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Drawing from the lessons of other Local Immigration Partnerships across the country, the Calgary Local Immigration Partnership (CLIP) undertook this project in order to develop some basic baseline indicators so that stakeholders can begin to systematically understand and measure immigrant well-being in Calgary. The aim of this research was to reach a wide range of immigrants and ask them questions on a variety of key areas of immigrants’ well-being. In doing so, this report provides insight into the way immigrants understand and experience life in Calgary. The project was designed and developed by the Immigrant Sector Council of Calgary (ISCC), as one of the contributing partners to CLIP, with the support of The City of Calgary, the United Way of Calgary and Area, and Citizenship and Immigration Canada.

Systematic and comprehensive data and information about immigrants in Calgary—of both long-term residents and newcomers—is difficult to find. The reasons for this gap in immigrant-related information is twofold. Data is usually collected in silos—i.e. by specific government bodies or community organizations and not shared equally among important stakeholders such as policy-makers, service providers or among the broader community. Furthermore, critical questions about immigration such as status or length of stay are either not asked or not available at the local level. As a result, city-wide planning becomes challenging and interventions for immigrants cannot be adequately planned nor accurately measured for efficacy or outcomes.

Anecdotally, much is known about immigrants, especially around certain areas such as employment, housing, health, education, language learning, and settlement. However, such anecdotal evidence or common-sense knowledge about immigrants does not provide a sound foundation upon which to build systemic change. Furthermore, this information has many basic gaps, especially around the extent of the concerns, the types of specific problems, and key priorities in each area. Additionally, very few reports include the voices and perspectives of immigrants themselves; thus little is knows about how immigrants themselves experience or engage in social, economic, and political life here in Calgary.

The report draws on a Results-Based Accountability (RBA) framework (Friedman, 2009) in order to use data to understand the current context/state of immigrant well-being and shape systems change. Secondary data from a number of other sources were also used to set baseline measures, and help to understand the findings. Qualitative quotes from interviews conducted by CLIP staff are also included to provide narrative depth to the results from the survey. This type of triangulation mechanism, or verification of findings across multiple sources, was used throughout the report to provide comparisons, improve rigour, and create a complex and nuanced picture of immigrants’ condition in Calgary.

The report’s findings can help to build the evidence for actions in the community and support positive outcomes for immigrants arriving in Calgary. It is intended to help support the work of community organizations, researchers, policy-makers, and funders.
The Calgary Local Immigration Partnership (CLIP) is part of the national Local Immigration Partnerships (LIPs) initiative funded by Citizenship and Immigration Canada (CIC), which aims to support community-level planning, build on existing local initiatives, and enhance co-ordination among stakeholders to create an inclusive and welcoming community (CIC, n.d.-c). CLIP, as a Calgary initiative, aims to bring together key local stakeholders to collectively improve the immigration and settlement outcomes of immigrants in the city (CLIP, 2014).


Since its inception, CLIP staff have conducted a wide range of community engagement activities with key stakeholders. The initial phase of engagement helped to provide a broad picture of the issues impacting immigrants in Calgary. Stakeholders included:

- government;
- community organizations;
- ethno-cultural associations;
- education and health sectors;
- language service providers;
- immigrant-serving agencies;
- private businesses;
- civic institutions; and
- immigrants themselves.

Community engagement activities were designed around the five stages of settlement and integration of immigrants: pre-arrival; arrival; adaptation; belonging; and security. Research shows unique challenges for immigrants in each of these stages. In order for CLIP to undertake key actions, it becomes important to better understand each stage—i.e. the key needs of immigrants, the barriers in settlement, and areas for future development.

The CLIP team used a variety of qualitative methodologies—including video recordings of interviews, focus groups, feedback sessions, and world conversation cafés—to highlight key priority areas in each of these phases of settlement and integration. These critical priorities were: employment, social cohesion, transportation, language, housing and health. These priorities also reflect the 17 characteristics of welcoming communities outlined by Esses et al. (2010).
From the inception of CLIP in 2012 until Fall 2014, CLIP staff carried out a number of community engagement and research activities, to better understand the context of immigrants in Calgary and identify key priority areas for the CLIP Council. This work laid out the foundation for the CLIP Strategic Plan and the Calgary Immigrant Well-being Survey. This table provides an overview of the key activities.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Attendance (number of institutions or people)</th>
<th>Activities</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIP information session</td>
<td>Fall 2011</td>
<td>Immigrant-Serving agencies, ethnic communities, employers, federal, provincial and municipal government, educational institutions, social service agencies, religious groups, the United Way, professional association, foundations, individual immigrants, etc.</td>
<td></td>
<td>Conversation Summary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 211</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIP Launch</td>
<td>Spring 2012</td>
<td>Immigrant-serving agencies, ethnic communities, employers, federal, provincial and municipal government, educational institutions, social service, community organizations, educational institutions, and individual immigrants.</td>
<td></td>
<td>Notes from Roundtable Discussions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 140</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual Conversations</td>
<td>Summer/Fall 2012</td>
<td>Immigrant sector, social service agencies, foundations, employers, educational institutions.</td>
<td></td>
<td>CLIP Community Engagement Plan (organizations)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interview report</td>
<td>Summer/Fall 2012</td>
<td>24 immigrants from a wide variety of backgrounds - with specific emphasis on representation of those who did not receive services.</td>
<td></td>
<td>Looking Deep with 24 Stories</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIP Council recruitment</td>
<td>Fall/Winter 2013</td>
<td>CLIP Council meetings – 5</td>
<td></td>
<td>CLIP Council Members (website)</td>
</tr>
<tr>
<td></td>
<td>it was in 2012</td>
<td>Number Attending: 22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td>Date</td>
<td>Attendance (number of institutions or people)</td>
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<tr>
<td>Shared Leadership Across The Welcoming Community</td>
<td>January 16 2013</td>
<td>United Way of Calgary and Area, University of Calgary, educational institutions, immigrant-serving agencies, Calgary Police Service, community organizations.</td>
<td>An event was organized in partnership with the University of Calgary on shared leadership</td>
<td></td>
</tr>
</tbody>
</table>
| CLIP First Anniversary; Launching the literature review | May 22 2013            | United Way of Calgary and Area, University of Calgary, educational institutions, immigrant-serving agencies, Calgary Police Service, community organizations, provincial and municipal government, employers etc. | - A catalogue including abstracts and key terms of all research from the area of integration and settlement was compiled (2006 to 2013).  
- A broader literature review was also conducted to understand critical themes.  
- Facebook page and website launched.                                                                                                      | Literature Review, 2013          |
| Arrival stage expert session                     | Fall 2013, September 12, 2013 | Employers, professional associations, immigrant-serving agencies, foundations, educational institutions, CIC, financial institutions, U of C, mainstream service agencies, The City of Calgary, Francophone community. | - Meeting with the Government of Alberta to understand their strategy.  
- Interviews with immigrants.                                                                                                               | - Settlement and Integration Experiences in Calgary, Looking Deep with twenty four stories  
- Pathways to a welcoming city (video clips)  
- Notes from meeting available                                                                                                               |                                  |
<p>| Adaptation stage session                         | Fall 2013, September 17 2013 | Employers, professional associations, TalentPool, immigrant-serving agencies, HRIA, foundations, U of C, oil and gas companies, CIC, United Way, The City of Calgary. | Discussion with stakeholders                                                                                                                                                                               | Notes from the meeting            |
| Follow-up Arrival Stage                          | Fall 2013, November 20 2013 | Immigrant sector, social services agencies, federal, provincial and municipal government, foundations, United Way, ethnic organizations. | Discussions and focus groups                                                                                                                                                                            | Notes from the meeting            |</p>
<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Attendance (number of institutions or people)</th>
<th>Activities</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow-up Adaptation stage</td>
<td>Fall 2013 October 24 2013</td>
<td>Employers, professional associations, Talent Pool, immigrant-serving agencies, HRIA, foundations.</td>
<td>Discussions and focus groups</td>
<td>Welcoming Workplaces</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is your best Advice?</td>
<td>Fall 2013</td>
<td>Individual sessions with employees held in 17 different organizations and several sessions with individual immigrants.</td>
<td>Discussions and focus groups</td>
<td>This Is Our Best Advice document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 225</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security stage</td>
<td>Fall 2013 November 26 2013</td>
<td>Social services agencies, immigrant sector, municipal organizations, foundations, United Way of Calgary and Area.</td>
<td>Discussions and focus groups</td>
<td>Meeting Notes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow-up Security Stage</td>
<td>Winter 2014 February 11 2014</td>
<td>Social services agencies, immigrant sector, municipal organizations, foundations.</td>
<td>Discussions and focus groups</td>
<td>Meeting Notes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Immigrant Advisory Table</td>
<td>Fall 2013</td>
<td>Initially 36 applications were submitted and 25 members were selected after a detailed interview process. Ongoing: applications are submitted ongoing.</td>
<td>Meeting</td>
<td>Meeting minutes, presentations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pathways to a Welcoming City video project</td>
<td>Fall/Winter 2013</td>
<td>19 immigrant individuals from different backgrounds answered questions.</td>
<td>Interviews</td>
<td>Video</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIP Strategic Plan Launch</td>
<td>June 18 2014</td>
<td>United Way of Calgary and Area, The City of Calgary, ISCC, immigrant serving agencies, mainstream service agencies, educational institutions, employers, oil and gas companies, provincial and municipal government etc.</td>
<td></td>
<td>Strategic Plan 2014-2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 117</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fancophone Community discussions</td>
<td>Spring 2013 - Fall 2014</td>
<td>Member organizations of the francophone community</td>
<td></td>
<td>Input/Feedback</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number Attending: 25</td>
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</tr>
</tbody>
</table>
The Calgary Well-being Survey (CWS) provides an analysis of immigrants’ status of well-being in Calgary. The main aim of the survey was to help settlement and integration stakeholders to gain a comprehensive understanding of immigrants’ well-being in order to prioritize key areas of action to facilitate systems change.

The CWS was launched in January 2015 and completed at the end of March 2015. It engaged over 1,200 immigrants from all parts of the city and involved 35 different organizations, institutions, businesses, and programs. The majority of the data was collected through face-to-face surveys. A small proportion of the data was collected through online surveys. This report draws data from the Calgary Well-being Survey (CWS) and other secondary sources of data.

The CWS adopted a rapid assessment survey design, and collected data from 21 key sites across the City of Calgary. These sites included public libraries, recreation centers, religious sites and immigrant serving agencies. The survey examined immigrants’ current status, challenges/barriers, sources of information about different immigration and settlement needs, and the experience of Calgary as a welcoming community.

The data collected points to some trends in key areas such as employment, housing, social and cultural participation and health. The research shows that immigrants have a high rate of unemployment and underemployment—40.3% are employed full-time while 9.5% are employed part-time. However, 17.7% are unemployed but actively looking for work. A high percentage of those employed are underemployed (i.e. have more educational qualifications than their jobs require, have more experience than their jobs require, or are underpaid). Approximately 20% experienced some form discrimination in the workplace and 52.8% of them expressed satisfaction with employment while 15.9% expressed dissatisfaction with employment.

Among all CWS respondents, 35.4% owned their own home and a further 46.3% rented at market rates. The likelihood of owning a home increased consistently with length of time in Canada. Conversely, the longer one lives in Canada, the less likely they are to rent at market rates. However, the percentage of those in subsidized housing, temporary housing, or shelters was more consistent across time with no decreases over time. By the 6-10 year mark, home ownership was the predominant residence status for households earning $60,000 or more per year. Cost and being close to transit/work were consistently cited as top two reasons most respondents chose their current residence. ‘Reputation and/or safety of the neighbourhood’ was the third most commonly reported reason overall. The most frequently accessed sources of information on housing were individuals (i.e. family, friends, colleagues, etc.) and the internet or social media; 79.9% did not experience discrimination in housing while 12.1% have been discriminated against and 4.2% might have been discriminated against. In general, 81% of the respondents expressed satisfaction with housing while 18.3% expressed dissatisfaction.

The highest levels of frequent participation (once a month or more) were reported for involvement in gatherings with family/friends outside the home and religious activities. Mid-range levels of frequent participation (once a month or more) were reported for the following activities: sports involving others; recreational activities involving others; and educational or cultural activities (i.e. attending courses or museums). While among the entire CWS sample 80% reported feeling like they belong in Calgary. Belonging decreases as levels of satisfaction with other areas of life (employment, housing, health, social life, transportation) decrease. 86.5% of the sample would recommend Calgary as an immigrant destination. Generally, the longer one stays in Canada the more likely he or she is to recommend Calgary as an immigrant destination. The most frequently accessed sources of information on life in Calgary were individuals (i.e. family, friends, colleagues, etc.) and the internet or social media. The overwhelming majority of respondents were satisfied with their social lives in Calgary and with the city’s transit/transportation system (at 79.6% and 83.4% respectively). However, levels of dissatisfaction with social life spiked at the 3-5 year mark.

The data shows that a majority of respondents reported that their physical health improved (36.9%) or stayed the same (44.7%). 16.2% of immigrants...
reported a decline in physical health. The data also showed that people who were employed full-time tended to report better physical health as compared to individuals who had multiple jobs, part-time jobs or were unemployed. The longer the immigrants had stayed in Canada, the more likely they were to report a decline in their health; no age-specific differences were noted as cell counts were very low. Among those CWS respondents who reported a decline in physical health the most common reasons cited were environmental issues, emotional difficulties, and financial stressors.

The majority of CWS respondents reported that their mental health improved (33.9%) or remained the same (43.1%). In terms of mental health, women reported a slightly higher rate of decline (18.8%) as compared to men (21.1%). East Asians and Southeast Asians reported the highest percentages of improvement in mental health. Latin Americans and Arab/West Asians report some of the highest percentages of decline. The CWS data shows that length of time in Canada has a differential impact on the mental health status of immigrants. Between 3-5 years from the time of immigration, immigrants tend to report the highest decline in mental health. Among those who reported a decline in their mental health, 69.5% of respondents cited emotional difficulties such as isolation, family issues or racism as critical factors. 55.6% reported financial difficulties and 44% pointed towards environmental difficulties as the most likely causes of decline in mental health.

The CWS data showed that 85.2% of immigrants reported no negative comments or actions in the health setting; 6.8% reported some type of discrimination in the health context. The CWS data showed that 48.6% of people were very satisfied and 37.8% were somewhat satisfied with their current health situation. 9.2% of respondents were somewhat unsatisfied and 2.3% were very unsatisfied.
Goals and Focus of the Research

In October 2014, ISCC staff, as one of the CLIP partners, was tasked to conduct a city-wide survey of immigrants and provide a baseline understanding of immigrants’ status of well-being. This survey complements and builds on CLIP’s previous multi-stakeholder engagement and research. The goal was to gain a comprehensive understanding of the status of immigrants in order to prioritize key areas of action and shape systems change.

The Calgary Well-being report intended to:

• Set baseline measures to help to assess progress towards a desired state and help to determine strategy and actions.
• Highlight areas of priority to support CLIP action planning and strengthen the CLIP strategic plan.
• Build community knowledge about immigrants for support-service providers, community organizations and policy-makers in their work.

This report highlights some key trends and identifies areas which need further exploration. It should be noted that the CWS sample was not a representative sample and the data has limitations in representing the experiences of immigrants across Calgary. The report draws upon the data from the Calgary Well-being Survey (CWS) and other secondary sources of data including:

• National Household Survey (Statistics Canada, 2013)
• Calgary census metropolitan area (2011)
• Calgary Civic Census (City of Calgary, 2014b)
• Citizenship Satisfaction Survey (City of Calgary, 2014a)
• Alberta Outcomes Survey (Esses, Burstein, Ravanera, Hallman, & Medianu, 2013)
• Signposts (City of Calgary, 2012)
• Hidden in Plainsight (Tanasescu et al., 2009)
• Calgary’s Vital Signs Reports (Calgary Foundation, n.d.)
• Every Vote Counts (Immigrant Sector Council of Calgary and the Ethno-Cultural Council of Calgary (Belgrave & Vall, 2011)
• CIC Facts and Figures 2013 (CIC, n.d.-a)
The CWS survey was launched in January 2015 and completed at the end of March 2015. It engaged over 1,200 immigrants from all parts of the city and involved 35 different organizations, institutions, businesses, and programs.

The majority of the data was collected through face-to-face surveys. A small proportion of the data was collected through online surveys (further details are provided in the methods section).

The three main aims of the survey were to:

- Gain insight into immigrants’ (all foreign-born residents of Calgary) current condition of well-being, both in terms of material well-being and quality of life.
- Explore the factors promoting immigrants’ material well-being and quality of life.
- Analyze immigrants’ perspectives on and experiences of Calgary as a welcoming and inclusive city.

The survey questions mainly focused on the following key domains:

- Demographics;
- Employment;
- Housing;
- Health; and
- Social, civic, and political participation.

The survey examined the current status, challenges/barriers, sources of information about different immigration and settlement needs, and the experience of Calgary as a welcoming community. The survey questions were based on an extensive literature review, analysis of gaps in current knowledge on immigrants, and reviewing similar surveys conducted by other Local Immigration Partnership across Canada.

The results of the survey present key findings in each of the domains. Additionally, the report details analysis on the way race, class, gender, length of stay, and visa status impact each of the above domains. Secondary data was used to provide a comparable data point or add to the knowledge about the area of work.
CONCEPTUAL FRAMEWORK FOR THE REPORT

The goal for the CLIP is to support the broader community of Calgary to become more welcoming toward immigrants. It involves both a re-examination of mainstream systems as well as a deeper understanding of immigrants’ needs and concerns. The following are some of the key concepts used in this report:

a. Immigrant
This report defines immigrants broadly to include all foreign-born individuals, including foreign workers¹, refugees, and students. The report uses the term newcomers to identify immigrants who have spent less than five years in Canada. CIC, on the other hand, defines immigrants as persons residing in Canada who were born outside of Canada, excluding temporary foreign workers, Canadian citizens born outside Canada, and those with student or working visas. These definitional boundaries have both practical and conceptual challenges.

In practical terms, ‘non-immigrants’ (as defined by the government), such as TFWs, international students, or refugee claimants, are often not eligible for access to government-funded programs in support of immigrant settlement and integration and, as a result, may have differential settlement outcomes. Conceptually, the definition of an immigrant is also difficult to clearly articulate as it necessitates the creation of a specific boundary around a person based on their mobility and cultural differences (Li, 2003). It raises several questions about who can be considered an immigrant or when someone ceases to be considered an immigrant. The boundaries between mainstream and immigrant communities are artificial or hazy at best; immigrants participate and engage in the mainstream and effect change through their very interactions. Furthermore, the term immigrant has become laden with multiple connotations influenced by the political, social, and economic climate surrounding immigration. Overall, the report will use the above ‘broad’ definition to talk about immigrants but also remains cognizant of the challenges in identifying and labeling someone as an immigrant.

b. Integration
Integration is a two-way process of mutual adjustment that requires an active commitment by all residents of Canada (immigrant and non-immigrant) to make accommodations, without losing cultural integrity, so that each individual may participate as an integral part of society (Berry, 2008; CIC, 2001). This report broadly understands integration as this two-way process, while identifying a few areas of tension. Li (2003) discusses that often the term integration is used to imply conformity to the dominant/mainstream culture. He adds that, while cultural diversity may be valued, cultural difference can also be considered as deviations from established ‘norms’. In this way integration continues to present a challenge for immigrants and other stakeholders working on immigration issues. Research shows that immigrants continue to face challenges in their day-to-day life, struggle to integrate, and continually balance the demands of multiple cultures (Ravanera, Esses, and Fernando, 2013).

c. Welcome-ability
Social cohesion is widely understood to reflect integration at a societal level—it involves multiple domains, including legal, political, social, economic, and cultural (Bernard, 1999; Entzinger, 2000). Research shows that these dimensions of social cohesion are related to each other and impact integration outcomes as a whole (Ravanera et al., 2013). More recently, the term welcome-ability, as an aggregate-level concept, is used to reflect the characteristics of communities that enable them to welcome and integrate newcomers (Ravanera et al., 2013). This report draws on these indices to understand the way individual-level indicators contribute to the welcome-ability index.

d. Intersectionality
The approach adopted in this report draws on the concept of ‘intersectionality’, which understands that no one dimension of people’s lives, be it gender or age or race, can fully explain social outcomes. Rather, multiple dimensions—such as race, class, gender, age, sexuality, and disability—intersect uniquely in each individual to impact or influence his or her participation in society, access to resources, and social relationships (Hancock, 2005; Holvino, 2010). Immigrants’ well-being is also significantly shaped by their visa status and the nature of their migration. The process through which people are allowed to move and settle impacts their ability to access resources, participate in society, and develop their capacities.
e. Strengths-based perspective: a resilience and rights-based focus

In adopting a strengths-based model, this report reinforces the importance of understanding the skills, positive attributes, and resources utilized by immigrants to settle and integrate (Alvord & Grados, 2005; Barton, 2005). By focusing on the resilience and strength of immigrants rather than a deficit model of the immigrant experience, this report highlights the competencies of immigrants. The report also takes the view that immigrants are rights-bearing individuals who can choose to make decisions for themselves and build their own lives. Interventions and systems-level changes, when approached through this lens, can help to empower individuals rather than create dependencies.

f. Well-being

Well-being refers to the ability of people to develop their potential, engage in meaningful and productive work, develop strong and positive ties with others, and contribute to their community’s transformation (Marks, 2008). It is a complex concept without a single definition and involves meeting a variety of human needs, including economic, political, social, cultural, educational, security, and health (OECD, 2011, 2013b).

