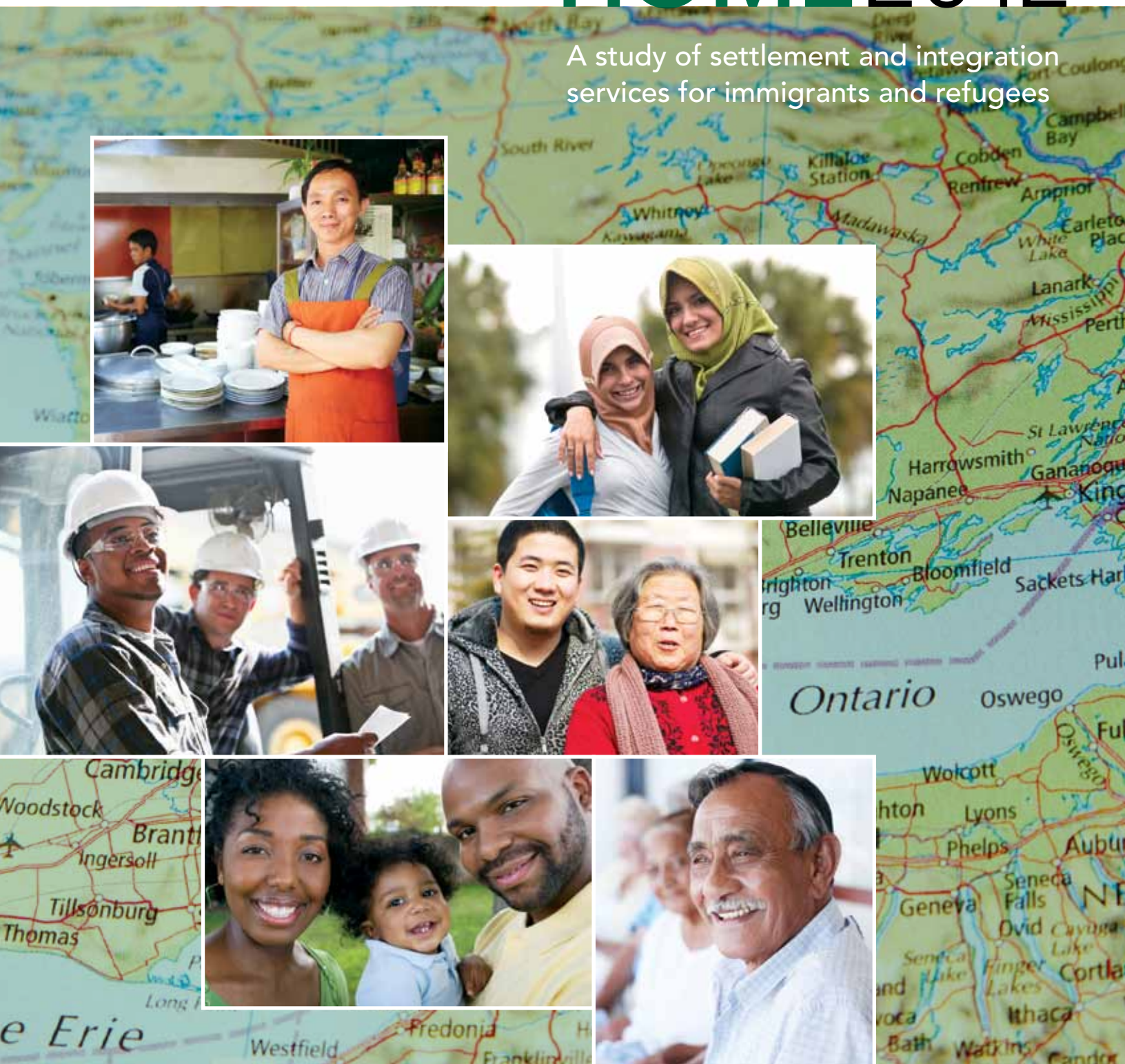
OCASI

Ontario Council ofAgencies
Serving Immigrants

MAKING ONTARIO HOME 2012

A study of settlement and integration services for immigrants and refugees



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The views expressed in this report are the views of OCASI, and do not necessary reflect those of the Ministry of Citizenship and Immigration or the Government of Ontario.

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This study would not have been possible without the participation of the thousands of immigrants, refugees and other newcomers who took the time to complete the survey and participate in the focus groups. Thank you!

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Figures and Tables

List of Acronyms

CA - Census Agglomerations

CMA - Census Metropolitan Areas

CIC – Citizenship and Immigration Canada

CLIC – Cours de langue pour les immigrants au Canada

ESL – English as a Second Language

LINC – Language Instruction for Newcomers to Canada

LIP – Local Immigration Partnership

LGBTQI – Lesbian, Gay, Bisexual, Transgender and Intersex

LSIC – Longitudinal Survey of Immigrants to Canada

MCI – Ministry of Citizenship and Immigration

OCASI – Ontario Council of Agencies Serving Immigrants

OHIP – Ontario Health Insurance Plan

Executive Summary

In 2008, OCASI (Ontario Council of Agencies Serving Immigrants) undertook a strategic planning exercise to identify and set policy and program priorities. A key strategic priority that emerged and was subsequently adopted by the Council was the need to build its research capacity as part of its evidence-informed planning for sector capacity building and policy development. Making Ontario Home (MOH) was born out of this strategic imperative.

Policy and practice implications: For an analysis of the policy and practice implications of this study, please refer to OCASI's policy analysis document, which can be found at www.ocasi.org/moh

MOH is the first province-wide study in Ontario focused on immigrant and refugee use of settlement and integration services, and is one of the largest surveys of this nature of immigrants and refugees ever undertaken in Ontario. This study addresses the service use, satisfaction, and challenges of immigrants (including refugees, refugee claimants, migrant workers, and those without legal immigration status). Its purpose is to develop a deeper understanding of which immigrants and refugee needs are being met and how; which groups are well served and why; why do some newcomers not use settlement services; and how the settlement needs of immigrants and refugees across the province may best be served. It is the most comprehensive description to date of those who use settlement and integration services.

Representation: This survey is the most comprehensive description to date of immigrants and refugees who use settlement and integration services and programs. However, it was not designed to collect data from a representative sample of all immigrants and refugees who arrived in Ontario from 2000 to 2010. There were no appropriate sample frames or large sums of funds available to recruit such a sample. As a result, a targeted outreach strategy was used to reach a wide variety of immigrants and refugees. It must therefore be emphasized that the sample is not fully representative of immigrants and refugees in Ontario.

The study collected information in two ways:

1) ***An online survey*** available from January to April 2011, accessible in 12 languages, and open to all immigrants currently above the age of 18 years living in Ontario (including refugees, refugee claimants, migrant workers, and those without legal immigration status), who had arrived in Canada between 2000 and 2010. The survey contained three categories of questions: demographic information; migration history; and the need for, use of, and satisfaction with settlement and integration services. The types of settlement and integration supports examined included 1) language training programs and services, 2) employment and skills training programs and services, and 3) general settlement and integration services.

2) ***A series of small focus group discussions and interviews*** with service providers and with key groups of immigrants. The service providers shared insights based on their experiences about immigrants' needs and service use. Focus groups were also held with four specific populations (French-speaking, without legal immigration status, Lesbian-Gay-Bisexual-Transgender (LGBT), and immigrants with disabilities), selected to provide a deeper understanding of the specific needs of those who may not be well-

represented in the survey.

There were 2,530 respondents whose surveys were sufficiently complete for data analysis, with another 909 surveys too incomplete for analysis.

More women (68%) than men (32%) responded. One-third, or 31.2%, of survey respondents arrived in Canada between 2000 and 2005, and 68.8% arrived between 2006 and 2010.

The language that was reported as most frequently spoken at home was English (18%). To a lesser extent, Spanish (13.8%), Arabic (8.6%), Mandarin (8.6%), and Tamil (4.5%) were reported as most frequently spoken at home.

A total of 158 countries were represented in the survey. The top five countries of birth in this study were: China (11.4%), India (9.5%), Colombia (7.6%), Sri Lanka (4.2%), and Pakistan (3.8%). People born on the continent of Africa (10.1%) and in the region of the Middle East[1] (10.0%) also represented about one-fifth of survey respondents[2].

Thirty-five percent of the respondents reported arriving as independent immigrants[3], 31% as family class immigrants, 17.6% as refugee or refugee claimants, and 5.3% as international students. Two-thirds of the respondents had come with post-secondary education.

[1] Bahrain, Cyprus, Gaza Strip, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates, West Bank, and Yemen (African and Middle Eastern countries are excluded).

[2] The analysis of responses based on country of birth includes the region of the Middle East and the continent of Africa for practical reasons. Respondent numbers from these areas were too small to analyze by country, but were significant when aggregated.

[3] Independent immigrants include primary applicants and their dependents arriving through the Federal Skilled Worker Program, the Provincial Nominee Programs and the Canadian Experience Class.

Almost one-third (32.2%) of the respondents indicated that they were not currently employed. They included 29.2% who were unemployed and looking for work and 3% who were not looking for work[4].

The vast majority of respondents (85.6%) reported Ontario as their first province of settlement, and almost as many (80.5%) still lived in their first city of residence. For the 19.5% who had moved from their first city of residence, the top two reasons were to find better employment (32%) and to find affordable housing (27.4%).

More than 83% of the respondents had used one or more settlement support services. This included 39.3% who had used only one type of service, 27.4% who had used two types of services, and 16.3% who had used all three types of services. In addition:

- 54.7% used language training programs and services;
- 50% reported using employment and skills training programs and services; and
- 38.4% used general settlement and integration services.

There were 16.9% of survey respondents who reported not having used any type of support services. The top reasons respondents gave for not accessing services were: not needing assistance (35%); not knowing about the availability of services (29.9%); and needs being met before turning to a service provider (10.7%).

The top four settlement and integration challenges reported by respondents were: finding employment (61.8%); limited English language skills (32.7%); social isolation (26.5%); and finding housing (23.4%).

A significant number of immigrants and refugees accessed settlement and integration services within their first year of arrival. For those

[4] An important factor to consider in regards to the unemployment rate is that almost a quarter of all respondents (22.1%) arrived in 2010.

accessing employment and skills training programs and services, 53.8% used them in their first year. For those accessing language training programs and services, 67% used them in their first year. And finally, 68.9% of those who reported accessing general settlement and integration services did so in their first year.

Key Findings

1) *Employment was the highest concern for immigrants and refugees:*

- Nearly two thirds (61.8%) of the respondents identified employment as their most important concern;
- Respondents in smaller towns reported more success finding jobs;
- For employment and skills training programs and services, immigrant serving agencies were the main access point, except for youth employment services which were most often accessed at employment centres;
- Those arriving since 2005 were more satisfied with bridge training programs for regulated professions or trades than those who had arrived before 2005.

2) *Language training programs and services rated particularly highly for content and delivery, and limited English language skills were identified as the second greatest settlement challenge:*

- 70% or more of those who used the various language training programs and services rated them as satisfactory or very satisfactory, with the exception of French as a Second Language (50%);

- Over 70% of those who used language training programs and services reported being satisfied with the six aspects of service delivery that were rated;
- Nearly one third (32.7%) identified limited English language skills as a challenge;
- For language training programs and services, immigrant serving agencies, schools, colleges and universities, and public libraries were all important locations of access.

3) *Counseling and advice was the most highly used general settlement service:*

- 60.7% of those who used general settlement and integration services did so to access counseling and advice.

4) *More than 83% of respondents had used one or more settlement support services:*

- 54.7% reported using language training programs and services;
- 50% used employment and skills training programs and services;
- 38.4% used general settlement and integration services.

5) *There was a high degree of satisfaction with service delivery for all three program and service areas:*

- Rated very highly (by over 78% of respondents) for having a welcoming environment;
- Rated quite highly (by over 68% of respondents) on staff understanding of their needs and quality of information.

6) *Period of arrival correlated with significant differences in use of and satisfaction with services:*

- Compared to those arriving between 2000 and 2005, respondents arriving in the period 2006 to 2010 were more likely to have used services, more likely to have accessed them within their first year, and were significantly more satisfied specifically with LINC and bridge training programs for regulated professions or trades.

7) *Those with higher levels of education were just as likely to use settlement and integration services:*

- There were no significant differences in the likelihood to use employment, language or general settlement and integration services based on educational levels;
- However, those with higher levels of education were more likely to access employment and skills training programs and services in their first year of arrival.

8) *No knowledge of settlement and integration services was a main reason for non-use of services:*

- For the 16.9% of respondents who had never used settlement and integration services, 29.9% had not used services because they were unaware of their existence.

9) *For all three categories of services, transportation and distance to services were most often reported as a problem in accessing services.*

- In particular, of those accessing general settlement and integration services, 22.8% reported not having transportation as a challenge and 16.6% reported the services were too far from home;
- Respondents from the Toronto area, and large and medium sized urban areas were more likely to identify distance to services as a problem.

10) Services for immigrants living with disabilities need to be better coordinated:

- A focus group with immigrants living with physical disabilities found a significant need for greater coordination of services between immigrant serving agencies and organizations that provide services and supports to individuals living with disabilities, to ensure that this group's needs are being met.

Introduction

Immigration has had a major social, political and economic impact on Canada. Given the declining birthrates in this country, it continues to be critically important to Canada's population and economic growth. Against this background, effective immigrant settlement and integration is of tremendous interest not only to newcomers themselves, but to a large number of other stakeholders including the immigrant and refugee-serving sector.

Over the last five years, the sector, as well as the broader the non-profit sector, has witnessed increasing emphasis on the use of evidence for making the "business case" for new programming, allocation of resources and the participation of the sector in policy development. At the same time, the immigrant and refugee serving sector has recognized and begun responding to the need for new, high quality, effective and innovative services and programs to meet the increasingly complex settlement and integration needs of new Canadians.

In 2008, OCASI (Ontario Council of Agencies Serving Immigrants) undertook a strategic planning exercise to identify and set policy and

program priorities. A key strategic priority that emerged and was subsequently adopted by the Council was the need to build its research capacity as part of its evidence-informed planning for sector capacity building and policy development.

Making Ontario Home (MOH) was born out of these strategic imperatives, and has generated data that are useful for service providers, government policy and program personnel, and advocates of immigrant and refugee integration and inclusion.

Immigrant and refugee serving agencies are those agencies whose mandate commits them to serving immigrant and refugee communities, or who have a significant service focus on immigrants and refugees.

MOH is the first province-wide study in Ontario focused on immigrant and refugee use of settlement and integration services, and is one of the largest surveys of this nature of immigrants and refugees ever undertaken in Ontario. This study addresses the service use, satisfaction, and challenges of immigrants (including refugees, refugee claimants, migrant workers, and those without legal immigration status). Its purpose is to develop a deeper understanding of which immigrants and refugee needs are being met and how; which groups are well served and why; why do some newcomers not use settlement services; and how the settlement needs of immigrants and refugees across the province may best be served. It is the most comprehensive description to date of those who use settlement and integration services.

This research is timely and incredibly important in this political moment. The non-profit sector in Ontario and across the country faces a period of government austerity resulting in decreasing funding for social and other human services, dwindling charity dollars and

increasing demands from government and the public to justify their *raison d'être*. This study, based on one of the largest surveys of immigrants and refugees in Ontario, and the best description to date of those who use settlement and integration services, strengthens immigrant and refugee serving organizations' case for ongoing, sustained support.

Many of the findings of the research reinforce the anecdotal information that the sector and OCASI have heard about service use and satisfaction. Hearing directly from immigrants and refugees about their service and program needs and their high satisfaction levels with named services and programs lends legitimacy to the work of sector organizations and initiatives. It also points the way forward for resource allocation and investment.

Background

This section defines some core concepts, addresses the significant changes in immigration, settlement, and integration trends in the last twenty years, and provides a brief review of the literature that considers the various factors that affect the use, access to, and benefits of settlement and integration services.

Service needs vary depending on a newcomer's stage in the settlement and integration process, which is life-long**.** Settlement and integration have come to be viewed as a continuum, with settlement referring to the early stages of adaptation after arrival (e.g. referrals for housing, healthcare, and schools, and accessing employment, language training, recertification), and integration referring to the long-term, two-way process in which immigrants and refugees

become full and equal participants in the social, political, cultural and economic dimensions of society (CCR, 1998; Drachman, 1992; George, 2002). The degree and nature of an individual's service needs is in part a function of their place on the continuum, which is fluid, and their place may shift back and forth.

The locations of settlement and integration services make a difference as to who uses them and how they benefit from them. Of particular concern is the potential for spatial mismatch, where the geographic location of settlement and integration services does not align with the location of immigrants themselves, or where the immigrant population is dispersed over a large area so that access to services is made difficult (Wang and Truelove, 2003; Sadiq, 2004; Lim et al., 2005; Lo et al., 2007). For example, while more than three-quarters of recent arrivals to Ontario are in the Toronto area, newcomers are no longer only concentrated in a few urban centres or ethnic neighbourhoods, but are dispersed throughout the suburbs, smaller cities, and rural areas. While service provision has in some ways adapted, for example by creating satellite locations and web-based services, it has been difficult to keep pace with the diffuse immigrant settlement patterns (Lo et al., 2007). These issues may also be exacerbated by lack of access to transportation, ranging from private automobiles to public transit. Settlement and integration services in some areas may be under-utilized, while in growth areas they are insufficient to meet the demand. This situation raises issues related to accessibility and efficiency.

The demands of meeting the diverse needs of newcomers are increased by geographic factors such as the local economy, local

infrastructure and size of area served. Other factors include resources to meet the needs of a diverse range of ethnicities, (dis)abilities and languages. In addition, the size of the established immigrant community is a significant factor in providing for settlement needs on an informal basis.

There is a related need for service delivery models that are compatible with newcomers' information-seeking patterns, because the use of services is tied to the awareness of them. For example, newcomers state a preference for interpersonal interaction, particularly with other immigrants, when seeking information (Silvio, 2006). Language and literacy gaps, social isolation, poverty, and limited local networks may diminish newcomers' access to information. Meanwhile, understanding the settlement and integration continuum can help to inform the types of settlement issues being experienced. The social spaces being accessed by newcomers will also determine where newcomers can obtain information and what kind of information they require (Caidi and Allard, 2005). Settlement and integration services must be adapted not only to reach these newcomers but also to respond to their preferred modes of delivery.

Research, although limited, also indicates a need to tailor services to the demographic characteristics of the immigrant population (Lo, 2009; Kilbride, 2010). These characteristics include age, immigration status, language ability, education, gender, race, ethnicity and geographic location. Recent research on settlement service use in York Region found that for 85% of survey respondents, it was very important to have agency workers speak their mother tongue (Lo et al., 2010). While there is a need for programs and services to be

tailored to specific demographic characteristics, these services must also acknowledge the impact of interconnected characteristics and the unique experiences these create. For example, the integration process for emerging racialized French-speaking communities, such as those from Haiti and Rwanda, is complex and unique: they are a racial minority within an Ontario Francophone language minority that is being challenged to redefine itself in an inclusive manner. And while English is a necessity in a labour market that operates predominantly in English, they are not eligible for federally funded English language training because they already speak an official language (OCASI, 2004; Kilbride, 2010).

It is also vital that settlement and integration services respond to newcomers' changing settlement needs. Research suggests that immigrants are facing an increasing number of settlement challenges related to a demographic shift of immigration from countries of the Global South. It also demonstrates that the earnings of recent immigrants are not only taking longer than in the past to catch up with those of the Canadian-born, but may not catch up at all. This may be in part because of the "economic scarring" that can result when immigrants arrive in tough economic times, but also because of declining value of education and experience obtained outside Canada (Grant and Sweetman, 2004; Picot, 2004; Statistics Canada, 2008). For women and racialized immigrants, the earnings gap is especially pronounced (Reitz and Banerjee, 2007; Shields et al., 2010; Block and Galabuzi, 2011; Galabuzi, 2005). The fact that both Canadian-born and immigrant racialized individuals have similar unemployment rates and economic outcomes indicates that racial discrimination is an additional challenge to economic integration (Block and Galabuzi,

2011). This is further supported by recent research that demonstrated that those with English-sounding names were 35% more likely to receive call backs on resumes then applicants with Indian or Chinese names (Oreopoulos and Dechief, 2011). This issue is important for a number of reasons: recent immigrants are at a higher risk of living in poverty than are the Canadian-born (Fleury, 2007), and unjust discriminatory treatment contributes to social exclusion and undermines social cohesion (Reitz and Banerjee, 2007). In addition, immigrants' declining economic status can strain public support for immigration, a policy field in which success is typically measured—at least in part—by both the visible and perceived contributions that newcomers make to the economy.

Similarly, concerns have been raised about the extent to which employers are willing to recognize the value of immigrants' education and experiences that have been obtained abroad. In response, a number of initiatives have been undertaken, including the creation of the federal Foreign Credential Referral Office, the passage of the Fair Access to Regulated Professions Act and the subsequent opening of Ontario's Office of the Fairness Commissioner, as well as the creation of a number of immigrant employment councils including the Toronto Region Immigrant Employment Council (TRIEC), the Waterloo Region Immigrant Employment Network (WRIEN), and Hire Immigrants Ottawa. While strides have been made to improve and streamline the credential recognition process, newcomers continue to encounter a range of roadblocks that can slow their entry into the workplace and stymie the integration process (Statistics Canada, 2005).

New forms of migration may be changing the ways in which immigrants integrate, as well as the incentives and desire to do so. Immigration is not necessarily viewed as a "permanent" decision for some, and technology and transportation have allowed new forms of mobility and conceptions of citizenship to emerge (Bloemraad, 2006). Familial arrangements can be complex for some, with terms like "astronaut families" and "satellite kids" entering the migration vocabulary to describe their situations. These families, where one parent—and sometimes both—return to the country of origin while the children remain in Canada, may generate unique service needs, including supports for single parents and minor children.

Family separation may also be the result of particular immigration programs, such as the Live-in Caregiver Program or the low skill Temporary Foreign Worker program. In these cases, family separation is not a choice. These periods of separation can lead to integration challenges for reunified spouses and children (Pratt, 2003). Those experiencing family separation may require particular supports, while those being reunified also have unique service and support needs.

In addition, more than half of all the world's refugees are in protracted situations and may experience displacements that last on average 17 years (Loescher and Milner, 2008). This situation is compounded by the long delays in processing the applications of eligible family members of refugees recognized in Canada, particularly for those coming from the African continent (CCR, 2004; CCR, 2009). These refugees have high settlement needs, having lived in refugee camps for sometimes the majority of their adult lives. Canada is seeing an increasing proportion of these government assisted

refugees who are arriving in Canada with high medical needs (CIC, 2011). They may also require assistance adapting to everyday practices, as well as acquiring or upgrading education and employment skills. Moreover, refugees may originate from conflict situations, and require counseling or other mental health interventions (Yu et al., 2007).

In the past few years, the residential patterns of racialized immigrants have become the focus of public debate. A discourse exists that argues that large numbers of (racialized) families and individuals from the same ethno-racial background living in the same geographic neighbourhood is a barrier to social integration. The point has been made that these residential patterns may simply be an outcome of newcomers' residential choices, which could reflect a number of factors including a preference to remain close to friends, businesses, and other services (Qadeer and Kumar, 2006). The desire to live in a community that is perceived to be welcoming may also be a factor. As the Canadian Council of Refugees (CCR) argues, a key aspect of settlement and integration is the freedom of choice and the ability to participate as desired rather than meeting expectations that do not apply to Canadian-born, and in particular white, individuals (CCR, 2000).

Although Canada takes pride in its reputation as an open and welcoming country, research demonstrates that subtle but pervasive discrimination continues to exist**.** It is perhaps not surprising then that 20% of racialized individuals report having experienced discrimination or unfair treatment; among recent racialized immigrants, that figure is 34% and it climbs to 42.2% for the children of racialized immigrants

(Reitz and Banerjee 2007; Statistics Canada 2003a). This experience of discriminatory treatment has been shown to negatively impact immigrants' attachment to Canada and life satisfaction. This is particularly the case for children of racialized immigrants (Reitz and Banerjee, 2007). Meanwhile, foreign-born citizens tend to demonstrate higher levels of political knowledge and vote at rates roughly equivalent to those of the Canadian-born, yet they remain underrepresented in political institutions (Andrew et al., 2008; Henderson, 2005). These trends raise longer term questions about the connections between discrimination, social inclusion and exclusion, settlement, integration, and full citizenship.

Integration is a two-way process that involves immigrants as well as the host society. Research from the U.K. found that the most important factor in the successful integration of immigrants is the level of involvement and understanding of the adopted society (Pillai et al., 2007). The settlement process involves not just immigrants and service providers, but policy makers, media, employers, labour organizations, learning institutions, faith communities, neighbours, and the broader community. The extent to which the larger society accepts this responsibility will affect the nature of a newcomer's settlement and the success of their integration experience. For this integration to be fully realized, immigrants and refugees, as part of their integration process, must also pay attention to the historical and contemporary experiences of Canada's aboriginal communities, who are often unacknowledged in the immigration discourse.

Finally, adequate and stable levels of funding for settlement and integration services are a necessary factor to ensure that the needs of

immigrants and refugees are being met (Richmond and Shields, 2003) (Canada, 2003).

Methodology

Research Issues

This research project addressed the use of the three major categories of settlement and integration programs and services by immigrants and refugees residing in Ontario:

- general settlement and integration services, including reception and referral;
- language training programs and services; and
- employment and skills training programs and services.

The research provides new and important information about these programs and services in four areas:

- newcomers' settlement challenges;
- their patterns of service use;
- their perceptions and relative satisfaction with settlement and integration services; and
- service gaps, and barriers to settlement service use.

Research Process and Design

The Making Ontario Home (MOH) research project was commissioned by the Ontario Council of Agencies Serving Immigrants (OCASI) and funded by the Ontario Ministry of Citizenship and Immigration (MCI). The research was carried out between 2009 and 2011. Through a Request for Proposals, a consortium of researchers from CERIS – The Ontario Metropolis Centre, The Welcoming Communities Initiative

(WCI), and the Centre for Community Based Research (CCBR) was selected to undertake the research. An Advisory Committee with representation from both the academic and the immigrant-serving sector provided support and input.

There were two components of data collection: an online survey of recent immigrants and a qualitative study of service providers' and immigrants' experiences through focus groups and key informant interviews.

Online Survey

The principal research instrument was an online survey open to all immigrants (including refugees, refugee claimants, migrant workers, and those without legal immigration status) above the age of 18 years who were living in Ontario, and who arrived in Canada in the last ten years (between 2000 and 2010). It included those who had used settlement and integration services in the past, those currently receiving services, and those who had never accessed these services. The survey contained three categories of questions: demographic information; migration history; and the need for, use of, and satisfaction with settlement services.

In consultation with the Advisory Committee, the survey was developed through a collaborative process. It was piloted in August 2010, launched on January 30th 2011, and was open online for data collection until April 2011.

The survey tool, process and results exhibited a number of important strengths, including the following:

1) *Sample size:* With 2,530 respondents, the survey provides the largest sample on newcomer use and satisfaction with settlement

and integration services in Ontario, as well as the largest sample of newcomer experiences in general in Ontario since the 2001-2005 *Longitudinal Survey of Immigrants to Canada* (LSIC) (Statistics Canada, 2007e). In addition, the response rate was fairly evenly distributed among the major ethno-cultural groups. In addition to the 2,530 surveys that were sufficiently complete for data analysis, there were another 909 surveys too incomplete to analyze.

2) *Detailed questionnaire*:

a. The researchers initially drew upon a previous service utilization study conducted by Lo et al. (2009), targeted at immigrants, seniors, and low-income residents in York Region. The survey template was adapted and expanded following consultation with the authors of that report, as well as extensive consultation with the Advisory and Management Committees. The combined expertise of those who contributed to the design ensured the most relevant questions were asked.

b. The survey consisted of three main types of questions: i) factual fill-in questions; ii) classificatory checklists (created using standard protocols); and iii) satisfaction scales. The factual questions were mainly demographic and used standard census categories to obtain a profile of each participant. The classification questions established a profile of each participant, including migration history and record of immigrant serving agency use. The third set of questions used scaled responses that allowed respondents to make fine-grained distinctions about their satisfaction with the services they used as well as the degree to which their needs and expectations had been met[5]. The satisfaction questions also gave participants the opportunity to make comments or give opinions.

