Maple Ridge, Pitt Meadows, and Katzie Nation LIP Research Project

Newcomer Survey Report

Prepared by the Social Planning and Research Council of BC

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Introduction

To better understand the needs and experiences of newcomers in their community, the Maple Ridge, Pitt Meadows, and Katzie Nations Local Immigration Partnership (LIP) conducted an online survey of newcomers in the community. This survey was one part of the first phase of a larger research study that will span from June 2020 to May 2021.

To be eligible for the survey, respondents needed to be a newcomer to Canada and currently living in Maple Ridge, Pitt Meadows, or Katzie Nation. The survey included questions about personal and family characteristics, experiences of settling in Canada, and experiences accessing various community resources. The survey was open from December 2020 to January 2021.

The survey was distributed primarily by the LIP and local service providers through their websites, social media challenges, and direct outreach by local service providers that work with newcomers. The survey was available in English, Mandarin, Korean, Farsi, Arabic, and Punjabi. To incentive response, survey respondents were given the option to enter a draw for one of four $50 gift card prizes. The survey received a total of 109 attempted responses. Of these, 88 respondents met the eligibility criteria and completed at least part of the survey. Overall, 75% of the respondents lived in Maple Ridge, and 25% lived in Pitt Meadows. While the survey results presented here may not be generalizable to all newcomers and immigrants in Maple Ridge/Pitt Meadows, they do offer insight into the experiences of many settling this community.

Respondent Demographic Background

Language of Survey Responses

Table 1 shows the languages that the survey was attempted/completed in. The majority of the attempts (67%) were in English, followed by Mandarin (19%) and then Korean (7%).

Table 1: Languages survey was attempted in

Table 1. What language was the survey attempted in?		
Language	**Percent**	**Number**
English	67%	73
Mandarin	19%	21
Korean	7%	8
Arabic	6%	6
Farsi	1%	1
Total	**100%**	**109**

Where respondents live

Table 2 shows the communities where eligible survey respondents live. 75% of the respondents live in Maple Ridge, and 25% live in Pitt Meadows.

Table 2: Community of residence

Table 2. Which community do you live in?		
Community	**Percent**	**Number**
Maple Ridge	75%	66
Pitt Meadows	25%	22
Total	**100%**	**88**

Length of time in Canada

Table 3 shows the length of time that each respondent has lived in Canada. Newcomers are generally classified as residents who have lived in Canada for five or less years. Based on this criteria, 54% of the survey respondents would classify as newcomers. An additional 18% of respondents had lived in Canada for six to ten years and 28% for more than ten years.

Table 3: Length of time residing in Canada

Table 3. How long have you lived in Canada?		
Length of Time	**Percent**	**Number**
Less than 1 year	13%	11
1 to 2 years	20%	17
3 to 5 years	21%	18
6 to 10 years	18%	15
More than 10 years	28%	24
Total	**100%**	**85**

Newcomers

Length of time in Maple Ridge/Pitt Meadows

Table 4 shows the length of time that each respondent has lived in Maple Ridge or Pitt Meadows. This shows that the majority (73%) of respondents have lived in either of these communities for less than five years.

Table 4: Length of time residing in Maple Ridge/Pitt Meadows

Table 4. How long have you lived in Maple Ridge/Pitt Meadows?		
Length of Time	**Percent**	**Number**
Less than 1 year	23%	19
1 to 2 years	26%	22
3 to 5 years	24%	20
6 to 10 years	15%	13
More than 10 years	12%	10
Total	**100%**	**84**

Age of Respondents

As seen in Table 5, the largest concentration (44%) of respondents were between the ages of 31 and 40. The second largest concentration (21%) of respondents were between the ages of 25 and 30.

Table 5: Age of respondents

Table 5. How old are you?		
Age	**Percent**	**Number**
Under 18	1%	1
18 - 24	5%	4
25 - 30	21%	18
31 - 40	44%	38
41 - 50	17%	15
51 - 60	9%	8
Over 60	2%	2
Total	**100%**	**86**

Gender of Respondents

As shown below, the majority of respondents were female (62%), and the remainder (38%) were male (Table 6).

Table 6: Gender of respondents

Table 6. What is your gender?		
Gender	**Percent**	**Number**
Female	62%	53
Male	38%	33
Non-binary	0%	0
Prefer not to say	0%	0
Other (please specify)	0%	0
Total	**100%**	**86**

Household Makeup

Table 7 shows who survey respondents reported currently living with. This question was only asked to respondents who indicated that they were 18 years old or older. Of these respondents, the majority (83%) lived with a spouse or partner. Additionally, 35% of respondents indicated living with a child under the age of 6 years old, and 25% indicated living with children between the ages of 6 and 12.

Table 7: Respondent household composition

Table 7. Who do you currently live with?		
Family	**Percent[1]**	**Number**
Spouse or partner	83%	66
Children under age 6	35%	28
Children aged 6 to 12	25%	20
Children aged 13 to 18	16%	13
Children over 18 years	9%	7
Parents or parents-in-law	9%	7
Other relatives	3%	2
Other adults (not relatives)	1%	1
Nobody else (live alone)	3%	2
Total		**80**

[1] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Immigration Status

Table 8 shows that close to half of all respondents are currently Canadian citizens (48%). Additionally, 20% reported being permanent residents in the family class, and 17% are permanent residents in the economic class.

Table 8: Immigration status of respondents

Table 8. What is your immigration status?		
Immigration Status	**Percent**	**Number**
Canadian citizen	48%	41
Permanent resident in the Family Class	20%	17
Permanent resident in the Economic Class	17%	15
Other (please specify)	5%	5
Refugee	3%	3
Work Permit	3%	3
International student	1%	1
Prefer not to say	1%	1
Temporary Foreign Worker	0%	0
Total	**100%**	**86**
Other (please specify)		
Refugee claimant		
Still processing		
Awaiting PR		

For comparison, Table 9 shows the immigration status for newcomers. The majority of newcomers (31%) are permanent residents in the economic class, followed by permanent residents in the family class (29%).

Table 9: Immigration status for newcomers only

Table 9. What is your immigration status? (for Newcomers only)		
Immigration Status	**Percent**	**Number**
Permanent resident in the Economic Class	31%	14
Permanent resident in the Family Class	29%	13
Canadian citizen	16%	7
Refugee	7%	3
Work Permit	7%	3
Other (please specify)	7%	3
Prefer not to say	2%	1
International student	2%	1
Total	**100%**	**45**

Overall Experiences with Community and Settlement

Table 10 shows the degree to which respondents agreed or disagreed to a series of statements about their overall feelings towards Maple Ridge and Pitt Meadows. Table 10 shows the majority of respondents (92%) either agreed or strongly agreed that they liked living in Maple Ridge/Pitt Meadows. 87% of respondents agreed or strongly agreed that they felt safe. 72% of respondents agreed or strongly agreed that they felt welcome and included..

