TRI-CITIES LOCAL IMMIGRATION PARTNERSHIP

Civic Engagement of
Immigrants in the Tri-Cities

This report contains a detailed summary of the community research that was completed for the Tri-Cities Local Immigration Partnership between November 2014 and March 2015.

Report prepared by:

Reichert & Associates
208-1755 W Broadway
Vancouver BC V6J 4S5

April 2, 2015

Table of Contents

REICHERT & ASSOCIATES
PROGRAM EVALUATION & RESEARCH

In late Fall 2014, the Tri-Cities Local Immigration Partnership, representing the communities of Coquitlam, Port Coquitlam, Port Moody, Anmore, and Belcarra, implemented a research project to investigate the civic engagement needs of immigrants in the Tri-Cities region. The goal of this community research project was to determine newcomers' perceived community integration needs with regard to social, political, cultural and economic participation in the Tri-Cities.

Several research questions were developed to guide research efforts. For example, we sought to answer questions such as, "*What are the civic engagement needs of newcomers in the Tri-Cities with regard to social, political, economic, and cultural participation?*" and "*Are the civic engagement needs of newcomers being understood and being adequately met in the Tri-Cities?*". Community assessment data was gathered using a variety of methods, including a community survey, an organization survey, focus groups, interviews, population data analysis, and a literature review.

The Community Survey was translated into Mandarin, Korean, and Farsi (the most widely spoken languages in the region aside from English) and, using a purposeful sampling approach, was distributed by the research team and survey assistants/translators throughout the community. In total, 288 respondents completed the Community Survey between December 2014 and January 2015. The Organization Survey was circulated to more than 50 organizations. In total, there were 32 survey participants. 3 focus groups were also conducted with immigrants living in the Tri-Cities area in order to investigate the survey findings and solicit more in-depth qualitative feedback about various aspects of settlement, integration, and community engagement. In total, 25 participants attended the focus group sessions. The community research findings were analyzed and presented according to 3 broad themes: Theme 1) Settlement and Integration, Theme 2) Connection to the Community, and Theme 3) Civic Engagement in the Tri-Cities. Highlights of the key findings from each theme are presented below.

Theme 1: Settlement and Integration. The majority of survey respondents identified at least one area where they had needed help since they moved to the Tri-Cities. The most commonly reported issue that respondents needed help with was language training, followed by learning about and accessing health care, and finding a job. To identify key areas where the needs of immigrants were not met and respondents were unable to access help, we examined the gap between those who needed help and those who received it. The most commonly reported unmet need was learning about and accessing health services, with more than half of those who needed help learning about and accessing health services did not receive the help they needed.

Theme 2: Connection to the Community. The Community Survey asked respondents to indicate the primary factors that influenced their decision to move to the Tri-Cities area. According to survey respondents, the top three reasons for settling in the Tri-Cities region were: 1) Family or friends were already settled in the Tri-Cities area, 2) Affordable housing and a relatively lower cost of

living, and 3) a perception that the Tri-Cities is a family-oriented area. One of the challenges of settling in a new country is the social isolation experienced due to a lack of friends and social networks. This is the case for Tri-Cities immigrants as well, as social isolation is identified as a challenge by one in every four respondents, and more than a quarter of our respondents find it difficult to make new friends. Almost half find it hard to make friends with people from *other ethnicities.* Further, while the percentage of those who agree (44%) with the statement "I feel welcome in my neighbourhood" is significantly higher than those who disagree (9%), almost half of the respondents (47%) are neutral about this statement.

Theme 3: Civic Engagement in the Tri-Cities. We measured Tri-Cities immigrants' participation in community life using a variety of indicators across social, cultural, economic, and political spheres of engagement. The responses from our survey participants indicate that involvement in social and cultural activities, such as attending an event put on by a cultural or ethnic group or attending a religious service, is on par with the average rates reported across metro Vancouver. Further, nearly half (48%) of Community Survey respondents have volunteered since moving to Canada. Respondents indicated their primary reason for volunteering is to help others, but other key motivators for volunteering are to feel part of the community, gain experience in Canada, and to meet new people. Compared to cultural and social aspects of community life, Community Survey respondents indicate low levels of participation in the economic and political spheres. For example, 31% of survey respondents report that unemployment or underemployment is a challenge that affects their daily life and only 6% of respondents have signed a petition.

Introduction

Recent recognition about the importance of community connectedness and collaboration across various sectors within communities have led to the creation of Citizenship and Immigration Canada's (CIC) Local Immigration Partnerships, which aim to influence and foster meaningful connections between newcomers and receiving communities. By understanding the integration of newcomers as a two-way process that requires adjustment on the part of both newcomers and the receiving community, it is hoped that newcomers will feel a greater sense of belonging and engagement with their new community. It is also hoped that receiving communities will have a greater sense of newcomers' settlement and integration needs as well as their contributions to their new community.[1] Local Immigration Partnerships bring together multiple stakeholders in the community to work collaboratively on the development of a strategic plan that addresses the challenges and opportunities of enhancing newcomer integration, fostering welcoming communities, and ensuring that immigrant settlement and integration are incorporated into community planning processes.[2]

In late Fall 2014, the Tri-Cities Local Immigration Partnership, representing the communities of Coquitlam, Port Coquitlam, Port Moody, Anmore, and Belcarra, implemented a research project to investigate the civic engagement needs of immigrants in the Tri-Cities region. An independent research firm, Reichert & Associates, was contracted to carry out the community assessment. Community assessment data was gathered using a variety of methods, including a community survey, an organization survey, focus groups, interviews, population data analysis, and a literature review. The goal of this community assessment was to determine newcomers' perceived community integration needs with regard to social, political, cultural and economic participation in the Tri-Cities.

The research findings helped inform the design of a Community Forum, which brought together community leaders, political representatives, service providers, and other interested stakeholders in the community. The Community Forum was held to provide community stakeholders with an opportunity to review the research findings and to discuss how to enhance immigrant integration and civic engagement in the Tri-Cities, as well as how to create a community where everyone feels a sense of belonging.[3] Taken together, the research results and Community Forum discussions will assist the Tri-Cities Local Immigration Partnership with developing a multi-year Strategic Plan for the Tri-Cities region.

The following sections will review the results of the community assessment research that was conducted between late November 2014 and early February 2015.

Methodology

Research Goal

To determine the perceived community integration needs of immigrants with regard to their social, political, cultural and economic participation in the Tri-Cities.

Research Approach

The community research that was conducted with immigrants living in the Tri-Cities region sought to answer the following questions:

- *How do immigrants in the Tri-Cities define civic engagement?*
- *What are the civic engagement needs of newcomers in the Tri-Cities with regard to social, political, economic, and cultural participation?*
- *Are civic engagement needs of newcomers being understood and being adequately met in the Tri-Cities?*
- *What are the barriers and solutions in achieving civic engagement?*
- *What might further support the civic engagement needs of newcomers? And how could community organizations implement these supports?*
- *What are the benefits of civically-engaged immigrants in the Tri-Cities in relation to settlement and integration?*

To begin answering these questions, we used a multi-faceted approach in the collection of qualitative and quantitative data. First, we conducted an extensive literature review on immigration in the Tri-Cities region, social capital, and civic engagement. We also conducted key informant interviews with two immigrant-serving organizations and consulted with the TCLIP Research Working Group to inform the design of a Community Survey and an Organization Survey. Following this, we held three focus groups with Tri-Cities immigrants to explore our research questions and findings in more depth. The survey questionnaires and focus group interview guide have been included in the appendix.

Community Survey & Organization Survey

The Community Survey was translated into Mandarin, Korean, and Farsi (the most widely spoken languages in the region aside from English) and, using a purposeful sampling approach, was distributed by the research team and survey assistants/translators throughout the community. Promotional material for the surveys was also translated into Mandarin, Korean, and Farsi and was widely disseminated across all of the Tri-Cities communities as well as in strategic areas, such as immigrant-serving organizations and settlement agencies. Participants had the option of completing the survey online or in hard copy. In total, there were 288 respondents who met the

eligibility criteria[1] and completed the Community Survey between December 2014 and January 2015.

The Organization Survey was developed in consultation with the Research Working Group and was distributed concurrently with the Community Survey. More than 50 organizations were approached both in person and via email and were asked to complete the online survey. In total, there were 32 survey participants; 30% of respondents were from the non-profit sector, 13% were from the public sector, 50% were from the for-profit sector, and 7% selected 'other'.

Focus groups

In addition, three focus group interviews were held with immigrants living in the Tri-Cities area in order to investigate the survey findings and solicit more in-depth qualitative feedback[4] about various aspects of settlement, integration, and community engagement. In total, 40 participants registered to participate in the focus groups; of these, 25 participants attended the sessions. 12 participants were male and 13 were female. The first focus group session was held on January 31, 2015 with 12 Mandarin-speakers. The Korean and Farsi focus groups were both held on February 7, 2015 and were attended by 8 Korean and 5 Farsi participants, respectively.

Focus group questions were open-ended and conversational in nature in order to allow for natural conversation and interactions to occur. Some focus group participants preferred to answer certain questions in English, although the majority preferred to speak in their first language. Interpreters were hired from within the community to assist the research team with facilitating the focus group interviews and provide translation services throughout the session. Focus group attendees were provided with a $30 honorarium for their participation in the 1 hour focus group session. These focus groups provided the research team with an opportunity to verify survey findings and contextualize results. The questions used to guide each focus group have been included in the appendix.

---

[1] In order to be eligible to complete the survey, respondents had to: a) live in Coquitlam, Port Coquitlam, Port Moody, Anmore, or Belcarra; b) have been born outside of Canada; and c) have a Permanent Resident, Canadian Citizen, or Refugee status.

Constraints & Limitations

When reviewing the data presented in this report, certain considerations should be noted. Firstly, due to the nature of our desired respondent base, in that we were particularly interested in a subset of the population, it is important to highlight the fact that Community Survey respondents were purposefully sampled and therefore may not necessarily constitute a representative sample of the entire immigrant population in the Tri-Cities. In addition, advertising information about the Community Survey was distributed at several immigrant-serving organizations (in addition to being widely distributed across the Tri-Cities), and so responses to certain questions (i.e. have you received help in any of the following areas) may be susceptible to sampling bias.

However, the number of community survey respondents, in combination with the mixed-method approach (for example, using Focus group interviews to confirm survey findings), ensured the community survey data was extremely useful in identifying trends across the Tri-Cities region. When examining comparative national-level data, such as that provided by Statistics Canada, questions have been included only when their phrasing is nearly identical to the questions used in the TCLIP Community Survey.

It is also important to consider that in general, the self-reported nature of data obtained through survey questionnaires increases the potential for response bias or social desirability bias. Specifically, survey respondents were asked several questions that were sensitive in nature, including information about challenges they have faced, whether they have voted, household income, experiences of discrimination, and others. There can be a tendency for respondents to over-report 'good' behavior, such as voting or volunteering, which has the potential to skew results to these questions.[5] We tried to minimize the potential for response bias by ensuring that the survey was completely anonymous, did not contain any identifying information, and did not require an enumerator to record responses.
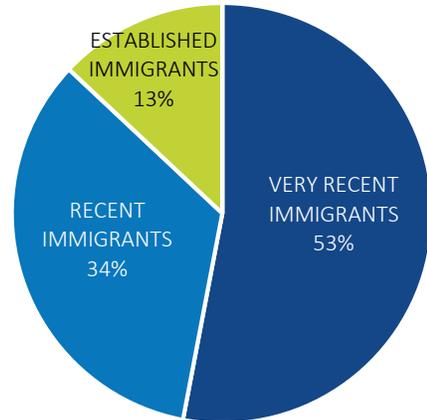
Profile of Research Participants

Demographic profile of Community Survey participants

As noted above, 288 eligible respondents completed the Community Survey. 66% of respondents were female and 32% of respondents were male (2% preferred not to indicate their gender).

Respondents were asked to indicate how long they had been living in Canada, and results revealed that the survey sample was quite diverse. We heard from a range of individuals, some of whom had been living in Canada for less than 6 months and some who had been living here for more than 20 years.

Based on their responses, participants were grouped into broad categories describing their length of time in Canada. The category *very recent immigrants* includes those respondent who have been living in Canada for 4 years or less; the *recent immigrants* category describes those who have been living in Canada between 4 and 10 years, and *established immigrants* were those respondents who have lived in Canada for 10 or more years. As Figure 1 shows, just over half of the Community Survey respondents are very recent immigrants. An additional 34% are recent immigrants, and 13% are established immigrants. In terms of residency status, the majority of respondents are permanent residents; 16% are Canadian Citizens and 5% are refugees.