[5]This approach to measuring satisfaction is important given research which suggests that respondents are likely to skew their answers on satisfaction-related questions; in competitive sectors, the skewness is likely to be negative (Fornell*et al.,* 1996; Wirtz and Lee, 2003).

3) *Standard demographic questions*: The use of standard demographic questions makes it possible to make comparisons to previous surveys of immigrants, such as the LSIC.

4) *Multiple language availability:* To ensure that participants who were not familiar with English were not excluded from the survey, it was translated into eleven other languages[6]. The languages were identified by reviewing data from Statistics Canada for 1996-2006 (the last ten years for which the data are complete). 864 respondents (34%) filled out the survey in a language other than English. The next top four languages were Spanish (10.4%), Chinese (7.4%), Arabic (4.3%) and French (4.2%). Hindi was the least used language, with only 1 respondent choosing to use it.

5) *Online format*: The web-based survey could be accessed from any location and did not have to be completed in one session. The survey was developed using Survey Gizmo, a high-level dedicated software program with the advantage of allowing complex routing to direct participants to those questions that were most relevant to them based on their initial answers. Use of Survey Gizmo software enabled the team to monitor the response rate from different locations and from different demographic groups. This helped to target the recruitment efforts towards less well-represented groups.

6) *Pre-testing*: The final draft was pilot tested in different locations in Ontario and further modified.

7) *Geographic distribution*: Respondents' geographic locations included all parts of Ontario with a significant immigrant population (of over 1,000 immigrants arriving between 2000 and 2010). The Municipalities Act of 2001 divided the Province of Ontario geographically into various kinds of jurisdictions to identify areas

[6] The languages were English, French, Arabic, Chinese, Hindi, Urdu, Gujarati, Punjabi, Russian, Spanish, Tagalog, Tamil.

with an "urban" and "rural" character. Urban places are categorized into 15 Census Metropolitan Areas (CMAs), 27 Census Agglomerations (CAs), and the rest of the province. This study encompasses all 15 CMAs, which are referred to interchangeably as "urban areas" or CMAs through this document, and are organized in the following manner: a) small CMAs (small urban areas) of 120,000-200,000 people include Peterborough, Thunder Bay, Guelph, Brantford, Kingston, Greater Sudbury, and Barrie; b) medium-sized CMAs (medium urban areas) of 200,000-500,000 people include Windsor, Oshawa, St. Catharines-Niagara, and London; c) large CMAs (large urban areas) of 500,000-2 million people include Hamilton and Ottawa-Gatineau; and finally d) the Toronto CMA (Toronto urban area). It also encompasses only those CAs (very small urban areas) of less than 120,000 people to which more than 1,000 immigrants have arrived from 2000 to 2010: Belleville, Chatham-Kent, Cornwall, Leamington, and Sarnia (see Appendix 2 for survey participants by CA and CMA and Appendix 3 for Immigrant Populations of Ontario).

8) *Outreach strategy and sampling framework*:

a) In the first phase, outreach to potential participants was made by developing a comprehensive inventory of immigrant serving agencies and other groups that have contact with recent immigrants, including ethno-cultural and faith-based groups, individuals in municipal and academic institutions, libraries, and community centres in neighbourhoods with high concentrations of immigrants. This list was used to reach out to participants using posters, flyers, and personal invitations during community events. The research team created a Facebook page and also used its extensive network of professional connections among immigrants. In addition, OCASI promoted the survey through its membership list, organizational events and trainings, and its websites, including

settlement.org, settlementatwork.org, , etablissement.org and secteuretablissement.org . Based on responses during the first phase, the second phase targeted communities and demographic groups that were under-represented. Research assistants were hired in various places across the province to make local contacts in an attempt to bolster participation among the under-represented groups.

The final question in the survey asked how the respondent found out about the survey. 1908 respondents provided the following information:

Method of Accessing Information about Survey	**N**	**%**
Email invitation from friend	401	21.0%
Email invitation from social organization	388	20.3%
Email invitation from immigrant serving agency	393	20.6%
Pick up invitation at an office	47	2.5%
Participated through a class	421	22.1%
Other	258	13.5%
Total	1908	100.0%

b) Target samples were established on the following basis:

Area	Estimated Population of Immigrants	Proposed Sample Size	Associated Sampling Error (95%)
Toronto CMA	810,250	1,200	2.8%
Other CMAs	221,980	1,075	3.0%
CAs	8,270	125	8.7%
Total	**1,040,500**	**2,400**	**2.8%**

Representation: This survey is the most comprehensive description to date of immigrants and refugees who use settlement and integration services and programs. However, it was not designed to collect data from a representative sample of all immigrants and refugees who arrived in Ontario from 2000 to 2010. There were no appropriate sample frames or large sums of funds available to recruit such a sample. As a result, a targeted outreach strategy was used to reach a wide variety of immigrants and refugees. It must therefore be emphasized that the sample is not fully representative of immigrants and refugees in Ontario.

Targets were also set to ensure responses from users and non-users, from men and women, from all immigrant classes, by metropolitan area, source area, period of immigration, and language. By the end of the second phase of the outreach strategy, the original target of 2,400 responses was surpassed, with 2,530 usable responses, and had achieved at least 75% of the original targets in most areas.

Limitations of the survey included:

1) *Non-completion of surveys*: While the target of more than 2,400 usable surveys was achieved, there were another 909 responses too incomplete for analysis. One reason could have been the time required (about 40 minutes), or a lack of interest in the issue. As well, service non-users, who did not feel a need for support or who had their needs met in other ways, may have lost interest in the issues explored in detail. Accordingly, the response rate of non-users was about 17%, rather than the target of 25%. Finally, it should also be noted that although electronic surveys make it relatively easy for respondents to stop before completion, this mode of delivery was selected because it presented a more

economical choice. The cost of personally administering the survey in twelve languages and fifteen cities across the province would have been prohibitive and would have also resulted in protracted times and lower numbers of responses.

2) *Response bias*: A web-based survey represents those who have access to the internet and are computer literate, and those who choose to respond to the survey. It therefore does not include the entire range of adult immigrants who have arrived in Ontario in the last decade. For example, temporary foreign workers have become a significant component of arrival numbers, but were not strongly represented in the survey respondents. Seniors were also under-represented. As well, those who have experienced significant settlement challenges were more likely to have a strong motivation to complete the survey, and therefore be over-represented in the respondents. The survey respondents appear to reflect recent immigrants who have, or had, specific needs for settlement and integration services, and who have opinions about the quality of those services. Demographic characteristics including place of residence and country of birth impacted the rates of response. Response rates were much higher for women (68%) than for men (32%). Women may be over-represented because they often carry the major household responsibility for obtaining services. As primary users they are likely more familiar with the family's service needs, and may have been more likely to be contacted about the survey. Finally, immigrant serving agencies had an interest in supporting this research and so were active in recruiting respondents, increasing the likelihood that respondents were service users. Please see "Outreach strategy and sampling framework" above to see where respondents reported finding out about the survey.

3) *Interpretation, generalization and attribution*: The results of this survey provide a good description of settlement service users in

Ontario, their needs, patterns of service use and challenges. However, the response bias as described above means that results may be more representative of those with the highest needs. In addition, while the survey results provide insights into non-service users and their motivations, the results cannot be generalized to all non-service users in Ontario. No comparisons were made between service and non-service users because statistical analysis revealed significant demographic differences between them. Specifically, there were significant differences between immigrant service users and non-service users on year of arrival[7], place of residence[8], age[9], gender[10], immigration class[11], country of origin[12], and level of education before arrival in Canada[13].

Furthermore, when reading the results, caution should be applied in attributing results based on respondent characteristics: the survey analysis allows one to infer correlation, but not causation, between respondent characteristics and statistically significant differences in responses. Finally, the external validity of the study may be limited, in that it may be difficult to generalize the findings from this study to other provinces, especially if there are systemic differences in the way these locations select immigrants (eg. through Provincial Nominee Programs).

4) <u>Incorrectly answered questions:</u> A number of factors can lead to incorrectly answered questions, such as: an incomplete understanding or misunderstanding of settlement and integration

[7] χ^2 (1, N = 2530) = 15.6, p<.001
[8] χ^2 (4, N = 2442) = 39.8, p<.001
[9] χ^2 (3, N = 2509) = 117.9, p<.001
[10] χ^2 (1, N = 2512) = 13.3, p<.001
[11] χ^2 (5, N = 2497) = 297.6, p<.001
[12] χ^2 (6, N = 1433) = 29.8, p<.001
[13] χ^2 (4, N = 2494) = 16.6, p<.01

services and their associated policies, a misunderstanding or different interpretation of the meaning of a survey question, or forgetting details after the passage of time. An example of this is evident in the section on language training: to access ESL, LINC, FSL or CLIC, individuals must go through language assessment and testing. Yet the numbers who reported going through assessment do not match up with those that reported accessing these four programs. This could be because individuals forgot they went through assessment, or viewed the assessment as part of their language training program.

Focus Groups

The final stage of data gathering involved conducting two different sets of focus groups. The first set consisted of six focus groups with a variety of service providers, to obtain their opinions of the initial results of the survey and to get a sense of how they interpreted the general trends in service provision.

The second set consisted of four groups of immigrants: French-speaking immigrants; lesbian, gay, bisexual, and transgender (LGBT) immigrants; those without legal immigration status; and immigrants with disabilities. Aware that the experiences of these groups have been historically under-researched, and recognizing the necessity to understand and respond to the settlement needs of these groups, focus groups and interviews with individuals from these groups and those who serve them were conducted. Altogether, 73 individuals participated in focus group discussions and five in individual interviews.

Data Analysis

Preliminary and final data analysis involved the calculation of both descriptive and comparative statistics. The descriptive statistics included frequencies and cross tabulations to describe the distribution of survey respondents by different variables. Chi-square analyses were performed to test the statistical significance of differences in the distributions between respondents' socio-demographic characteristics and their service needs and service use. In both phases of data analysis, results with associated p-values of less than 0.05 were deemed statistically significant and reported. A p-value of 0.05 (or less) means there is only a 5% likelihood (or less) that the result is because of chance.

The findings from the preliminary data analysis were used to inform the design of focus group protocols for exploring patterns and correlations identified in the data as well as the service needs and service use of specific population sub-groups, including the French-speaking and LGBT communities. Questions in the focus group/interview guidelines were used to code and thematically organize the data from this qualitative portion of the research, which is reported separately.

Characteristics of Survey Respondents

A total of 2,530 immigrants and refugees who arrived in Canada between 2000 and 2010 responded to the Making Ontario Home survey.

Year of Arrival

One-third, or 31.2%, of survey respondents arrived in Canada between 2000 and 2005, and 68.8% arrived between 2006 and 2010. Of all respondents, 22.1% of respondents had arrived as recently as 2010.

Gender and Age

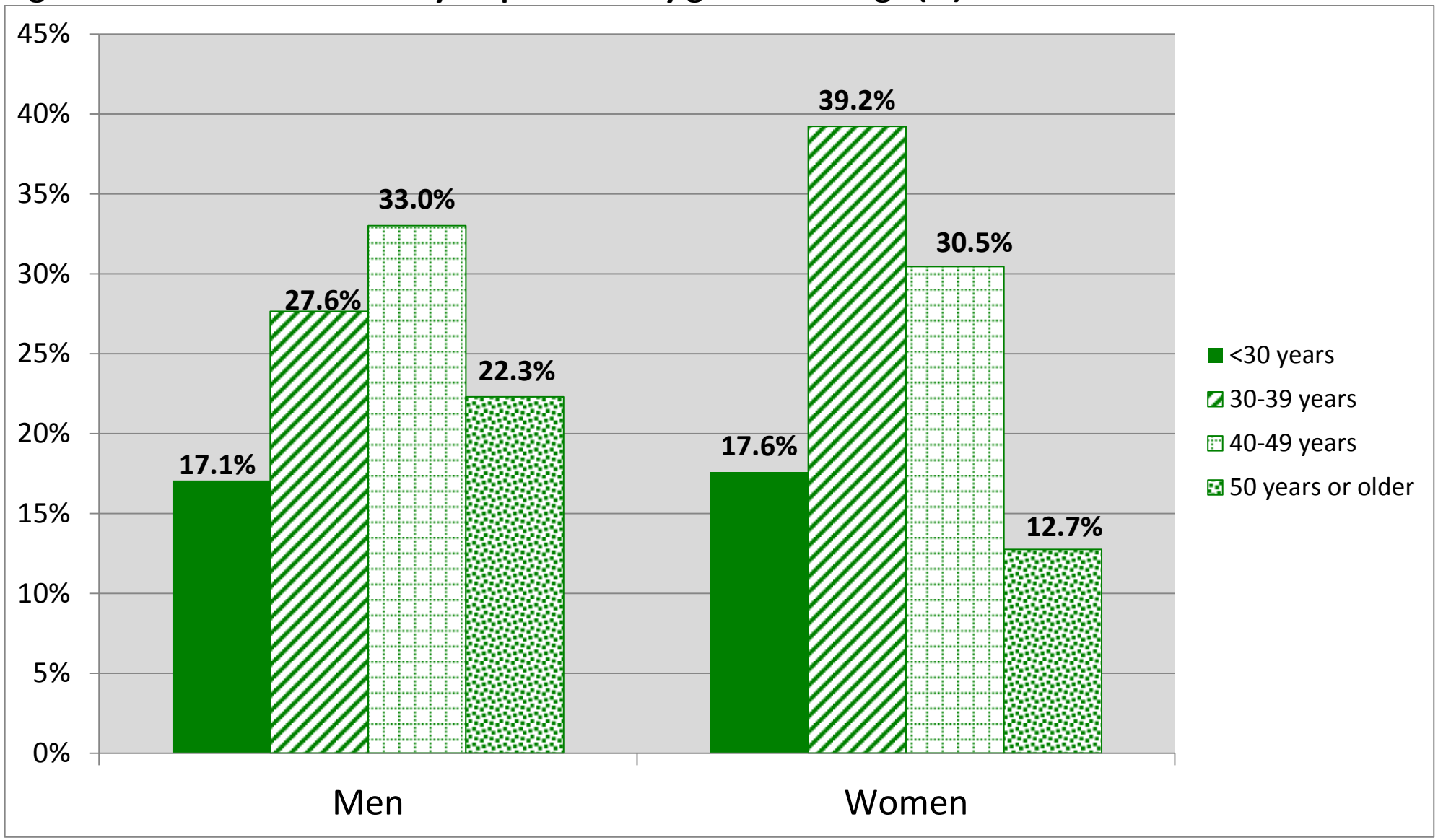
Over two-thirds (68%) of the survey respondents were women and a third (32%) were men. The majority of them (66.7%) were between 30 and 49 years of age. Figure 1 represents the distribution.

The distribution shows that there were proportionally more women than men aged 30 to 39 years, and more men than women aged 50 years or older among the respondents.

Ethno-Racial Backgrounds

Out of the 2,530 survey respondents, 1,871 provided information about their ethnicity/racial background. 15.3% of the sample self-identified as white. Other groups with significant numbers included those who identified as South Asian (13.3%), Latin American (12.6%), and Chinese (9.9%).

Figure 1: Distribution of survey respondents by gender and age (%)



Country and Region of Birth[14]

A total of 158 countries were represented in the survey. The top five countries of birth in this study were: China (11.4%), India (9.5%), Colombia (7.6%), Sri Lanka (4.2%), and Pakistan (3.8%). People born on the continent of Africa (10.1%) and in the region of the Middle East[15] (10.0%) also combined for about one-fifth of survey respondents. A more detailed regional breakdown of all countries of birth can be found in Appendix 1.

The analysis of responses based on country of birth includes the region of the Middle East and the continent of Africa for practical reasons. Respondent numbers from these areas were too small to analyze by country, but were significant when aggregated.

[14] Analyzing the data using country of origin, in particular when considered in context with other factors such as age, gender and education levels, can provide some useful insights. However, caution should be applied as there can be great variations within a single country.

[15] Bahrain, Cyprus, Gaza Strip, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates, West Bank, and Yemen (African and Middle Eastern countries are excluded).

Table 1: Top countries/regions of birth[16]

Country / Region	Frequency	Percent
China	288	11.4%
India	241	9.5%
Colombia	193	7.6%
Sri Lanka	106	4.2%
Pakistan	97	3.8%
Africa	255	10.1%
Middle East	253	10.0%
Others	1097	43.4%
Total	2530	100.0%

Distribution of respondents by country/region of birth and immigration status

The majority of respondents born in Colombia were refugee claimants (54.7%), while more than half of respondents from China (52.1%) and India (55.0%) were immigrants in the independent class. The majority of respondents born in Sri Lanka (52.9%) were family class immigrants. Figure 2 shows the distribution of the survey respondents by country of birth and immigrant status.

[16] Please see Appendix 1 for a full breakdown of respondents' regions of birth by 2006 Census sub-regions.

Sexual Orientation & LGBT Respondents *

Of the 2,530 survey respondents, 1,303 provided information about their sexual orientation:

- 89.9% described themselves as heterosexual;
- 10.1% described themselves as lesbian, gay, bi-sexual, asexual or transsexual.

Within the LGBT group (131 individuals):

- 38.2% identified as gay or lesbian;
- 36.6% as bisexual;
- 19.9% as asexual; and
- 5.3% as transsexual**.

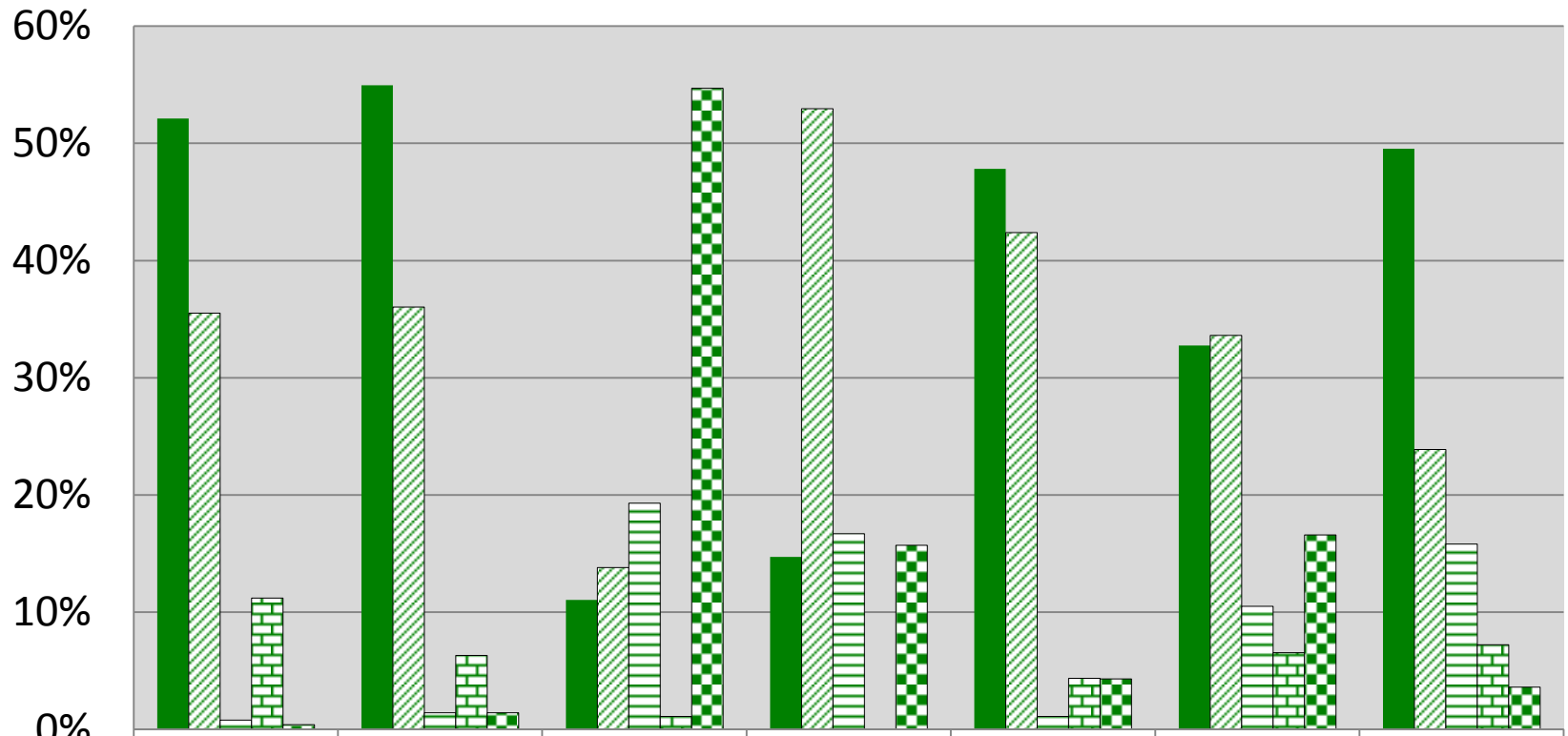
In addition, 57.3% identified as women and 42.7% as men. The majority were independent (32.1%) and family class (27.5%) immigrants.

Most LGBT respondents were living in large cities: 54.0% were living in the GTA, 20.6% lived in mid-sized urban areas, and 17.5% lived in large urban areas. The remaining 7.9% lived in small and very small urban areas.

* Of the four specific sub-groups with whom focus groups were conducted (French-speaking, LGBT, those without legal immigration status and immigrants with disabilities), enough respondents identified as French-speaking or LGBT to report on survey results for these specific groups. These results are presented separately throughout the report.

**Please not that while the term “transsexual” was used in the survey, the common term that is used is “transgender”, and this is the term that OCASI uses in its work.

Figure 2: Distribution of the survey respondents by country/region of birth and immigrant status (%)



	China	India	Colombia	Sri Lanka	Pakistan	Africa	Middle East
Independent	52.1%	55.0%	11.0%	14.7%	47.8%	32.8%	49.5%
Family class	35.5%	36.0%	13.8%	52.9%	42.4%	33.6%	23.9%
Refugee	.8%	1.4%	19.3%	16.7%	1.1%	10.5%	15.8%
Student	11.2%	6.3%	1.1%	.0%	4.3%	6.6%	7.2%
Refugee claimant	.4%	1.4%	54.7%	15.7%	4.3%	16.6%	3.6%

Age distribution by country/region of birth

The majority of survey respondents (66.7%) were between 30 and 49 years of age. Those from Africa had the highest proportion of younger respondents aged less than 40 years (60%), while those from Colombia had the highest proportion of older respondents aged 40 years or more (63.7%). The distribution of survey respondents by age and country of birth is presented in Figure 3.

Languages

The language that was most frequently spoken at home was English (18%). To a lesser extent, Spanish (13.8%), Arabic (8.6%), Mandarin (8.6%), and Tamil (4.5%) were languages reported as spoken at home.

It should be noted that the languages spoken at home were not the only ones known by the respondents, or even their preferred ones for filling out the survey: for example, 65% of the respondents filled the survey in English.

French-speaking respondents *

135 individuals either completed the survey in French or indicated that French is the most commonly spoken language at home.

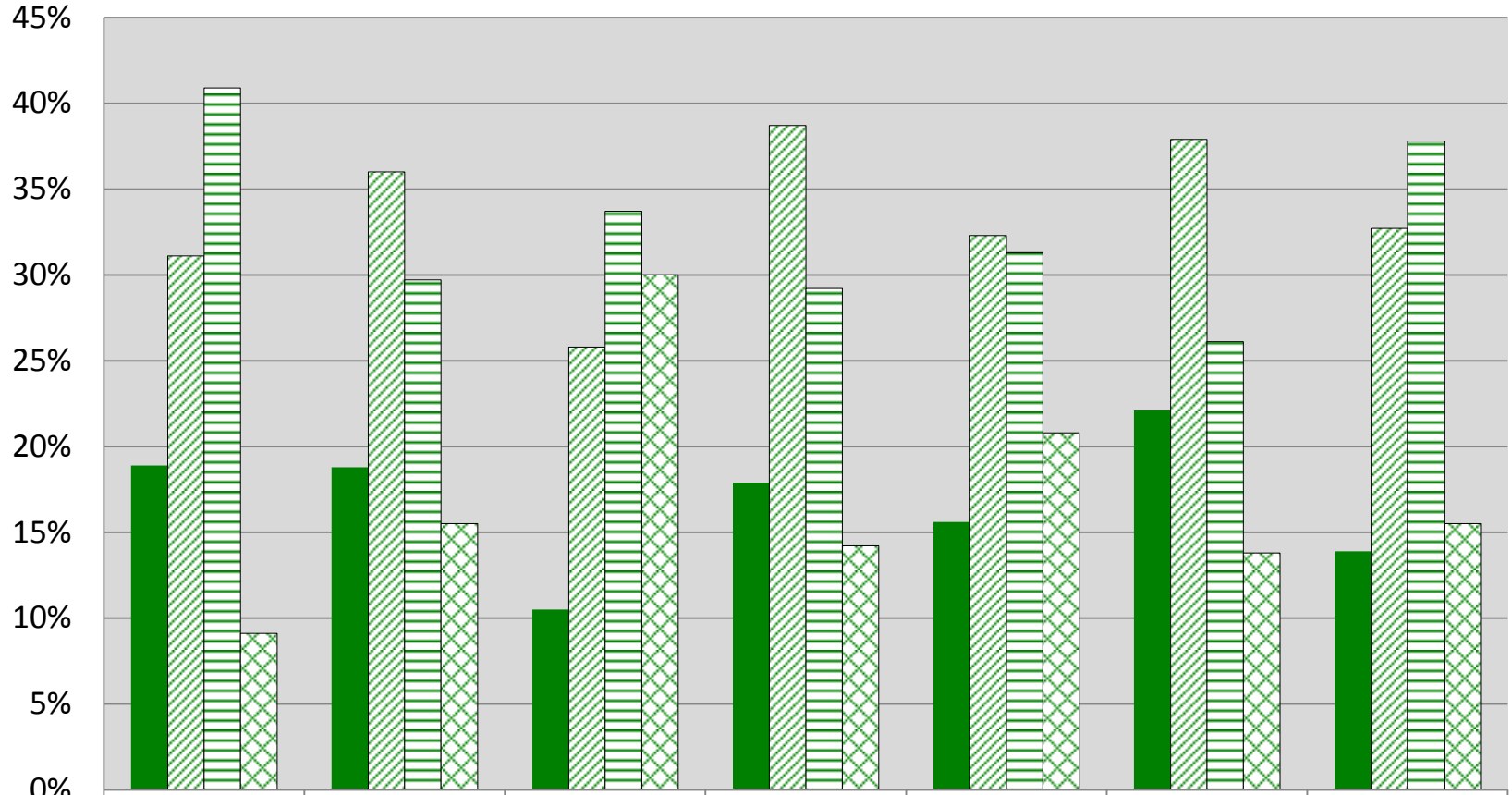
The majority were independent (30.5%) and family class (22.9%) immigrants, and 42.5% were men and 57.5% women.

The majority were born in French-speaking African countries (69.6%), France (11.4%), and Haiti (9.6%). The most notable African countries were the Democratic Republic of Congo (23%), Ivory Coast (6.7%) and Cameroun (5.9%).

The majority lived in the Toronto area (27.3%), large urban areas (31.3%) and small urban areas (23.4%). The remaining 17.9% lived in mid-sized urban areas.

* Of the four specific sub-groups with whom focus groups were conducted (French-speaking, LGBT, those without legal immigration status and immigrants with disabilities), enough respondents identified as French-speaking or LGBT to report on survey results for these specific groups. These results are presented separately throughout the report.

