship by creating an environment that enables new businesses. This can be done by offering services directed at immigrant business people or linking them to existing networks.

Other

Some other strategies to consider are:

- Giving tax breaks to those employers who employ and prefer immigrants in their business

- Proper coordination between immigration services and employers

- Adequate resources, such as funding for ESL programs and enhanced language training programs (ELT)

- Immigration employment loan programs, i.e., loans up to $5,000 for newcomers to pay for short-term training up to one year to develop the skills and qualifications. The loans are paid in three years. Here in Calgary, we have the Immigrant Access Fund (IAF).

- Offer professional immigrant women assistance with childcare and household responsibilities

Fostering of Social Capital

CHAPTER

1

Fostering of Social Capital Within Newcomers Communities

2

Strong Connections Between Newcomers and Host Society

"Networking is one very important tool...I can give you an example of networking. It was one gentleman, one engineer, very professional engineer who for the last two years was struggling and now by God's grace he's got back in his trade. He was telling me that there's [an agency] some immigrant society they give you something called a mentor. Right, you'll be having a mentor who will be in your same [profession]. He was an immigrant too and he was an Indian - he has gone through the same. So what he does is he's taking him around and he say that's one very good company. You could apply there."
~ Interview participant #1

Social capital focuses on social relations that have productive benefits. It is about the value of social networks, bonding similar people and bridging between diverse people, with norms of reciprocity.

There are two dimensions in social capital

- Homogeneous (bonding capital): relations or ties among those of similar backgrounds or interests

- Heterogeneous (bridging capital): relations or ties that cross boundaries of ethnicities, race, class, and/or minority status)

Outcome 1. Fostering of Social Capital Within Newcomer Communities

Bonding capital constitutes a connection that keeps pre-existing networks together and can be valuable for immigrants who need to transition into integration.

- It offers immigrants familiar environments and reference points

- It acts as means of attracting newcomers and encourages them to remain

- It is instrumental in newcomers' decisions on where to settle in Canada. According to the Alberta Settlement Outcomes Survey

  o Over 35% of respondents, who would consider leaving Alberta to live elsewhere, stated that they wanted to live closer to family or friends or to people of the same ethnic or religious background

When newcomers arrive, they tend to rely on their primary networks, such as their family and friends in their ethno-cultural groups. These connections help them in the early settlement stages by helping them find a place to live and obtaining information about employment, health care and education.

Many studies define ethnic enclaves as areas in which more than 30 per cent of the population is made up of visible minorities. By that definition, Calgary has few true enclaves.

- Saddle Ridge and its northeast neighbours

- Chinatown

- Parts of northwest Calgary such as Edgemont and Hidden Valley

Some argue that strong connections within similar ethnic/religious groups lead to social isolation from the host community. The danger of bonding capital or ethnic enclaves is the potential for exclusion and invokes social closure. Sometimes statements from the host community indicate that they feel that ethnic enclaves are a threat.

Ethnic enclave: is a physical space with high ethnic concentration; thus these spaces are culturally distinct from the larger host community. They are neighbourhoods where more than 30% of the population are visible minorities.

These people choose to move here, but not to live among other Canadians or adopt our customs, traditions or even our language. They don't want to become "real Canadians"

This was further supported when in 2009, a planning firm hired by The City of Calgary ignited outrage when it called for the city to discourage "Asian'' malls that cater only to a specific ethnic group" on the grounds that it "marginalized ethnic enclaves." It raised the debate over whether cities should be encouraging ethnic enclaves to pop up or whether those enclaves only isolate certain communities from the larger population.

However research has shown that enclaves / bonding capital serve as a means of integration.

- Allows for newcomers to establish themselves more quickly than "making a go of it" alone where they risk isolation

- Provides community guidance or "large-scale support groups" for those who do not know about the culture, societal behaviours and norms in the new country. It is a real benefit of having established community members around to guide newcomers through the complexities of living in a new country and city

When newcomers do not have these connections, they face isolation and sometimes abuse.

- Women with weak networks and few supportive people in their lives are more likely to be victimized

- Immigrants report that they do not have the required social support, particularly in raising their children

- They experience loneliness, isolation and despair

Outcome 2. Strong Connections between Newcomers and Host Society

Bridging capital is said to allow for communities or individuals to get beyond their preoccupation with common bonds and engage in cross-community, cross-cultural or mainstream relation building. It represents a value to building alliances, trust and social movements.

As time progresses, newcomers start establishing ties with the host community and with people outside their close-knit groups. This includes religious connections, workplace networks, and joining volunteer groups. The ability to establish both bonding and bridging social capital is important for the development of a sense of belonging. It is vital for coping and for their social and economic well-being. This in turn benefits society as a collective.

For immigrants it is difficult to establish these networks. In fact it takes years to build. Barriers such as language, prevents some newcomers from building connections with the host community. The risk of social isolation also can increase with age. However youth can have difficulties with this as well. It is hard to form friendships when they arrive at an age when their peers already have well-established social networks. Racism and discrimination further disconnect youth from their host community. Though vulnerable youth demonstrate real strengths in their close peer networks they have limited access to bridging social capital in the new society.

Strategies to Support Outcomes

Support from Ethno-cultural Organizations

Ethno-cultural organizations can provide support, social capital, resources, knowledge and services to newcomers. They help in establishing peer groups and contacting people of the same background for support and mutual aid. They can help newcomers find employment, suitable housing, and accessible health care.

Support from Newcomer/Immigrant Serving Agencies

These agencies provide programs and services for newcomers to network with each other and facilitate connections between the newcomer communities and the host community.

Connecting Newcomers and Members of the Host Community

Initiatives need to be developed to support cross-cultural networks. Newcomers require opportunities to associate with people from the host community. Being part of parent councils at schools have shown to be one way for newcomer women to get to know other parents and get involved with the larger community.

Language Training

Opportunities to learn and practice English need to be offered since speaking English here in Calgary is important for meaningful communication and developing networks outside your ethno-cultural community.

Affordable and Appropriate Housing

CHAPTER

" One of my colleagues, who was living in Toronto for the last ten years and he's from Indian origin, experienced 100% discrimination when he was looking for a house. If people tell you this it's very true. This guy told his story and it's so sad. They are discriminated against because they are not White. I can see how Calgary is organized today - north east, south east. You know who is living there which groups of people, Somali, Africans, Asians, Indians, Pakistani and people are forced to go to those places. Because they're not accepted."

Newcomers need to find affordable and appropriate housing in a safe and welcoming neighbourhood. Not only is housing an essential need, but it also plays a vital role in influencing the economic and social outcomes of newcomers. It affects social networks, access to job opportunities and social services and gives newcomers a general sense of security.

Access to housing is an important determinant of newcomers' satisfaction with life in Canada. In fact, housing ranks very high when newcomers are deciding where to live in Canada. Not surprisingly, newcomers also have distinct housing needs and preferences. In 2007, the Poverty Reduction Coalition in Calgary found that recent immigrants live in larger households than Canadian born people. They are more likely to have many children, with seniors and extended family members also living with them.

Outcome 1. Access to Suitable / Appropriate Housing

Residential Crowding
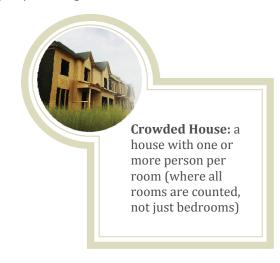
In 2006 in Canada, the odds of an immigrant living in a crowded house were 1 in 14. This is different from a Canadian born person whose odds were 1 in 60. According to the Poverty Reduction Coalition in Calgary,

- 15% of recent immigrant households live in crowded conditions

- 2% of Canadian born

- 3% of immigrants who arrived many years ago

Other studies have found that young households are more likely to be crowded than older ones. This could be due to being cash strapped and individuals are earlier along their housing careers. They are more likely to have young children who do not require as much space as adults or older children.

There has been debate as to why immigrants have more people living in their homes.

- They wish to save money to support family members here and abroad, to start a business or buy a home

- They lack the money to buy a suitable home so they have many people living in the house to survive

- They have different ideas of personal space so crowding is subjective

- They are more likely to have numerous children with seniors and extended family members living with them

Crowded House: a house with one or more person per room (where all rooms are counted, not just bedrooms)

While many feel that crowded homes are an unfortunate circumstance, there are some positive consequences.

- It allows households to pool resources, thereby enhancing their access to things like more desirable schools, neighbourhoods, and business and investment opportunities

- It's an attempt to increase economic, occupational, social and residential mobility

However there are negative consequences.

- It is linked to hidden homelessness

- Rentals and houses that require major repairs are likely to be crowded

- Inadequate housing such as basement suites or room rentals is more likely to be insecure, unsafe and have potential health risks
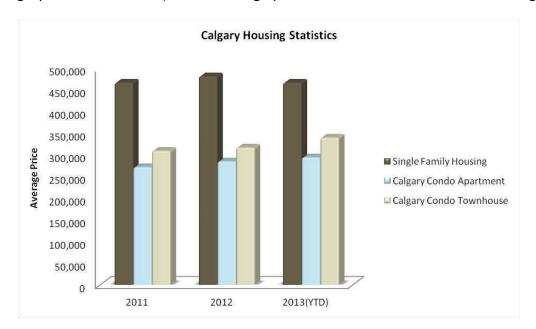
Outcome 2. Affordable Housing

The availability of affordable housing is important to newcomers especially since they face more financial difficulties. The most current statistics reflect this.
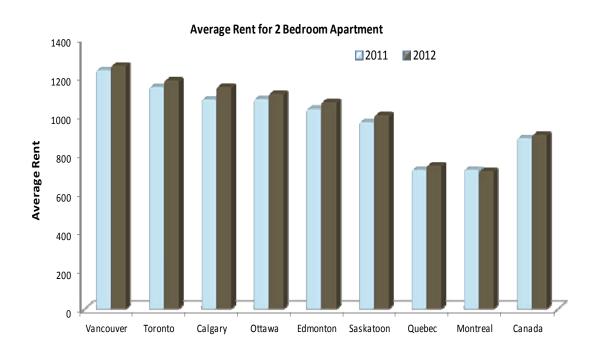
- 17.8% of Calgary's immigrants are living under the poverty line as compared to 14.2% of the general Calgary Population

- In 2006, about 40% of households with an Immigrant primary household maintainer spend 30% or more of their income on shelter. That's almost twice as likely than households with a non-immigrant primary household maintainer

What's more challenging is that the prices of homes in Calgary have been increasing steadily over the last years, making it more difficult for immigrants to afford a home. Recent housing statistics by CREB (Calgary Real Estate Board) shows the high prices of houses and condos here in Calgary.

Calgary Housing Statistics

Renting in Calgary is not much better. When analyzing the results of the Canada Mortgage and Housing, Market Analysis Centre's surveys, we found that compared to Canada, Calgary far exceeds in rental prices. This makes it difficult for newcomers to find affordable rentals in Calgary.

Average Rent for 2 Bedroom Apartment

Outcome 3. Absence of Homelessness Among Newcomers

There is limited data available to measure homelessness facing newcomers. In Calgary, homeless counts do not specifically look at immigration status. However the numbers observed appears small. Then again, it's argued that there is a hidden homeless immigrant population considering the current housing crisis and their lower income levels. When this happens, the 'hidden homeless' immigrants are more likely to live in unsafe and illegal housing. Settlement workers have informally reported that occupancy in basement suites in lower income communities has become a common situation for immigrants who can not afford accommodation.

Most shelters and drop-in agencies are not equipped to meet the needs of immigrants and refugees who are experiencing homelessness. Their lack of culturally competent services also creates barriers.

> *I'm Muslim and sometimes at lunch they serve pork and I can't eat pork, you know, so they have to know other cultures, and they have to know about other religions so that they understand what we need as Muslims. ~ (Immigrant individual using shelter in Toronto, Access Alliance, 2003)*

As a result of being ill equipped to work with immigrants and refugees, homeless shelters refer them to settlement services. Unfortunately settlement services do not have the capacity or the funding to address their housing needs.

In 2007, The City of Calgary, Poverty Reduction Coalition and United Way of Calgary and Area, conducted a survey of homeless shelters, longer term shelters and women's emergency shelters. They also met with the Community Action Committee on Homelessness. They learned that homeless shelters were seeing a large increase in the numbers of immigrants, some as high as 30-40% of their clientele. The women's emergency shelters were also seeing a number of immigrant women and their families.

Outcome 4: Absence of Discrimination in Access to Housing

Immigrant housing discrimination is a challenge for immigrants and racialized Canadians. Landlords, real estate agents, mortgage financers, insurers, and policy owners serve as 'gatekeepers' for immigrants and refugees. Discrimination looks like the following:

- Welfare and rent refusal: Landlords refuse to accept welfare payments for rent. Landlords believe that this type of payment is unstable and they can not rely on it. This makes it difficult for immigrants on low income

- No children policies: Landlords do not feel that children are good tenants because they use more utilities and make more noise than adults. This policy may differentially impact immigrants who tend to have larger families

- Financial premiums for access: Landlords may demand higher rent or key money which is a one time request for a financial deposit in return for the renter being chosen as a tenant

- Rent advance and credit history: Landlords will ask for the first or last months rent up front. They will also ask for a guarantor in case the tenant defaults on their rent payment. In the cases of refugees, they are not eligible for work visas for the first three months of arrival. Therefore the job requirement, credit history and advance are not possible for them. Newcomers face this challenge as well

It has also been found that immigrants, especially immigrants of color, are moved into poorer or less desirable neighborhoods. This often means substandard education opportunities, fewer and less attractive employment prospects, and poorer access to a variety of services including health care and transportation.

