

September 2015

NEWCOMER SURVEY RESULTS

Ignite Fredericton



STILETTO
CONSULTING
BUSINESS SOLUTIONS & STRATEGIES

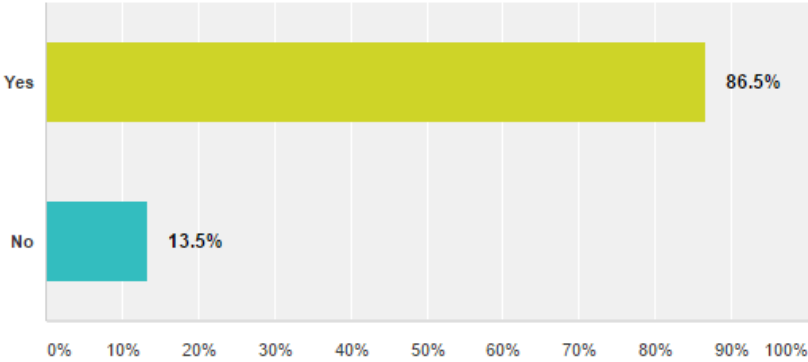
SURVEY RESPONSES

Respondents started survey: 52

Respondents completed survey: 30

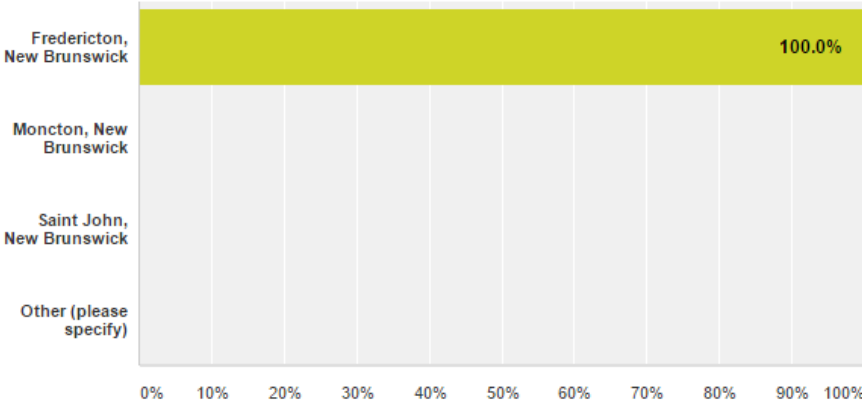
Note: After question 1, only 36 people continued to answer questions.

1. Are you an immigrant in Canada?



Respondents that answer “no” skip to end of survey.

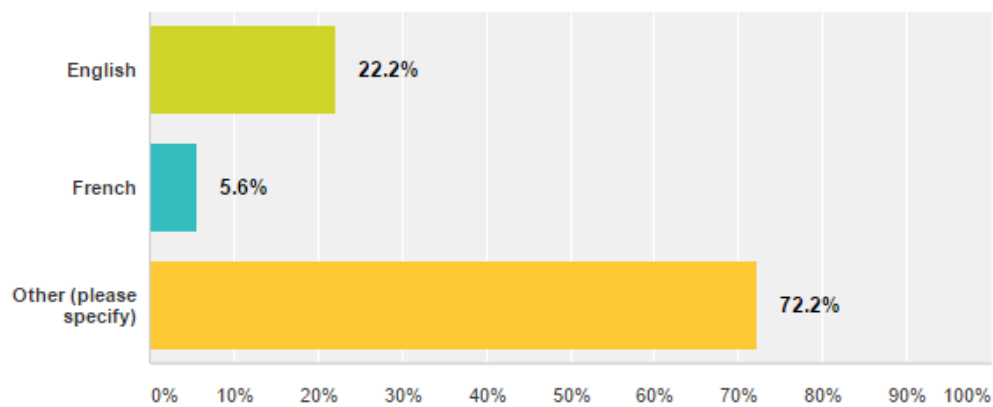
2. Where are you located?



3. What is your nationality?

- Chinese (13)
- Vietnamese (4)
- Iranian (2)
- South Korea (2)
- Ukrainian (2)
- Other responses (1 each)
 - African
 - Burundian
 - Filipino
 - German
 - Gordanian (sic)
 - Greek
 - Indian
 - Iraqi
 - Italian
 - Korean
 - Mexican
 - Pakistani
 - Scottish

4. What is your first spoken language? (Your primary language.)



Responses to “other (please specify)”:

- Chinese (8)
- Vietnamese (4)
- Korean (3)
- Mandarin (2)
- Persian (2)



- Other responses (1 each)
 - Arabic
 - German
 - Italian
 - Russian
 - Spanish
 - Tagalog
 - Urdu

5. What language do you primarily speak in the following situations?

At home:

- Chinese (9)
- English (7)
- Korean (2)
- Persian (2)
- Ukrainian (2)
- Vietnamese (4)
- Other responses (1 each)
 - Arabic
 - English and Arabic
 - English, French, Swahili
 - English and Swahili
 - Greek
 - Italian
 - Mandarin
 - Urdu
 - Yes

At work or at school:

- English (29)
- Other responses (1 each)
 - English / French
 - English, Swahili, French
 - Chinese and English
 - At work or at school
 - Yes

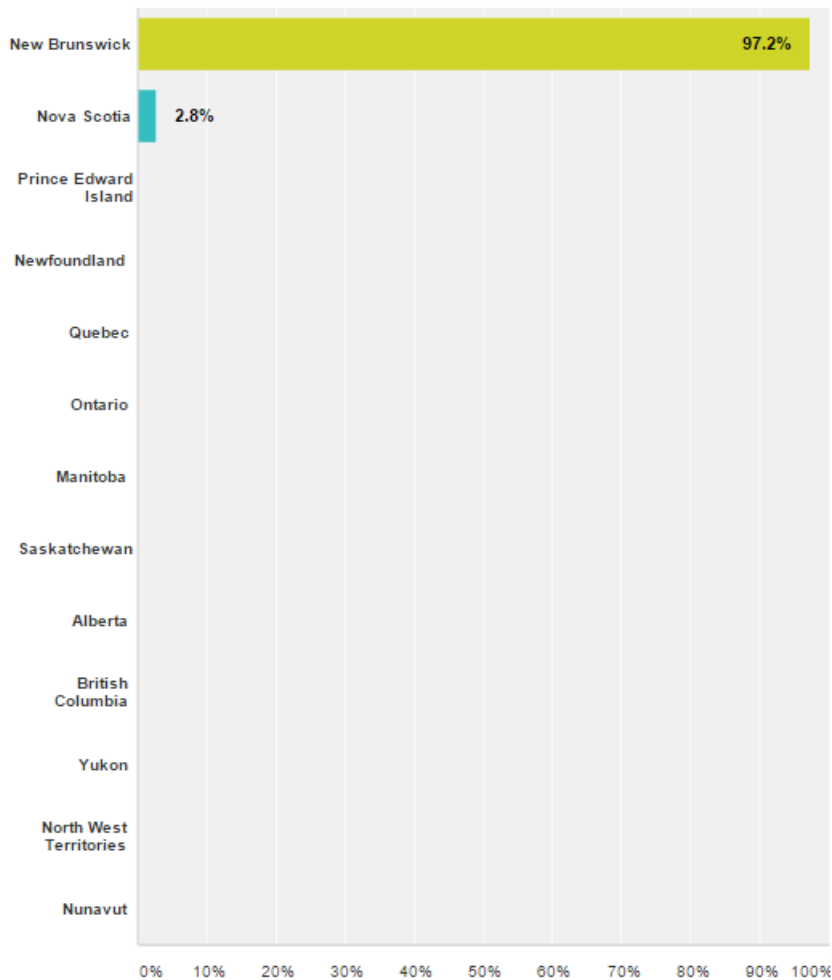
With friends:

- English (12)
- Chinese (3)



- English and/or Chinese (4)
- English and/or Arabic (2)
- Other responses (1 each)
 - English and Vietnamese
 - English, Russian
 - English, Russian, Ukrainian
 - English, Swahili
 - English/Tagalog
 - English and Italian
 - English and Vietnamese
 - Mandarin
 - Persian
 - Yes
 - Both

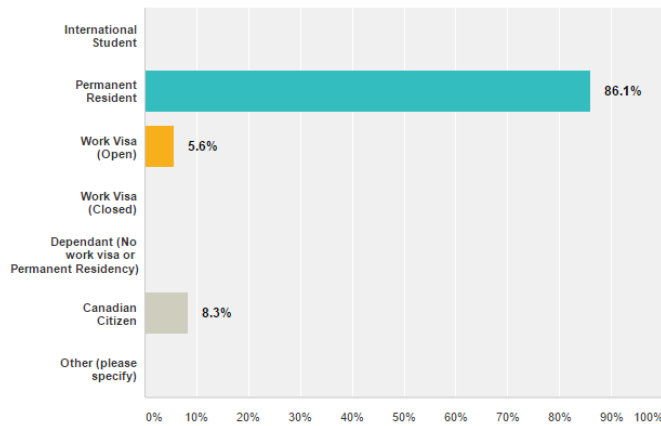
6. What province (or territory) did you first move to in Canada?



7. What city did you first move to when you immigrated to Canada?

- Fredericton (34)
- Other responses (1 each)
 - Perth-Andover
 - Halifax

8. What is your immigration status?

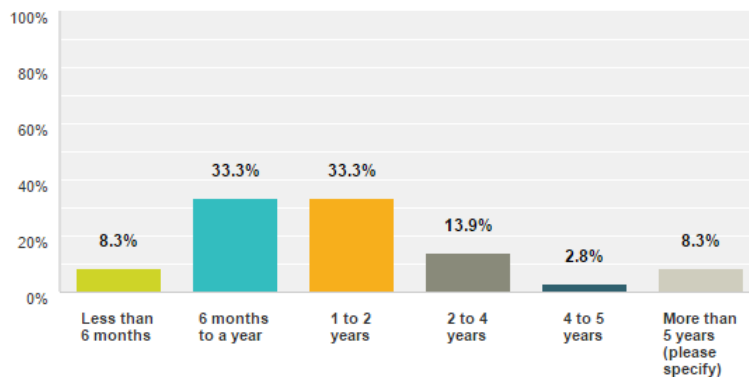


All respondents except those that select "International Student" skip to question 10.

9. As an international student, what areas could be most improved to encourage you to remain in your community?

No responses to this question .

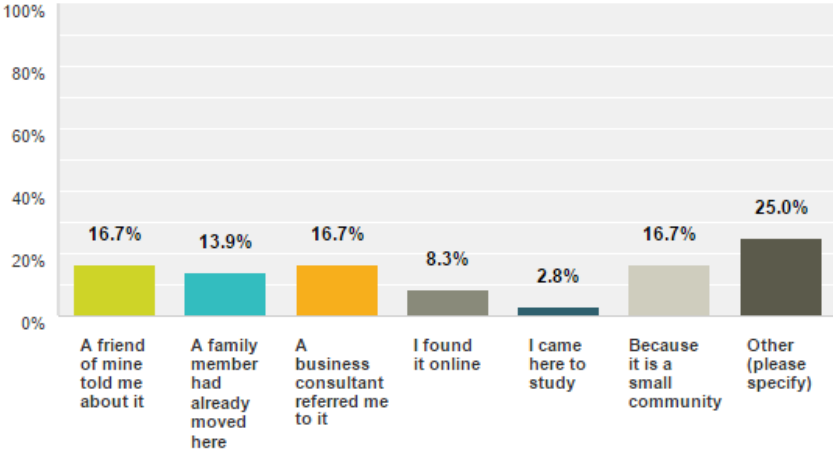
10. How long have you been in Fredericton?



Responses to “more than 5 years (please specify)” (1 response each):

- 8+ years
- 16 years
- 40 years

11. Why did you choose to move to Fredericton?

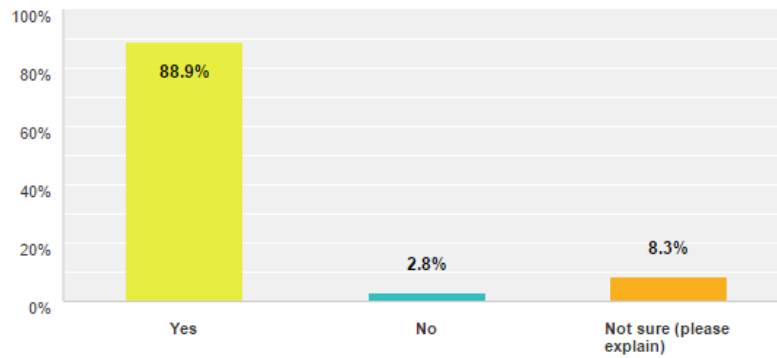


Responses to “other (please specify)”:

- For my spouse’s job (2)
- Other responses (1 each)
 - Spouse is from Fredericton
 - Job
 - University
 - Immigration orientation
 - PNP program needed me stay here
 - Education for my child
 - Calm and safe small city