Figure 3: Distribution of survey respondents by age and country/region of birth (%)



	China	India	Colombia	Sri Lanka	Pakistan	Africa	Middle East
<30 years	18.9%	18.8%	10.5%	17.9%	15.6%	22.1%	13.9%
30-39 years	31.1%	36.0%	25.8%	38.7%	32.3%	37.9%	32.7%
40-49 years	40.9%	29.7%	33.7%	29.2%	31.3%	26.1%	37.8%
50 years or older	9.1%	15.5%	30.0%	14.2%	20.8%	13.8%	15.5%

Place of Residence in Ontario

The vast majority of Making Ontario Home survey respondents (85.6%) reported Ontario as their first province of settlement. Of the remaining 14.4%, 3.5% had moved to Ontario from Quebec and 1.7% had moved from British Columbia. The majority of those who first settled in Ontario (80.5%) continue to live in their first city of residence in Ontario, whereas 19.5% had moved from their first city.

For those who have moved from their first city, the main reason for moving to their current city was to find better employment opportunities (32%). Other reasons cited included affordable housing (27.4%), education (9.5%), and to join family or close friends (9.1%).

When asked to rate the likelihood of moving from their current city, only 15% said it was somewhat likely or very likely that they would move. 408 respondents provided information about where they were likely to move: 59.9% said they would move to another city in Ontario, 23.8% would move to another province in Canada, and 14.4% would move outside Canada. The main reasons they gave for considering moving were employment related. The specific reasons they gave were: lack of employment (45.5%); lack of employment for a family member (27.5%); and receiving a job offer in another city or being transferred by their employer (20.7%).

Current Immigration Status

Permanent residents and Canadian citizens made up the vast majority of survey respondents. About two-thirds (67.7%) of the respondents were permanent residents, and a little over one-fifth (20.9%) were Canadian citizens. Other categories were refugee claimants (3.7%), temporary residents (4.2%), those without legal

immigration status (0.5%), and others, including individuals on visitors' visas, and work permits (3.0%). Figure 4 presents respondents' current immigration status.

Immigration Status upon Arrival to Canada

Immigrants selected through the independent class, which includes skilled workers, professionals, and provincial nominees, were the most represented with 34.9% belonging to this class. Family class immigrants represented 31.0% of survey respondents. Refugees represented 7.3%, 10.1% were refugee claimants, and 5.3% identified themselves as international students. Figure 5 shows the distribution of survey respondents by immigration status upon arrival.

Figure 4: Distribution of survey respondents by current immigration status (%)

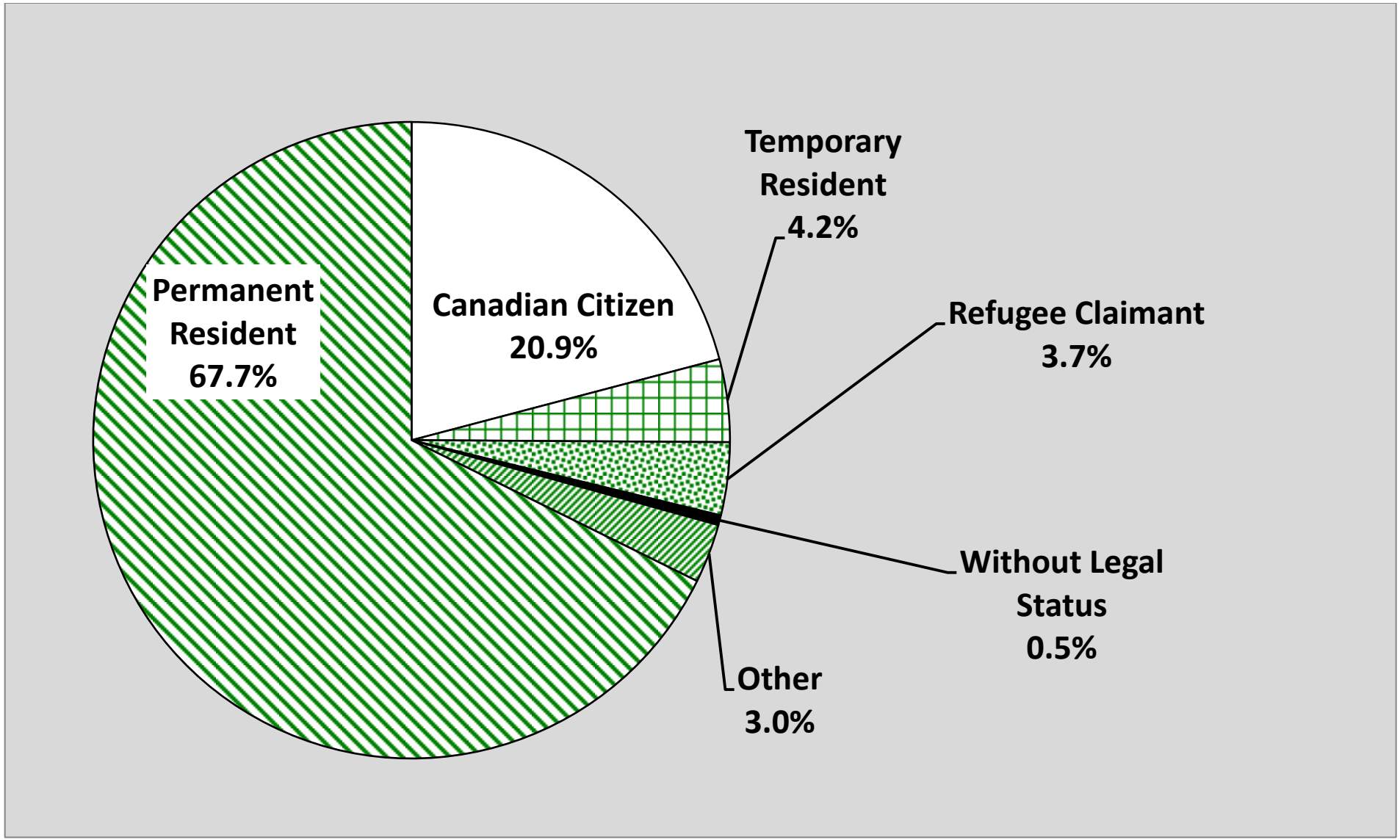
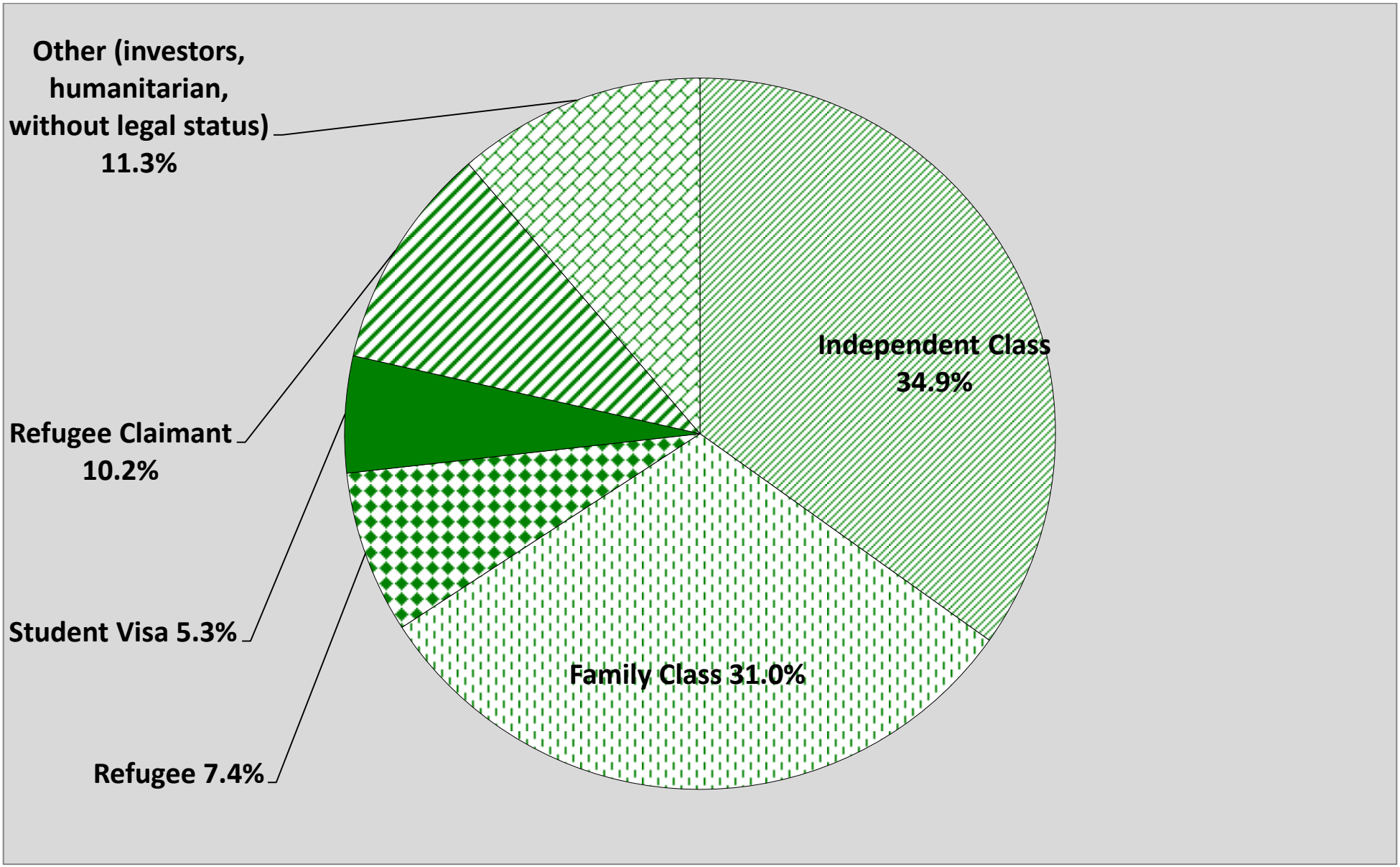


Figure 5: Distribution of survey respondents by immigration status upon arrival in Canada (%)



Educational and Professional Backgrounds

Over two-thirds of respondents (67.6%) reported having some level of post-secondary education before coming to Canada. The most common levels of education attained before coming to Canada were a bachelor's or master's degree, and 52.1% of respondents reported having pursued some formal education since arriving in Canada. About one-third (33.9%) of those who obtained education in Canada pursued post-secondary education; most commonly respondents obtained a college diploma. Figure 6 shows the distribution of respondents by educational qualification.

Level of education before arrival in Canada by country of birth

Survey respondents born in Pakistan and India had the highest levels of education upon arrival in Canada with 47.9% and 46.4% of them respectively having a post-graduate degree. Those two countries were followed by respondents born in China (24.0%), the continent of Africa (20.9%) and the region of the Middle East (19.2%). Respondents born in Colombia were most likely to have a degree in a regulated profession (30.0%), while those born in Sri Lanka had the lowest levels of education with over 60% of them having high school or lower. Figure 7 represents the distribution of the survey respondents by country of birth and level of education upon arrival in Canada.

Figure 6: Distribution of respondents by educational qualification (%)

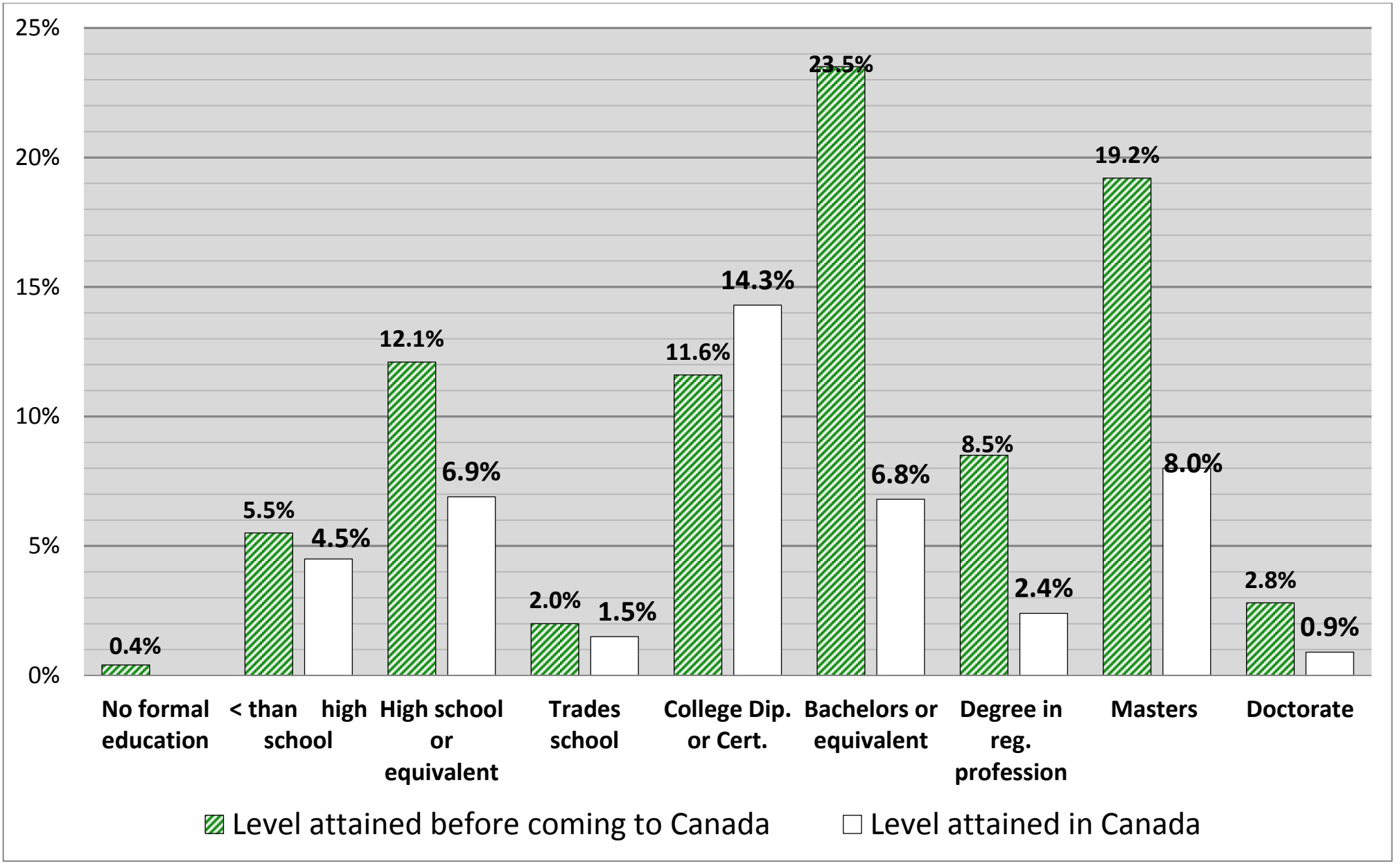
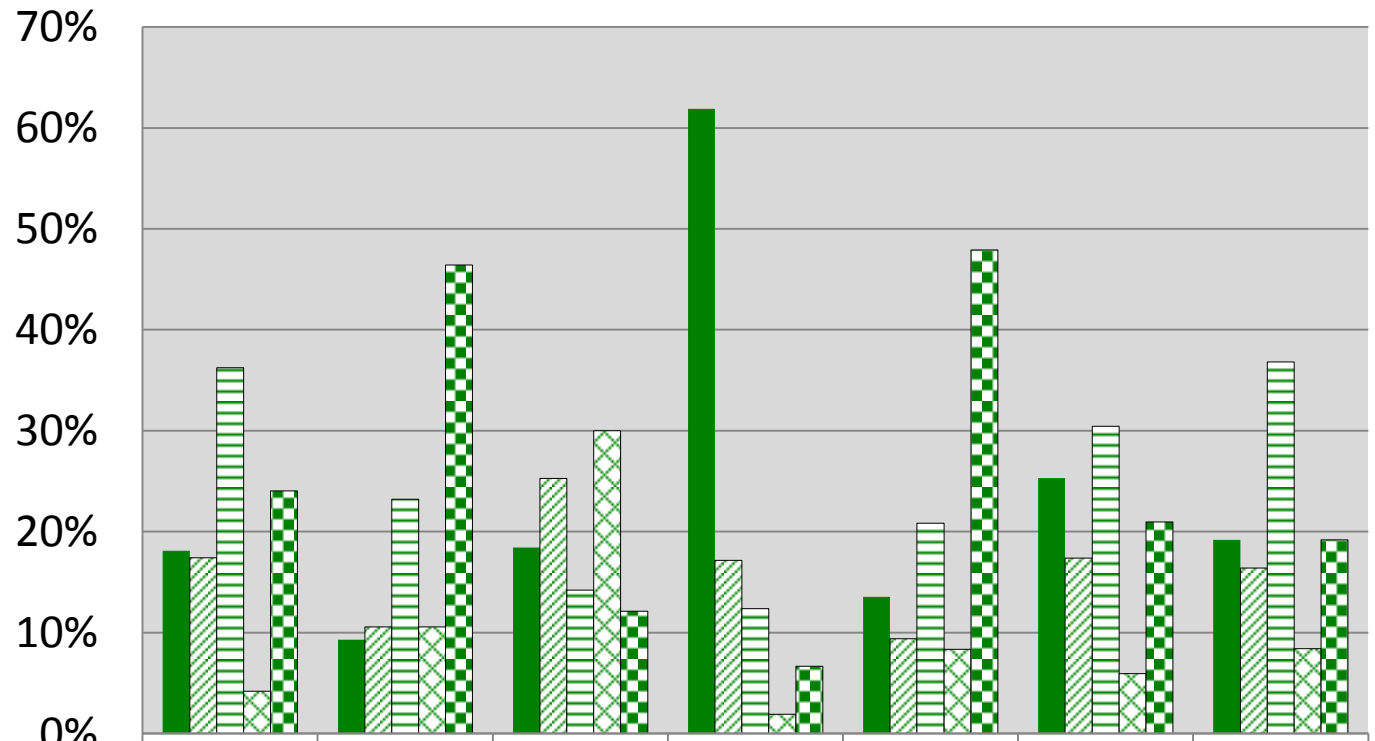


Figure 7: Distribution of survey respondents by country/region of birth and level of education upon arrival in Canada (%)



	China	India	Colombia	Sri Lanka	Pakistan	Africa	Middle East
High school or lower	18.1%	9.3%	18.4%	61.9%	13.5%	25.3%	19.2%
Trade school or college diploma	17.4%	10.5%	25.3%	17.1%	9.4%	17.4%	16.4%
Bachelor's degree	36.2%	23.2%	14.2%	12.4%	20.8%	30.4%	36.8%
Degree in regulated profession	4.2%	10.5%	30.0%	1.9%	8.3%	5.9%	8.4%
Post graduate degree	24.0%	46.4%	12.1%	6.7%	47.9%	20.9%	19.2%

Training and Experience in Trades and Regulated Professions

The survey respondents included people working in various trades, and health and non-health regulated professions in which they were trained either before coming to Canada, or during their stay in Canada.

Individuals working in trades and professions in which they were trained before coming to Canada included 62 people working in various trades, and 310 people working in various regulated professions. Of the 310 people trained in regulated professions, 146 (47.1%) obtained non-Canadian registration in their professions before coming to Canada. Individuals working in trades and professions for which they were trained in Canada included 37 people working in trades and 154 working in regulated professions. Figures 8 and 9 show trades and professions in which respondents were trained both *before* and *after* arriving in Canada that had the most significant respondent numbers. Please note the different scale of the two figures.

Figure 8: Notable trades and regulated professions training BEFORE coming to Canada

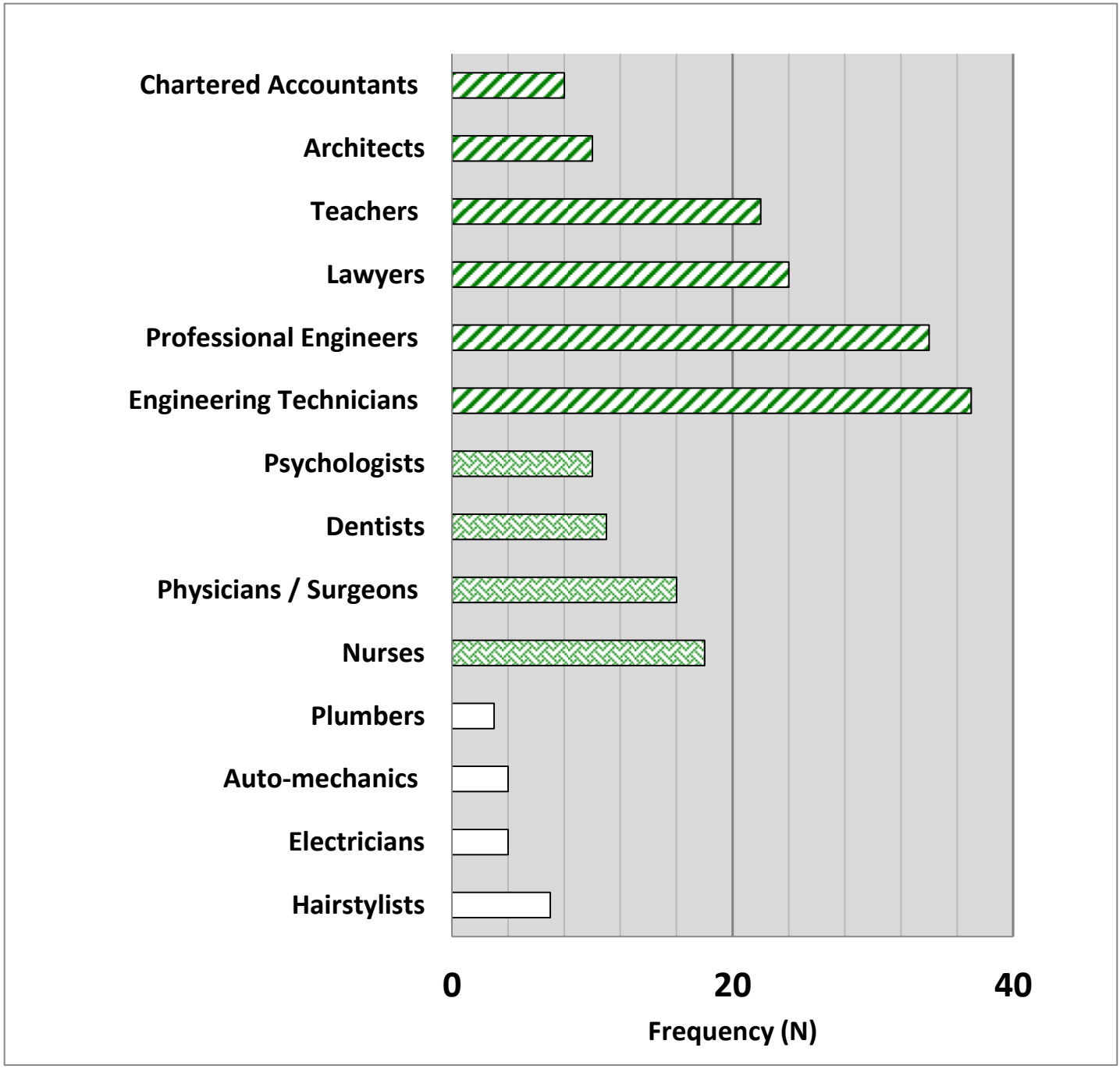
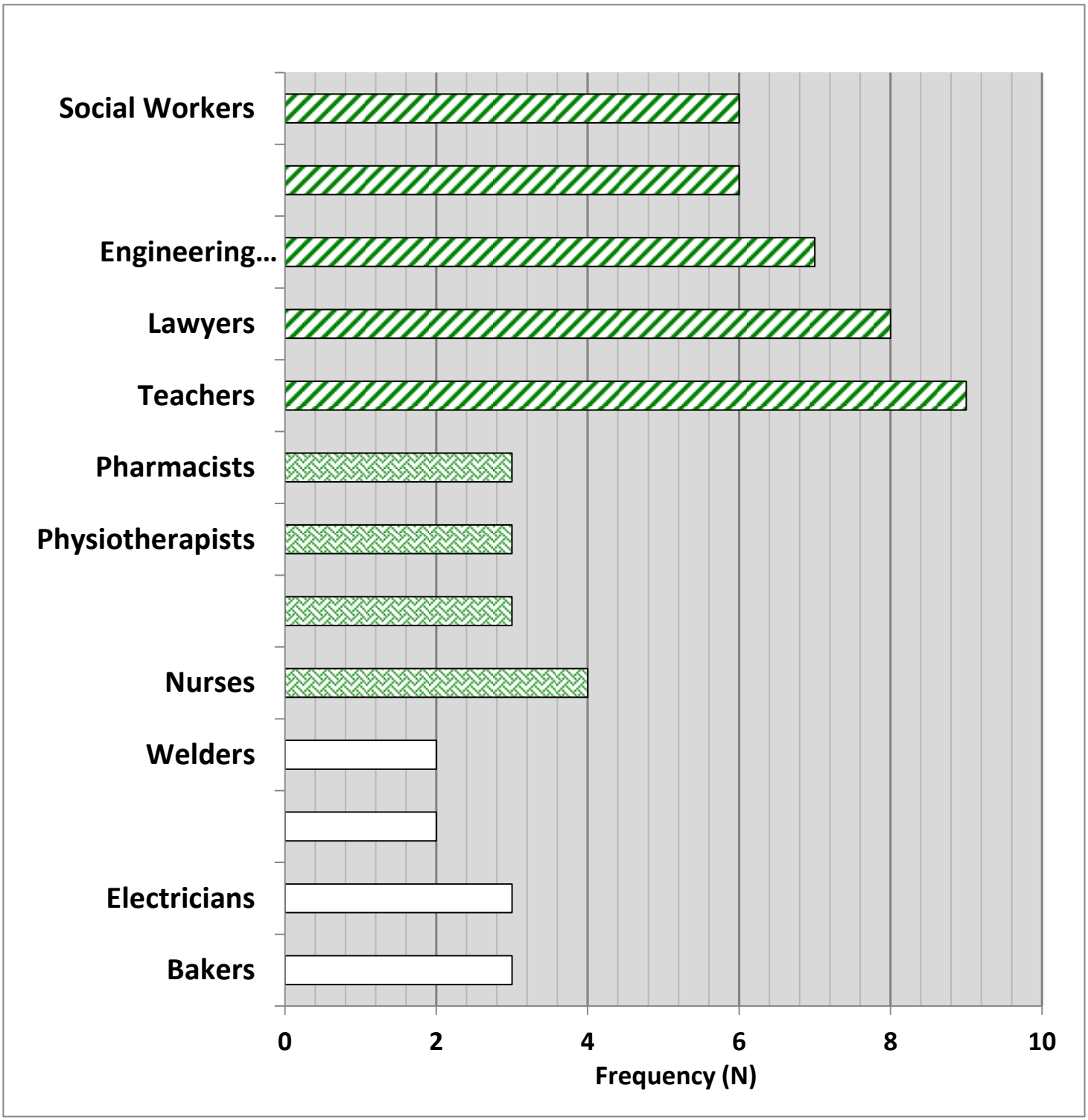


Figure 9: Notable trades and regulated professions training AFTER coming to Canada



Current Occupation

Out of 963 survey respondents who reported being employed, 938 provided information about their current occupation. Of that number, 24.5% work in social sciences, education, government service or religion, 19.9% work in the sales/service sector, 11.9% work in business, finance or administration, and 7.1% work in the health sector.

Furthermore, 36.0% of 877 respondents reported working in the fields in which they were trained before coming to Canada, while 24.1% said they were working in related fields. Also, 39.5% of 769 respondents reported working in fields in which they were trained in Canada, and 23.3% in related fields. Table 2 shows the distribution of people working in 10 major fields of training.

Labour Market Participation

Thirty-eight percent reported some sort of employment in the Canadian labour market, 29.2% were unemployed, 17.7% were currently students, and 6.4% were maintaining households. Table 3 represents the employment status of all survey respondents.