Strategies to Support Outcomes

The report, Housing Issues of Immigrants and Refugees in Calgary, made a number of recommendations to meet the needs of immigrants here in Calgary.

General Policy Changes

General affordable housing policy changes would assist immigrants and refugees to find appropriate housing. This would require all three levels of government to assume leadership in taking responsibility and providing resources to address these needs. They would need better integration and coordination of housing policies, programs, ministries and departments with sectors such as health, education, social services and community economic development.
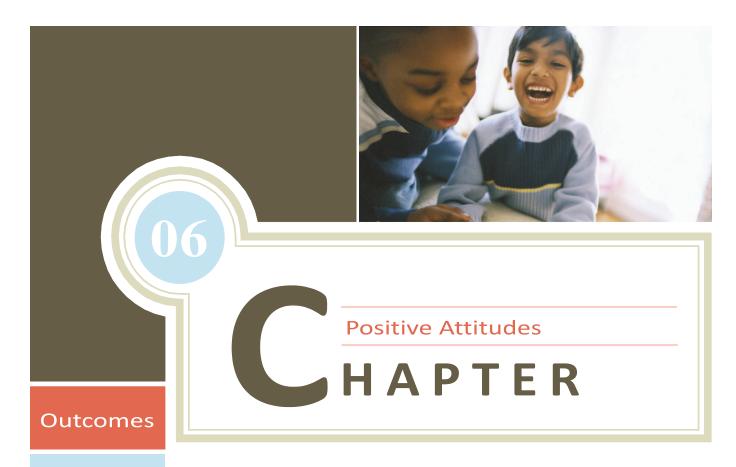
Modifications to Existing Strategies (such as the 10 Year Plan to End Homelessness)

Here are some suggestions that are/could be offered to the broader affordable housing and homelessness strategies.

- Ensure pro-active, appropriate city planning for differing needs

- Increase knowledge regarding the housing needs of Calgary immigrants and refugees

- Make sure support is in place to facilitate a seamless process from arrival to a permanent housing situation

- Effectively target those most in need, such as providing rent assistance to those spending more than 30% of their incomes on shelter

- Strengthen ethno-cultural social networks and improve culturally appropriate mainstream services

- Increase the range of culturally appropriate housing options

- Have culturally appropriate assistance for the hidden homeless population

Other

- Effective implementation of the National Housing anti-discrimination laws

- Improve collaboration and communication between the homeless and settlement sectors

Outcomes

1

Support for Immigration

2

Support for Newcomers and Diversity

3

Social Cohesion

Positive Attitudes

CHAPTER

[My younger sister] had a lot of problems when it came to bullying and stuff. I mean you know for us, yeah, we dressed differently you know, the style over there [in Kenya] is completely different from what here is so you obviously came in your clothes from there. So people obviously looked at you funny and stuff and you know, a lot of time you get used to it. You get very accustomed to Canadian way of life. ...

Another characteristic of a welcoming community is positive attitudes towards immigrants, cultural diversity, and the presence of newcomers in the community. This characteristic is closely related to other characteristics and outcomes such as a lack of discrimination in the workplace, social engagement and relationships with the police and justice system.

Positive attitudes are important because cultural diversity is seen as a social asset, a source of exchange, innovation and creativity. It is the driving force for development, not only with respect to economic growth, but also as a means of people leading more fulfilling intellectual, emotional, and spiritual lives.

Outcome 1. Support for Immigration

Canadians express broad support for immigration through their approval of annual immigration levels. When Citizenship and Immigration Canada (CIC) conducted their 2009 survey of public opinion on issues related to citizenship, immigration and multiculturalism, they found:

- Most Canadians feel the number of immigrants coming to Canada is about right (50%) or too little (14%)

A 2008 Environics survey also found that most Canadians' attitudes are positive about Canada's immigration rate.

- 63% disagreed that "overall, there is too much immigration to Canada"

In general, younger Canadians appear to be more supportive of immigration.

- Based on the 2009 CIC Tracking Survey, the proportion of Canadians who say the number of immigrants coming to Canada is about right is higher among those under 35 years old (58%) than those 55 years of age and older (44%)

- According to the 2008 Environics survey, disagreement with "there is too much immigration to Canada" tends to be higher among younger Canadians

Outcome 2: Support for Newcomers and Diversity

There is a majority of support for multiculturalism as a core component to the Canadian identity when examining public opinion data.

- Ipsos-Reid found that 84% of Canadians agree with the statement, "Canada's multicultural makeup is one of the best things about this country"

- The Strategic Counsel survey showed that 61% of Canadians believe multiculturalism strengthens national identity

- Environics discovered that Canadians believe multiculturalism is the one characteristic about Canada that deserves to be celebrated on the 150th anniversary

According to Citizenship and Immigration Canada's literature review on Canadian attitudes towards multiculturalism and immigration, there is general support for a diverse, multi-ethnic Canada. Canadians believe that having a multicultural blend of different cultures provides a richer, more tolerant society. The fact that Canada is already home to a variety of people with different religions is largely recognized and supported. Also, that Canada is changing too quickly is something many Canadians disagree with, especially since Canada's population already includes many established minority groups. Support for diversity though is higher among younger Canadians than among older Canadians.

While a majority of Canadians have a positive view of various forms of diversity, there are also some signs of concern. Some Canadians believe that too much diversity can weaken a society, especially when it changes too quickly, and it would be better if we all subscribed to the same values and culture.

These concerns are related sometimes to the issues of integration and assimilation. Many disagree that it is better for Canada if almost everyone shares the same customs and traditions. In fact, almost half of Canadians believe that immigrants and minority ethnic groups should be able to maintain their religious and cultural practices.

However, many Canadians believe that immigrants are not interested in integrating into Canadian society. They believe that there are too many immigrants coming into this country who are not adopting Canadian values. Some think that new Canadians hold on too long to their customs and traditions.

Discrimination against immigrants, visible minorities and members of different religious groups still remains to be an issue. In a survey conducted by the Centre for Research and Information on Canada and the *Globe and Mail,* 74% of the respondents believed that there was still considerable racism in Canada. The Ethnic Diversity Survey and Statistics Canada census data showed that 36% of visible minorities have experienced discrimination and unfair treatment due to their ethno-cultural characteristics. In fact, some immigrants have revealed that they are uncomfortable in Canada due to their ethnicity, race or religion and have experienced discrimination due to these factors. Even in the belonging stage immigrants are subjected to labeling and discrimination. Some have reported that they have been labeled as exotic, and asked, "Where are you from?" and "what is your ethnic background?" That can be frustrating in their opinion.

I think the important, the hardest part I think when you come at such a young age is to strike a balance between your culture and this new culture…. I went to high school and I just gave up, I was like "I don't really care what people think about me". I am the way I am, I'm not gonna change. You know if, if I feel I have to change then I will change, you know, but if I don't wanna change you're gonna do nothing to make me change myself…. I stay connected to my Indian self.

Furthermore, racism, discrimination and inequitable situations continue to persist with youth in schools. It negatively impacts their achievements. The Canadian Council on Social Development (CCSD) reported in 2000 that youth reported discrimination at school while older youth emphasized discrimination while looking for employment. Studies have also confirmed the prevalence of ethnically-based bullying and harassment among immigrant and ethno-cultural minority youth in the late elementary and early high school period. Research conducted in Calgary showed that all 107 youth aged 12-24 interviewed reported that they were witnesses or victims of discriminatory incidents, much of which was perpetuated by teachers and schools.

However, when asking Canadians about the extent of perceived discrimination towards various minority groups, most perceived only some discrimination. They did however differentiate among groups with regards to how pervasive or systemic they believe the extent of the discrimination.

- Muslims and Aboriginal Peoples are considered the most likely to face discrimination

- Perceptions of discrimination towards Pakistanis/East Indians and Blacks are only marginally lower than for Muslims and Aboriginal Peoples

Outcome 3. Social Cohesion

According to Esses et al., social cohesion can be thought of as community connectiveness or the glue that connects individuals within a given community. It includes individuals' sense of belonging, attachment to the community and willingness to participate in the community. It also takes into account shared values and mutual respect between members of the community. When we see increases in positive attitudes toward newcomers and diversity, then we observe higher levels of social cohesion.

With rising immigration and the resulting ethnic diversity, Canada has been concerned with the effect on social cohesion. Immigration is often seen as a threat to national identity and social cohesion. The result is the divide between those who "belong" and those who "do not belong," with country of origin or nationality being the defining characteristic that is used to distinguish between the "insiders" and the "outsiders."

With the very rapid increase in ethnic diversity and visible-minority groups, we have for the most part avoided the outward signs of conflict between immigrant groups and the Canadian born, as well as prolonged debates about such an issue. While there is no evidence of why this is the case, there have been speculations.

- Canada, unlike many nations, has never pursued or built a single national identity

- Canada is a nation of immigrants. Immigration has long been seen as a natural part of the growth of the country

- The level of education among Canadian immigrants is higher than that of the Canadian born which promotes adaptation to a modern 'knowledge-based' society

- Politicians at all levels—federal, provincial and municipal have clearly stated that higher immigration levels are essential to the economic health of our nation (or city)

Social Cohesion: the capacity of a society to ensure the well-being of all its members, minimizing disparities and avoiding marginalization *(Council of Europe)*

Strategies to Support Outcomes

Programs that build an understanding of factors affecting attitudes towards immigrants and diversity

Multicultural education and training is an effective mechanism to achieve the outcome of support to immigration. It represents the perspectives and knowledge of the diverse groups. Its objective is to foster equality and equity and reduce discrimination.

Also discussions with diverse groups have been found productive in increasing understanding between groups.

Initiatives promoting positive relations between immigrants and local communities

Approaching and establishing relationships with both groups is a way to increase positive attitudes. This can be done by:

- Building cultural competency among service providers using an assets model rather than a deficit model to explore and expand cultural competency possibilities in society

- Celebrating multiculturalism in the community

- Having programs such as the Rainbow of Cultures Summer Camp for children aged 6-12. It offers a multicultural environment where native-born or established Canadian children meet with local immigrant children from all over the world

Outcomes

1

Access to Newcomer Serving Agencies and Their Services

2

Satisfaction with Newcomer Serving Agencies and Their Services

3

Effectiveness of Newcomer Agencies in Achieving Their Aims

4

Access to Specialized Services Aimed at Meeting the Needs of Particularly Vulnerable Groups

Newcomer Serving Agencies

CHAPTER

"There is so many (web) links, and you are just trying to make sense of what you are looking for. So I guess maybe if there's a way to find out, an easy way, about all of this information, where to go and apply for this and that, not just for job, but generally, this is what we need and this is how long it might take, that would be very helpful."

Immigrant-serving agencies are the primary point of contact for many newcomers upon their arrival to Canada. They provide an integrative function for service provision, concentrating services at a specific location and strengthening welcoming communities. We are fortunate in Calgary where we have a number of immigrant serving agencies available to address immigrant needs where other municipalities suffer with limited or no services.

Outcome 1. Access to newcomer serving agencies and their services

Easy access to newcomer serving agencies is vital for building welcoming communities. It can be one of the first steps in settlement of immigrants in the host country.

According to Esses et al., there are a general set of services offered that focus around a number of goals.

- Orientation services within the local community

- Guidance on how to obtain government assistance

- Assistance with employment, including putting together a résumé, development of skills for job interviews, tips for job hunting, and mentoring programs

- English language training and information about further education

- Networking with other newcomers

- Assistance with housing

- Interpretation and translation services

- Refugees arriving in Canada are also offered extensive counselling and direct supports

According to the Alberta Settlement Outcomes Survey, over 50% of respondents did not use immigrant services since their arrival to Alberta. Signposts II found that only 24% of recent immigrants in Calgary used immigrant programs and services. For those who did use their services, the two most popular types of services were employment services and English language assessment and instruction. However interpretation and translation, supportive counselling, community connections and family assistance were underutilized.

A higher percent of immigrants who used immigrant services came from Africa and Eastern Europe whereas a lower percent came from Western Europe and United Kingdom and United States.

The Alberta Settlement Outcomes survey also looked at how long respondents lived in Alberta before using immigrant services. It took 4 months to access information about living in Alberta and getting referrals.   Community connections took about the same amount of time. On the other hand, it took 6 months or more to use employment services, interpretation and translation services and English language assessment and instruction.

When looking at immigration category, the percent of respondents who used immigrant services were:

- Skilled worker/professional (principal applicant) – 52.5%

- Skilled worker/professional (dependent) – 57.3%

- Family class – 39.2%

- Provincial nominee (principal applicant) – 40%

- Provincial nominee (dependent) – 34.4%

- Refugee – 73.6%

Moreover, if respondents had moderate English language ability, they were more likely to use immigrant services. Conversely almost 70% of respondents who had excellent English language skills did not use immigrant services. However only 44.9% of respondents who had poor English language ability, used immigrant services.

So then why did over 50% of respondents not use services? The top three reasons were:

- Lack of information or awareness of services

- Confusion about who to go to in order to get help

- Did not need help to settle in Alberta

Outcome 2. Satisfaction with newcomer serving agencies and their services

Satisfaction of services is essential to those services that have clients/customers. It is linked to customers wanting to use your services again and spreading the word to other potential customers. In this context, satisfaction is important because it can affect newcomer service usage and their continued use. As well through word of mouth, further immigration.

 There are several factors are linked to service satisfaction. These include:

- Expectations (does the outcome or service meet expectations?)

- Performance (does the outcome or service meet a need, want, or desire?)

When looking at satisfaction, it is important to note that satisfaction is not the same as effectiveness. That is, newcomers may be satisfied with a service they received at a newcomer-serving agency even though their experience at the agency did not result in key outcomes such as employment opportunities or obtaining adequate housing.