Table 10: Overall feelings towards Maple Ridge/Pitt Meadows

Table 10. Overall feelings towards Maple Ridge/Pitt Meadows						
Question	**Strongly agree**	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**	**Total**
Overall, I like living in Maple Ridge/Pitt Meadows	33%	59%	6%	2%	0%	100%
	27	48	5	2	0	82
I feel safe in Maple Ridge/Pitt Meadows	35%	52%	11%	2%	0%	100
	28	42	9	2	0	81
I feel welcome and included in Maple Ridge/Pitt Meadows	28%	44%	24%	2%	1%	100%
	23	36	20	2	1	82

As shown below, 42% of respondents felt their settlement experience in Maple Ridge/Pitt Meadows was better than they expected and 28% felt it was much better than they had expected. 25% felt it was about what they had expected. Only 5% reported that it was worse than they had expected (Table 11).

Table 11: Overall settlement experience versus expectations

Table 11. Overall, how has your settlement experience in Maple Ridge/Pitt Meadows been?		
Response	**Percent**	**Number**
Much better than expected	28%	23
Better than expected	42%	34
About what I expected	25%	20
Worse than I expected	5%	4
Total	**100%**	81

Table 12 shows that the majority (74%) of survey respondents currently plan on living in Maple Ridge/Pitt Meadows for the next 3-5 years. 19% of respondents were unsure, and 7% reported not planning to stay in Maple Ridge/Pitt Meadows.

Table 12: Plans to stay in Maple Ridge/Pitt Meadows next 3 to 5 years

Table 12. Do you plan to stay in Maple Ridge/Pitt Meadows for the next 3-5 years?		
Response	**Percent**	**Number**
Yes	74%	60
No	7%	6
Not sure	19%	15
Total	**100%**	81

Survey respondents were asked about challenges they may have experienced while settling in the community. The most frequently reported challenges were: finding or maintaining work (51%), making local friends (50%), finding suitable housing (46%), accessing transportation (33%), and accessing information about immigration and settlement (32%) (Table 13).

Table 13: Challenges experienced while settling in Maple Ridge/Pitt Meadows

Table 13. Have you experienced challenges with any of the following while settling in Maple Ridge/Pitt Meadows? Select all that apply.		
Selection	**Percent[2]**	**Number**
Finding or maintaining work	51%	39
Making local friends	50%	38
Finding suitable housing	46%	35
Accessing transportation	33%	25
Accessing information about immigration and settlement	32%	24
Accessing education and training programs	28%	21
Improving English language skills	28%	21
Using government services (e.g. Service Canada, Service, BC, etc.)	25%	19
Accessing medical care	24%	18
Accessing food	22%	17
Financial difficulties	9%	7
Other (please specify)	3%	2
Total (responses)		**76**

Table 13a. Other (please specify)
"Support for families that does not involve threats to call the ministry, support for tenants that have to deal with abusive landlords etc'."
"It is very difficult to find a job, especially immigrants who do not work and are soon asked to go to other cities to find work."

[2] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Impact of COVID-19 on Immigrants

Table 14 summarizes the ways that residents have been impacted by COVID-19 in multiple areas of life. In each of these areas, it appeared that the majority of residents were either experiencing the same level or somewhat more difficulty with these important tasks. The areas where more residents were experiencing more or much more difficulty were in making local friends (61%), finding or maintaining work (56%), maintaining healthy relationships (51%), accessing education and training programs (46%), caring for children (45%), and accessing transportation (43%).

Table 14: Impacts of COVID-19

Table 14. Because of COVID-19, do you experience more or less difficulty with:							
Option	**Much more difficult**	**Somewhat more difficult**	**Same as before**	**Somewhat easier**	**Much easier**	**Does not apply to me**	**Total**
Paying mortgage or rent	8%	29%	40%	5%	6%	12%	100%
	6	23	31	4	5	9	78
Finding or maintaining work	22%	34%	26%	10%	3%	5%	100%
	17	26	20	8	2	4	77
Accessing food	6%	18%	49%	9%	8%	9%	100%
	5	14	38	7	6	7	77
Accessing medical care	14%	22%	40%	12%	6%	6%	100%
	11	17	31	9	5	5	78
Accessing information about immigration and settlement	10%	21%	40%	10%	6%	12%	100%
	8	16	31	8	5	9	77
Improving English language skills	8%	18%	42%	9%	12%	12%	100%
	6	14	32	7	9	9	77

Option	Much more difficult	Somewhat more difficult	Same as before	Somewhat easier	Much easier	Does not apply to me	Total
Using government services (e.g. Service Canada, Service BC, etc.)	9%	31%	34%	11%	6%	8%	100%
	7	24	26	9	5	6	77
Accessing education and training programs	10%	36%	30%	8%	6%	9%	100%
	8	28	23	6	5	7	78
Maintaining healthy relationships	19%	32%	33%	9%	7%	0%	100%
	14	24	25	7	5	0	75
Caring for children	15%	30%	27%	16%	5%	7%	100%
	11	22	20	12	4	5	74
Accessing transportation	15%	28%	35%	11%	8%	4%	100%
	11	21	26	8	6	3	75
Making local friends	29%	32%	28%	8%	1%	1%	100%
	22	24	21	6	1	1	75

Settlement Services

As seen in Table 15, the majority of survey respondents (75%) have used settlement services at some point; one-quarter (26%) have never used any settlement services. 42% of respondents do not use them currently but have used them in the past. 32% are currently using settlement services.

Table 15: Use of settlement services

Table 15. Do you use any immigrant settlement services?		
Selection	**Percent**	**Number**
Yes, I am currently using settlement services	32%	24
Not right now, but I have used settlement services in the past	42%	31
No, I have never used any settlement services	26%	19
Total	**100%**	74

For comparison, Table 16 shows the use of settlement services by newcomers only. Only 27% are currently using settlement services. 38% have used them in the past and 35 have never used settlement services.

Table 16: Use of settlement services, newcomers only

Table 16. Do you use any immigrant settlement services? (for Newcomers only)		
Selection	**Percent**	**Number**
Yes, I am currently using settlement services	27%	10
Not right now, but I have used settlement services in the past	38%	14
No, I have never used any settlement services	35%	13
Total	**100%**	37

Table 17 shows the organizations from which respondents have accessed settlement services. Based on this data, it appears that three most commonly used organizations were ISS of BC (54%), the Family Education and Support Centre (48%), and WorkBC (38%).