Table 2: Current occupation by fields of training[17]

Current Occupation	Total number working in field	Working in field of training received BEFORE coming to Canada			Working in field of training received SINCE coming to Canada		
		Yes	Some-what	No	Yes	Some-what	No
Social Science, Education, Government Service or Religion	220	41.4%	30.0%	28.6%	47.2%	28.2%	24.6%
Sales or Service	173	18.5%	24.3%	57.2%	24.5%	21.7%	53.8%
Business, Finance or Administration	106	39.6%	30.2%	30.2%	42.8%	25.3%	31.9%
Health	66	45.4%	25.8%	28.8%	58.2%	21.8%	20.0%
Management	66	42.4%	33.3%	24.3%	47.6%	20.6%	31.8%
Processing, Manufacturing or Utilities	45	33.3%	8.9%	57.8%	26.5%	14.7%	58.8%
Trades, Transport, Equipment Operation or Related	25	32.0%	8.0%	60.0%	23.8%	28.6%	47.6%
Art, Culture, Recreation or Sport	20	40.0%	15.0%	45.0%	27.8%	27.8%	44.4%
Natural, Applied Sciences or Related	19	100%	0.0%	0.0%	76.5%	17.6%	5.9%
Primary Industry (e g , occupations unique to Agriculture, Fishing, Forestry, or Mining)	4	0.0%	0.0%	100%	25.0%	0.0%	75.0%
Other (not specified)	133	32.3%	17.3%	50.4%	33.1%	20.1%	46.8%
Total	**877**	**36.0%**	**24.1%**	**39.9%**	**39.5%**	**23.3%**	**37.2%**

[17] Some of the percentages reported in this table should be interpreted with caution because of the small numbers.

Table 3: Current employment status

Employment status	Frequency	Percent
Employed full-time (30 hours or more per week)	568	22.7%
Employed part-time (less than 30 hours per week)	258	10.3%
Employed part-time doing two or more jobs	52	2.1%
Self-employed	85	3.4%
Unemployed, looking for work	731	29.2%
Not looking for work	74	3.0%
Retired	20	0.8%
Student	443	17.7%
Maintaining a household	161	6.4%
Other (including volunteers and caregivers)	108	4.3%
Total	**2500**	**100.0%**

Of the 963 respondents actively participating in the labour market, 59% were employed full-time, 32.2% were employed part-time and 8.8% were self-employed. Of the 310 respondents who reported working part-time, 83.2% were working less than 30 hours per week, and 16.8% were working two jobs. Comparing the sectors in which those working full and part-time were employed, the largest difference is in the sales or services sector, where only 16.1% of all those working full-time were employed compared to 26.1% of all those working part-time. Figure 10 shows in which sectors those working full- and part-time were employed.

The reasons for working part-time included inability to find full-time work (58.4%), going to school (18.3%), personal preference (10.5%), and inability to find childcare (5.8%). Other

reasons included health issues, waiting for certification, and others (unspecified) (7.0%).

Unemployment rates

Almost one-third (32.2%) of the respondents indicated that they were not currently employed. They included 29.2% who were unemployed and looking for work and 3% who were not looking for work[18].

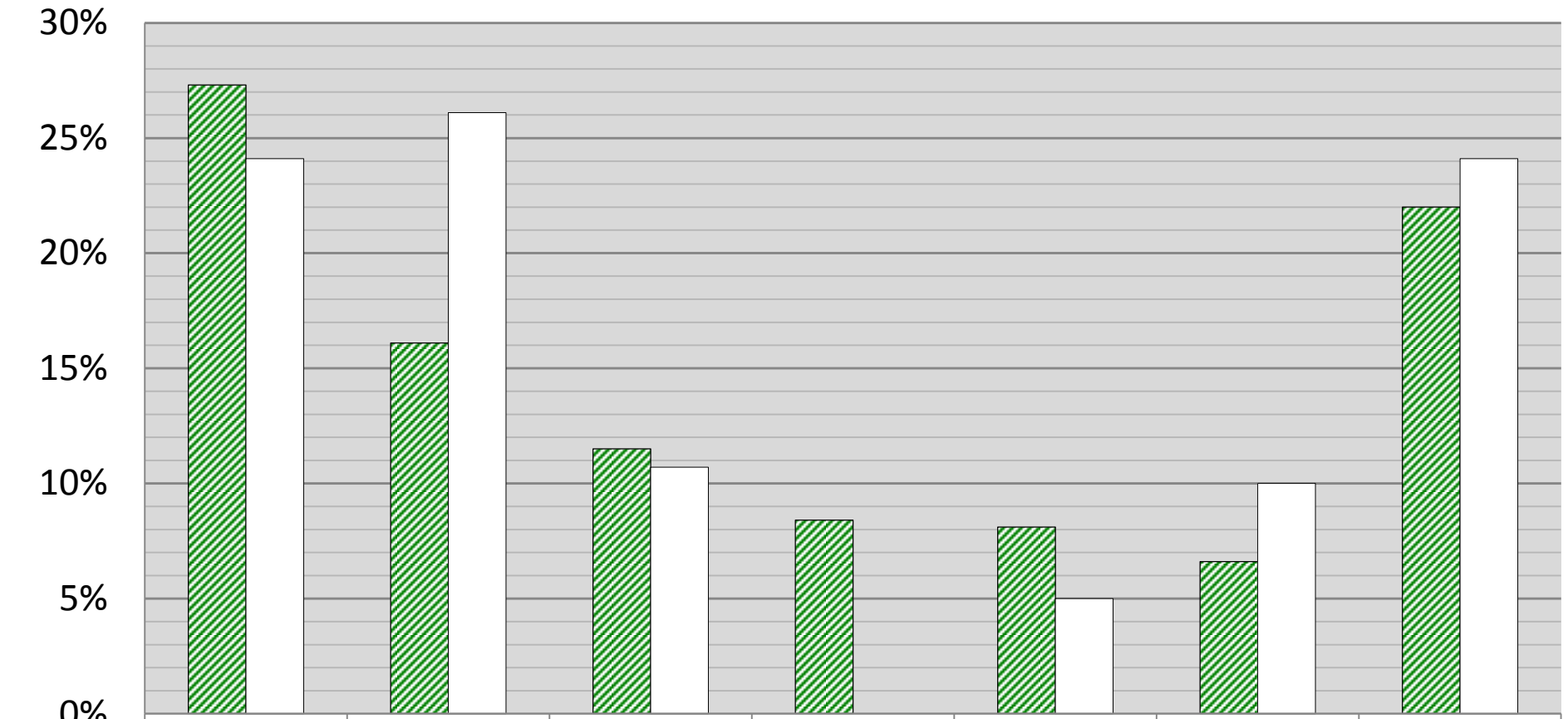
Census Agglomerations (CAs)
Term used by Statistics Canada to describe an urban area including 1 or more neighbouring municipalities located around an urban core that has a population of at least 10,000. This study included only those CAs to which more than 1,000 immigrants have moved to between 2000 and 2010 (Appendix 3): Belleville, Chatham-Kent, Cornwall, Leamington, and Sarnia. **Throughout the rest of the document, "very small urban areas" will be used interchangeably with "CAs".**

Unemployed respondents gave a variety of reasons for being unemployed as well as the difficulties they have encountered in trying to find a job. Some of the most commonly reported reasons were not having enough job experience in Canada (16.6%), language problems (15.1%), not having enough connections in the job market (13.8%), and lack of acceptance or recognition of their job experience (13.1%) and qualifications (11.4%) from outside of Canada.

[18] One factor to consider in regards to the unemployment rate is that almost a quarter of all respondents (22.1%) arrived in 2010.

Figure 10: Sector representation of labour market participants by full-time compared to part-time employment

* Numbers too small to report



	Social Sciences, Education, Gov. Services or Religion	Sales or Services	Business Finance or Admin	Manufacturing or Utilities	Management	Health	Other
Full-time	27.3%	16.1%	11.5%	8.4%	8.1%	6.6%	22.0%
Part-time	24.1%	26.1%	10.7%	*	5.0%	10.0%	24.1%

There were statistically significant differences in unemployment rates based on length of time in Canada, urban area and immigration class. Unemployment rates were relatively lower for those who arrived in Canada between 2000 and 2005 (26.2%) than among those who arrived between 2006 and 2010 (52.7%)[19]. There were also higher unemployment rates among respondents living in the Toronto CMA (50.5%) and medium-sized CMAs (47.2%)[20] compared to those living in small CMAs (28.0%), CAs (36.2%), and large CMAs (39.6%)[21].

Census Metropolitan Areas (CMAs)
Term used by Statistics Canada to describe an urban area including 1 or more neighbouring municipalities located around a major urban core with a total population of at least 100,000, of which 50,000 or more live in the urban core. This study includes all 15 CMAs in Ontario: Barrie, Brantford, Greater Sudbury, Guelph, Hamilton, Kingston, Kitchener, London, Oshawa, Ottawa, Peterborough, St. Catharines-Niagara, Toronto, Thunder Bay, and Windsor. **Throughout the rest of the document, "urban areas" will be used interchangeably with "CMAs".** The categorization of large, medium and small CMAs or urban areas can be found in the Methodology or Appendix 2.

Finally, family class immigrants (50.3%) and refugees (48.5%) were more likely to be unemployed than other immigrants. They were followed by refugee claimants (44.2%) and independent immigrants (43.8%). Those arriving as international students (21.5%) reported the lowest

[19] χ^2 (1, N = 1694) = 111.7, p <.001
[20] χ^2 (4, N = 1721) = 35.0, p <.001
[21] *See Table 1 for a classification of* CMAs

unemployment rates[22]. Employment and unemployment rates are presented by immigration class in the Figure 11.

There were no statistically significant differences in unemployment rates among respondents based on gender, age, country/region of birth, or education [23], but after controlling[24] for length (in years) of stay in Canada, significant differences were observed. Older immigrants and refugees were more likely to be unemployed than younger ones: unemployment rates were highest among individuals aged 50 years or older (41.7%) and 40 to 49 years (34.3%)[25]. Individuals less than 30 years old (27.0%) and those aged 30 to 39 years (29.0%) had relatively lower levels of unemployment.

Likewise, unemployment rates were highest among individuals with a degree in a regulated profession (38.6%), high school or lower levels of education (36.7%), and a bachelor's degree (34.1%)[26]. Unemployment rates among individuals with a post-graduate degree (28.0%) and trade school or college diploma (29.5%) were the lowest. Figure 12 displays the employment and unemployment rates by level of education before arrival in Canada.

[22] χ^2 (1, N = 1560) = 21.1, p <.001
[23] China, India, Colombia, Sri Lanka, Pakistan, Africa and the Middle East
[24] Weighting frequencies by estimated number of years lived in Canada
[25] χ^2 (3, N = 1756) = 51.7, p <.001
[26] χ^2 (4, N = 1677) = 49.3, p <.001

Figure 11: Employment and unemployment rates by immigration class (%)

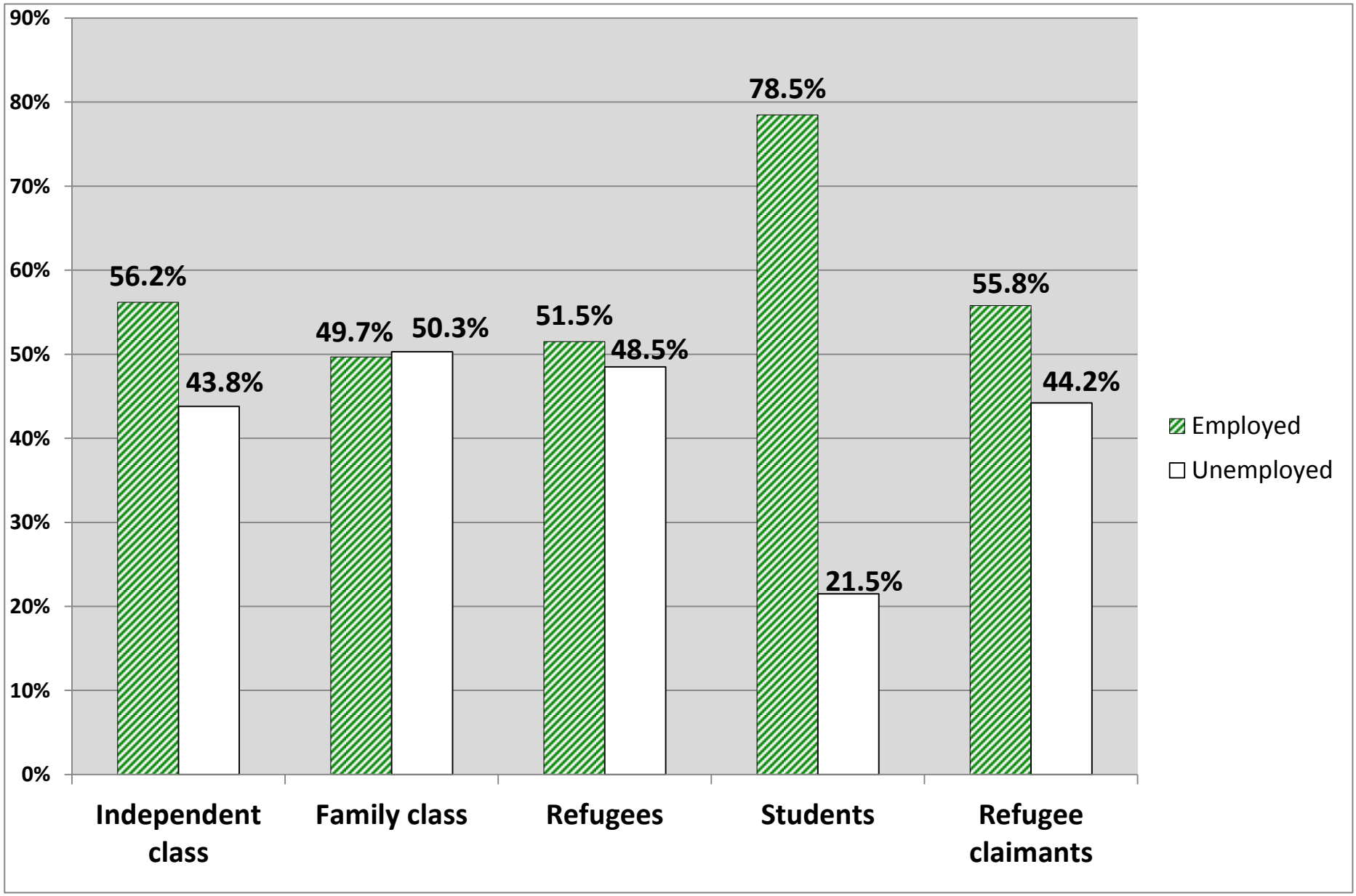
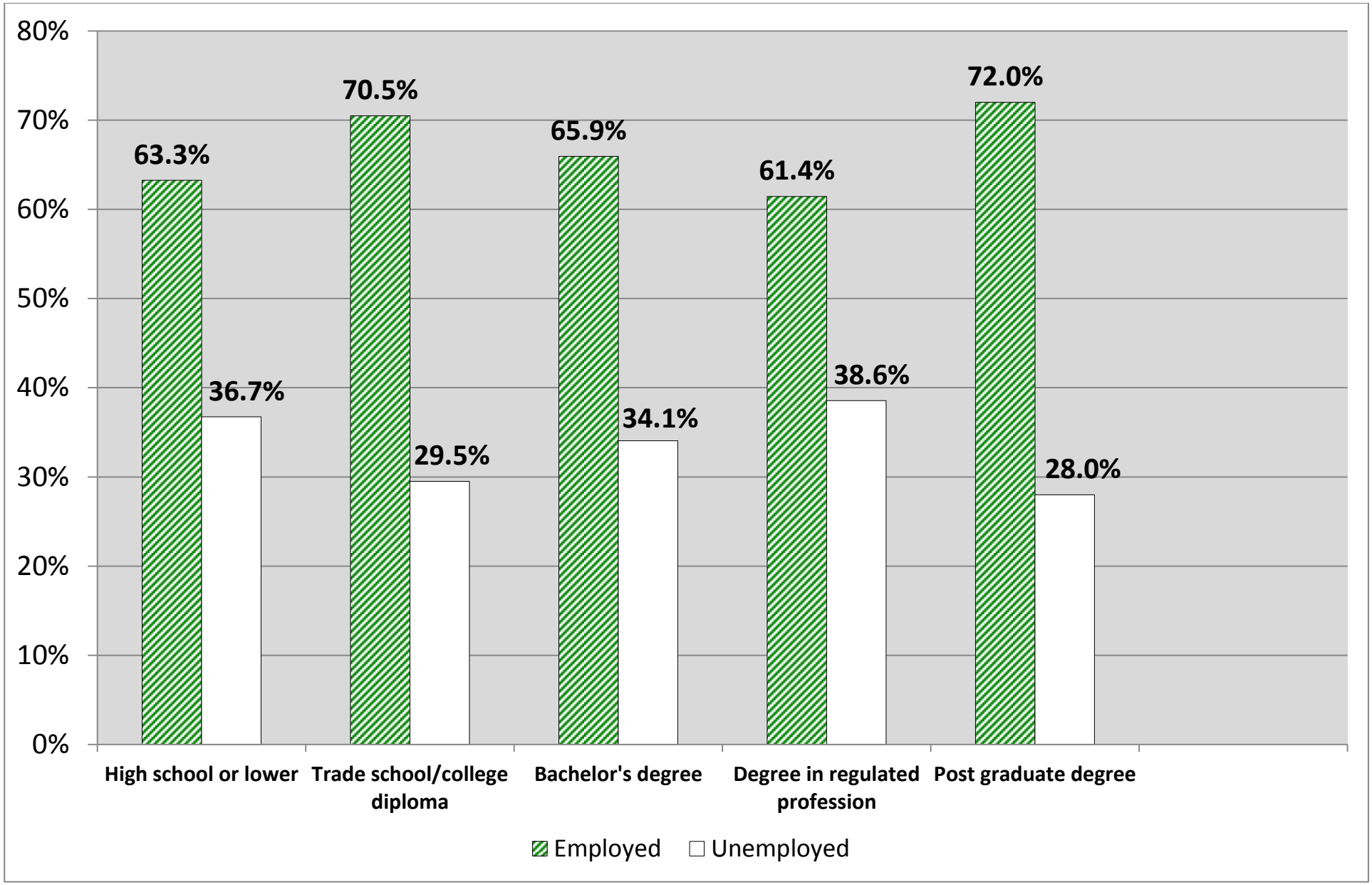


Figure 12: Employment and unemployment rates by level of education upon arrival in Canada(%)



Current Students

These statistics refer to individuals who identified themselves as students at the time of completing the survey, and are not related to their immigration status upon arrival. Just under one-fourth of the 443 respondents, with various immigration statuses, were currently studying at university (23.0%), and 14.1% were in college. The remaining students were in secondary schools (6.9%), specialized skill upgrade programs (9.8%), and technical schools (0.9%). Other respondents who identified themselves as students (44.7%) were studying in other institutions, including ESL or LINC classes.

Upon graduation, 47% of students expect to find work in their fields in their current cities, 22.8% expect to find employment elsewhere in Ontario or elsewhere in Canada, while 2.9% expect to find employment in another country.

Other Demographics

Household Composition

The average household size was 3.58. The majority of respondents lived with family members, and only 5.9% lived with people unrelated to them.

Personal Income

Out of the 2,530 survey respondents, 1,546 (61.1%) provided information about their personal income; the remaining 984 (38.9%) chose not to share that information. Of those who provided information about their personal income, only 6.2%

reported incomes of over $60,000 before taxes in 2009. The majority of them (63%) either received no income (26.0%) in 2009 or reported incomes of less than $20,000 (37.1%) before taxes. Figure 13 represents the distribution of personal incomes reported.

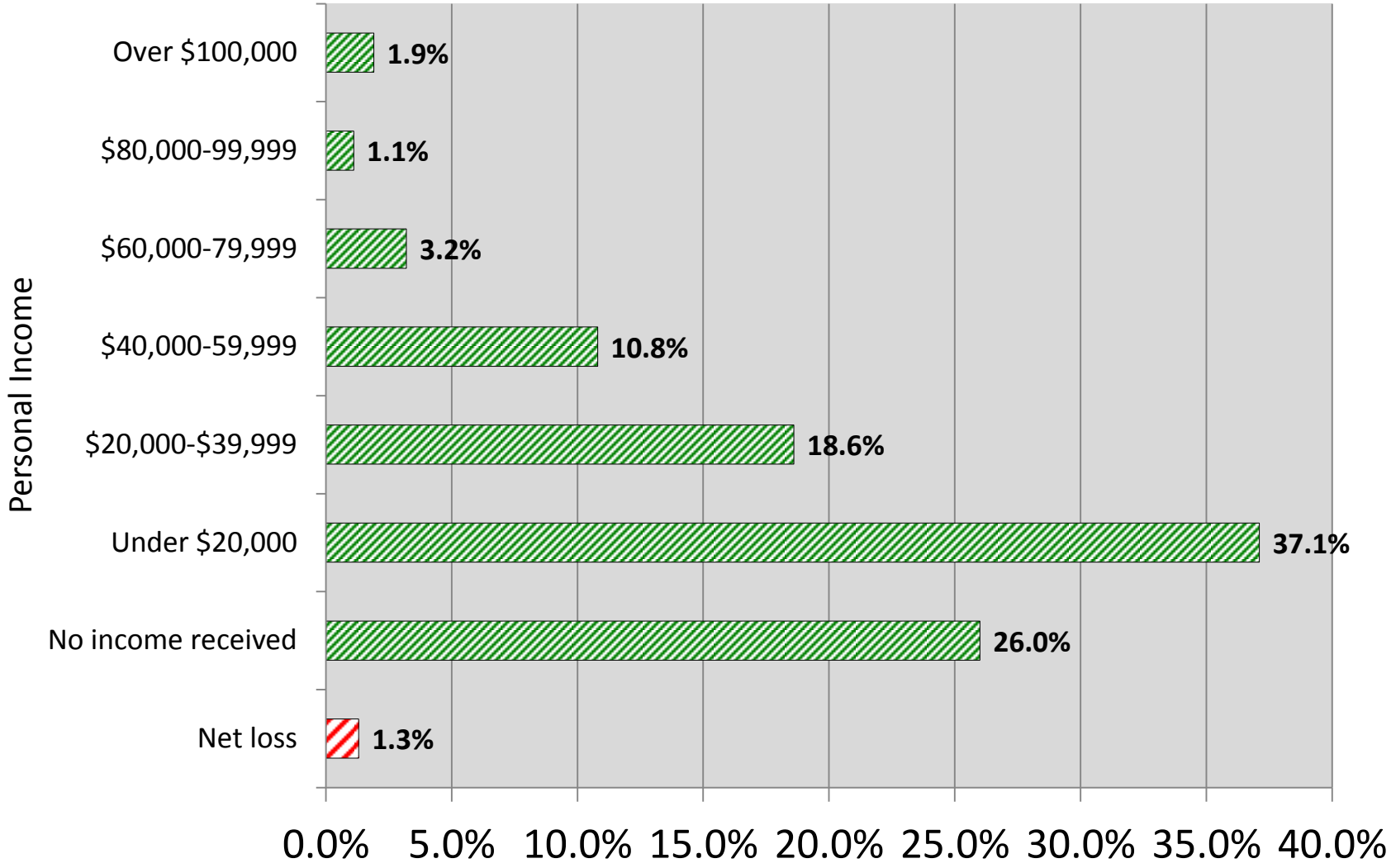
Vehicle ownership

Over three-quarters of respondents (n=1,947; 77.0%) provided information about vehicle ownership. Of this number, 1,357 (69.7%) own at least one vehicle. Table 4 gives the distribution of respondents by number of vehicles owned.

Table 4: Vehicle ownership

Number of vehicles	Frequency	Percent
0	590	30.3%
1	984	50.5%
2	329	16.9%
3	29	1.5%
4	15	0.8%

Figure 13: Personal income in 2009 (%)



Mode of daily transportation

Information provided by over three-quarters of respondents (n=1,957; 77.4%) indicated that a little over half of them (53.1%) use public transit while 36.9% drive their own cars and 8.3% were driven by others. Table 5 below represents the distribution of survey respondents by mode of transportation.

Table 5: Mode of daily transportation

Mode of Transportation	Frequency	Percentage
I drive my car	723	36.9%
Someone drives me	163	8.3%
I use a train	825	42.2%
I use the subway	21	1.1%
I use a bus	191	9.8%
I ride my bicycle	34	1.7%

Religion

Three-quarters of the respondents provided information about their religion. The largest religious affiliation identified by these participants was Christianity (41.6%), followed by Islam (18.3%). Of the remaining participants, 16.5% indicated that they had no religion, 8.8% described themselves as Hindu, 4.0% Buddhist, 1.5% Sikh, 0.7% were Jewish, and 8.7% others (including Agnostics, Baha'i, Taoists and Zoroastrians).

Immigrant Challenges and Use of Settlement and Integration Services

The Making Ontario Home survey explored needs and challenges in three service areas, namely employment and skills training, language training, and general settlement and integration services.

The employment and skills training programs and services included in this survey were employment support services, bridge training programs for the internationally-trained in a regulated profession or trade, bridge training programs for the internationally-trained in an unregulated profession, specialized training to help the individual qualify to obtain a license or accreditation in a regulated profession or trade in Ontario, and accreditation or academic services. Other employment and skills training programs and services include mentoring and internship programs, apprenticeship programs, self-employment or business development programs/training, and youth employment services.

Language training programs and services explored were language assessment and testing, English as a Second Language (ESL), Language Instruction for Newcomers to Canada (LINC), Programme cours de langue pour les immigrants au Canada (CLIC) and French as a Second Language (FSL). Other language training programs and services included language training for

the workplace (occupation specific language training or enhanced language training), and language conversation groups.

General settlement and integration services in this survey included advice and counseling by settlement counselors, information and referrals to other community or government services, assistance with settlement needs such as finding a school, housing or healthcare services. It also included helping immigrants and refugees fill out forms and applications, interpretation and translation, workshops or group information sessions, and organizing support groups and social groups for

French-speaking respondents

The majority (76.5%) had used one or more settlement support service. In addition:

- 50.4% used employment and skills training programs and services;
- 51.1% used language training programs and services; and
- 34.8% used general settlement and integration services.

LGBT respondents

The majority (75.3%) had used one or more settlement support service. In addition:

- 49.8% used employment and skills training programs and services;
- 34.4% used language training programs and services; and
- 36.6% used general settlement and integration services.

immigrants and refugees.

Service needs were compared by urban area (census agglomerations/census metropolitan area) and when people arrived in Canada, as well as by gender, age, immigration status upon arrival in Canada, country/region of birth, and level of education before arrival in Canada.

Are Newcomers Using Services?

More than 83% of the respondents had used one or more settlement support service. This included 39.3% who used only one type of service, 27.4% who used two types of services, and 16.3% who used all three types of services.
In addition:

- 54.7% used language training services and programs;
- 50% used employment and skills training programs and services; and
- 38.4% used general settlement and integration services.

There were 16.9% of survey respondents who reported not having used any type of support services. The findings related to this group are reported in the section “Non-Users of Services”.

What are Immigrants’ Challenges?

The analysis of immigrants’ challenges confirms other studies (e.g. Wayland, 2006) identifying employment as the highest concern of immigrants. Nearly two thirds (61.8%) of the respondents identified employment as their most important need. Next in importance was the challenge of limited English

language skills (32.7%). Social isolation (26.5%) and finding housing (23.4%) were listed as other major areas of immigrants' settlement challenges.

Table 6: Challenges experienced in settling

Settlement Challenge (N=2530)	Frequency	Percentage
Finding employment	1,564	61.8%
Limited English language skills	828	32.7%
Social isolation	671	26.5%
Finding housing	591	23.4%
Getting involved in social activities	523	20.7%
Finding information about community services	511	20.2%
Lack of family/social support networks	505	20.0%
Finding information about social networks	481	19.0%
Lack of required/adequate employment skills	476	18.8%
Not being accepted by other residents	366	14.4%
Finding services for my children	344	13.6%
Immigration issues (e.g. refugee claims, filling forms, Canadian citizenship application process)	264	10.4%
Finding services for my parents	85	3.4%

Respondents' needs and use of services are reported in more detail in the following sections, according to employment, language and general settlement and integration services.

Table 7: Settlement challenges experienced by French-speaking respondents

Settlement Challenge	French-speaking (N=135)
Finding employment	58.5%
Limited English language skills	35.6%
Social isolation	34.1%
Finding housing	32.6%
Finding information about social networks	26.7%
Finding information about community services	25.9%
Lack of family/social support networks	24.4%
Getting involved in social activities	23.0%

Table 8: Settlement challenges experienced by LGBT respondents

Settlement Challenge	LGBT (N=131)
Finding employment	58.0%
Social isolation	28.2%
Finding housing	25.2%
Lack of family/social support networks	23.7%
Getting involved in social activities	22.1%
Lack of required employment skills	19.8%

Employment and Skills Training Programs and Services

What are Respondents' Employment Challenges?