12. Do you plan to stay in Fredericton?

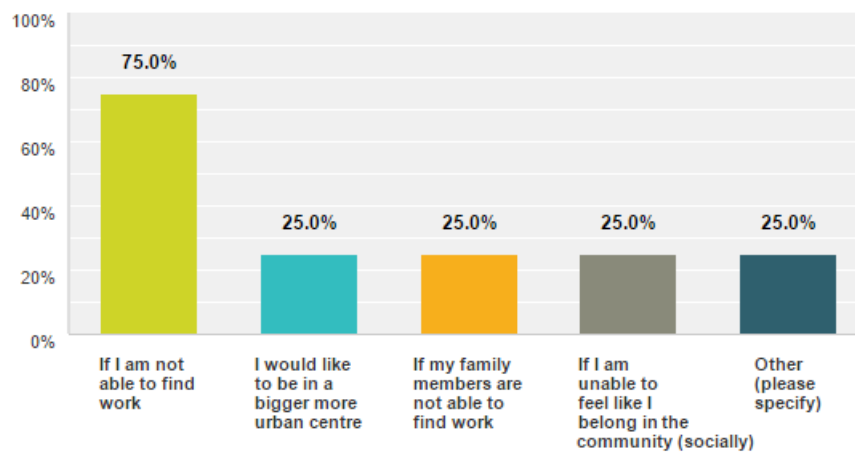


Responses to “not sure (please explain)” (1 response each):

- Because of job availability.
- It is quite short stay this moment.
- I felt sick in winter time.

Respondents that answer “yes” skip to question 15.

13. What would make you decide to move away from Fredericton?



Responses to “other (please specify)” (1 response):

- Hard to be used to the cold weather.



14.If you are no longer in Fredericton, please tell us why you moved:



Responses to “other (please specify)” (1 response each):

- N/A
- N/P
- Bad weather



15. How often do you access services from these organizations? (Please check an answer for each row.)

	Once	2-3 times	More than 3 times but not on a regular basis	Monthly	More than once a month but less than once a week	Weekly or more often	Never	Total	Weighted Average
Multicultural Association of Fredericton	15.2% 5	18.2% 6	15.2% 5	12.1% 4	3.0% 1	30.3% 10	6.1% 2	33	3.65
New Brunswick Multicultural Council	6.1% 2	3.0% 1	3.0% 1	0.0% 0	0.0% 0	0.0% 0	87.9% 29	33	1.75
YMCA Fredericton	18.2% 6	15.2% 5	3.0% 1	3.0% 1	0.0% 0	15.2% 5	45.5% 15	33	2.94
The Cultural Centre	15.2% 5	3.0% 1	0.0% 0	0.0% 0	3.0% 1	0.0% 0	78.8% 26	33	1.71
Ignite Fredericton	6.1% 2	6.1% 2	21.2% 7	3.0% 1	3.0% 1	0.0% 0	60.6% 20	33	2.77
Business Immigrant Mentorship Program/Hive Incubator	12.1% 4	6.1% 2	18.2% 6	6.1% 2	3.0% 1	0.0% 0	54.5% 18	33	2.60
LINC Home Study	3.0% 1	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	93.9% 31	33	2.50
New Brunswick African Association Inc.	3.0% 1	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	93.9% 31	33	2.50
Fredericton Islamic Association	6.1% 2	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	90.9% 30	33	2.00
Filipino-Canadian Community of NB	0.0% 0	3.0% 1	0.0% 0	6.1% 2	0.0% 0	0.0% 0	90.9% 30	33	3.33
Chinese Cultural Association of NB	12.1% 4	6.1% 2	3.0% 1	3.0% 1	3.0% 1	9.1% 3	63.6% 21	33	3.17
Korean Association of Great Fredericton	3.0% 1	6.1% 2	3.0% 1	3.0% 1	0.0% 0	0.0% 0	84.8% 28	33	2.40
Iranian Canadian Association of NB	3.0% 1	0.0% 0	3.0% 1	3.0% 1	3.0% 1	0.0% 0	87.9% 29	33	3.25
Asian Heritage Society of NB	12.1% 4	3.0% 1	3.0% 1	3.0% 1	0.0% 0	0.0% 0	78.8% 26	33	1.86
Lebanese Association	3.0% 1	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	93.9% 31	33	2.50
The New Brunswick Latino Association	6.1% 2	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	90.9% 30	33	2.00
St. Thomas University	3.0% 1	9.1% 3	3.0% 1	0.0% 0	0.0% 0	3.0% 1	81.8% 27	33	2.67
Frontier College	6.1% 2	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	90.9% 30	33	2.00
University of New Brunswick	24.2% 8	6.1% 2	9.1% 3	3.0% 1	3.0% 1	6.1% 2	48.5% 16	33	2.47
Leo Hayee High School	9.1% 3	0.0% 0	0.0% 0	3.0% 1	0.0% 0	0.0% 0	87.9% 29	33	1.75
Department of Post-Secondary Education, Training and Labour	9.1% 3	6.1% 2	15.2% 5	3.0% 1	0.0% 0	3.0% 1	63.6% 21	33	2.67
Opportunities New Brunswick	9.1% 3	0.0% 0	3.0% 1	0.0% 0	0.0% 0	0.0% 0	87.9% 29	33	1.50
Service Canada	48.5% 16	18.2% 6	15.2% 5	3.0% 1	0.0% 0	3.0% 1	12.1% 4	33	1.83
Citizenship and Immigration Canada	27.3% 9	21.2% 7	12.1% 4	3.0% 1	0.0% 0	0.0% 0	36.4% 12	33	1.86
Employment and Social Development Canada	9.1% 3	9.1% 3	0.0% 0	0.0% 0	0.0% 0	0.0% 0	81.8% 27	33	1.50



	Once	2-3 times	More than 3 times but not on a regular basis	Monthly	More than once a month but less than once a week	Weekly or more often	Never	Total	Weighted Average
Invest Atlantic Alliance	6.1% 2	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	93.9% 31	33	1.00
SkillSearch Recruiting	12.1% 4	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	87.9% 29	33	1.00
Silk Road Canada	3.0% 1	0.0% 0	3.0% 1	0.0% 0	0.0% 0	0.0% 0	93.9% 31	33	2.00
Komova Investments Inc.	12.1% 4	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	87.9% 29	33	1.00
Newest Consulting	3.0% 1	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0	97.0% 32	33	1.00

Other responses (one each):

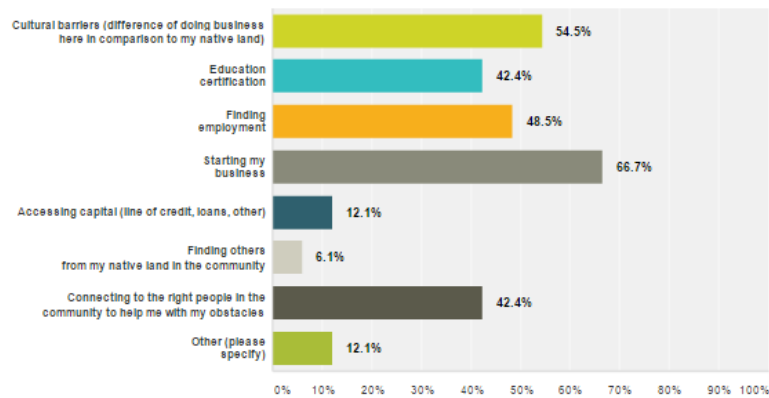
- Mental Health Services, Hospitals..
- None

16. Language is often noted by newcomers as a barrier to settling in a new community. Please rank these needs in order of priority, with 1 being the most important, 2 being the second most important, etc. (Select "not applicable to me" if the need doesn't apply to you.)