Table 17: Organizations where respondents access settlement services

Table 17. Which organizations have you accessed services from? Check all that apply.		
Selection	**Percent[3]**	**Number**
ISS of BC	54%	30
Family Education and Support Centre	48%	27
WorkBC	38%	21
SUCCESS	30%	17
Public Library	30%	17
SWIS Workers (Settlement Workers in Schools)	29%	16
Other (please specify)	7%	4
Total (responses)		**56**

Table 17a. Other (please specify)
PIRS
Catholic Church
ELSA

[3] Respondents were invited to select multiple responses so percentages may not sum to 100%.

As shown in Table 18, survey respondents normally found out about settlement services and information in their community through multiple channels. The three main ways that people found this information was through social media (56%), word of mouth (53%), and Internet searches (49%).

Table 18: Sources of information about services and settlement

Table 18. How do you normally find out about services and other information about settling in the community?		
Selection	**Percent[4]**	**Number**
Social media (e.g. Facebook)	56%	41
Word of mouth (friends, family, acquaintances)	53%	39
Internet searches	49%	36
Community group	30%	22
Community centre	27%	20
Web forums	26%	19
Government sources	22%	16
Newspaper or other media	21%	15
Library	18%	13
School	16%	12
Neighbourhood houses	12%	9
Place of worship (e.g. church, mosque, temple)	11%	8
Employer	8%	6
Other (please specify)	1%	1
Total (responses)		73

Table 18a. Other (please specify)
Via email or media news that is trustworthy

[4] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Survey respondents who have used settlement services were asked about how those services have helped them. 46% of survey respondents reported that immigrant settlement services helped them meet new people. 39% reported that they helped the respondents find housing and 39% that they helped improve their English (Table 19).

Table 19: How settlement services have helped survey respondents

Table 19. How have these immigrant settlement services helped you? Check all that apply.		
Selection	**Percent[5]**	**Number**
Helped me meet new people	46%	25
Helped me find housing	39%	21
Improved my English	39%	21
Helped me find work	37%	20
Helped me with other government services (e.g. filling out government forms, applying for SIN cards, etc.)	35%	19
Provided me with volunteer opportunities	35%	19
Helped me with visa and immigration status processes	31%	17
Gave me Canadian work experience	30%	16
Provided me with information or referrals to other community resources	28%	15
Other (please specify)	2%	1
Total (responses)		**54**

[5] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Survey respondents who have never used settlement services were asked why. Table 20 shows the most common reasons for not using these services were not knowing where to get information about the services (29%), not needing the services (29%), and not having enough time to access them (24%).

Table 20: Why respondents have not used settlement services

Table 20. Why do you not use immigrant settlement services?		
Selection	**Percent[6]**	**Number**
I do not know where to get information about these services	29%	5
I do not need these services	29%	5
I do not have enough time	24%	4
I do not have anyone to look after my children	12%	2
I have to work when services are available	12%	2
Other (please specify)	12%	2
I am not eligible to use these services	6%	1
I do not have money for the bus or Skytrain	0%	0
Total (responses)		**17**

Table 20a. Other (please specify)
I am not aware of any services
I have heard that credit is ruining you because centers such as car buyers and mortgages consider you poor and you have received help from the government, so the bank does not give you any credit because you are poor.

[6] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Respondents who reported previously, but no longer, using settlement services were asked why they stopped using the services. Most reported this was because they no longer needed the services (55%). 35% reported that they did not have enough time to use them. Additionally, 19% of respondents reported not being satisfied with the services they used, and another 19% did not have access to child care(Table 21).

Table 21: Why respondents no longer use settlement services

Table 21. Why do you no longer use settlement services?		
Selection	**Percent[7]**	**Number**
I no longer need the services.	55%	17
I do not have enough time.	35%	11
I was not satisfied with the services I used.	19%	6
I do not have anyone to look after my children.	19%	6
I have to work when services are available.	16%	5
I do not have money for the bus or Skytrain.	13%	4
Other (please specify)	10%	3
Total (responses)		**31**

Table 21a. Other (please specify)
Services didn't help me much
Not enough programs to participate in
Because they can't go with anything but english classes, that I do not require.

[7] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Recreation Services

To better understand newcomer use of recreation services, respondents were asked which types of services they had used (including prior to COVID-19). As seen in Table 22, the most frequently used recreation services were the weight room, gymnasium, and/or court sports (44%), followed by drop-in fitness classes (37%), and then community events and festivals (34%).

Table 22: Use of recreation services

Table 22. Which of the following recreation services have you or your family used (before COVID-19)? Check all that apply.		
Selection	**Percent[8]**	**Number**
Weight room, gymnasium, and/or court sports	44%	31
Drop-in fitness (dry land and aquatics)	37%	26
Community events and festivals	34%	24
Aquatics (including swimming lessons)	32%	23
Registered program for preschool	27%	19
Registered program for children	21%	15
Registered program for adults	21%	15
Registered program for youth (teenagers)	18%	13
Arts programming (all ages)	18%	13
Registered program for seniors	17%	12
Youth Centre Drop in	14%	10
None of the above	14%	10
Other (please specify)	3%	2
Total (responses)		**71**

Table 22a. Other (please specify)
Free drop in programs in the community.
You have to pay a percentage of money here, but other cities provide all the services, but Maple Ridge wants a percentage of money. It does not give good sports facilities to the newcomers.

[8] Respondents were invited to select multiple responses so percentages may not sum to 100%.

70% of all survey respondents indicated that clear health and safety protocols around COVID-19 would make them more likely to use recreation services. 51% indicated that lower fees would make them more likely to access these services, and 44% indicated easier registration (Table 23).

Table 23: What would make respondents more likely to use recreation services

Table 23. What, if anything, would make you more likely to use recreation services? Check all that apply.		
Selection	**Percent[9]**	**Number**
Clear health & safety protocol around COVID-19	70%	51
Lower fees	51%	37
Easier to register	44%	32
More information about services available	42%	31
Specific programs for newcomers	41%	30
More welcoming atmosphere	40%	29
Nothing	1%	1
Other (please specify)	1%	1
Total (responses)		73

Table 23a. Other (please specify)
Community integration

[9] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Social Connections

Table 24 shows a distribution of how socially connected or lonely respondents reported feeling. Based on this information, most participants ranked themselves between 5 and 10, showing relatively strong feelings of social connectedness.

Table 24: Feelings of social connection

Table 24. On a scale of 0 to 10, where 0 is very lonely and 10 is very connected, how socially connected do you feel?		
Selection	**Percent**	**Number**
1	1	3
2	4%	8
3	2%	3
4	9%	9
5	20%	16
6	13%	9
7	17%	10
8	20%	10
9	7%	3
10	7%	3
Total	**100%**	**74**

English Language

Table 25 shows respondents' self-reported English levels. Most respondents reported relatively advanced levels of English proficiency: 21% reported being at an advanced level and 23% reported being fluent.