As such an all-encompassing concept with so many dimensions, it is useful to parse the broader idea of well-being into smaller components for the purposes of analysis. There are several ways in which this can be done, including the following three frameworks:

- Human Resources and Skills Development Canada (HRSDC, n.d.) understands well-being as existing at both an individual level (i.e. a person’s quality of life) and a societal level (i.e. collective well-being at the level of communities, the labour market, the health care system, etc.).

- A City of Calgary (2010) report identifies three aspects of well-being: economic well-being which is measured by income, employment and housing; social well-being, which is measured by family stability, social inclusion, and education; and physical well-being, which is measured by personal health and safety.

- Finally, the OECD (2013b) framework for measuring well-being distinguishes between current well-being, measured by outcomes in the two broad areas of material living conditions and quality of life, and future well-being, which considers key resources affected by today’s actions and which drive well-being over time.

This report combines aspects of all three frameworks in order to gauge the well-being of immigrants in Calgary. Drawing on the OECD and City of Calgary, this report considers well-being as comprised of material living conditions (or material well-being)—which includes income, employment, and housing—and quality of life, which encompasses categories of social well-being and physical well-being or health.

Although, for analytical purposes, these two dimensions of well-being—material well-being and quality of life—are separated out, it is important to keep in mind that they are not necessarily mutually exclusive. Analysis in this report, then, will consider well-being at both these micro and macro levels.

Material Well-being: Material well-being refers to aspects of economic well-being such as employment, income, and housing. Measuring material well-being requires looking at how economic resources (both income and assets) are differentially distributed among different populations (OECD, 2011). Existing research confirms that immigrants to Calgary face higher barriers than other Calgarians when it comes to their material well-being, such as higher rates of unemployment (Calgary Foundation, 2013) and under-employment (Calgary Foundation, 2010), lower incomes (Calgary Foundation, 2008; ISCC, 2009), and housing insecurity (Tanasescu et al., 2009).
Quality of Life: Quality of life, as defined by the World Health Organization, refers to an “individuals’ perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns” (WHOQOL Group, 1995, p. 1405). In this sense, quality of life is subjective; it is a measure of how one feels about his or her life in relation to something else, whether that be one’s own expectations or societal expectations of success. If an individual, for example, were to feel his or her quality of life is poor either because of a lack of things in relation to one’s own past or due to comparisons with those in the wider community or a social ideal, then it is a measure of “relative deprivation” (Walker & Pettigrew, 1984) – rather than “absolute deprivation” or a lack of basic necessities to survive. However, to say that quality of life is a subjective measure is not to say that it has no implications for social systems or policy makers. The OECD (OECD, 2011, 2013a) identifies several domains which contribute to overall quality of life: health status; work-life balance; education and skills; social connections; civic engagement and governance; environmental quality; personal security; and subjective well-being.
Reflects the characteristics of communities that enables them to welcome and integrate newcomers (Ravanera et al., 2013). The key characteristics are listed below.

**WELCOMING COMMUNITY**

**BASELINE INDICATORS**

The CWS survey identified a number of key indicators which contribute to Calgary’s ‘welcome-ability’.

- Employment Opportunities
  - Status of employment (employed and unemployed)
  - Meaningful employment and underemployment
  - Utilization of employment related strategies
  - Financial stability
  - Discrimination in workplace/employment
  - Barriers to employment (secondary data)
  - Job satisfaction

- Affordable & Suitable Housing
  - Housing affordability (secondary data)
  - Residence status
  - Household composition
  - Reasons for choosing residence
  - Sources of information on housing
  - Barriers to housing (secondary data)
  - Discrimination in housing
  - Satisfaction with housing

- Fostering Social Capital, Social Engagement & Political Participations
  - Social participation
  - Sense of belonging
  - Discrimination in public places and justice system
  - Civic participation (secondary data)
  - Political participation (secondary data)
  - Access to social, cultural, educational resources
  - Satisfaction with social life

- Accessible & Suitable Health Care
  - Physical health status
  - Mental health status and HIV
  - Access to health care services
  - Discrimination in health
  - Satisfaction in health

**INFLUENCING & INTERSECTING FACTORS**

Race, Gender, Ethnicity, Visa Status, Length of Stay
Methods

The Calgary Well-Being Survey was conducted by a research team from ISCC on behalf of the CLIP partnership to contribute to the understanding of immigrants’ well-being in Calgary. The study adopted a rapid assessment survey design, which is commonly used in public health to collect time sensitive data—it identifies existing resources and opportunities for intervention, and helps plan, develop, and implement interventions.

The current research design was chosen to achieve the goals of the research within a limited timeframe. The data collected in this study will be a source of baseline data and triangulated with other available research data to provide a picture of overall status of immigrants. It will also help to identify priorities for the CLIP Council in the next phase of action planning.

a. Sites
The research team identified 21 key sites across the City of Calgary to conduct the survey. These included:
- Libraries;
- Recreation centers;
- Religious sites;
- Immigrant-serving agencies;
- Educational institutions; and
- Public events.

The researchers consulted with a number of immigrant experts to support the process of site selection. Some sites could not be included due to lack of permission. The sites were chosen with careful consideration of a number of key factors:

Immigrants’ access: Sites that were most frequented by immigrants, especially new or recent immigrants, were targeted for the study.

Geographical diversity: In order to access a geographically varied sample, the research team selected sites from each quadrant of the city. There is an over-representation of sites in North East Calgary; however the population sample has a fairly even representation of residents from the four quadrants.

b. Data Collection
Timelines: Data collection commenced on February 7, 2015 and was completed on March 4, 2015. The online survey was made available from February 10, 2015 until March 8, 2015.

Sample Size: A total of 157 surveys were collected online through Survey Monkey and 1,049 surveys were collected via the offline data collection software Quicktap. All surveys completed in less than seven minutes via Quicktap were not considered in the final sample due to questionable data quality.

Data Collectors: The research team included 21 data collectors (Appendix 7), who were fluent in ten different languages in addition to English. Languages included were:
- Hindi;
- Punjabi;
- Urdu;
- Pashto;
- Mandarin;
- Spanish;
- Italian;
- Amharic;
- Arabic; and
- French.

c. Survey Tool
Survey Questionnaire: The questions were designed to address key gaps in knowledge about immigrants’ well-being. The research team identified key thematic areas of well-being for the survey based on an extensive literature review, evaluating previous CLIP work, and examining other LIP surveys conducted across Canada. All survey questions were multiple-choice and developed by the research team (Appendix 1).
Validity and Reliability: The survey was circulated among experts within the field of immigrant issues and their input was used to revise the questionnaire. The survey was pre-tested with a small group of immigrants before being launched. The questions were changed or re-worded based on feedback from the pre-test. In order to increase the reliability of the survey, all data collectors who spoke the same language were asked to translate and reach consensus on the survey questions during the training session. The research team conducted direct supervision of the data collection procedures to improve the reliability of the survey.

Language Translation: The survey was designed in English however the data collectors sometimes conducted the survey in the first languages of the participants. The data collectors translated the survey on-site based on the translation previously agreed upon during the training session. The research team worked with various language groups to maintain the standardization of translation and to use language that was simple and accurate (Appendix 6).

d. Participant Recruitment

Sampling: The sampling strategy or participant recruitment plan included the following steps:

- After site selection was completed, the research team worked with site managers to develop a recruitment plan for each site. Participants were purposefully sampled from each site.

- In certain sites (religious centers, libraries, educational institutions, and public events), data collectors approached every person they encountered and asked them to participate in the study. The data collectors were usually positioned in a high traffic area at the site and were able to approach a majority of the clientele accessing the site.

- In immigrant-serving agencies and immigrant specific programs, all participants were informed in advance about the study. Those who volunteered were given an opportunity to participate in the study. Data collectors sat in an assigned location inside the site and participants would come individually to participate in the survey.

- The sample for the study was largely representative of the immigrant population in Calgary.

Eligibility: The inclusion criteria for the study was as follows:

- Residents of Calgary;
- Above the age of 18;
- Born outside Canada;
- Temporary Foreign Worker, International Student, Permanent Resident (immigrant or refugee) were eligible to participate.
- Individuals with a super visa, visitor visa, Canadian citizenship (born inside or outside of Canada), or no legal status in Canada were not eligible for the survey.

Compensation: Participants who completed the survey in person were given $10 Safeway gift card for their participation.

Informed Consent: After recruitment, the data collectors reviewed the informed consent with each participant (Appendix 4). Participants were required to provide either oral or written consent without which the survey could not proceed.
e. Data Process and Analysis
- The data collected through the online and offline methods were merged on Excel. All paper surveys were entered on QuickTap and then merged with the main data set. The data was then exported to SPSS for analysis. (between 15 and 20 minutes) and removed from the data set.

- The research team identified a key hypothesis under each research question to explore important dynamics of the status of immigrants. The independent variables included: race, gender, country of origin, age, and visa status.

- The survey results were then compared and contrasted with other available data to understand each of the key areas of immigrant well-being.

f. Limitations of the Research
- Rapid assessment requires compromises between time, quality, and the cost of the research. Triangulation of the data can help to address some of these limitations.

- Site-based sampling restricts the nature of the sample. (i.e. participants were limited to those accessing or using the sites included in the study.)

- The survey was designed in English and the level of the language used may have posed challenges for some participants. The presence of multi-lingual data collectors to collect the data was aimed directly at mitigating some of these challenges.

- Sample size was small and increased sample size could improve the robustness of the survey results.

- The sample was not a representative sample and therefore cannot fully represent the views of the immigrant population.
DATA COLLECTION SITES

THE GENESIS CENTRE
CARDEL PLACE
IMMIGRANT SERVICES CALGARY
CALGARY CATHOLIC IMMIGRATION SOCIETY
CALGARY IMMIGRANT EDUCATIONAL SOCIETY
UNIVERSITY OF CALGARY
CALGARY PUBLIC LIBRARY
FOREST LAWN LIBRARY
SADDLETOWNE CALGARY PUBLIC LIBRARY
VILLAGE SQUARE LIBRARY
NEW CANADIAN FRIENDSHIP CENTRE
CENTRE FOR NEWCOMERS
DASHMESH CULTURAL CENTRE
CHINESE CULTURAL SOCIETY
AKRAM JOMAA MOSQUE
SHAWNESSY YMCA
BAITUNNUR MOSQUE CALGARY
This report provides an overview of the key baseline indicators used to assess the status of well-being of immigrants in Calgary. The individual level indicators can help to link with broader community level welcome-ability indexes.

The CLIP Council and the Calgary community can use the report’s findings to identify actions to improve the conditions of material well-being and quality of life of immigrants.

The report is organized according to the following:

a. Demographic Profile: provides a detailed picture of the immigrants sampled by the survey and comparable city/provincial data. It can help to identify trends in the population and details the composition of the immigrant community in Calgary.

b. Well-Being Highlights: provides critical statistical data for each component of well-being in an easy to read format.

c. Well-Being Indicators: provides a chart of key indicators for each component of well-being. This helps to identify the key ways to understand well-being.

d. Well-Being Data: provides a more in-depth picture of the four key components of well-being including data from the study and secondary data.

e. Discussion: highlights key priorities for each area of welcome-ability linked to the individual areas of well-being.
The Calgary Well-Being Survey (CWS) collected data across the city of Calgary from February 7, 2015 to March 3, 2015. The final sample of respondents consisted of 1,206 immigrants (including temporary foreign workers and international students) who, at the time of the survey, were 18 years of age and above, and residents of Calgary. In this section, secondary data is used, where possible, as a basis of comparison, and to demonstrate overall representativeness of the CWS sample. Unless otherwise noted, all secondary data is from the 2011 National Household Survey (Statistics Canada, 2013).
While among the general population of Calgary there are proportionately more males than females—50.4% male compared to 49.6% female (City of Calgary, 2014b)—among the immigrant population, women outnumber men. According to the 2011 NHS, 51.2% of all immigrants in Calgary were female while males comprised 48.8% of the total immigrant population. This may reflect the increasing feminization of migration, where women now comprise more than 50% of migrants (Health Canada, 2010). Our data likewise reflects this trend, with 54.6% of our survey respondents being women.

Figure 1.2: **Age**

The majority of respondents to the CWS (60.3%) were of prime working age—between 25 to 44 years of age. Across the general population of Calgary in 2011, only 41.3% were in the same age bracket. Over two-thirds in the CWS sample (69.8%) were between 18 and 44 years of age. Our sample, then, is in keeping with findings that immigrant populations in Canada tend to be younger than the general population of the country. In 2011, the median age of immigrants in Calgary was 32.8 years (Statistics Canada, n.d.-c), while the median age of all residents in Calgary was 36.4 years (Statistics Canada, n.d.-b). Compared to the national median age in 2011 of 40.6 years (Statistics Canada, n.d.-b), Calgary has a young demographic, and immigrants within Calgary, a younger demographic still.
In Calgary, the top three immigrant countries of origin in 2011 were the Philippines, comprising 11.1% of the total immigrant population; India at 10.1%; and the People’s Republic of China at 9.9% (Statistics Canada, 2013). In total, immigrants from these three countries comprised 31% of the total immigrant population in Calgary in 2011. India, China, and the Philippines, respectively, are the top three countries of origin among the CWS sample, comprising 38.8% of the total sample. Despite listing the top 30 source countries for immigrants to Calgary, one-quarter of CWS respondents selected “Other” to this question.

Over one-third of the CWS sample (35.7%) were Canadian citizens, and just over half (53.1%) were Permanent Residents (including Refugees). Permanent Residents (PRs) are categorized by the federal government as individuals belonging to one of three classifications of immigration – family class immigrants, economic immigrants, and refugees. For the purposes of analysis, the CWS separated out ‘Refugee’ from its broader classification of ‘Permanent Resident’ because of the unique circumstances and challenges faced by members of this group. However, it must be noted that Statistics Canada data on Permanent Residents includes Refugees.

While there is no directly comparable data available for this demographic characteristic as defined here, we can speak to the category of Permanent Residents in Calgary and Alberta more broadly. In 2013, of all newly landed PRs in Canada, 6.8% chose to make Calgary their home. Calgary received the fourth largest number of PRs in 2013 behind Toronto (at 31.5% of the national total), Montreal (17%), and Vancouver (11.4%). It is also important to outline the composition of PRs as a mix of family class immigrants, economic immigrants, and refugees. In recent years, the proportion of family class immigrants in the PR category has declined as the proportion of economic immigrants has increased. In 2013, 61.8% of all PRs arriving in Alberta came as economic immigrants. Since economic immigrants are selected for their skills and ability to contribute to Canada’s economy (Citizenship and Immigration Canada, n.d.), this is generally a highly skilled and educated group of immigrants that make up the bulk of new arrivals in Alberta each year.
The largest groups of self-identified racial categories among the CWS sample are: South Asian (26.1%), East Asian (19.1%), and Southeast Asian (11.3%). While racial categorizations are highly problematic, their impact on people’s lives is no less significant for that fact. This survey uses the categories (some collapsed) employed by Statistics Canada in the National Household Survey. While the data presented here from the 2011 NHS (Statistics Canada, 2013) indicates that, among the immigrant and non-permanent resident (i.e. those with work or study permits) populations of Calgary in 2011, those who self-identified as white comprised 30.8% of the total, it is important to note that this data spans all periods of immigration. More recent cohorts of immigrants have shifted away from source countries with primarily white populations and toward countries with non-white populations. Among those who immigrated between 2006 and 2011, only 19% self-identified as white.

Figure 1.6: Race

The CWS sample is nearly evenly split between newcomers (those who have been in Canada for 5 years or less) at 52.4%, and more established immigrants (in Canada 6 years or more) at 47.6%. While respondents were asked to indicate how long they have lived in both Canada and Calgary, this report uses the former in its analysis. Since the majority of respondents chose the same answer for both variables, one may be used as a proxy for the other. Further, considering only total years lived in the city may be misleading for those who have previously lived elsewhere in Canada and accrued social capital they bring with them to Calgary.
Nearly 40% of respondents in the CWS sample resided in the northeast quadrant of Calgary. One-quarter resided in the SW and another quarter in the NW.

Figure 1.8: Distribution of CWS Sample by Quadrant of Residence

Source: Calgary Well-Being Survey, 2015

Nearly half of all respondents to the CWS (47.1%) lived in a household with a couple and children. 18% lived in households with extended families or multiple families.

Figure 1.9: Distribution of CWS Sample by Household Composition

Source: Calgary Well-Being Survey, 2015
A significant portion of respondents in the CWS (36.5%) earned a total household income of less than $30,000 per year (before tax). When the distribution of household income among respondents in the CWS (minus those who responded “Don’t know” and “Prefer not to answer”) is compared to the general Calgary population, the disparities in household income between the two populations become apparent. While 42.6% of respondents among this portion of the CWS earn less than $30,000/year, only 14.8% of the general population in Calgary in 2011 earned this amount. And, while only 29.4% of immigrants in this survey reported earning $60,000/year or more, 64.4% of the general Calgary population in 2011 earned this amount.

**Figure 1.10: Distribution of CWS Sample by Household Income**

Source: Calgary Well-Being Survey, 2015

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**EDUCATIONAL LEVEL**

Among all participants in the CWS sample, 56.5% had a university degree, Bachelor’s, or Postgraduate. Among those respondents 18 to 64 years of age in Calgary, 61.5% hold a university degree (Bachelor’s or Postgraduate). This is double the amount of the general population in Calgary, where only 29.7% hold similar educational qualifications.

**Figure 1.11: Level of Education**

Source: Calgary Well-Being Survey, 2015
Income is an essential indicator of material well-being. It includes wages/salaries, money earned from self-employment, and monetary gains through investment, property and pension (OECD, 2011), and government transfers. Income offers opportunities for people to provide for their needs and support their family. It is closely associated with other dimensions of well-being such as educational achievement, good health, and decent housing (Esses et al., 2010; ISCC, 2009; OECD, 2013a).

Over the past few years, Calgary has been thriving economically and experiencing low unemployment rates. At the same time, the immigrant population in Calgary has steadily grown, expanding the labour force in the city (The Alliance of Sector Councils, 2012). However, many of these recent immigrants face significant challenges in finding work that matches their qualifications, skills, and experience (Esses et al., 2013; ISCC, 2009, 2015).

The Alberta Labour Force Profiles 2013 (Government of Alberta, 2014) reports that immigrants in Alberta accounted for 21.5% of unemployed Albertans. It also reports that very recent immigrants’ (below 5 years) and recent immigrants’ (between 5-10 years) rates of unemployment are about 6.5% which is higher than the provincial average of 4.6% (Government of Alberta, 2014).

In January 2015, CIC launched the Express Entry to manage applications for permanent residence to Canada (CIC, n.d.-a). With a focus on the skills, work experience, language ability, and education (CIC, n.d.-a), this economically-driven immigration policy aims to build a clear pathway to labor market integration (ISCC, 2015). These policy shifts have critical ramifications for the current and incoming immigrant populations, and the employment context across Canada.
EMPLOYMENT HIGHLIGHTS

MONEY MATTERS
- 16.2% SENDS MONEY HOME
- 4.6% CANNOT PAY THEIR BILLS
- 18.7% STRUGGLE TO PAY THEIR BILLS
- 35.2% CAN PAY THEIR BILLS
- 38.9% CAN SAVE MONEY

52.2% SATISFIED OVERALL WITH THEIR CURRENT EMPLOYMENT

RATE OF EMPLOYMENT
- 38.3% FULL-TIME
- 9.5% PART-TIME
- 17.7% UNEMPLOYED

20.1% UNDERPAID
28.6% DID NOT MATCH WORK EXPERIENCE
42.3% DID NOT MATCH EDUCATIONAL QUALIFICATIONS
41.6% MATCHED EDUCATIONAL QUALIFICATIONS

EXPERIENCES OF WORKPLACE DISCRIMINATION
- 20% YES
- 58% NO
- 9.5% UNSURE
Figure 2.1 indicates that 38.3% of the respondents in the CWS sample were employed in full-time work. An additional 2% had multiple jobs that add up to full-time hours. 9.5% indicated that they were employed in one or more part-time jobs. These results are reflective of the trends reported in the Alberta Settlement Outcomes Survey (Esses et al., 2013), that just over 50% of immigrants living in Calgary for 3 to 60 months are fully employed.

In the CWS sample, 17.7% of respondents reported that they were unemployed but actively looking for work. This figure for unemployment is significantly higher than the rates reported provincially, which could be attributed to the limitations of the sampling methods used in this study. More data collected through random sampling techniques can provide better insights around immigrant unemployment.