An analysis of challenges experienced by respondents in settling in their current cities of residence indicated that almost two-thirds (61.8%) experienced challenges in finding employment. Further analysis revealed statistically significant differences based on period of arrival in Canada, urban area, age, and immigration class. There were also differences based on country/region of birth and level of education before arrival in Canada. No statistically significant differences based on gender were found.

Immigrants and refugees who had arrived in Canada between 2000 and 2005 (65.1%) were more likely than those who had arrived between 2006 and 2010 (60.3%) to report experiencing challenges in finding employment[27]. Respondents living in the Toronto urban area (67.0%) and large urban areas (64.6%) were more likely to report difficulties finding employment upon arrival in their current cities than those living in very small urban areas (46.1%), small urban areas (55.1%) and medium-sized urban areas (57.5%)[28]. The distribution of respondents who reported experiencing challenges in finding employment upon arrival is presented by urban area in Figure 14.

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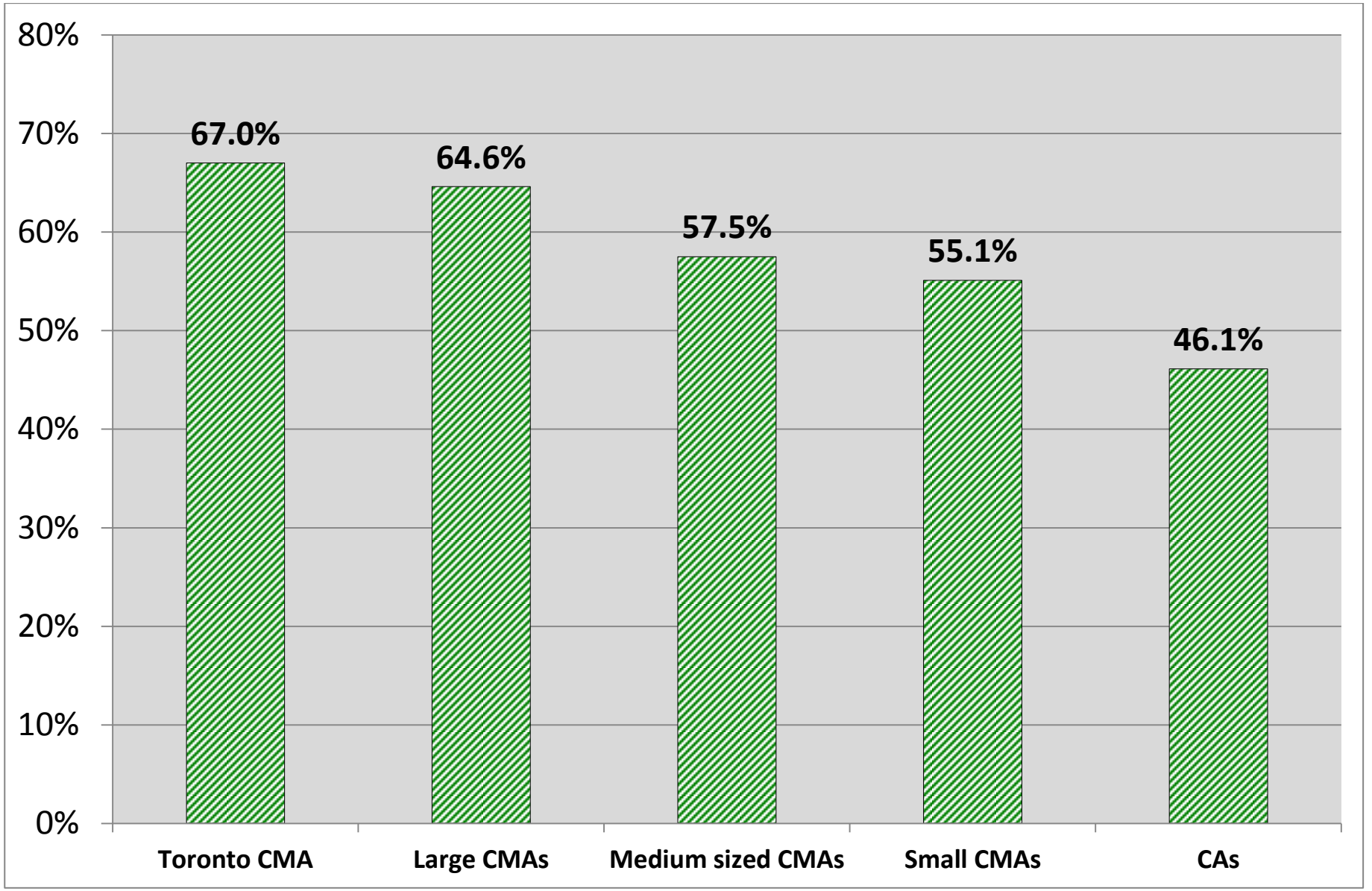
[27] χ^2 (1, N = 2530) = 5.4, p<.05

[28] χ^2 (4, N = 2442) = 34.5, p<.001

Figure 14: Distribution of respondents who experienced difficulties finding employment by urban area (%)



Survey respondents aged 40 to 49 years (67.9%) were also more likely to report experiencing challenges in finding employment compared those in other age categories[29]. They were followed by respondents aged 30 to 39 years (63.3%), and 50 years or older (61.4%). Respondents aged less than 30 years (47.9%) were least likely to report experiencing a challenge.

French-speaking respondents

The most frequently reported challenges were "agencies not offering the services required" (11.8%), "services not being available in one's language" (10.3%), and "not having transportation" (10.3%).

Among the different immigration classes, those who arrived in Canada as independent class immigrants were most likely to report experiencing challenges in finding employment when they settled in their current cities (72.9%)[30]. They were followed by immigrants in the family class (60.1 %), refugee claimants (58.6%) and refugees (52.2%). Immigrants who originally arrived in Canada on student visas (39.1%) were relatively less likely to report experiencing a challenge in finding employment.

LGBT respondents

The most frequently reported challenges were "hours of services not convenient" (18.2%), "they did not offer the services I required" (16.7%), and "transportation" (10.3%).

Respondents born in India (71.8%) were also more likely than those born in other countries/regions to report experiencing challenges in finding employment when they

[29] χ^2 (3, N = 2509) = 48.7, p<.001
[30] χ^2 (4, N = 2219) = 83.8, p<.001

settled in their current cities[31]. They were followed those born in Sri Lanka (66.0%), Pakistan (63.9%), and China (61.8%). Respondents born on the continent of Africa (59.2%), in the region of the Middle East (59.3%), and Colombia (58.0%) were relatively less likely to report experiencing challenges.

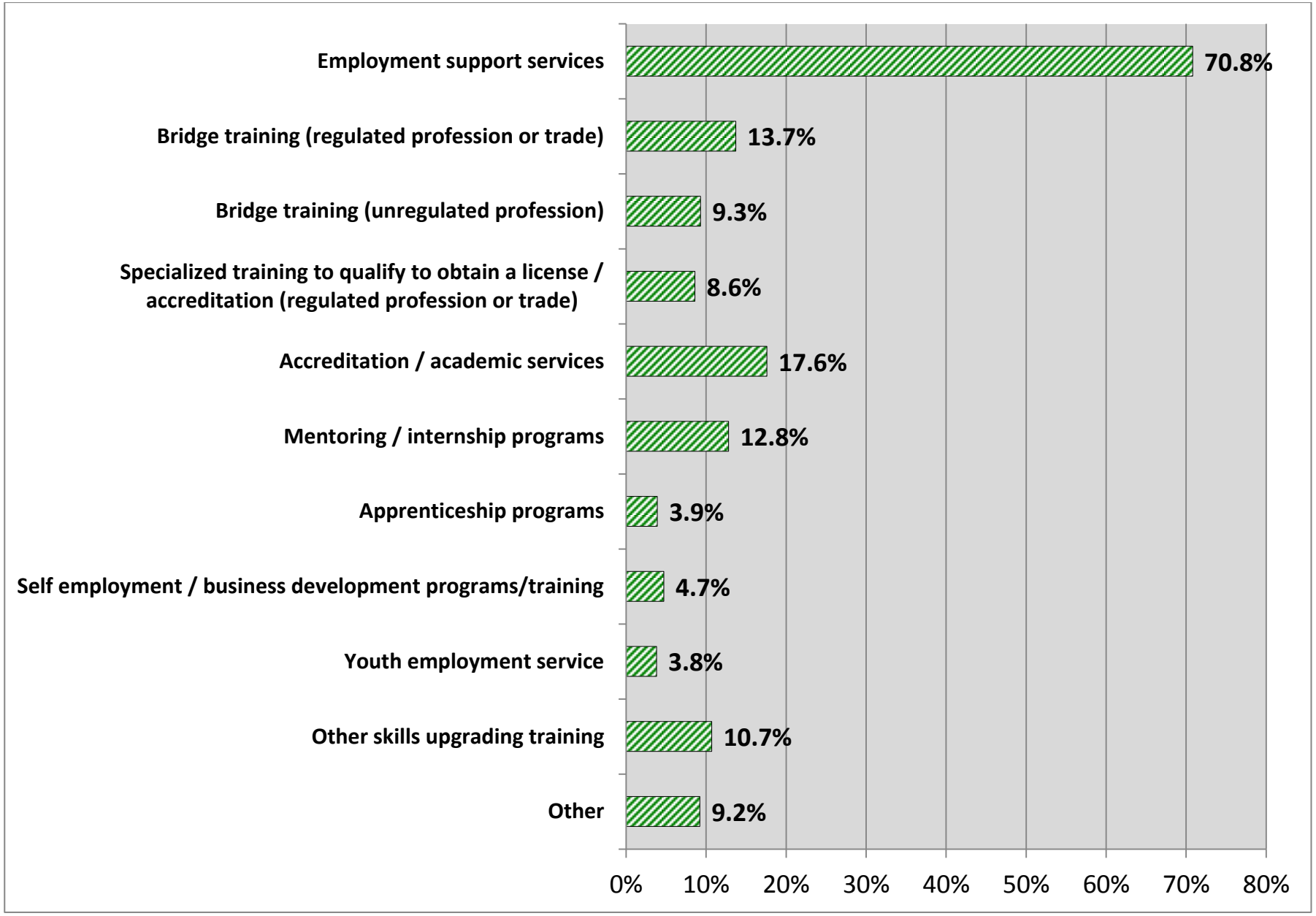
Finally, respondents who arrived in Canada with higher levels of education were more likely than those with lower levels to report experiencing challenges in finding employment when they settled in their current cities. Respondents with a post graduate degree (72.4%), followed by those with a bachelor's degree (70.0%), or a degree in a regulated profession (66.5%) were more likely than those with trade school or college diploma (53.7%), or high school or lower education (46.0%), to report experiencing challenges in finding employment[32].

What Employment and Skills Training Programs and Services are Immigrants Using?

In total, 1,265 survey respondents provided information about their use of employment and skills training programs and services. Figure 15 shows the levels of usage for various employment and skills training programs and services.

[31] χ^2 (6, N = 1433) = 13.5, p<.05
[32] χ^2 (4, N = 2494) = 120.1, p<.001

Figure 15: Use of employment and skills training programs and services (%)



Service Provider Focus Group Data: Employment Search

The experience of many focus group participants (most of whom were frontline workers) has been that clients, especially men, often have the expectation that immigrant-serving agencies will place them in a job. "*Employment, always*," explained a focus group participant when asked why clients contacted them. Another added "… *and when they find there is no job, they disappear*."

Participants reported that front-line workers respond to clients looking for employment help in different ways. They direct them to employment agencies (which are mandated to serve all Ontarians, not just immigrants), where it was noted that their clients often experience language barriers in communicating with the staff and have found inadequate support for the kinds of jobs they are looking for. They also direct their clients to workshops for writing resumes and preparing for interviews, which they did not necessarily want to invest their time in. One focus group participant commented "*When they come to me for a job they think I will pick up the phone and send them to a factory or a company. When I tell them to go for two to three weeks for a job-search or resume writing program, they get so upset.*" Another added that her clients wanted her to just "correct" their resumes, but she felt obligated to direct them to the job-search workshops that were offered by her agency.

The kind of employment and skills training services provided by participants' agencies, as well as the kind of service within a category, varied a great deal across the province. For example, some programs offered internships with significant stipends and had a high rate of post-internship employment, while others did not offer any stipends at all and had low rates of subsequent employment.

Figure 15 shows that the vast majority of respondents who reported using employment and skills training programs and services used employment support services (70.8%), and to a lesser extent, accreditation or academic services (17.6%), bridge training programs for internationally-trained professionals in a regulated profession or trade (13.7%), and mentoring and internship programs (12.8%).

While additional analysis found no statistical difference in the use of employment and skills training programs and services based on period of arrival in Canada or education level before arrival, it did reveal statistically significant differences based on urban area, gender, age, immigration class, and country/region of birth.

LGBT respondents

The employment and skills training programs and services that were used most frequently by LGBT respondents were employment support services (77.3%) and accreditation or academic assessment services (27.3%).

Immigrants and refugees living in large cities reported using employment and skills training programs and services more than those living in small cities: respondents living in large urban areas (64.6%) were most likely use employment and skills training programs and services, followed by those living in the Toronto urban area (51.5%), medium-sized urban areas (47.7%), and small urban areas (43.7%)[33]. Those living in very small urban areas (32.4%) were least likely to report using these programs and services.

Men (53.5%) were more likely to use employment and skills training programs and services than women (48.8%)[34]. Also, older respondents tended to use these programs and services more often than younger ones: survey respondents aged 40 to 49 years (56.1%) were most likely to use employment and skills training programs and services, followed by those aged 30 to 39

[33] χ^2 (4, N = 2442) = 46.3, p<.001.
[34] χ^2 (1, N = 2512) = 4.7, p<.05.

years (52.5%), and 50 years or more (50.9%)[35]. Respondents aged less than 30 years (33.8%) were least likely to use these programs and services.

When comparing use of employment and skills training programs and services by gender and age, amongst men, respondents aged 40 to 49 years (38.5%) were most likely to use the services while among women, those aged 30 to 39 years (41.7%) were most likely to use them[36]. The distribution of employment and skills training program and service users by gender and age is presented in Figure 16.

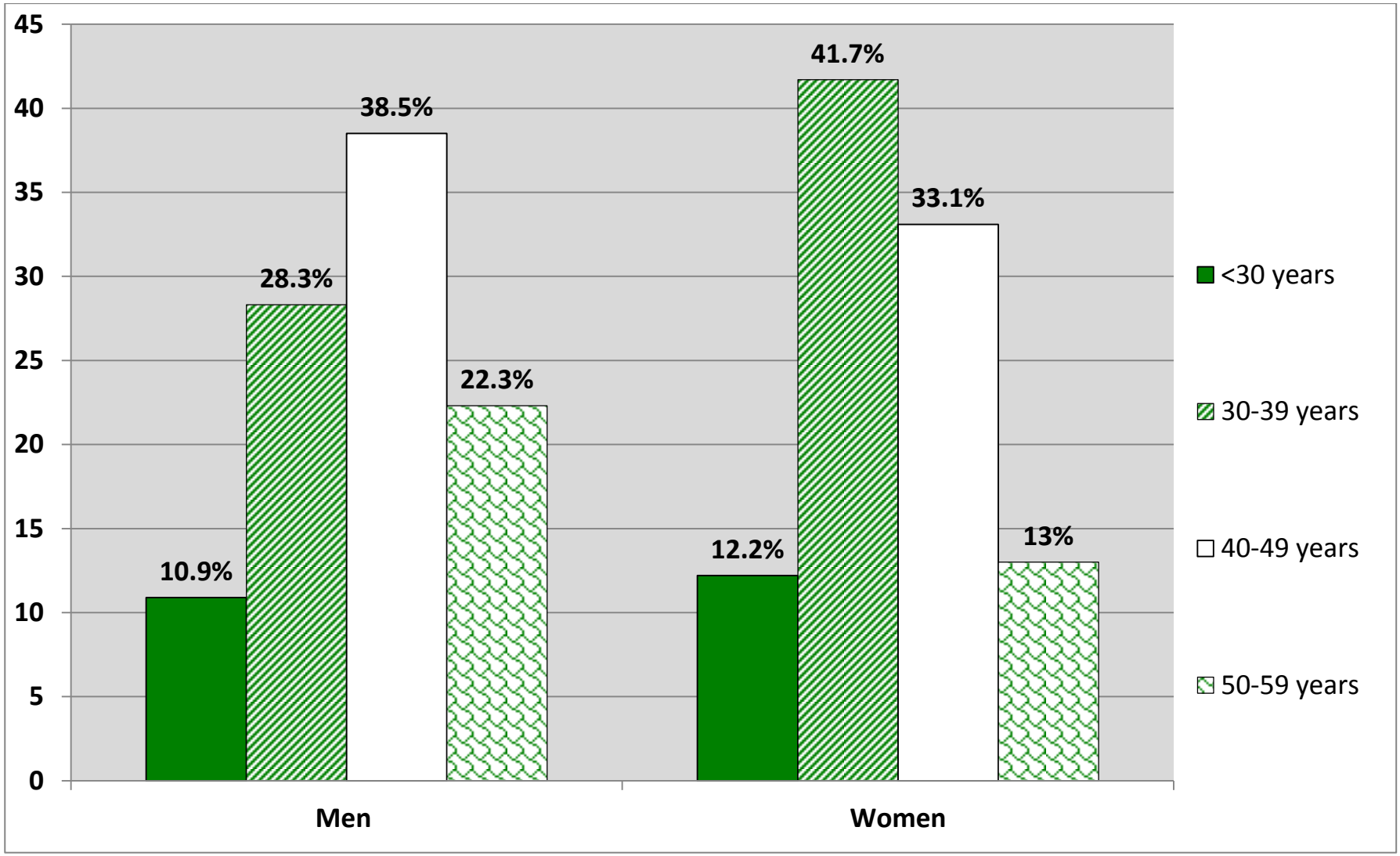
French-speaking respondents

The employment and skills training program or service that was most frequently used was employment support services (73.5%). It was accessed mostly at immigrant serving agencies (36.8%) and employment centres (22.1%). Other employment and skills training programs and services were, for the most part, accessed by small numbers of French-speaking respondents.

[35] χ^2 (3, N = 2509) = 23.0, p<.001.

[36] χ^2 (3, N = 1256) = 31.7, p<.001.

Figure 16: Distribution of employment and skills training program and service users by gender and age (% within gender)



Independent class immigrants (64.9%) and refugee claimants (60.2%) tended to use employment and skills training programs and services more than other immigrants and refugees. They were followed by refugees (44.6%) and family class immigrants (40.4%). Those arriving as international students (21.8%) were least likely to use these programs and services[37].

Finally, immigrants and refugees born in Colombia (63.2%) and India (60.6%) were most likely to use employment and skills training programs and services. Respondents from Sri Lanka (37.7%) were least likely to use these programs and services [38]. The distribution of employment and skills training program and service users by country/region of birth and immigration class is presented in Table 9.

[37] χ^2 (4, N = 2497) = 161.7, p<.001.
[38] χ^2 (7, N = 2530) = 41.0, p<.001.

Table 9: Employment and skills training program and service use by country/region of birth and immigration class

Country/Region of Birth	Indepen-dent	Family Class	Refugees	Students	Refugee Claimants	Total N
China	67.7%	24.4%	0.8%	6.3%	0.8%	127
India	63.0%	29.7%	2.3%	3.6%	1.4%	138
Colombia	13.6%	12.7%	16.9%	0.0%	56.8%	118
Sri Lanka	23.7%	47.4%	10.5%	0.0%	18.4%	38
Pakistan	60.5%	31.6%	2.6%	0.0%	5.3%	38
Africa	44.5%	27.3%	8.6%	2.3%	17.3%	128
Middle East	66.7%	15.2%	12.4%	1.0%	4.7%	105

When respondents began using employment and skills training programs and services

Most respondents (53.8%) sought employment and skills training programs and services within their first year of arrival. Of the rest, 21.8% sought services between one and three years after arrival, and 7.3% sought services after three years. In addition, 26.2% continue to use services as needed. This group includes individuals who began to use services within the first year or later.

LGBT respondents

More than half of those who had used employment and skills training programs and services (53.8%) accessed them within their first year of arrival in Canada.

The remaining 46.2% used them after one year.

French-speaking respondents

The majority (69.1%) accessed employment and skills training programs and services within their first year of arrival in Canada.

The remaining 39.9% accessed them after one year.

Further analysis revealed statistically significant differences in when respodents began using these services based on all demographic variables, except for age. Respondents who arrived in Canada between 2006 and 2010 (69.2%) were more likely than those who arrived between 2000 and 2005 (50.1%) to have used employment and skills training programs and services within the first year of arrival[39]. Also, those living in large urban areas (67.2%) and the Toronto urban area (67.2%) were more likely than those living in other urban areas to have used these programs and services within the first year of arrival, followed by those living in small urban areas (59.8%)[40]. Immigrants and refugees living in very small urban areas (56.0%) and medium-sized urban areas (54.3%) were relatively less likely to use employment and skills training programs and services within their first year of arrival in Canada.

Men (68.2%) were more likely than women (60.6%) to use employment and skills training programs and services within their first year of arrival[41]. Likewise, independent class immigrants (71.0%) were more likely than other immigrants

[39] χ^2 (1, N = 1077) = 36.1, p<.001.
[40] χ^2 (4, N = 1057) = 13.6, p<.01.
[41] c2 (2, N = 1076) = 6.0, p <.05

and refugees to use these programs and services within their first year. They were followed by family class immigrants (61.9%), refugees (57.8%), and refugee claimants (54.3%). Those arriving as international students (23.1%) were least likely to have used employment and skills training programs and services within their first years of arrival[42].

The survey findings further indicated that immigrants and refugees born in the Middle East (70.3%), India (69.1%), and Africa (67.5%) were most likely to use employment and skills training programs and services within their first year of arrival

Service Provider Focus Group Data: Self Employment

Programs for self-employment and small businesses were considered by the focus group participants to be less successful for several reasons. They explained that self-employment and small businesses require personal networks, credit histories, and knowledge of Canadian legal and financial systems, which their clients generally do not have. They reported that there is very little personalized help to support them in putting together a business plan, negotiating a business loan, doing market research, filing corporate taxes, or applying for licenses. Participants found that the generic information offered through workshops is difficult to understand because of their clients' level of English ability; difficult to interpret because they were unfamiliar with the terminology used; and difficult to apply to their specific situations because they are always complex or unique in some way. Reportedly, a significant number of immigrants get "burned" in their effort to establish small businesses and then come to immigrant-serving agencies to seek advice about bankruptcy and related legal issues. Some participants also suggested that immigrants who had fail to secure jobs turn to self-employment as a last resort, and are most likely already angry about their lack of opportunities.

[42] χ^2 (4, N = 972) = 36.3, p<.001.

in Canada. They were followed by immigrants and refugees born in Sri Lanka (63.0%), China (54.9%), and Pakistan (54.5%). Those born in Colombia (49.5%) were least likely to have used these services within their first years of arrival in Canada[43].

Finally, immigrants and refugees who arrived in Canada with higher levels of education were more likely than those with lower levels of education to have used services within their first years of arrival. Respondents with a post graduate degree (69.1%) were most likely to have used employment and skills training programs and services within their first year of arrival in Canada, followed by those with a bachelor's degree (62.8%), a degree in a regulated profession (61.1%), or a trade school or college diploma (60.0%). Individuals with high school or lower education (52.2%) were least likely to have used these programs and services within the first year of arrival[44].

Where employment and skills training programs and services were accessed

The sites where respondents most often accessed employment and skills training programs and services were at immigrant serving agencies, employment centres, and community

LGBT respondents

LGBT respondents mostly accessed employment support services at immigrant serving agencies (37.9%) and employment centres (30.3%); and accreditation or academic assessment services at immigrant serving agencies (10.6%) and the workplace (7.6%).

[43] χ^2 (6, N = 622) = 17.3, p<.01.
[44] χ^2 (4, N = 1066) = 11.9, p<.05.

colleges or universities. Table 10 shows where people mostly accessed these training services.

The majority of immigrants and refugees accessed mentoring and internship programs (54.7%), employment support services (54.6%), and bridge training (52.9%) at immigrant serving agencies.

Most commonly used means of transportation to employment and skills training programs and services

The three most commonly used modes of transportation to employment and skills training programs and services were: public transit (57.3%), car (26.3%), and walking (13.9%). Figure 17 below shows the most commonly used modes of transportation by urban area.

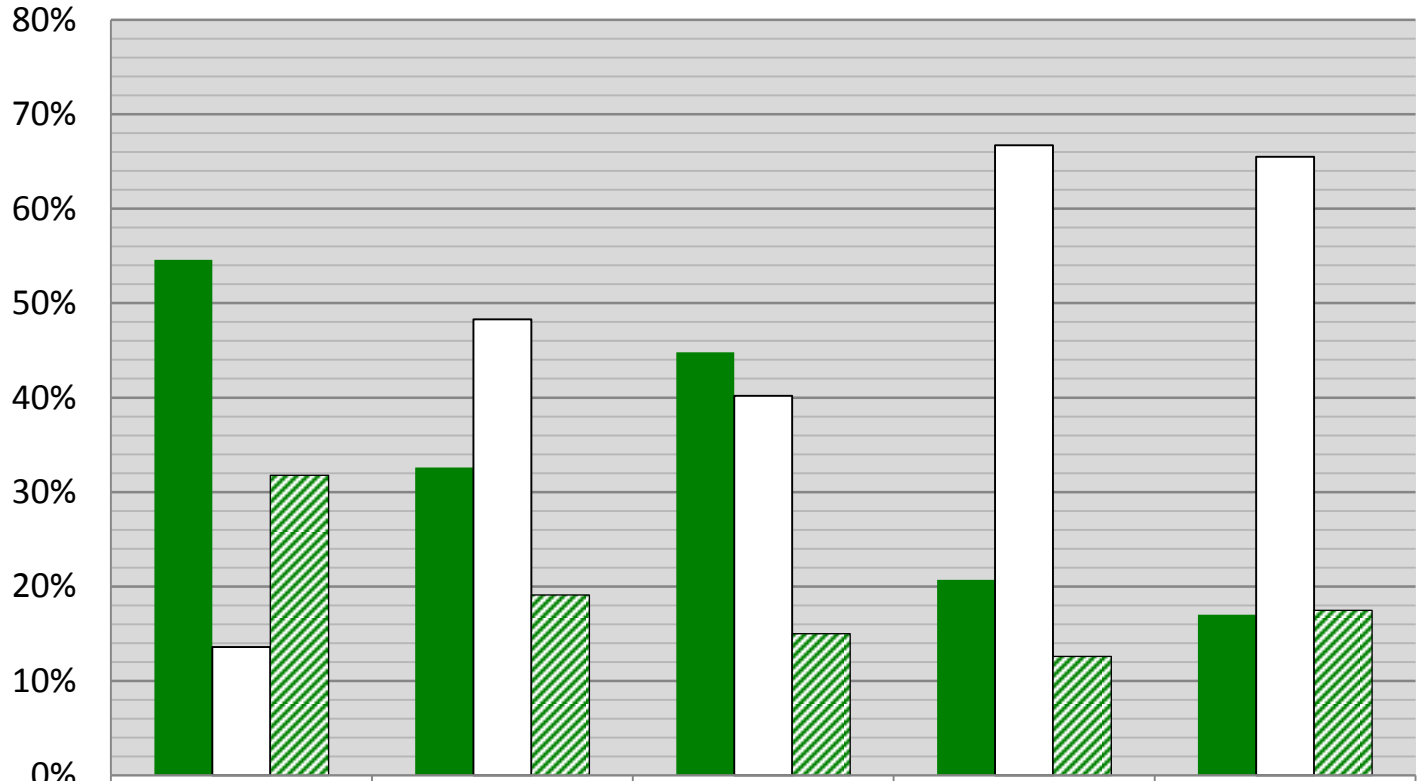
Figure 17 shows that the most frequently used mode of transportation to employment and skills training programs and services in very small urban areas was car (54.6%). For those in large urban areas and the Toronto urban area, public transit (66.7% and 65.5% respectively) was the most frequently used method. Interestingly, those living in small urban areas were more likely to use public transit than those living in medium-sized urban areas.