Table 25: Respondent English proficiency level

Table 25. My English level is:		
Selection	**Percent**	**Number**
None	3%	2
Beginner – simple words and sentences	3%	2
Lower intermediate – simple conversations (e.g. going to the store, asking directions)	11%	8
Intermediate – Comfortable in most everyday conversations, some mistakes	19%	14
Upper intermediate – can talk about wider range of topics (e.g. the news, hobbies, books and movies, etc.)	14%	10
Advanced – can use English in all settings, still some minor mistakes or gaps in vocabulary	21%	15
Fluent – able to use English in all professional, academic, and other settings with few errors	23%	17
I am a native English speaker	7%	5
Total (responses)	**100%**	**73**

73% of respondents agreed (50%) or strongly agreed (23%) that they felt confident using English in their everyday life. (Table 25).

Table 26: Confidence using English in everyday life

Table 26. I feel confident using English in my everyday life (e.g. at work, at school, at the doctor, making friends).		
Selection	**Percent**	**Number**
Strongly agree	23%	12
Agree	50%	26
Neither agree nor disagree	10%	5
Disagree	13%	7
Strongly disagree	4%	2
Total	**100%**	52

However, as shown by Table 27, 61% of survey participants agreed (46%) or strongly agreed (15%) that they sometimes have trouble using services because of the language barrier.

Table 27: Trouble using services due to language barrier

Table 27. Sometimes I have trouble using services because of the language barrier.		
Selection	**Percent**	**Number**
Strongly agree	15%	8
Agree	46%	24
Neither agree nor disagree	13%	7
Disagree	23%	12
Strongly disagree	2%	1
Total (responses)	**100%**	52

As shown in Table 28, the majority of survey respondents (70%) reported that they have taken English classes since moving to Maple Ridge/Pitt Meadows.

Table 28: Frequency of taking English language classes

Table 28. Have you taken any English language classes since moving to Maple Ridge/Pitt Meadows?		
Selection	**Percent**	**Number**
Yes	70%	23
No	30%	10
Total	**100%**	**33**

Of the respondents who indicated that they had not taken any English language classes, the responses indicated that the biggest barriers to these classes were lack of child care (50%) and there not being enough options for available classes (30%) (Table 29).

Table 29: Reasons for not taking English language classes

Table 29. What are your reasons for not taking English language classes? Check all that apply.		
Selection	**Percent**[10]	**Number**
I do not have anyone to look after my children while in class.	50%	5[11]
There are not enough options for the English classes available.	30%	3
I am not interested in English classes.	20%	2
I do not have the time to take classes.	20%	2
I have to work when English classes are offered.	20%	2
I do not have money to for the bus or Skytrain to go to class.	10%	1
I am not eligible for English classes.	0%	0
Other (please specify)	0%	0
Total (responses)		10

[10] Respondents were invited to select multiple responses so percentages may not sum to 100%.
[11] All 5 respondents who cited child care as a barrier were women, out of a total of 7 women who answered this question.

Table 30 shows the English language learning opportunities that survey respondents would be the most interested in. The most popular option was informal conversation practice (42%), followed by formal classes (36%), and then business English/English for professionals (36%).

Table 30: English language learning opportunities of interest

Table 30. Which of the following English language learning opportunities would you be interested in? Check all that apply.		
Selection	**Percent[12]**	**Number**
Informal conversation practice	42%	21
Formal classes (e.g. LINC)	36%	18
Business English or English for professionals	36%	18
Pronunciation classes	26%	13
English language book club	26%	13
Academic English support (e.g. essay-writing)	24%	12
Public speaking training	18%	9
Not interested in any English language learning opportunities	10%	5
Other (please specify)	2%	1
Total (responses)		50

Table 30a. Other (please specify)
Conversation circles

[12] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Employment

As seen in Table 31, the most common work situation among survey respondents was full-time work (30 or more hours per week) (48%). The second and third most common work situations were part-time work (19%) and staying at home as a full-time care giver (16%).

Table 31: Respondent current work situation

Table 31. What best describes your current work situation? Check all that apply.		
Selection	**Percent[13]**	**Number**
I work full-time (30 or more hours per week)	48%	35
I work part-time (under 30 hours per week)	19%	14
I am at home full-time caring for my children	16%	12
I am unemployed and looking for work	14%	10
I am currently on maternity or parental leave	10%	7
I am self-employed	8%	6
I am a student	5%	4
I am retired	4%	3
I am on disability leave	0%	0
I am unemployed and not looking for work	0%	0
Other (please specify)	0%	0
Total (responses)		73

Of the survey respondents who indicated that they are currently unemployed and looking for work, 40% indicated that they were laid off as a result of the COVID-19 pandemic (Table 32).

Table 32: Lay-offs as result of COVID-19 pandemic

Table 32. Were you laid off as a result of the COVID-19 pandemic?		
Selection	**Percent**	**Number**
Yes	40%	4
No	60%	6
Not sure	0%	0
Total (responses)	**100%**	10

[13] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Of the respondents who were laid off from their work as a result of COVID-19, only 75% indicated that they are receiving CERB (Canada Emergency Response Benefit) (Table 33).

Table 33: Respondents receiving CERB

Table 33. Are you receiving CERB (Canada Emergency Response Benefit)?		
Selection	**Percent**	**Number**
Yes	75%	3
No	25%	1
Total (responses)	**100%**	4

Survey respondents who are currently employed were asked how easy or difficult it was for them to find work in Canada. Table 34 shows a fairly even split in how easy or difficult it was for survey respondents to find work in Canada. 53% found it very or somewhat easy to find work. 47% found it very or somewhat difficult.

Table 34: Ease or difficulty of finding work in Canada

Table 34. How easy or difficult was it to find work in Canada?		
Selection	**Percent**	**Number**
Very easy	20%	11
Somewhat easy	33%	19
Somewhat difficult	38%	21
Very difficult	9%	5
Total	**100%**	56

Survey respondents who are currently unemployed or who reported that finding work was difficult were asked about barriers to finding work. The most common barrier for participants was not having local connections or references (46%). Needing stronger English language skills (40%) and foreign work experience not being recognized (40%) were the second most common barriers.

While 17% of respondents noted child care was a barrier to employment, it is important to note that not all of the respondents who answered this question have young children, which means the impact of this barrier may be under-reported.