The length of stay in Canada has an important impact on employment status i.e. research shows that the longer immigrants live in Canada, the more likely they are to find full-time employment (Government of Alberta, 2014). Data from the CWS study largely follows the same trends. Figure 2.2 shows that 46.4% of those who are employed full-time have been in Canada for about 6 to 10 years and 43.3% of those who are employed full-time have been in Canada for more than 10 years. 36.4% of those who are not employed and looking for work have been in Canada for less than 1 year.
CWS data shows that gender is another critical factor in employment status. Figure 2.3 shows that a higher percentage of male (48.8%) are employed in full-time work than females (31.3%). Almost equal number of males and females are employed part-time. The data also indicates that more males (20.5%) are unemployed (but looking for work) than female (15.3%).

Figure 2.4 shows the differential employment status based on race. Among all racial categories, respondents who self-identified as Southeast Asians (49.6%), Blacks (42.9%), and Whites (41.4%) were most likely to be employed full-time. Southeast Asians (11.1%), Latin Americans (10.1%), and East Asians (10%) had the highest proportion of people engaged in part-time work.
Figure 2.5 shows that 58.9% of foreign workers are in full-time employment, which is understandable given that most immigrants on this visa category come specifically for work. Canadian citizens (45.5%) have the second highest proportion of respondents who are employed full-time. Respondents who identified themselves as permanent residents have full-time employment rates of 33.4%. These findings reinforce the results of Figure 2.2—that longer residency usually corresponds with higher levels of full-time employment. International students are the least represented in full-time employment.

There were critical differences in the employment status based on the level of education. Figure 2.6 shows that full-time employment levels rise with higher levels of education. However, among those with post-graduate degree the full-time employment levels actually drop as compared to those with a Bachelor’s degree. This is of critical importance as it suggests that the more highly educated individuals are finding it more difficult to find full-time work.

Source: Calgary Well-Being Survey, 2015

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**Figure 2.5: Distribution of Respondents’ Employment Status by Visa Status**

- UNEMPLOYED BUT LOOKING FOR WORK
- I HAVE ONE OR MORE PART-TIME JOB
- I HAVE MULTIPLE JOBS THAT ADD UP TO FULL-TIME HOURS
- EMPLOYED FULL-TIME IN ONE JOB (30 HOURS OR MORE/WEEK)

Source: Calgary Well-Being Survey, 2015

**Figure 2.6: Distribution of Employment Levels of Respondents by Education Level**

- NOT LOOKING FOR WORK OR OTHER
- UNEMPLOYED AND LOOKING FOR WORK
- EMPLOYED PART-TIME
- EMPLOYED FULL-TIME

Source: Calgary Well-Being Survey, 2015
Respondents who were either in full-time or part-time employment were asked to choose from a range of options regarding meaningful employment i.e. jobs that match a person's skills, experience, and qualifications. Respondents were allowed to choose more than one option and the data reported here is based on percentage of respondents in each case/situation.

As shown in Figure 2.7, 41.6% were employed in a job that matches their educational qualifications and experience; 42.3% indicated that they have more educational qualifications than their job required; 28.6% felt they have more work experience than their job required; and 20.1% indicated that they are underpaid given their educational qualifications and experience. Findings therefore suggest a high rate underemployment among respondents which impacts material well-being and quality of life.

Esses et al. (2013) reported that 35% of immigrants find it extremely difficult to get jobs commensurate with their qualifications and experience. As reported by Este and Tachble (2009), underemployment can not only affect a person's self-esteem and self-worth but can also affect the family as a whole. Fuller (2014) suggests that underemployment can also have wider societal impacts. The research literature proposes that individuals who feel marginalized in terms of employment tend to show less interest in becoming integrated into 'mainstream' society (Grant and Nadin, 2007, Fuller, 2014).

Figure 2.7: Distribution of Respondents' by Current Work Situation

Source: Calgary Well-Being Survey, 2015
Figure 2.8 helps to provide further insights into the nature of underemployment among immigrants. This figure shows that over 50% of respondents have either a college or university degree in jobs that require no formal education. Similarly, approximately 55% of people employed in jobs that require high school degrees have either a college or university degree. These statistics highlight the high concentration of underemployment among immigrant populations in the current labor market context.

**Figure 2.8: Distribution of Respondents' Job Requirements by Educational Qualification**

Source: Calgary Well-Being Survey, 2015

**Utilization of Employment-Related Strategies**

The top three strategies used by the respondents to secure a job are language training (37.7%), networking (36.5%), and volunteering to gain Canadian experience (22.2%). Other top rated strategies are workplace programs (16.7%) and upgrading skills by attending a Canadian institution. On the other hand, mentoring programs (9.2%) and bridging programs (9%) were not highly utilized. Other respondents (7.2%) did not use any of the strategies listed. Respondents were asked to choose as many as were applicable to them from a range of options. Figure 2.9 reflects the strategies below.

**Figure 2.9: Strategies Used to Get a Job**

Source: Calgary Well-Being Survey, 2015
Brandon and Purdy (2014) report that people with stronger language and literacy skills have been shown to be more successful in obtaining employment and higher income. Figure 2.10 details the distribution of strategies utilized by immigrants to secure employment that were considered to be the most useful. These reported strategies included: language training (24.6%), networking (19.4%), and workplace programs (6.8%). A total of 6.2% of the respondents did not use any of the strategies listed. Mentoring programs and the assessment of foreign qualifications were at the bottom with 2.4% and 2.1% respondents respectively.

**Figure 2.10: Most Useful Strategy Used to Obtain a Job**

![Bar chart showing the most useful strategies for obtaining a job.](image)

Source: Calgary Well-Being Survey, 2015

In terms of sources of information about employment, respondents were asked to choose sources of information, with the ability to choose more than one option. The top three sources used by the respondents for information about employment were: individuals (27.4%); social media and internet (27.2%); and immigrant settlement services (14.5%). The data in Figure 2.11 are based on the percentage of respondents that chose each of the sources of information.

**Figure 2.11: Sources of Information About Employment**

![Bar chart showing sources of information about employment.](image)

Source: Calgary Well-Being Survey, 2015
Respondents to the survey were asked about their financial stability with ability to choose more than one option. Results reported here are based on percentage of the cases. Figure 2.12 shows that 38.9% cited that they could save money and pay their bills; 35.2% said that they cannot save money, but were able to pay their bills; 18.7% of respondents shared that they struggled to pay their bills and living expenses; and 16.2% of respondents highlighted that they sent money home despite their employment situation.

The following data are based on the percentage of the respondents that chose each of the options listed.

Employment status impacts financial stability in important ways. Figure 2.13 shows that 52.7% of the respondents who are employed full-time can save money and pay their bills while 35.5% of those who are employed full-time indicated that they cannot save but can pay their bills and living expenses, and 28.8% of those employed full-time indicated that they struggle to pay their bills and living expenses. A total of 41.8% of respondents who are not working but looking for work indicated that they cannot pay their bills while 26.1% indicated that they struggle to pay their bills and expenses. 18.2% of the homemakers indicated that they cannot pay their bills. Overall, the respondents in the sample struggled to pay bills and save money; when this result is coupled with the statistic that the annual household income for the sample was lower than the Calgary average, it highlights the economic disparities in the CWS sample.
Discrimination has been widely reported as a challenge to immigrants’ integration and opportunity for meaningful employment (ISCC, 2015). According to Guo (2013), immigrants’ experience of discrimination can be described as a ‘triple glass effect’, i.e. “while a glass gate denies immigrants’ entrance to guarded professional communities, a glass door blocks immigrants’ access to professional employment at high-wage firms.” Discrimination against immigrants in an employment setting can lead to underemployment and unemployment (ISCC, 2015). However, there is limited Calgary-specific data on discrimination in the workplace that is from an immigrant’s perspective. The CWS asked respondents to indicate if they had been the subject of discrimination in the workplace due to their race, ethnicity, accent, religion, or status as a newcomer.

Figure 2.14 shows that more than half (58%) of the respondents have not experienced discrimination of any form in the workplace. Almost 30% of respondents have experienced discrimination in one form or another in workplace.

Among respondents who reported discrimination at the workplace there were some key differences across race. Those who self-identified as Black (27.1%), Southeast Asian (23.9%), and Latin American (22.9%) were the most likely to report discrimination at the workplace. Those who identified themselves as Arab/West Asian (67.6%), Southeast Asian (64.2%), and South Asian (63.3%) are the top three racial categories that may have experienced discrimination at workplace.
Barriers of Employment

Literature shows that there are several critical barriers to employment including lack of Canadian experience, lack of recognition of foreign qualifications, lack of networks in workplaces, language problems, lack of adequate knowledge about employment opportunities, and discrimination (Esses et al., 2013; Fuller, 2014).

Job Satisfaction

Respondents were asked to rate their level of employment satisfaction in Calgary. Figure 2.15 suggests that more than half of the respondents expressed some sense of satisfaction with their employment situation; and 26% of the respondents expressed dissatisfaction with their employment situation. This is important to note given the high rates of unemployment and underemployment in the sample. Further, research needs to be carried out to understand the other confounding factors that may impact employment satisfaction.

Figure 2.16: Distribution of Respondents by Level of Satisfaction in Employment

Source: Calgary Well-Being Survey, 2015
Access to affordable and suitable housing is a basic need and human right. Similar to employment, suitable, adequate, and affordable housing impacts immigrants’ quality of life and the extent to which immigrants feel settled and integrated in the community. However, research indicates that immigrants have unequal access to housing (Kissoon, 2010). Housing in Calgary has become significantly more expensive in recent years, and therefore more inaccessible for low-income earners in particular. The 2011 NHS reveals that 25% of households in Calgary spend 30% or more of their total income on housing costs, leaving them below the Canadian benchmark of affordable housing. Immigrants are disproportionately affected by rising costs of shelter, especially in the first five years of residency (CMHC, 2014a), and the City of Calgary has identified new immigrant-headed households as a “key subpopulation in need of affordable housing” (Noble & Selinger, 2012, p. 8).

Tanasescu et al. (2009) find that immigrants spend on average 50% of their after tax income on housing and 41% of newcomers were in need of affordable housing. Recent studies also indicate that immigrant-headed households have higher inadequate housing, as compared to their Canadian-born counterparts (CMHC, 2014b; Noble & Selinger, 2012; Turner, 2013). This puts immigrants at risk of experiencing challenging housing situations (Tanasescu et al., 2009), such as affordability, homelessness, living in shelters, and living in unsuitable or over-crowded housing. Among tenant households in Calgary, 11% live in subsidized housing (Statistics Canada, n.d.-c). Results from the CWS, presented below, show some trends in local housing-related issues from the perspective of immigrants.
Housing Highlights

81% satisfied with overall housing situation

52.6% are renters
35.4% are home owners
9% live in temporary housing or shelters

Top 3 reasons for choosing where to live:
- Close to work & transit
- Cost
- Reputation of the neighborhood & safety

81% of people reported no discrimination within their neighborhood
Among all CWS respondents, 35.4% own their home compared to a city-wide rate of 68.7% owner-occupancy (City of Calgary, 2014b). A further 46.3% of the CWS sample indicated they rent at market rates.

The likelihood of owning a home among CWS participants increased consistently with length of time in Canada. Conversely, the longer an immigrant lives in Canada, the less likely they are to rent non-subsidized accommodations. However, the percentage of those in subsidized housing, temporary housing, or shelters was more consistent across time with no decreases over length of residency in Canada. Those in Canada less than 6 years are more likely to rent than own regardless of household income. By the 6-10 year mark, home ownership is the predominant residence status for households earning $60,000 or more per year. The high rate of rental tenancy among the immigrants surveyed is notable given that the rate of overspending (Statistics Canada, 2013) and core housing needs (CMHC, 2011) in Calgary is significantly higher for renter-occupied households than owner-occupied households. It is also noteworthy that renting a home is more likely than ownership, regardless of income, within the first six years of residency.
While homeownership increases with length of stay in Canada across all income brackets, the rate of increase varies. The likelihood of homeownership increases at a greater rate across time for those with larger household incomes, so that by the time immigrants have been in Canada for more than 10 years, 88.2% of those with a household income of $120,000/year or greater, own their own home as compared with only 31.1% of those with a total household income of less than $30,000/year. The fact that fewer low-income households own their home than high-income households in and of itself is not surprising. However, when combined with the fact that immigrants earn less income than their Canadian-born counterparts, it results in a situation where fewer immigrants than Canadian-born residents are in a position to own their homes. In our sample, 42.6% of respondents reported earning a household income of less than $30,000/year. In the 2011 NHS, only 14.8% of all Calgary households were in this income bracket.

Source: Calgary Well-Being Survey, 2015

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Source: Calgary Well-Being Survey, 2015
Nearly half (47.1%) of CWS respondents report living as a couple with children and a further 13.9% as a couple without children. The majority of our sample (61%), then, lived with a partner. A total of 18% of respondents lived in a multi-family household, either with family members or non-related individuals.

Couples with and without children are the most likely among all household composition types to own their residences at 47% and 38.9%, respectively. Among those living as a couple with children, homeownership was the most likely residence status with 47% report owning their home, compared to 41% who rent non-subsidized housing. Among all other household composition types but one (living with extended family), rental of a non-subsidized residence was the most commonly reported rental status. Over one-third (36.4%) of those living with extended family reported owning their home. A further 25% reported living in temporary housing (shelter, living with friends or family). While the category, ‘living with extended family’, has the third highest percent of respondents owning their own home, it also has the highest percent of respondents living in temporary housing. This seeming contradiction may capture those more established immigrants who own their home and provide temporary housing to family member who are more recent newcomers. Single parents and those living alone are most likely to live in subsidized housing. In the CWS sample, single parents were the most likely to live in a shelter as compared to other categories.
REASONS FOR CHOOSING RESIDENCE

From a list of reasons people may consider when choosing a residence, respondents were asked to indicate any and all reasons that factored into their decision of current residence. Being close to transit and/or work was the top reason cited, with 53.9% of respondents reporting this as a reason for choosing their current residence. The second most cited reason was cost, with 51.3% of respondents indicating this was a consideration in choosing accommodations. Proximity to ‘an ethno-cultural community or religious centre’ was among the least commonly cited reasons, with only 15.6% of the sample reporting this as a reason for choosing their residence.

Figure 3.7: Most Commonly Cited Reasons for Choosing Current Residence

The higher a respondent’s household income, the more likely they were to report reputation and/or safety of neighborhood as a reason for choosing their current residence. Among those in the highest household income bracket, this was the most commonly cited reason for choosing a residence: 58.3% of respondents with a household income of $120,000/year or greater reported this as a reason for choosing their current residence. As household income declines, there is likewise a decline in the percentage of respondents identifying reputation/safety of neighbourhood as a factor in their choice of housing. While again it is perhaps not surprising that those with lower incomes are more limited in their ability to select housing based on location, it is significant in the context of this report when again considering that immigrants on average earn less than other Calgarians, making them also, then, more limited in their choice of residence.

Figure 3.8: Most Commonly Cited Reasons for Choosing Current Residence by Household Income

Source: Calgary Well-Being Survey, 2015
The most commonly cited reasons for residence selection also vary based on length of time lived in Canada. The longer a respondent has lived in Canada, generally, the more likely he or she is to report ‘reputation/safety of neighbourhood’ as a reason for choosing current residence. Among those living in Canada for more than ten years, 44.6% selected this as a reason for choosing their current residence. Among those in Canada less than one year, only 34% chose this reason, making a total difference of 10 percentage points between the two cohorts. This difference may be related to cost, as the shorter one’s time in Canada, the more likely they are to fall into a lower household income bracket. It may also be related to lack of awareness about the various neighbourhoods in the city and their reputations—knowledge which is built up over time and becomes a more prominent factor in decision-making after the 6 year mark.

Among those who own or rent their homes, the top five reasons for choosing a home were consistent, but the degree to which each of the five reasons was considered varied. Among homeowners and renters of non-subsidized housing, proximity to work and/or transit was the most commonly cited reason, at 53.2% and 60% of these groups respectively selecting this reason for choice of residence. For unsubsidized renters cost was the second most commonly cited reason for choosing their home, whereas for homeowners it was reputation and/or safety of the neighbourhood.

For respondents who rented subsidized housing, cost was the most commonly cited reason for choosing their residence, with 55.3% in this group selecting this option, and reputation/safety of the neighbourhood the least commonly cited among the top five (at 18.4%).
The most commonly cited reasons for choosing a residence shifted for those in more precarious housing situations, such as temporary accommodations or shelters. ‘Recommendations by others’ played a more important role among both these groups. For those in temporary housing, this was the fifth most commonly cited reason (displacing ‘close to shopping/recreation’), with 23.2% of those in temporary housing reporting that they chose their current residence based on someone’s recommendation.

The reasons for choosing current residence cited among those living in shelters were strikingly different from those in all other housing situations. However, with a total of only 13 respondents indicating they lived in a shelter caution must be taken in analyzing and drawing conclusions from this data. The top five reasons cited among respondents living in shelters were: cost (46.2%); other (30.8%); recommendation from someone (15.4%); close to work/transit (15.4%); and none of the above (15.4%). Combining the ‘other’ and ‘none of the above’ categories, nearly half (46.2%) of respondents living in shelters were unable to articulate clear reasons for their choice, or rather non-choice, of residence within the answer options provided by the survey. Thus, there are factors behind the necessity of residence in shelters which our survey did not capture. Exploring the reasons immigrants reside in shelters would be an important area for future research to fill this gap in knowledge.

**SOURCES OF INFORMATION ON HOUSING**

The most frequently cited sources of information on housing were individuals (i.e. family, friends, colleagues, etc.) and the internet or social media, with 62.9% and 50.2% of respondents respectively reporting these sources of information as useful. A further 13.6% reported the mass media (i.e. TV, newspapers, and radio) as a useful source of information on housing, and 8.3% cited immigrant-serving agencies as such.

*Figure 3.11: Most Commonly Cited Sources of Information on Housing*

![Diagram of sources of information on housing](image)

Source: Calgary Well-Being Survey, 2015

Immigrant-serving agencies were cited as a source of information on housing more frequently among those who were new arrivals to Canada (in the country less than one year) than among all others who had been in Canada for one year or more: 15% of new arrivals reported using immigrant-serving agencies as a source of information on housing. This percentage dropped by nearly half among those in Canada between 1-2 years, with 7.9% among this group citing that they have accessed immigrant-serving agencies as a source of housing information.
BARRIERS TO HOUSING

Literature shows that immigrants face a number of challenges that hinder them from accessing suitable and affordable housing (Calgary Committee to End Homelessness, 2008; Tanasescu et al., 2009; Turner, 2013). The most notable among these challenges include: income inequality, language barriers, discrimination by ethnicity/race, lack of credit history, lack of reference, lack of job, and lack of awareness about housing support (Pruegger, 2007; Tanasescu et al., 2009; Turner, 2013; Calgary Committee to End Homelessness, 2008; ISCC forthcoming). The challenges highlighted are Calgary-specific but have also been experienced by immigrants elsewhere in Canada.

DISCRIMINATION IN HOUSING

A large percentage of CWS respondents (79.9%) reported that they have not experienced racism and/or discrimination in a neighbourhood setting or while looking for housing. However, 12.1% indicated they have been discriminated against, and 4.2% were uncertain.

When discrimination is considered with the self-reported racial category of respondents, we find that those who self-identified as Black, East Asian, and South Asian were the most likely to report instances of racism and discrimination in housing and/or neighbourhood settings, with 27.8%, 24.3%, and 16.7% of each group respectively indicating such experiences.
Satisfaction with Housing

The National Housing Survey indicates that, in 2011, 5.2% of Calgarians (owners and renters) felt their housing required major repairs while 5.1% also thought they were living in unsuitable housing (Statistics Canada, n.d.-c). This suggests that almost 95% of Calgarians live in good and suitable housing.

As shown in the Figure 3.14, the majority of the respondents (81%) expressed being satisfied to some degree with their current residence in Calgary. On the other hand, 18.3% of the respondents expressed dissatisfaction with their housing.

Figure 3.15 shows the influence of residence status on satisfaction with housing. A majority of homeowners (61.1%) reported being ‘very satisfied’ with their current housing situation. As we move from homeowners to renters of nonsubsidized housing to renters of subsidized housing, satisfaction levels consistently decrease. While only 6.8% of homeowners who participated in the CWS indicated some degree of dissatisfaction with their housing, for renters of nonsubsidized units, this increased to 24.7% indicating dissatisfaction, and for renters of subsidized units this increased further to 28.9% reporting dissatisfaction.

The highest rate of dissatisfaction was among those in shelters, with 53.8% indicating they were ‘very unsatisfied’ with their current housing situation. Over three-quarters of those in temporary housing (77.7%) indicated some degree of satisfaction with their housing.

Source: Calgary Well-Being Survey, 2015
Discrimination in housing was also cross-tabbed with satisfaction with housing. The results are shown in Figure 3.16 below.

The finding shows that the higher percentages of those who have experienced discrimination in housing are those that expressed dissatisfaction with housing. A very few of those who expressed satisfaction with housing also indicated they have experienced discrimination in housing.