FIG.1 - LENGTH OF TIME IN CANADA
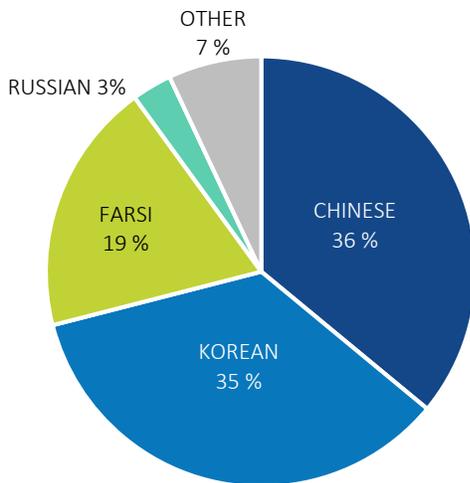
Responses to the question about participants' first language reflect the diversity of immigrants in the Tri-Cities. The most commonly spoken first language of survey respondents (36%) is Chinese (including Mandarin, Cantonese, and other Chinese languages or dialects not otherwise specified). The second most commonly spoken language is Korean, with 35% of survey participants reporting this as

FIG. 2 - PARTICIPANTS' FIRST LANGUAGE

their first language. Farsi is the first language of an additional 19% of respondents and Russian is the first language of 3% of respondents. The remaining 7% of the sample reported various other

first languages including Arabic, Dari, Hungarian, Japanese, Polish, Punjabi, Romanian, Spanish, Tagalog, Turkish, and Urdu.

Figure 3 shows that the age of Community Survey respondents is quite normally distributed. The majority of respondents (70%) are between the ages of 36 and 55 years; 15% of respondents are younger than 35 years and 15% are older than 55 years.

Of note, Community Survey respondents are highly educated. Approximately 83% of the community sample have completed some form of post-secondary education, which is much higher than the 62% of all British Columbians aged 25 and over who have a post-secondary certificate, diploma, or degree, and higher than the 69% of BC landed immigrants who hold a post-secondary credential[6,7].

FIG. 3 - RESPONDENT AGE

Nearly half of the survey respondents (48%) have a university degree, and an additional 15% have a graduate degree. The large majority of respondents (93%) completed their highest level of education outside of Canada.
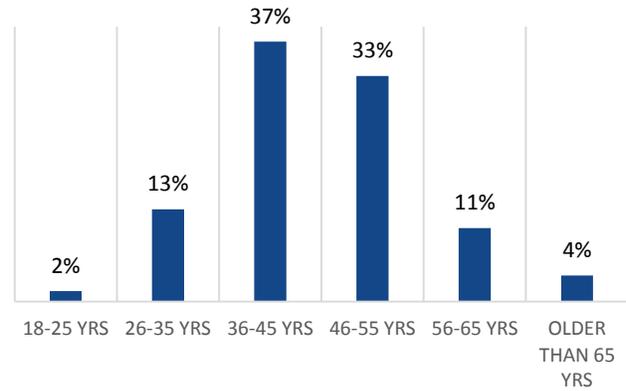
FIG. 4 - LEVEL OF RESPONDENT EDUCATION
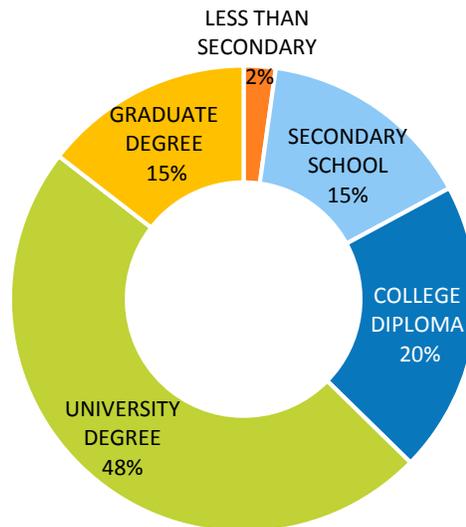
In terms of approximate household income, the majority of immigrants living in the Tri-Cities earned less than the median household income in British Columbia, which is $71,660.[8] 63% of respondents reported a household income of $40,000 or less. Income was positively correlated with length of time in Canada, however. Given the large percentage of our sample who were relatively new to Canada, it is not unexpected that lower income levels were observed.

Living in Tri-Cities

Detached housing is the most commonly reported type of residence, and accounts for 35% of respondents' housing situation. 22% of respondents live in a townhouse and 32% live in a condo. The remaining 11% of respondents live either in a semi-detached house, a co-op housing unit, or 'other' (the majority of respondents in the 'other' category indicate their place of residence is a basement suite).

Coquitlam, which has the greatest proportion of immigrants in the Tri-Cities, is the place of residence for 80% of our respondents. 11% live in Port Coquitlam, and 9% of survey respondents live in Port Moody. While

80%
LIVE IN COQUITLAM

11%
LIVE IN PORT COQUITLAM
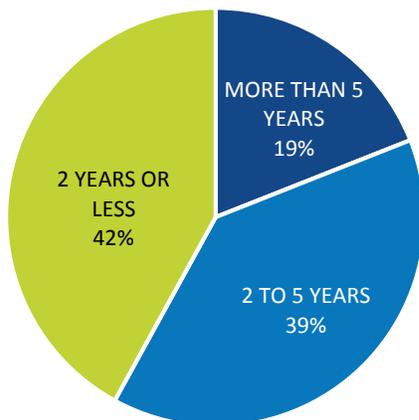
9%
LIVE IN PORT MOODY
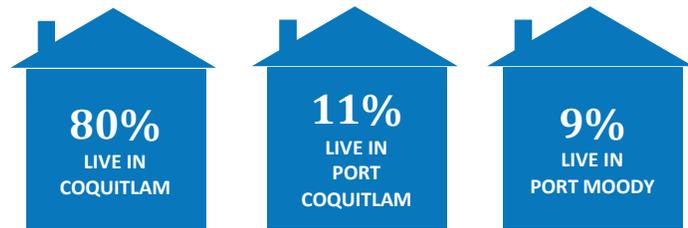
the Tri-Cities villages of Anmore and Belcarra were included in the sample frame, there were no eligible respondents from this area. This was not unexpected given that the combined population of these two communities is less than 3,000.[9,2]

FIG. 5 - LENGTH OF TIME IN TRI-CITIES

MORE THAN 5 YEARS
19%

2 YEARS OR LESS
42%

2 TO 5 YEARS
39%

Community Survey respondents are fairly new to the Tri-Cities, as seen in Figure 5. While 19% have been living in the Tri-Cities for more than 5 years, 39% have been living in the Tri-Cities between 2 and 5 years and the remaining 42% have lived in the region for 2 years or less.

Profile of Organization Survey Participants

In addition to our community survey, we also surveyed organizations and businesses in the Tri-Cities area. Individuals who responded to the Organization Survey represent a range of organizations in the Tri-Cities in various industries including business services, education, healthcare, community and social services, and government. Just under half (46%) work in the for-profit sector, 36% work in non-profit organizations, and the remaining 18% work in the public sector.

More than half of the respondents (62%) are non-management employees and 34% are managers or executives. The remaining 4% are volunteers or interns.

---

[2] In Anmore, for example, data from the 2011 Census indicated that there are fewer than 150 individuals who report their first language as either Mandarin, Cantonese, Korean, or Farsi. It was therefore very difficult to identify these individuals and have them complete surveys.

I. Settlement & Integration in Tri-Cities

Overview

Theories of immigration that examine the complex processes of settlement and integration have shifted away from placing the onus of adaptation on newcomers, and instead include a more holistic and multi-faceted understanding of integration[10]. The process of newcomer integration is considered a 'two-way street' where both newcomers and the host society are responsible for making adjustments that foster deeper connections and participation in community life.[11]

To this end, it is important that the host society strives to create an inclusive environment by ensuring a comprehensive understanding of newcomers' needs, providing access to social programs and services, and creating opportunities for newcomers to participate in all aspects of community life.[12]

The following section reviews the results of the settlement and integration needs identified by Community Survey respondents, and examines the extent to which these needs are being met.

Key Findings

Respondents were asked to identify areas in which they have needed help since moving to the Tri-Cities.

At 87%, the majority of survey respondents identified at least one area where they had needed help since they moved to the Tri-Cities. The most commonly reported issue that respondents needed help with was language training, which is not unsurprising given that 62% of respondents are either somewhat or very uncomfortable communicating in English. This was followed by learning about and accessing health care, and finding a job (Figure 6).

FIG.6 - SINCE MOVING TO THE TRI-CITIES AREA, HAVE YOU EVER NEEDED HELP WITH ANY OF THE FOLLOWING?

Language Training	Learning About & Accessing Health Care Services	Finding a Job	Adapting to a New Culture	Learning About the Neighbourhood	Finding Recreation Activities	Finding Housing	School Registration	Making Friends, Building Social Connections
63%	49%	38%	34%	30%	25%	25%	24%	23%
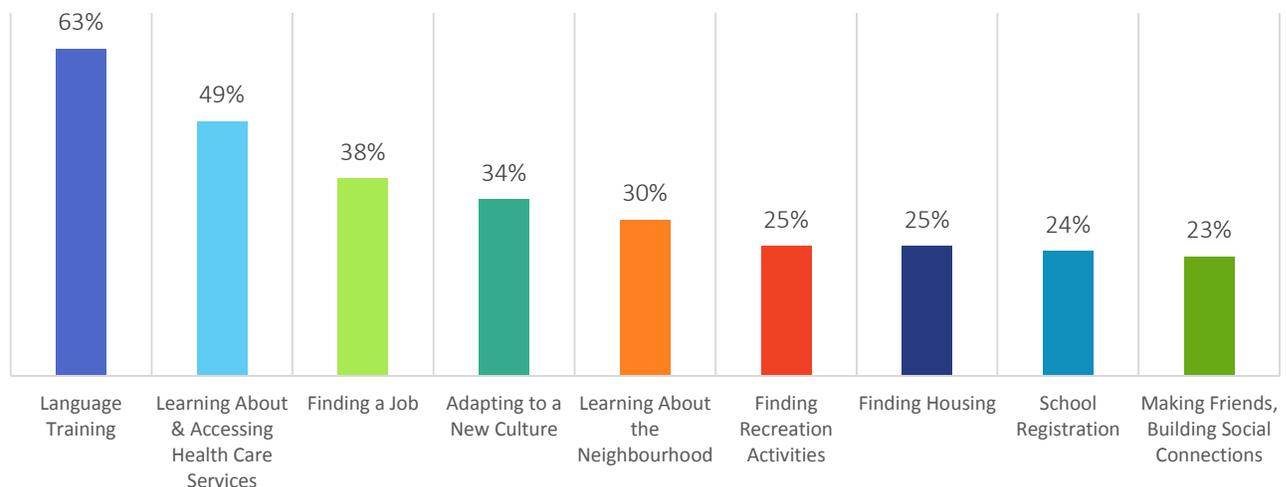
Just over a third of respondents (34%) needed help adapting to a new culture and lifestyle, and a similar percentage (30%) needed help learning about the neighbourhood and community.

A follow up question was posed to survey respondents in order to determine whether they were able to access the help they needed in the areas they previously identified (if applicable).

In order to identify key areas where the needs of immigrants were not met and respondents were unable to access help, we examined the gap between those who needed help and those who received it. While the most commonly reported need was language training, the majority of respondents reported being able to access help with this issue. The graph below indicates key areas where respondents were not able to get the help they needed. Of note, the most commonly reported unmet need, as determined by the total number of those who needed help and the percentage who did not receive it, was learning about and accessing health services. 55% of those who needed help learning about and accessing health services did not receive help.