	1	2	3	4	5	6	Not applicable to me	Total	Score
I need more help to learn how to speak English	42.4% 14	21.2% 7	3.0% 1	3.0% 1	0.0% 0	3.0% 1	27.3% 9	33	5.29
I need more help to learn how to read and write in English	24.2% 8	42.4% 14	9.1% 3	0.0% 0	3.0% 1	0.0% 0	21.2% 7	33	5.08
I need more help to learn how to speak French	6.1% 2	6.1% 2	18.2% 6	15.2% 5	3.0% 1	0.0% 0	51.5% 17	33	3.94
I need more help to learn how to read and write in French	3.0% 1	9.1% 3	12.1% 4	15.2% 5	12.1% 4	0.0% 0	48.5% 16	33	3.53
I would like more access to services in French	3.0% 1	0.0% 0	9.1% 3	12.1% 4	15.2% 5	6.1% 2	54.5% 18	33	2.80
I would like more access to services in my first language (native tongue)	12.1% 4	6.1% 2	12.1% 4	6.1% 2	6.1% 2	9.1% 3	48.5% 16	33	3.71



17. Please pick the other top three barriers you face (or faced) in your efforts to integrate within the community. (Choose only three).



Responses to “other (please specify)” (one each):

- Accessing culturally relevant and meaningful mental health supports
- Finding a family doctor, even though we have a little infant
- Knowing clearly the environment
- I don’t like the chips

18. Please rate your level of satisfaction of the following aspects of your integration into our community.

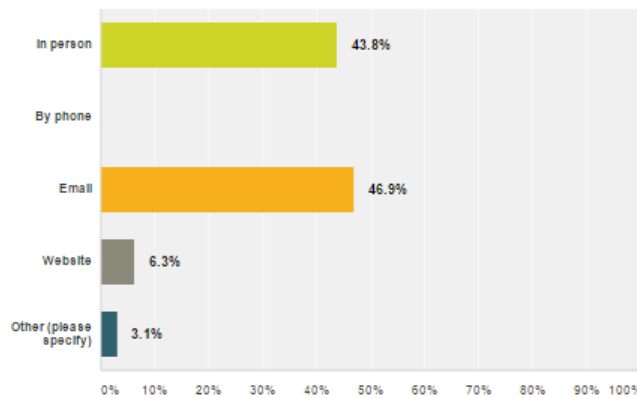
	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	N/A	Total	Weighted Average
Helpfulness of organizations	9.1% 3	9.1% 3	3.0% 1	42.4% 14	27.3% 9	9.1% 3	33	3.77
Awareness of what is available	12.1% 4	15.2% 5	9.1% 3	30.3% 10	21.2% 7	12.1% 4	33	3.38
Options that are available to me and to my family	12.1% 4	9.1% 3	9.1% 3	39.4% 13	21.2% 7	9.1% 3	33	3.53
Programs that are available to me (such as language training, support groups, etc.)	9.1% 3	9.1% 3	9.1% 3	27.3% 9	36.4% 12	9.1% 3	33	3.80
Other (please specify below)	9.1% 3	3.0% 1	6.1% 2	9.1% 3	3.0% 1	69.7% 23	33	2.80



Responses to “other (please specify)” (one each):

- Transferable skills: health field
- Communication
- Church
- Helpfulness available to run a business
- Understanding about newcomer from local people

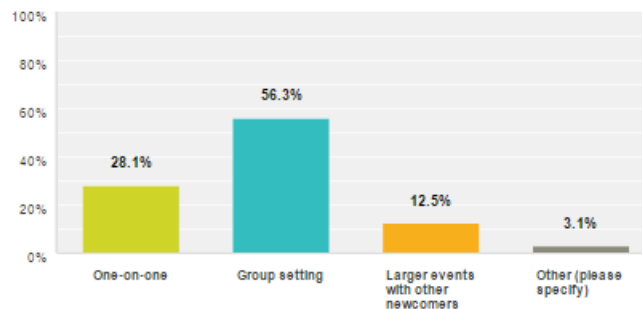
19. What is your preferred method of communication?



Responses to “other (please specify)”:

- Any of these except website

20. In what setting do you prefer to meet others?

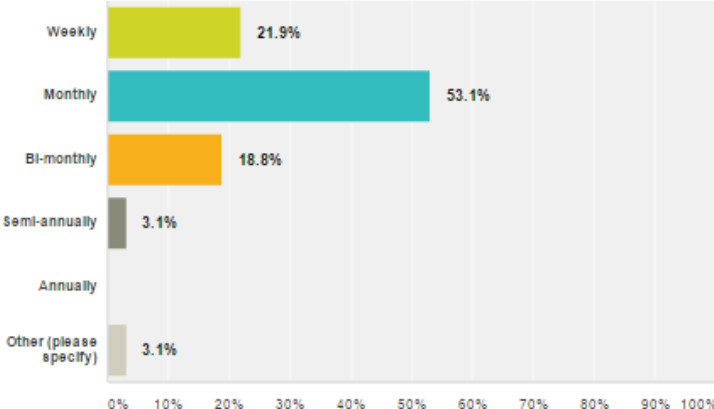


Responses to “other (please specify)”:

- Any of these



21. How frequently would you like to be in touch with support from various organizations?



Responses to “other (please specify)”:

- As needed

22. What services are the most important to you in assisting with your integration in the region? (Please rank in order of priority, with 1 being the most important, 2 being the second most important, etc.)

