



IMMIGRATION
PARTNERSHIP
Settle. Work. Belong.

La collaboration dans la recherche :

Région de Waterloo

L'immigration, ça compte!

Sondage auprès des immigrants

Pré-conférence VVP pour les PLI (2019)
30 octobre 2019

INSPIRING
IMMIGRATION
CONNECTIONS
IN WATERLOO
REGION





1. La collaboration est essentielle à la recherche. Nous avons besoin de collaborer parce que nous ne pouvons pas toujours faire tout ce que nous voulons par nous-mêmes.

Waterloo Region Immigration Profile



Service Use: Languages & Countries of Origin

This profile provides an overview of the languages and countries of origin of immigrants and refugees accessing services in Waterloo Region in 2018. Data is based on seven service providers that support newcomers.¹ It is meant to assist and groups in planning services to respond to demographic shifts in the newcomer population.

Top Languages of Service

While each of the seven local organizations served different types of immigrant and refugee claimants, etc.) there was overlap in the top languages of service requested by their clients.² The most common top languages of service or interpretation organizations were:

1. Arabic
2. Tigrinya
3. Spanish
4. Amharic
5. Farsi/Persian
6. Somali
7. Mandarin



Other languages mentioned were: Punjabi, Turkish, Serbian, Dari, Swahili, Kurdish, Vietnamese, Gujarati, Burmese, Ojib, Afar, Betsi, Anak, French, Korean, Oromo. Languages were spoken by anywhere from several hundred clients who spoke Amharic to a handful of clients that spoke some of the latter languages.³

The 2018 Immigration Partnership (IP) Partner Survey also asked about top languages of service. Almost 40 local organizations shared a similar list of the top languages requested. The top seven languages were the same, with the remaining languages including noted above as well as Cantonese, Korean, Nepali and Shona.

According to the 2016 Census, there were over 120,000 residents of Waterloo Region whose first language is not English or French. While many of them have also learned one or more other languages, there were more than 9,000 Waterloo Region residents who were not born in English or French. The languages with the largest number of individuals in Waterloo Region who did not



Partner Survey 2018 Final Report

The Immigration Partnership of Waterloo Region collaboratively develop and implement strategies for the integration of immigrants and refugees. Our members include public sector representatives, employers, and community organizations. We address organizational, systems, and policy issues that affect our community.

This report outlines findings from the IP Partner Survey 2018, which aims to understand the needs of immigrants and refugees in Waterloo Region and how the Partnership can better support them.

Summary of Findings

In 2018, partners were quite committed to the integration of immigrants and refugees. Partners experienced many benefits from being engaged, more collaboration was occurring and immigrants and refugees in 2018 compared to the persistent challenges experienced by immigrants and refugees. Issues that we continue to engage in through the 2019 survey include:

- **High Engagement:** Partners are highly engaged in IP. Their involvement in IP was a source of success for immigrants and refugees.
- **Affirmation of Immigration Partnership:** The Immigration Partnership is focused on the critical issue of immigration and refugees, a catalyst for effective change and a valuable resource for the community.
- **Increased Knowledge:** Partners are consistently providing information on immigrant/refugee needs and available services.
- **Increased Collaboration:** There was significant collaboration between partners. Participants had made and received more referrals and shared resources.
- **Increasingly Meeting Needs:** The majority of partners reported that the needs of immigrants and refugees have been better met in the last year. However, there are some areas where needs are not being met, such as in the areas of housing services, education, and employment and skills training programs.

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Public Perceptions of Immigration in Waterloo Region



Background

In June 2018, Immigration, Refugees and Citizenship Canada in discussion with Local Immigration Partnerships across Canada delivered the presentation "Support for Immigration: Public Opinion and How it Informs Our Approach."¹ It was discussed that around the world, Canadians remain among the most accepting of immigrants.² It was noted that in current public opinion research public views on immigration in Canada continue to be mostly positive but that some polarization of opinion is taking place; in particular a decrease in the perceived positive impact of immigration as scope narrows from all of Canada to one's neighbourhood.

The Environics Institute for Survey Research report "Focus Canada – Spring 2019: Canadian public opinion about immigration and refugees" states: "Overall, Canadians' views about immigrants and refugees have held remarkably steady since last fall, and in a few cases have become more positive. As before, there is no public consensus on the presence and impact of immigrants and refugees, with significant segments of the population holding opposing views [...]. Opinions are more evenly divided when it comes to concerns about too many immigrants not adopting the right values and some refugees not being legitimate; but in these cases the balance of opinion has held steady if not improved slightly in the past six months."³

To better understand local opinions, the Immigration Partnership commissioned research on public perceptions of immigration in Waterloo Region. Data was gathered through the 2019 Waterloo Region Matters Survey, a mixed-mode survey conducted by the University of Waterloo's Survey Research Centre.⁴ Results present a snapshot of public opinion at this time and may change.

Survey Results

Results show similar trends in Waterloo Region as have been seen in Canada-wide surveys on public perceptions of immigration. Opinions tend to be quite positive related to questions focused on the community conditions and benefits of immigration, whereas they become less positive related to questions focused on the actions of immigrants and refugees and supports to them.