Figure 3.16: Percentage of Respondents Indicating Degrees of Satisfaction with Housing by Experiences of Discrimination in Housing

Source: Calgary Well-Being Survey, 2015

Figure 3.16 also shows the influence of experiences of discrimination and/or racism in neighbourhood settings and in seeking housing on levels of satisfaction with current housing situation. Experiences of racism/discrimination in housing negatively influence levels of satisfaction with a current housing situation. Those who reported experiencing racism and/or discrimination in a neighbourhood setting while looking for housing were more likely to express dissatisfaction with their current housing situation.
The OECD (2013a) uses ‘social connections’ and ‘civic engagement’ as two of its eight indicators to measure quality of life. In its Welcoming Community Policy, the City of Calgary (2011b) indicates a desire to encourage and promote the creation of a welcoming community where all Calgarians have an equal opportunity to participate in the social, political, recreational, and cultural life of the community. Integration should be measured not only by economic indicators (i.e. full-time and meaningful employment), but also by how fully immigrants are able to participate in the political, social, and cultural dimensions of city life. Social participation is as foundational to citizens’ rights as labour market participation, and indeed the two are intertwined as social engagement may be adversely affected by the precarious positions of immigrants in the labour market (Couton & Gaudet, 2008).

Full participation in the social, cultural and political aspects of community life is not only key to immigrant integration, but robust citizen engagement and strong social connections benefit individual and societal well-being, economic growth, and the functioning of political institutions (OECD, 2013a; Stolle & Cruz, 2005). In this section, the following three dimensions of integration for immigrants are considered: social participation; political participation; and civic participation.
SOCIAL ENGAGEMENT HIGHLIGHTS

80% FELT THEY BELONGED IN CALGARY

A MAJORITY REPORT PARTICIPATION IN SOCIAL & CULTURAL ACTIVITIES AT LEAST ONCE A MONTH

79.6% REPORTED OVERALL SATISFACTION WITH THEIR SOCIAL LIFE

86.5% WOULD RECOMMEND CALGARY AS AN IMMIGRATION DESTINATION
Frequent social participation is important to one’s quality of life (Gilmour, 2012). Being socially engaged or involved in meaningful activities and close relationships has positive outcomes on general well-being, health, and integration. Participation in society reflects individual commitments or attachments to that society, and it is one of the dimensions, along with sense of belonging, through which social integration can be measured (Reitz, 2009).

Social engagement has been measured through frequency of participation across eight social activities:
1. gatherings with family and/or friends;
2. religious activities;
3. sports;
4. recreational activities;
5. educational and cultural activities;
6. club or organizational activities;
7. neighbourhood or professional activities; and
8. volunteer or charity work.

This framework has been adopted (adding in non-physical recreational activities) for measuring social participation from Gilmour (2012), who finds that the greater the number of frequent social activities in which one is involved, the more likely she or he is to have positive self-reported health, and the less likely she or he is to feel lonely and dissatisfied with life. In keeping with Gilmour (2012), frequent participation is defined as once a week or more for: gatherings with family/friends; religious activities; sports; and recreational activities. Frequent participation is defined as once a month or more for: educational/cultural activities; volunteer or charity work; club/or- ganizational activities; and neighbourhood or professional activities.

The highest levels of frequent participation were reported for involvement in gatherings with family/friends outside the home and religious activities, with 56.6% and 49.3% of respondents indicating frequent participation (once a week or more) in these two activities respectively.

The lowest levels of frequent participation (with fewer than 40% participating once a month or more) were reported for involvement in: neighbourhood, community or professional association activities; and club or organization activities (i.e. ethno-cultural organizations, chess clubs, book clubs, etc.); neighbourhood, community or professional association activities; and volunteer or charity work.

A large number of respondents (55.5%) also reported frequent participation (once a month or more) in educational and/or cultural activities. Participants were most likely to report never participating in the following activities: club or organization activities (i.e. ethno-cultural organizations, chess clubs, book clubs, etc.); neighbourhood, community or professional association activities; and volunteer or charity work.

**Figure 4.1: Percentage of Respondents Participating in Social Activities by Frequency of Participation**

Source: Calgary Well-Being Survey, 2015
The following graph shows how frequent participation in social activities varies over time. Length of time in Canada has a significant impact on frequent participation in gatherings with family/friends, religious activities, sports, and recreational activities. The predominant social activities in which respondents frequently participated were gatherings with family and friends, and educational/cultural activities. A large portion of respondents in the country for less than one year reported ‘never’ engaging in sports (41%) or recreational activities (39%), which may have implications for quality of life.

As length of time in Canada increases, frequent participation in social activities becomes more diversified. The longer a respondent has lived in Canada, the more likely he or she is to engage in volunteer work, sports with others, and recreational activities. Nearly half (45.2%) of respondents that had been in the country for more than 10 years frequently engaged in volunteer or charity work (once a month or more). This is similar to the reported figure by Vézina and Crompton (2012) that 47% of all Canadians did volunteer work in 2010.

**Figure 4.2: Percentage of Respondents Frequently Participating in Activities by Length of Stay in Canada**

Source: Calgary Well-Being Survey, 2015

Age is also associated with the likelihood of frequent participation in sports. The younger the respondent, the more likely he or she was to report participating in sports once a week or more. Older respondents were more likely to report never being involved in sports. Age is also associated with the likelihood of frequent participation in gatherings with family and friends. Those under 35 years of age are more likely to frequently engage in this social activity.

**Figure 4.3: Percentage of Respondents Frequently Participating in Activities by Age**

Source: Calgary Well-Being Survey, 2015
Across all eight social activities on which respondents reported frequency of participation, only participation in religious activities and sports were significantly associated with gender. Men were more likely to report frequent participation (once a week or more) in religious activities than women (at 51.1% and 47.3% of each group respectively). Conversely, women were more likely to report less frequent participation than men: 28.8% of women reported infrequent participation in religious activities (defined as once/month or less) compared with only 24.4% reporting the same.

Men were also significantly more likely than women to report frequent participation (once a week or more) in sports. However, rather than reporting higher instances of infrequent participation for this activity, women are more likely than men to report ‘never’ participating in sports with others. Meaning, the shortfall of women frequently participating in sport is not subsequently made up in more women participating in sport but less frequently. Rather, that shortfall is found in the higher degree of women who never participate in sport: 35.3% of women report never participating in sports compared with 26% of men. Future research is needed to explore the health ramifications of this trend and the barriers to women’s participation in physical activity.

Social integration is measured, in part, by a sense of belonging—the ability to be a full participant vested in the core institutions in society (Reitz et al, 2009, p.21). Belonging indicates the extent to which individuals feel they are an integral part of the broader community. Non-belonging, or social exclusion, carries with it social costs (such as higher instances of conflict, substance abuse, crime, etc.) and economic costs (such as increased public spending in support and health services, and a loss of gainfully employed citizens) (Social Exclusion Unit of the UK Cabinet Office, 2001).

An overwhelming majority of respondents (80.5%) reported feeling that they belonged in Calgary. A small minority (10 %) reported feeling they did not have a sense of belonging to Calgary, and a further 9% were uncertain. Sense of belonging, however, is complicated by factors such as: one’s satisfaction with other areas of life; visa status; race; and length of stay in Canada.
Satisfaction with social life in Calgary is significantly correlated with whether or not one feels a sense of belonging in the city. Of all respondents who reported a sense of belonging, 85% indicated they were satisfied with their social life in the city. Of those who did not feel a sense of belonging, only 51% felt satisfied with their social life in Calgary.

Indeed, the degrees to which respondents were satisfied with their current situations in employment, housing, health, social life, and transportation were each significantly correlated to their sense of belonging in Calgary. The more satisfied respondents were in each area, the higher the degree of belonging felt. As levels of satisfaction decreased in each area, so too did respondents’ sense of belonging.

A majority of individuals in each migration category—citizen, permanent resident, foreign worker, international student, and refugee—reported feeling like they belonged in Calgary. The highest rates of belonging were among those who have attained citizenship in Canada (85.1% of whom reported feeling they belong in Calgary) and permanent residents (80.6% of whom reported a sense of belonging). Foreign workers had the third highest sense of belonging, with 77% in the CWS sample feeling like they belong in Calgary. Thus, despite being considered a transient population and being legally defined in Canada as ‘non-permanent’ residents, foreign workers are still able to form attachments to and feel a part of Calgary.

Important to note is that the CWS indicated that the highest sense of non-belonging exists among refugees, with 18.8% reporting they did not feel a sense of belonging in the city. This, together with the fact that foreign workers feel a higher sense of belonging than refugees (at 77% and 75% respectively), highlights that the permanency or transience of migration is less salient to sense of belonging than the actual circumstances of the migration experience itself.

Figure 4.6: Percentage of Respondents Who Reported Feeling a Sense of Belonging in Calgary by Levels of Satisfaction

Source: Calgary Well-Being Survey, 2015
International students had the lowest reported degree of belonging, with only 58.9% answering that they feel like they belong in Calgary. The highest rates of uncertainty about belonging are among the non-permanent populations of foreign workers and international students, with 10.8% and 25% among these groups respectively answering ‘don’t know’ when asked if they feel like they belong in Calgary.

Figure 4.7: Sense of Belonging by Immigration Status

In the CWS sample population, race is significantly associated with sense of belonging. Those who self-identified as Southeast Asian and South Asian were most likely to feel they belong in Calgary, with 88.9% and 86.6% of these groups respectively answering ‘yes’ to the question ‘Do you feel like you belong in Calgary?’ Among those who self-identified as White, three-quarters reported a sense of belonging. Respondents who self-identified as East Asian, Arab/West Asian, and Latin American were the least likely to feel a sense of belonging, with only 73.8%, 72.4%, and 70.8% respectively among these groups indicating a sense of belonging.

Figure 4.8: Sense of Belonging by Race

Source: Calgary Well-Being Survey, 2015
Reitz and Bannerji (2007), in their analysis of the Ethnic Diversity Survey conducted in 2002 by Statistics Canada, found that length of time in Canada significantly influenced sense of belonging. In the CWS survey, when all respondents’ sense of belonging is considered across length of time lived in Canada, over time those who report a sense of belonging increases from 75.5% of those in Canada less than one year to 84.8% of those in Canada for more than 10 years. Conversely, the percentage of those reporting they do not feel they belong decreases over time. Uncertainty seems to peak at the 3-5 year mark with 13% of respondents who have been in Canada from 3-5 years answering ‘don’t know’ to the question “Do you feel like you belong in Calgary?”

Reitz and Bannerji (2007) found that recent immigrants (defined as those in Canada less than 10 years) who are visible minorities (or non-white) had a higher sense of belonging than recent immigrants who were white. This gap decreased over time, however, and nearly converged among immigrants residing in Canada ten or more years—meaning among this cohort, the sense of belonging among white and non-white immigrants was nearly the same. Among the second generation, however, the two groups again diverged with non-white children of immigrants having a much lower sense of belonging than their white counterparts.

Reitz and Bannerji (2007) also found that there were differences between non-white immigrant groups, with South Asian individuals having the strongest sense of belonging among recent immigrants, followed by Black and Chinese individuals. Among recent immigrants, White individuals had the weakest sense of belonging. By the second generation, however, the children of White immigrants had the strongest sense of belonging, followed by their South Asian, Chinese, and Black counterparts. The CWS data somewhat mirrors similar findings. Of particular note is the fact that all groups experience a dip in sense of belonging at the 1-2 year or 3-5 year marks. This is consistent with other findings in this report which note lower levels of satisfaction around this time period.

Figure 4.9: Sense of Belonging for all Respondents by Length of Time in Canada

Source: Calgary Well-Being Survey, 2015

Figure 4.10: Distribution of those who Feel they Belong by Race and Length of Stay in Canada

Source: Calgary Well-Being Survey, 2015
As a proxy for satisfaction with their lives in the city, respondents were asked if they would recommend Calgary as a good immigrant destination to a friend from their country of origin. The majority of respondents (86.8%) reported that they would indeed recommend the city. Among the CWS sample, 8.4% reported they would not recommend Calgary as a good place to immigrate, and 4.8% were uncertain.

Immigration category had no significant effect on the likelihood of an individual’s propensity to recommend Calgary as a good immigrant destination, with 80% or more in each category (citizen, PR, foreign worker, international student, and refugee) indicating they would recommend Calgary as an immigrant destination.

Race, however, did have a significant effect on the likelihood of recommending Calgary. Those who self-identified as Southeast Asian were the most likely (94.8%) to recommend Calgary as an immigrant destination. Those who self-identified as East Asian were the least likely to consider recommending Calgary as a good place for new immigrants.
Generally, the longer a respondent had stayed in Canada, the more likely he or she was to recommend Calgary as an immigrant destination. However, this general formula only holds up until the 6-10 year mark.

Among those in Canada for 6-10 years, 91.8% would recommend Calgary. However, this drops to 87.7% of those in Canada for more than 10 years. There is a concomitant increase in the percent of those who would not recommend Calgary between the “6-10 years” group and the “10+ years” group. Employment status is not significantly related to the likelihood of recommending Calgary as an immigrant destination.

As the predominant proportion of immigrants shift from family class to economic class, the demographic characteristics of newcomers to Canada is shifting as well. More recent cohorts are highly educated, mobile, and not without options in other countries, increasingly the likelihood that they may be willing to permanently leave Canada. This phenomenon, known as “reverse brain drain” (Chacko, 2007), has “substantial implications, from the low return on settlement and integration services, to the lost contribution of immigrants’ valuable skills in the knowledge-based economy” (City of Calgary, 2011a, p. 22).

A desire to leave Canada speaks to low levels of social integration as well as limited economic and social opportunities. The CWS explored this issue by asking respondents if they had every considered leaving Canada. Nearly one-third, or 32.4% of all respondents indicated they had considered leaving Canada, a further 10.7% reported being uncertain. Of those 32.4% who considered leaving, 62.4% had a Bachelor’s degree or higher and 63.8% was of prime working age between the ages of 25-44. This puts Calgary at risk of experiencing a reverse brain drain.

Men were more likely than women to report having considered leaving Canada (35.5% of men versus 29.8% of women). Conversely, women were more likely than men to indicate they had not considered leaving Canada (60% versus 53%).

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**Figure 4.13:** Percent of who would Recommend Calgary as an Immigrant Destination by Length of Stay in Canada

**Figure 4.14:** Distribution of CWS Sample Regarding Thoughts of Leaving Canada

Source: Calgary Well-Being Survey, 2015
Those in the youngest cohort among the CWS sample were the most likely to have thought about leaving Canada. This perhaps, in part, reflects a change in the impetus for immigration among younger people. For some, immigration may be simply a means of experiencing the world, and as such, they may not be as vested in building a life in Canada, particularly when they encounter barriers to employment and social opportunities.

Figure 4.15: Percent of those who have Thought About Leaving Canada by Age Group

![Bar graph showing percentage of respondents by age group who have considered leaving Canada.](Source: Calgary Well-Being Survey, 2015)

One’s level of education influences the consideration of leaving Canada. Generally, the more education a respondent had, the more likely she or he was to report thinking about leaving to either return home or move to another country. This again means Calgary has the potential to lose highly educated and skilled individuals.

Figure 4.16: Percentage of Respondents by Level of Education on the Whether they have Considered Leaving Canada

![Bar graph showing percentage of respondents by level of education who have considered leaving Canada.](Source: Calgary Well-Being Survey, 2015)

Across different migration categories, those among non-permanent populations (i.e. foreign workers and international students) were the most likely to report having considered leaving Canada. This, however, may be more a function of the temporariness of their status in Canada than a desire to leave.

However, approximately one-third of those categorized as permanent populations (citizens, PRs, and refugees) reported having considered leaving Canada. Future research is needed to consider why this may be the case and the consequences to Canada over the long-term.

Figure 4.17: Percent Who have Thought About Leaving Canada by Immigration Status

![Bar graph showing percentage of respondents by immigration status who have considered leaving Canada.](Source: Calgary Well-Being Survey, 2015)
Race has a significant effect on the likelihood of thinking about leaving Canada. Those who self-identified as White and Latin American were most likely to report considering leaving, at 45.7% and 50.6% respectively. South Asian and East Asian respondents were the least likely to consider leaving Canada.

**Figure 4.18: Percent who have Thought About Leaving Canada by Self-Identified Racial category**

Source: Calgary Well-Being Survey, 2015

**DISCRIMINATION IN SOCIAL SETTINGS**

CWS respondents, to a large degree, reported never having experienced discrimination and/or racism in public spaces in Calgary (71.9%). However, nearly 20% did report being subject to racist and/or discriminatory comments or behaviours in public spaces in Calgary.

**Figure 4.19: Have you been the Subject of Negative Comments or Actions in a Public Place Related to your Race, Accent, Religion, or Status as a Newcomer?**

Source: Calgary Well-Being Survey, 2015

Regarding encounters with the justice system in Calgary (i.e. the police and/or the courts), only 6.6% reported having been subject to racist and/or discriminatory comments or behaviours. While only 56.2% reported never having encountered racism/discrimination in the justice system in Calgary. This lower percentage is in part due to the fact that one-third of the sample indicated they had never had any experience with the justice system (i.e. answered N/A).

**Figure 4.20: Have you been the Subject of Negative Comments or Actions in the Justice System Related to your Race, Accent, Religion, or Status as a Newcomer?**

Source: Calgary Well-Being Survey, 2015
Reports of discrimination/racism increase with length of residence in Canada. The longer respondents had lived in Canada, the more likely they were to report having experienced racism and/or discrimination.

Figure 4.21: Percent of those Reporting Being Subject to Discrimination and/or Racism by Length of Stay in Canada

![Graph showing the percentage of respondents reporting discrimination and racism by length of stay.](source)

Source: Calgary Well-Being Survey, 2015

When reporting on experiences of racism and/or discrimination within the justice system, those who self-identified as Black had the highest reported rate of such experiences, with 10.8% of all those self-identifying as Black indicating they had experienced racism and/or discrimination in encounters with the justice system.

Within public spaces, those who self-identified as East Asian were most likely to report having experienced racist/discriminatory behaviours or comments, followed by those who self-identified as Southeast Asian. White respondents had the least likelihood of reporting being subject to discrimination (5.7%).

Figure 4.22: Percentage of Respondents Reporting Having Experience Racism/Discrimination by Self-identified Racial Category

![Graph showing the percentage of respondents reporting discrimination and racism by self-identified racial category.](source)

Source: Calgary Well-Being Survey, 2015
CIVIC PARTICIPATION

Civic involvement or participation in community organizations can positively impact immigrant integration (Albaugh & Seidle, 2013). Civic engagement, in this case, is used to describe access to, and use of civic amenities such as parks, libraries, recreational facilities, and transit, among others. From CWS data, we look at the most frequently accessed sources of information about living in Calgary, about education, and about childcare. In other words, where do immigrants find information about daily life in the city? This section also draws on secondary data to understand patterns in access and use of civic amenities among immigrants in Calgary.

In understanding which amenities immigrants tend to access most frequently, and less frequently, service providers and policy-makers can better plan to serve this important demographic group in Calgary.

According to Signposts II (City of Calgary, 2012), significantly more recent immigrants (in their study, defined as those in Canada less than five years) reported using transit than other Calgarians (83% vs. 64%). Recent immigrants were also more likely to report using public library programs and services, with 63% of this group reporting use compared to 57% of all other Calgarians.

Recent immigrants, however, were statistically less likely to use recreational facilities, with only 50% reporting use of such facilities compared to 66% of other Calgarians. This supports CWS findings that recent immigrants are less likely to participate frequently (if at all) in sports and recreational activities.

POLITICAL PARTICIPATION

It is frequently reported that immigrants have lower voter turnouts than their Canadian-born counterparts but that voting rates generally increase over time (Belgrave & Vall, 2011; Uppal & LaRochelle-Côté, 2012). Economic well-being influences voting participation as those who are employed are more likely to vote than those unemployed (Uppal & LaRochelle-Côté, 2012). Similarly, those who own homes are also more likely to vote than those renting (Uppal & LaRochelle-Côté, 2012). Given that the CWS demonstrates the importance of duration of time in Canada to immigrants’ economic well-being, it is perhaps understandable that voting rates are low among recent newcomers and increase over time as economic well-being also increases.

Uppal & LaRochelle-Côté (2012) also find that voter turnout rates differ across regions of birth, with voting rates highest for immigrants from Northern and Western Europe, the United States, Australia, and New Zealand, and voting rates the lowest among immigrants from East Asia, West Central Asia, and the Middle East. However, it is important not to racialize voter turnout. Pikkov (2011) finds that voting practices among immigrants are influenced by the level of democratization in the country of origin, and that these voting practices, as forms of socialized behaviour, are carried into the second generation. Pikkov (2011) thus argues that the political climate of the country of origin accounts for previously noted generational and racial variations in voter turnout. Furthermore, sense of belonging is also associated with higher voting probabilities (Bevelander & Pendakur, 2009; Jedwab, 2006; Nakhaie, 2006).