Table 10: Where respondents accessed employment and skills training programs and services

Service / Program	Total N	Immigrant Serving Agency	Employment Centre	Community College/ University	Regulatory Body	Work-place	Private Institution	Global[45] Experience Ontario	Other (not specified)
Employment support services	843	54.6%	31.0%	4.4%	1.1%	0.8%	2.3%	1.2%	5.8%
Bridge training for internationally-trained (regulated professions or trades)	160	43.0%	10.0%	30.0%	6.3%	0.0%	1.3%	0.6%	9.4%
Bridge training for internationally-trained (unregulated professions)	104	52.9%	16.3%	16.3%	3.8%	1.9%	3.8%	1.0%	5.0%
Specialized training for licensing or accreditation (regulated professions or trades)	97	32.0%	6.2%	28.9%	8.2%	3.1%	8.2%	3.1%	10.3%
Accreditation or academic services	211	34.1%	10.9%	15.2%	15.6%	1.4%	13.3%	1.4%	9.5%
Mentoring and internship programs	150	54.7%	13.3%	16.0%	4.0%	2.0%	2.7%	0.7%	6.6%
Apprenticeship programs	44	34.1%	11.4%	25.0%	2.3%	4.5%	4.5%	2.3%	15.9%
Self-employment / business development programs/training	54	38.9%	14.8%	5.6%	5.6%	3.7%	11.1%	1.9%	18.4%
Youth employment service	44	27.3%	38.6%	13.6%	0.0%	2.3%	0.0%	6.8%	11.4%
Other skills upgrading training	119	36.1%	16.0%	21.0%	2.5%	3.4%	6.7%	0.0%	14.3%

[45] GEO only provides information, and not direct services.

Figure 17: Commonly used modes of transportation to employment and skills training programs and services by urban area (%; population in 1,000s)



	CAs (pop <120)	Small CMAs (120-200)	Mid-size CMAs (200-500)	Large CMAs (500-2000)	Toronto CMA (5000+)
Car	54.6%	32.6%	44.8%	20.7%	17.0%
Public transit	13.6%	48.3%	40.2%	66.7%	65.5%
Other means (e.g. walking, cycling)	31.8%	19.1%	15.0%	12.6%	17.5%

What is the Satisfaction with Employment and Skills Training Programs and Services?

Respondents who reported using employment and skills training programs and services were mostly satisfied with the services and supports they received. 1,929 respondents provided information on their relative satisfaction levels. The table below shows respondents' satisfaction with different employment and skills training programs and services.

Table 11: Satisfaction with employment and skills training programs and services

Service / Program	Total N	Satisfactory or Very Satisfactory	Neither Satisfactory or Unsatisfactory	Unsatisfactory or Very Unsatisfactory
Self-employment or business development programs/training	92	72.8%	12.0%	15.2%
Other skills upgrading training	124	67.7%	22.6%	9.7%
Bridge training for internationally-trained (unregulated profession)	109	66.1%	14.7%	19.3%
Accreditation or academic services	216	62.5%	15.3%	22.2%
Bridge training for internationally-trained (regulated profession or trade)	163	61.4%	14.7%	23.9%
Employment support services	867	60.3%	20.4%	19.3%
Specialized training for licensing / accreditation (regulated profession or trade in Ontario)	102	58.8%	16.7%	24.5%
Mentoring and internship programs	155	57.5%	20.6%	21.9%
Apprenticeship programs	45	57.7%	15.6%	26.7%
Youth employment service	56	58.9%	16.1%	15.2%

Proportionally, more respondents reported satisfaction with self-employment or business development programs/training (72.8%), followed by skills upgrade programs (67.7%), bridge training for internationally trained professionals in an unregulated profession (66.1%), and accreditation or academic assessment (62.5%). Relatively fewer respondents were satisfied with mentoring and internship programs (57.5%) and apprenticeship programs (57.7%).

Patterns in satisfaction with employment and skills training programs and services

Additional analysis revealed the following statistically significant differences in satisfaction with various employment and skills training programs and services based on demographic variables.

On average, about one-fifth of the respondents were dissatisfied with employment and skills training programs and services. More respondents who were either employed full time or self-employed (68.4%) than those employed part-time (65.0%) expressed satisfaction with employment supports services[46]. There were no significant differences among the groups with regards to other employment and skills training programs and services.

The analysis of data revealed that immigrants and refugees who arrived in Canada between 2006 and 2010 (65.8%) were

[46] χ^2 (4, N = 712) = 13.8, p<.01

more likely than those who arrived between 2000 and 2005 (51.9%) to report satisfaction with bridge training programs for those internationally-trained in a regulated profession or trade[47].

Service Provider Focus Group Data: Patterns in satisfaction with Employment and Skills Training Services

In the experience of the focus group participants, their clients' level of satisfaction with employment and skills training services depend on whether they are able to secure appropriate jobs. In other words, those who receive the services tend to judge their quality not on the basis of what is offered, but on the basis of whether or not it leads to appropriate jobs. "*If they don't get a job, they think the program has been a failure*," said one participant.

Participants in the focus groups believed that mentoring, internships and bridging programs, and foreign credentials accreditation services are successful programs because they often lead to employment opportunities. They provide clients with the "Canadian experience" to convince employers to hire them, and offer the possibility of developing professional networks which may lead to jobs. Such programs, however, are not widely available and there are often long waiting lists for those that are available. Participants reported that clients who living in smaller towns find access to such programs even more difficult, and sometimes have to live away from their families to access these programs.

Respondents younger than 30 years old (70.7%) were also more likely than those 30 years or older to be satisfied or very satisfied with employment support services[48]. Respondents 50 years or older (51.6%) were the least satisfied with employment support services. Also, among those

[47] χ^2 (2, N = 163) = 6.7, p<.05
[48] χ^2 (6, N = 864) = 14.9, p<.05

internationally-trained in a regulated profession or trades, women (69.4%) were more likely to report that they were satisfied or very satisfied with bridge training than men (49.2%)[49].

Satisfaction with delivery of employment and skills training programs and services

The majority of respondents who reported using employment and skills training programs and services were satisfied with service delivery. Notably:

- 78.7% were satisfied with the welcoming nature of the environments in which the services were provided;
- 68.3% were satisfied with the level of staff understanding of their needs;
- 67.8% were satisfied with quality of the information received.

Respondents were least satisfied with the speed at which their needs were met (22.6%). In contrast to the levels of satisfaction reported above, 16.8% were unsatisfied with the level of understanding that staff had for their needs, and 16.1% were unsatisfied with the quality of the information they received.

[49] χ^2 (2, N = 163) = 6.7, p<.05

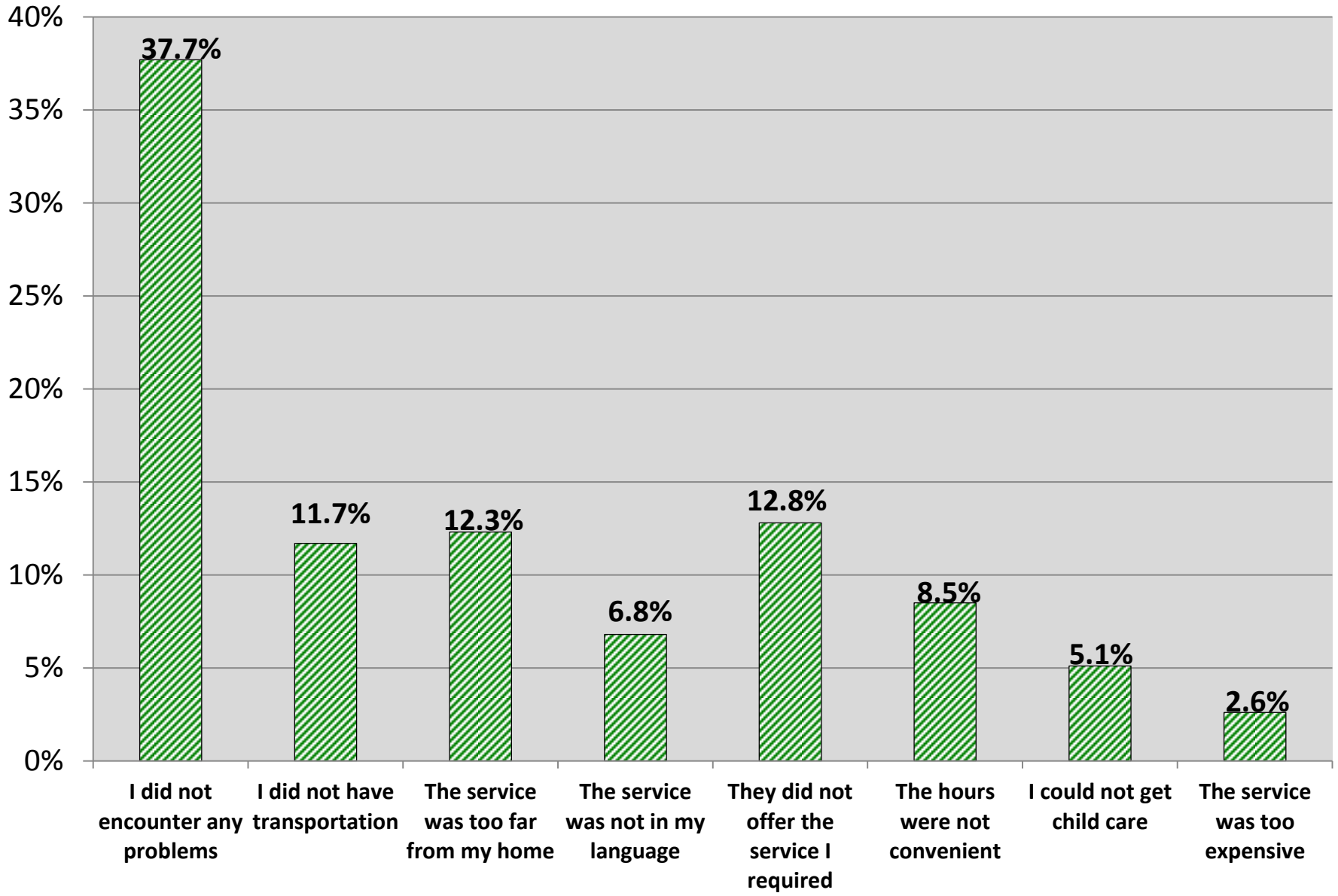
Self-assessment of how employment and skills training programs and services have helped respondents

When asked how employment and skills training programs and services had helped them, the majority (58.3%) indicated that it had helped them to understand the culture of the Canadian workplace, 33.1% said it had helped them to apply their skills and training within the Canadian context, and 31.9% said it had helped them find employment. Other ways in which these programs and services had helped respondents were: to plan or prepare for further education or training (30.6%), to find employment suitable to their education and skills (22.2%), and to organize the recognition of their credentials in Canada (21.9%).

What are the Challenges in Accessing Employment and Skills Training Programs and Services?

The survey respondents reported difficulties they experienced in accessing the various services related to employment and skills training programs and services. The top four difficulties reported were: not offering the service they required (12.8%), services being far from home (12.3%), not having transportation (11.7%), and inconvenient hours (8.5%). A little over one-third (37.7%) reported that they did not encounter any problems. Figure 18 presents the challenges respondents faced in accessing employment and skills training programs and services.

Figure 18: Challenges in accessing employment and skills training programs and services (%)



Survey respondents who identified lack of transportation as a problem in accessing employment and skills training programs and services were most likely to be independent class immigrants and international students, or people born in Pakistan. More independent class immigrants (14.5%) and international students (13.8%) than refugees (11.0%), family class immigrants (9.3%), and refugee claimants (6.5%) identified lack of transportation as a challenge in accessing these programs and services[50]. In addition, more respondents born in Pakistan (23.1%), followed by China (17.8%), and India (15.1%), compared to those born in other countries/regions, identified lack of transportation as a challenge[51]. Those born in Sri Lanka (2.5%) were least likely to identify transportation as a problem.

Service Provider Focus Group Data: Impact of Employment Outcomes

Focus group participants emphasized that clients' settlement needs are closely associated with whether they find appropriate employment or not. In some instances, men (because of their role as primary providers) have returned to their countries of origin, leaving their families in Ontario. The loneliness and stress experienced by such families can lead to mental health issues. In other cases, either one or both adults in the family took up one or more "survival jobs" with low status and low salaries, which leaves them with little time, energy, or financial resources. They then get trapped in these jobs because they can't risk leaving them to learn English, or get further education or training in order to improve their careers or incomes.

[50] χ^2 (3, N = 1144) = 9.2, p<.05
[51] χ^2 (6, N = 744) = 14.5, p<.05

Respondents who reported that employment and skills training programs and services were too far from their homes were most likely to be immigrants and refugees who live in larger urban areas, men, independent class immigrants, and people born in China or Pakistan. More immigrants and refugees living in the Toronto urban area (16.8%) and large urban areas (12.4%) identified distance to these programs and services as a problem compared to those who live in small urban areas (3.6%) and medium-sized urban areas (7.5%)[52]. None of those living in very small urban areas identified distance as a problem. Male respondents (15.7%) were also more likely than female respondents (10.5%) to identify distance as a problem[53]. Independent class immigrants (16.6%) were more likely than other immigrants to identify distance as a problem in accessing employment and skills training programs and services. They were followed by international students (10.3%) and family class immigrants (9.3%). Refugees (8.5%) and refugee claimants (7.8%) were relatively less likely to identify distance as a problem[54]. Those born in China (23.0%) and Pakistan (20.5%) were more likely than other respondents to identify distance as a problem in accessing employment and skills training programs and services[55].

[52] χ^2 (4, N = 1240) = 29.7, p<.001
[53] χ^2 (1, N = 1264) = 7.4, p<.01
[54] χ^2 (4, N = 1144) = 15.9, p<.01
[55] χ^2 (6, N = 744) = 25.1, p<.001

Respondents who reported that the hours of employment and skills training programs and services were not convenient were most likely to be living in large urban areas or the Toronto urban area, and to be international students. More individuals living in large urban areas (12.4%) and the Toronto urban area (9.9%) reported that hours of service were not convenient for them compared to those living in very small urban areas (3.0%), small urban areas (1.8%) or medium-sized urban areas (6.3%)[56]. Likewise, international students (20.7%) were more likely to indicate that the hours of employment and skills training programs and services were not convenient for them than other immigrants and refugees. They were followed by independent class immigrants (10.1%), refugees (8.5%), and refugee claimants (7.1%). Family class immigrants (6.4%) were least likely to identify this problem[57].

Older immigrants, refugees and individuals who arrived in Canada with higher levels of education were most likely to report that agencies did not offer the services they needed. Respondents aged 50 years or more (18.2%) were most likely to indicate this problem, followed by those aged 40 to 49 years (15.3%) and those aged 30 to 39 years (10.3%)[58]. Respondents aged less than 30 years (6.8%) were least likely to identify this as a problem. Additionally, individuals with a post graduate degree (18.4%) were most likely to indicate that agencies did

[56] χ^2 (4, N = 1240) = 14.6, p<.01
[57] χ^2 (3, N = 1144) = 8.9, p<.05
[58] χ^2 (3, N = 1257) = 15.1, p<.01

not offer the services they needed. People with high school or lower levels of education (7.2%) were least likely to identify this problem[59].

Proportionally, more refugees (13.4%) and refugee claimants (11.0%) reported that services were not available in their language compared to family class immigrants (8.0%), independent class immigrants (4.1%), and international students (3.4%)[60]. Likewise, individuals born in Colombia (14.8%) were more likely to indicate that services were not available in their language than those born in other countries[61]. As well, individuals who arrived in Canada with high school or lower levels of education (12.4%) were more likely than those with higher levels of education to indicate that services were not available in their language[62]. Those with a post graduate degree (4.9%) or bachelor's degree (5.1%) were least likely to identify this problem.

Language Training Programs and Services

What are Respondents' Language Challenges?

About one-third (32.7%) of all respondents in the Making Ontario Home survey reported having limited English language ability. More in-

LGBT respondents

The two most frequently reported problems were "not having transportation" (17.8%) and "services being too far from home" (17.8%).

[59] χ^2 (4, N = 1250) = 19.3, p<.001
[60] χ^2 (3, N = 1144) = 17.6, p<.001
[61] χ^2 (6, N = 744) = 23.5, p<.001
[62] χ^2 (4, N = 1250) = 12.4, p<.05

depth analysis revealed statistically significant differences based on period of arrival in Canada, urban area, gender, and age among respondents who experienced a challenge of limited English language skills when they came to settle in their current cities. There were also statistically significant differences based on immigration class, country/region of birth, and level of education before arrival in Canada.

Immigrants and refugees who arrived in Canada between 2000 and 2005 (34.5%) were more likely than those who arrived between 2006 and 2010 (28.9%) to report having limited English language skills[63]. Also, respondents living in very small urban areas (42.2%) were more likely to report difficulties with language skills than those living in large urban areas (27.7%), small urban areas (28.7%), the Toronto urban area (33.9%), and medium-sized urban areas (34.5%)[64].

French-speaking respondents

The most frequently reported problems were "not having transportation" (14.5%), "hours of service not being convenient" (11.6%), and "services not being available in one's language" (10.1%).

Older respondents were most likely to identify English language limitations as a challenge: respondents aged 40 to 49 years (36.8%) and those aged 50 years or older (35.3%) were more likely to identify this problem than those aged less than 30 years (28.3%) or 30 to 39 years (30.0%)[65]. Respondents who arrived in Canada as refugees (41.8%), family class immigrants

[63] χ^2 (1, N = 2530) = 7.6, p<.01
[64] χ^2 (4, N = 2442) = 11.2, p<.05

(39.5%), and refugee claimants (36.3%) were more likely than those who arrived as immigrants in the independent class (26.9%) or international students (15.8%) to identify language limitations as a challenge[66]. Women (34.5%) were more likely than men (28.8%) to experience challenges of limited English language skills when they settled in their current cities[67]. When taking age into account, more women aged 30 to 39 years (36.4%) reported language limitations than men (22.9%). On the other hand, more men within the age groups of 40 to 49 years (39.0%) and 50 years or older (25.1%) reported language skill limitations than women in the same group (33.8% and 14.2% respectively).[68] The distribution of respondents who experienced challenges with English language is presented in Figure 19 by gender and age.

Respondents born in Colombia (57.5%) and China (55.2%) were also more likely than those born in other countries/regions to report challenges of limited English language skills[69]. They were followed by those born in the Middle East (30.0%), Sri Lanka (29.2%), Africa (23.1%), and Pakistan (19.6%).

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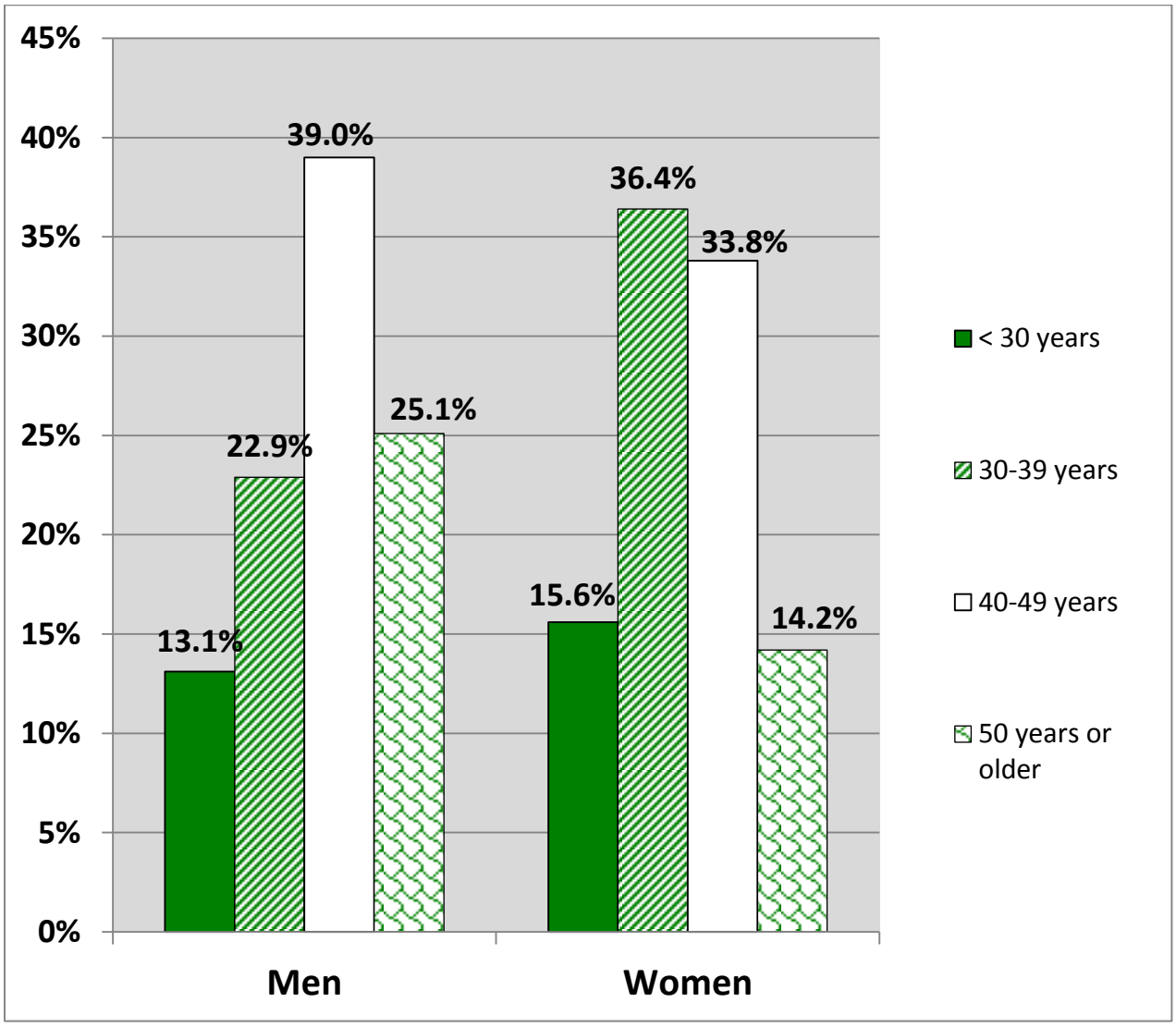
[65] χ^2 (3, N = 2509) = 14.1, p<.01
[66] χ^2 (5, N = 2497) = 55.9, p<.001
[67] χ^2 (1, N = 2512) = 8.0, p<.01
[68] c2 (3, N = 813) = 22.9, p <.001.
[69] χ^2 (4, N = 1,433) = 189.4, p<.001

Figure 19: Distribution of respondents who experienced challenges with English language limitation by gender and age (% within gender)



Among respondents born on the continent of Africa, those reporting English language skill limitation were mostly from French speaking countries such as the Democratic Republic of Congo, Cameroun, Benin, and the Ivory Coast. Respondents born in India (10.8%) were least likely to report a challenge of limited language skills. Figure 20 represents the distribution of survey respondents who reported language limitations by country/region of birth.

Immigrants and refugees who arrived in Canada with lower levels of education were more likely than those with higher levels of education to report a challenge of limited English language skills. Respondents with a trade school or college diploma (42.3%) or high school or lower education (37.4%) were more likely report a challenge of limited language skills than those who arrived in Canada with a degree in a regulated profession (35.9%), a post graduate degree (23.7%), or a bachelor's degree (30.0%)[70].

What Language Training Programs and Services are Immigrants Using?

A total of 1,385 survey respondents provided information about their use of language training programs and services. The most frequently used language training programs and services were Language Instruction for Newcomers to Canada (LINC) (54.7%), language assessment and testing (53.4%), and English as a Second Language (ESL) (47.9%). Figure 21 describes the usage of language programs and services.

[70] χ^2 (4, N = 2494) = 48.2, p<.001

Figure 20: Distribution of respondents who reported English language limitations by country/region of birth (%)

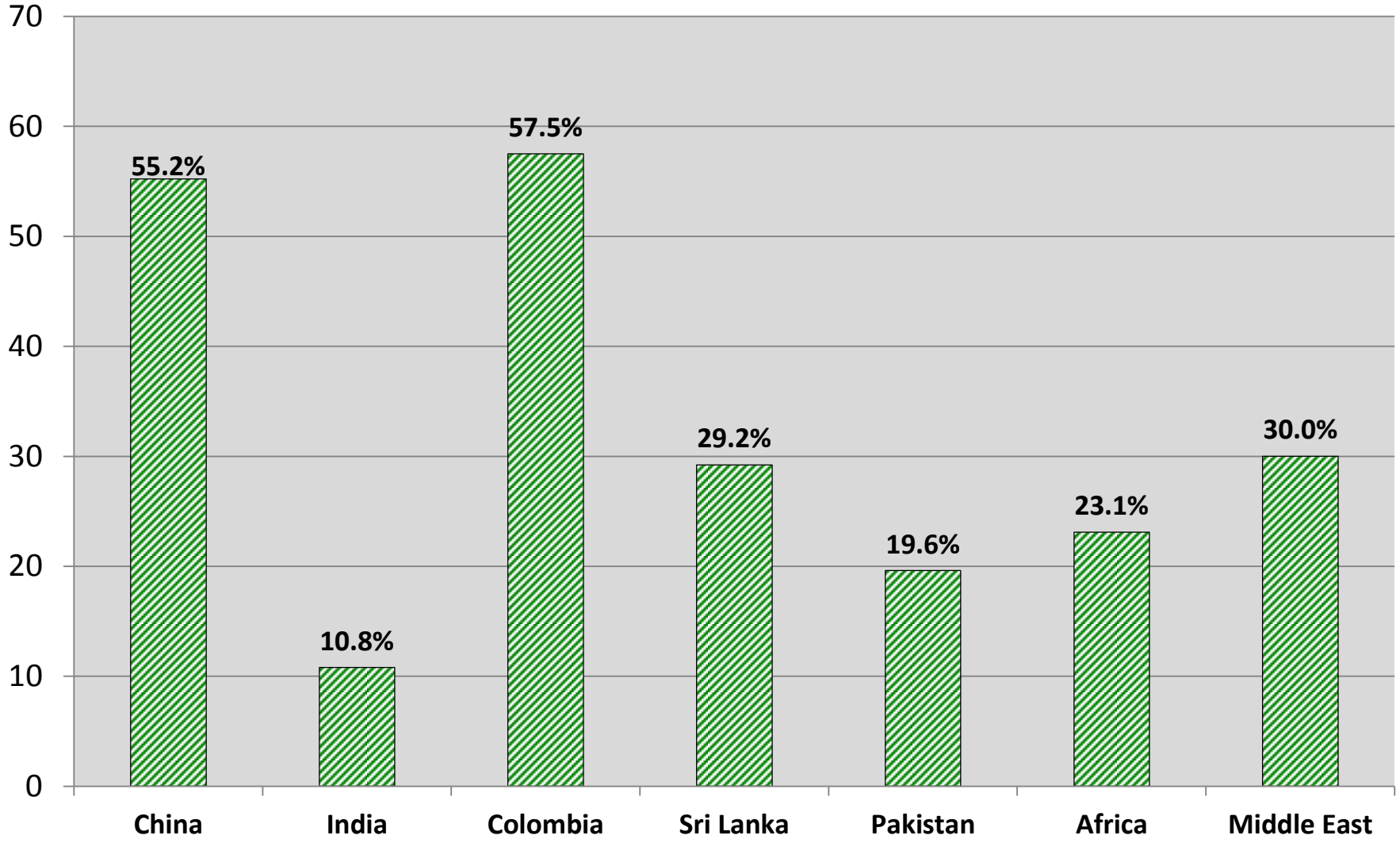
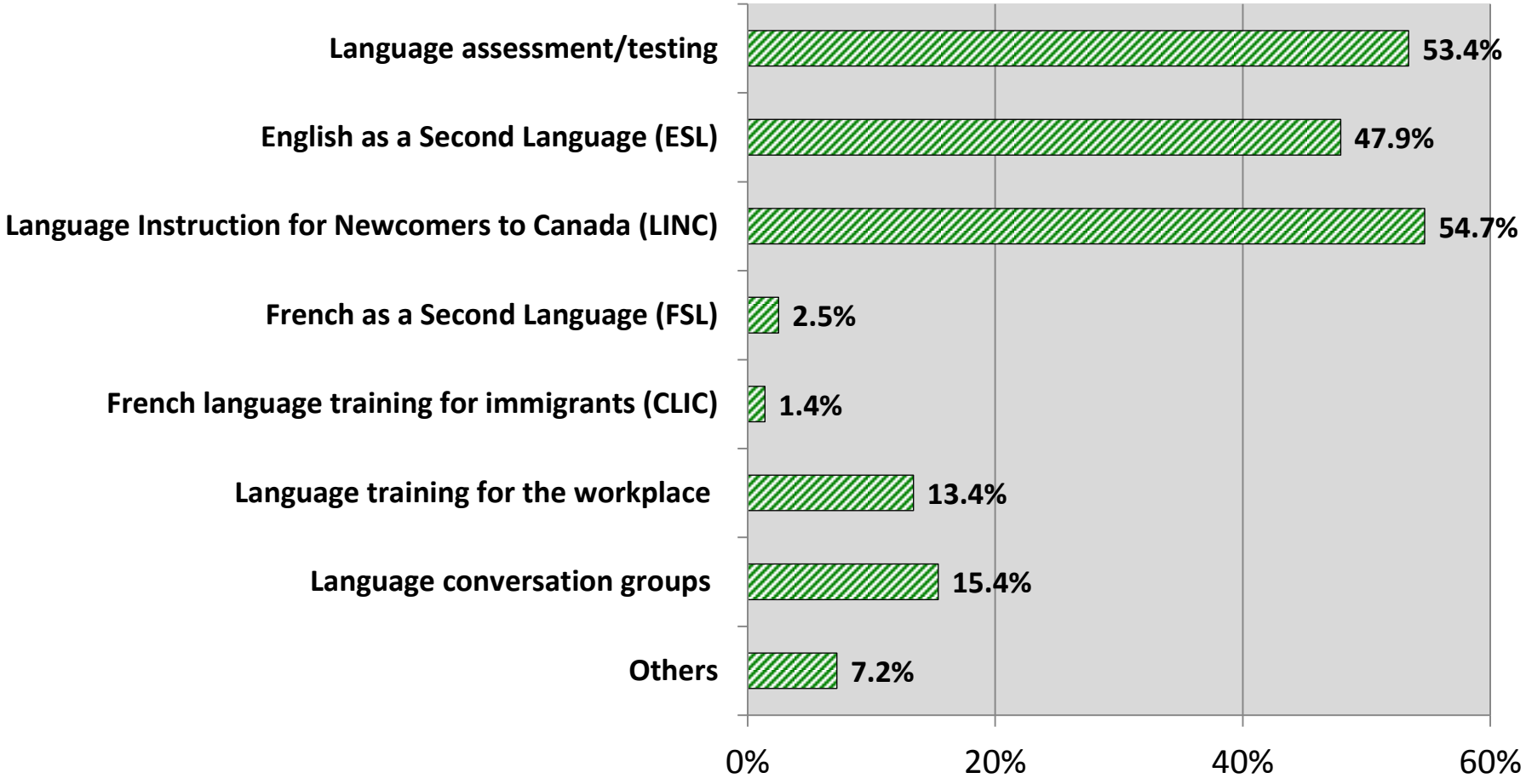


Figure 21: Use of language training programs and services (%)[71]



[71] To access ESL, LINC, FSL or CLIC, individuals must go through language assessment and testing. Yet the numbers that reported going through assessment do not match up with those that reported accessing these four programs. This may be because individuals forgot they went through assessment, or viewed the assessment as part of the language training program.