The Alberta Settlement Outcomes survey found that those respondents who used settlement service rated these services quite highly overall. When comparing the types of services provided, respondents were less satisfied with employment services than with family assistance and health and wellness services. Respondents from Latin American and Caribbean and South East Asia and Pacific found services more helpful than respondents from East Asia.

Outcome 3. Effectiveness of newcomer agencies and their services in achieving their aims

A critical outcome in assessing newcomer-serving agencies and their services is their effectiveness in reaching their goals, which as stated before is different than satisfaction. Some agencies have broad goals such as improving integration and a social inclusion, which others have specific goals such as increased employment rates and improved language skills.

The Alberta Settlement Outcomes survey found that respondents felt that family assistance and health and wellness services were more effective than employment services and English language assessment and instruction.

For more detailed information about the effectiveness of settlement services here in Calgary, refer to the annual and evaluation reports of individual programs and agencies.

Outcome 4. Access to specialized services aimed at meeting the needs of particularly vulnerable groups

There are groups within the immigrant populations that may face multiple barriers to access that are a result of race, gender, age, physical or mental disability, etc. This needs to be considered when offering services.

For instance, many newcomer agencies do and could focus on youth because of their unique challenges or experiences they face when moving to Canada. They need to get appropriate education, help with English, and career and education assistance. Another challenge is that many youth find themselves helping their parents navigate through the school system and other systems.

In addition, female newcomers can be vulnerable to violence and often face barriers in trying to access services. There seems to be insufficient knowledge of the domestic violence resources that exist in our communities. Little financial resources exuberates the problem in accessing these services.

Strategies to Support Outcomes

Think differently about how and when to provide information of services to newcomers

Immigrants should be given information about appropriate agencies, institutions and professional services. However, it is important to think about how immigrants get their information and when is the best time to receive it.

Partnerships designed to locate services where they are especially likely to be assessed

It is important to locate services where immigrants can easily access and utilize them. Service providers can go out into the community and partner with facilities likely to be visited by newcomers (e.g., schools, libraries) in order to provide easily accessible services.

Funding from government and other sources

Funding affects the ability of agencies to continue providing quality services. Agencies need to mobilize multiple funding sources to ensure adequate financial support.

Encourage volunteerism

A number of programs depend on volunteers. They help organizations significantly by offsetting operational costs. Without them, many of these services could not be offered. Also, volunteers, many of them from the communities they serve, also increase trust between service providers and immigrant clients.
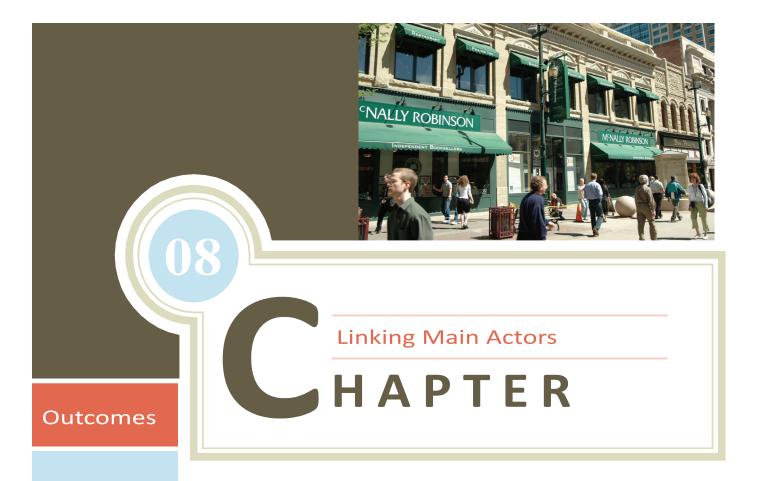
Offer specialized services for vulnerable groups

There are lessons to learn from the work done by some successful newcomer-serving agencies. The Calgary Vietnamese Youth Group (CVYG) is a case in point. Formed in 2002 as a non-profit youth empowerment initiative it provides learning, volunteering and leadership development opportunities to Vietnamese Canadian youth.

Also, the Ethno-gerontol-ogy project of The City of Calgary was designed to increase the cultural competency of people who provide services to immigrant seniors in the city. This could be continued and extended for the benefit of seniors who seek services.

The SOT (refugee survivors of torture program) developed in Calgary for the population that has unique physical and mental health needs is an adoptable strategy. SOT's primary goal is to facilitate access to community health services and establish services for survivors of torture that are competent, organized and readily available.

Outcomes

1

Links Between Local Actors Within the Community

2

Links Between Different Levels of Government and Community Organizations

Linking Main Actors

CHAPTER

The strength of the team is each individual member. The strength of each member is the team.
~ Phil Jackson

The main actors who can shape a welcoming community include community members, service providers, business, funders, and different levels of government. Linking them involves cooperation, information, and resource sharing. This can stimulate excitement at the local level, because cooperation and partnerships can lead to successful and sustainable initiatives. Because integration requires a holistic approach, creating and maintaining links between these actors should facilitate settlement and integration within the community.

Outcome 1. Links between Local Actors within the Community

Given the current economic climate of limited resources, increasing demands on services and complex community expectations, it is important that agencies look at collaborations and partnerships, with both mainstream and immigrant specific, as ways to respond to these challenges. The advantages to this are:

- More credibility, influence, and ability to accomplish objectives than a single entity, because each agency or individual brings their own assets to the table

- Encourages a comprehensive approach and reduces duplication

- Better use of and access to available technology and other assets

- Improved economies of scale resulting in better services at a lower price, freeing up resources for other uses

In spite of this, we need to recognize the difficulties in building partnerships. Partnerships and collaboration require additional time, energy and money. Results are not always immediately evident and justification for a more collaborative approach is not always easy to find. Concerns have included that partnerships require sharing funding resources which might be difficult in the current funding structure based on contracts. Sometimes initiatives recruit the same members for every collaborative effort when agencies can only actively and effectively engage in a limited number. Furthermore, some agencies feel that by sharing all of their knowledge, they are losing their competitive advantage. This is an important factor in a funding environment that rewards funding contracts on a competitive basis. Finally, there can be a confused sense of authority, delegation, and consensus that all too often results in questions of ownership. New forms of governance and partnerships need to be developed to support higher levels of collaboration.
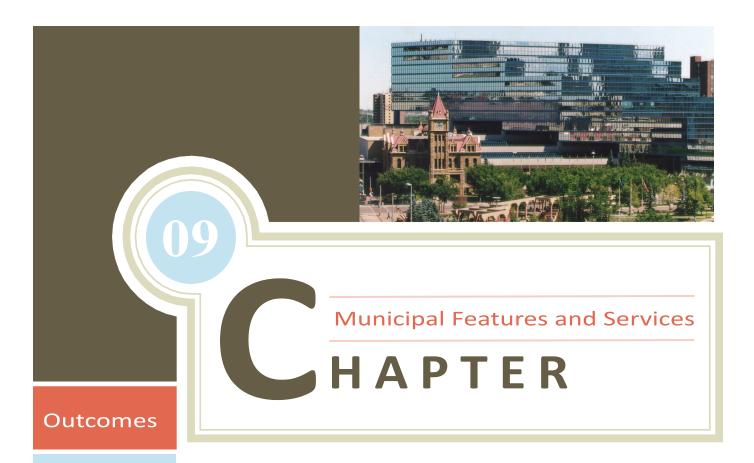
Outcome 2: Links between Different Levels of Government and Community Organizations

Government play a large role in creating a welcoming community. It makes sense then to create links between them and local community agencies. While immigrant serving agencies are best to assess newcomer needs and are generally responsible for providing front-line services, linking with government allows them to access resources and implement federal and provincial policies. This also strengthened relationships between agencies and the different levels of government.

Strategies to Support Outcomes

First, there should be structures that promote cooperation and reduce competition between agencies. There needs to be way to avoid undue competition is for agencies to coordinate service provision while retaining specialized skills. Thus, funders of these services should be urged to work collaboratively with them in providing comprehensive and focused supports and resources. Also structures have to be in place that promotes cooperation between different levels of government and community agencies. It could provide the infrastructure that facilitates community well-being. Considerations should be made to also link government and agencies with relevant research facilities in Alberta. This way everyone is aware of current issues, trends and promising practices.

Municipal Features and Services
CHAPTER

1

Newcomer-Friendly Municipal Features

2

Availability of Infrastructure to Welcome Newcomers

"Government is nothing more than the combined force of society, or the united power of the multitude, for the peace, order, safety, good and happiness of the people." ~ *John Adams*

Municipalities have a significant role to play in developing policies and practices that result in safe, equitable and welcoming communities. They can be a major political force with the capacity to influence public opinion and influence daily lives. They are also the nation's frontline, first responders when it comes to immigrant settlement. In a needs assessment conducted by the Alberta Urban Municipalities Association (AUMA), they found that 70% of cities believe they have a role to play regarding immigration. Their roles include attracting immigrants, supporting settlement and integration and transforming the municipal organization and community to be more equitable and inclusive.

Outcome 1. Newcomer-friendly Municipal Features

Many municipalities believe their primary role to newcomers is to be responsive to their needs by ensuring that they have access to basic municipal and social services. This can be done by making current broad based services accessible to newcomer (ex. translate function on their website) or creating specific programs to meet their specific needs. They also see their role as supporting community agencies that are already doing the work. Moreover, some municipalities see their roles as the 'good neighbour." This means being available as the first point of contact to answer questions, provide access to information about services and help with basic needs. In this way, municipalities see newcomers as the 'target population' for programs, services and policies. They may view newcomers as lacking knowledge, cultural familiarity, skills or access to resources.

Outcome 2. Availability of Infrastructure to Welcome Newcomers

Some municipalities want to transform the community or their organization to be more inclusive and equitable. They want to shift the norms, beliefs, policies and procedures of their organization and the community as a whole so that immigrants have more access to resources, feel more welcome and face less discrimination. In essence, they want to be real champions for change. They recognize that mainstream systems may be inherently or unintentionally unfair to immigrants and that needs to change.

But they know that they cannot do this work all by themselves. They often work collaboratively with local agencies and businesses which allow them to move the work forward by taking advantage of local expertise.

"You can't expect a community to change their ideas and their ways of thinking about different cultures if you are not modeling it from the top"~ AUMA respondent

There are different ways to make change happen within the municipal government.

- Ensure their services, infrastructure, policies and processes are reviewed through a diversity, social or equity lens.

- Focus on human resource strategies that look to recruit, retain and promote immigrants as well as offer mentoring programs (The City of Calgary's Diversity & Inclusion in the Workplace framework and action plan)

- Create and deliver public education so groups / services can be more welcoming and inclusive

- Have specific immigration/welcoming community policies and action plans that outline their commitment to the work (The City of Calgary's Welcoming Community Policy)

We need to acknowledge the challenges some face when advancing this work at the municipal government. Many times there are a lack of financial and human resources to work in this area. There needs to be sustained long term funding for real change to happen. As well, buy in is required by senior administration or elected officials when developing, implementing and evaluating policies around this area. It is difficult to move initiatives that respond to communities needs up the chain of command when leadership may not be supportive, unaware of the needs, does not see this as a priority or the municipal government's mandate.

Strategies to Support Outcomes

Tools and resources needed

- Create practical guides about the immigration process for municipal staff and other organizations that serve newcomers

- Share with other local governments current strategies and success stories

Holistic planning / coordination / collaboration

- Connect with the Alberta Urban Municipalities Association (AUMA) 'hub' for initiatives

- Coordinate initiatives with all the main actors in the community

- Create committees that ensure that the needs and interests of diverse groups are taken into account in city planning and service delivery, promote harmony with communities, and facilitate cultural events

- Be a member of the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD), to which The City of Calgary is a member since 2006

C HAPTER

Educational Opportunities

10

"The aim of education should be to teach us rather how to think, than what to think - rather to improve our minds, so as to enable us to think for ourselves, than to load the memory with thoughts of other people"

~ adapted from Bill Beattie

Put simply, educational opportunities are the ability of all residents in Canada to access educational institutions, equally and equitably. Future success of newcomers is dependent on their options to attain their educational aspirations, and secure employment. While variables such as cost of tuition and location of schools or training facilities are factors in determining whether or not that individual (youth/adult) will be able to attend; discrimination based on a person's race, religion, sexual orientation, or ability should never be barriers to their educational opportunities.

Outcome 1. Language skills that support social and economic integration (for adults)

For adult immigrants, skills in an official language (English in Calgary) significantly affects their integration. It impacts their economic integration including their employment levels and incomes. We know that the lack of English proficiency limits newcomers' abilities to secure employment that requires advanced language skills. It also influences how well they socially integrate and build social networks in their workplaces and communities.

There is an assumption that for an immigrant to integrate economically and socially, (s)he must be relatively proficient in an official language. The federal program Language Instruction for Newcomers to Canada (LINC) is based on the premise that at least elementary knowledge of an official language is central to integration and to the "promotion of Canadian citizenship." Members of all permanent immigration classes are eligible to take LINC until they become Canadian citizens. In 2008-09, LINC expenditures totalled $172 million, or approximately $3,150 per student.

The federal government has placed a high value to language proficiency. Recently the federal government implemented language testing in the country of origin for people applying for the Federal Skilled Worker Program. However the principal applicant is only assessed, not spouses and dependents. Citizenship and Immigration Canada also recommended that there be minimum language standards for lower-skilled workers. Finally starting July 1, 2012, most applicants for the provincial and territorial nominee programs from semi-skilled and low skilled professions need to have mandatory language testing.