Table 35: Barriers to finding employment

Table 35. What are the biggest barriers for finding work? Check all that apply.		
Selection	**Percent[14]**	**Number**
Do not have local professional connections or references	46%	16
Need to upgrade my English language skills	40%	14
My foreign work experience is not recognized	40%	14
Need to upgrade my skills (other than English language)	37%	13
Need more work experience	34%	12
My foreign credential/degree is not recognized	31%	11
Do not have a driver's license	31%	11
Need technical support to find and apply to jobs online	26%	9
Do not know how to find work	23%	8
Not enough jobs are available	20%	7
Not able to find child care	17%	6
Discrimination from employers	14%	5
Other (please specify)	0	0
Total (responses)		35

[14] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Table 36 shows the level of satisfaction that working respondents feel about various aspects of their work. 38% were very satisfied with relationships with coworkers and/or bosses, 30% with work hours, 24% with work environment, 22% with personal fit between the job and their interests and skills, and 20% with the pay and benefits.

Table 36: Satisfaction with various aspects of current employment

Table 36. How satisfied are you with the following aspects of your work?					
Selection	**Very dissatisfied**	**Somewhat dissatisfied**	**Somewhat satisfied**	**Very satisfied**	**Total**
Personal fit (job matches my skills and interests)	7%	26%	44%	22%	100%
	4	14	24	12	54
Work environment	6%	19%	52%	24%	100%
	3	10	28	13	54
Work hours	0%	28%	43%	30%	100%
	0	15	23	16	54
Relationships with coworkers and/or boss	0%	18%	44%	38%	100%
	0	10	24	21	55
Pay and benefits	7%	24%	48%	20%	100%
	4	13	26	11	54

Entrepreneurship

Survey respondents were asked a series of questions to gauge their experience with and interest in entrepreneurship.

More than half (55%) of respondents either currently or have previously run their own business (as seen in Table 37).

Table 37: Experience running a business

Table 37. Which of the following applies to you?		
Selection	**Percent**	**Number**
I have never run my own business.	46%	33
I currently run my own business.	25%	18
I previously ran my own business, but not in Canada.	17%	12
I previously ran my own business in Canada, but not currently.	13%	12
Total	**100%**	72

Survey respondents who currently run a business were asked about the location of their business. As shown in Table 38, 44% were located in Maple Ridge, 33% in Pitt Meadows, 17% in variable locations, and 6% elsewhere.

Table 38: Location of immigrant-owned businesses

Table 38. Where is your business located?		
Selection	**Percent**	**Number**
Maple Ridge	44%	8
Pitt Meadows	33%	6
Location varies	17%	3
Other (please specify)	6%	1
Total	**100%**	18

Table 38a. Other (please specify)
Online

Of respondents who have run their own businesses in Canada, either previously or currently, the most common difficulties faced in setting up and running these businesses were attracting clients/customers (67%), finding suitable space (52%), and marketing/advertisement (41%) (Table 39).

Table 39: Challenges for entrepreneurs

Table 39. What challenges have you faced in setting up and running your own business? Check all that apply.		
Selection	**Percent[15]**	**Number**
Attracting clients or customers	67%	18
Finding suitable space	52%	14
Marketing and advertisement	41%	11
Navigating City processes (e.g. taxes, applying for business permit)	37%	10
Staffing	33%	9
Different cultural norms around business / learning background knowledge about Canadian business practices	33%	9
Language barriers	22%	6
I have not experienced any challenges	7%	2
Other (please specify)	0%	0
Total (responses)		27

67% of respondents who do not currently run their own business but who have previously indicated that they would like to run their own business again (Table 40).

Table 40: Interest of those with previous entrepreneurship experience in running a business again

Table 40. Would you like to run your own business again?		
Selection	**Percent**	**Number**
Yes	67%	14
No	14%	3
Not sure	19%	4
Total	**100%**	**21**

[15] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Those with previous or current entrepreneurship experience were asked for their suggestions for support that would help more newcomers successfully run their own business in Maple Ridge or Pitt Meadows (Table 41).

Table 41: Ideas to support newcomer entrepreneurs

Table 41. Based on your experience, what types of support would help more newcomers successfully run their own business in Maple Ridge or Pitt Meadows?
Supportive policies from local government
More skills training
Financial support
Information resources
Non-discrimination laws and support

Of the survey respondents who have never run their own business, the majority of participants (55%) indicated that they would be interested in starting their own business. An additional 24% of respondents indicated that they might be interested (Table 42).

Table 42: Interest in starting a business for the first time

Table 42. Would you be interested in starting your own business?		
Selection	**Percent**	**Number**
Yes	55%	18
No	21%	7
Maybe	24%	8
Total	**100%**	**33**

Of survey respondents who do not currently run their own business, 93% expressed some level of likelihood that they would attend a free training session and/or mentorship opportunity on starting their own business (Table 43).

Table 43: Interest in free entrepreneurship training opportunities

Table 43. How likely would you be to attend free training sessions and/or mentorship opportunities on starting your own business?		
Selection	**Percent**	**Number**
Very likely	35%	14
Somewhat likely	58%	23
Somewhat unlikely	3%	1
Very unlikely	0%	0
Not sure	5%	2
Total (responses)	**100%**	**40**

Volunteering

Table 44 shows that 75% of all survey respondents have volunteered at some point since moving to Canada. 49% reported that they volunteered in the past but are not currently, and 26% reported that they are currently volunteering.

Table 44: Experience volunteering in Canada

Table 44. Have you volunteered (given unpaid to a cause or group you care about in the community) since moving to Canada?		
Selection	**Percent**	**Number**
Yes, I previously volunteered but am not currently volunteering.	49%	35
Yes, I currently volunteer.	26%	19
No, I have never volunteered in Canada.	24%	17
Not sure	1%	1
Total	**100%**	**72**

Survey respondents who are not currently doing volunteer work were asked if they would be interested in volunteering. 45% of respondents said that they were interested in doing volunteer work, and 40% said that they were not interested at this time (as seen in Table 45).

Table 45: Interest in volunteering

Table 45. Would you be interested in doing volunteer work?		
Selection	**Percent**	**Number**
Yes	45%	24
Not at this time	40%	21
Not sure	13%	7
No, never	2%	1
Total	**100%**	**53**

Table 46 shows the factors that would make local residents more likely to volunteer. 55% said that they would like more information about volunteer opportunities. 53% said that they would want an opportunity to support a cause or group that they care about. Then 51% indicated that they would need more free time in order to volunteer.

Table 46: What would make respondents more likely to volunteer

Table 46. What would make you more likely to volunteer? Check all that apply.		
Selection	**Percent[16]**	**Number**
More information about volunteer opportunities	55%	28
Opportunity to support a cause or group I really care about	53%	27
More free time to volunteer	51%	26
Clear health and safety protocols around COVID-19	47%	24
More information about how benefits of volunteering (e.g. how employers see volunteering)	29%	15
Nothing, not interested in volunteering	4%	2
Other (please specify)	0%	0
Total		**51**

[16] Respondents were invited to select multiple responses so percentages may not sum to 100%.