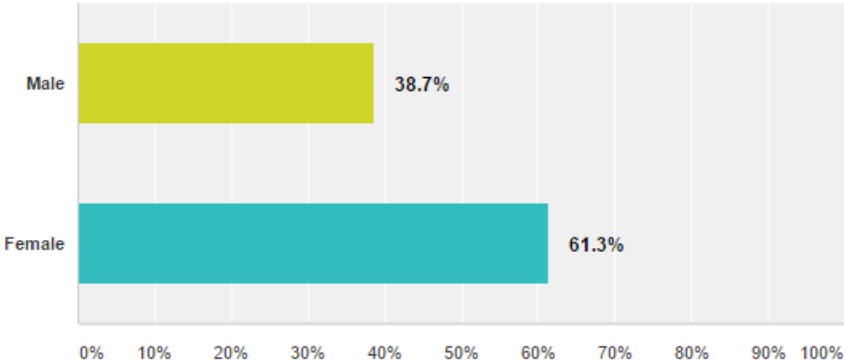
	1	2	3	4	5	6	N/A	Total	Score
Pre-arrival	19.4% 6	0.0% 0	6.5% 2	12.9% 4	19.4% 6	16.1% 5	25.8% 8	31	3.17
Arrival	12.9% 4	19.4% 6	3.2% 1	12.9% 4	25.8% 8	12.9% 4	12.9% 4	31	3.33
Settlement	32.3% 10	22.6% 7	16.1% 5	12.9% 4	3.2% 1	6.5% 2	6.5% 2	31	4.52
Employment	9.7% 3	32.3% 10	29.0% 9	6.5% 2	6.5% 2	12.9% 4	3.2% 1	31	3.93
Business	22.6% 7	6.5% 2	19.4% 6	16.1% 5	16.1% 5	9.7% 3	9.7% 3	31	3.71
Cultural	3.2% 1	19.4% 6	22.6% 7	22.6% 7	9.7% 3	9.7% 3	12.9% 4	31	3.48



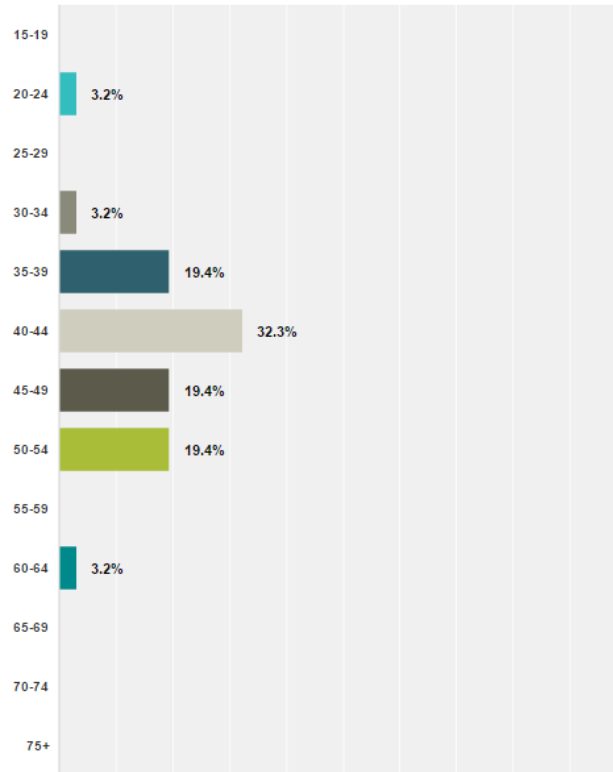
23. Are there other services you have accessed in another market that were helpful to you but that has not been made available here in Fredericton that you would like to see? If so, please specify what those services are.

- None or N/A (8)
- Other responses (1 each)
 - Community coffee party, I do need learn lots of habits or basic knowledge from local resident, esp. from white man.
 - Culturally relevant mental health resources and services. Access to interpreters who can provide ease of access to health services (organizations like the hospital and mental health services should train, manage and pay their own pool of interpreters to ensure that all newcomers settling in the community can access their services with ease). More space for cultural competency training. More space for discussing racism in the community, schools, etc. and exploring strategies to resolve them. Greater engagement of newcomers beyond superficial means - where they are used for photo ops, surveys etc. - authentic engagement of newcomers on boards, committees etc.
 - Dressing makers.
 - High school for adults.
 - There is an organization called SUCCESS (www.successbc.ca/eng/), which is based in Victoria, BC and runs pre-arrival service program in Seoul Korea and Taipei Taiwan. They have developed great informative and consulting sessions and material. I would say everything worked well for my settlement came from their help.

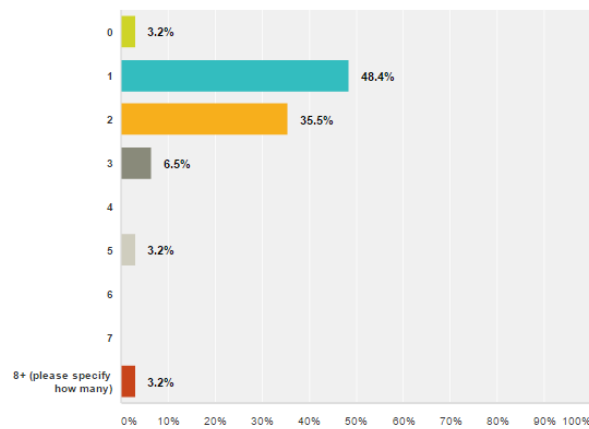
24. Your gender:



25. Your age:



26. Number of children:



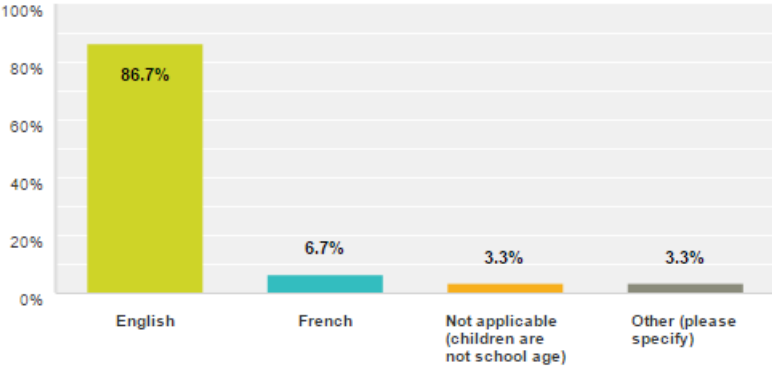
Responses to "8+ (please specify how many)":

- 9

Respondents that choose "0" skip to question 28.