Many newcomers state that learning English or French is a challenge they face in Canada. Factors affecting that include quality of education, motivation, education level of learner, age, linguistic aptitude and mother tongue. For that reason, approximately one out of every four newcomers takes at least one language course during their first two years in Canada.

Outcome 2: Enrolment in high school equivalency courses and post secondary institutions (for adults)

For adults, an additional outcome of educational opportunities is enrolment in high school equivalency courses and post-secondary institutions. Some immigrants lack the qualifications to enter post-secondary programs and require upgrading. Taking high school level courses as an adult is often the first step for them to establish a meaningful career, enhance their self-esteem or enter into a degree program.

Fortunately many public and private colleges and technical institutes offer part-time and full-time programs designed to help adults upgrade their academic skills. Institutions such as the Bow Valley College and SAIT offer such high school upgrading programs.

If someone cannot attend classes, then they may be able to take distance education courses to complete high school diploma requirements. Here that is offered by the Alberta Distance Learning Centre (ADLC) which provides Kindergarten to Grade 12 courses. Also Bow Valley College offer wide range of Alberta Education credit courses through their Anytime Online or their Real Time Online options.

Outcome 3: Academic engagement (for children and youth)

According to Esses et al., engagement is a motivational construct that refers to active, goal-directed behaviour in the classroom. It is reflected in classroom behaviours such as completing assigned work, showing enthusiasm for learning, and contributing to classroom discussions and activities. In a document written by the Coalition for Equal Access to Education, they map the needs, strategies and resources required for academic engagement of immigrant children and youth.

English Proficiency

Immigrant children and youth with limited English proficiency may struggle to integrate with fellow classmates for learning and socialization. Reasons include:

- The lack of consistent and explicit ELL (English Language Learner) support in classrooms
- The need to learn the specific language of content areas such as science, social studies and math
- Gaps in academic education and literacy skills due to limited education back in their home country
- Unfamiliar with the learning styles here in Canada (ex. interactive, creative and participatory approach versus learning through listening, reading and memorizing)
- Challenges in understanding culturally embedded curricula
- Teachers not fully understanding the process of language acquisition (and they are not always prepared well to teach in a multicultural or multilingual environment)
- Confusion between ELL needs and learning disabilities

This can result in ELL students struggling with completing assignments, feeling lost and anxious.

Canadian Education System

Many immigrant families and their children are not familiar with the education system here in Canada and Alberta. They may struggle to understand the things that other students take for granted. This includes school routines, social customs, how to use facilities and how to get help. Immigrant students may also have limited knowledge of their rights and responsibilities, graduation requirements, available resources, extracurricular school activities and school norms, procedures and expectations.

Appropriate Assessment

It is difficult to identify and address the complex needs of immigrant children as they are diverse and unique in their challenges and strengths. They differ in their linguistic and cultural background, socioeconomic status, acculturation patterns, learning styles and abilities. There needs to be culturally competent and accurate assessments so that the necessary supports are in place to ensure academic success.

Grade Level Placements

There are differences in beliefs between immigrant families and school systems when placing children in the appropriate learning environments. Immigrant parents are used to academically focused placement and/or are concerned with the educational and linguistic gaps of their children. They may want to have their children placed in grades that reflect their academic abilities. However, schools are concerned about the socio-psychological well being of children and thus believe that children should be placed based on age. There needs to be a compromise where placements address both the socio-psychological wellbeing and the educational gaps.

Heritage Languages

There are many advantages to learning and maintaining heritage languages. It helps with understanding their cultures, bridging intergenerational gaps, and developing healthy cultural identities. It is also assists with the cognitive development in English. When students are proficient in their first language, they are able to transfer their understanding of concepts in their home language into English.

Sadly, many students do not have the chance to develop proficiency in their heritage languages. Some reasons for this are:
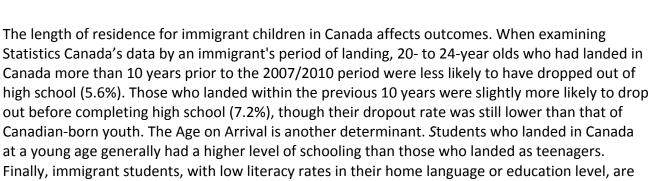
- Not interested or value maintaining their first language

- A lack of learning and practicing opportunities

- Pressure not to be different from their classmates

- Internalized racism and assimilation pressures where children want to put distance between themselves and their immigrant origins

- Lack of educational policies that promote heritage languages

Outcome 4: High secondary school completion rates (for children and youth)

A high school diploma prepares a student for post-secondary education and is an important step toward success at work. Dropping out of high school can reduce a person's opportunities for appropriate employment and earnings. Between 2009-2010 and 2011-2012, Alberta had an average drop-out rate of 10% which was greater than the national average of 8.1%. However, Alberta's high school completion rate continues to climb. Alberta's three-year high school completion rate increased to 74.1 per cent in 2011 from 72.6 per cent in 2010.

According to Statistics Canada, in 2009/2010, the dropout rate for immigrant youth between the ages of 20 and 24 was 6.2%, which was lower than the 9.1% rate for Canadian-born youth. One reasons for this is the high value that both immigrant youth and their parents place on education.

The length of residence for immigrant children in Canada affects outcomes. When examining Statistics Canada's data by an immigrant's period of landing, 20- to 24-year olds who had landed in Canada more than 10 years prior to the 2007/2010 period were less likely to have dropped out of high school (5.6%). Those who landed within the previous 10 years were slightly more likely to drop out before completing high school (7.2%), though their dropout rate was still lower than that of Canadian-born youth. The Age on Arrival is another determinant. Students who landed in Canada at a young age generally had a higher level of schooling than those who landed as teenagers. Finally, immigrant students, with low literacy rates in their home language or education level, are more likely than other immigrant students to drop out of high school.

Even though English Language Learners (ELL) students value education, their graduation rates are lower than non-ELL students. The reason for the dropout of ELL students is mainly attributed to factors such as insufficient time to complete high school courses, stigmatization of not being able to keep up with curriculum demands, racial discrimination, unmet psycho-social needs and family responsibilities. Shouldering financial responsibilities by working and frequent relocation from one neighbourhood to another are other significant factors that lead to dropout.
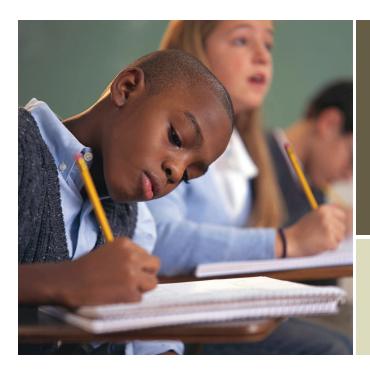
Strategies to Support Outcomes

Adults

Effective pre- and post-arrival language assessment and accessible language training (including work-related language training) needs to be available for adults to acquire the needed language skills. To address issues of time and financial constraints, language training institutions should offer their courses at various times, and provide subsidies for transportation and childcare. Where available, newcomers can also benefit from access to language instruction at a variety of levels, from beginner English and French to Enhanced Language Training and workplace communication skills. Also, we need to consider expanding the eligibility for language training funded by the federal government and increasing the focus on oral language ability and pragmatics.

Other interesting ideas are to offer programs like Step Ahead that helps young newcomers to upgrade their English language and study skills during a five-week period over the summer. Similarly, Story Time Programs, designed for immigrant women and young children, focuses on learning rhymes, stories, and songs as a way for mothers and children to develop language skills.

Youth

Integration Programs

Integrating youth into the Canadian school system begins with offering timely, accessible information about the Canadian (and Alberta) education system and educational facilities in the community. Upon entry into the school system, integration can be facilitated via assessment of students' skills and placement into appropriate, high quality and equitable courses, including English or French language training courses when needed. Another idea is for schools to provide positive peer ambassadorship and mentorship.

Inclusive Education Programs

Inclusive education programs want to create learning environments where all students can succeed. Integration of multiculturalism into every facet of school life, school environment, curriculum development, classroom practice, and school policy and community relations is instrumental in achieving the outcome of good academic achievement. Opportunities for developing in this area include training pre-service teachers to understand immigrant students' cultural backgrounds and address religious-based exemptions and accommodations. It can strengthen intercultural awareness skills for building inclusive educational environments for all students. This can also be offered to practicing teachers and support staff.

In addition, system-wide cultural audits with due attention to policies and guidelines, business plans, curriculum, funding allocation, accountability, and professional requirements should be undertaken on a regular basis.

Accessible and Suitable Healthcare

CHAPTER

1

Good Health Status

2

Satisfaction with Healthcare Services

The doctor of the future will give no medicine but will interest his patients in the care of the human frame, in diet and in the cause and prevention of disease. ~ Thomas Edison

For (s)he who has health has hope; and (s)he who has hope, has everything.
~ Owen Arthur

Access to equitable and quality health care is an important characteristic of welcoming communities and is linked to satisfaction with life in Canada. It means that everyone receives excellent care that enhances the quality of their lives. With variations in access, health behaviors and exposure to risk factors from other parts of the world, it is important to ensure accessible and suitable health care for immigrants in Calgary.

Outcome 1. Good health status

Health status refers to the state of health of a person, group, or community. It includes measures of morbidity (incidence of diseases) as well as individuals' personal assessments of their own health. Measures of health status and well being examine both physical health and mental (or emotional) health.

The Community and Population Health Division at Alberta Health and Wellness did a study in 2011 that examined immigrant health in Alberta. They found that immigrants in Alberta were in many respects healthier than non-immigrants. When comparing to non-immigrants, they had lower mortality, lower rates for many diseases, and showed signs of better health behaviours. This included:

- Less likely to smoke than non-immigrants, but keeping in mind that smoking was significantly higher in immigrants who've been in Canada 10 or more years, compared to fewer than 10 years

- Less likely to binge drink (a pattern of alcohol consumption that brings the blood alcohol concentration level to 0.08% or more. This pattern of drinking usually corresponds to 5 or more drinks on a single occasion for men or 4 or more drinks on a single occasion for women, generally within about 2 hours)

- Less likely to have a Body Mass Index (BMI) considered as overweight or obese

- Lower rates of ischemic heart disease, stroke, and hypertension

- Lower rates for many of the co-morbidities related to diabetes, such as lower limb amputation, end-stage renal disease, and foot disease

However there were some health conditions for which immigrants were worse off than non-immigrants. Keep in mind that health status can vary significantly depending on the part of the world they are from.

- More likely to be physically inactive (expending less than 1.5 kcal/kg/day in leisure physical activities)

- Higher rates of babies with low birth weights particularly for women from southern and southeast Asian countries

- Higher preterm birth rates especially for women from southern and southeast Asia, as well as western Africa

- Higher rates of hypertension. Rates were highest in immigrants from Brunei, Ghana, and South Asian

- Higher incidence of diabetes in immigrants, most notably, South Asian immigrants had by far the highest rates. Rates were also high in immigrants from the northeast section of Africa (Somalia, Ethiopia, Egypt, and Libya)

- Higher rates of emergency visits due to a driver or passenger being injured in a motor vehicle traffic incident among immigrants, particularly for males. The rates were highest among immigrants from Iraq, Ghana, Somalia, Turkey, Ethiopia and Fiji

- Equal rates of infant mortality for immigrants. Thus this did not suggest an area of concern

Other studies have shown that when immigrants land in Canada, they have a good mental and physical health status. But this condition deteriorates soon after. It is called the 'healthy immigration effect.' They often face elevated stress due to racism, discrimination, social isolation and under-employment. These may intensify or cause mental health problems.

Immigrant youth have shown higher rates of suicide, depression, violence, victimization, substance abuse and HIV-associated risky behaviour as compared to non-immigrant youth. They often face cognitive and psychosocial challenges related to their ongoing cultural adjustment and adaptation. Refugee children and youth are especially vulnerable to mental, emotional and behavioural disorders and may experience post-traumatic stress syndrome due to persecution, war, violence, loss of family members and trauma in their home.

Many older immigrants have poorer health status than the Canadian-born. They are more vulnerable to mental health problems particularly if they have been suddenly uprooted from their homelands. They lack peer support and access to services that contribute to their sense of well-being.

Outcome 2. Satisfaction with healthcare services

In recent years, patient satisfaction with health care services has become recognized as an important outcome associated with health care. It is one way to determine inadequacies in the health care system.

Many immigrants experience difficulty navigating the system and affording the services that are not covered, such as dental and vision care. These may arise out of difficulties with the language, not understanding how the system works and having different expectations of care.

Communication Barriers

The prominent barrier to access healthcare for immigrants with limited English proficiency is the non-availability of language interpretation services and bilingual staff. When this happens, many immigrants rely on family members to communicate with them. The consequence is distorted communication which often results in lower quality of care.

"I had trouble accessing health care when I first arrived in Canada. The system confused me."

Linguistic barriers: When the language of individual is different than the mainstream language(s) of the host country, the communication between the individual and community members/institutions/media is difficult or in some cases, impossible.

Culturally Appropriate Care

Another barrier for immigrants is accessing culturally appropriate health care. If a health care provider is not familiar with an individual's culture or experiences, they may recommend treatment that is not sensitive to traditional beliefs, practices and traditions.

This is particularly true for refugees. Government assisted refugees often arrive to Canada after long periods spent in unsafe conditions or refugee camps. This can lead to complex health issues. Unfortunately, they experience barriers to health care due to language difficulties, limited knowledge of Canadian doctors about 'exotic' diseases and refusals from clinics to accept these patients because of confusion regarding the new federal billing procedures. As a result, refugees will wait until their medical conditions become severe before accessing emergency services.

Unfamiliar with Canada's Health Care System

Immigrants may be unfamiliar with Canada's health care system, and may not understand their rights to service and the role of health care providers.