In a study conducted by the Immigrant Sector Council of Calgary and the Ethno-Cultural Council of Calgary regarding the city’s 2010 Mayoral election, Belgrave and Vall (2011) outline five immigrant-identified reasons as to why voter turnout may be lower among immigrant populations. These were:

1. lack of resources and time;
2. not understanding the Canadian political system;
3. lack of trust in the democratic process;
4. poor representation of diversity among elected officials; and
5. ineligibility to vote.
Strategies proposed by research participants to engage immigrants included:
1. candidates should engage ethno-cultural groups;
2. PRs should be given the right to vote;
3. provide election information in diverse languages and media sources; and
4. provide logistical support to voters (i.e. transportation, translation, childcare).

This last point ties in with the finding by Uppal & LaRochelle-Côté (2012) that couples without children are the most likely, and single parents are the least likely to vote.

The election of political representatives which mirror Calgary’s foreign-born population is not simply a matter of better reflecting the characteristics of the electorate (i.e. proportional representation), it also speaks to legitimacy, and about who is included and excluded from public institutions (Andrew, Biles, Siemiatycki, & Tolley, 2008). An under-representation of immigrant populations among political representatives is problematic because “[i]t is through the political process that the rules of the game are established” (Andrew et al., 2008, p. 5). With over one-quarter of Calgary’s population foreign-born, this is a substantial portion of the population left out of the rule-making process.

Despite growing immigrant and non-white populations in the city, elected officials in Calgary are overwhelmingly white, male, and Canadian-born. According to a survey of elected representatives in Calgary and Edmonton in 2004, Sampert (2008) found that 82% of Calgary’s political representatives across all three levels of government whose birthplace was known were Canadian-born. Only 18% of Calgary’s elected officials in 2004 were immigrants. Of all the foreign-born political representatives Sampert surveyed (across all levels of government) in Calgary and Edmonton at the time, half (or 7 of 14) were from the U.S., U.K., or Europe.

Rates of immigrant representation tend to be the lowest at the municipal level—they fare somewhat better at the federal and provincial levels, though still remain under-representative of the populations served (Albaugh & Seidle, 2013; Sampert, 2008). In 2004, only one of nine city councillors in Sampert’s sample was foreign-born (representing 11% of city councillors). Nearly 90% of the elected officials were white at a time when Calgary’s non-white population was 17% of the total. Today, Calgary’s non-white population comprises 28% of the city’s total populace (Statistics Canada, n.d.-c), yet still, in the 2013 municipal election only two of fifteen (or 13%) officials elected were non-white (Albaugh & Seidle, 2013; Nkemdirim, 2013). Calgary elected its first non-white city councillor in 2007 (Nkemdirim, 2013).
“Information provision is a key component of social inclusion” (Caidi & Allard, 2005). For this reason, the CWS explored what respondents considered the most useful sources of information in seven areas of daily life, including educational opportunities, life in Calgary, and childcare. This section of the report considers these areas.

The top three most commonly reported sources of useful information on education are: the internet/social media (with 41.7% of respondents citing this as a useful source of information on education); individuals (41.5%); and settlement services (34.2%).

Over two-thirds (69.1%) of respondents reported individuals (i.e. family, friends, colleagues, teachers, etc.) were a useful source of information about living in Calgary. The internet and social media were the second most commonly (50.2%) cited sources of useful information on life in Calgary. Just over 20% of respondents reported immigrant settlement services as a useful source of information on life in Calgary.

For information on childcare, individuals, the internet/social media, and immigrant settlement services were cited as the top three most useful sources of information, with 37.4%, 24.8%, and 12% respectively. A large portion of the sample (44.4%), however, responded that information on childcare was not applicable to them.

In each of these three areas, as with areas explored elsewhere in the report, respondents demonstrate that immigrants are tapping into multiple sources of information to meet their needs.

Note: Respondents were able to choose more than one source of useful information. Percents, therefore, do not add up to 100%.
Satisfaction with Social Life

Overwhelmingly, respondents to the Calgary Well-Being Survey were satisfied with their current social life in Calgary, with nearly 80% reporting satisfaction. Among the 18.5% who were unsatisfied, 11.7% were ‘somewhat unsatisfied’ and 6.8% were ‘very unsatisfied’.

Respondents were also generally satisfied with their ability to navigate the city through transit and roadways, with 83.4% of the sample reporting satisfaction with this aspect of life in Calgary. Nearly half of respondents (48.7%) reported being ‘very satisfied’. Of the 15.5% of respondents who were unsatisfied with the city’s transit system and roadways, 10.3% reported being ‘somewhat unsatisfied’ and 5.2% reported being ‘very unsatisfied’.

Despite respondents’ generally high levels of satisfaction with their social life in Calgary, there is a dip in levels of satisfaction (and a subsequent spike in levels of dissatisfaction) among those who have been in Canada 3-5 years. This is consistent with other findings in this report which also find the 3-5 year mark a particularly difficult period for immigrants.

Figure 4.24: Satisfaction with Social Life in Calgary

Figure 4.25: Satisfaction with Transit and Transportation

Figure 4.26: Percentage of Respondents Satisfied and Unsatisfied with their social life in Calgary by Length of stay in Canada

Source: Calgary Well-Being Survey, 2015
Immigrant settlement and integration outcomes are critically linked to physical and mental health—without good health it can become challenging for a person to remain economically productive, engage in social or cultural activities, or participate fully in society. Health is dependent on a number of factors including environmental, cultural, socio-economic, personal, and genetic. Each of these factors interacts with one another in different ways to lead to different health outcomes.

One of the key components of the community welcome-ability index includes accessible and suitable healthcare services: in order to be a welcoming community, immigrants should be able to gain equitable access to the health services when needed and receive adequate care. In the Calgary context, with the universal health care system in place (Alberta Health Services or AHS), the goal is to provide easy and suitable health services to all residents of the province. However, equity in health access remains a critical challenge for the health system. Health outcomes for immigrants and Canadian born also differ on a number of parameters.

Research shows that, in general, immigrant populations are healthier than the Canadian-born population when they first arrive, however this advantage declines over time (Ng & Longitudinal Health and Administrative Data Research Team, 2011; Ng, Wilkins, Gendron, & Berthelot, 2005). This positive health trend among new immigrants is known as the “healthy immigrant effect” and has been observed using different measures and scales of mortality, self-reported health status and prevalence of chronic diseases (Alberta Health, 2014; Health Canada, 2010). There are a number of possible explanations for this phenomenon. First, health screening at the time of immigration ensures only relatively healthy persons enter the country. The Immigration and Refugee Protection Act (Minister of Justice, 2001) can refuse a person’s (permanent or temporary) entry into Canada on medical grounds if they deem the burden to be excessive on the public health system or social services. Second, given the stressors of immigration, often only healthy individuals are able or willing to immigrate.

Generalizing all immigrants under the ‘healthy immigration effect’, however, overlooks the heterogeneity among different immigrant populations. Factors such as one’s socio-economic conditions pre-migration, age at the time of immigration, language fluency (necessary for navigating the health system), and employment and immigration category (economic, family, or refugee) may all influence post-immigration health outcomes (Ng & Longitudinal Health and Administrative Data Research Team, 2011).

Overall, newcomers to Alberta consider the province’s health services effective in terms of ease of access and use. In a 2013 study, newcomers rated Alberta’s health and wellness services at nearly 6 on a 7 point scale, the second highest rating after family assistance services (Esses et al., 2013). This may be, in part, the result of their better health conditions at the time of entry into Canada but could also be symptomatic of underlying issues around knowledge, accessibility, and trust of health services.
Health Highlights

86.4% satisfied with overall health situation.

Reasons for decline in health:
- Environmental issues
- Financial difficulties
- Emotional difficulties

83.9% improvements since moving to Canada.

16.2% decline in physical health since moving to Canada.

Mental health since moving to Canada:
- 43.1% no difference
- 33.9% improvements
- 20.1% decline

74.5% sought the help of a family doctor when they had a general health concern.

85.2% reported no discrimination in the health setting.
In order to understand immigrants’ health status, the survey asked respondents whether their physical health had improved, declined, or stayed the same since they arrived in Canada. The CWS data shows that a majority of respondents report that their physical health has stayed the same (44.7%) or improved (36.9%) since arrival.

The CWS data also shows that 16.2% of immigrants report a decline in physical health since arriving to Canada. When sorted by gender, the CWS data shows that women are more likely than men to report a decline in health (17.8% to 14.3%).

In terms of racial categories, the CWS data shows that all groups are more likely to report an improvement or is likely to have stayed the same. Comparing all groups, those of East Asian (47.6%) or South-east Asian origin (43%) are most likely to report improved health, whereas individuals of Latin American (21.3%) or Arab/West Asian (26.7%) origin are most likely to report a decline in health.
The data also shows that respondents who are employed full-time are more likely to report improved health than individuals who have multiple jobs, part-time jobs, or are unemployed.

By visa status, refugees (43.8%) and citizens (40%) are the most likely to report improved health, have the highest likelihood of both an improvement in health and a decline in health, as compared to other categories. These two groups are also the least likely to report that their health remained the same as compared to other visa categories. However, because few respondents identified as a refugees, further data needs to be collected for this group. PR’s, TFWs, and international students are most likely to report consistent health, and more likely to report improvement rather than decline.

Length of immigration plays a critical role in influencing health perception and health outcomes. Research shows that, the longer an immigrant remains in Canada, the more likely they are to report a decline in their health (Health Canada, 2010). The CWS data shows similar trends (see Fig 5.3).

To further understand the differences over time, the next graph explores the relationship between declines in physical health across racial categories (Fig 5.4). The CWS data shows that between the 3-5 year period after arrival, a significant majority of respondents reported a decline in their health. A large proportion of the Arab/West Asian and South-east Asian racial categories, in particular, report a dip in their health during this time (30.4% and 26.1%, respectively). This improves slightly by the 10 years or more period for Arab/West Asians category (28.6%) and more significantly so for Southeast Asians category (10%). For all other racial categories, a higher proportion of respondents report a decline in physical health the longer they stay in Canada. These statistics highlight the long-term impact of immigration, settlement, and integration outcomes on health. Diet, exercise, immigration-related stressors, and the new environment can also influence the long-term health outcomes for immigrants (Alberta Health and Wellness, 2011).

Source: Calgary Well-Being Survey, 2015

Source: Calgary Well-Being Survey, 2015
Among those CWS respondents who reported a decline in physical health, the most common reasons cited were: environmental issues (55.4%) which include concerns such as the weather, settlement, and transit. The next most commonly cited reason for a decline in health was emotional difficulties (47.7%), including isolation, racism, and family-related problems. Financial stressors were the third most cited reason reported as the cause of decline (37.4%).

Gender and length of time in Canada do not significantly impact the reported reasons for decline in health.

When physical health is distinguished according to age group, differences appear. The majority of the 18-24 year old cohort cited emotional difficulties as the primary reason for declines in physical health. For those 65 years and above, a majority of respondents chose environmental issues. For the 65 years and above group, a majority highlighted financial stressors as a critical factor for decline in physical health. These differences were slight but point to the nuanced experience of integration and the challenges faced by each age cohort.

A report on immigrants’ physical health at the provincial level can also shed some light on the health status of immigrants in Calgary (Alberta Health and Wellness, 2011). Immigrants continue to demonstrate better health indicators as opposed to Canadian-born. Over time these health gains reduce. Research shows that, while immigrants often have healthier habits in terms of diet and physical exercise, with time this shifts and trends mimic those who are Canadian-born, potentially contributing to an increase in certain chronic diseases. The table below reflects some key findings at the provincial level.

### Table 5.1 Secondary Data Physical Health Status of Immigrants

| Fertility | • Fertility among immigrant women is very high immediately following immigration (total fertility rate above 2.5), but declines steadily and falls below the fertility of non-immigrants as the number of years since immigrating increases.  
• Fertility is highest among immigrant women from Sudan, Lebanon, Iraq, Syria, and Algeria. |
| --- | --- |
| Health determinants | • Immigrants in Alberta are less likely to smoke than non-immigrants, with about 15.7 percent of immigrants aged 12 and over smoking in 2007 to 2008 compared to 23.3 percent for non-immigrants age 12 and over. The prevalence of smoking is significantly higher in immigrants who have been in Canada 10 or more years, compared to fewer than 10 years.  
• In 2007 to 2008, immigrants were less likely to binge drink (4.5 percent vs. 14.1 percent) or have a Body Mass Index considered overweight or obese (43.5 per cent vs. 56.5 per cent). Immigrants, however, were more likely to be physically inactive (53.0 percent vs. 43.8 percent). |
### Mortality
- **Mortality is significantly lower among immigrants than non-immigrants, across all ages, origins of migration, and time since migration.** There is no evidence to suggest the mortality of immigrants is changing the longer they are in Alberta. Age-standardized mortality rates for the immigrant population remain well below the rates seen in the non-immigrant Alberta population.
- Infant mortality is somewhat lower in children born to immigrant women compared with non-immigrant women.
- Low birth weight rates are higher among births of immigrant women—particularly among women from Southern and Southeast Asian countries.
- High birth weight rates are significantly lower among immigrant women, with the exception of women from Europe, where rates are typically similar or higher than non-immigrant women.

### Morbidity
- Overall, rates of ischemic heart disease, stroke, and hypertension are lower among immigrants. There are exceptions however. Incidence rates for ischemic heart disease are elevated in immigrants from Israel, Bangladesh, Egypt, Malaysia, and New Zealand, although no country showed statistically higher incidence than non-immigrants.
- The incidence rates of hypertension are highest in immigrants from Brunei and Ghana. South Asian immigrants from India, Sri Lanka, and Pakistan are also high. Incidence of hypertension was higher among immigrants in younger ages (under 65 years).
- Incidence of diabetes is elevated in immigrants. Most notably, South Asian immigrants had by far the highest rates. Rates were also high among immigrants from the northeast section of Africa (Somalia, Ethiopia, Egypt, and Libya).

### Mental Health Status and HIV

The CWS survey asked respondents to report on whether their mental health had improved, declined, or stayed the same since they migrated to Canada. The majority of respondents report that their mental health has improved (33.9%) or remained the same (43.1%) since arrival. Similar to physical health, more women report decline (18.8%) as compared to men (21.1%).

![Figure 5.6: Distribution of Self-Reported Mental Health Status](source: Calgary Well-Being Survey, 2015)
Those who identify as East Asian (48%) and Southeast Asian (34.1%) have the highest frequency of improved mental health. Latin American (28.1%) and Arab/West Asians (27.6%) conversely had the highest proportion of respondents who reported declines. It is notable that within these two racial categories, the likelihood for decline is slightly higher than for improvement. East Asians are the only group most likely to report an improvement in mental health whereas for all remaining groups, mental health is most likely to have remained consistent since arrival.

Figure 5.7: Distribution of Respondents by Race Reporting on Mental Health Perception

The CWS data shows that the length of time has a differential impact on the mental health status of immigrants. Between the 3-5 years from the time of immigration, there is a sharp increase in the proportion of respondents who report a decline and a drop in those who report improvement. However, there is a general trend toward improved mental health the longer the residency, with a 10% increase to 31.6% of respondents reporting improved mental health within the first year after arrival to 41.3% after 10 years of more. This points to the importance of the 3-5 year stage of settlement and integration, and what might be occurring in the life of immigrants before, during, and following this time period.

Figure 5.8: Distribution of Respondents by Length of Stay Reporting on Mental Health Perception
Figure 5.9 shows the differential rates of decline in mental health across each racial category over time. The graph shows an interesting anomaly to the theory around the previously discussed healthy immigrant effect. In contrast to the collective trend, those who identified as Black, White, and Latin American show an increased rate of decline in mental health after 10 years as compared to the first year since arrival. While for White respondents the peak of decline is at the 3-5 year mark (33.3%), Black respondents see a notable influx in the rate of decline at the 1-2 year mark (32.1%), and Latin American respondents at the 6-10 year mark (44.4%). Arab/West Asian and East Asian respondents also show a sharp peak in decline at the 3-5 year mark (34.8% and 31.6%, respectively). South Asian and Southeast Asian respondents show a relatively stable rate of decline over time. Latin American respondents show the highest rate of decline over time, from 22.2% during the first year to 37.5% reporting decline after 10 years or more since arrival. Arab/West Asian respondents, show the opposite trend, with rates of decline dropping from 47.4% within the first year to only 19% after 10 or more years since arrival.

The 3-5 year post-immigration period appears to be a more critical period in adjustment and settlement than any other time period. The CWS data shows that after the 5 year mark, the proportion of respondents reporting a decline, tended to reduce over time, though the changes are fairly small. More research among specific racial groups is needed to better understand these trends and their implications for settlement and integration.

In terms of visa status, a higher percentage of long-term residents such as Canadian citizens (18.1%) and PRs (22.9%) reported declines in mental health as compared to short-term or newer residents such as TFWs (9.5%) and international students (14.3%). 31.3% of refugees reported a decline in their mental health since arriving in Canada and a similar percentage reported that their mental health status remained the same.

Among those who reported a decline in their mental health, 69.5% respondents cited emotional difficulties such as isolation, family issues, or racism as critical factors, 55.6% reported financial difficulties, and 44% pointed towards environmental difficulties as the most likely cause of decline in mental health.
There were no specific gender-related trends in the reasons for decline of mental health. A majority of respondents, irrespective of their length of stay or age, cited emotional difficulties as the main reason for a decline in mental health. Emotional stressors continue to exert impact on mental health for immigrants in different phases of their lives. It is important to investigate these concerns further, especially since the CWS response category of emotional difficulty includes issues of racism and discrimination. This points to the important relationship between welcoming communities and mental health.

In terms of employment status, immigrants with part-time employment (28.9%) or no employment (22.4%) were more likely to report declines in mental health than those with full-time employment (18.4%) or those with multiple jobs (16.7%). The occurrence of improved mental health is also lower among those who are unemployed or among those who have part-time employment as compared to those who are employed full-time (Fig 5.11).

Retirees (58.8%) and those with multiple jobs that add to full-time hours (45.8%) are the only groups most likely to report improved mental health since arrival to Canada. For all others, consistent mental health is most likely. It is notable that those with one or more part-time jobs (38.9%) and students (26.3%) have the highest rates of decline in mental health; with retirees showing the lowest likelihood of decline (5.9%) as compared to other employment groups.

While employment is not associated with either an increase or decrease hazard of transitioning to poor health among immigrants, the widely documented ‘deskilling’ of immigrants, along with other social, political, economic, and cultural factors, may contribute to the rapid decline in health status after arrival. In particular, a loss of socioeconomic status may contribute to stress and poor mental health, and ultimately upon physical health, linkages have been noted.

**Figure 5.11: Distribution of Immigrants According to Employment Status by Reported Mental Health Status**

Source: Calgary Well-Being Survey, 2015
There were several key mental health and HIV trends reported in Alberta that deserve key attention. Currently, no immigrant-specific data is available but these trends may have specific implications for understanding immigrants’ well-being.

**Table 5.2: Mental Health Trends in Alberta**

| Reporting Mental Illness (CMA, 2005) | • Approximately 8.4 percent of Albertans reported consulting a medical professional for a mental health problem.  
• However physicians reported a much higher rate of mental health problems—a little over 25%. This points to a lack of professional consultation for, or subjective identification of mental health concerns.  
• Women are twice as likely as males to visit a physician for mental health;  
• More than 40,000 Albertans visited emergency rooms for mental health problems each year. |
| Types of mental health disorder (CMA, 2005) | • Schizophrenia and other psychotic disorders accounted for 15% of inpatient mental health diagnoses at regional acute and psychiatric facilities, and 7% of community services diagnoses.  
• More individuals accessed physicians for anxiety, mood disorders, development disorders, and substance abuse.  
• Suicide is consistently a leading cause of death among Albertans. Suicide claims more lives annually than other more openly discussed issues such as motor vehicle collisions, AIDS or homicides. Alberta typically has a higher rate of suicide than the national average. |
| HIV (Alberta Health, 2012) | • The number of cases of HIV in Calgary in 2011 was 82 cases per 100,000 persons or a rate of 5.8 percent. This was marginally higher than the provincial rate (5.7).  
• In 2011, the rate of HIV was 3.5 cases per 100,000 persons for females and more than double for males (7.9 cases per 100,000 persons).  
• After 2006, there have been more Black people diagnosed with HIV than aboriginals in Alberta (aboriginals historically have some of the highest rates of HIV in the country). Caucasians have consistently represented the largest ethnic group newly diagnosed with HIV during this time period. |

**ACCESS TO HEALTH CARE SERVICES**

Equitable access to health care services is a critical indicator to understanding the health status of immigrants. Secondary data around health care access, specifically in relation to immigrant populations in Calgary, is not available to draw a comparison and understand the extent of health care access. However, there are Alberta-wide statistics around health access for the general population which can help build understanding around issues of immigrants’ health.