K-12 Education

For the respondents with school age children, Table 47 shows the responses on how easy or difficult it was to sign their children up for schools. Overall, 89% described this process as somewhat (43%) or very easy (46%) (as seen in Table 47).

Table 47: Ease or difficulty of signing up children for school

Table 47. How easy or difficult was it to sign up your child(ren) for school?		
Selection	**Percent**	**Number**
Very easy	46%	13
Somewhat easy	43%	12
Somewhat difficult	7%	2
Very difficult	4%	1
Total	**100%**	28

At the time of this survey, 75% of survey respondents' children were at school in person, and only 18% were doing school remotely (Table 48).

Table 48: Current school situation for K-12 children

Table 48. What is the current school situation for your child(ren)?		
Selection	**Percent**	**Number**
At school	75%	21
At home, doing school remotely	18%	5
Homeschooled	7%	2
Total	**100%**	28

Child Care

Survey respondents with children 12 and younger were asked about their child care arrangements, excluding school. 66% of survey respondents reported one of their current child care arrangements to be having their children at home with a parent. The second most common child care arrangement was using a licensed group child care centre (26%), followed by support from a relative (other than a parent) (16%) (as seen in Table 49).

Table 49: Current care arrangements

Table 48. What is your current child care arrangement for your child(ren), excluding school? Select all that apply.		
Selection	**Percent**[17]	**Number**
At home with a parent	66%	25
A licensed group child care centre (including preschool, before/after school, etc)	26%	10
Cared for by a relative (other than parent)	16%	6
A licensed family child care	13%	5
License-not-required care	11%	4
Cared for by a friend	8%	3
Unlicensed caregiver in their home	8%	3
A caregiver in my home	5%	2
Other (please specify)	0%	0
Total		38

[17] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Respondents using an external care arrangement (other than a parent or relative) were asked about their satisfaction with this arrangement. Table 50 shows the level of satisfaction that the survey respondents have with their current child care arrangements. Overall, 45% were very satisfied with hours of care, 40% with quality, 25% with cost, and 15% with location.

Table 50: Satisfaction with current care arrangement

Table 50. How satisfied are you with the following aspects of this child's or children's care arrangements?					
Selection	**Very dissatisfied**	**Somewhat dissatisfied**	**Somewhat satisfied**	**Very satisfied**	**Total**
Location	10%	25%	50%	15%	100%
	2	5	10	3	20
Quality	0%	10%	50%	40%	100%
	0	2	10	8	20
Hours of care	5%	20%	30%	45%	100%
	1	4	6	9	20
Cost	5%	30%	40%	25%	100%
	1	6	8	5	20

When asked if they would change their current care arrangements if a preferred option became available at an affordable price, 70% of these survey respondents said yes.

Table 51: Would change current care arrangement if alternative became available

Table 51. Would you change this child(ren)'s care arrangement(s) if a preferred option became available at a price you could afford?		
Selection	**Percent**	**Number**
Yes	70%	28
No	15%	6
Not sure	15%	6
Total	**100%**	40

Health Care

Table 52 shows the health services most commonly used by survey respondents in the past year. The most common answer was a Family Doctor (57%), followed by Walk-in clinics (53%), and then Dental care (35%). 13% of all respondents indicated that they did not use any health services.

Table 52: Health services used in past year

Table 52. Which types of health services have you used within the past year? Check all that apply.		
Selection	**Percent[18]**	**Number**
Family doctor	57%	41
Walk-in clinics	53%	38
Dental care	35%	25
Specialist health care (e.g. surgeon, midwife, obstetrician, etc)	28%	20
Mental health services	14%	10
I did not use any health services.	13%	9
Other (please specify)	3%	2
Total (responses)		72

Table 52a. Other (please specify)
Life Lab
Emergency Room

[18] Respondents were invited to select multiple responses so percentages may not sum to 100%.

64% of survey respondents reported that accessing a family doctor is easy (45%) or very easy (19%). Of the respondents who indicated that it was 'difficult' (23%) or 'very difficult' (12%) to access a family doctor, the most common reasons for this difficulty were long wait times (76%), services not being available nearby (48%), and finding these services (43%) (as seen in Tables 53 and 54).

Table 53: Ease or difficulty of accessing family doctor

Table 53. In general, how easy or difficult is it to access health care services that meet your needs? Family Doctor						
Selection	**Very easy**	**Easy**	**Difficult**	**Very difficult**	**Do not need this service**	**Total**
Family Doctor	19%	45%	23%	12%	1%	100%
	13	31	16	8	1	69

Table 54: Reasons for difficulty accessing family doctor

Table 54. Why is it difficult to access a Family Doctor?		
Selection	**Percent[19]**	**Number**
Long wait times	76%	16
Services not available near where I live	48%	11
Difficult to find / don't know how to access	43%	10
Language barrier / translator not available	26%	6
Services not available at hours that are convenient for me	17%	4
Lack of child care during appointment	17%	4
Services available did not meet my needs	17%	4
Services are expensive	0%	0
Other (please specify)	0%	0
Total (responses)		23

[19] Respondents were invited to select multiple responses so percentages may not sum to 100%.

75% of survey respondents reported that accessing walk-in clinics is easy (58%) or very easy (17%). Of the respondents who indicated that it was 'difficult' (16%) or 'very difficult' (6%) to access walk-in clinics, the most common reasons for this difficulty were long wait times (60%), services not being available nearby (47%), and services not meeting their needs (33%) (as seen in Tables 55 and 56).

Table 55: Ease or difficulty of accessing walk-in clinic

Table 55. In general, how easy or difficult is it to access health care services that meet your needs? Walk-in clinics						
Selection	**Very easy**	**Easy**	**Difficult**	**Very difficult**	**Do not need this service**	**Total**
Walk-in clinics	17%	58%	16%	6%	3%	100%
	12	40	11	4	2	69

Table 56: Reasons for difficulty accessing walk-in clinic

Table 56. Why is it difficult to access Walk-in Clinics?		
Selection	**Percent**[20]	**Number**
Long wait times	60%	9
Services not available near where I live	47%	7
Services available did not meet my needs	33%	5
Services not available at hours that are convenient for me	27%	4
Lack of child care during appointment	27%	4
Difficult to find / don't know how to access	20%	3
Services are expensive	20%	3
Language barrier / translator not available	7%	1
Other (please specify)	0%	0
Total (responses)		15

[20] Respondents were invited to select multiple responses so percentages may not sum to 100%.