Financial Barriers

Costs associated with health care represent a large access barrier for immigrants. Financial barriers exist when a health service is available, but there are financial costs associated with its use. They must pay for services such as drugs, dental care, and vision care either out-of-pocket or with private health insurance plans. There are also indirect costs related to health care use including transportation and childcare costs, as well as unpaid time off work.

Strategies to Support Outcomes

Remove linguistic barriers to health care

The provision of qualified interpreters is highly recommended. Certified health care interpreters are communication facilitators for health care professionals and limited English speaking patients. They work to ensure accurate two-way communication between health care professionals and the patient. They are an important part of the health care professional - patient relationship, as they minimize misdiagnoses and prevent other misunderstandings from occurring as a result of cultural and linguistic differences. Patients feel stress when they're unable to communicate clearly with their health care providers, and professional interpretation can help lessen this.

Culturally competent health care facilities

Good health care service involves the provision of culturally sensitive care. This involves cultural competence training for health care providers. Such training teaches health care providers about cultural practices that may be pertinent to their patients' health. These practices may range from dietary practices and contraceptive use to beliefs regarding blood transfusions and rituals performed during end-of-life care. Not only should health care professionals be sensitive to cultural diversity, but service delivery must be offered in a culturally competent manner (e.g., patients should be consulted when being prescribed medications that contains animal products).

"We look for medicine to be an orderly field of knowledge and procedure. But it is not. It is an imperfect science, an enterprise of constantly changing knowledge, uncertain information, fallible individuals, and at the same time lives on the line. There is science in what we do, yes, but also habit, intuition, and sometimes plain old guessing. The gap between what we know and what we aim for persists. And this gap complicates everything we do."

~ Atul Gawande

Remove financial barriers to health care

Structures and services that remove the direct and indirect financial barriers to health care are likely to have an impact on newcomers' health outcomes.

Remove information barriers to health care

Health care starts by providing newcomers with accurate, detailed, and timely information about health care and the Canadian and Albertan health care system.

Community outreach programs can be excellent resources for removing information barriers. By explaining how to access various health care services (including preventive and emergency services), outreach programs help to promote the health and well-being of newcomers.

CHAPTER

Available and Accessible Public Transit

Outcomes

1

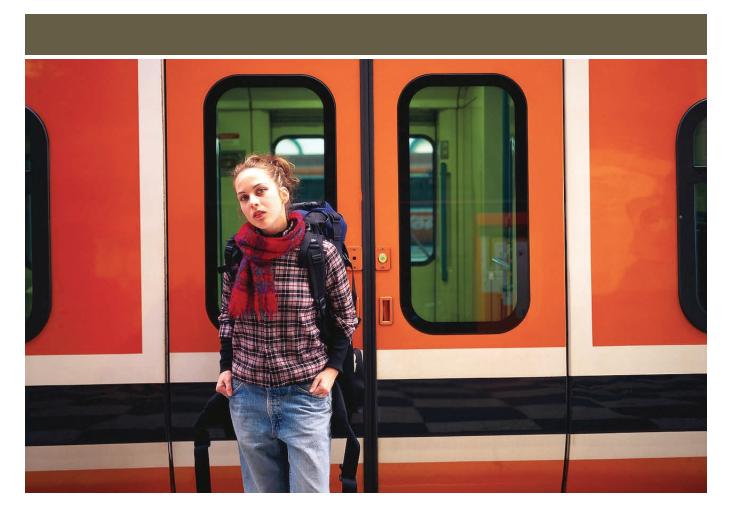**High Ridership Among Newcomers**

2

Positive Perceptions of Transit Service Quality

"You can't understand a city without using its public transportation system." ~ Erol Ozan

Available and affordable public transit is an important characteristic of a welcoming community because it affects people's ability to get to work, go to school, access services (e.g., healthcare and recreation) and meet daily needs (e.g., shopping for food). In fact, the federal government's Building Canada plan recognizes that in order to improve the day-to-day lives of Canadians, and improve the economy and quality of life in communities, it must acknowledge that public transit is key component.

This is particularly true for newcomers. Upon arrival, most newcomers to Canada are unable to purchase a vehicle in order to commute to work, buy groceries, or travel to friend's homes. Welcoming communities that invest in a comprehensive, well structured economical transit system, ultimately make these daily tasks manageable and less time-consuming. The connections that are possible because of accessible and suitable transit, such as access to schools, work out facilities, green spaces, community events, are positively linked to integration and the development of flourishing and vibrant communities.

Outcome 1. High Ridership among Newcomers

Ridership, the number of people who use the public transit system in a given time period, is a basic outcome indicator of a public transit system. According to the Canadian Urban Transit Association, ridership increased by more than 7 million users in Canada between 2009 to 2010. Calgary has seen increases as well. In 2011, Calgary had 96.2 million passengers where as in 2009 and 2010 there were 94.2 million and 94.4 million passengers respectively.

Evidence suggests that those immigrants arriving in Canada within five years are more likely to use public transit than those immigrants having been in Canada more than five years or non-immigrants. In fact, Signposts II, a survey of the social issues and needs of Calgarians found that 83% of recent immigrant respondents used public transit. In contrast, 64% of all other Calgarians used public transit. This is supported by the fact that travel, particularly automobile travel, tends to increase with employment and wealth. When considering the high rates of high unemployment, underemployment and lower wages faced by immigrants, there is a real need for public transport for them, especially the recent immigrants.

Outcome 2. Positive Perceptions of Transit Service Quality

According to the Victoria Transport Policy Institute, transit service quality refers to how transit is perceived by users. Components of transit service quality are:

- Coverage (the portion of common destinations in a community that are located within a reasonable distance of the transit system)

- Comfort (includes safety, available shelters and cleanliness)

- Travel speed (frequent, direct, not delayed, competitive with automobile travel)

- Reliability (on time and minimal breakdowns)

- Convenience (accessible, affordable and well designed)

- Courtesy (respect, reliable information and complaints investigated promptly)

In Signposts II, 42% of recent immigrants surveyed stated that they were very concerned or somewhat concerned with not having easy access to transportation. Other studies have demonstrated that many programs and services are not accessed because the programs are not along public transit lines. This is particularly true for low income immigrants, those without a driver's license, and immigrant women who never learned to drive. Even if those programs are accessible by public transit, the programs may be difficult to reach if the immigrant families are unable to navigate transit schedules because of language barriers.

Strategies to Support Outcomes

In order to successfully serve the immigrant communities, information about the transit system should be readily available in a variety of languages and from a variety of sources. This includes disseminating key information widely via the internet and newcomer service agencies. The information should also provide clear timetables, descriptive maps, and effective signage at route stops and stations.

In addition, public transit needs to service a variety of residential and commercial areas, providing access to important needs and services (e.g., health care, educational institutions and training programs, employment, childcare, places of worship and social activity, shopping, and recreation).

Just as public transit systems must make sure that its routes provide access to public facilities and services, transit must be taken into consideration when developing new public facilities and commercial projects.

With single fares in Calgary at $3, the cost can be one of the biggest barriers to the use of public transit. This is particularly true for immigrants who may be living on reduced incomes as they search for employment. Calgary Transit offers the Low-Income Monthly Transit Pass at $44 per month. To qualify, the individual has to be a resident of Calgary effective the day of arrival in Calgary. This is demonstrated by producing documents such as the utility bill, phone bill, cable bill dated within the previous 30 days or a document from an agency proving residency. Individuals also need to provide valid photo identification for themselves and all dependents from one of the following documents: drivers License, passport, Alberta Government ID, student ID. Photo ID can also be obtained from CUPS, Legal Guidance, Alex Community Health Centre.

13

Outcomes

1

Increased Social Networks

2

Presence of Diverse Religious Organizations

Diverse Religious Organizations

CHAPTER

In the matter of religion, people eagerly fasten their eyes on the difference between their own creed and yours; whilst the charm of the study is in finding the agreements and identities in all the religions of humanity
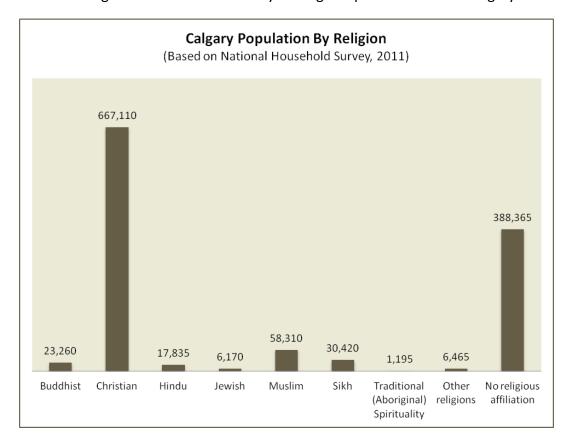
~ Ralph Waldo Emerson

Religion remains an essential part in the lives of many individuals. The ability to practice one's religion is an important predictor of whether immigrants' expectations had been met in Canada, and if they had to choose again they would select Canada to immigrant to.

The popularity of the Canadian sitcom *Little Mosque on the Prairie* shows that dealing with religious diversity is one of our many realities. The number of Canadians from non-Christian religious backgrounds has grown rapidly and is projected to continue to do so. The projected percentage change in religious affiliations from 2001 to 2017 show that there will be 145% increase in Muslim followers, 92% of Hindu followers, 72% of Sikh followers, and 36% of Buddhist followers.

Snapshot of Religion in Calgary

The following chart shows the diversity of religions practiced here in Calgary.

Calgary Population By Religion
(Based on National Household Survey, 2011)

Religion	Population
Buddhist	23,260
Christian	667,110
Hindu	17,835
Jewish	6,170
Muslim	58,310
Sikh	30,420
Traditional (Aboriginal) Spirituality	1,195
Other religions	6,465
No religious affiliation	388,365

Outcome 1. Increased Social Networks

As discussed in chapter 4, immigrants benefit from ready-made social networks ("bonding" social capital) and social networks into the broader society ("bridging "social capital). Please refer to chapter 4 for more information on social capital.

Research has shown that religious organizations can help immigrants reinforce and maintain their ethnic identities, in part by helping them preserve ethnic traditions and customs. They also provide opportunities for information, fellowship, participation and celebration, which facilitate the development of social networks and friendships. As well, the Alberta Settlement Outcomes survey found that almost 10% of immigrants obtained information to address their settlement needs from ethnic or religious organizations. These social networks can become the primary social groups through which people exchange childcare, rides, job referrals, and business opportunities.

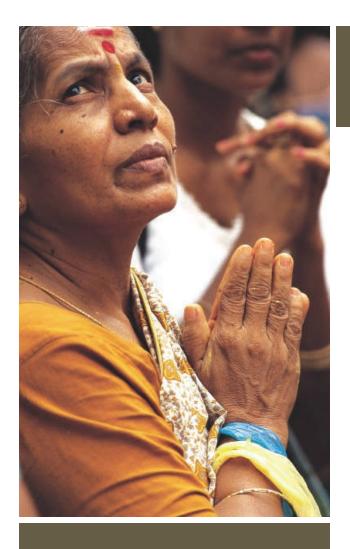*"My religion is very simple. My religion is kindness."*
~ Dalai Lama

"Religion is about turning untested belief into unshakable truth through the power of institutions and the passage of time" ~ Richard Dawkins

In addition to connecting individuals to other members within their congregation, religious organizations can help to connect people to members of the broader community. Thus, being involved with the religious communities increases a sense of belonging with their immigrant communities and the mainstream community as a whole.

Outcome 2: Presence of Diverse Religious Organizations

Over 600 religious organizations were found in Calgary when searching the Internet, which represents the vast array of world religions and faiths. Specifically, this Internet search using the search engine Yelp found that Calgary currently has 3 Hindu temples, 5 Mosques, 2 Sikh Gurudwaras, 8 Buddhist temples/centres, 1 Synagogue and many Christian churches.

Although it is favourable that one can find several places of faith and worship through a quick internet search, these numbers are not representative of how many actually exist throughout Calgary. Many groups do not have an internet presence, and are accessed by newcomers by word of mouth or community connections.

Strategies to Support Outcomes

For many years, religious communities and organizations have been helping immigrants adapt to their new communities, directly providing a range of services that help them throughout the settlement process. Some of these services include supporting newcomers' material needs (e.g., finding adequate housing) while others help more broadly in the process of successfully integrating into Canadian society (e.g., help with learning French or English).

Religious communities can also provide volunteer opportunities (e.g., supporting local food drives) and connect people to local forms of community service. This would help immigrants integrate into the larger society in which they live.

Finally, religious organizations require additional resources to operate and host events. Collaborating with one another may help mitigate the lack of resources currently available to them.

"The purpose of all the major religious traditions is not to construct big temples on the outside, but to create temples of goodness and compassion inside, in our hearts."
~ Dalai Lama

14

Social Engagement Opportunities

CHAPTER

1

Increased Involvement Between Newcomers and the Community

2

Increased Intercultural Understanding

"It is imperative to ask our self every morning "what will I give those around me today?"
~ *Hisham El Rouby*

"I don't know what your destiny will be, but one thing I know: the only ones among you who will be really happy are those who have sought and found how to serve."
~ *Albert Schweitzer*

Interaction between individuals or between groups helps strengthen the bonds of trust and increases social capital for the individual and the community at large. Social engagement refers to the types of interactions where people engage in non-paid activities, for the betterment of all. This could include volunteerism, sports activities, and mentoring. Newcomers to Canada would have been likely recipients of some of these acts of altruism upon arrival. Once newcomers have settled, they may benefit from committing their time to organizations where they interact with members of the host society. By 'giving back' to one's community, newcomers will assemble a new network of people from which to learn from, and cooperate with, on other initiatives.