FIG.7 – PERCENTAGE OF RESPONDENTS WHO DID NOT RECEIVE HELP
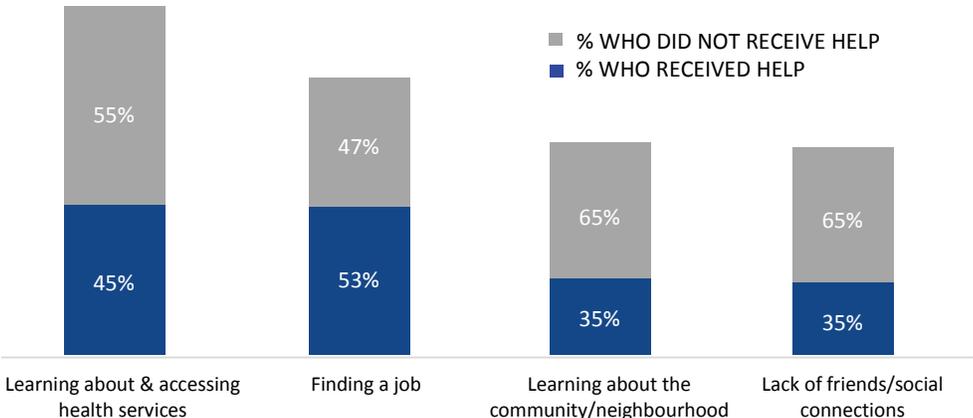
In addition, as Figure 7 above shows, 47% of those who needed help finding a job did not receive help in this area. Focus group participants also identified that finding a job is particularly difficult, and several participants expressed frustration with the challenges they face in trying to find jobs in their field of training. As one focus group member noted, "*I received my immigration so easily… but once I got here, I found it very difficult to actually work in the field they admitted me for*." Along this same vein, the national *Longitudinal Survey of Immigrants to Canada (LSIC),* which interviewed 7,700 immigrants during their first four years in Canada, revealed that finding employment was a significant challenge for many recent immigrants throughout the country. Indeed, 42% of LSIC respondents reported that finding an adequate job was the greatest difficulty they faced since moving to Canada.

Other key unmet needs were in the areas of learning about the community, and making social connections. 65% of Tri-Cities Community Survey respondents who needed help learning about the community and those who needed help making social connections were unable to find help.

The Community Survey prompted respondents to indicate whether there are ongoing challenges that continue to affect their daily life. 64% of respondents reported that a language barrier continues to pose a challenge in their lives. Unemployment/underemployment still affects 33% of respondents, and social isolation is an ongoing issue for 23%.

We also wanted to know whether these challenges changed according to the length of time respondents had been living in the Tri-Cities. While Figure 8 shows that a language barrier was less likely to be a challenge for those who had been living in Tri-Cities for more than 5 years, there was very little difference between these two groups in terms of unemployment/ underemployment and social isolation.

FIG.8 – ONGOING CHALLENGES IDENTIFIED BY RESPONDENTS

LANGUAGE BARRIER: 70%, 40%, 64%
UNEMPLOYMENT/UNDEREMPLOYMENT: 34%, 30%, 33%
SOCIAL ISOLATION: 25%, 18%, 23%

■ 5 YEARS OR LESS ■ MORE THAN 5 YEARS ■ OVERALL
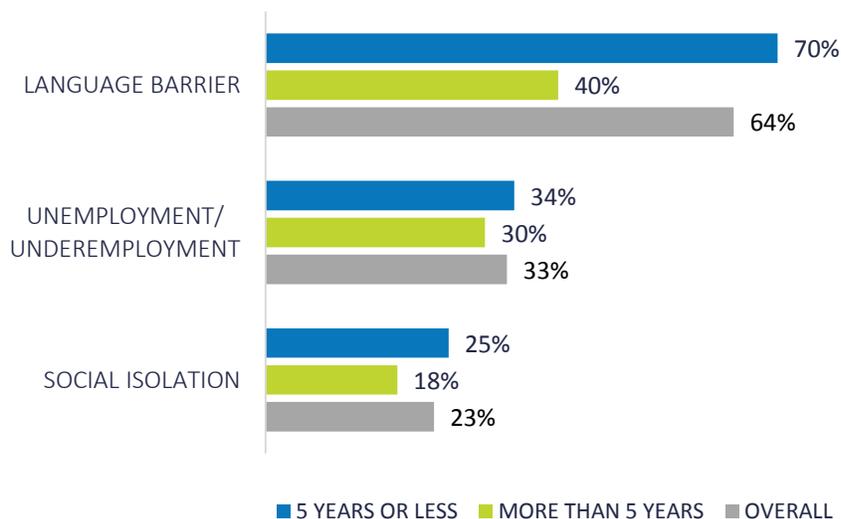
Analysis

Evidently, the settlement and integration needs of immigrants are diverse. Some needs are being better met than others. Certain ongoing challenges, particularly in the areas of unemployment/ underemployment and social isolation, continue to affect immigrants regardless of how long they have been living in the Tri-Cities area.

As the results show, a large proportion of Community Survey respondents needed help with language training and overcoming their language barrier. While most respondents appeared to be knowledgeable about where to find this help, many of our focus group participants anecdotally expressed concern about the length of time they are required to wait before they can begin English language training. Several participants identified that wait lists for newcomers' language instruction classes required them to wait more than 6 months before they could begin to learn English. This is problematic, because an individual's level of comfort communicating in English has an impact on their broader social connections within the community and their ability to find a job.

We found a correlation between respondents' level of comfort communicating in English and making friends—those who were not comfortable communicating in English were less likely to find it easy to make friends in their community. Further, respondents who were uncomfortable communicating in English were less likely to feel welcome in their neighbourhood and less likely to be employed full-time. This is cause for concern, when we consider the fact that 62% of respondents are somewhat or very uncomfortable communicating in English and the potential impact this has on their social connections and community engagement.

Considering service provision more generally, responses from key informant interviews, focus groups, and the organization survey identified a need to centralize services and tailor information to ensure it is appropriate and relevant. Many focus group respondents felt there was a misalignment between their needs and the services available. As one focus group respondent noted, *"When you don't have a place to live, how can you think about volunteering? Information on volunteer opportunities won't be meaningful for you… there should be a systematic approach to how the newcomers are informed of these activities based on their time here."* Similarly, another focus group respondent echoed this sentiment, stating, *"We are bombarded with a lot of information when we first come here. But as a matter of fact, it's not related to what I need at that time."*

II. Connection to the Community

Overview

Community connection is an integral component of all aspects of settlement and integration, and involves action by both the receiving community and immigrants. In order to retain newcomers in the area, various levels of government and other community stakeholders have recognized the importance of fostering engagement and creating safe and welcoming spaces for diverse members of the community[13].

Consequently, we sought to determine the extent to which the Tri-Cities communities are welcoming to immigrants. In order to do so, it was important to investigate the social connections Tri-Cities immigrants have in their community and investigate whether they feel a sense of belonging.

The research in this theme presents findings from the Community Survey and focus groups that enhance an understanding of immigrants' community connections in the Tri-Cities.

Key Findings

The Community Survey asked respondents to indicate the primary factors that influenced their decision to move to the Tri-Cities area. According to survey respondents, the top three reasons for settling in the Tri-Cities region were:

- Family or friends were already settled in the Tri-Cities area (46%)
- Affordable housing and a relatively lower cost of living (40%)
- A perception that the Tri-Cities is a family-oriented area (~10%)

Many focus group respondents also elaborated on how the presence of good schools in the area, safe and quiet neighbourhoods, lower crime, and scenic environments factored into their decision. Respondents felt that the Tri-Cities area is not as fast-paced as Vancouver and is friendlier and more welcoming, where "people say hi and smile". Focus group respondents did identify some drawbacks of the area, however, noting that it is challenging to find jobs in the Tri-Cities region and that public transportation can be expensive and infrequent.

Welcoming neighbourhoods

Feeling connected to their new community is an aspiration shared by the majority of immigrants who responded to the Community Survey, as 98% of respondents said it is either very important

FIG.9- "HOW IMPORTANT IS IT FOR YOU TO FEEL CONNECTED WITH YOUR COMMUNITY?"

NOT IMPORTANT
2%

SOMEWHAT IMPORTANT
44%

VERY IMPORTANT
54%

FIG.10 - "I FEEL WELCOME IN MY NEIGHBOURHOOD"

DISAGREE
9%

NEUTRAL
47%

AGREE
44%
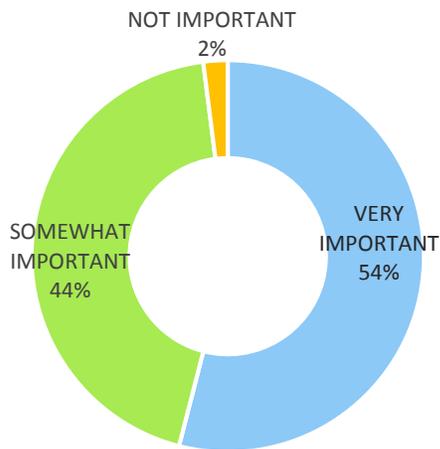
or somewhat important for them to feel connected with their community. Only 2% of respondents reported that this is not important to them. Age, gender, ethnic background, place of residence, and length of time in Canada have no effect on the importance of feeling connected.
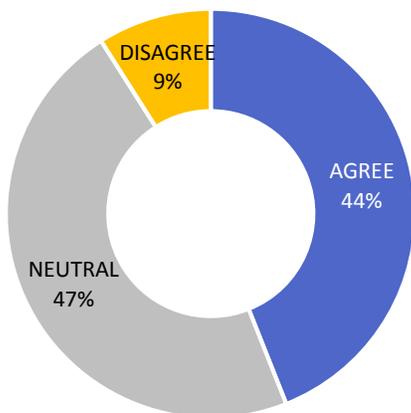
Respondents were also asked how welcome they feel in their neighbourhood. While the percentage of those who agree (44%) with the statement "I feel welcome in my neighbourhood" is significantly higher than those who disagree (9%), almost half of the respondents are neutral about this statement (Figure 10).

There was no statistically significant relationship between age, gender, income, place of residence, or the type of housing respondents live in and how welcome they feel in their neighbourhoods. When we investigated whether there was any relationship between respondents' ethnic background and feeling welcome, however, we found that immigrants who do not belong to one of the three most commonly spoken language groups (Chinese, Korean and Farsi) are *more* likely to feel welcome in their neighbourhood. In addition, Korean respondents were more likely to respondent 'neutral' to this statement. (Half of those who were in the neutral category were Korean).

Level of comfort communicating in English was also a predictor for how welcome people felt in their neighbourhood. Those who are comfortable communicating in English are more likely to feel welcome in their neighbourhoods.

Our survey results also revealed that feeling welcome in the neighbourhood is strongly linked to respondents' overall life satisfaction. Those who say they feel welcome in their neighbourhood are more likely to be satisfied with their life in Tri-Cities.

Connections with Neighbours & Social Trust

In order to explore immigrants' social connections in the Tri-Cities communities, the Community Survey posed several questions about respondents' connections with their neighbours. While the majority of our respondents (81%) recognize their neighbours when they see them, only 35% actually know the names of their neighbours. This is significantly lower than the average for metro Vancouver residents (74%), according to a recent Vancouver Foundation report.[14]

Despite the low rate of knowing each other by name, more than half of the respondents report that they have helped their neighbours (57%) and received help from their neighbours (53%). This indicates that while acts of social reciprocity are occurring in respondents' neighbourhoods, these interactions do not typically lead to deeper connections between neighbours.

When we looked at whether there were any differences in survey participants' relations with their neighbours based on their age, gender, ethnic background and/or income level, the only difference that is statistically significant is that Chinese respondents were *more likely* to have helped a neighbour and to have received help from a neighbour, whereas Korean respondents were *less likely* to have done so. Relations with neighbours did not change according to respondents' community of residence (i.e. Coquitlam, Port Coquitlam and Port Moody.)

In general, social trust among Tri-Cities immigrants is high. When asked about how much they trust people in their neighbourhood, 14% of respondents said they trust them a lot, and 64% trust them some. Only 4% do not trust the people in their neighbourhood at all.

We were also interested in how trusting people were in general. We asked respondents whether they feel that "generally speaking, most people can be trusted" or "generally speaking, you can never be too careful when dealing with others." We found that 66% of respondents feel most people can be

FIG.11 - "HOW MUCH DO YOU TRUST PEOPLE IN YOUR NEIGHBOURHOOD?"

- Don't trust them at all 4%
- Trust them a lot 14%
- Trust them only a little 18%
- Trust them some 64%

trusted, which is on par with the provincial average (65% of BC residents feel most people can be trusted) and higher than the Canadian average (53%)[15]. The remaining 34% are more cautious, and feel that you can never be too careful when dealing with others.