French-speaking respondents

Language training programs and services most frequently used were English as a Second Language (ESL) (53.6%), language assessment/testing (52.2%), and Language Instruction for Newcomers to Canada (LINC) (46.4%).

Additional analysis revealed statistically significant differences based on period of arrival in Canada, urban area, gender and age in the use of language training programs and services. There were also differences among participants based on immigration class and country/region of birth. Meanwhile, there were no statistically significant differences among respondents based on level of education before arrival in Canada.

Older respondents tended to use language training programs and services more than younger ones: those 40 to 49 years old (59.1%) were most likely to use these programs and services, followed by people 50 years or older (57.9%) and 30 to 39 years old (54.0%)[72]. Respondents less than 30 years old (45.4%) were relatively less likely to use language training programs and services. Women (57.7%) were more likely than men (48.5%) to use language training programs and services[73]. When looking at age and gender, men aged 40 to 49 years (36.1%) were most likely to use these programs and

LGBT respondents

Language training programs and services most frequently used were English as a Second Language (ESL) (66.7%), Language Instruction for Newcomers to Canada (LINC) (55.6%) and language assessment/testing (53.3%).

[72] χ^2 (3, N = 2509) = 23.0, p<.001.
[73] χ^2 (1, N = 2512) = 18.6, p<.001.

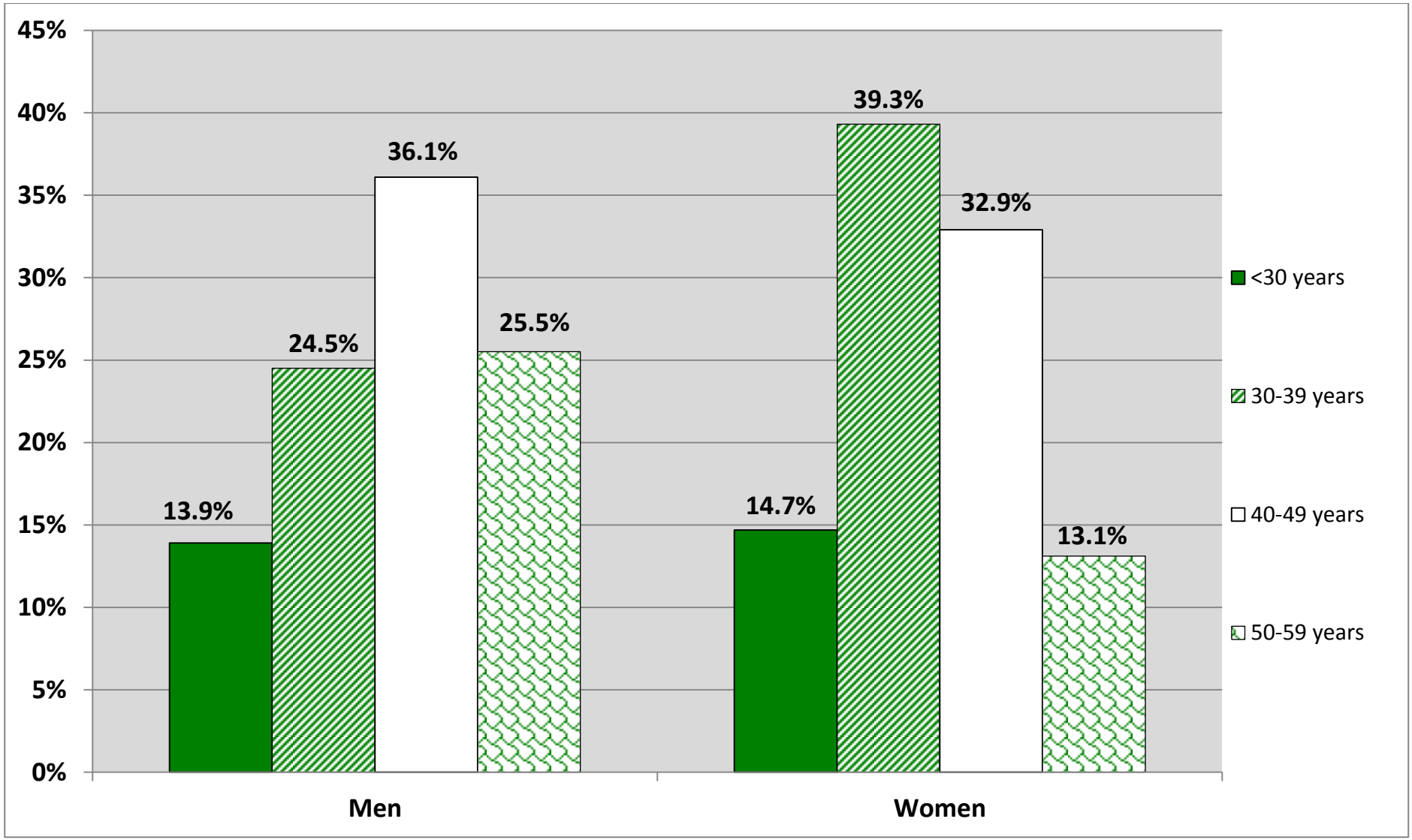
services, while among women, those aged 30 to 39 years (39.3%) were most likely to use them[74]. Figure 22 shows the distribution of respondents who used language training programs and services by gender and age.

The chart also shows that male respondents aged 50 years or more (25.5%) were more likely to use the programs and services than women in the same group (13.1%).

Immigrants and refugees who arrived in Canada between 2006 and 2010 (59%) were more likely to use language training programs and services than those who arrived between 2000 and 2005 (45.4%)[75]. Also, respondents living in small towns were more likely than those living in large cities to use language training programs and services: 64.7% of those living in very small urban areas reported using these programs and services, followed by respondents living in medium-sized urban areas (56.9%), the Toronto urban area (56.1%), and large urban areas (53.2%)[76]. Respondents from small urban areas (44.1%) were relatively less likely to have used language training programs and services.

[74] χ^2 (3, *N* = 1363) = 43.8, *p*<.001.
[75] c2 (1, N = 2530) = 40.6, p <.001
[76] χ^2 (4, *N* = 2442) = 18.0, *p*<.001

Figure 22: Distribution of language training programs and services users by gender and age (% within gender)



Refugees (69.0%) and refugee claimants (69.1%) were most likely to use language training programs and services, followed by immigrants in the family class (62.4%), and independent class immigrants (50.6%). Those arriving as international students (10.5%) were least likely to use these programs and services[77].

Service Provider Focus Group Data: Variations I use of settlement services by country/region of birth

In regards to the impact of country/region of origin on service use, focus group participants noted that those coming from former British colonies, such as India and Pakistan, often come with a working knowledge of English and prefer advanced level language training, which is not readily available.

Focus group participants suggested that a shared language between service provider and their immigrant clients is a key factor in ensuring good service, and clients will come from long distances to a particular agency if they can meet with someone who speaks their language. As a result, one participant explained that in her experience there are fewer individuals from Africa who use settlement because frontline workers from Africa are under-represented in immigrant-serving agencies.

Finally, participants discussed that in their experience, immigrants and refugees who are members of large and well-established ethno-cultural groups tend to rely on networks they establish within these communities rather than on settlement services for their settlement needs.

Meanwhile, immigrants and refugees born in Colombia (85.0%) were more likely to use language training programs and services than those born in other countries/regions[78]. They were followed by those born in China (66.7%), Sri Lanka

[77] χ^2 (4, N = 2497) = 176.7, p<.001.
[78] χ^2 (7, N = 2530) = 176.5, p<.001.

(64.2%), the region of the Middle East (54.2%) and the continent of Africa (43.9%). Immigrants and refugees from India (31.1%) and Pakistan (33.0%) were least likely to use them. The distribution of respondents who used language training programs and services by country/region of birth and immigration class is presented in Table 12.

Table 12: Language training programs and services use by country/region of birth and immigration class

Country/Region of Birth	Independent	Family Class	Refugees	Students	Refugee Claimants	Total N
China	55.9%	42.9%	0.6%	0.6%	0.0%	170
India	31.0%	60.6%	4.2%	2.8%	1.4%	71
Colombia	11.6%	13.5%	19.4%	0.0%	55.5%	155
Sri Lanka	7.5%	56.7%	17.9%	0.0%	17.9%	67
Pakistan	44.8%	44.8%	3.4%	0.0%	7.0%	29
Africa	29.3%	43.4%	9.1%	2.0%	16.2%	99
Middle East	50.0%	25.8%	20.0%	0.8%	23.3%	120

When respondents began using language training programs and services

The majority of respondents who used language training programs and services (67%) sought access to these services during their first year of arrival; 16.2% reported using language training programs and services one to three years after arrival, and 5.4% reported using services three years or more after arriving in Canada. The

LGBT respondents

The majority (66.1%) accessed language training programs and services within their first year of arrival in Canada.

The remaining 33.9% used them after one year.

remaining 28.7% reported that they continue to use the programs and services as needed.

There were no statistically significant differences among respondents based on gender or age in the use of language training programs and services in their first year. However, significant differences were found based on period of arrival in Canada, urban area, immigration class, country/region of birth, and education before arrival in Canada.

French-speaking respondents

The majority (65.2%) accessed language training programs and services within their first year of arrival in Canada.

The remaining 34.8% accessed those services after one year.

Respondents who arrived in Canada between 2006 and 2010 (75.4%) were more likely than those who arrived between 2000 and 2005 (65.4%) to use language training programs and services within the first year of arrival[79]. Respondents living in large cities were also more likely to use these progrms and services within their first year of arrival in Canada: 76.2% of those from medium-sized urban areas, 75.9% of those from large urban areas, and 73.6% from the Toronto urban area accessed them within their first year, compared to 59.7% living in very small urban areas or 65% in small urban areas[80]. Also, independent class immigrants (77.3%) were most likely to use them within their first year of arrival, followed by refugee claimants (74.8%), refugees (71.3%), and family class immigrants (70.6%). Those arriving as international students

[79] χ^2 (1, N = 1271) = 12.1, p<.001.
[80] χ^2 (4, N = 1231) = 11.2, p<.05.

(33.3%) were least likely to use language training programs and services within their first year of arrival in Canada[81].

Those born in Colombia (83.2%) were most likely to report using language training programs and services within the first year of arrival in Canada, followed by those born in the Middle East (75.2%), Africa (73.5%), China (68.7%), and Sri Lanka (65.0%)[82]. Those born in Pakistan (60.7%) and India (61.2%) were relatively less like to use them within their first year of arrival. Meanwhile, immigrants and refugees who arrived in Canada with a trade school or college diploma (76.7%), bachelor's degree (75.9%), a degree in a regulated profession (75.6%), or a post graduate degree (75.0%) were more likely than those with high school or lower education to report using language training programs and services within their first year of arrival in Canada[83].

Where language training programs and services were accessed

The various language training programs and services were, for the most part, accessed through an immigrant serving agency, a school, a community college, or a university. Table 13 shows where respondents accessed language training programs and services.

LGBT respondents

LGBT respondents mostly accessed ESL programs at immigrant serving agencies (35.6%) and schools (11.1%); LINC at immigrant serving agencies (24.4%) and schools (24.4%); and language assessment/testing at immigrant serving agencies (33.3%) and schools (11.1%).

[81] χ^2 (3, N = 1148) = 14.9, p<.01.
[82] χ^2 (6, N = 710) = 18.2, p<.01.
[83] χ^2 (4, N = 1260) = 18.5, p<.001

Table 13: Where respondents accessed language training programs and services

Service / Program	N	Immigrant Service Agency	School	Community College/ University	Public Library	Private Institu-tion	Other
Language assessment/testing	660	70.3%	18.5%	2.7%	1.4%	2.3%	4.8%
English as a Second Language (ESL)	615	28.1%	53.5%	8.5%	4.2%	2.0%	3.7%
Language Instruction for Newcomers to Canada (LINC)	717	45.6%	40.6%	5.4%	1.4%	2.1%	4.9%
French as a Second Language (FSL)	31	16.2%	74.2%	0.0%	3.2%	3.2%	3.2%
French Language Training for Immigrant (CLIC)	16	12.4%	43.8%	43.8%	0.0%	0.0%	0.0%
Language training for the workplace	173	52.0%	11.6%	24.9%	0.6%	4.6%	6.4%
Language conversation groups	200	29.5%	12.0%	4.5%	34.0%	7.0%	13.0%

The table shows that the majority of immigrants and refugees accessed language assessment/testing (70.3%) and language training for the workplace (52.0%) at immigrant serving agencies while most of them accessed English language training at schools (46.5%).

French-speaking respondents

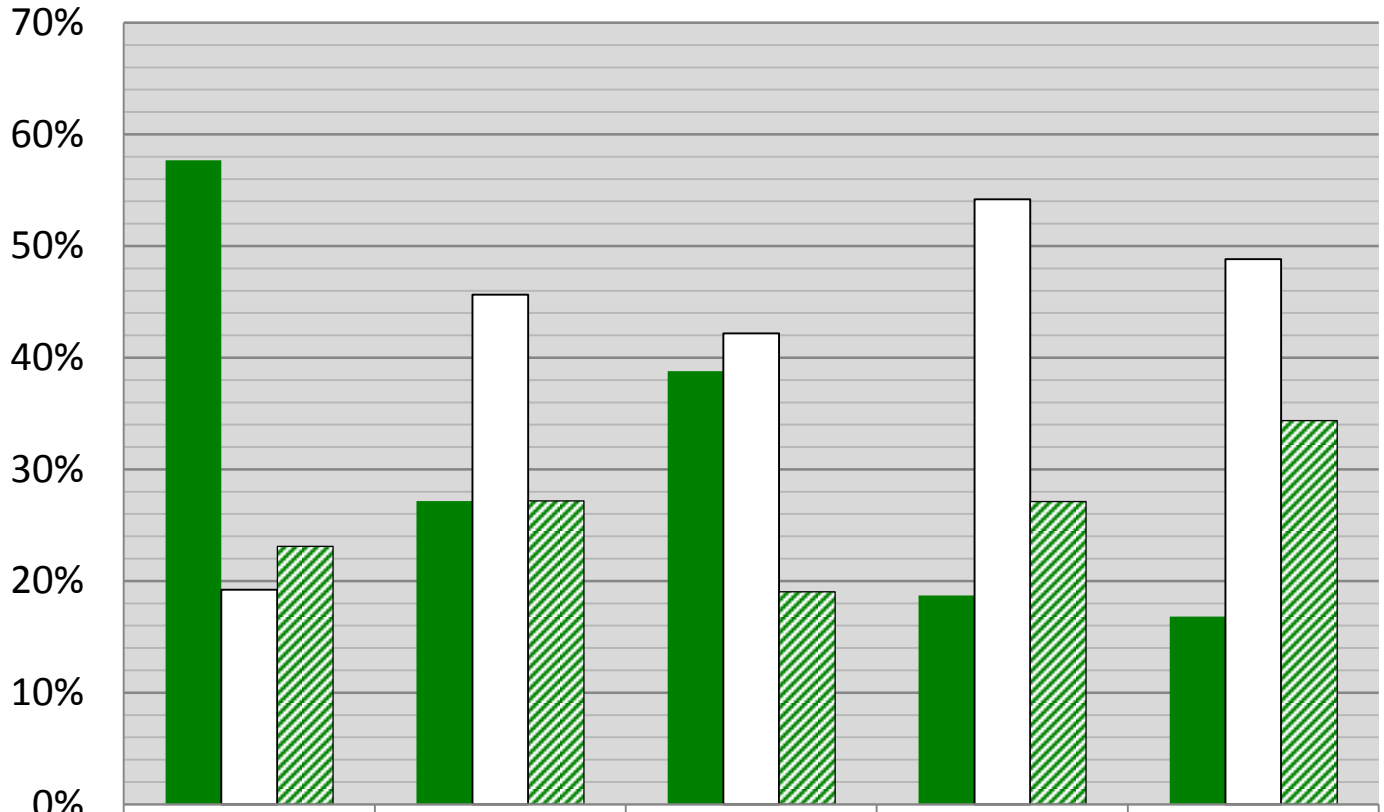
French-speaking respondents mostly accessed ESL programs at immigrant serving agencies (18.8%) and schools (18.8%); language assessment/testing at immigrant serving agencies (33.3%); and LINC at schools (17.4%).

Most commonly used means of transportation to language training programs and services

The three most commonly used modes of transportation to language training programs and services were: public transit (46.4%), walking (25.9%), and car (25.3%). Figure 23 shows the most commonly used mode of transportation by urban area.

Figure 23 shows that the most common method of transportation to language training programs and services among respondents living in very small urban areas was by car. The majority of those living in large, medium and small areas as well as the Toronto urban area mostly use public transit and other means such as cycling or walking.

Figure 23: Commonly used modes of transportation to language training programs and services by urban area (%; population in 1,000s)



	CAs (pop <120)	Small CMAs (120-200)	Mid-size CMAs (200-500)	Large CMAs (500-2000)	Toronto CMA (5000+)
Car	57.7%	27.2%	38.8%	18.7%	16.8%
Public transit	19.2%	45.7%	42.2%	54.2%	48.8%
Other means (e.g. walking, cycling)	23.1%	27.2%	19.0%	27.1%	34.4%

What is the Satisfaction with Language Training Programs and Services?

The majority of respondents who reported using language training programs and services were satisfied with the programs and services they used. Table 14 shows respondents' satisfaction with these programs and services.

The table shows that respondents were mostly satisfied with LINC (79.7%), language assessment services (78.1%), and language training for the workplace (77.2%). Relatively fewer respondents were satisfied with FSL (50.0%), and it was also the program with which the highest proportion of users who were dissatisfied (30.0%).

Satisfaction with the delivery of language training programs and services

The majority of respondents were satisfied with how language training programs and services were delivered. Notably:

- 82.4% were satisfied with the welcoming nature of the environments in which the services were provided;
- 79.0% were satisfied with the level of staff understanding of their needs;
- 78.4% were satisfied with quality of the information received.

Relatively fewer respondents (72.8%) were satisfied with the speed at which their needs were met, while 13.6% specifically stated they were unsatisfied.

Table 14: Satisfaction with language training programs and services

Service / Program	N	Satisfactory or Very Satisfactory	Neither Satisfactory or Unsatisfactory	Unsatisfactory or Very Unsatisfactory
Language Instruction for Newcomers to Canada (LINC)	734	79.7%	10.9%	9.4%
Language assessment/testing	696	78.1%	12.4%	9.5%
Language training for the workplace	176	77.2%	11.4%	11.4%
Cours de langue pour les immigrants au Canada (CLIC)	16	75.0%	18.8%	6.2%
English as a Second Language (ESL)	634	74.1%	14.8%	11.1%
Language conversation groups	203	69.5%	18.7%	11.8%
French as a Second Language (FSL)	30	50.0%	20.0%	30.0%

Patterns in satisfaction with language training programs and services

Further analysis revealed the following statistically significant differences, based on demographic variables, in satisfaction with various language training programs and services.

Survey respondents who arrived in Canada between 2006 and 2010 (81.6%) were more likely than those who arrived between 2000 and 2005 (73.0%) to express satisfaction with LINC[84].

84 $\chi 2$ (2, N = 734) = 7.9, p<.05.

Immigrants and refugees from Africa (96.6%), Sri Lanka (92.5%), and India (90.9%) were more likely to express satisfaction with LINC compared to those from other countries/regions. Immigrants and refugees from Pakistan (58.3%) and Colombia (61.0%) were least likely to be satisfied with LINC[85].

Those born on the continent of Africa (90.9%) and in India (88.2%) were most likely to report satisfaction with language assessment/testing compared to those born in other countries/regions. Immigrants and refugees from Colombia (62%) were least likely to report satisfaction[86]. There were no statistically significant differences in satisfaction between those who began using language training programs and services within their first year in Canada and those who began using them after one year.

Service Provider Focus Group data: Variations in the use of settlement services based on education

Focus group participants spoke about how level of education can impact the purposes for which individuals access settlement services. For example, they noted that those with higher levels of education focused more on employment and skills training, and advanced level language training, for which there are few programs and very long waiting lists.

Meanwhile, clients with lower levels of education were seen as having higher linguistic or financial barriers to accessing services than more educated immigrants. For example, lack of literacy, even in their first language, was cited as a major factor in the use of services by immigrants with low levels of education, and needs to be considered when developing learning material. Delivery of some services through TV and radio would be more useful to these clients than written material.

85 $\chi 2$ (14, N = 734) = 50.0, p<.001.
86 $\chi 2$ (14, N = 696) = 34.7, p<.01.

Respondents born in Sri Lanka (84.6%) and Africa (83.3%) were more likely to report satisfaction with ESL than those born in other countries/regions[87]. Respondents born in China (62.1%) and Colombia (64.3%) were relatively less likely to report satisfaction. Also, those who arrived in Canada with high school education or lower (82.8%) were more likely than those with higher levels of education to report satisfaction with ESL. Respondents with post graduate degrees (63.3%) were least likely to report satisfaction[88].

Self-assessment of how language training programs and services have helped respondents

When asked how language training programs and services had helped them, the vast majority of respondents said it had improved their language skills (76%). Other ways in which language training programs and services had helped respondents were: making friends (51%), preparing for further education or training (41.2%), communicating with family and friends (33.8%), and finding employment (24%).

What are the Challenges in Accessing Language Training Programs and Services?

Similar to employment and skills training programs and services, the most common difficulty reported in accessing language training programs and services was not having transportation (13.4%), followed by the service being too far

87 $\chi 2$ (14, N = 634) = 30.1, p<.01.
88 $\chi 2$ (8, N = 627) = 16.2, p<.05.

from home (13.1%) and inconvenient hours (9%). Just under half (45.9%) reported that they did not encounter any problems. Figure 24 presents the challenges participants faced in accessing these programs and services.

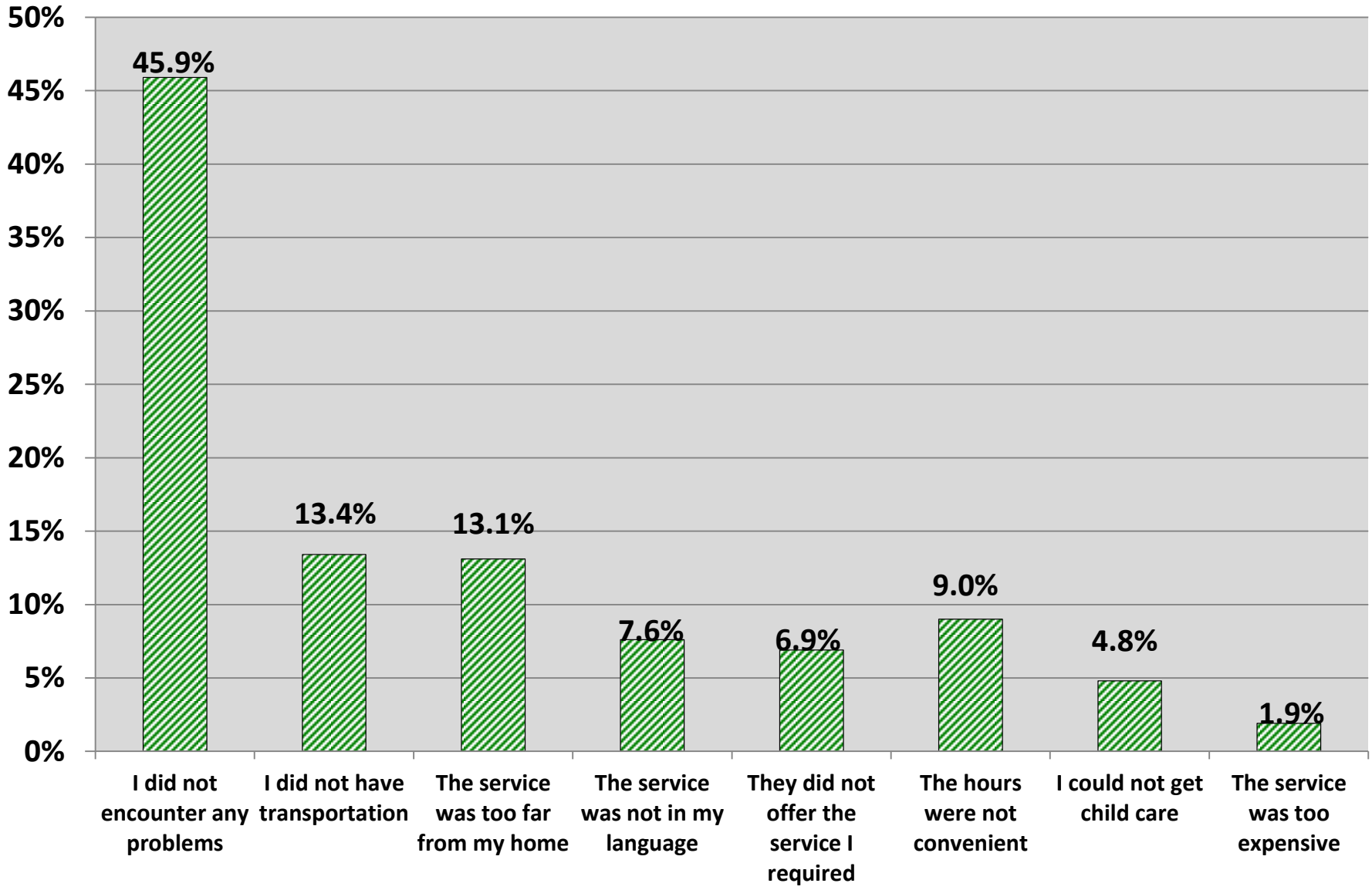
Survey respondents who identified lack of transportation as a problem in accessing language training programs and services were more likely to be independent class immigrants or immigrants born in Pakistan and China. Proportionally, more independent class immigrants (18.1%) than family class immigrants (12.0%), international students (14.3%), refugees (14.2%), and refugee claimants (11.5%) identified transportation as a challenge[89].