Outcome 1. Increased Involvement between Newcomers and the Community

Community engagement has been recognized as playing a central role in the well-being of individuals and communities. It allows individuals and groups to come together while working on common causes which result in strengthening social networks. It also results in feelings of attachment to the community.

Community engagement can occur through both social participation and volunteering.

- **Social participation:** These activities build social networks and opportunities for participation in reciprocal social support relationships. It includes informal activities, such as visiting with neighbours; group activities, such as joining support groups; and activities in public spaces, such as attending community fairs or street parties

- **Volunteering:** This is comprised of volunteer activities for the benefit of others in the community and may be undertaken individually or in a group. Examples of this include being a member of organizations such as charities, community organizations, or advocacy groups which aim to improve society, or sharing hobbies, work, education, culture, and family values with others.

Having a sense of community has many benefits. It allows community members to develop emotional bonds with each other and to develop a sense of belonging. It also benefits the community as a whole by contributing to its social capital. Social capital enables communities to maximize on their potential and effectively influence the well-being of its community members.

However, social engagement can be challenging for immigrants. The Longitudinal Survey of Immigrants to Canada found a large portion of immigrants to Canada struggle to build social relationships in their communities. 7% of recent immigrants to Canada reported that the lack of social relationships and interactions was one of their greatest challenges since arriving. This was more than the number citing discrimination or racism, access to housing or education, or access to professional services or childcare as one of their greatest problems.

The 2007 Canada Survey on Giving, Volunteering and Participating found immigrants were less likely than native-born Canadians to volunteer (40% vs. 49%).
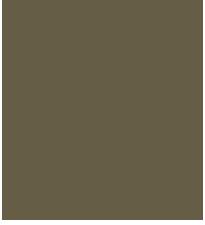
- However, those immigrants who did volunteer contributed slightly more hours annually (171 vs. 163) than native born Canadians

- Immigrants who have been in Canada for longer periods tend to volunteer more hours than those who arrived more recently. For instance, those volunteers who arrived before 1971 contributed an average of 224 hours annually, compared to 137 hours for volunteers who arrived in Canada in 1999 or later

- While immigrants are less likely to volunteer than native-born Canadians, those who arrived before 1971 volunteered more hours annually, on average (224 vs. 163)

The types of organizations that immigrants volunteered with were different than native-born Canadians. For instance, immigrants were less likely than native born Canadians to volunteer for sports and recreation (7% vs. 13% of Canadian-born) and social services organizations (8% vs. 12%). On the other hand, immigrants were more likely to volunteer for religious organizations (13% vs. 10%).

Interestingly, immigrants contributed almost a third (32%) of their volunteer time to religious organizations, compared to 16% for native-born Canadians. In contrast, Canadian-born volunteers contributed more time to social services organizations (18% vs. 10%) and sports and recreation organizations (18% vs. 13%) than did immigrant volunteers.

Furthermore, immigrants reported that religious beliefs was the reason for volunteering instead of volunteering because they or someone close to them had been personally affected by the cause the organization supported or because their friends volunteered.
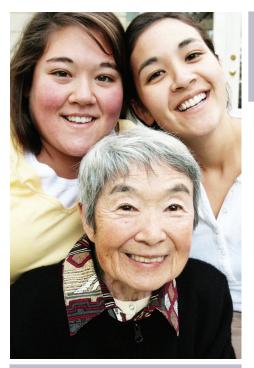
There are a number of barriers to immigrant engagement and participation. These include:

- **Socio-economic Factors:** lack of income significantly limits the ability of individuals to participate in community activities. Costs are associated with transportation and child care

- **Levels of Marginalization:** many newcomer families may face multiple aspects of marginalization, any one of which alone, presents a barrier to volunteer involvement (socio-economic status, gender, etc.)

- **Duration in Canada:** effective settlement in Canada is the first priority for newcomers. Recent immigrants usually are struggling with limited personal and financial resources

- **Cultural Factors:** previous political history may result in a fear of getting involved, especially for refugees and people fleeing violent political processes. Others may distrust the self- interest of volunteers who put themselves forward. Others come from countries with issues of sexism, racism and classism arising from religious beliefs or practices of patriarchal societies

- **Information and Resources:** lack of language skills makes receiving and understanding information more difficult

- **Organizational Barriers to Engaging Volunteers:** organizations often feel under pressure to recruit volunteers who are able to step in quickly to complete needed tasks, regardless of the volunteer's aspirations. Sometimes the organization needs 'unpaid labour'. The organization may also require the volunteer to meet a series of requirements such as reading a volunteer manual, attending training, completing a police check and going through a screening process before becoming involved

Outcome 2: Increased Intercultural Understanding

Social engagement also requires intercultural understanding and respect. It does not function in isolation of the locals' willingness to explore the lives of immigrants in return. It can increase a sense of inclusion and common identity for both immigrants and members of the community. Unfortunately, the absence of social engagement can occur when newcomers and locals live within the same geographical area but lead separate or segregated lives.

Strategies to Support Outcomes

There are a number of ways to promote social engagement opportunities. First, there needs to be programs that promote newcomer volunteerism in the community. This way, immigrants can improve their language skills, develop social networks, increase their knowledge of Canadian culture, feel more connected to other residents, and increase a sense of belonging with the local community.

Another method is to have awards that recognize the contribution of immigrants to the community. Since 1997, Immigrant Services Calgary has hosted the annual Immigrants of Distinction Awards gala to honour the outstanding contributions of immigrants and refugees to Calgary and their community. The awards are presented to outstanding individuals and businesses, and youth scholarships are presented to outstanding immigrant and refugee youth.

Opportunities for intercultural interactions among people of diverse racial and ethnic backgrounds should be explored. For instance, cultural celebrations can be learning opportunities for the host society and represent an opportunity for them to become engaged with the lives of immigrants. Through celebrating immigrants' backgrounds, locals are not only exposed to information about other cultures; they become a part of something that is important to immigrants.

Programs that support getting to know your neighbourhoods are beneficial. Intercultural Dialogue Institute (IDI) is a non-profit organization whose purpose is to promote respect and mutual understanding among all cultures and faiths through partnership with other communities, cultural, religious and interreligious organizations. They do this by organizing educational and cultural activities such as seminars, conferences, discussion panels, luncheons, interfaith family dinners and cultural exchange trips.

Community Engagement:

"… a method to improve communities by identifying and addressing local ideas, concerns and opportunities. It includes things like the involvement of the public in processes that affect them and their community… community engagement means people working in collaboration, thought inspired action and learning, to create and realize a bold vision for their common future"

~ *The Tamarack Institute*

Political Participation Opportunities

CHAPTER

1

Increased Newcomer Involvement in Political Participation

2

Increased Political Representation Among Newcomers

"Democratic participation has historically been important to immigrants' economic prospects and progress, and it is also among the best available guarantees against political exploitation of immigration issues and scapegoating of immigrant communities" ~ *Pikkov 2007*

To vote is a democratic right awarded to all Canadians. The opportunity to participate in Federal, Provincial and Municipal elections should be a relatively straight forward process. All persons registered to vote, can show up at a polling station and choose the candidate they feel would best represent them in office.

Newcomers may be learning about democracy for the first time, depending on which source country they immigrated from. While this may be a very exciting prospect for many, there may be barriers faced by them because of language and knowledge of this complex system. For newcomers, the electoral process can seem daunting and their ability to navigate it may limit their opportunities to engage in Canadian democracy. The language used during an election may seem confusing, and the opportunity to discuss political platforms with the candidates may only be done in English or French. Newcomers may not feel ethnically connected to the pool of candidates, and would therefore be less likely to engage in the election at all. It is important for the inclusion of all Canadians, that multiple languages and proper representation of candidates from the greater community is achieved.

Outcome 1. Increased Newcomer Involvement in Political Participation

Regardless of background, voter turnout rates, an indication of our city's level of civic participation, suggest voting is not a high priority for many Calgarians. In the 2010 municipal election, the voter turnout rate was 53% per cent, up from 33% in 2007. This was a marked increase from previous years where voter turnout had been as low as 20% in 2004.

Studies have shown is there are 6 main reasons for low voter turnout rates among immigrants:

- Lack of resources and time

- Not understanding the Canadian political system

- Lack of trust in the democratic process

- Poor representation of diversity among elected officials

- Ineligibility due to not being a Canadian citizen

- Perceived consequences if they vote for the wrong person

Every Vote Counts, a project of the Ethno-Cultural Association of Calgary and the Immigrant Sector Council of Calgary, found that 76% of respondents did not vote in the 2007 municipal elections. However in the 2010 elections, only 41% of respondents did not vote. The top three reasons for not voting were:

- Not a Canadian Citizen

- No time to vote

- Did not feel strongly about any one of the candidates

In addition to the surveys, Every Vote Counts also held 2 forums. They found that those who did not vote in the 2010 election, were either not in the city during the election, not a Canadian citizen, or unable to vote due to work obligations.

Many immigrants reported voting they felt like their vote could affect change, as well; they would be setting a positive example for their children. Also, they believed that voting gave them a voice and that it was an expression of their rights and responsibilities as a Canadian citizen. Finally, they also thought that one candidate would do a better job at addressing immigrant issues.

Participants also discussed the barriers to voting. These included:

- Not having Canadian citizenship

- Not trusting the candidates

- Not identifying with the candidates' platforms

- Not having time to vote because of work, family obligations, and lack of childcare

- Language barriers

Of course, voting is not the only way people can participate in politics. There are other forms of political engagement such as political activism, protests, and signing up for political parties. Even the act of seeking out of political information is a form of participation that is of great value in a democracy. Studies have found that immigrants politically engage at lower rates than those born in Canada. This may be based on newcomers' lack of feeling of involvement over political issues.

Outcome 2. Increased Political Representation among Newcomers

Political representation is another form of political engagement. While government should be a reflection of the communities it represents, unfortunately racialized Canadians and immigrants continue to be under-represented in all levels of government, whether municipal, provincial, or federal. In particular, visible minorities are vastly underrepresented in municipal politics.

"We think of local governments as the most grassroots and closest to the people," said Myer Siemiatycki, a Ryerson University professor. Yet "they are by far the worst in terms of having diverse identities elected."

Here in Calgary, Naheed Nenshi made headlines in 2010 by becoming Canada's first big-city Muslim Mayor. In 2013, other than Mayor Nenshi, there is only one other visible minority on council and there are three women.

Of the 307 Members of Parliament (MPs) for the 41st Parliament, the visible minority breakdowns are as follows:

- 30 (9.4%) of MPs are members of visible minorities vs. 24 (7.8%) members of 40th Parliament

    o 15 MPs in the Conservative Caucus vs. 12 MPs last Parliament

    o 12 MPs in the NDP Caucus vs. 1 MP last Parliament

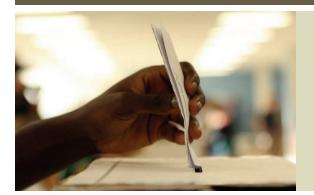   o 2 MPs in the Liberal Caucus vs. 9 MPs last Parliament

10.7% of Alberta's MPs are visible minorities, which compares to 13.7% of its population. For the second parliament in a row this means Alberta's visible minority MPs reflect the province's diversity closer than any other province in Canada.

The Legislative Assembly of Alberta has 12 out of 87 members of the legislative assembly (MLAs) that are visible minorities. This composition reflects closely the diversity of Albertans.

Strategies to Support Outcomes

Ensuring that newcomers feel that they have the information and ability to participate, is an effective way of promoting political participation among immigrants. Immigrants should be educated about the political process, voting rights, candidates and their platforms. They need to learn about where, when and how to vote. The media, including ethnic media, should be actively involved in providing basic information on elections in multiple languages. It is also important to address myths, such as:

- Politicians are intimidating to talk to

- They will face consequences if they vote for the "wrong" person

- They are alone in their struggles

Political Mobilization:

The ability of an individual or group to sway the current balance of political power to their favour/issue/cause. This could include lobbying groups, social movements or induction of group leaders into the political arena.

Some suggested that classes on the democratic process and its importance should be held regularly throughout the city.
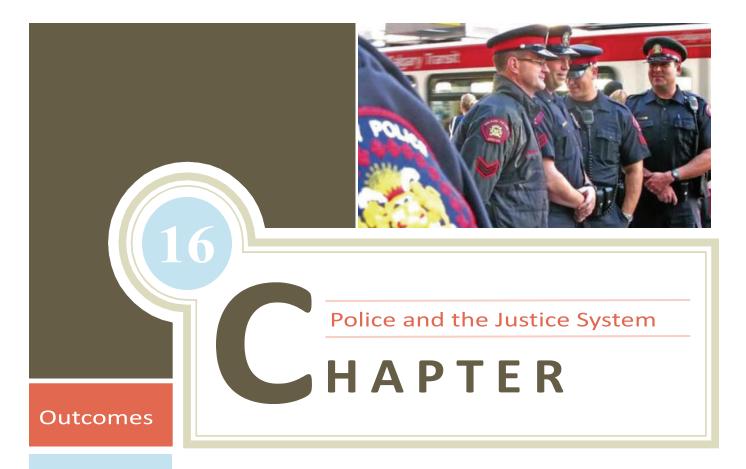
Community members can play a role in spreading awareness by talking to their neighbours about the election, going door-knocking, calling friends to remind them to vote, and offering their neighbours rides to the polls.

Candidates should make a greater effort to connect with immigrant groups. They need to work harder to address the needs of immigrants, make a greater effort to connect with immigrant communities, attend community gatherings, utilize ethnic media, and become more culturally aware. This way, immigrants would be more motivated to vote if the candidates engaged them in discussions about issues that affect them, and if candidates presented them with their responses or platform positions relating to those issues. This can be done by holding electoral candidates' town hall meetings for immigrants.