In terms of trusting people in their neighbourhood, 82% of Community Survey respondents believed that if they had lost a wallet with $200 inside, it is *somewhat or very likely* that the wallet would be returned with the money inside. While the large majority of respondents appear to trust
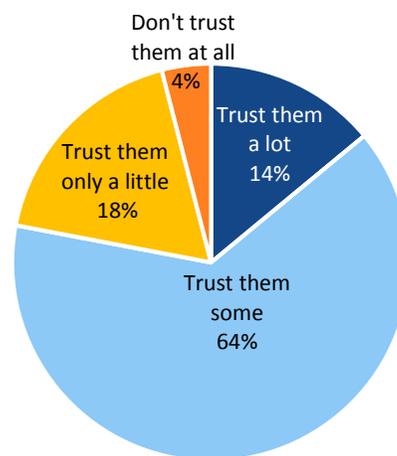
their neighbours, 15% of survey respondents felt it is somewhat unlikely the wallet would be returned. Only 3% of respondents indicated it is *not at all likely* that their neighbours would return the wallet with the money inside. Respondents' perceptions did not correlate with age, gender, ethnic background or household income.
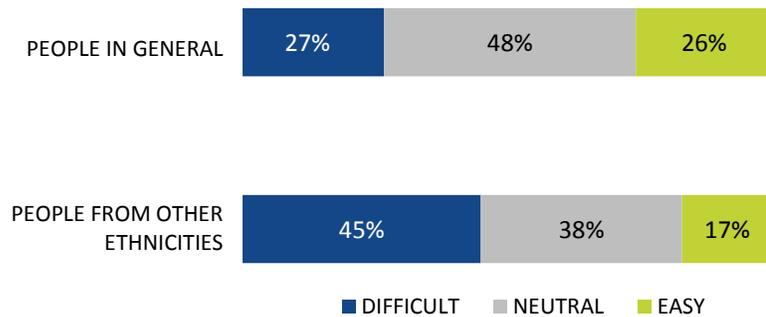
Making Friends & Social Isolation

Friendships constitute an essential part of our social connections. As identified by our survey respondents, a lack of friends or social connections is a common challenge experienced by immigrants upon moving to Tri-Cities. On the other hand, making friends seems to be a challenge not just for Tri-Cities immigrants but for many other residents in metro Vancouver. As reported in the Vancouver Foundation's *Connections and Engagement* study (2012), one-third of those surveyed across metro Vancouver say it is difficult to make new friends. Comparatively, in our survey, 27% of the Tri-Cities immigrants said they thought that it was difficult to make new friends in their community. (See Figure 12 below).

We were also interested in exploring whether there is a difference in the degree of difficulty respondents face in making friends with people from different backgrounds, as connections between people from various ethnic backgrounds can help enhance the inclusivity of a diverse community.

FIG. 12 - HOW EASY IS IT TO MAKE FRIENDS WITH PEOPLE IN YOUR COMMUNITY?

	DIFFICULT	NEUTRAL	EASY
PEOPLE IN GENERAL	27%	48%	26%
PEOPLE FROM OTHER ETHNICITIES	45%	38%	17%

We found that nearly half of the Community Survey respondents (45%) indicated that they find it difficult to make friends with people *from other ethnic backgrounds* in their community.

Interestingly, the length of time respondents have lived in Canada or in the Tri-Cities and their level of comfort communicating in English do not have any effect on how easy they find it to make friends with people from other ethnic backgrounds. However, when we explored the possible effects of demographic variables, we found that Korean speakers were more likely to find it difficult to make friends with people from other ethnicities. This finding was also supported by Korean focus group participants, who frequently mentioned that Koreans are generally shy and reserved, and the concept of 'community' for Koreans is quite different than in Canadian culture. Taken together, focus group participants felt this makes it challenging for them to meet new people in Canada.

"Korean personality is shy and quiet… That is one of the reasons we cannot make friends easily with Canadians or other ethnic groups"

– Focus group participant

Making friends is an important aspect of social connection. Our data revealed that it is also a predictor for both feeling welcome in the community and feeling satisfied with life in the Tri-Cities. As mentioned, one in every four respondents in our sample (25%) reported that social isolation is an ongoing challenge that affects them in their daily lives. Moreover, 40% reported that they are *"alone more often than they would like"*, a percentage that is markedly higher than the metro Vancouver average (25%), as reported in the Vancouver Foundation report (Figure 13).

The length of time respondents had been living in Canada or the Tri-Cities did not impact whether respondents reported being alone more often than they would like or feeling socially isolated.

Discrimination

Findings from the General Social Survey show that 20 percent of landed immigrants experienced some form of discrimination during the five year period prior to the survey (reference period), in comparison with 14 percent of non-immigrants. [16]

We asked our Community Survey respondents a similar question, and found that 16% of our sample experienced some form of discrimination, either in the workplace or in the community. 50% of those who experienced discrimination in the workplace indicated their co-workers were the source of their discrimination, while 44% felt discriminated by management. 38% felt discriminated by customers or clients.

FIG.13 - "I AM ALONE MORE OFTEN THAN I WOULD LIKE"

METRO VANCOUVER RESIDENTS: 25%

IMMIGRANTS IN THE TRI-CITIES: 40%
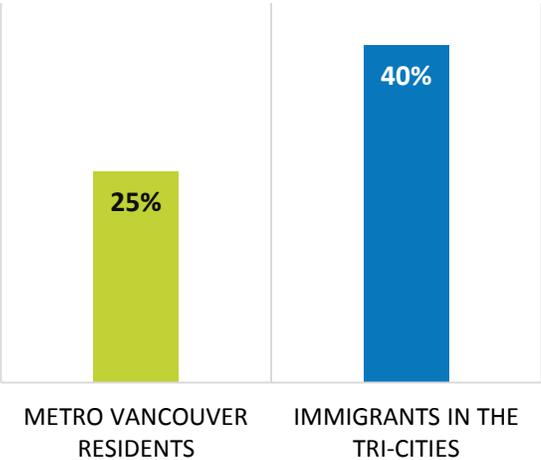
Analysis

One of the challenges of settling in a new country is the social isolation experienced due to a lack of friends and social networks. This is the case for Tri-Cities immigrants as well, as social isolation is identified as a challenge by one in every four respondents. What equally troubling is that experiences of feeling socially isolated and feeling alone do not appear to improve over time.

Our results demonstrate that an individual's level of comfort communicating in English has an impact on their social connections within the community. Higher levels of comfort communicating in English are correlated with lower levels of social isolation. Further, those who feel comfortable communicating in English are more likely to find it easier to make friends and more likely to feel welcome in their neighbourhood.

In general, Tri-Cities immigrants find it difficult to make friends with people from other ethnic backgrounds, even when controlling for level of comfort speaking English. Nearly half of Community Survey respondents say it is difficult to make friends with people from other ethnicities

in their community, indicating that there may be a need to find ways where people from different backgrounds are brought together in the community and encouraged to communicate with one another.

When we examine relationships with neighbours, we find that neighbours appear to be willing to help one another but prefer to keep their distance, as indicated by the relatively high ratio of respondents who helped or received help from a neighbour, compared to those who know their neighbours by name. Social reciprocity may exist within neighbourhoods, but our survey results do not indicate that these interactions foster closer relationships or friendships between neighbours.

Notwithstanding the challenges identified by survey respondents, general life satisfaction among immigrants living in Tri-Cities is high— a significant majority of respondents agreed (80%) or strongly agreed (13%) with the statement *"In general, I am satisfied with my life in Tri-Cities."*

III. Civic Engagement in the Tri-cities

Overview

Civic engagement broadly refers to people's connections with the life of their communities[17] and encompasses a continuum of activities that range from individual or private actions to collective or public actions.[18] Civic engagement is considered to be an essential component of a healthy and vibrant democracy.[19]

With the growing recognition about the importance of civic engagement and community cohesiveness, governments and organizations at multiple levels are working together to ensure that communities are welcoming for new immigrants and Canadian-born residents alike. Participation in civic life enhances the social capital of individuals, which provides them with access to broader social networks and contacts and are particularly useful for those seeking employment. Further, civic engagement research has identified that communities with higher levels of civic engagement and participation have lower unemployment rates, lower incidents of crime, higher voter turnout, and an overall higher quality of life[20].

The robust literature on civic engagement has stressed the importance of considering engagement across a variety of dimensions of community life, particularly within social, cultural, economic, and political contexts[21]. This is especially relevant for research about the civic engagement of immigrants living in the Tri-Cities area, given that participation in social and neighbourhood activities is often more accessible for many immigrants than participation in political activities, due to certain restrictions pertaining to residency status (i.e. permanent residents are not permitted to vote)[22].

Using various indicators from validated survey instruments in Canada, including the General Social Survey[23], the Tri-Cities Community Survey asked immigrants to identify the extent to which they participate in community life.

Key Findings

The previous theme examined respondents' connection with their community, finding that while respondents generally feel welcome in their neighbourhood and community, there is room for improvement. This was especially reflected in the 47% of respondents who were 'neutral' about feeling welcome in their neighbourhood. Overall, responses were mixed. In this theme, the answers to various survey questions about civic engagement are similar in that while there are areas where civic participation is above average or high, there is room to improve the overall civic engagement of immigrants in the Tri-Cities.

We measured Tri-Cities immigrants' participation in community life using a variety of indicators across social, cultural, economic, and political spheres of engagement. We also examined measures of social trust, which have been demonstrated to be strongly linked to social capital and

civic engagement.[24] While many researchers have found that civic engagement facilitates future collaboration and norms of reciprocity within a community, it remains unclear whether social trust enables civic participation or whether it occurs as a result of community participation. [25] Regardless, results from the Community Survey conducted with immigrants living in the Tri-Cities area showed that there was a strong correlation between generalized trust and how welcome respondents felt in their neighbourhoods. In other words, people with higher levels of generalized trust were more likely to feel welcome in their neighbourhood. Further, there was also a significant relationship between trust and making friends-- individuals who report higher levels of trust were more likely to find it easy to make friends.

Participation in Social and Cultural Activities

In terms of respondent participation in social and cultural activities, such as attending an event put on by a cultural or ethnic group or attending a religious service, results show that the participation of Tri-Cities immigrants is on par with the average rates reported across metro Vancouver.[26] Indeed, 84% of Tri-Cities Community Survey respondents have visited a library, community centre, or recreation centre in the past year compared to 83% of survey respondents from the Vancouver Foundation's metro Vancouver survey. Other indicators of cultural participation included attending a religious service or attending an event put on by a cultural or ethnic group, the results of which are comparable to the average rates of metro Vancouver (Figure 14). Certain areas of social participation, however, such as having attended a neighbourhood or community meeting, are noticeably lower than the metro Vancouver average.

FIG. 14 - "SINCE MOVING TO THE TRI-CITIES, HAVE YOU DONE ANY OF THE FOLLOWING..."

TRI-CITIES
METRO VANCOUVER

Category	TRI-CITIES	METRO VANCOUVER
VISITED LIBRARY, COMMUNITY CENTRE, OR RECREATION CENTRE	84%	83%
HAVE VOLUNTEERED SINCE MOVING TO CANADA	48%	49%
ATTENDED AN EVENT PUT ON BY A CULTURAL OR ETHNIC GROUP	39%	42%
ATTENDED A RELIGIOUS SERVICE	34%	42%
ATTENDED A NEIGHBOURHOOD OR COMMUNITY MEETING	8%	26%

Volunteering

The graph above illustrates that just under half (48%) of Community Survey respondents have volunteered since moving to Canada. 35% of all Community Survey respondents have volunteered in the past 12 months, which is identical to the rate of volunteering among Canadian-born citizens.[27] Of those who have volunteered in the past year, just under one quarter (22%) volunteer on a regular basis (weekly or monthly). Very recent immigrants (those who have been living in Canada for less than 4 years) were less likely to have volunteered than those who have been living in Canada for a longer period of time (4 years or longer).

The most common types of organizations that respondents volunteered with were educational organizations, charity/social services organizations, and religious organizations. Given the large body of research that has shown strong linkages between religious participation and volunteerism and civic engagement,[28] we hypothesized that those who reported attending religious services on a regular basis (almost every week or every week) were more likely to have volunteered. However, there was no statistically significant relationship between frequency of attending religious services and volunteering. While respondents indicated their primary reasons for volunteering were to help others (71%), other key motivators for volunteering were to feel part of the community (59%), gain experience in Canada (58%), and to meet new people (57%).

FIG.15 - WHY DID YOU DECIDE TO VOLUNTEER?