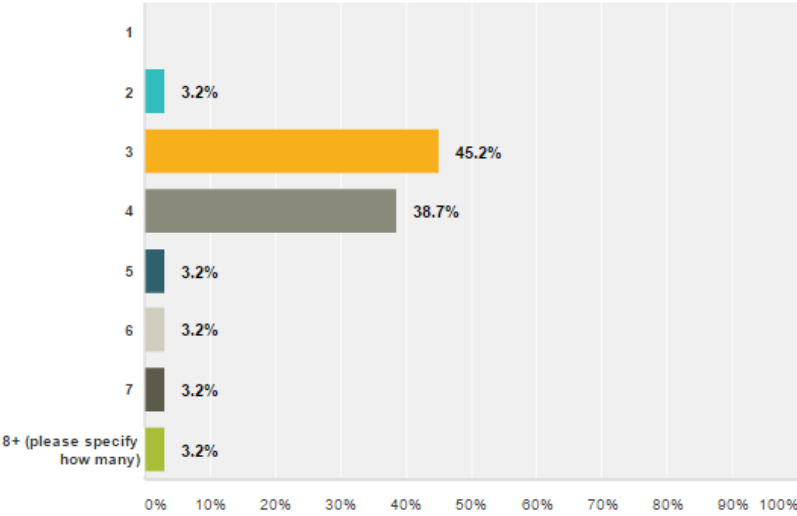
27. What school system is your child/children enrolled in?



Responses to “other (please specify)”:

- Chinese

28. Total number of people in your household:

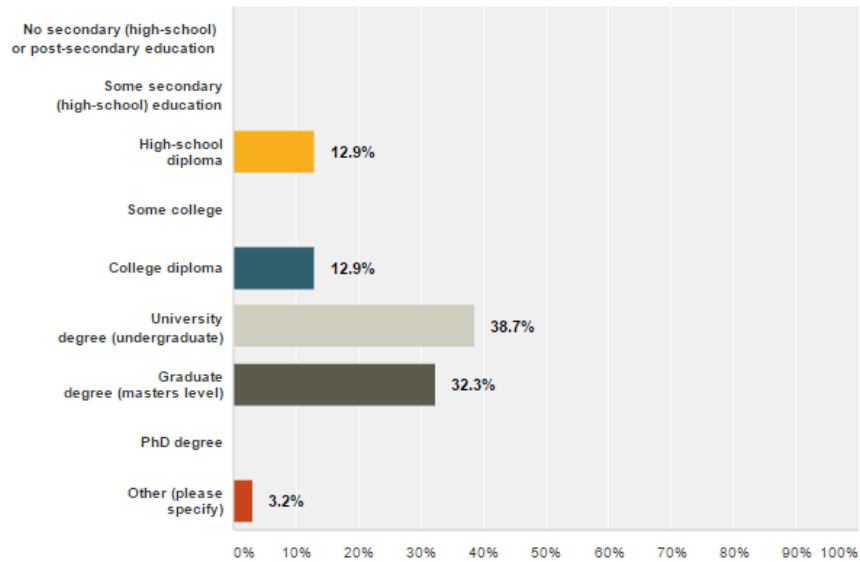


Responses to “8+ (please specify how many)”:

- 11



29. Your education (check the highest level of attainment):



Responses to “other (please specify)”:

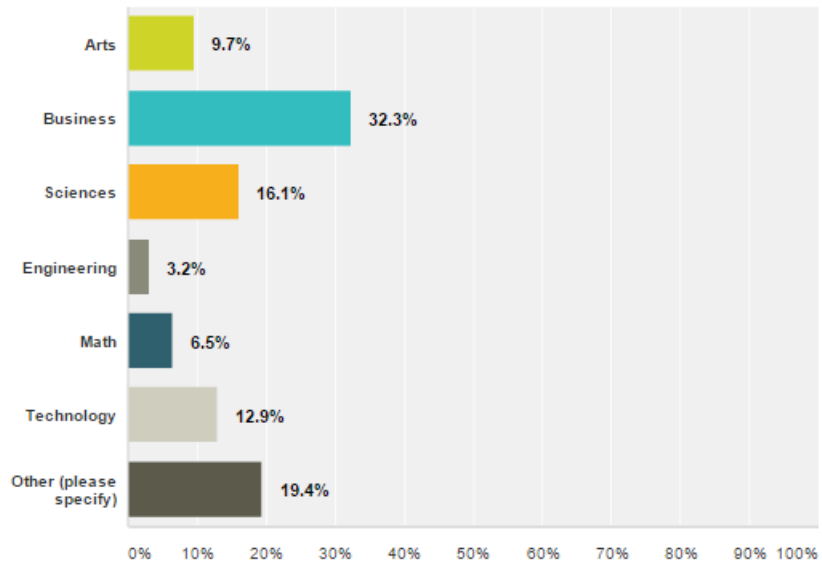
- Post-secondary education

30. In what country did you complete your education?

- China (11)
- Vietnam (4)
- Canada (2)
- Iran (2)
- South Korea (2)
- Ukraine (2)
- Other responses (1 each)
 - Albania
 - America
 - Burundi
 - Canada, Pakistan
 - Mexico/Canada (exchange)
 - Italy
 - Jordan
 - Korea



31. What was your field of study?

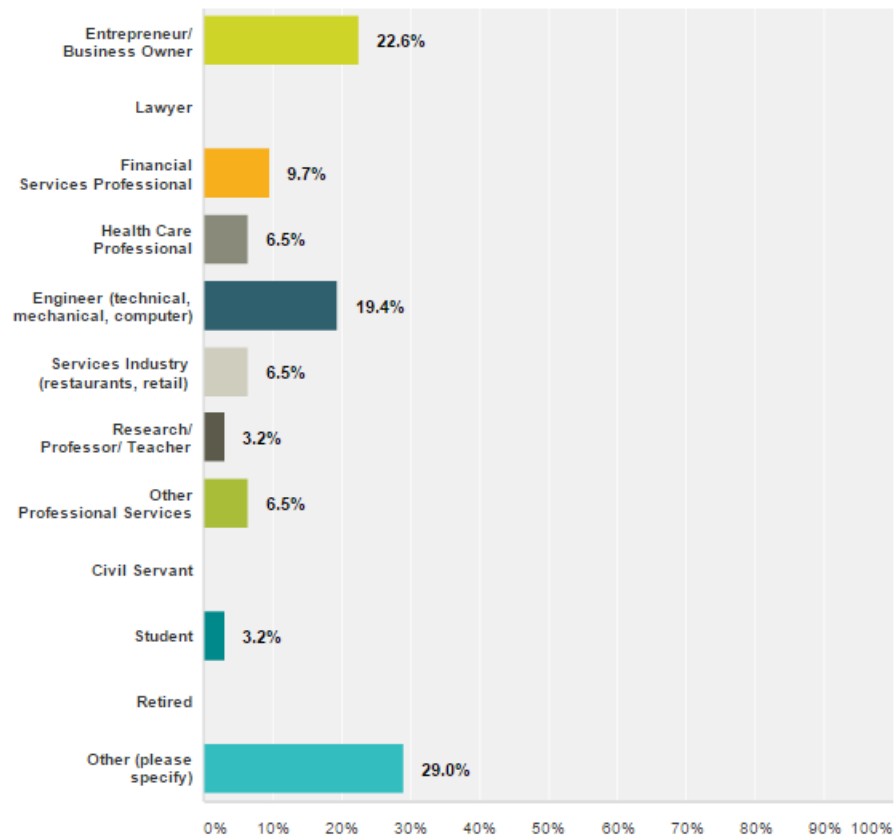


Responses to “other (please specify)” (1 response each):