For most Canadians, the family doctor is the first point of contact for a number of health concerns. The CWS also showed that a majority (74.5%) of respondents report visiting a family doctor for most general health concerns. Approximately 18.3% report visiting a walk in clinic for meeting general health concerns.
The CWS data shows that the longer respondents have resided in Canada the more likely they are to visit a family doctor for general health concerns. A slightly higher proportion of women (78%), as compared to men (71%), report going to a family doctor for a general health concern. The 18-24 year old respondents were also the only age group less likely than other age groups to go to a family doctor for a general health concern than to go to a drop in clinic to address health issues (26.1% to 34.8%). While not distinguished within the scope of this survey, this may indicate that these individuals do not have access to a regular family doctor.

In 2013, 15.5% of Canadians aged 12 and older—roughly 4.6 million people—reported that they did not have a regular medical doctor, with males significantly more likely than females to report being without a regular doctor for all age groups (Statistics Canada, n.d.-a). Even though a large portion of Canadians lacked a regular doctor, a majority reported that they had a ‘usual’ place to go for health advice: 58.9% reported using a walk-in clinic; 13.0% visited a hospital emergency room; and 8.7% used a community health centre (centre local de services communautaires (CLC) in Quebec). The remaining 19.3% reported using other facilities such as appointment clinics, doctors’ offices, hospital out-patient clinics, and telephone health lines. Findings from the 2007 Canadian Community Health Survey indicate that recent immigrants are significantly less likely to have a regular medical doctor compared to non-recent immigrants and the Canadian-born population (Statistics Canada, 2008).

Higher than the national average, 20% of all Albertans were without a regular doctor in 2013 (Statistics Canada, n.d.-a). xi Calgary, similar to many areas across the country, has reported shortages in the availability of physicians. In the 2012-13 fiscal year 2,993,282 Albertans reported receiving primary health care services through Primary Care Networks (PCNs) xii (Government of Alberta, Annual Report, 2012). There was an increase in the percentage of Albertans enrolled in a Primary Care Network between 2011-12 and 2012-13 which is directly related to the increase in the number of physicians and health care providers registered with existing PCNs and the increase in the total number of Albertans covered by the Alberta Health Care Insurance Plan in the 2012-13 fiscal year (186,356 Albertans enrolled in existing PCNs). No specific data around immigrants access to PCNs in Calgary or their access to a regular doctor is known.

Access to continuing care living options (such as home living or residential treatment facilities) are another area related to health access. The percentage of clients placed in continuing care within 30 days of being diagnosed was 69% for the 2013-14 fiscal year, an increase of 2% from the previous fiscal year (Government of Alberta, Annual Report, 2012). Access to emergency care is also another critical measure of health access. On an average it takes 1.5 hours to be attended to in an emergency room in Alberta (Government of Alberta, Annual Report, 2012). No immigrant specific data for Calgary is available.
The CWS asked respondents to identify useful sources of health information, as a measure to understand system accessibility. Without adequate information about health resources, options and systems, people can struggle to find timely help, and effectively recognize or address critical health challenges. Fig 5.13 details the critical sources of information for health. Informal sources, such as family or friends, are shown to play a role in the provision of information about health for most respondents (67.2%). The second most popular source of information is from social media and the internet (31.8%); and the third, is immigrant settlement services (14%). Respondents are less likely to access formal channels of information for gaining information about health. This is critical especially in terms of program design and developing support structures for immigrants.

The CWS also asked participants about their use of alternative medicine. Results reported here are based on percentage of the cases. A minority of respondents (16.5%) reported using alternative medicine while a majority (83.1%) reported not using alternative medicine. Among those who reported using alternative medicine, a majority (68.3%) claimed to have used it because of their belief in traditional healing practices. Approximately 19.6% reported using alternative medicine because mainstream services were unable to solve their issues, and 13.1% cited cost as a reason for choosing alternative medicine. Also, a slightly higher proportion of women (18.7%) as compared to men (13.4%) report seeking alternative medical services.

**DISCRIMINATION IN HEALTH**

The CWS data shows that 85.2% of immigrants report experiencing no negative comments or actions in the health setting; while 6.8% reported some type of discrimination in the health context. East Asians were more likely than other racial groups to report negative comments or experiences in the health setting; and women (7.6%) more likely than men (5.7%). Canadian citizens were more likely to report negative comments as compared to any other visa category and the longer the respondents stayed in Canada, the more likely they are to experience or report negative or discriminatory behavior in a health setting.

While specific research around discrimination in health settings as it relates to immigrants is not available for the Calgary context, there is a growing body of research around racial discrimination in the Canadian health setting (Toronto Public Health, 2013). This research can inform the understanding of immigrants’ health outcomes and its relationship to systemic inequities. (Hyman, 2013) noted that it is important to separate out the differences between the impacts of immigration and racism on health; not all immigrants in Canada are members of racialized groups and not all members of racialized groups are immigrants. It is important to understand these nuances of the research. These differences in access and utilization of health services among racial groups highlight the need to understand similar trends among immigrants as they can lead to differential health outcomes among these populations.
The CWS survey showed that 48.6% of people were very satisfied and 37.8% were somewhat satisfied with their current health situation; 9.2% of respondents were somewhat unsatisfied and 2.3% were very unsatisfied. These statistics reflect broader trends in levels of satisfaction as indicated by AHS’s annual performance measures\textsuperscript{[13]} (2013; 2010):

- 79% of Calgarians report satisfaction with hospital care (81% provincial satisfaction)
- 66% of Calgarians report satisfaction with the overall health care they received
- 70% Calgarians reported satisfaction with long term care

The CWS showed that both men and women have comparable levels of satisfaction in terms of health. A higher proportion of international students and refugees reported satisfaction with the health situation. Additionally, a higher proportion of Canadian citizens and permanent residents reported dissatisfaction than other visa groups. These are also the groups most likely to report a decline in mental health since arriving to Canada.

Figure 5.14: Distribution of Respondents by Satisfaction with Health

Source: Calgary Well-Being Survey, 2015
The CLIP initiative began with the goal of building a welcoming community by drawing on a systems change model. This section will first briefly outline some key ideas around systems change, then highlight some conclusions from the Calgary Well-being Survey (CWS) report that speak to systems change. Lastly, it will summarize key trends and identify potential priorities and areas for action.
I. Systems Change: A model for action
(Foster-Fishman, Nowell & Yang, 2007)

To execute a model of change it is important to first address a number of key questions:

A. What is the nature of change that is envisioned?
Change can either be in the form of incremental improvements within existing modalities of programs or policy, or it can be a radical shift in paradigm (i.e. re-conceptualize the way a problem is constructed and the strategies used to address it). If the root of concern is embedded in the fundamental nature of the system then it is only through a radical shift or altered status quo that change can be:

- Long-term
- Effective and
- Multi-systemic

B. Who or what is going to change?
For change to be successful, the system requires to be ‘bounded’ by:

- Understanding the problem that needs to be targeted for assessment and intervention (i.e. organizations, actors, and layers).
- Identifying the levers for change (i.e. norms, resources, regulations, and operations).
- Gaining insight into the interdependencies of the systemic structures.

C. How is the change measured?

- Creating a baseline for assessment and identifying the key trends.
- Gaining agreement on degree (how much), type (what kind), and direction of change.

II. Changing Systems: Key lessons from CWS survey

A. Re-defining Change: adopting the LEM (Long-term, Effective, and Multi-systemic) model.

Complicating the conversation on diversity:
‘Diversity’ is currently a key principle around which immigration and welcoming communities are conceptualized within the Local Immigration Partnership (LIP) model. In the context of community planning or intervention development, it is often reduced to simple categorizations around race, gender, or ethnicity. Immigrant communities are also often subsumed under singular facets and programs; policies further reduce complexities around these categorizations. Visible diversity by itself has little value if there is no inclusion of diversity in thinking as well. For systems change to be successful, it is critical to include diverse modes of understanding the problem and to broaden the conversation around solutions.

- The CWS report highlights the dynamic and complex ways in which race, ethnicity, gender, visa status, age, and length of stay intersect to challenge the dominant conception of diversity.
- The CWS report highlights the necessity to incorporate diversity as a complex, multi-faceted, dynamic notion in both programming and policies.
- The CWS argues for the adoption of a grounded perspective which includes the voices of the key constituents involved in and affected by the system.
- There is also recognition in the report that no single approach or framework can be universally applied to address changes in the system. By drawing out different points of view on the components of the system, there is a greater chance for innovation and solutions that begin to address the root-cause rather than provide symptomatic relief.
B. Identifying who or what is the target of change

Immigrant versus mainstream: Shifting the burden of change
The composition of Calgary’s population is changing and there are now conceptual challenges to defining the boundaries of the mainstream. It becomes critical to review the ‘targets’ of change (i.e. instead of preparing immigrants to enter the mainstream, it is now critical to understand the changing nature of mainstream demographics). The challenges of integration are truly whole community challenges.

- The report points to the nebulous boundaries that exist between immigrant and mainstream, given that immigration is a multi-generational process with residual effects in many areas of society. It impacts not only the individual but also the multiple systems in which an individual is embedded.

- The CWS report shows that it is not only critical to understand the complexity of the immigrant community but also the mainstream actors who are undergoing, or must undergo, a transition themselves.

Community Engagement: A confusing path to welcoming communities
Despite inclusive policies and a multi-cultural environment there continue to be challenges to integration and building a sense of belonging. The solution that is often offered is a path of ‘community engagement’. However, instead of viewing communities as composed of diverse, competing, contradictory, and evolving parts, and understanding ‘engagement’ as a bi-directional and ‘bottom-up’ process, it often remains uni-directional (i.e. driven by mainstream) and top-down process focused on changing the ‘immigrant’.

- The CWS report highlights the unique needs of the multiple communities that are involved in the integration system. It also highlights the nuances of communities and the varied strategies needed to address their concerns.

Interconnected Webs: Leveraging change in the system
The system itself is composed of different interconnected elements—each interdependent and interactive. Leveraging change in one part of the system will only occur if simultaneous changes occur in the relationships and compositions of the elements.

- By connecting outcomes from the different types of well-being, the report highlights the web of connections. This can be further developed to understand the levers in the system.

C. Measuring change

Trends can support systems thinking
Knowing patterns of behaviors, outcomes, and the relationships between indicators of well-being can support a knowledge-driven basis for systems change.

- The CWS report provides information on broad trends in employment, health, social, and civic engagement, and housing. The report identifies some critical relationships within the system and provides a framework for evaluating change.

Turning the curve—agreement on shared outcomes
Building change on the basis of shared outcomes driven by clear evidence can sustain systems change over time. Agreement on key outcomes by different actors is the first step to foster lasting change. The direction and degree of the change proposed to alter the outcome can be based on the baseline trends.

- The report provides the evidence-base to build shared outcomes and measure change over time.

D. Process for action/building for systems change

Collaborative Outcome Identification:
The CWS report has helped to explore critical trends, relevant data, and inter-relationships that can assist in understanding the current conditions or contexts of immigrants in Calgary. This lays the foundation for the Calgary Local Immigration Partnership to collaboratively identify key outcomes in each facet of well-being.

Understanding how the current system is structured:
The report points to key relationships between social, structural, and individual-level factors that lead to certain conditions of well-being. There is a need to further understand how contributing factors, such as current relationships among stakeholders, affect the targeted issues and in what ways. It is imperative to identify the norms, values, organizations, and stakeholders that shape the system, and what would fundamentally need to change to address the challenges around immigration and integration.
Triage Model: Prioritizing Needs:  
The report identifies key areas of priority and potential actions that draw from the findings of the report.

III. Trends, Priorities, and Action Planning

The main objective of the report was to provide a baseline understanding of immigrants’ status of well-being in Calgary. Immigration is a challenging and complicated process; the impacts of which can be experienced across generations. Beyond its political dimensions, it has social, economic, and cultural implications, all of which impact the individual, community, and society as a whole.

The report, which draws on both the CWS data and other secondary data, highlights key trends pertaining to employment, housing, social participation, and health. It also points to the influence of race, gender, age, length of stay in Canada, and visa status on immigrants’ concerns. The CWS report will serve to inform the CLIP Council and the broader community on issues that require prioritization and highlights opportunities for making Calgary a welcoming and inclusive city.

Given that the study had a small sample (N=1200) and utilized a targeted approach to recruit respondents, the results of the survey need to be interpreted with careful consideration. The report does, however, provide some key areas of learning in terms of immigrants’ well-being in Calgary.

A. Employment Trends:

a. A majority of the sample reported a household income of $60,000 or less, with a significant proportion earning $30,000 or less. These figures, when compared to the total Calgary population, with average earnings above $60,000, point to an economic disparity between immigrants and non-immigrants.

b. A majority of immigrants are less financially stable and earn less than Canadian-born residents (i.e. they are unable to save or pay their bills) – which is closely linked to their employment status. Furthermore, respondents report reliance on informal resources to get information about financial/banking matters.

c. Immigrants in the study reported almost three times higher rates of unemployment than Canadian-born residents.

d. The survey shows that approximately 1/3 of immigrants in the sample were unemployed during the first year of immigration. A significant majority of immigrants reported being underemployed.

e. Immigrants in Calgary reported high skill and education levels as well as considerable experience however they were most likely to be in jobs that did not match their qualifications, experience, or skills.

f. The top strategies utilized by immigrants to find jobs included networking, language training, and volunteering. Among those who were fully employed, developing new skills or upgrading skills by attending a Canadian university and having their foreign credentials assessed were the two highest reported strategies. Local Canadian experience and education were the two most critical factors shaping full-time employment outcomes.

g. A small but significant group of immigrants in the study reported facing workplace discrimination – especially those who self-identified as Black, Southeast Asian, or Latin American.

Key Vulnerable Groups:

Women and recent immigrants were at particular risk for unemployment and underemployment.
Potential Prioritization and Actions

a. Target increased hiring of more vulnerable groups including immigrant women and recent immigrants across Calgary. Actions might include:
   i. Reviewing human resources policies to support shifts in hiring practices of employers;
   ii. Creating awareness among employers to support hiring of immigrants; and
   iii. Supporting the development of policies within businesses that encourage and value the inclusion of immigrants.

b. Reduce workplace discrimination to improve recruitment, retention, and growth for immigrants. Actions might include:
   i. Widening and strengthening diversity training across all employers;
   ii. Leading dialogue with employers to review policies around addressing discrimination; and
   iii. Incentivizing positive work environments.

c. Strengthen immigrant-owned businesses and immigrant entrepreneurs to empower and support immigrants’ economic growth. Actions might include:
   i. Strengthening banking and financial policies to encourage immigrant entrepreneurs;
   ii. Helping to create a fund to support entrepreneurial ‘start-ups’; and
   iii. Working with existing business collaborations/networks to encourage increased immigrant participation.

d. Increase and strengthen community-based financial literacy programs and increase easily accessible information channels. Actions might include:
   i. Broadening the reach of current financial literacy programs and increasing enrollment of newcomers and immigrant women;
   ii. Working with financial institutions to build immigrant-oriented services based on their specific needs; and
   iii. Identifying more accessible ways to provide current financial information to all immigrants.

e. Working with the education and the accreditation assessment systems to support meaningful employment. Actions might include:
   i. Working with skills-based education programs and higher learning institutions to increase enrollment and supports for new immigrants and immigrant women;
   ii. Working with international student offices at university campuses across the city to create a smoother transition into the labor market; and
   iii. Supporting a better flow of information and dialogue between employers, assessment bodies, and immigrants through a web-based knowledge center.

Knowledge Gaps

a. Conduct further analysis around efficacy/outcomes of immigrant-focused employment programs to understand short and long-term outcomes.

b. Gain a stronger understanding of hiring, mobility, growth, and leadership in terms of immigrant employment.

c. Understand the current context of entrepreneurship among immigrants to identify key barriers and strengths.

B. Housing

Trends:

a. Home ownership was the highest among long-term residents of the city. Those in Canada less than 6 years were more likely to rent than own, regardless of the household income bracket.

b. Home ownership was also less likely for a majority of immigrants whose earnings were disproportionately lower than those who were born in Canada.

c. The household composition for a majority of the sample was either a couple or a couple with children.
d. Being close to transit and/or work, cost, and the reputation of the neighborhood were the three key factors shaping housing decisions.

e. Reputation and safety of the neighborhood was increasingly important in housing decisions as income increased.

f. Living close to one's ethno-cultural community was the least cited reason influencing housing decisions.

g. The most frequently accessed sources of information on housing were individuals and the internet/social media. Immigrant-serving agencies were the main source of information on housing for new arrivals to Canada (in the country less than one year).

h. Only a small minority of respondents reported discrimination in terms of their housing situation. Those who self-identified as East Asian, Black, or South Asian were more likely to report discrimination. Discrimination clearly impacted satisfaction with housing.

Key Vulnerable Groups:
Lower income immigrants and recent immigrants were most at risk.

Potential Prioritization and Actions
a. Improving access to suitable and affordable housing specifically targeting recent immigrants and those immigrants with limited income. Actions might include:
   i. Working towards increased affordable housing options in different neighborhoods across the city;
   ii. Protecting the existing low income housing;
   iii. Supporting policies and laws that increase housing options for these vulnerable groups; and
   iv. Developing and legalizing safe secondary and basement suites.

b. Increase the knowledge among immigrants around housing options and communities to increase their overall settlement outcomes. Actions might include:

i. Creating a toolkit for newcomers to understand housing options, rights in the housing context, community resources, and financial support; and

ii. Building an updated database for available housing options specifically for recent immigrants.

Address housing-related discrimination to improve settlement experiences of immigrants. Actions might include:

i. Creating awareness around policies and laws that protect against discrimination; and

ii. Building dialogues with landlords and housing providers to reduce discriminatory practices.

Community-building efforts for the creation of inclusive and diverse neighborhoods. Actions might include:

i. Developing collaborations between community associations and neighborhood associations with ethno-cultural organizations;

ii. Promoting the building of cultural and social infrastructure/resources for immigrant communities across the city; and

iii. Addressing issues of civic infrastructure, transportation, and safety with a focus on diversifying neighborhoods.

Knowledge Gaps
a. Gain a better understanding around immigrants' housing mobility (the continuum of ownership, renting, living in temporary housing, and homelessness) and neighborhood trends to better understand Calgary's housing and community composition.

b. Conduct a needs-assessment around housing for incoming immigrants and understand the current data on housing availability.

c. Better understand the development patterns and growth of different communities in Calgary to support better housing outcomes for immigrants.
C. **Social Political and Civic Engagement Trends:**

   a. The highest levels of frequent participation were reported for involvement in gatherings with family/friends outside the home and religious activities. The lowest levels of frequent participation were reported for involvement in: neighborhoods, community or professional association activities; club or organization activities (i.e. ethno-cultural organizations, chess clubs, book clubs, etc.); and volunteering or charity work.

   b. Immigrant citizens are less likely to vote than their Canadian-born counterparts but voting rates generally increase with length of residency.

   c. A majority of immigrants reported feeling like they belonged to Calgary. Citizens and permanent residents reported the highest levels of belonging and refugees reported the lowest levels of belonging. Some groups (Southeast Asian, South Asian, and Black) feel a higher sense of belonging than other groups (East Asian, Arab/West Asian, and Latin American).

   d. A majority of immigrants reported that they would recommend Calgary as a destination for immigration.

   e. Respondents who self-identified as East Asian and Southeast Asian were the most likely to report having been subject to racist and/or discriminatory comments or actions.

   f. The most frequently accessed sources of information on life in Calgary were individuals (i.e. family, friends, colleagues, etc.) and the internet or social media.

   g. The overwhelming majority of respondents were satisfied with their social lives in Calgary.

**Potential Prioritization and Actions**

   a. Increase resources and opportunities for cultural and social expression at the neighborhood or municipal level. Actions might include:

      i. Involving community associations and neighborhood organizations to better understand and address the needs of their diverse communities;

      ii. Supporting and promoting the development of cultural hubs across the city which foster diverse cultural expression.

   b. Promote diversity within public arts, museums, libraries, and other cultural sites. Actions might include:

      i. Strengthening the promotion of arts and culture of different immigrant communities;

      ii. Increasing participation and leadership of immigrants in publicly funded cultural institutions;

      iii. Developing a fund to support immigrants who are cultural leaders, artists, or performers in the community; and

      iv. Encouraging cross-cultural exchange through apprenticeships or mentorships.

   c. Support multi-cultural events and initiatives celebrating diverse cultures and increasing participation in sports and other activities. Actions might include:

      i. Promoting specific events which celebrate diversity;

      ii. Increasing visibility of immigrant communities in ongoing public fairs, events, and celebrations; and

      iii. Creating programs specifically targeted at immigrant communities to increase participation in sports.

   d. Increase political participation and widen rights-focused education of recent immigrants. Actions might include:

      i. Creating information tool kits to support knowledge dissemination and information about civic rights;

      ii. Strengthening immigrant communities to identify and address political issues that are critical for their constituency; and

**Key Vulnerable Groups**

Immigrants recently arrived (1-5 years) were facing significant challenges.
iii. Encouraging political leadership through grassroots community organizing and increasing representation in elected bodies.

e. **Strengthen collaborations of immigrant community organizations and religious institutions with public organizations/institutions.** Actions might include:
   i. Creating a forum for dialogue with various religious, immigrant, and ethno-cultural organizations; and
   ii. Strengthening ongoing community programs and helping to identify successful models of collaboration with other public institutions.

f. **Work with the justice and police system to strengthen relationships with the immigrant communities.** Actions might include:
   i. Broadening community outreach programs with ethno-cultural and immigrant groups to understand and dialogue with the police/justice system;
   ii. Encourage community liaisons to foster a positive and ongoing relationship with the police; and
   iii. Building a forum to bring forward critical issues impacting immigrant communities.