TO HELP OTHERS	71%
TO FEEL PART OF MY COMMUNITY	60%
TO GAIN EXPERIENCE IN CANADA	58%
TO MEET NEW PEOPLE	57%
TO LEARN NEW SKILLS	26%
TO GAIN WORK EXPERIENCE IN MY FIELD	22%
SCHOOL/WORK REQUIREMENT	12%

Focus group participants confirmed these findings, with many participants discussing their desire to volunteer with a local organization in order to gain Canadian experience, build social networks, and establish contacts and references within the community. Focus group participants felt that volunteering would provide an opportunity to become familiarized with Canadian customs and culture. As one focus group respondent noted, *"a lack of Canadian experience is a big problem… body language even is different. In our culture you do not look people in the eye. But here, this can be considered rude."*

The primary reason for not volunteering, according to 74% of respondents, is the language barrier. Other commonly reported reasons that prevent respondents from volunteering include a lack of information about volunteer opportunities (32%) and a lack of time (31%). Several focus group participants identified that they had a strong desire to volunteer, but they felt that it was challenging to contact organizations about volunteer opportunities. Participants suggested that it would be useful to create a resource/reference guide containing a list of organizations that are able to accommodate immigrants who wish to volunteer.

Participation in Economic and Political Activities

Economic Participation.

According to the Community Survey, 30% of the total sample were employed (either full-time, part-time, or casual), and an additional 21% were unemployed and actively looking for work. Comparatively, 14% of very recent immigrants nationally report being unemployed and looking for work.[29] As Figure 16 shows, 29% of respondents were unemployed and weren't looking for work, but planned to look for work in the future. An additional 10% were unemployed and were not looking for work, or did not plan to work in Canada. The remaining 14% were either students or retired.

The unemployment rate is higher than the Canadian average, but this may be reflective of the large proportion of Community Survey respondents who were relatively new to the area.

FIG. 16 - PARTICIPATION IN ECONOMIC SPHERE
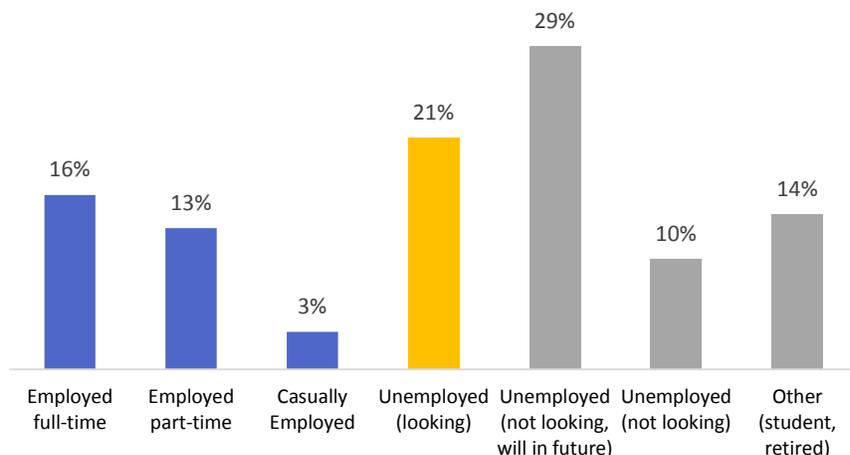
Indeed, there was a positive relationship between the length of time living in the Tri-Cities area and full-time employment, and respondents who had been living in the Tri-Cities region for 5 years or more were much more likely to be employed full time compared to more recent immigrants. Respondents who completed their highest level of education in Canada, and those who reported being comfortable communicating with English were also more likely to be employed, which align with findings from Statistics Canada.[30] Regardless, 31% of survey respondents report that unemployment or underemployment is a challenge that affects their daily life.

Of those who indicated they were employed, 66% indicated that their workplace was located in the Tri-Cities area. Further, less than half (46%) reported being employed in their field of study or training. This is lower than the estimated 62% of Canadian-born residents in British Columbia who are working in their field of training.[31] According to Organization Survey respondents, language difficulties and a lack of Canadian experience were key challenges faced by newcomer staff.

Political Participation.

Finally, we examined several indicators of civic participation that fall within the 'political' realm. There is much debate in the literature as to what constitutes 'political participation,' as this is a contested term that often overlaps with broader discussions about civic engagement. We examined academic research, validated survey instruments, and governmental studies to inform the creation of a comprehensive set of political indicators and survey questions. To this end, we understand political participation to mean "individual or collective action at the national or local level that supports or opposes state structures, authorities, and/or decisions regarding allocation of public goods."[32] By this definition, political participation is more than the act of voting or being a member of a political party.

Compared to the aforementioned level of participation in cultural and social aspects of community life, Community Survey respondents indicate low levels of participation in the political sphere. For example, only 11% of survey respondents reported having attended a public meeting about a community issue and only 6% had signed a petition. Less than 5% of respondents had written a letter or sent an email to the city and less than 5% are members of/make donations to a political party. Further, less than 1% of survey respondents have: attended a political meeting, rally, protest, or demonstration; contacted their local elected representative about a community issue; and contacted the media to express an opinion. In total, approximately 20% of survey respondents

FIG.17 - PARTICIPATION IN POLITICAL SPHERE
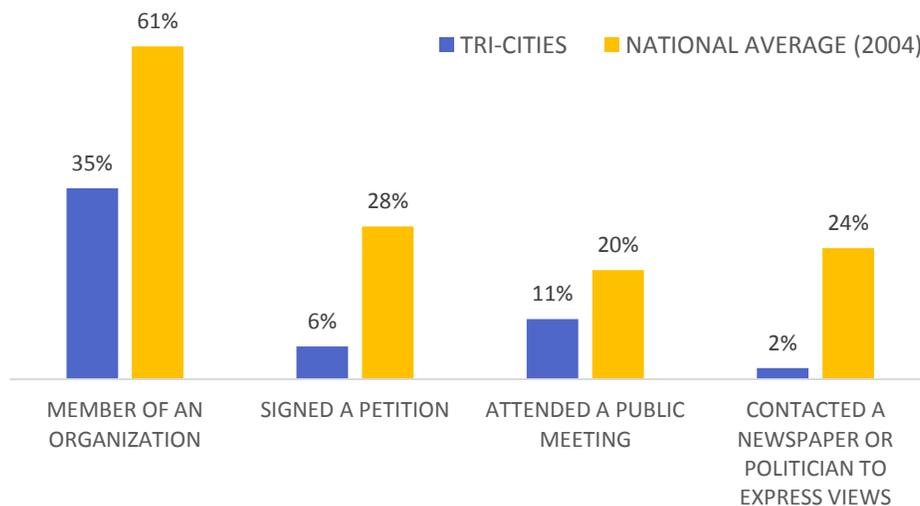
(57/288) had engaged in at least one indicator of political participation. The graph below shows Community Survey results compared to national results.

Self-reported rates of voter turnout, however, was high. 71% of those who were eligible to vote in Canada reported having done so, although self-reported voting rates tend to be higher than official turnout.[33] Interest in local and national current events was also high. 34% of survey respondents were 'very interested' in current events in Canada and 62% were 'somewhat interested'. Only 4% were not interested. Similarly, 73% of respondents reported that they follow the local news (i.e. read the local newspaper or watch local news on TV) a few times a week or every day. While this is not a direct political activity, statistical analysis revealed that those who follow local news every day are more likely to have participated in a political activity, such as signing a petition.

71%
Of eligible respondents have voted in Canada
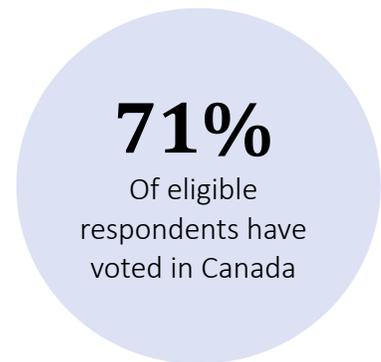
Analysis

There are many complex and often inter-related factors that influence the degree of civic engagement found in a community. The above examination of the extent to which immigrants who responded to the Tri-Cities Community Survey are involved and actively participating in their community reveals that there are certain areas where engagement appears to be reasonably high, and other areas where there is much room for improvement. Numerous research studies regarding the benefits of a connected and engaged populace have found that areas of high civic engagement have better health outcomes, lower crime rates, higher rates of economic productivity, and higher voter turnout rates. In short, civic engagement results in a more connected and vibrant democracy.

Our Community Survey respondents reported greater participation in the social and cultural aspects of community life than they did in economic or political spheres. Our sample of immigrants living in the Tri-Cities was more trusting than the average Canadian, which is empirically linked to enhanced social capital, networks, and general participation in community life, all of which facilitate social connections within a community. Civic engagement can be challenging for many new immigrants who settle in the Tri-Cities area, as most are moving to an area where they have a limited social network. This impacts many aspects of civic engagement, including finding employment, making friends, and being involved in the community. We saw that nearly half of our respondents had volunteered since moving to Canada, as this was perceived by focus group participants and survey respondents as a useful entry point to gaining Canadian experience and broadening their social network.

Overall, Community Survey respondents and focus group respondents indicated high levels of interest in being connected to their community, whether it was through their interest in current events and local news, volunteering, or participating in social and cultural activities. The fabric of community life is tied to an engaged citizenry, and while Tri-Cities immigrants are participating in many dimensions of civil society, they are not very well integrated into the economic and political

spheres. Based on responses to survey questions and focus groups, we can speculate that this may be influenced by real and perceived communication barriers, cultural differences, or a lack of Canadian experience. With all of the information newcomers are presented with upon arrival, it may be that political engagement does not registry as a key priority for many. Regardless, encouraging citizens to participate in all dimensions of civic life is key to building a strong community and it is clear that there are opportunities to further strengthen civic engagement in the Tri-Cities.

Perspectives of Forum Participants

All individuals who were registered for the Tri-Cities Local Immigration Partnership (TCLIP) Community Forum on March 24, 2015 were asked to complete a pre-Forum Survey, approximately one week prior to the Forum event. The survey asked attendees to provide their perspective on:

- Immigrants' most pressing settlement and integration needs,
- Key gaps in services for immigrants living in the Tri-Cities area,
- Barriers that impact immigrants' participation in their community, and
- What immigrants and long-term Tri-Cities residents alike need to do to enhance community connectedness and inclusivity.

There were 113 individuals who registered for the Community Forum. Of these, 37 respondents completed the pre-Forum Survey. Respondents were asked to provide their input about settlement and engagement in the Tri-Cities through a series of five open-ended questions. The results below provide an overview of key themes that emerged from the qualitative analysis of survey responses.

What do you think are the most pressing settlement and integration needs of immigrants in the Tri-Cities area? What are some key gaps in services?

The first question asked respondents to identify the most pressing settlement and integration needs of immigrants and the following question asked their opinion about the key gaps in services for immigrants in the Tri-Cities. The most commonly identified settlement need was *finding employment*, which was specifically noted in nearly half of the responses (18/37). Other key needs that were identified by respondents include *English language skills* (12 respondents), *access to affordable housing* (10 respondents), and *social networking opportunities* (7 respondents).

Respondents also mentioned that many immigrants required *assistance locating community resources*, while others mentioned a need for more affordable child care, public transit, and mental health and counselling services for newcomers. Interestingly, while "learning about and accessing health care services" was one of the top needs identified by immigrants in the Community Survey research, this did not emerge as a key need identified by Forum Participants.

In terms of key service gaps, respondents identified a range of issues. One service gap that was commonly mentioned was *language skills training*. Respondents felt that available language training opportunities were inadequate, as indicated by long wait lists and the limited frequency or timing of classes. Another frequently mentioned gap concerned *employment skills training*, including providing immigrants with practical skills and opportunities to gain Canadian work

experience. While some respondents mentioned the availability of several immigrant-serving agencies in the Tri-Cities area and the variety of programs and services offered by them, they also point out that most immigrants were not aware of these resources and

emphasized the *necessity of a one-stop shop* where information on the available community resources and program could be integrated under one roof for easy access.

What are some of the barriers that might impact immigrants' participation in their community?

Language barrier was the most frequently reported barrier, by a wide margin, and many respondents felt there was a reduction in the availability of language training opportunities. *Cultural differences* was another barrier identified by several respondents. Responses that discussed cultural barriers identified specific challenges such as "Canadian culture 'keeps to itself'", and "understanding the less obvious 'rules' and practices that impact how Canadian society works". Other barriers mentioned were transportation, an overall understandings of "the way things operate in Canada", and knowledge of the community.

What might immigrants need to know or do to feel more connected to their Tri-Cities community?

Many of the suggestions about what immigrants may need to know/may need to do in order to feel more connected to their community centred on *reaching out to the community and networking* beyond their own cultural community. In facilitating this, many also pointed out to the need for organizing more inclusive community events where immigrants from different cultures and Canadians could be encouraged to come together. *Improving language skills* and *volunteering* were also suggested as ways to become acquainted with their community.

What can long-term Tri-Cities residents do to be more inclusive of immigrants?