- Business and Social Sciences
- Social Sciences
- Teaching in different levels in high schools from Grade 1 to Grade 10
- Hospitality
- Accountant
- Health Care



32. What is your profession?

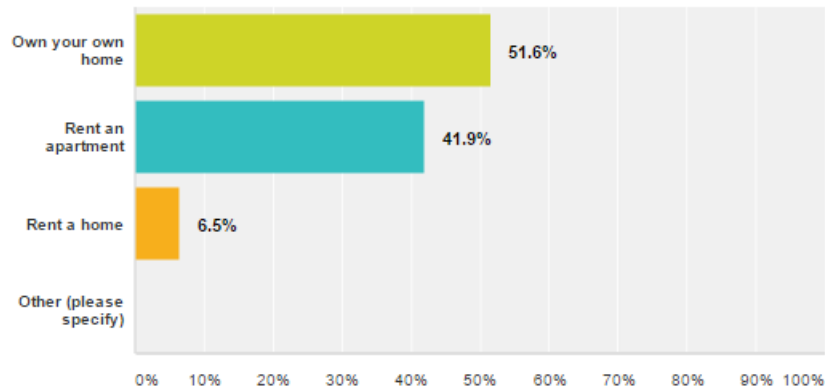


Responses to “other (please specify)”:

- Homemaker (2)
- Accounting (2)
- Other responses (1 each):
 - IT Tech
 - Teacher
 - Human Resources
 - Telecommunication
 - Dental technician



33. Do you:



34. What pre-arrival services have you accessed through organizations within the community to help you in the following areas:

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Eligibility assessment	48.4% 15	35.5% 11	16.1% 5	31	0.42
Application assistance	41.9% 13	51.6% 16	6.5% 2	31	0.55
Talking to immigration officials on your behalf	58.1% 18	29.0% 9	12.9% 4	31	0.33
Information and orientation	54.8% 17	32.3% 10	12.9% 4	31	0.37
Needs assessment	38.7% 12	25.8% 8	35.5% 11	31	0.40
Service referrals	32.3% 10	32.3% 10	35.5% 11	31	0.50
Language testing	32.3% 10	41.9% 13	25.8% 8	31	0.57
Official language training	35.5% 11	35.5% 11	29.0% 9	31	0.50
Helping prepare things for your arrival (like arranging employment or housing)	71.0% 22	19.4% 6	9.7% 3	31	0.21



35. What arrival services did you access through organizations within the community to help you in the following areas?

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Airport welcome and pickup	64.5% 20	25.8% 8	9.7% 3	31	0.29
Assessment of immediate needs	77.4% 24	12.9% 4	9.7% 3	31	0.14
Information and consultation	54.8% 17	38.7% 12	6.5% 2	31	0.41
Referrals	51.6% 16	29.0% 9	19.4% 6	31	0.36
City tours	77.4% 24	9.7% 3	12.9% 4	31	0.11
Temporary accommodation	77.4% 24	9.7% 3	12.9% 4	31	0.11
Helping you get your Medicare Card, SIN card, and photo identification	67.7% 21	32.3% 10	0.0% 0	31	0.32
Personal banking assistance	87.1% 27	12.9% 4	0.0% 0	31	0.13

36. What settlement services have you accessed through organizations within the community to help you in the following areas?

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Needs assessment	40.0% 12	33.3% 10	26.7% 8	30	0.45
Information and orientation	43.3% 13	43.3% 13	13.3% 4	30	0.50
Counselling	23.3% 7	46.7% 14	30.0% 9	30	0.67
Interpretation and translation	46.7% 14	26.7% 8	26.7% 8	30	0.36
Facilitation of access to services	40.0% 12	36.7% 11	23.3% 7	30	0.48
Language training	20.0% 6	73.3% 22	6.7% 2	30	0.79
Housing search assistance	80.0% 24	16.7% 5	3.3% 1	30	0.17
Support/enabler services	56.7% 17	20.0% 6	23.3% 7	30	0.26
Friendship and mentor programs	36.7% 11	40.0% 12	23.3% 7	30	0.52
Other volunteer/peer support services	43.3% 13	26.7% 8	30.0% 9	30	0.38
Specialized programs for youth, seniors, women, parents	33.3% 10	16.7% 5	50.0% 15	30	0.33
Special health programs	36.7% 11	10.0% 3	53.3% 16	30	0.21
Computer/internet access	63.3% 19	13.3% 4	23.3% 7	30	0.17

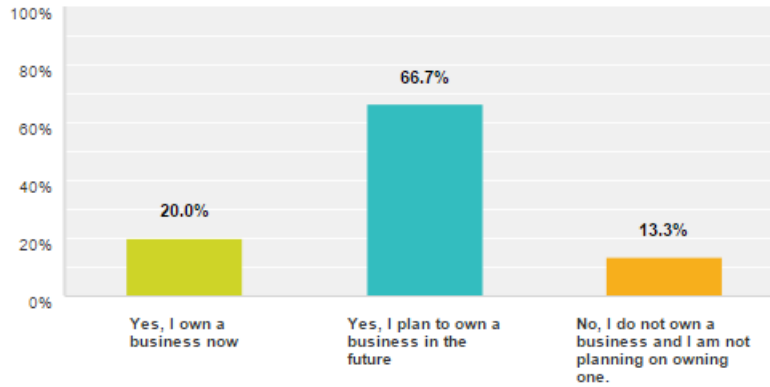


37. What employment services have you accessed through organizations within the community to help you in the following areas?