Finally, extending voting rights in municipal elections to Permanent Residents, as has been done in other countries, would be a strategy to address this barrier of immigration status.

"Direct participation in political activity is what makes a free society"
~ Omega Minimo

16

Police and the Justice System

CHAPTER

"Contemporary Policing cannot be divorced from broader changes in society. Coping with the nature and impact of these political, demographic and social changes is no longer an option or luxury that the police can afford to ignore."

~ From Police, Race and Ethnicity, 1992

Positive Relationships with the Police and the Justice System is vital to creating welcoming communities. Policing agencies, such as Calgary Police Service and Calgary Bylaw Services, is tasked to enforce Federal, Provincial and Municipal laws, in order to ensure a safe environment for all Calgarians.

Immigrants' perception of safety is a major factor in their overall well-being; therefore, positive relationships with those that promote safety within the community are important. Interactions between immigrants and police officers are usually infrequent; however, it is crucial that these interactions are constructive so that it does not affirm their negative experiences with police from their country of origin.

"For many immigrants, policing is not an honourable profession. Many of them are coming from a place where, if you can't get into the military, you become a police officer. If you get stopped for speeding, the first thing you do is pull out your wallet. If you are a person with no money, you go to jail. There are issues with bribery, walking into restaurants and getting a free meal, beatings, even murder. We have to help dispel those myths."
~ Calgary Herald 2007

There are two ways to evaluate relationships with police. The first way is 'objective' in which local crime statistics and police response times are measured. The second and more relevant in these situations is to look at 'subjective' measures such as citizens' attitudes toward (e.g., satisfaction, confidence, and trust) the police and justice system. In the context of creating positive relationships between communities and the police, the focus is almost always placed on the latter. Positive perceptions of the police include factors such as:

- Trust in police

- Confidence in police

- Satisfaction with police

- Low levels of fear of police

- Equity of policing services across different neighbourhoods and/or groups of citizens

- Comfort in working with the police

- Beliefs that the police work cooperatively with citizens to reduce crime

The Calgary Police Commission conducts an annual citizen survey to strengthen ties with the community and to understand and respond to public concerns about crime and safety in Calgary. In their 2011 report, they interviewed 1005 Calgarians, 22% of them were born outside of Canada. Overall, most Calgarians perceive the Calgary Police Service (CPS) in a positive manner. They feel that they are doing a good job, and are efficient, competent, helpful and reliable. They also found that 64% of respondents agreed or strongly agreed that CPS responds in a fair way when dealing with all segments of the Calgary community.

However some sources reveal that the relationships immigrants have with police are not as positive. They feel like they have been treated like criminals, or treated with suspicion as a result of racial profiling. In particular, immigrant women are reluctant to involve the police. They fear the police because of potential racial discrimination of their partners by the police officers, or by a real or perceived threat of losing their children to social services. Also they may have had unpleasant experiences with the police in their home countries and these previous experiences may taint their views of police in Canada.

Many immigrant youth come from countries where they fear police and other authority figures. When immigrant youth are in trouble, they may experience the following issues:

- Bias held by police directed towards immigrant children and youth (racial profiling)

- Differential treatment due to the discretion of police officers

- Limited understanding of rights

- Difficulties in understanding and providing accurate information due to limited English proficiency

Outcome 2. Police Understanding of Diverse Communities

The Calgary Police Service (CPS) is committed to community-based policing, which is shown in the Crime Prevention and Reduction Continuum in their 2012-2014 business plan. The continuum highlights a focus on early intervention and prevention, rather than on enforcement, with programs such as 'Start Smart, Stay Safe' (S4). S4 ensures that a police officer will visit every classroom in Calgary at least once to talk about good citizenship and resiliency, through a strengths-based and age appropriate approach. Other programs, such as MASST (Multi-Agency School Support Team), work to identify at-risk youth, and pair them up with a Social worker and police officer to help them cope with social, school and family issues. This approach is tailored to the youth's experience, culture, and language.

Calgary Police Services (CPS) also understands the value of knowing the diverse communities here in our city. As a result, CPS has a Diversity Resource team dedicated to work on this. It is a team of officers who promote cross-cultural relationships and partnerships by establishing advisory committees and actively connecting with a variety of diverse communities. Their portfolios include:

- Aboriginal Communities

- Caribbean and the Latin Americas

- Middle East

- Sexuality and Gender Diversity

- Hate/Bias Crime

- Persons with Disabilities

- South Asia

- South East Asia

- African

The Diversity Resource Team is committed to providing approximately 150 'You and the Law' presentations to newcomers. This presentation allows the participants to learn about the levels of government and law, and can ask questions directly to a uniformed officer. This is usually the first interaction with an officer for the newcomer, and the intent is that this positive experience will be shared with their families and community members.

Outcome 3. Effective Communication with Police and the Justice System

The work of law enforcement depends on fast, accurate communication of information, directives and instructions. Effective communication ensures that immigrants' views are heard and understood, and that they understand what is being conveyed to them. As such, effective communication helps to build trust and increase comfort levels.

Police officers and people working in justice may need language assistance in their interactions with victims, witnesses or suspects who do not speak English or have limited English proficiency. Law enforcement is better served by providing a qualified interpreter at the request of the non-English or limited-English speaker. Even when an officer believes that a person understands English, it is important to understand that basic English skills are not sufficient when an individual is confronted with the criminal justice system. The manner in which these interactions are handled has an impact on safety, investigations, and the effective administration of justice.

Translator vs. Interpreter: Translators work with written text and interpreters work with the spoken word, rendering messages in one language into their equivalent in another language.
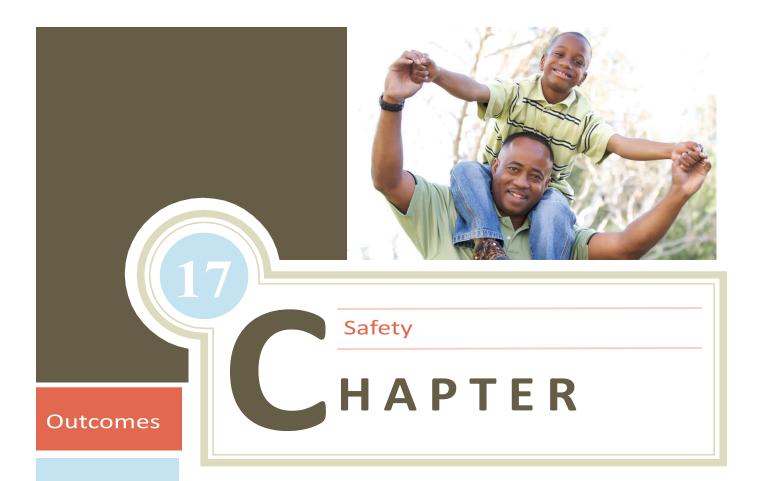
Strategies to Support Outcomes

Steps should be taken to provide all community members with access to public legal education and information. As newcomers adjust to life in Canada it is important that they understand their legal rights and responsibilities. These materials should be widely distributed and available in a variety of languages.

Community-police advisory committees, like Calgary Police Service's advisory committees, can help to ensure that police services and the diversity of communities they serve work together to create safe communities. Such committees provide opportunities for discussing common challenges, for promoting increased understanding of community histories and concerns, and for open dialogue.

In order to effectively communicate with individuals with limited English proficiency, it is important that interpreters be available in various aspects of the justice system. Moreover, there needs to be training about cultural sensitivity and newcomers' needs to members of the legal community and policing agencies. Finally, to improve these outcomes, the police service and justice system should be representative of the communities they are serving.

Safety

CHAPTER

1

Low Crime Rates

2

Perceptions of Safety

3

Low Injury Rates

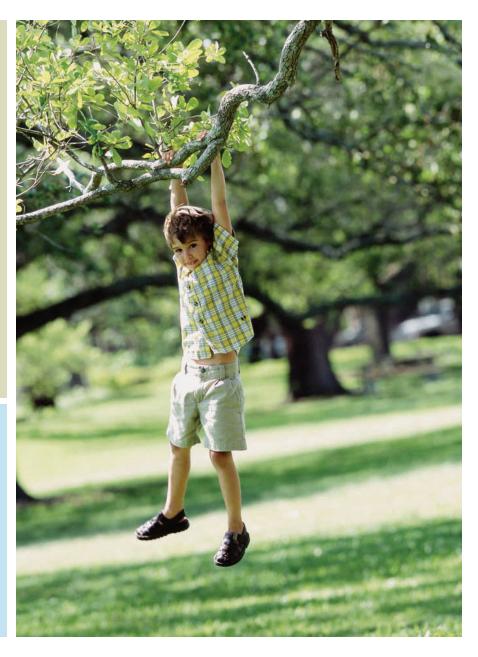*Your own safety is at stake when your neighbor's wall is ablaze.*
~ Horace

Every society, all government, and every kind of civil compact therefore, is or ought to be, calculated for the general good and safety of the community.
~ George Mason

The concept of safety refers to an individual's sense that (s)he is free from potential danger or risk within her/his home and community. In Canada, safety is a priority for the government and citizens, which is evidenced by the Charter of Rights and Freedoms. As Esses et al. notes, safety is not a core characteristic of a welcoming community; however, perceptions of safety may encourage immigrants to feel secure in their new environment and ultimately minimize the stress of the integration process. When safety initiatives are actively pursued in a community by leaders and policing agencies, the psychological and physical well-being of the immigrants are greatly increased.

I am sure, had I not grown up in a safe environment, had I not grown up with a feeling of safety rather than danger, I would not be the way I am.
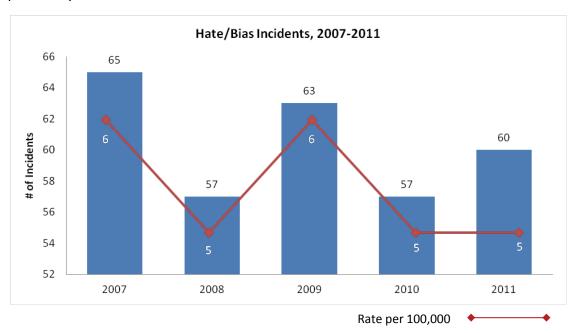
Outcome 1. Low Crime Rates

One of the most significant safety outcome indicators is crime rate. Examining characteristics of both victims and offenders can be very important too.

Hate/Bias Crime

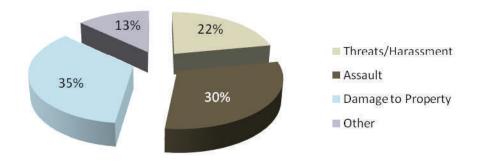Hate-bias is a criminal offence committed against a person or property that is motivated in whole or in part by bias, prejudice or hate, race, national or ethnic origin, language, color, religion, gender, age, mental or physical disability or sexual orientation of the victim. These types of offences are particularly susceptible to under-reporting given the sensitive nature and motivations of some of the crimes.

According to the Calgary Police Service's Annual Statistical Report 2007-2011, there were 60 hate/ bias incidents in 2011. While the number of incidents was higher than 2010, it still was lower than previous years.

Hate/Bias Incidents, 2007-2011

Rate per 100,000

Below is a figure that shows the breakdown in 2011 of hate/bias offences in Calgary by violation type.

Hate/Bias Offences by Violation Type, 2011

Threats/Harassment
Assault
Damage to Property
Other

In 2011, 65% of all hate/bias incidences in Calgary were motivated by race/ethnicity. Compared to previous years, 2011 had the lowest number of incidences motivated by race/ethnicity.

Hate/Bias Crimes by Motivation, 2007 - 2011

Motivation Type	2007	2008	2009	2010	2011
Race / Ethnicity	45	43	45	41	39
Religion	9	8	16	11	10
Sexual Orientation	9	6	2	5	6
Other (such as gender)	2	0	0	0	5
Total	65	57	63	57	60

Domestic Violence Against Immigrant Women

Violence against women is a great concern among both Canadian-born women and ethnic women. It is a persistent and on-going problem which affects women's social and economic equality, physical and mental health, well being and economic security.

According to a 2013 report released by Statistics Canada, Measuring Violence Against Women: Statistical Trends, spousal violence is less prevalent among immigrant women than Canadian-born women. According to the 2009 General Social Survey (GSS), immigrant women had a lower risk of spousal violence compared to Canadian-born women. Specifically, 4.9% of immigrant women self-reported being a victim of spousal violence in the previous five years, compared to 6.8% of non-immigrant women. Also, 5% of visible minorities self-reported physical or sexual abuse from their spouse in the previous five years, in keeping with the 6% of non-visible minorities who experienced spousal violence.

It is important to note that since the GSS is conducted in English and French, some immigrants and visible minorities may be unable to participate due to language barriers and may be under-represented among spousal and non-spousal violence victims. They may be more vulnerable to domestic violence due to economic dependence, language barriers, and a lack of knowledge about community resources.

Honour-Motivated Violence

There has been increasing attention to honour based violence in Canada and in Calgary. Unfortunately, there are some (notably very few) societies, including some of those from which many immigrants to Canada come from, that believe using violence to defend family "honour" is justified. It is a culturally-sanctioned phenomenon.

In its extreme, honour killings occur when a family feels that their female relative has tarnished their reputation by what they loosely term 'immoral behaviour.' The person chosen to carry out the murder (usually male: a brother, father, cousin, paternal uncle or husband) ends their female relative's life to cleanse the family of the 'shame' she brought upon them.