Respondents were also asked what long-term residents can do to create a more inclusive and welcoming community for immigrants. Their responses centered on *making an effort to reach out to their neighbours* and engage in 'neighbourly activities' such as inviting their new immigrant neighbours to share a dish, or to go for a walk or accompany them when they are going to points of interest. Many respondents also felt that long-term residents can show a more active interest in *recognizing and participating in cultural celebrations* happening in the community.

Discussion

Challenges & Opportunities

We heard from many different groups in the Tri-Cities area. We learned that the Tri-Cities is attractive to many immigrants due to the perception that the cost of living is lower, housing is more affordable, and the area is family-oriented, quiet, and has good schools. The most commonly cited reason for deciding to settle in the Tri-Cities, however, was that respondents had friends or family who were already settled in the area. Given that many respondents indicated having family or friends in the Tri-Cities, we were surprised to find that such a high percentage of Community Survey respondents feel socially isolated and struggle to make friends, especially with individuals from other ethnicities. While just under half of survey respondents (44%) agreed that they feel welcome in their neighbourhood, a slightly higher percentage (47%) responded that they *neither agree nor disagree* with this statement. In other words, approximately half of Community Survey respondents are neutral about feeling welcome in their community. While respondents do value feeling connected with others in their community, few actually know the names of their neighbours.

There are several other indications that immigrants in the Tri-Cities are having trouble forging strong relationships and social networks in their communities. For example, 40% of respondents in our sample agreed that they are alone more often than they would like and 1 out of every 4 respondents report that social isolation is an ongoing challenge. Given these figures, we asked our Forum participants, "What can long-term Tri-Cities residents do to be more inclusive of immigrants?" Many respondents discussed the idea of being 'neighbourly' and getting to know their neighbours. Others felt that Tri-Cities residents should make an effort to participate in cultural celebrations. As one respondent observed, *"It would be wonderful to recognize and celebrate cultural tradition such as Nowrooz, Chinese New Year or Diwali. We all know about St. Patrick's Day because it is imposed everywhere but how many Irish people live in the Tri-Cities? How many Chinese or Iranians?"*

We did find that language had a statistically significant impact on many of these indicators, as those who felt uncomfortable communicating in English were less likely to feel welcome in their neighbourhood, were more likely to find it difficult to make friends, and were less likely to be employed full-time. Respondents from the Organization Survey who work closely with immigrants felt that it was challenging to deliver consistent and accessible English language classes. Several respondents also indicated that English language classes should be offered at a higher level considering many immigrants are highly educated professionals who require a high degree of fluency in order to work in their field of training.

Another suggestion from focus group respondents and Organization Survey respondents alike was the concept of a bridging program to help facilitate *"connections with employers… as most newcomers are not able to make those connections easily."* Indeed, data from the Community and

Organization Surveys, in addition to the Focus groups and Pre-Forum Survey results, indicated a need to enhance immigrants' exposure to Canadian experience and culture. Along this same line, several Focus group participants discussed the idea of a volunteer registry, whereby individuals who wanted to volunteer their time practicing language skills and/or mentoring newcomers would sign up to be matched with immigrants who needed help with their language skills or with becoming familiarized to the area. This was presented as a way to supplement the language training courses offered by immigrant-serving organizations or to assist those newcomers who encounter long waitlists for language classes. Participants also felt this would enhance the connectedness of a community and would reduce social isolation among community members. Pre-Forum Survey participants also discussed the idea of mentorship programs as a way to enhance the inclusivity of the Tri-Cities.

Another concept that arose during Focus group discussions and interviews was the notion of a 'one-stop shop' or kiosk that provided a centralized access point for all information related to settlement and integration. It was also suggested that information be organized according to the length of time immigrants have been living in Canada; for example, one Focus group participant stated, *"there are services available, but their relevancy depends on how long we've been here… so there should be a systematic approach to how the newcomers are informed of these activities based on their time here"*. Participants felt this would help ensure that information provided to newcomers was more aligned with their needs at that time.

Finally, we saw that there were some challenges surrounding the civic engagement of immigrants in the Tri-Cities, particularly within the economic and political spheres. Survey data revealed the importance of language skills in relation to respondent employment, but we found that it was more difficult to identify mechanisms to improve immigrants' participation in the political sphere. Pre-Forum Survey responses contained several suggestions that encouraged networking, such as *"supported programs to help [immigrants] gain the confidence to actively participate",* and *"network and actively participate in diverse circles, not only in their own cultural community"*. Respondents also thought it would be useful to facilitate immigrants' connections with other organizations within the community beyond settlement organizations.

Notes

[1] Citizenship and Immigration Canada. (2010). *CIC's Community Connections: Working to Promote Welcoming and Inclusive Communities*.

[2] Burr, K. (2011). *Local Immigration Partnerships: Building Welcoming and Inclusive Communities through Multi-Level Governance.* Ottawa, ON: Policy Research Initiative, Citizenship and Immigration Canada.

[3] TCLIP Community Forum Invitation, 2015.

[4] Morgan, D.L. (1996). Focus groups. *Annual Review of Sociology, 22: 129-152*

[5] Fisher, R. J. (1993). Social desirability bias and the validity of indirect questioning. *Journal of consumer research*, 303-315.

[6] Statistics Canada. (2011). *NHS Focus on Geography Series - British Columbia*.

[7] BCStats. (2010). Labour Force Characteristics of the Immigrant Population.

[8] Zietsma, D. (2010). Match rates of foreign-educated immigrants working in the corresponding occupation, by immigrant type and province. *Perspectives on Labour and Income – Statistics Canada, 11*(2). February 2010. Catalogue no. 75-001-X.

[9] Statistics Canada. (2012). *Anmore, British Columbia*. Census Profile: 2011 Census. Ottawa.

[10] Engbersen, G. (2003) Spheres of Integration: Towards a differentiated and reflexive ethnic minority policy', in R. Sackmann, B. Peters and T. Faist (eds.) Identity and Integration: Migrants in Western Europe, Aldershot: Ashgate.

[11] Citizenship and Immigration Canada. (2010). *CIC's Community Connections: Working to Promote Welcoming and Inclusive Communities*.

[12] Burr. (2011). *Local Immigration Partnerships.*

[13] Burr. (2011). *Local Immigration Partnerships.*

[14] Vancouver Foundation. (2012). *Connections and Engagement.* 2012 Metro Vancouver Survey. Report.

[15] Statistics Canada. (2004). *The Daily: General Social Survey-Social Engagement.*

[16] Nangia, P. (2013). *Discrimination Experienced by Landed Immigrants in Canada*. Ryerson Centre for Immigration and Settlement- Working Paper No. 2013/7.

[17] Putnam, R. D. (1995). Tuning in, tuning out: The strange disappearance of social capital in America. *Political Science & Politics, 28*(4), 664-683.

[18] Adler, R. P., & Goggin, J. (2005). What do we mean by "civic engagement"? *Journal of Transformative Education, 3*(3), 236-253.

[19] Hooghe, M., & Stolle, D. (Eds.). (2003). *Generating social capital: Civil society and institutions in comparative perspective.* Palgrave Macmillan.

[20] Putnam, R. D., Leonardi, R., & Nanetti, R. Y. (1994). *Making Democracy Work: Civic traditions in modern Italy.* Princeton University Press.

[21] Burr. (2011). *Local Immigration Partnerships.*

[22] Association for the Study and Development of Community. (2002). *Lessons Learned About Civic Participation Among Immigrants.* Report by the Washington Area Partnership for Immigrants, Washington D.C.

[23] Statistics Canada (2007). *General Social Survey – Social Engagement (GSS)*.

[24] Putnam, R. D. (1993). The prosperous community. *The American Prospect, 4*(13), 35-42.

[25] Levi, M. (1996). Social and unsocial capital: A review essay of Robert Putnam's Making Democracy Work. *Politics & Society*, 24(1), 45-55.

[26] Vancouver Foundation. (2012). *Connections and Engagement.* 2012 Metro Vancouver Survey. Report.

[27] Scott, K., Selbee, K., & Reed, P. B. (2006). *Making connections: Social and civic engagement among Canadian immigrants*. Kanata, ON: Canadian Council on Social Development.

[28] Wuthnow, R. (1999). Mobilizing civic engagement: The changing impact of religious involvement. In Skocpol, T., & Fiorina, M. P. (Eds.), *Civic Engagement in American Democracy* (pp. 331-363). Washington, DC: Brookings Institution Press.

[29] Statistics Canada. (2011). Labour Force Survey. *Employment and unemployment rates' gaps between immigrants and Canadian born aged 25 to 54, 2011*.

[30] Zietsma, D. (2010b). *Perspectives on Labour and Income – Statistics Canada, 11(2).* February 2010. Catalogue no. 75-001-X.

[31] Zietsma, D. (2010a). *Match rates of foreign-educated immigrants working in the corresponding occupation, by immigrant type and province.* Perspectives on Labour and Income – Statistics Canada, 11(2). February 2010. Catalogue no. 75-001-X.

[32] Conge, P. J. (1988). The concept of political participation: Toward a definition. *Comparative Politics, 20*(2), p.247.

[33] Karp, J. A., & Brockington, D. (2005). Social desirability and response validity: A comparative analysis of overreporting voter turnout in five countries. *Journal of Politics, 67*(3), 825-840.

References

Adler, R. P., & Goggin, J. (2005). What do we mean by "civic engagement"? *Journal of Transformative Education, 3*(3): 236-253.

Association for the Study and Development of Community. (2002). *Lessons Learned About Civic Participation Among Immigrants.* Report by the Washington Area Partnership for Immigrants, Washington D.C. Retrieved from http://www.communitybuilders.ro/library/reports/lessons-learned-about-civic-participation-among-immigrants-by-association-for-the-study-and-development-of-community/view

BC Stats. (2010). *Labour Force Characteristics of the Immigrant Population*. Retrieved from: http://www.bcstats.gov.bc.ca/StatisticsBySubject/LabourIncome/EmploymentUnemployment/LFSImmig.aspx

Burr, K. (2011). Local Immigration Partnerships: Building Welcoming and Inclusive Communities through Multi-Level Governance. *Ottawa, ON: Policy Research Initiative, Citizenship and Immigration Canada*. Retrieved from http://p2pcanada.ca/files/2011/10/Local-Immigration-Partnerships-Building-Welcoming-and-Inclusive-Communities.pdf

Citizenship and Immigration Canada. (March, 2010). *CIC's Community Connections: Working to Promote Welcoming and Inclusive Communities.* Retrieved from http://canada.metropolis.net/events/12th_nat_montreal10/presentations/C/docs/C10/C10_Viel_Jean.pdf

Conge, P. J. (1988). The concept of political participation: Toward a definition. *Comparative Politics, 20*(2), p.247.

Engbersen, G. (2003) Spheres of Integration: Towards a differentiated and reflexive ethnic minority policy', in R. Sackmann, B. Peters and T. Faist (eds.) *Identity and Integration: Migrants in Western Europe*, Aldershot: Ashgate.

Fisher, R.J. (1993). Social desirability bias and the validity of indirect questioning. *Journal of Consumer Research, 20(2): 303-315.*

Hooghe, M., & Stolle, D. (Eds.). (2003). *Generating social capital: Civil society and institutions in comparative perspective.* Palgrave Macmillan.

Karp, J. A., & Brockington, D. (2005). Social desirability and response validity: A comparative analysis of overreporting voter turnout in five countries. *Journal of Politics, 67*(3): 825-840.

Levi, M. (1996). Social and unsocial capital: A review essay of Robert Putnam's Making Democracy Work. *Politics & Society*, Vol. 24(1): 45-55.

Morgan, D.L. (1996). Focus groups. *Annual Review of Sociology,* 22*: 129-152.*

Nangia, P. (2013). *Discrimination Experienced by Landed Immigrants in Canada.* Ryerson Centre for Immigration and Settlement- Working Paper No. 2013/7. Retrieved from http://www.ryerson.ca/content/dam/rcis/documents/RCIS_WP_Parveen_Nangia_No_2013_7.pdf

Putnam, R.D. (1993). The Prosperous Community. *The American Prospect*, Vol. 4(13): 35-42.

Putnam, R. D., Leonardi, R., & Nanetti, R. Y. (1994). *Making Democracy Work: Civic traditions in modern Italy.* Princeton University Press.

Putnam, R. D. (1995). Tuning in, tuning out: The strange disappearance of social capital in America. *Political Science & Politics, 28*(4): 664-683.