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Assessment	43.3% 13	23.3% 7	33.3% 10	30	0.35
Information and orientation	36.7% 11	43.3% 13	20.0% 6	30	0.54
Employment/career counselling	13.3% 4	43.3% 13	43.3% 13	30	0.76
Teaching essential job search skills	13.3% 4	46.7% 14	40.0% 12	30	0.78
Job search assistance	16.7% 5	50.0% 15	33.3% 10	30	0.75
Job fairs/employer networking	10.0% 3	60.0% 18	30.0% 9	30	0.86
Employment language training	10.0% 3	60.0% 18	30.0% 9	30	0.86
Mentoring programs	10.0% 3	40.0% 12	50.0% 15	30	0.80
Identifying employment opportunities	23.3% 7	26.7% 8	50.0% 15	30	0.53
Work placement	23.3% 7	30.0% 9	46.7% 14	30	0.56
Internship opportunities	20.0% 6	23.3% 7	56.7% 17	30	0.54
Computer skills training	33.3% 10	40.0% 12	26.7% 8	30	0.55
Connecting you to associations for your profession	23.3% 7	20.0% 6	56.7% 17	30	0.46
Credential assessment	13.3% 4	30.0% 9	56.7% 17	30	0.69
Training to upgrade your skills and knowledge to Canadian standards	30.0% 9	36.7% 11	33.3% 10	30	0.55
Business language training	10.0% 3	43.3% 13	46.7% 14	30	0.81
Job-specific conversation circles	13.3% 4	26.7% 8	60.0% 18	30	0.67



38. Do you own a business or are planning own one?



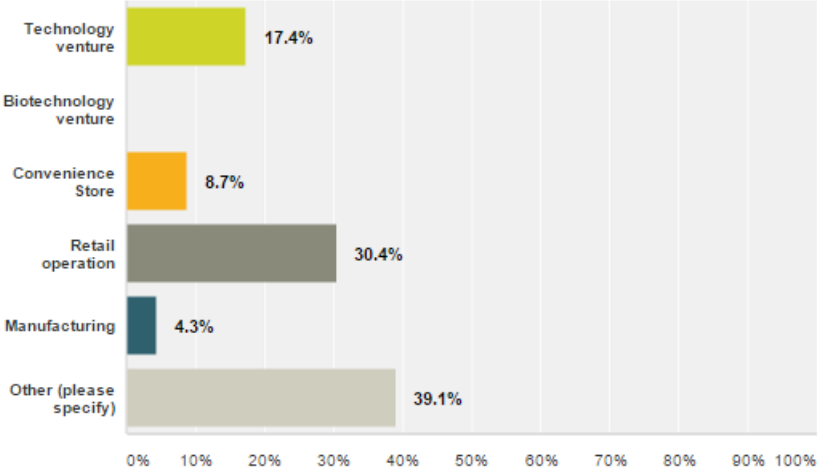
Respondents that choose “no, I do not own a business and I am not planning on owning one” skip to question 42.

39. What business services have you accessed through organizations within the community to help you in the following areas?

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Information and orientation	26.9% 7	50.0% 13	23.1% 6	26	0.65
Service referrals	23.1% 6	42.3% 11	34.6% 9	26	0.65
Business counselling/consulting	19.2% 5	57.7% 15	23.1% 6	26	0.75
Application/registration assistance	26.9% 7	30.8% 8	42.3% 11	26	0.53
Business language training	11.5% 3	57.7% 15	30.8% 8	26	0.83
Networking events/liaison opportunities	7.7% 2	65.4% 17	26.9% 7	26	0.89
Mentorship	7.7% 2	50.0% 13	42.3% 11	26	0.87
Business incubation/acceleration	7.7% 2	42.3% 11	50.0% 13	26	0.85
Newcomer business directory	11.5% 3	50.0% 13	38.5% 10	26	0.81
Database of Canadian businesses for sale or investment	30.8% 8	26.9% 7	42.3% 11	26	0.47
Financing/financial incentives	26.9% 7	19.2% 5	53.8% 14	26	0.42



40. IF YOU OWN A BUSINESS: what is the nature of the business?

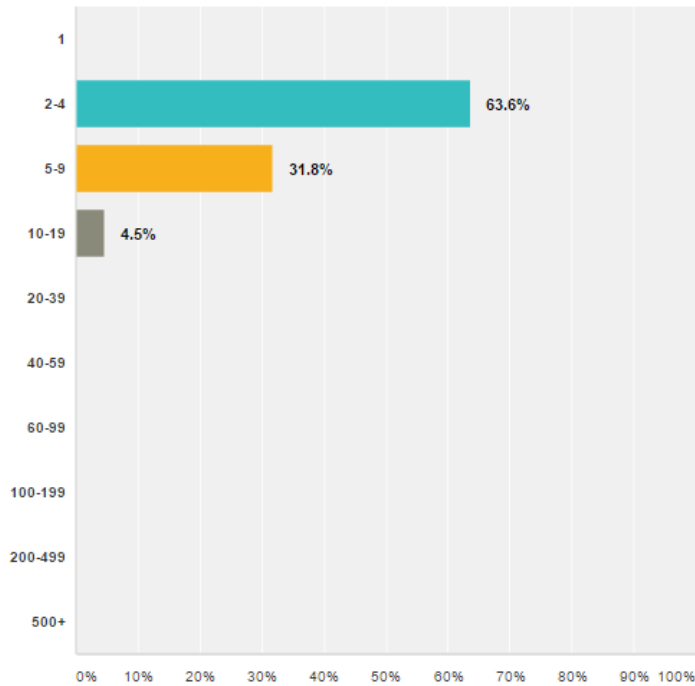


Responses to “other (please specify)”:

- Minks farm (2)
- Other responses (1 response each)
 - Property management
 - Retail and farming
 - Bed and breakfast
 - Hospitality
 - Restaurant
 - Trade
 - N/A



**41. IF YOU OWN A BUSINESS: What are the total number of employees?
(Include yourself if you do work for the company).**



42. What cultural services have you accessed through organizations within the community to help you in the following areas?

	Did it myself	Accessed support through an organization	Did not do this step	Total	Weighted Average
Information and referral	16.7% 5	53.3% 16	30.0% 9	30	0.76
Civic education/citizenship education	10.0% 3	40.0% 12	50.0% 15	30	0.80
Volunteer opportunities	13.3% 4	46.7% 14	40.0% 12	30	0.78
Hobby clubs and classes	13.3% 4	40.0% 12	46.7% 14	30	0.75
Cultural festivals	20.0% 6	56.7% 17	23.3% 7	30	0.74
Other multi-cultural showcase opportunities	20.0% 6	53.3% 16	26.7% 8	30	0.73
Discussion opportunities on cultural issues (like town halls, panel discussions)	13.3% 4	43.3% 13	43.3% 13	30	0.76
Public education events	6.7% 2	43.3% 13	50.0% 15	30	0.87



43. Do you have any other suggestions or comments you'd like to share?

- Thanks for the great work you are doing.
- Please organize some local resident community party to let me know neighbour and learn each other.
- Beside the teaching, the transferable skills, I have farming experience with some of farm animals, chicken and some plants.
- Greater opportunities for authentic engagement of newcomers to the community – all newcomers, refugees class included – boards, committees etc.