Table 57 shows that 44% of survey respondents have not needed mental health services. 44% reported that accessing mental health services was easy (25%) or very easy (19%). Of the respondents who indicated that it was 'difficult' (6%) or 'very difficult' (6%) to access mental health services, the most common reasons for this difficulty were not knowing how to find/access them (63%), long wait times (63%), language barriers (38%), and expensive services (38%) (as seen in Table 58).

Table 57: Ease or difficulty of accessing mental health services

Table 57. In general, how easy or difficult is it to access health care services that meet your needs? Mental health services						
Selection	**Very easy**	**Easy**	**Difficult**	**Very difficult**	**Do not need this service**	**Total**
Mental health services	19%	25%	6%	6%	44%	100%
	13	17	4	4	30	68

Table 58: Reasons for difficulty accessing mental health services

Table 58. Why is it difficult to access Mental Health services?		
Selection	**Percent[21]**	**Number**
Difficult to find / don't know how to access	63%	5
Long wait times	63%	5
Language barrier / translator not available	38%	3
Services are expensive	38%	3
Services not available near where I live	13%	1
Services available did not meet my needs	13%	1
Services not available at hours that are convenient for me	0%	0
Lack of child care during appointment	0%	0
Other (please specify)	0%	0
Total (responses)		8

[21] Respondents were invited to select multiple responses so percentages may not sum to 100%.

67% of survey respondents reported that accessing dental care was easy (48%) or very easy (19%). Of the respondents who indicated that it was ‘difficult’ (13%) or ‘very difficult’ (3%) to access a dental care, the most common reasons for this difficulty were long wait times (45%), expensive services (36%), services not being available nearby (27%), and services not being available at convenient hours (27%) (as seen in Tables 59 and 60).

Table 59: Ease or difficulty of accessing dental care

Table 59. In general, how easy or difficult is it to access health care services that meet your needs? Dental care						
Selection	**Very easy**	**Easy**	**Difficult**	**Very difficult**	**Do not need this service**	**Total**
Dental care	19%	48%	13%	3%	16%	100%
	13	32	9	2	11	67

Table 60: Reasons for difficulty accessing dental care

Table 60. Why is it difficult to access Dental Care services?		
Selection	**Percent[22]**	**Number**
Long wait times	45%	5
Services are expensive	36%	4
Services not available near where I live	27%	3
Services not available at hours that are convenient for me	27%	3
Lack of child care during appointment	18%	2
Difficult to find / don’t know how to access	9%	1
Services available did not meet my needs	9%	1
Language barrier / translator not available	9%	1
Other (please specify)	0%	0
Total (responses)		11

[22] Respondents were invited to select multiple responses so percentages may not sum to 100%.

49% of survey respondents reported that accessing specialist health care services was easy (37%) or very easy (12%). Of the respondents who indicated that it was 'difficult' (21%) or 'very difficult' (10%) to access specialist health care, the most common reasons for this difficulty were long wait times (75%), not knowing how to find/access them (25%), not having services available nearby (25%), and a lack of child care during appointments (25%) (as seen in Tables 61 and 62).

Table 61: Ease or difficulty of accessing specialist care

Table 61. In general, how easy or difficult is it to access health care services that meet your needs? Specialist health care						
Selection	**Very easy**	**Easy**	**Difficult**	**Very difficult**	**Do not need this service**	**Total**
Specialist health care	12%	37%	21%	10%	19%	100%
	8	25	14	7	13	67

Table 62: Reasons for difficulty accessing specialist health care

Table 62. Why is it difficult to access Specialist Health Care services?		
Selection	**Percent[23]**	**Number**
Long wait times	75%	15
Difficult to find / don't know how to access	25%	5
Services not available near where I live	25%	5
Lack of child care during appointment	25%	5
Services are expensive	20%	4
Language barrier / translator not available	15%	3
Services not available at hours that are convenient for me	10%	2
Services available did not meet my needs	10%	2
Other (please specify)	0%	0
Total (responses)		20

[23] Respondents were invited to select multiple responses so percentages may not sum to 100%.

In a comparison between participants physical and mental health before the COVID-19 situation (Feb 2020) and currently (Dec 2020), the survey results showed a change in experiences. Most respondents rated their health as good in all four sections. However the number of participants who rated their physical and mental health as ‘excellent’ or ‘good’ decreased after the onset of COVID-19. 89% ranked their physical health as excellent or good before COVID-19. This number dropped to 58% after COVID-19. 90% of respondents ranked their mental health as excellent or good before COVID-19. This number dropped to 54% after COVID-19 (Table 63).

Table 63: Physical and mental health impacts of COVID-19

Table 63. How would you rate your physical and mental health, both before the COVID-19 situation (February 2020) and currently (December 2020)?

Selection	Excellent	Good	Fair	Poor	Very poor	Total
Physical health – Before COVID-19 (Feb 2020)	32%	57%	9%	3%	0%	100%
	22	39	6	2	0	69
Physical health – Currently (Dec 2020)	26%	32%	29%	12%	1%	100%
	18	22	20	8	1	69
Mental health – Before COVID-19 (Feb 2020)	41%	49%	9%	0%	1%	100%
	28	34	6	0	1	69
Mental health – Currently (Dec 2020)	19%	35%	32%	13%	1%	100%
	13	24	22	9	1	69

Experiences with Local Institutions

Table 64 displays survey respondents' experiences with various local institutions. In each category, the most common experience with each of these institutions was positive. The share of respondents who described their experiences as neither negative nor positive ranged from 20% with Federal government services (e.g. Service Canada) to 30% with Health Services.

Table 64: Experiences with local institutions

Table 64. Overall, what has been your experience with the following institutions:

Selection	Negative	Neither negative nor positive	Positive	No experience / Does not apply to me	Prefer not to answer	Total
City Hall	7%	22%	45%	25%	1%	100%
	5	15	31	17	1	69
School District	4%	28%	52%	14%	1%	100%
	3	19	36	10	1	69
Health Services	6%	30%	53%	9%	3%	100%
	4	21	37	6	2	70
Immigration, Refugees, Citizenship Canada (IRCC)	3%	24%	50%	19%	4%	100%
	2	17	35	13	3	70
Police (RCMP)	3%	23%	39%	32%	3%	100%
	2	16	27	23	2	70
Provincial government services (e.g. Service BC)	3%	29%	54%	11%	3%	100%
	2	20	38	8	2	70
Federal government services (e.g. Service Canada)	3%	20%	59%	14%	3%	100%
	2	14	41	10	2	69

Final Questions

Table 65 shows the countries that eligible survey respondents reported being born in. The three most represented nations were: China (15%), India (11%), and South Korea (9%). In total, 20 nations were represented among survey participants.