Scott, K., Selbee, K., & Reed, P. B. (2006). *Making connections: Social and civic engagement among Canadian immigrants*. Kanata, ON: Canadian Council on Social Development.

Statistics Canada. (2004) *The Daily: General Social Survey-Social Engagement.* Retrieved from http://www.statcan.gc.ca/daily-quotidien/040706/dq040706b-eng.htm

Statistics Canada (2007). *General Social Survey – Social Engagement (GSS)*. Retrieved from http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SurvId=1390&InstaId=5509

Statistics Canada. (2011a). *Labour Force Survey.* Employment and unemployment rates' gaps between immigrants and Canadian born aged 25 to 54. Retrieved from http://www.statcan.gc.ca/pub/71-606-x/2012006/t035-eng.htm

Statistics Canada. (2011b). *NHS Focus on Geography Series - British Columbia.* Retrieved from: http://www12.statcan.gc.ca/nhs-enm/2011/as-sa/fogs spg/Pages/FOG.cfm?lang=E&level=2&GeoCode=59

Statistics Canada. (2012). *Anmore, British Columbia*. Census Profile: 2011 Census. Ottawa. Retrieved from http://www12.statcan.gc.ca/census-recensement/2011/dp-pd/prof/index.cfm?Lang=E

Statistics Canada. (2014). *Median total income, by family type, by province and territory. (All census families)*. Retrieved from: http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/famil108a-eng.htm

TCLIP Community Forum Invitation, 2015. (Unpublished document)

Vancouver Foundation. (2012). *Connections and Engagement: 2012 Metro Vancouver Survey Report*. Retrieved from https://www.vancouverfoundation.ca/initiatives/connections-and-engagement

Wuthnow, R. (1999). Mobilizing civic engagement: The changing impact of religious involvement. In Skocpol, T., & Fiorina, M. P. (Eds.), *Civic Engagement in American Democracy* (pp. 331-363). Washington, DC: Brookings Institution Press.

Zietsma, D. (2010a). *Match rates of foreign-educated immigrants working in the corresponding occupation, by immigrant type and province.* Perspectives on Labour and Income – Statistics Canada, 11(2). February 2010. Catalogue no. 75-001-X. Retrieved from http://www.statcan.gc.ca/pub/75-001-x/2010102/tables-tableaux/11121/tbl004-eng.htm

Zietsma, D. (2010b). *Perspectives on Labour and Income – Statistics Canada, 11(2).* February 2010. Catalogue no. 75-001-X. Retrieved from http://www.statcan.gc.ca/pub/75-001-x/2010102/pdf/11121-eng.pdf

Please select your preferred language (top right of page)(کدام زبان را برای نظر خواهی ترجیح می دهید؟ (دست راست بالای صفحه選擇語言 (这页右上角) 원하시는 언어를 선택해 주십시오. (페이지 오른쪽 위)

Appendix A - Community Survey

Branching Information
   • If I consent to the above and wish to participate in ... = I agree then Skip to Page 2
   • If I consent to the above and wish to participate in ... = I do not agree then Terminate survey

TCLIP Community Survey

Welcome to the TCLIP Community Survey!
This survey is for immigrants living in the Tri-Cities area. The purpose of this survey is to learn about how the Tri-Cities area can be more welcoming for immigrants and how civic engagement can be improved.

We would love to get your feedback about living in the Tri-Cities area.

The survey will take approximately 10 minutes. The information you provide will be anonymous and confidential. It will not be used in a way that can identify you. This survey is completely voluntary and you may exit the survey at any point.

Once you have completed the survey, you will be taken to a new site where you can enter a draw for a chance to win an iPad mini. The contact information you provide will not be linked in any way to your answers to the survey.

If you have questions about the project, please contact: Ann Jones (Program Coordinator), at ann.jones@success.bc.ca

If you have questions about the survey or experience technical difficulties, please contact: Stephanie Parent (Researcher) at stephanie@reichertandassociates.ca

Please check the box below if you understood the information stated above and want to take the survey.

I consent to the above and wish to participate in this survey:

◯ I agree
◯ I do not agree

Page #2

Branching Information
   • If (How long have you been living in Canada? = I was born in Canada) or (Where do you currently live? = Other) then Terminate survey
   • If not Where do you currently live? is one of [Coquitlam, Port Coquitlam, Port Moody, Anmore, Belcarra] then Hide How long have you been living in the Tri-Cities ar...
   • If not Where do you currently live? is one of [Coquitlam, Port Coquitlam, Port Moody, Anmore, Belcarra] then Hide Why did you choose to move to TriCities ?
   • If not What is your first (native) language ? = Other then Hide What is your first (native) language ?
   • If What is your residency status in Canada ? is one of [Temporary Foreign Worker, Temporary Foreign Student (International Student)] then Terminate survey

How long have you been living in Canada?

◯ I was born in Canada
◯ Less than 6 months
◯ 6 months - 1 year
◯ Between 1 - 3 years
◯ Between 4 - 6 years
◯ Between 7 - 10 years

○ More than 10 years
○ More than 20 years

▤ Where do you currently live?

○ Coquitlam
○ Port Coquitlam
○ Port Moody
○ Anmore
○ Belcarra
○ Other

▤ What is your residency status in Canada ?

○ Canadian Citizen
○ Permanent Resident / Landed immigrant
○ Refugee
○ Temporary Foreign Worker
○ Temporary Foreign Student (International Student)
○ Other, please specify : _____

▤ What is your first (native) language ?

• Arabic
• Cambodian
• Cantonese
• Chinese
• Croatian
• English
• French
• Gujarati
• Hindi
• Italian
... 8 additional choices hidden ...
• Serbian
• Spanish
• Swahili
• Tagalog
• Tamil
• Thai
• Ukrainian
• Urdu
• Vietnamese
• Other

▤ What is your first (native) language ?

_____

Page #3

Branching Information
  • If not What is your current employment status in Canada? contains one of [Employed full-time, Employed part-time, Casually Employed] then Hide Are you currently working in your field of trainin...
  • If not What is your current employment status in Canada? contains one of [Employed full-time, Employed part-time, Casually Employed] then Hide Is your workplace located in the Tri-Cities area?
  • If What is your highest level of education? = No formal education then Hide Was your highest level of education completed in C...

▣ Are you...

◯ Male
◯ Female
◯ Other
◯ Prefer not to say

▣ How old are you?

◯ Younger than 18
◯ 18-25
◯ 26-35
◯ 36-45
◯ 46-55
◯ 56-65
◯ Older than 65

▣ How comfortable are you communicating in English?

◯ Very comfortable
◯ Somewhat comfortable
◯ Somewhat uncomfortable
◯ Very uncomfortable

▣ What is your highest level of education?

◯ No formal education
◯ Elementary school
◯ Secondary school (High school)
◯ College (2-year diploma / degree / trades and apprenticeship)
◯ University degree
◯ Graduate degree

▣ Was your highest level of education completed in Canada?

◯ Yes
◯ No

☑ What is your current employment status in Canada?

☐ Employed full-time
☐ Employed part-time
☐ Casually Employed
☐ Unemployed-- looking for work
☐ Unemployed-- not looking for work
☐ Unemployed-- not looking for work now but will look in the future
☐ Unemployed-- not planning to work in Canada
☐ Student
☐ Retired

▣ Are you currently working in your field of training/study?

◯ Yes
◯ No

▣ Is your workplace located in the Tri-Cities area?

(Tri-Cities: Coquitlam, Port Coquitlam, Port Moody, Anmore, Belcarra)
◯ Yes
◯ No

▣ Which of the following best describes your current housing situation?

◯ Condo in high rise building

○ Condo in low rise building
○ Detached house
○ Semi-detached house
○ Townhouse
○ Co-op housing unit
○ Other, please specify : _____

▤ How long have you been living in the Tri-Cities area?

(Tri-Cities: Coquitlam, Port Coquitlam, Port Moody, Anmore, Belcarra)
○ Less than 6 months
○ 6 months - 1 year
○ 1 - 2 years
○ 2 - 3 years
○ 3 - 4 years
○ 4 - 5 years
○ 5 - 10 years
○ More than 10 years

☑ Why did you choose to move to TriCities ?

(Tri-Cities: Coquitlam, Port Coquitlam, Port Moody, Anmore, Belcarra)
☐ I had friends or family there
☐ Work opportunities
☐ Affordable living / housing
☐ It was not my choice
☐ Other, please specify... _____

Page #4

Branching Information

☑ Since moving to the Tri-Cities area in Canada, have you ever needed help with any of the following?

Please check all that apply
☐ Finding a job
☐ Language training
☐ Adapting to a new culture and lifestyle
☐ Finding familiar food
☐ Lack of friends / social connections
☐ Not knowing about the community/ neighbourhood (transportation, points of interest…etc.)
☐ Finding / registering myself or my children in school
☐ Finding housing
☐ Family problems
☐ Finding recreation activities
☐ Learning about and accessing health care services
☐ Mental health support
☐ Financial problems
☐ Other, please specify... _____

☑ Were you able to access the help you needed in the following areas?

Please select the areas where you received assistance.
☐ Finding a job
☐ Language training
☐ Adapting to a new culture and lifestyle
☐ Finding familiar food
☐ Lack of friends / social connections

☐ Not knowing about the community/ neighbourhood (transportation, points of interest…etc.)
☐ Finding / registering myself or my children in school
☐ Finding housing
☐ Family problems
☐ Finding recreation activities
☐ Learning about and accessing health care services
☐ Mental health support
☐ Financial problems
☐ Other, please specify... _____

☑ Do any of the following challenges affect you in your daily life?

Please check all that apply
☐ Social Isolation (not having friends)
☐ Financial difficulties (not being able to earn enough money to pay for basics)
☐ Language barrier (not being able to communicate with others or express your thoughts and needs in English)
☐ Unemployment / Underemployment
☐ Other, please specify... _____

Page #5

Branching Information
  • If not Have you ever experienced discrimination at your w... = Yes then Hide Who did you feel discriminated by?
  • If not Have you ever experienced discrimination in your c... = Yes then Hide Please briefly describe the time that you experien...

▤ How important is it for you to feel connected with your community?

◯ Very important
◯ Somewhat important
◯ Not important

▤ How easy is it to make friends in your community?

◯ Very Easy
◯ Easy
◯ Neither Easy nor Difficult
◯ Difficult
◯ Very Difficult

▤ How easy is it to make friends with people from other ethnicities in your community?

◯ Very Easy
◯ Easy
◯ Neither Easy nor Difficult
◯ Difficult
◯ Very Difficult

▤ Please indicate your level of agreement with the following statements:

	Strongly DISAGREE	Disagree	Neither Agree nor Disagree	Agree	Strongly AGREE
I am alone more often than I would like	◯	◯	◯	◯	◯
I feel welcome in my neighbourhood	◯	◯	◯	◯	◯
In general, I am satisfied with my life in the Tri-Cities	◯	◯	◯	◯	◯

▤ Have you ever experienced discrimination at your workplace?

○ Yes
○ No
○ Not Applicable

☑ Who did you feel discriminated by?

☐ Management
☐ Co-workers
☐ Customers / clients
☐ Other _____

▤ Have you ever experienced discrimination in your community ?

○ Yes
○ No

🄰 Please briefly describe the time that you experienced discrimination in your community.

_____
_____
_____

▦ Please indicate whether you agree or disagree with the statements below:

	Agree	Disagree
I recognize my neighbours when I see them	○	○
I know the names of my neighbours	○	○
I have had a conversation with my neighbours	○	○
I have helped my neighbours	○	○
I have received help from my neighbours	○	○
If there were problems in my neighbourhood, it would be hard to get people to work together to solve them	○	○

▤ Generally speaking, would you say:

○ Most people can be trusted
○ You can never be too careful when dealing with people

▤ How much do you trust people in your neighbourhood?

○ Trust them a lot
○ Trust them some
○ Trust them only a little
○ Don't trust them at all

▤ If you lost a wallet that had two hundred dollars inside, and it was found by a neighbour, how likely is it that your neighbour would return the wallet with the money in it?

○ Very likely
○ Somewhat likely
○ Somewhat unlikely
○ Not at all likely

Branching Information
   • If not Have you volunteered since moving to Canada? = Yes then Hide Have you volunteered in the past 12 months?
   • If not Have you volunteered since moving to Canada? = Yes then Hide How frequently do you / did you volunteer?
   • If not (Have you volunteered since moving to Canada? = Yes) or (Have you volunteered in the past 12 months? = Yes) then Hide What kind of organization did you volunteer with?
   • If not (Have you volunteered since moving to Canada? = Yes) or (Have you volunteered in the past 12 months? = Yes) then Hide Why did you decide to volunteer?
   • If not Have you volunteered since moving to Canada? = No then Hide What are the main reasons you have not volunteered...