**Knowledge Gaps**

a. Gain a better understanding regarding why belonging decreases over time among immigrants.

b. Understand the social mechanisms, which lead to a higher reporting of discrimination/racism with length of stay in Canada.

c. Draw a clearer understanding around migration trends and adaptation within Calgary.

d. Develop a deeper understanding of the immigration concerns at the 3-5 year mark which cause levels of dissatisfaction to increase and understand how these factors can be mitigated.

e. Build a stronger understanding around immigrants’ civic and political participation.

**D. Health Trends:**

a. The CWS data shows that a majority of respondents report that their physical and mental health stayed the same or improved since arrival.

b. The highest reported reasons for decline in physical and mental health included environmental issues, emotional difficulties, and financial stressors.

c. The CWS data shows that between the 3-5 year period after arrival, a significant majority of respondents reported a decline in their physical and mental health. A large proportion of the Arab/West Asian and South-East Asian racial categories, in particular, report a dip in health during the 3-5 year period.

d. A higher proportion of women reported a decline in health as compared to men.

e. In terms of employment status, immigrants with part-time employment or those who are unemployed were more likely to report higher rates of decline in mental health as compared those with full-time employment or those with multiple jobs.

f. Informal sources of information such as family and friends play a key role in gaining information about health. The second most popular source of information about health was from social media and internet.

g. A majority of participants reported no discrimination in the health setting.

**Key vulnerable groups**

Recent immigrants and women in particular are at greater risk.
Potential Prioritization and Actions

a. Working to develop an efficient model of care for recent immigrants. Actions might include:
   i. Building strong links with community health clinics across the city to provide care to recent immigrants;
   ii. Increasing the availability of language providers in health care settings; and
   iii. Conducting diversity-focused training in medical colleges and schools across the city.

b. Improve dissemination of information around health care. Actions might include:
   i. Building an information package around health resources and the health system for recent immigrants; and
   ii. Translating critical health pamphlets in different languages.

c. Work with health care clinics, hospitals and AHS to develop immigrant supportive strategies. Actions might include:
   i. Strengthening links between immigrant-serving agencies and health clinics/doctors;
   ii. Creating an information package around immigrant concerns; and
   iii. Fostering community links through cultural brokers.

d. Address mental health concerns of the immigrant community. Actions might include:
   i. Conducting outreach within communities to strengthen a community-based model of mental health care;
   ii. Working with mental health organizations to develop an immigrant-focused strategy;
   iii. Disseminating knowledge about mental health support available in the community; and
   iv. Translating key pamphlets into different languages.

e. Work with community-based health organizations to impact HIV and other sexually transmitted diseases. Actions might include:
   i. Working with community-based organizations to understand and strengthen their work in immigrant communities; and
   ii. Supporting ongoing community outreach by developing an immigrant-focused strategy.

Knowledge Gaps

a. Gain a better understanding around health needs and outcomes of recent immigrants in Calgary.

b. Build knowledge about critical health concerns affecting specific immigrant populations within Calgary.

c. Improve understanding around the best strategies to support the continuation of healthy behaviors among and improve delivery for immigrant populations.

d. Increase understanding around mental health concerns and HIV transmission among immigrant populations.

Concluding Remarks

The CWS report can be viewed as a crucial step in understanding the immigrant landscape in Calgary. The CWS report helps to identify broad trends in immigrant well-being and the direction of the relationship between key influencing factors. Further analysis of this data and additional studies need to be conducted to better understand the strength of the relationships among the different factors shaping immigration outcomes. However, the CWS report lays out key priorities for the community that can help shape a strong, inclusive, and welcoming community.
REFERENCES


CWS included in the category of “foreign worker” are both those in the Temporary Foreign Worker Program and the International Mobility Program.

Please note that Statistics Canada uses a different definition of ‘immigrant’ than the CWS survey, which works with a broader definition including Foreign Workers and International Students. A strict one-for-one comparison across data, therefore, is not possible.

For the remainder of this report, the People’s Republic of China will be referred to as China.

Total percentages in the chart do not add up to 100% because responses of ‘Don’t know’ or ‘Prefer not to answer’ have not been included.

In order to make comparisons with Statistics Canada data, these two graphs collapse some categories in both data sets.

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See Article 25, UN Declaration of Human Rights

Note that this figure included those 15 years of age and up, and also had no limitations of frequency.

Note: Respondents were allowed to choose more than one response.

The most common reasons respondents gave for not have a regular doctor was that they had not looked for one (47.6%); among those who had looked for a doctor, 37.6% said that doctors in their area were not taking new patients, 29.7% said that their doctor had retired or left the area, 25.2% said that no doctors were available in their area and 21.2% gave other reasons.

PCNs are a province-wide, comprehensive services delivery model aimed at improving access to and better coordinating primary health care for Albertans. In a PCN family physicians work with Alberta Health Services and other health professionals as a multi-disciplinary, integrated team.

The questions asked are taken from the Hospital-Consumer Assessment of Healthcare Providers and Systems (H-CAHPS) survey.

The framework for this section has taken from the report Better Employment Outcomes for Immigrants in Calgary (ISCC, 2015).

Report on Housing (A case study led exploration of systems and practices leading to positive and negative housing outcomes for immigrants in Calgary (ISCC, forthcoming) provided a framework for this section.)
This survey aims to understand how immigrants are doing generally in Calgary. We are particularly interested in learning about your experiences with regards to employment, housing, health and participation in the social and cultural life of the city.

This research is being conducted by the Calgary Local Immigration Partnership (CLIP), and is funded and supported by Citizenship and Immigration Canada (CIC), the City of Calgary, the United Way, and the Immigrant Sector Council of Calgary (ISCC).

If you are taking this survey face to face with a data collector, we will give you a $10 Safeway gift card by way of appreciation when you complete the survey. If you are unable to complete the survey for any reason, however, we will not be able to give the gift card.

If you are taking this survey online on your own, you will be able to enter your email address at the end to be entered in a draw to receive a $10 gift card. (Please note, this is voluntary and we only require an email address.)

This survey will take 20 minutes of your time.

1. Who is conducting this survey?
   If you are not doing the survey with a data collector, please choose the first option: “I am doing it online myself.”
   • I am doing it online myself.
   • Akl
   • Ash
   • Eir
   • Esr
   • Hal
   • Hea
   • Joc
   • Joy
   • Jyo
   • Kae
   • Kul
   • Lou
   • Luz
   • Men
   • Min
   • Mot
   • Mut
   • Nor
   • Sem
   • Shi
   • Suh
   • Suk
   • Sus
   • Van
   • Zhe

2. Where is the survey being conducted?
   If you are not doing the survey with a data collector, please choose the first option: “I am doing it online myself.”
   • I am doing it online myself.
   • Library
   • Recreation Centre
   • Religious Facility
   • Public Event
   • Immigrant Serving Agency
   • Community Centre

3. Are you a resident of Calgary?
   • YES
   • NO
4. Are you 18 years of age or older?
   • YES
   • NO

5. Were you born outside of Canada?
   • YES
   • NO

6. Can you say “yes” to any of the following statements. You do not need to indicate which one.
   “I have no legal status in Canada (i.e. expired visa).”
   “I have a super visa.”
   “I have a visitor visa.”
   “I was born a Canadian citizen but outside of Canada.”
   • YES
   • NO

7. I understand the terms outlined above and consent to participate in the survey.
   • Yes, I provide oral consent to participate in this survey.
   • Yes, I have provided written consent to participate in this survey.
   • No, I do not consent to participate in this survey.

TELL US ABOUT YOURSELF

You will now be asked some general questions about yourself such as age, country of origin, and household income.

8. Are you ...
   • Male
   • Female
   • Other
   • Prefer not to answer

9. What is your age?
   • 18 - 24
   • 25 - 34
   • 35 - 44
   • 45 - 54
   • 55 - 64
   • 65 and over
   • Prefer not to answer

10. What is your current status?
    • 18 - 24
    • 25 - 34
    • 35 - 44
    • 45 - 54
    • 55 - 64
    • 65 and over
    • Prefer not to answer

11. What is your country of origin?
    • Afghanistan
    • Bangladesh
    • Chile
    • China, PRC (NOT Hong Kong or Macau)
    • Columbia
    • El Salvador
    • Ethiopia
    • Germany
    • Hong Kong
    • India
    • Iran
    • Iraq
    • Italy
    • Jamaica
    • Kenya
    • Korea, South
    • Lebanon
    • Mexico
    • Netherlands
    • Nigeria
    • Pakistan
    • Philippines
    • Poland
    • Romania
    • Russia
    • South Africa
    • United Kingdom
    • Ukraine
    • United States
    • Vietnam
    • Other

12. I am ... (Please choose one answer you feel best describes you.)
    • South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
    • Black
    • East Asian (Chinese, Japanese, or Korean ONLY)
    • White
    • Southeast Asian (e.g., Filipino, Vietnamese, Cambodian, Malaysian, etc.)
    • Latin American
    • Arab and/or West Asian (e.g. Iranian, Afghan, etc.)
    • Other
    • Don’t know
    • Prefer not to answer
13. How long have you lived in Canada?
- less than 1 year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- more than 10 years
- Don’t know
- Prefer not to answer

14. How long have you lived in Calgary?
- less than 1 year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- more than 10 years
- Don’t know
- Prefer not to answer

15. In what quadrant of the city do you live?
- North East (NE)
- North West (NW)
- South East (SE)
- South West (SW)
- Don’t know
- Prefer not to answer

16. Which of the following describes your household? (You can choose more than one.)
- Couple living with children
- Couple living without children
- Single parent
- Living alone
- Living with roommates
- Living with extended family (i.e. related family members)
- Living in a multifamily household (i.e. nonrelated families)
- Don’t know
- Prefer not to answer

17. What is your approximate total household income (i.e. total income of all household members) before taxes for the past year? If you have been in Canada less than a year, provide an estimate of projected annual household income.
- Less than $30,000
- $30,000 to < $60,000
- $60,000 to < $90,000
- $90,000 to < $120,000
- $120,000 or more
- Don’t know
- Prefer not to answer

18. Please choose from the following statements which suit you. (You can choose more than one.)
- I cannot pay my bills.
- I struggle to pay my bills and living expenses (i.e. maybe sometimes I can and sometimes I cannot).
- I cannot save money, but I can pay my bills and living expenses.
- I can save money and I can pay my bills and living expenses.
- I send money home (to my country of origin).
- Other
- Prefer not to answer

19. What is the highest level of education that you have completed in Canada or elsewhere?
- No schooling
- Elementary (Grades 1 - 6)
- Junior high (Grades 7 - 9)
- High school (Grades 10 - 12)
- College/Technical Institute (Non-University)
- University Bachelor’s Degree
- University Postgraduate Degree

**EMPLOYMENT**

You will now be asked questions about your employment situation.

20. What is your present employment status? Describe the phrase that best suits you.
- Employed fulltime in one job (30 hours or more/week)
- Employed parttime in one job (less than 30 hours/week)
- I have multiple jobs that add up to fulltime hours (30 hours or more/week)
- I have multiple jobs that add up to parttime hours (less than 30 hours/week)
- Unemployed but looking for work
- Not working and not looking for work
- Homemaker
- Student
- Retired
- Don’t know
- Prefer not to answer
21. My current job requires ... (If you have more than one job, answer for the job you consider most important.)
   • a university degree (bachelor’s, master’s or doctorate)
   • a postsecondary certificate (from an institute such as Bow Valley College or SAIT) or apprenticeship training
   • completion of secondary school (i.e. grade 12) and some training specific to my job
   • no formal education
   • Don’t know
   • Prefer not to answer

22. Which statement(s) reflect your current work situation? (You can choose more than one)
   • I am employed in a job that matches my educational qualifications and/or work experience.
   • I have more educational qualifications than my current job requires.
   • I have more work experience than my current job requires.
   • I am underpaid given my skills and experience.
   • None of the above
   • Prefer not to answer

23. Below is a list of strategies immigrants may use to find employment. Please tell us which things you have done to help you find a job. You can choose more than one. (If you have not looked for a job, choose “N/A”)
   • Language training
   • Assessment of foreign qualifications
   • Bridging program
   • Mentoring program
   • Workplace program
   • Upgraded existing skills by attending classes/programs at a Canadian institution
   • Developed new skills by attending classes/programs at a Canadian institution
   • Change careers (i.e. apply your existing skills to a new field of employment)
   • Networking, online or facetoface
   • Volunteer to gain Canadian experience
   • None of the above
   • N/A
   • Prefer not to answer

24. From the things you just identified above, which do you think was the most useful or helpful in finding a job? (If you have yet to find a job, indicate which one you think will be most useful/helpful?)
   • Language training
   • Assessment of foreign qualifications
   • Bridging program
   • Mentoring program
   • Workplace program
   • Upgraded existing skills by attending classes/programs at a Canadian institution
   • Developed new skills by attending classes/programs at a Canadian institution
   • Change careers (i.e. apply your existing skills to a new field of employment)
   • Networking, online or facetoface
   • Volunteer to gain Canadian experience
   • None of the above
   • N/A
   • Prefer not to answer

HOUSING

You will now be asked questions about your housing situation.

25. What statement best describes your current residence?
   • I own my home.
   • I rent my home and pay market rates.
   • I rent my home and pay subsidized rates.
   • I have temporary housing (i.e. I’m staying with a friend/family or at a hotel/hostel).
   • I am staying at a shelter.
   • Other
   • Prefer not to answer

26. Below is a list of things people may consider when choosing where to live. Tell us which things influenced your decision when choosing your current residence. You can choose more than one.
   • Cost
   • Lack of credit history in Canada (i.e. I could not choose a place that required a credit check)
   • Reputation and/or safety of neighbourhood
   • Recommended by someone
   • Close to ethnocultural community and/or religious centres
27. When you have a general health concern, where do you most often seek help?
   • Family doctor
   • Drop-in clinic
   • Emergency room
   • Private clinic (i.e. not covered by Alberta Health Care)
   • Alternative healthcare provider (i.e. herbalist, acupuncture, Traditional Chinese Medicine, etc.)
   • Other
   • Don’t know
   • Prefer not to answer

28. In Calgary, have you used alternative health care services (i.e. acupuncture, Traditional Chinese Medicine, naturopath, voodoo, a friend who used to be a doctor in your country of origin, etc.) not covered by Alberta Health? (Private Clinics not included)
   • Yes
   • No
   • Don’t know
   • Prefer not to answer

29. What were your reasons for using alternative health care services? You can choose more than one.
   • Belief in traditional/alternative healing practices
   • Cost (i.e. dental, prescriptions)
   • Lack of cultural sensitivity in the mainstream system
   • Lack of awareness about mainstream services available
   • Limited English ability to discuss health related issues with mainstream service providers
   • Mainstream services did not resolve my health issue
   • I had an unpleasant experience with the mainstream system
   • Other
   • N/A
   • Prefer not to answer

30. Since arriving in Canada, do you feel your physical health has improved, declined or stayed the same?
   • Improved
   • Decline
   • Stayed the same
   • Don’t know
   • Prefer not to answer

31. Please tell us the reasons why you feel your physical health has declined since arriving in Canada. (You can choose more than one.)
   • Drop in standard of living
   • Emotional difficulties (i.e. isolation, racism or discrimination, family difficulties, etc.)
   • Financial difficulties (i.e. concerns over lack of money)
   • Environmental issues (i.e. weather, food/diet, difficulty getting around, etc.)
   • Difficulty accessing mainstream health services
   • Other
   • Don’t know
   • Prefer not to answer

32. Since arriving in Canada, do you feel your mental health (i.e. your psychological or emotional wellbeing) has improved, declined or stayed the same? Indicators of poor mental health may include: depression, anxiety, stress, addictions, etc.
   • Improved
   • Decline
   • Stayed the same
   • Don’t know
   • Prefer not to answer

33. Please tell us the reasons why you feel your mental health (i.e. your psychological or emotional wellbeing) has declined since arriving in Canada. You can choose more than one.
   Indicators of poor mental health may include: depression, anxiety, stress, addictions, etc.
   • Drop in standard of living
   • Emotional difficulties (i.e. isolation, racism or discrimination, family difficulties, etc.)
   • Financial difficulties (i.e. concerns over lack of money)
   • Environmental issues (i.e. weather, food/diet, difficulty getting around, etc.)
   • Difficulty accessing mainstream health services
   • Other
   • Don’t know
   • Prefer not to answer
**WELCOMING CITY**

Now you will be asked some questions about your experiences of Calgary as a welcoming city.

**34. In Calgary, in the following settings, have you ever been the subject of negative comments or actions that you felt were related to your race, ethnicity, accent, religion, or status as a newcomer?**

Please note: If you have not been in a particular setting, for example if you have not visited a doctor/hospital or if you have not had any contact with the police, choose “N/A.”

<table>
<thead>
<tr>
<th>Setting</th>
<th>Yes</th>
<th>No</th>
<th>Maybe</th>
<th>Don’t know</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Work setting or applying for a job</td>
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<tr>
<td>Neighbourhood setting or looking for housing</td>
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<td>Health setting (e.g. the doctor’s office, hospital, etc.)</td>
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<td>Public space (e.g. store, restaurant, park, school, on the street)</td>
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<tr>
<td>Justice system (e.g. encounters with the police or courts)</td>
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</tbody>
</table>
35. How often do you participate in the following activities? (Please note, it is important that these activities involve other people. You can go to the activity alone, but it must involve other people while doing it.)

<table>
<thead>
<tr>
<th>Activity</th>
<th>At least once a day</th>
<th>At least once a week</th>
<th>At least once a month</th>
<th>At least once a year</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>gather with family and/or friends outside the home</td>
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<tr>
<td>go to religious activities (i.e. services, committees, religious text studies, choirs, etc.)</td>
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<tr>
<td>participate in sports or physical activities involving other people</td>
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<tr>
<td>participate in recreational activities involving other people (i.e. hobbies, games, bingo, etc.)</td>
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<tr>
<td>attend educational and cultural activities involving other people (i.e. attending courses or visiting museums)</td>
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<tr>
<td>attend club or organizational activities (i.e. an ethnocultural organization, a chess club, a book club, etc.)</td>
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<tr>
<td>attend neighbourhood, community or professional association activities</td>
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<tr>
<td>participate in volunteer or charity work</td>
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</table>

Below is a list of things immigrants may need to learn about when arriving in Calgary. For each area, please tell us what are useful sources of information for you.

36. Regarding employment, what are/were useful sources of information for you? You can choose more than one.

- Immigrant Settlement Services
- Individuals (i.e. family, friends, colleagues, teachers, etc.)
- Community organizations (i.e. ethnocultural or religious organizations)
- Mainstream organizations (i.e. YMCA, Library, etc.)
- Mass media in any language (i.e. newspapers, TV, radio, etc.)
- Social media & the Internet, any language
- Other
- N/A
- Prefer not to answer
41. Regarding childcare and/or schooling for my children, what are/were useful sources of information for you? You can choose more than one.
- Immigrant Settlement Services
- Individuals (i.e. family, friends, colleagues, teachers, etc.)
- Community organizations (i.e. ethnocultural or religious organizations)
- Mainstream organizations (i.e. YMCA, Library, etc.)
- Mass media in any language (i.e. newspapers, TV, radio, etc.)
- Social media & the Internet, any language
- Other
- N/A
- Prefer not to answer

42. Regarding finance and/or banking, what are/were useful sources of information for you? You can choose more than one.
- Immigrant Settlement Services
- Individuals (i.e. family, friends, colleagues, teachers, etc.)
- Community organizations (i.e. ethnocultural or religious organizations)
- Mainstream organizations (i.e. YMCA, Library, etc.)
- Mass media in any language (i.e. newspapers, TV, radio, etc.)
- Social media & the Internet, any language
- Other
- N/A
- Prefer not to answer

43. To what extent are you satisfied with your current situation in: Employment, Housing, Health, Social Life, getting around?
- Very Satisfied
- Somewhat Satisfied
- Somewhat Unsatisfied
- Very Unsatisfied
- Don’t know

44. Do you feel like you belong in Calgary?
- Yes
- No
- Don’t know
- Prefer not to answer

45. Would you recommend Calgary as a good place to immigrate to a friend from your country of origin?
- Yes
- No
- Don’t know
- Prefer not to answer

46. Have you ever thought about leaving Canada (whether now or in the future) either to return to your country of origin or to live elsewhere?
- Yes
- No
- Don’t know
- Prefer not to answer

THANK YOU FOR COMPLETING OUR SURVEY. PLEASE REMEMBER TO TAKE YOUR SAFEWAY GIFT CARD.