There are some distinguishing features of honour motivated violence and killings that make it different from domestic violence. They are:

- Female purity/obedience: a woman's value to her family and community is based upon her purity and virginity at marriage, and the maintenance of that purity within marriage to preserve the family

- Pre-planned: family members meet in advance of the crime to decide which steps to take and who will take them against the offending girl or woman

- Family approval /complicity: it can involve many members of the family. There is a consensus within the family that the errant family member must be punished to save the honour of the rest of the family

- Community approval: perpetrators are considered heroes by some members of their communities. Neighbours turn a blind eye to honour violence. They know that it has occurred, who committed it and why, but they regard it as a 'family matter,' and there is societal agreement that the violence or murder was necessary to keep the wider society pure

These elements both characterize honour motivated violence and distinguish it from domestic violence. Although domestic violence is widespread in Canada, it is not condoned. Instead, it is condemned by most Canadians as an unacceptable way to resolve problems within the family. And most Canadian domestic murders are carried out by a person acting alone, not by an extended family deliberately and premeditatedly getting rid of a 'shameful' family member.

Calgary police respond to honour violence

"If you let her get on that plane, she's dead." Those were the words that sprang city officers into action to rescue a 16-year-old girl, who was about to be forced onto a flight to the Middle East.

The girl had allegedly been speaking with boys at school and going to the mall with her Canadian friends, actions that her parents perceived as bringing shame to the family, said Sgt. Simon Watts, who investigated the case. Their belief that she had a boyfriend was the last straw. A family friend reported to police that the girl's family planned to ship her back to her home country where her life would be in danger.

Moments before the teen set foot on that plane, officers were at the gates of the Calgary International Airport, and intercepted her as her family and other passengers looked on.

Today the girl is attending school, going to work and thriving after police convinced her parents that remaining in Canada and living with family friends was best for her.

"Calgary police proactive on honour-based violence," Calgary Herald, July 2, 2012.

While there are different estimates of how prevalent honour motivated violence is in Canada and Calgary, according to one expert, A. Muhammad, at least 15 Canadian women have been killed in the name of family 'honour' since 2002. But any such number is only one small part of the story. Where there is one death, there are dozens of assaults, hundreds of threats and so on. Calgary Police Services (CPS) also believes that honour violence is an increasing concern in Calgary. While these incidents are not tracked, they know that it is happening.

Immigrant Youth Crime

In recent years, there has been growing public concern and perception that more youth from immigrant families are involved in criminal gang activity. It has been fuelled by sensationalized media headlines of gang violence and ties to immigrant youth. H. Van Ngo wrote a paper called Unravelling Identities and Belonging: Criminal Gang Involvement of Youth from Immigrant Families. There he discussed that in a recent survey of Calgarians commissioned by the Calgary Police Service, they found that, in spite of the downward trend in crime rates in Calgary, 73% of the respondents felt that crime in Calgary has worsened. Youth related crimes and gang violence were their greatest concerns. In another poll conducted by CanWest News Service and Global TV in 2006, 47% of Calgary respondents indicated that they fear gang violence has increased in their community. About 67% of Calgary respondents also indicated that they believe some ethnic groups are more responsible for crime than others.

For those youth of immigrant families that did get involved with gangs, Van Ngo found that participants were exposed to pre-migration vulnerabilities. A significant number of foreign-born participants experienced firsthand extreme violence and brutality, as well as unfavourable family socioeconomic conditions. Many of the Canadian-born youth were subjected to the negative impacts of their parents' pre-migration histories. Finally, there was a gradual disintegration of their relationships with their families, schools and communities. This disintegration created a social void, which drove the participants toward joining alternative social networks, namely social cliques and criminal gangs.

Outcome 2: Perceptions of safety

While crime rates provide an objective indicator of safety, it is also important to examine citizens' subjective perceptions of safety. Perceptions of safety are important because they can influence people's use of public spaces (e.g., parks and nature trails) and willingness to engage in physical activities.

Signposts II, a survey of the social issues and needs of Calgarians, found that 96% of recent immigrants felt safe in their neighborhood and 91% felt safe living in Calgary. Moreover, 80% of visible minorities felt safe in their neighborhood and 83% felt safe living in Calgary.

Outcome 3: Low injury rate

When evaluating safety, it is common to examine injury rates. This involves preventable injuries such as those resulting from traffic collisions, drowning, poisoning, falls, and burns. Not much information is available for this outcome. However, as mentioned in the Health chapter, immigrants have higher rates of emergency visits due to a driver or passenger being injured in a motor vehicle traffic incident. This is particularly true for immigrant males. The rates were highest among immigrants from Iraq, Ghana, Somalia, Turkey, Ethiopia and Fiji.

Strategies to Support Outcomes

Safety begins with injury and crime prevention at the community level. It involves committed individuals to work cooperatively with the police and educators to prevent crime in residential neighbourhoods. Likewise, care can be taken to design (or modify) parks and other public spaces using environmental design standards that focus on safety and crime prevention.

Programs can target high risk and vulnerable groups, such as youth, to reduce crime and victimization. For instance, family-based services for preventing gang involvement of youth of the immigrants could help. Community safety programs can also be developed that aim to reduce the incidence of hate crimes in the community.

In addition to the regular curriculum on domestic violence, classes for new Calgary police recruits and other social service professionals, should include training on honour violence to assess risk and look for early warning signs.

Collaborations with domestic violence agencies, police services, family courts and immigrant servicing agencies could help support crime victims. Victims should be encouraged to report incidents because accurate reporting can help agencies to further understand and prevent crime. In addition to encouraging reporting, it is vital that communities provide support for crime victims.

Safety is also about the presence of public safety programs that target bicycle and road safety, water and fire safety, and emergency management. These include seat-belts that prevent traffic injuries, child-resistant containers that prevent poisoning, and pool fencing that reduces the risk of drowning.

Public Space and Recreation Facilities

CHAPTER

1

High Usage Rates Among Newcomers

2

Satisfaction with Programs and Facilities

When public spaces are successful […] they will increase opportunities to participate in communal activity. This fellowship in the open nurtures the growth of public life, which is stunted by the social isolation of ghettos and suburbs. In the parks, plazas, markets, waterfronts, and natural areas of our cities, people from different cultural groups can come together in a supportive context of mutual enjoyment. As these experiences are repeated, public spaces become vessels to carry positive communal meanings. ~ Carr, Francis, Rivlin and Stone

The beautification of urban sprawl is of particular interest to Canadian cities. Green spaces, public art, pathways, libraries and recreation facilities are hubs for citizens to come together and engage in social activities or for exercising. While these sites may seem to be on the periphery of the mandate of a Welcoming Community, immigrants, especially youth, are attracted to these areas to interact with their peers. With sometimes limited income, newcomers may seek to utilize services that increase the physical and psychological well-being for themselves and their family members. Free, or pay-for-use facilities, encourage interaction amongst immigrants and the host community.

Outcome 1. High Usage Rates among Newcomers

The use of public space and participation in community/recreation centres are important as they provide opportunities for immigrants to become integrated into the community. Such participation may be particularly important for youth, as evidence suggests that recreation helps to facilitate positive social and physical development. It also helps with identification with peer groups. Although the use of public space and recreation centres is not considered as significant when looking at welcoming communities, various organizations and levels of government are beginning to note its importance.

Signposts II, a survey of the social issues and needs of Calgarians, found that recent immigrants moderately used recreation or leisure services. 50% of recent immigrant respondents used recreation or leisure facilities versus 66% of all other Calgarians. For those recent immigrants who did not use recreation or leisure facilities, programs and services, just over 5% thought it still would be needed.

The survey also found that 46% of visible minority respondents were concerned about not having recreation and leisure opportunities available, versus only 28% of non-visible minorities. 62% of visible minority respondents used recreation or leisure services. For those visible minorities who did not use these services, 4.8% still believed that it was needed.

Immigrants may be subject to barriers when to using recreation and leisure services. These may include high user costs, problems with language, being unfamiliar with the ways of life in the host country, insufficient access to known and desired forms of recreational activity, and experiences with discrimination.

Visible Minorities:

Defined as persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour. The visible minority population consists mainly of the following groups: Chinese, South Asian, Black, Arab, West Asian, Filipino, Southeast Asian, Latin American, Japanese and Korean.

Outcome 2. Satisfaction with Programs and Facilities

While there is no specific data on immigrants satisfaction with recreation programs and services, the results from the 2012 Citizen Satisfaction Survey show that 95% of Calgarians believe that The City of Calgary is doing a good job in providing Parks and Other Open Spaces and 90% believe The City is doing a good job in providing City operated recreation facilities such as pools, and golf courses. When examining the respondent demographics to this survey, 20% were visible minorities.

Strategies to Support Outcomes

Public spaces and recreation facilities should be created to be inclusive of all members of a given community. As such, they should be designed in a manner that facilitates a sense of inclusion for diverse individuals. This is a priority for The City of Calgary, as it works to foster an environment that values diversity and supports inclusive equitable access to City of Calgary recreation and leisure services.

Immigrants also require a variety of recreational opportunities, particularly children and youth. For instance, the increased popularity of soccer in Canada has made it easier for immigrants to participate in sports. In addition, introducing sports not typically played by Canadian children and youth but popular in other countries, may promote a sense of inclusion for immigrants and increase opportunities for social interactions with members of the larger community.

Another strategy is to offer culturally sensitive activities and services at public recreation and community centres. This can be done by conducting a series of consultations with both immigrants to Canada and service providers to find out what is needed and their desired outcomes.

One of the biggest barriers to the use of public space and recreational facilities is a lack of financial resources. To make participation affordable, municipalities may want to consider revising their payment systems or offering financial subsidies to those in need.

CHAPTER

Outcomes

1

Positive Portrayals of Immigrants in the Media

2

Availability of Media for Immigrant Groups

Even if the committee carried the message in the exact words with no words missing, but left out the persuasion of gesture, the supplicating tone, and the beseeching looks which inform the words and give them life, where then were the power of the arguments and whom would it convince?

~ Joan of Arc

The media are regarded as a pillar of democratic society and a medium by which its ideals are produced and disseminated. It relies on a free flow and exchange of ideas, opinions and information. It includes radio, television, newspapers, magazines, and internet sources. The power of mass media rests in its ability to (1) influence receivers' perceptions of immigrants and immigration, and (2) act as a tool that immigrants can use to gain information and to gauge society's perceptions of them. Evidence suggests that the magnitude to which immigration issues are politicized and portrayed in the media impacts attitudes toward immigrants and immigration.

Outcome 1. Positive portrayals of immigrant in the media

Media shapes public discourse and impacts how Canadians feel about, and act toward immigrants and racialized Canadians. They create roles for people that are often accepted in society. That gives media its significant influence.

Immigrants continue to be portrayed as different in terms of their values and behaviours. They are too often represented by the media as failing to fit in with the rest of Canadian society. Also the message that is produced and transmitted often shows that immigration jeopardizes harmony and unity of Canadian society. Most notably is that danger is associated with immigration in Canada. Immigrants are effectively depicted as criminal and deviant, and represent a threat to civil society. It emphasizes the production of an "immigrant threat" ideology and other forms of overt social deviance.

There are certain targets who receive disproportionate attention from the media, most notably Muslim immigrants and Muslim Canadians. They have been linked to terrorist activities due to the salience of stories about particular members of these groups. Other groups that receive negative attention are the Black, South Asian and Asian communities which more often than not are associated with crime and/or gang activity.

As targets of bias in the media, newcomers can be affected beyond having to deal with negative attitudes or discrimination. Negative media coverage has been shown to affect newcomers' sense of well-being, self-esteem, and identification with their new country. It can also lead to depression and a sense of isolation.

Conversely, some media coverage and research reports suggest that immigrants are also desirable. For example, skilled immigrants' successful integration into Canadian society is sometimes portrayed as significantly impacting the country's economic well-being. It is emphasized the "self-sufficiency" and "economic worth" of immigrants, arguing that the utility and productivity of immigrants will ultimately benefit the national economy. The appeal of immigrants also relates to the Canadian national identity as a "compassionate and caring" nation with a history of enabling humanitarian immigration.

Outcome 2. Availability of media for newcomer groups

The primary purpose of ethnic media is to inform readers, listeners, and viewers in languages more easily understood than in Canada's official languages. By doing so, they provide a gateway to understanding and becoming Canadian. By serving Canada's various ethnic communities, ethnic media perform a role which goes beyond serving the internal needs of immigrant communities. It includes supplying key information about settlement issues, community and official languages learning programs, and health, immigration and work policies and services. They also ensure that immigrant communities have the ability to discuss and participate in specific and broader community issues that benefits all.

According to a presentation given at the 2011 AAISA (Alberta Association of Immigrant Serving Agencies) Provincial Conference, there are more than 14 full service radio stations catering to various ethnic groups in Canada. Furthermore, there are at least 250 third language newspapers including weeklies and 7 non-English dailies representing more than 50 cultures. Ethnic television is growing as well. On cable there are many channels that cater to the specific communities, offering sports, movies and specialty shows. With these growing options, there are now an array of ways and possibilities to effectively communicate, understand and be understood. The positive influence of this tool and its ability to improve access to information suggest that communities should do more to provide this type of service to immigrants as a way of easing their transition and facilitating their integration.

Ethnic (Third language) Media: Media created by and for communities from various countries

Strategies to Support Outcomes

Processes should be in place where the media is challenged for their negative portrayals of immigrants. Also, by providing programming in a variety of languages, media can ensure that they are reaching immigrant communities. As such, they can reduce immigrants' experience of isolation and provide them with valuable information to assist in the integration process.

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Community cannot for
long feed on itself; it can
only flourish with the coming
of others from beyond, their
unknown and **undiscovered**
sisters and brothers

~ adapted from Howard Thurman