▸ Have you volunteered since moving to Canada?

(i.e. Donate your time and energy not for pay)
○ Yes
○ No

▸ Have you volunteered in the past 12 months?

○ Yes
○ No

▸ How frequently do you / did you volunteer?

○ Regularly (weekly, monthly, etc.)
○ Infrequently (From time to time)
○ One-time occasion

☑ What kind of organization did you volunteer with?

Please select all that apply.
☐ Religious organization
☐ Educational organization
☐ Environmental organization
☐ Sports/Recreation organization
☐ Health/hospital organization
☐ Charity/Social Services organization
☐ Child/Youth organization
☐ Political organization
☐ Other, please specify: _____

☑ Why did you decide to volunteer?

Please select all that apply.
☐ To feel part of my community
☐ To gain experience in Canada
☐ To gain work experience in my field
☐ School/work requirement
☐ To learn new skills
☐ To meet new people
☐ To help others
☐ Other _____

☑ What are the main reasons you have not volunteered?

Please select all that apply.
☐ Lack of time
☐ Family responsibilities
☐ Not a priority / Other more important concerns

☐ Lack of information about opportunities
☐ Language barrier
☐ Transportation difficulties
☐ Not interested
☐ Other, please specify... _____

☑ Since moving to the Tri-Cities area, have you done any of the following?

Please select all that apply.
☐ Visited your local library, community centre or recreation centre
☐ Participated in a fund-raising event
☐ Attended an event put on by a cultural or ethnic group
☐ Attended a religious service
☐ Attended a neighbourhood or community meeting where community issues were discussed
☐ Participated in a neighbourhood or community project
☐ Attended a self-help group

☑ Are you involved in any of the following?

Please select all that apply.

	I am a member	I actively participate	I make donations
Charity organization (e.g. Food Bank)	☐	☐	☐
Labour union	☐	☐	☐
Business or professional association (e.g. Chamber of Commerce)	☐	☐	☐
Environmental organization	☐	☐	☐
Sports, cultural or recreational group	☐	☐	☐
Seniors group	☐	☐	☐
Political party	☐	☐	☐
Neighbourhood organization	☐	☐	☐
Religious organization	☐	☐	☐

Branching Information
  • If not Have you ever voted in Canada ? = Yes then Hide Please identify whether you voted in the past elec...

☐ Have you ever voted in Canada ?

○ Yes
○ No
○ I am not eligible to vote

☐ Please identify whether you voted in the past elections (identified below):

	Voted	Did not vote	Not applicable / I was not eligible
Federal Election (2011)	○	○	○
Provincial Election (2013)	○	○	○
Municipal Election (2014)	○	○	○

☑ In the past year, have you...

Please check all that apply.
☐ Attended a public meeting about a community issue
☐ Written a letter/sent an email to the city
☐ Contacted your local elected representative (MLA, MP) about a community issue
☐ Signed a petition
☐ Attended a political rally or political meeting
☐ Attended a protest, march, or demonstration
☐ Contacted the print or broadcast media to express an opinion (newspaper, radio, TV, etc.)

▤ How interested are you in current events in Canada?

○ Very interested
○ Somewhat interested
○ Not interested

▤ How often do you follow local news (i.e. read local newspaper and/or watch local news on TV) ?

○ Every day
○ A few times a week
○ Once a week
○ Less than once a week
○ Never

Page #10

Branching Information
   • If not What is your religious affiliation? is one of [Buddhist, Christian, Hindu, Jewish, Muslim, Sikh, Other] then Hide How often do you attend religious services?

▤ What is your religious affiliation?

○ Buddhist
○ Christian
○ Hindu
○ Jewish
○ Muslim
○ Sikh
○ Unaffiliated (Agnostic, Atheist, etc.)
○ Other _____
○ Don't know/Prefer not to say

▤ How often do you attend religious services?

○ Every week
○ Almost every week
○ Once or twice a month
○ A few times per year
○ About once a year
○ Never

Appendix B - Organization Survey

We are currently conducting community research for the Tri-Cities Local Immigration Partnership (TCLIP) Civic Engagement of Newcomers project.

One of the TCLIP project goals is to enhance collaboration, coordination and planning at the community level. We are trying to understand how the Tri-Cities can be more welcoming for new immigrants. As part of this research, we are seeking feedback from a diverse group of organizations located in the Tri-Cities in order to better understand the many aspects of newcomer integration.

You are being contacted because of your position within a key organization in the Tri-Cities area. We are seeking your help with this short 5-minute survey. Once you have completed this survey, you may enter a prize draw for a chance to win an iPad mini!

The information you provide is anonymous and confidential and information will only be reported in the aggregate. Entry into the prize draw will not be linked to your survey responses in any way. This survey is completely voluntary and you may exit the survey at any point.

If you have questions about the project, please contact: Ann Jones (Program Coordinator), at ann.jones@success.bc.ca
If you have questions about the survey or experience technical difficulties, please contact: Stephanie Parent (Researcher) at stephanie@reichertandassociates.ca

Please check the box below if you understand the information stated above and wish to take the survey.

▤ I consent to the above and wish to participate in this survey:

◯ I agree
◯ I do not agree

Page #2

Branching Information
 • If Do you work in an immigrant-serving organization? = Yes then Hide page Page 4
 • If Do you work in an immigrant-serving organization? = No then Hide page Page 5
 • If Do you work in an immigrant-serving organization? = Yes then Hide Which of the following sectors or industries is yo...

▤ Organizational Profile

▤ Which of the following best describes your workplace?

◯ Non-profit organization
◯ Government-owned organization/ public sector (e.g. crown corporation, university, hospital, etc.)
◯ For-profit company or organization
◯ Other, please specify... _____

▤ Do you work in an immigrant-serving organization?

(i.e. An organization that helps newcomers by providing them with information and guidance upon arrival in Canada)
◯ Yes
◯ No

▤ What is the total number of employees working in your organization?

○ 1-10
○ 11-30
○ 31-100
○ 101-500
○ 500+
○ Unsure

▤ How would you describe your position within your organization?

○ Owner/Founder
○ Senior-level executive
○ Upper-level manager
○ Mid-level manager
○ Non-management employee
○ Volunteer / Intern
○ Other _____

▤ Which of the following sectors or industries is your organization in?

• Agriculture
• Manufacturing
• Mining
• Engineering and related professions
• Utilities
• Construction
• Transportation
• Business Services
• Trade
• Finance and Accounting
• Information Technology & Communications
• Education
• Real Estate, Rental or Leasing
• Healthcare and Related Professions
• Community and Social Services
• Public Service (Government)
• Other

▤ Where is your workplace located?

○ Coquitlam
○ Port Coquitlam
○ Port Moody
○ Anmore
○ Belcarra
○ Other, please specify... _____

Page #3

Branching Information

▭ Considering Diversity and Integration at Your Organization

▤ Approximately what percentage of the staff who work at your organization are immigrants/ newcomers to Canada?

Please select your best estimate.
○ 0-25%

○ 26-50%
○ 51-75%
○ 76-100%

🗃 Does your organization have...

		If applicable, please specify:
Policies or goals related to diversity?	○ Yes ○ No ○ Don't know	_____
Activities, events, or programs to make employees from diverse backgrounds feel welcome in the workplace?	○ Yes ○ No ○ Don't know	_____
A method or system to assess the foreign credentials of immigrants?	○ Yes ○ No ○ Don't know	_____
A workforce that is representative of the community?	○ Yes ○ No ○ Don't know	_____
Training or materials regarding diversity and/or inclusivity in the workplace?	○ Yes ○ No ○ Don't know	_____

☑ In your experience, what are some of the key challenges that newcomer staff members who <u>did not</u> complete their education/training in Canada face?

☐ Language issues
☐ Cultural differences
☐ Lack of Canadian experience
☐ Lack of Canadian credentials/ education equivalency issues
☐ We don't have any newcomers
☐ Newcomers do not face challenges at our organization
☐ Other, please specify : _____

Page #4

Branching Information
  • If not Does your organization provide any services that a... = Yes then Hide Please describe:

▭ Considering Your Organization's Role in Creating a Diverse and Inclusive Community

▤ Approximately what percentage of your organization's <u>clients or customers</u> are immigrants/newcomers to Canada?

Please select your best estimate.
○ 0-25%
○ 26-50%
○ 51-75%
○ 76-100%

▤ Does your organization provide any services that are specifically targeted at immigrants/newcomers?

(e.g. English language training, settlement services, community orientation, etc.)
○ Yes
○ No

🔤 Please describe:

_____

🔘 Are your organization's services available in multiple languages ?

⚪ Yes
⚪ No
⚪ Don't know

🔘 To what extent do the services your organization provides reflect the needs of the local community?

(e.g. issues relevant to specific cultural or ethnic groups, language needs, etc.)

⚪ To a great extent
⚪ Somewhat
⚪ Not very much
⚪ Not at all

🔤 Additional Comments:

_____

☑ In your opinion, what are the greatest challenges or barriers facing immigrants/newcomers in the Tri-Cities area?

☐ Finding a job
☐ Language training
☐ Adapting to a new culture and lifestyle
☐ Finding familiar food
☐ Lack of friends / social connections
☐ Not knowing about the community/ neighbourhood (transportation, points of interest…etc.)
☐ Locating schools/ registering family members in school
☐ Finding/securing housing
☐ Family problems
☐ Finding recreation activities
☐ Learning about and accessing health care services
☐ Mental health support
☐ Financial problems
☐ Other, please specify... _____

☑ What services does your organization provide?

☐ Employment services
☐ Settlement services
☐ Language training
☐ Education
☐ Housing
☐ Community/neighbourhood
☐ Citizenship/Legal services
☐ Governmental services
☐ Skills development
☐ Early childhood programs
☐ Parenting groups
☐ Religious services
☐ Cultural services
☐ Individual and family counselling
☐ Recreational/socialization services
☐ Voter education and awareness

- ☐ Health care services
- ☐ Mental health support
- ☐ Referral to Government Services
- ☐ Financial services
- ☐ Youth programs/services
- ☐ Senior programs/services
- ☐ Volunteer services
- ☐ Peer mentorship
- ☐ Support groups

Other, please describe:

_____

How are newcomers made aware of these services?

_____
_____
_____

Branching Information
  • If Do you work in an immigrant-serving organization? is one of [Yes] then Hide In your opinion, what are the greatest challenges ...
  • If Do you work in an immigrant-serving organization? is one of [Yes] then Hide Please list any activities, events, or programs th...
  • If not Do you work in an immigrant-serving organization? = No then Hide In your opinion, what are the greatest challenges ...

Improving Integration

☑ In your opinion, what are the greatest challenges or barriers facing immigrants/newcomers in the Tri-Cities area?

- ☐ Finding a job
- ☐ Language training
- ☐ Adapting to a new culture and lifestyle
- ☐ Finding familiar food
- ☐ Lack of friends / social connections
- ☐ Not knowing about the community/ neighbourhood (transportation, points of interest…etc.)
- ☐ Locating schools/ registering family members in school
- ☐ Finding/securing housing
- ☐ Family problems
- ☐ Finding recreation activities
- ☐ Learning about and accessing health care services
- ☐ Mental health support
- ☐ Financial problems
- ☐ Other, please specify... _____

Please list any activities, events, or programs that your organization offers to make immigrants feel welcome in your community:

_____
_____
_____

Are there any significant challenges you or your organization faces in providing services to newcomers?

Please describe.

_____

Do you have any ideas about how the Tri-Cities could be more welcoming for newcomers/immigrants?

Appendix C   FOCUS GROUP QUESTIONS

1. How long have you been in Canada? How long have you been living in the Tri-Cities area?

2. What are some of the factors that made you **decide to move to the Tri-Cities** area?

3. When we say "community", what do you think about? What does a "**welcoming community**" look like to you?

4. What makes the Tri-Cities **a welcoming place for you**? Can you think of any examples that made you feel like you were welcomed as an immigrant?

5. What could **be improved** to make you feel more welcome in your community?

6. How connected do you feel to your community? What do you think are the benefits of being 'engaged' in your community?

7. What are some things about living in Tri-Cities, or in Canada, that make it difficult to make friends or be engaged with your community? What has been the hardest part about settling in the Tri-Cities area after you moved here?

8. What resources or services would make you more likely to participate in your community? In social, cultural and political activities?