¹ Presentation on file with the Immigration Partnership.

² Gallup, World Poll 2016.

³ See: https://www.environicsinstitute.org/docs/default-source/project-documents/focus-canada-spring-2019/environics-institute-focus-canada-spring-2019-survey-on-immigration-and-refugees-final-report.pdf?sfvrsn=8dd2597f_2.

⁴ See: <https://uwaterloo.ca/survey-research-centre/docs/3007975>.

May 2019

Sondage *L'immigration, ça compte!*

- Démographie
- Utilisation des services locaux
(établissement, interprétation, apprentissage de l'anglais, logement, emploi, santé, soutien juridique, soutien aux petites entreprises et aux entrepreneurs, etc.)
- Sentiment d'appartenance, isolement, discrimination
- Principaux défis, ce qui a été le plus utile, principales suggestions pour mieux faciliter l'établissement, l'accès au travail et l'appartenance

Immigration Matters Waterloo Region Survey

We want to hear from you about the welcoming, integration and wellbeing of immigrants and refugees in Waterloo Region.

This survey is intended for any immigrants and refugees in Waterloo Region. This includes people living in Waterloo Region who are Canadian citizens, permanent residents, temporary residents or foreign nationals.

The Immigration Partnership will use the survey results to guide how organizations work together and improve services to best support immigrants and refugees in Waterloo Region.

Please complete this survey by [July 9](#). It will take about 10-15 minutes. You can return it to the Immigration Partnership, (235 King St. E., 6th floor, Kitchener, N2G 4N5) or ImmigrationPartnership@regionofwaterloo.ca.



All the information you provide in the survey will remain anonymous and confidential. Only the survey staff will have access to the information. You do not have to provide your name or any contact information to fill out this survey. People who complete this survey can choose to enter their name and email address into a draw for a prize. If you provide this information, your name and email will remain confidential and will only be used for the draw. They will not be connected to your survey answers. Completing the survey is voluntary and you can skip any question you do not want to answer.

Section A: Basic Information

1. Which of the following best describes you?

- I immigrated to Canada as an economic-category immigrant
- I immigrated to Canada as a family-category immigrant
- I immigrated to Canada as a government assisted refugee
- I immigrated to Canada as a privately sponsored refugee (including BVOR – Blended Visa Office Referred)
- I am currently in Canada as a temporary resident (refugee claimant)
- I am currently in Canada as a temporary resident (international student)
- I am currently in Canada as a temporary resident (on a temporary work visa)
- Other (please specify) _____



THE SWEETEST WALL OF ALL

MIX

We've Got
Candy



Principaux défis pour les immigrants

	% des réponses
Trouver du travail	46 %
Trouver un logement abordable	29 %
Se faire des amis et tisser des liens sociaux	26 %
Apprendre l'anglais	23 %
Apprendre où et comment faire les choses	20 %
Transports	15 %
Accès aux soins de santé	13 %
S'assurer que les enfants vont bien à l'école et dans la communauté	13 %
Discrimination et racisme	10 %
Obtention de services publics ou sociaux	9 %

Ce qui a le plus aidé les immigrants

	% des réponses
Se faire des amis	40 %
Bénéficiaire du soutien de la famille	37 %
Trouver du travail	24 %
Faire du bénévolat	23 %
Programmes et services communautaires	21 %
Faire partie d'un groupe religieux	19 %
Être impliqué dans une association culturelle ou avoir des liens avec d'autres personnes qui partagent vos antécédents ou votre langue	17 %
Avoir l'aide d'un agent d'intégration des immigrants	13 %
Autre groupe communautaire	5 %

2. La collaboration est précieuse et nous permet de commencer plusieurs étapes à l'avance.



SONDAGE SLIDO

Votre PLI a-t-il récemment participé à des travaux de recherche dans l'un ou l'autre des domaines suivants, ou envisage-t-il de le faire?

- A. Immigrants
- B. Partenaires du PLI ou organismes au service des immigrants
- C. Employeurs
- D. Grand public
- E. Aucune de ces réponses
- F. Incertain

3. Que pouvons-nous faire de plus? Qu'est-ce qui pourrait faciliter la poursuite de la collaboration entre les PLI sur le plan de la recherche?

SONDAGE SLIDO : Comment tirer le meilleur parti de l'expérience d'autres PLI sur le plan de la recherche?

- A. S'inspirer de questions semblables posées dans le cadre de sondages ou d'entrevues.
- B. Voir des exemples de rapports finaux pour voir comment des données similaires ont été analysées ou rapportées, ou pour les comparer avec vos résultats.
- C. Obtenir des conseils généraux (planification, promotion, analyse, utilisation des résultats, etc.) de la part d'autres personnes qui ont réalisé des projets similaires.
- D. Demander à d'autres personnes qui ont réalisé des projets similaires de vous faire part de leurs commentaires sur vos outils, vos plans, vos constatations, etc.
- E. AUCUNE réponse qui précède ne me serait très utile.

Pour consulter nos rapports :
www.immigrationwaterlooregion.ca/factsheets

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