If you are completing this online by yourself, please enter your email address if you wish to be entered in a draw to win a $10 Safeway gift card.
APPENDIX 2: SITE RECRUITMENT FORM

CALGARY WELL-BEING REPORT: IMMIGRANT VOICES

SITE ACCESS PERMISSION & SURVEY PROMOTION

NAME OF ORGANIZATION/INSTITUTION/BUSINESS:
is granting site access to the Immigrant Sector Council of Calgary to conduct a rapid assessment survey to understand immigrants’ well-being in the social, economic, cultural, and political realms. This research is being conducted to support the ongoing work of the Calgary Local Immigration Partnership (CLIP). The survey questions will not be related to your services in anyway.

Site Address:
Program/ Specific site location:
Number of Research Assistants/ Data Collectors:
Language Needs:
Dates and Times:

The data collected from the study is kept confidential and only used for the purposes of the study. Raw data will not be shared with any organization however the final report will be made public.

By signing this document you are giving access/agreeing to

Site usage for the purposes of data collection _____
Putting posters on your premises to promote the survey_____ Sharing the link with members of your listserv______
Sharing the link on your website _________
Other promotional activities ____________

Contact Person for the site:
Name:
Telephone:
Email:
Signature:
Extra Notes:
ISCC Contact Person:

Gayatri Moorthi
CLIP Program Manager
gmoorthi@isccalgary.ca.

Site usage:

- ISCC will send a reminder about the dates and data collection details at least 2 days before data collection will commence.
- If for some unforeseen reason data collectors are not able to come to the location on the specified day, ISCC will send an email informing you of the same at the earliest.
- All data collectors will have ID’s and will be equipped with tablets.
- Data collectors will be trained and will not interfere in the working of your facility.
- The data collectors will only collect data after the potential participant grants permission/release.
- Participants will be given a gift card as an appreciation of their participation.
- ISCC will send an email for information to be shared with your listserv. ISCC will also send information about the link to the survey. Posters about the survey will also be provided by ISCC.
APPENDIX 3: DATA COLLECTORS
CONFIDENTIALITY FORM

Project Title: Calgary Well-being Report 2015: Immigrant Perspectives

I, ________________________, data collector, have been hired to conduct face-to-face surveys for the above project. I understand that during the performance of my duties, certain types of confidential information may be disclosed to me. In consideration of this, I agree to the following:

1. All information shared with me by research participants is to be kept confidential. I will not discuss or share the information with anyone other than the Researcher(s) and Research Assistant(s).
2. All research equipment (e.g. iPads, gift cards, banners, brochures, etc.) must be kept secure while in my possession.
3. All research equipment (e.g. iPads, left over gift cards, banners, brochures, etc.) must be returned to ISCC staff or another Data Collector at the designated time and location when I have completed my shift.
4. Data collectors agree not to reproduce or permit the reproduction of any data in any form other than that which has been outlined in the training session (i.e. written informed consent forms, data entered via Survey Monkey or QuickTap).
5. All data collectors are prohibited from using research equipment (e.g. iPads) for any purpose other than the intended data collection.
6. Data collectors are subject to removal from the project if they: compromise the confidentiality of information; and/or compromise the validity of data collected; and/or use research equipment for purposes other than data collection.
7. These confidentiality obligations shall survive the completion of the research project.

I hereby acknowledge that I have read and agree to all of the above conditions.

___________________________________  ______________________  ___________
Researcher/Research Assistant (print name)  signature  date

___________________________________  ______________________  ___________
Data Collector (print name)  signature  date
APPENDIX 4: PARTICIPANTS INFORMED CONSENT

Project Title: Calgary Well-being Report 2015: Immigrant Perspectives

We will not collect any personal information that could be used to identify you. But we will ask you some basic questions about yourself such as your age, status in Canada, field of employment, and annual household income.

Answers you give will be anonymous and confidential, meaning it will not be possible to link your identity with the answers you give in any way.

Only members of our research team will have access to the data. Data will be used for the purposes of this project alone.

Participation is voluntary. You have the option to refuse to answer any question that you feel uncomfortable with. You can withdraw from the survey at any time.

However, we will be unable to give you a gift card if:
1) you decline to answer more than 5 questions
2) you withdraw from or do not complete the survey

If you have any questions or concerns you can contact the CLIP Program Manager, Gayatri Moorthi (gmoorthi@isccalgary.ca).

By signing this form, I am consenting to do the survey, and am indicating that I have been informed of and agree to the terms and conditions of the research and my participation as outlined above.

____________________  ____________________
Signature                  Date
# Appendix 5: Schedule for Data Collection

### February & March 2015

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
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<td>Gurudwara</td>
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<tr>
<td>Cardel Place</td>
<td>Library Central</td>
<td>Library Central</td>
<td>1. Forest Lawn Library 2. Village Square</td>
<td>1. Forest Lawn Library 2. Village Square</td>
<td>University of Calgary</td>
<td>Chinese New Year Celebrations</td>
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<td></td>
<td>ISC: Settlement and Language Bank</td>
<td>Saddletowne Library</td>
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</tbody>
</table>
APPENDIX 6: TRAINING MANUAL FOR DATA COLLECTORS

CLIP – Calgary Immigrants’ Wellbeing Report 2015
Training Workshop Manual
Survey
As part of ISCC’s work on the Calgary Local Immigration Partnership we are undertaking a rapid assessment survey to understand immigrants’ well-being in the social, economic, cultural, and political spheres. The research is funded by Citizenship and Immigration Canada. This survey aims to gain a broader understanding of immigrants’ perspectives, in terms of employment, housing, social connections, health, and education. This research will also explore whether immigrants perceive Calgary as a welcoming community.

The Calgary Local Immigration Partnership (CILP) aims to develop Calgary as a welcoming and inclusive city. As the communities within Calgary become increasingly diverse there is also a greater need to understand the nature of this diversity and support all its citizens.

To do this, we are attempting to reach upwards of 1,000 immigrants through brief face-to-face surveys throughout the months of February and March. Data collectors will approach persons they encounter in these sites to participate in the survey. The data will be collected on a tablet and each survey will last for no more than twenty-five minutes and will be multiple-choice answers. Each participant will be given a $10 gift card, for his or her participation in the survey.

Surveys will also be available online and all online participants will be entered into a draw for a gift card.

Goals of the training workshop
At the end of the training workshop, participants should be able to:

• Explain the purpose of the survey
• Demonstrate how to conduct the survey on the IPad.
• Respect and comply with the ethical codes of conduct in the survey.

Research
The definition of research includes gathering of data, information and facts for the advancement of knowledge. Research can be conducted using quantitative (surveys), qualitative (interviews, focus group, observation) or mixed methods strategies.

Survey: A research method that uses question based or statistical surveys to collect information about how people think and act. In this survey, the main data collection tool is a questionnaire. Primarily, the questionnaire will be administered face-to-face by data collectors using iPads. However, paper copies will also be available and can be used in a situation where data cannot be collected using with the iPad. More so, QR code will be available for those who may want to complete the questionnaire online.

Ethical codes of conduct
The following ethical codes of conduct are to be respected and complied with by all the data collectors in this survey:

Confidentiality
Data collectors should maintain the confidentiality of data collected from respondents and information related to the project that they may access to. That is, data collectors should not share:
1. Information about respondents/participants with anyone.
2. Information given to you by respondents/participants with anyone.
3. Information about sites with anyone.
4. Information about CLIP/ISCC with anyone.

Respect for participants
Data collectors should respect participants in all their dealings with them. For instance, they are to:
1. Speak politely
2. Pay attention
3. Not use their phones when administering questionnaires
4. Not to engage in any form of argument with individuals who are rude or making racist remarks.
Respect for site’s rules
Data collection sites are different and do have different modes of operations. So, data collectors should take
not of the following:
1. Data collectors will be given information about each site.
2. Data collectors should be aware of site’s rules and conventions. For instance, a site may prefer that its
customers, our potential respondents, are not to be approached at arrival but at departure from the
site. In that situation, data collectors should respect such a site’s decision. Religious institutions also have
their rules and data collectors are expected to respect their rules when on their facilities.

Participants’ right to withdrawal and right to refuse answering questions
Data collectors should be aware that:
1. Respondents have the right to withdraw from the survey at any time.
2. Respondents have the option to refuse to answer any question that they feel uncomfortable with.
3. However, data collectors should advise respondents that they’ll not be given a gift card in a polite
manner if:
   a. They decline to answer more than 5 questions.
   b. They withdraw from or do not complete the survey.

Equipment
Data collectors are to look after the equipment in their possession. For instance, iPads are to be used solely
for data collection and not for taking pictures or surfing the internet.

Punctuality
Data collectors are to arrive at their designated site at least 15 minute¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬－¬－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－－agoon

Working as a team and respect for colleagues
Data collectors should strive to maintain a healthy relationship with their colleagues. For instance, everyone
should be respected irrespective of their age, gender, race, and religious belief. Data collectors should also
assist each other as and when necessary.

Reporting incidents
Data collectors should contact the Project Collector, Gayatri Moorthi or any of the research assistants. In a
situation that data collectors are unable to answer some questions or a respondent demand to speak to their
supervisor, data collectors should advice such respondents to contact the Project Coordinator.

Debriefing
At the end of each shift, data collectors may be asked to provide updates about the data collection process.
For instance, they may be asked the following questions:
1. On average, how did it take to administer a questionnaire?
2. What are the challenges faced in the course of collecting data?
3. Did you learn anything new or unexpected?
4. Do you have anything to share that can improve the process?

Data collectors may choose to write down (field note) salient issues they’ll like to report on. However, data
collectors should not write when administering questionnaires or while talking to site representative(s). In an
exceptional situation, data collectors may be invited to the office for meetings or discussion on data collection
related issues.
Emergency Contact Information:

To report incidents or concerns, contact the following people:

Gayatri Moorthi, Project Manager
gmoorthi@isccalgary.ca

Semiyu Aderibigbe, Research Assistant
ra1@isccalgary.ca

Heather Schmidt, Research Assistant
ra2@isccalgary.ca

Script of how to introduce the survey to respondents

This survey aims to understand how immigrants are doing generally in Calgary. We are particularly interested in learning about your experiences with regards to employment, housing, health and participation in the social and cultural life of the city. This research is being conducted by the Calgary Local Immigration Partnership (CLIP), and is funded and supported by Citizenship and Immigration Canada (CIC), the City of Calgary, the United Way, and the Immigrant Sector Council of Calgary (ISCC).

We will give you a $10 Safeway gift card by way of appreciation when you complete the survey. However, we will not be able to give the gift card if:

- c. You decline to answer more than 5 questions.
- d. You withdraw from or do not complete the survey.

This survey will take 20 minutes of your time.

Procedures for collecting and returning survey equipment and gift cards

Steps for collecting and returning research equipment are as follows:

- Step 1: Data collectors should arrive at their assigned sites at least 15 minutes before their shift.
- Step 2: Gayatri, Semiyu or Heather will meet data collectors at their assigned sites to give them the research equipment (i.e. iPad, banners, pamphlets, note pads, paper questionnaires)
- Step 3: Data collectors should take note of the equipment given to them including the number of gift cards given to them.
- Step 4: At end of the first shift, the data collectors finishing their shift should hand over the survey equipment to the data collectors taking over from them for the second shift.
- Step 5: The data collectors finishing their shift should indicate the no of gift cards given to respondents. This should tally with the number of questionnaires administered.
- Step 6: At the end of the second shift, the data collectors finishing their shifts should wait for Gayatri, Semiyu or Heather at their sites. Then, the data collectors should hand over the survey equipment, gift cards and documents to any of them.
**Troubleshooting**

Below are some questions that data collectors may want to consider while planning for their shifts:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What if your iPad runs out of batteries?</td>
<td>Use the available paper copies</td>
</tr>
<tr>
<td>What do you do if the iPad freezes/hangs?</td>
<td>Switch the iPad off and on</td>
</tr>
<tr>
<td>What do you do if people leave in the middle of a survey?</td>
<td>Don’t argue with them as they have the right to withdraw but you have to tell them that they don’t get the gift card if they leave in the middle</td>
</tr>
<tr>
<td>What to do if people ask to speak to your supervisor?</td>
<td>Again, no arguing or fights (we are guests of the site and we want to maintain good relations). So, a data collector in that situation should provide them with the Research Assistants’ contact information.</td>
</tr>
<tr>
<td>What to do if someone is abusive or aggressive to you?</td>
<td>Don’t trade words with them. Call the Project Coordinator or any of the Research Assistants. In such a situation, data collectors should stand together as a team.</td>
</tr>
</tbody>
</table>
## Data collectors’ Checklist

<table>
<thead>
<tr>
<th>S/N</th>
<th>What to have or remember</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>IPad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Paper questionnaires</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Banners</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>ISCC pamphlets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Charged personal phone (To call the office if necessary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Notebook and pen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Proper dress for the weather and site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Arrive at site on time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Sign in and out sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Equipment and gift card sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Time sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Script of how to introduce the study to respondents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Have emergency contact information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Remember steps for using iPad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Know steps for collecting and returning research equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Knowledge of ethical codes of conduct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Knowledge of troubleshooting procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Know how to get to sites well ahead of their shifts.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start of Shift</td>
<td>End of Shift</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>--------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td><strong>Initials</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Time In</strong></td>
<td><strong>Time Out</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong># of gift cards received</strong></td>
<td><strong># of gift cards return</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>iPad #</strong></td>
<td><strong># of complete surveys</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Stylus Charger</strong></td>
<td><strong># of disqualified survey</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong># of unsent survey(s) logged in Quick Tap</strong></td>
<td><strong># of unsent survey(s) logged in Quick Tap</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other items (i.e. banner, etc)</strong></td>
<td><strong>Initials</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What to do before, during and at the end of your shift

Before leaving home
• Make sure you have your name tag

Pre-shift
1. Arrive 15 minutes early to your shift
2. If you are on a “first shift” for that day in that location, find a member of ISCC staff (Gayatri, Semiyu, or Heather). If you are on a “second shift” (i.e. taking over for someone), find the data collectors who worked on the first shift
3. Introduce yourself to the staff on site and see if/where they have set up a table for you
4. Sign out the research equipment (iPads & accessories, gift cards, banner, pamphlets, paper questionnaires, etc.) ** be sure to acknowledge receipt of the exact number of gift cards you start your shift with **
5. Set yourself up at the table (if available at that site) or in one area
   a. Make sure you are wearing your name tag
   b. Put up the CLIP banner
   c. In neat piles make sure you have ready to easily access (if there is no table, you will need to carry these things with you – only take as many copies of each as you think you may need to avoid carrying a heavy load):
      i. Paper questionnaires (in case of technical troubles)
      ii. Pamphlets on “Services for Immigrants in Calgary”
      iii. Paper informed consent forms (only required in sites where this has been requested – you will be informed before your shift if this is the case)
      iv. ISCC business cards
      v. Questionnaire info cards (for those who may say they don’t have time at that moment but are willing to fill in out online at home)
   d. Make sure you keep the gift cards, iPad and iPad accessories (i.e. charging cord, stylus) secure and on your person. Do not walk away and leave them at the table alone.
   e. Also ensure that you keep your own valuables (purse, wallet, etc.) secure. Do not walk away and leave them at the table alone.
6. Get the iPad ready to start conducting surveys and ensure you are ready to start on time.
   a. Log in to the iPad (passcode: iscc)
   b. Click on the QuickTap icon (bottom right corner)
   c. In the menu on the left side, click on “CALGARY WELL-BEING …” to open the survey.

During your shift
1. Approach people asking them to take part in the survey
2. Conduct surveys
3. As you conduct surveys, keep a running tab (on paper, or on the iPad) of how many surveys you complete – this will be cross referenced to the number of gift cards you return and the number of surveys we upload from your iPad

If you are working in a group of 2 or more, please try to alternate bathroom breaks to ensure there is always someone visible conducting surveys.

End of shift
Sign out and return all research equipment to ISCC staff if there is not shift after you.
 OR
Sign out and hand research equipment over to an individual in the next shift.
Translating the Survey
• Consistent translation of survey questions is critical. For example, what is the difference between:
  Are you a resident of Calgary?
  Are you living in Calgary?
• Consistent translation ensures all respondents are answering the exact same question, and not variations of similar questions (which would lead to unreliable data)

Group Activity: Translation
• Sit in a group based on language group
• Designate one person to write, by hand, the survey in your language (choose someone with neat handwriting!)
• Go through the survey and decide, as a group, on one consistent translation for each question
• You have 50 mins to do this and over 40 questions to translate – so unfortunately, you don’t have a lot of time for deep discussion
• Possible strategy: designate specific questions to individuals in the group who may be thinking ahead as others in the group come to a consensus on translations.

A detailed workshop on how to use the I-PAD was also conducted.
Xueqin is a PhD candidate at Werklund School of Education, University of Calgary. She is from China and speaks Mandarin and English. Xueqin is doing her research on learners’ engagement in learning Mandarin as a second language. She is interested in second language education because she herself has been learning, teaching, and using English as a second language for almost 30 years.

Sukhwant is from India and moved to Calgary 8 years ago. He received his Bachelor’s Degree from Punjab University (India) and during the last 3-4 years he has been volunteering in different community activities. Sukhwant’s main passion is to help immigrants in any way he can, trying to engage them in community activities so that they also can feel like mainstream Canadians. Sukhwant volunteers with many organizations like ECCC, CIWA, Brown Bagging for Calgary kids, City of Calgary, Penbrooke Community Association, Schools etc.

Jyotsna has a Bachelor of Science degree. She worked for about 4 years as an administrative professional and in 2013, moved to Calgary where besides being actively involved in different workshops, volunteering, and pre-employment programs, Jyotsna was a part of Breast health Initiative program with Calgary Immigrant Women’s Association.

Mintwab has finished her education in Development Study from St. Francis Xavier University of Canada in 2014. She also has her Masters on Social Work from Addis Ababa University. Mintwab has developed an early interest in Research while was studying Law at Mekelle University, from research trainings which were held in Germany and Ghana and practical experiences. Currently she is volunteering at Immigrant Service Calgary and South West Community Resource Centre on Office Support, Workshop Assistant and Researcher Positions.

Akli has a College Education with Extensive Work Experience in the Oil and Gas Industry. He also works as a translator in Calgary.

“I have learned that many immigrants are still struggling financially and emotionally, especially from the isolation from their families who are not with them.”

- Sukhwant Parmar
I have learned that people come from all walks of life, and each individual who participated in this study had a unique story to offer. Collecting data made me realize some of the hardships that people go through when adjusting to a new life in a new country.

Furthermore, I felt that there was an overall sense of optimism despite facing these hardships. Many participants were simply content with the fact that they will finally be heard through this survey.

- MENKA JOHL
Mut is originally from South-Sudan and has a Bachelor degree in Business Administration (track in Management) from the Canadian University located in Lacombe, Alberta. Canada. He has worked as a youth leader in his community and is a licensed realtor here in Alberta.

Luz is a biologist with a Master’s degree in Education from the University of Oklahoma. She was born and raised in Venezuela and is Canadian by choice. Luz has worked as an interpreter and translator for the last 10 years in Alberta.

Ashfaq has a Master’s Degree in Business Administration as well as a B.B.A. He has served in the Federal Board of Revenue in his country of origin for more than 15 years as an audit officer. He is from Pakistan and came to Canada in 2013 as a Federal skilled worker. Now Ashfaq is a student of Business communication for Accountants at Center for Newcomer Calgary.

Motwakil is a student at the University of Calgary and her country of origin is Sudan. He was born in Saudi Arabia moving to Calgary, Canada 18 years ago, and has worked in oil and gas for 2 and half years.
ZHENCHONG WANG
wzc722@gmail.com

Zhenchong Wang is currently volunteering in ISC senior program as a Computer tutor. She received her B.A. in Economics from University of Saskatchewan and eventually earned her M. Comm. in Applied Finance at University of Queensland. She enjoyed her volunteer assignments and wants to continue her contribution to the community.

Yili graduated from Shanghai University in China and now is taking a Humanity course at St. Mary Calgary. Yili has been involved in the city census process for 4 years in a row.

SUSANA CRIMI
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Susana has a wide background working in different countries like Argentina, Italy and now in Canada. She received her High School diploma in Argentina and since then has been working as a customer service representative, marketing coordinator, restaurant manager and recently as a data collector for ISCC. She enjoys meeting people of different backgrounds and cultures.

NOREEN MAHMOOD
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Noreen Mahmood has a Master degree in Development Studies and more than four years of experience in community organizing and development. She moved to Canada in May 2013 and has been actively involved with community development work within her community and neighborhood. She sits on NECCS (Genesis Centre) Board and is a liaison between the Taradale Community Association and Genesis Centre. She has also organized a women’s group (Women Support Group Calgary) which holds bi-monthly meetings at 1000 Voices, Genesis Centre.

ESRA AL SAADI
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Esra is a graduate from the University of Toronto with Bachelors in Human Resources Management. She has worked with Statistics Canada in Toronto, as a translator and data collector, as well as volunteered with CIS as an interpreter and a translator.

Eirmays studied Business Administration and is currently running his own courier business. He is also a board member and community organizer at Excel family and Youth society here in Calgary.
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