*The researchers noticed that 20% of these respondents reported being born in Canada. Technically this should not be possible, as each of these respondents indicated that they were born outside of the country at the beginning of the survey. The discrepancy may be a result of mis-interpretation of this survey question.

Table 65: Country of birth

Table 65. What country were you born in?[24]		
Selection	**Percent**	**Number**
Canada	20%	13
China	15%	10
India	11%	7
South Korea/Republic of Korea	9%	6
USA	9%	6
Philippines	5%	3
United Kingdom	5%	3
Total (responses)	**100%**	66

[24] Other countries not listed in this table included: Afghanistan, Argentina, Colombia, Czech Republic, El Salvador, Iran, Kurdistan-Iraq, Mexico, Nepal, Netherlands, South Africa, Spain, Syria, and Ukraine.

Table 66 shows the most common languages spoken by survey respondents at home. Of the 66 respondents, each household spoke at least one of these languages, and many spoke multiple. Outside of English, the most commonly spoken languages were Chinese (9%), Korean (9%), Hindi (6%), and Spanish (6%). In total, 19 different languages were represented among survey participants.

Table 66: Languages spoken at home by survey respondents

Table 66. What languages do you most commonly speak at home?[25]		
Selection	**Percent**	**Number**
English	62%	41
Chinese	9%	6
Korean	9%	6
Hindi	6%	4
Spanish	6%	4
Cantonese	5%	3
Total (responses)	**100%**	66

Survey respondents were also asked about their educational attainment. 38% of survey respondents reported having completed an undergraduate certificate, diploma, or degree at bachelor level. A graduate degree was the second most common (20%) among survey respondents, followed by a university certificate or diploma below the bachelor level (16%). Only 1 out of all 69 participants reported having no certificate, diploma, or degree. (as seen in Table 67).

Table 67: Educational attainment

Table 67. What is the highest level of education you have completed?		
Selection	**Percent**	**Number**
No certificate, diploma, or degree	1%	1
High school diploma or equivalent	4%	3
Apprenticeship or trades certificate or diploma	7%	5
College or other non-university certificate, diploma, or degree	13%	9
University certificate or diploma below bachelor level	16%	11
Undergraduate certificate, diploma, or degree at bachelor level	38%	26
Graduate degree	20%	14
Total (responses)	**100%**	69

[25] Other languages not listed in this table included: Afrikaans, Arabic, Czech, Dari, Dutch, Farsi, German, Kurdish, Malayalam, Nepali, Punjabi, Russian, and Tagalog.

As shown in Table 68, 34% of survey respondents reported that their estimated household income was less than $50,000 in 2019. 29% of respondents estimated their income to between $50,000 and $100,000, and 30% reported an income higher than $100,000.

Table 68: Gross annual household income

Table 68. What was your estimated total household income in 2019, before taxes and deductions?		
Selection	**Percent**	**Number**
Under $50K	34%	24
$50K - $100K	29%	20
$100K - $200K	24%	16
$200K or more	6%	4
Prefer not to answer	9%	6
Total (responses)	**100%**	70

As seen in Table 69, the majority of the survey respondents identified as heterosexual or straight (81%). An additional 11% indicated that they did not want to answer this question.

Table 69: Sexual orientation

Table 69. Do you consider yourself to be:		
Selection	**Percent**	**Number**
Heterosexual or straight	81%	57
Prefer not to answer	11%	8
Homosexual	6%	4
Bisexual	1%	1
Total (responses)	**100%**	70

Additional Comments

Survey respondents were invited to provide any additional comments. These are presented verbatim in Table 70 below.

Table 70: Additional comments

Table 70. Additional Comments
Language communication is very inconvenient, it would be better to provide some services in this regard
Do more community activities
Hope there will be more job opportunities
Set up a small community spontaneously, you can organize your life according to the living habits of your home country
Help people solve practical problems
Take care of the environment
Everyone should live in harmony
We need to stick together
Stability and unity in infrastructure development
Many immigrants are called unpatriotic or even betray the country by people around them. We must make sure that we will not live in such an environment, or we will collapse
Organize some interesting activities to get closer to each other.
Just try a little bit to be inclusive, put yourself in our shoes!!!. Teach your children it hurts when they exclude black kids from their clique friendship circles in schools. Parents also need to learn that too. Practice what you say, be inclusive, show respect to everyone no matter the culture, race, colour, religion or orientation. Covid-19 has shown the world is a small place and what affects one section of it affects everyone after all we are all connected.
wish to have more connection and conversation.
If you are unfamiliar with each immigration project, it is the truest to know your own immigration demands. Each country has its own characteristics and advantages. The choice of immigration program is consistent with its own immigration demands, and the one suitable for itself is the best. Before immigration, we should consider our investment budget first and determine the scope of immigration, which can make a clearer comparison of the characteristics of each European project and help analyze the cost performance to some extent, and then make a choice by considering other factors comprehensively.

Table 70. Additional Comments
Require better transportation and you should promote more business to come and set up here
Make more friends
Yes. I hope they help us find work.
Try to reduce any discrimination against immigrants from residents
Provide more works specifically for new immigrants. Sponsor new immigrants to university or institution.
If the settlement services don't care to help newcomers, I wish they'd be at least willing to do it for the children of the newcomers, especially while battling homelessness, abuse and other issues.
Medical care is lacking in this city especially well trained doctors who will stay in maple ridge. This is rare. No private ultrasound must travel to Langley or Coquitlam. Health care is not adequate in this city.   Federal institution employees are rude to people with accents and answer with a lot of attitude or give the same answer over and over service Canada service bc. Would benefit from “secret shopper/audit” thanks
Traffic is the biggest problem. There is only one bus every hour where you live. There are two hours during vacation. In many places, strollers can’t get on and off. But I’m only 2.5 years old and 6 months old with 2 children.
Here, managers deal with you personally, they fire you whenever they want. I think the power was in the hands of my business, and it is, and in the first world country, this racial issue still exists. Stay here Stress Morgues Taxes will not make your installments easy because what will happen if you lose your job? People change jobs here every year. People who do not have money… Why do people want to go here after 3 to 4 years of living? Where are we immigrants or someone else? There are so many rich people in this city who just bought a house and rented it to others and get any price. And the government does not know at all, they do not pay taxes or do anything, they only create mafias and set rates. I am only talking about Vancouver, and what is all this expensive housing for? Because it has a good climate, it's one of God's creations, weak people give their money? Can it be in Canada, which has a good and cultured people and has built a peaceful and prosperous country, to get better and better? Do not trample on the power of the Canadian government and thank you