Likewise, more respondents born in Pakistan (31.3%) and China (21.4%) identified lack of transportation as a challenge in accessing language training programs and services compared to those born in other countries/regions. Respondents born in Sri Lanka (4.4%) were least likely to identify transportation as a problem[90].

Respondents who reported that language training programs and services were too far from their homes were more likely to be immigrants and refugees who live in larger or medium-sized urban areas, independent class immigrants, immigrants born in China, or immigrants who arrived in Canada with a post graduate degree. Those living in large urban areas (19.7%) were more likely to identify distance as a problem, followed by people living in medium-sized urban areas (14.4%) and the Toronto urban area (12.6%).

[89] χ^2 (4, N = 1242) = 10.7, p<.05
[90] χ^2 (3, N = 780) = 25.8, p<.001

Figure 24: Challenges in accessing language training programs and services (%)



Respondents living in very small urban areas (4.5%) and small urban areas (6.3%) were relatively less likely to identify distance to language training programs and services as a problem[91].

Furthermore, more independent class immigrants (17.7%) indicated that language training programs and services were too far from their homes than family class immigrants (10.8%), refugee claimants (12.4%), refugees (12.6%), and international students (14.3%)[92]. Those born in China (21.4%) were also most likely to indicate that services were too far from home, while those born on the continent of Africa were least likely to identify distance as a challenge[93]. Similarly, more immigrants and refugees who arrived in Canada with a post graduate degree (16.9%) indicated that language training programs and services were too far from home compared to other immigrants and refugees. Immigrants and refugees who arrived in Canada with high school or lower levels of education (8.5%) were least likely to indicate that language training programs and services were too far from home[94].

Respondents who reported that the hours of language training programs and services were not convenient were most likely to be independent class immigrants, or immigrants from China, immigrants who arrived in Canada with a bachelor's degree or a

[91] χ^2 (4, N = 1344) = 16.0, p<.01
[92] χ^2 (4, N = 1242) = 9.8, p<.05
[93] χ^2 (6, N = 780) = 15.3, p<.05
[94] χ^2 (4, N = 1368) = 10.5, p<.05

post graduate degree. Independent class immigrants (13.6%) were more likely than refugees (8.7%), family class immigrants (6.6%), refugee claimants (6.2%), and international students (0%) to indicate than that the hours of language training programs and services were not convenient[95]. Also, immigrants from China (16.7%) were most likely to indicate that the hours were not convenient while those from Sri Lanka (4.4%) were least likely to identify this as a problem.[96].

Furthermore, immigrants and refugees who arrived in Canada with a bachelor's degree (11.7%) or a post graduate degree (11.6%) were more likely than those who arrived with other levels of education to indicate that hours of language training programs and services were not convenient for them. Immigrants and refugees who arrived with a trade school or college diploma (5.0%) were least likely to identify inconvenient hours as a problem in accessing these services[97].

Independent class immigrants (10%) were more likely to report that agencies did not offer the services they required than family class immigrants (4.8%), refugees (6.3%), refugee claimants (6.8%), and international students (7.1%)[98]. On the other hand, refugees were more likely than other immigrants to report that services were not available in their language: 14.2% of refugees reported this problem compared to 9.6% of refugee

[95] χ^2 (4, N = 1242) = 17.5, p<.01
[96] χ^2 (6, N = 780) = 17.9, p<.01
[97] χ^2 (4, N = 1368) = 12.1, p<.05
[98] χ^2 (4, N = 1242) = 9.7, p<.05

claimants, 7.1% of international students, 6.6% of independent class immigrants, and 5.6% of family class immigrants[99].

General Settlement and Integration Services

What are Respondents' General Settlement and Integration Challenges?

Social connections

Overall, over one-quarter of all respondents (26.5%) reported feeling isolated. Additional analysis revealed statistically significant differences based on period of arrival in Canada, urban area, age, and level of education among respondents who reported feeling isolated when they came to settle in their current cities. There were no statistically significant differences based on immigration class or country/region of birth, and differences based on gender only emerged when age was controlled for.

Respondents who arrived in Canada between 2000 and 2005 (31.9%) were more likely to report feeling isolated after arrival compared to those who arrived between 2006 and 2010 (24.1%)[100]. As well, respondents living in large urban areas (32.6%) were most likely to report feeling isolated, followed by those living in small urban areas (31.1%) and the Toronto urban area (27.0%)[101]. Respondents living in very small urban areas

[99] χ^2 (4, N = 1242) = 12.5, p<.05
[100] χ^2 (1, N = 2530) = 17.3, p<.001
[101] χ^2 (4, N = 2442) = 16.6, p<.01

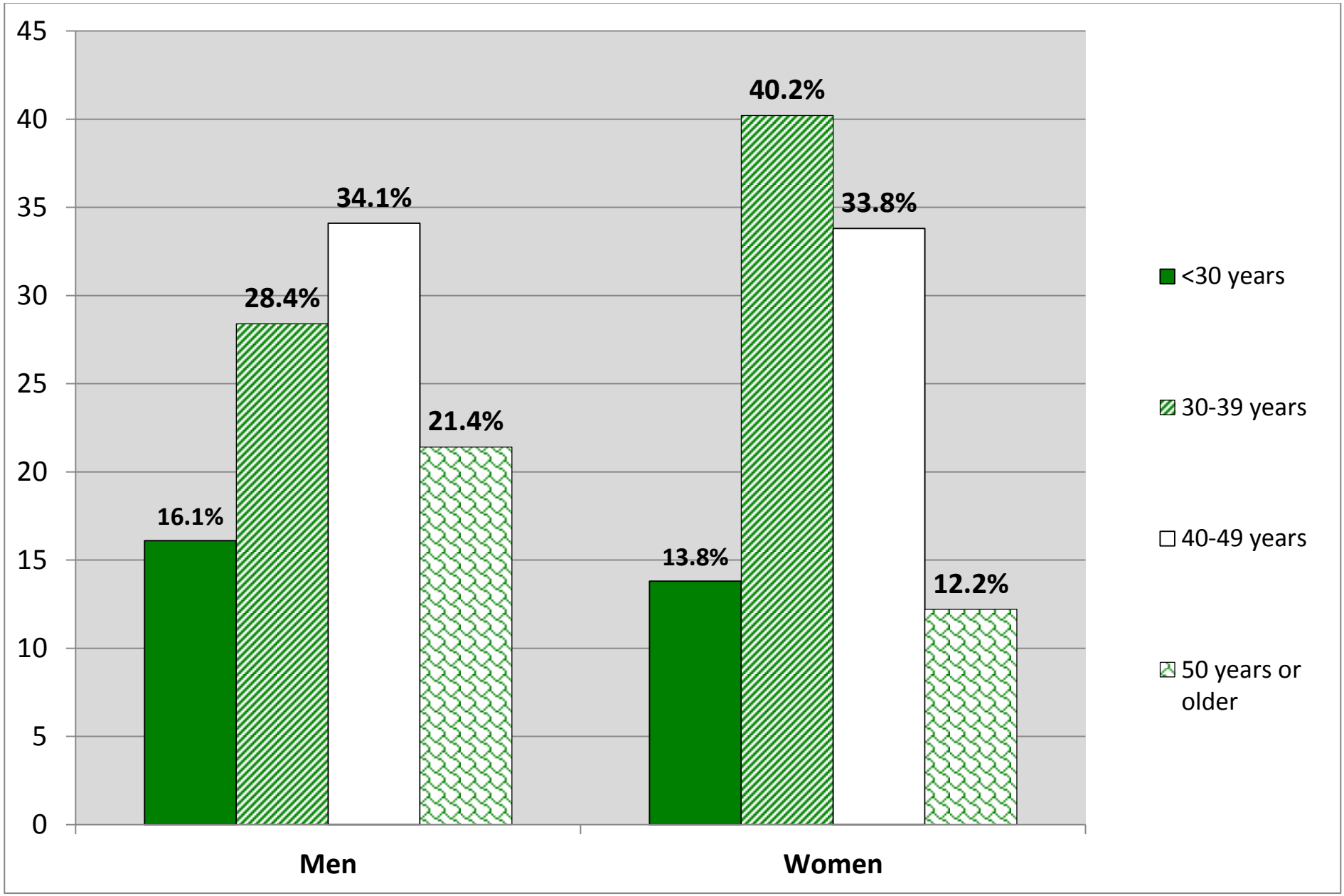
(20.6%) and medium-sized urban areas (22.1%) were relatively less likely to report feeling isolated.

Older respondents were more likely than younger ones to report that feeling isolated was a challenge for them: 28.9% of respondents aged 40 to 49 years reported feeling isolated, as did 27.8% of those aged 50 years or older , and 27.1% of those aged 30 to 39 years. Respondents less than 30 years old (20.5 %) were least likely to report feeling isolated[102]. More women aged 30 to 39 years (40.2%) reported feeling isolated than men in the same age group (28.4%)[103]. This difference was observed largely among those married or living common law: women aged 30 to 39 years married or living common law (44.1%) were more likely to report feeling isolated (28.2%)[104]. There were no gender differences between those single, divorced, separated or widowed. The distribution of respondents who reported feeling isolated by age and gender is presented in Figure 25.

Among those aged 40 to 49 years, men who were married or living common law (43.6%) were more likely to report feeling isolated than women in the same category (33.4%)[105]. These differences were reversed among those who were single, divorced, separated or widowed: within this group, women (34.4%) were most likely to report feeling isolated compared to men (11.3%)[106].

[102] χ^2 (3, N = 2509) = 10.7, p<.0
[103] χ^2 (3, N = 664) = 11.3, p<.01
[104] χ^2 (3, N = 469) = 18.4, p<.001
[105] χ^2 (3, N = 193) = 15.6, p<.001
[106] χ^2 (3, N = 972) = 36.1, p<.001

Figure 25: Distribution of respondents who reported feeling isolated, by gender and age (%)



Respondents who arrived in Canada with higher levels of education were more likely than those with lower levels of education to report feeling isolated. Those who arrived with a degree in a regulated profession (31.5%), a post graduate degree (31.0%) or a bachelor's degree (28.0%) were more likely than those with high school or lower education (20.1%) or a trade school or college diploma (24.1%) to report feeling isolated[107].

Housing

Close to one-quarter of respondents in the Making Ontario Home survey (23.4%) reported difficulties finding housing when they settled in their current cities. The survey results further revealed statistically significant differences based on period of arrival in Canada, urban area, and gender among respondents who experienced housing difficulties when they came to settle in their current cities. There were also significant differences based on age, immigration class, and country/region of birth. Meanwhile, there were no statistically significant differences based on level of education before arrival.

Respondents who arrived between 2000 and 2005 (26.0%) were more likely than those who arrived between 2006 and 2010 (22.2%) to report experiencing difficulties finding housing when they came to settle in their current cities[108]. Also, those living in large urban areas (26.5%), the Toronto urban area

[107] χ^2 (4, N = 2494) = 22.4, p<.001
[108] χ^2 (1, N = 2530) = 4.4, p<.05

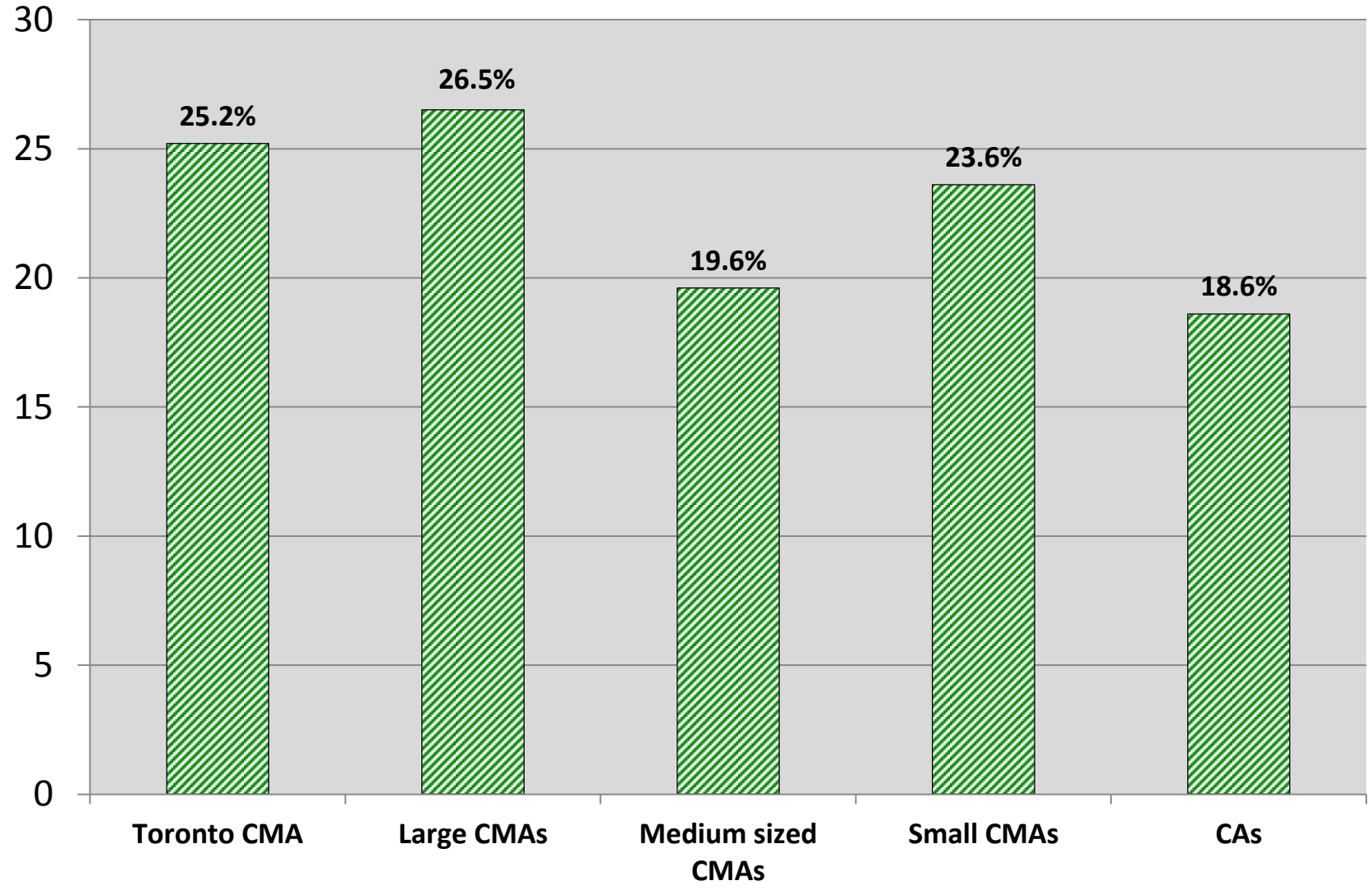
(25.2%) and small urban areas (23.6%) were more likely than those living in very small urban areas (18.6%) and medium-sized urban areas (19.6%)[109] to have this problem.

Immigrants and refugees living in large urban areas were somewhat more likely to experience housing challenges compared to those living in small urban areas. The distribution of respondents who reported challenges in finding housing is presented in Figure 26.

Overall, men (26.0%) were more likely than women (22.1%) to experience housing difficulties[110]. Respondents who were single, separated, divorced, or widowed (28.0%) were also more likely than those who were married or living common law (21.9%) to experience housing difficulties[111]. There were no gender differences in the number of people experiencing housing difficulties among those who were single, separated, divorced, or widowed. Among those who were married or living common law, however, men (25.2%) were more likely than women (20.3%) to experience housing difficulties[112].

[109] χ^2 (4, N = 2442) = 9.6, p<.05
[110] χ^2 (1, N = 2512) = 4.7, p<.05
[111] χ^2 (1, N = 2511) = 9.4, p<.01
[112] χ^2 (1, N = 1903) = 5.8, p<.05

Figure 26: Distribution of respondent who experienced challenges in finding housing by urban area (%)

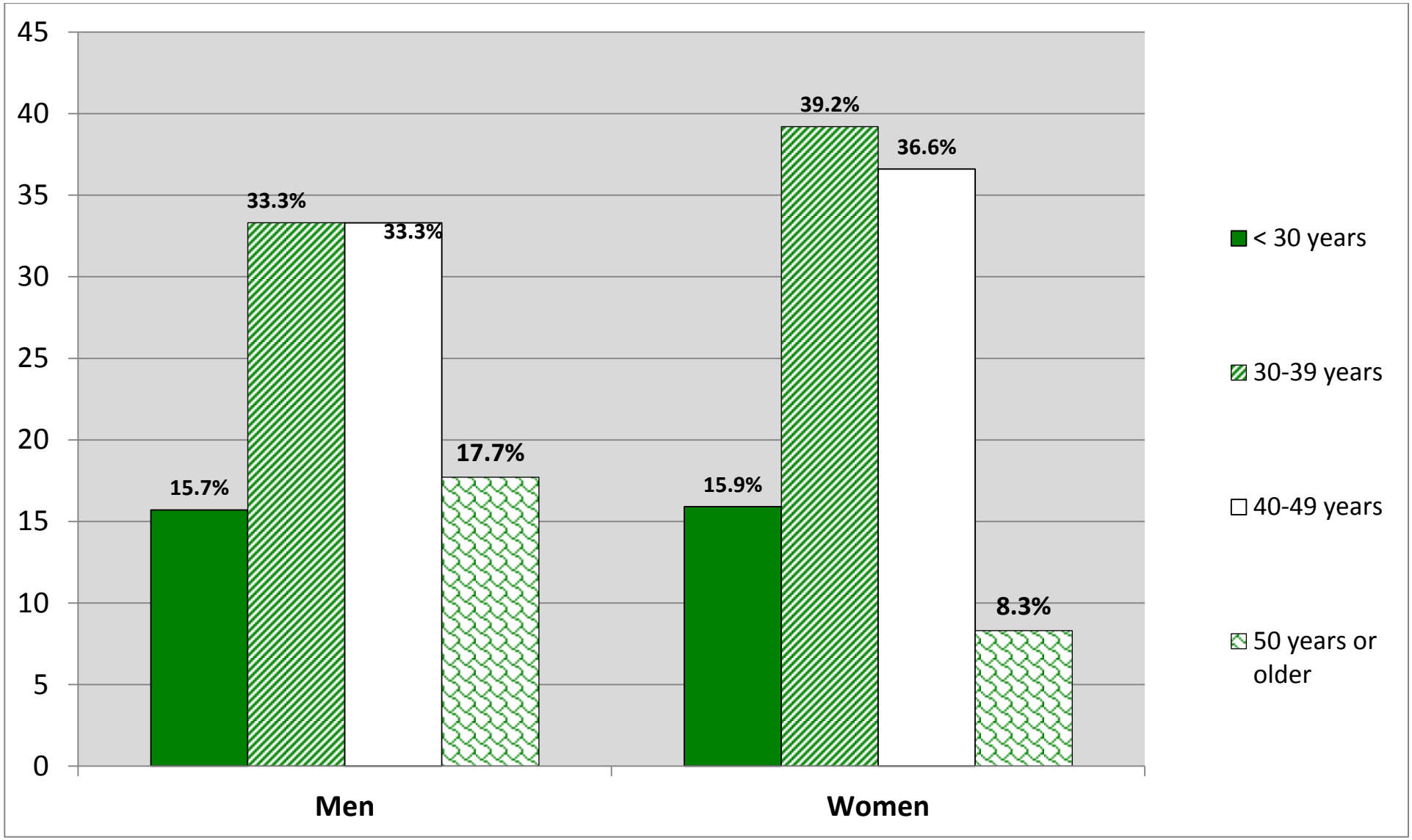


Immigrants and refugees aged 40 to 49 years (26.3%) were more likely to report experiencing difficulties finding housing than those in other age groups[113]. They were followed by those aged 30 to 39 years (24.5%) and less than 30 years (21.5%). Respondents aged 50 years or more (17.3%) were least likely to report this problem. Both male and female immigrants and refugees aged between 30 and 49 years were more likely than those in other age groups to report challenges in finding housing when they came to settle in their current cities. Slightly more women within that age range (75.8%) reported this challenge than men (66.6%). Figure 27 represents the distribution of survey respondents who reported challenges in finding housing by gender and age.

Figure 27 further shows that men (17.7%) aged 50 years or more were more likely to experience housing difficulties than their women counterparts (8.3%).

[113] χ^2 (3, N = 2509) = 13.6, p<.01

Figure 27: Distribution of survey respondents who experienced challenges finding housing by gender and age (%)



Refugees (33.2%), refugee claimants (29.3 %), and independent class immigrants (26.8%) were more likely than international students (20.3%) and immigrants in the family class (16.8%)[114] to report experiencing difficulties finding housing. Also, respondents born in Colombia (30.1%), Pakistan (29.9%), and Sri Lanka (29.2%) were more likely than those born in other countries/regions to report such a problem[115]. They were followed by those born in the region of the Middle East (26.9%), the continent of Africa (26.7%), and China (21.5%). Respondents born in India (18.7%) were relatively less likely to report experiencing difficulties in finding housing.

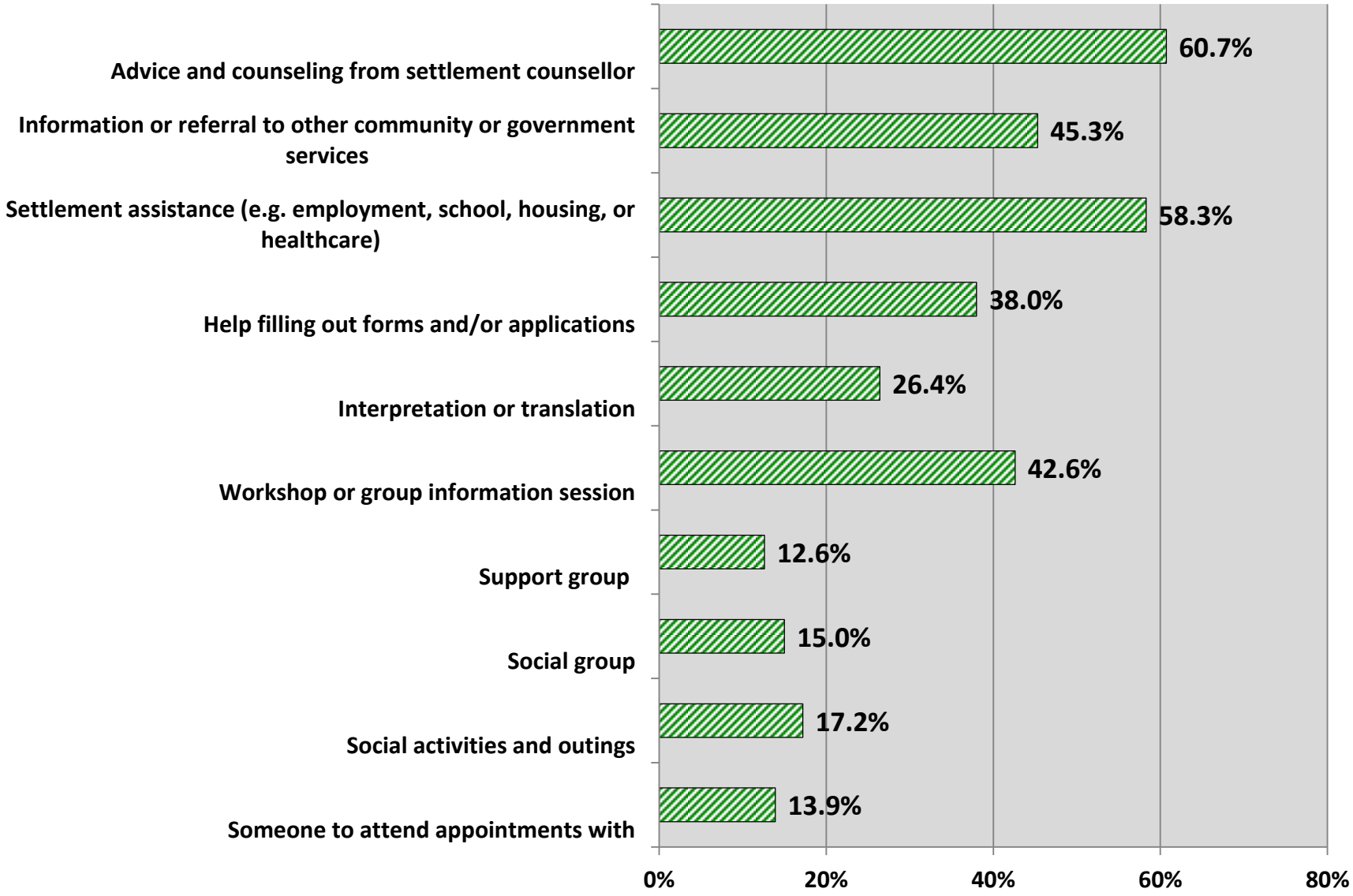
What General Settlement and Integration Services are Immigrants Using?

A total of 972 respondents provided information about their use of general settlement and integration services. Figure 28 presents distribution of use of the different types of general settlement and integration services by respondents.

Advice and counseling from a settlement counselor was the service most used by respondents (60.7%), followed by general settlement assistance (58.3%). The program that was used by the smallest proportion of respondents was support groups (12.6%).

[114] χ^2 (1, N = 2219) = 39.5, p<.001
[115] χ^2 (6, N = 1,433) = 12.6, p<.05

Figure 28: Usage of general settlement and integration services (%)



French-speaking respondents

General settlement services most frequently used were:

- assistance with settlement needs (55.3%);
- advice and counseling (48.9%);
- information and referral (40.4%); and
- workshop/group information session (40.4%).

While further analysis found no statistically significant differences in the use of general settlement and integration services based on gender, period of arrival in Canada, educational level before arrival, or urban area, analysis did find significant differences based on age, immigration class and country/region of birth.

Older immigrants and refugees were more likely than younger ones to use general settlement and integration services: respondents 40 to 49 years old (42.8%) were most likely to use these services, followed by those 30 to 39 years old (38.9%) and 50 years or older (37.6%) respectively. Those less than 30 years old (31.1%) were least likely to use general settlement and integration services[116].

LGBT respondents

General settlement services most frequently used were:

- advice and counseling (68.8%);
- assistance with settlement needs (62.5%);
- workshop/group information session (37.5%); and
- information and referral (35.4%).

Among women respondents, those aged 30 to 39 years (40.2%) were most likely to use general settlement and integration services while men aged 40 to 49 years (36.4%) were most likely among men to use these services. The distribution of general settlement service users by age and gender is presented in Figure 29.

[116] χ^2 (3, N = 2509) = 16.7, p<.001.

Figure 29 further shows that men aged 50 years or more (22.2%) were more likely than women in the same group (12.2%)[117] to have used general settlement and integration services.

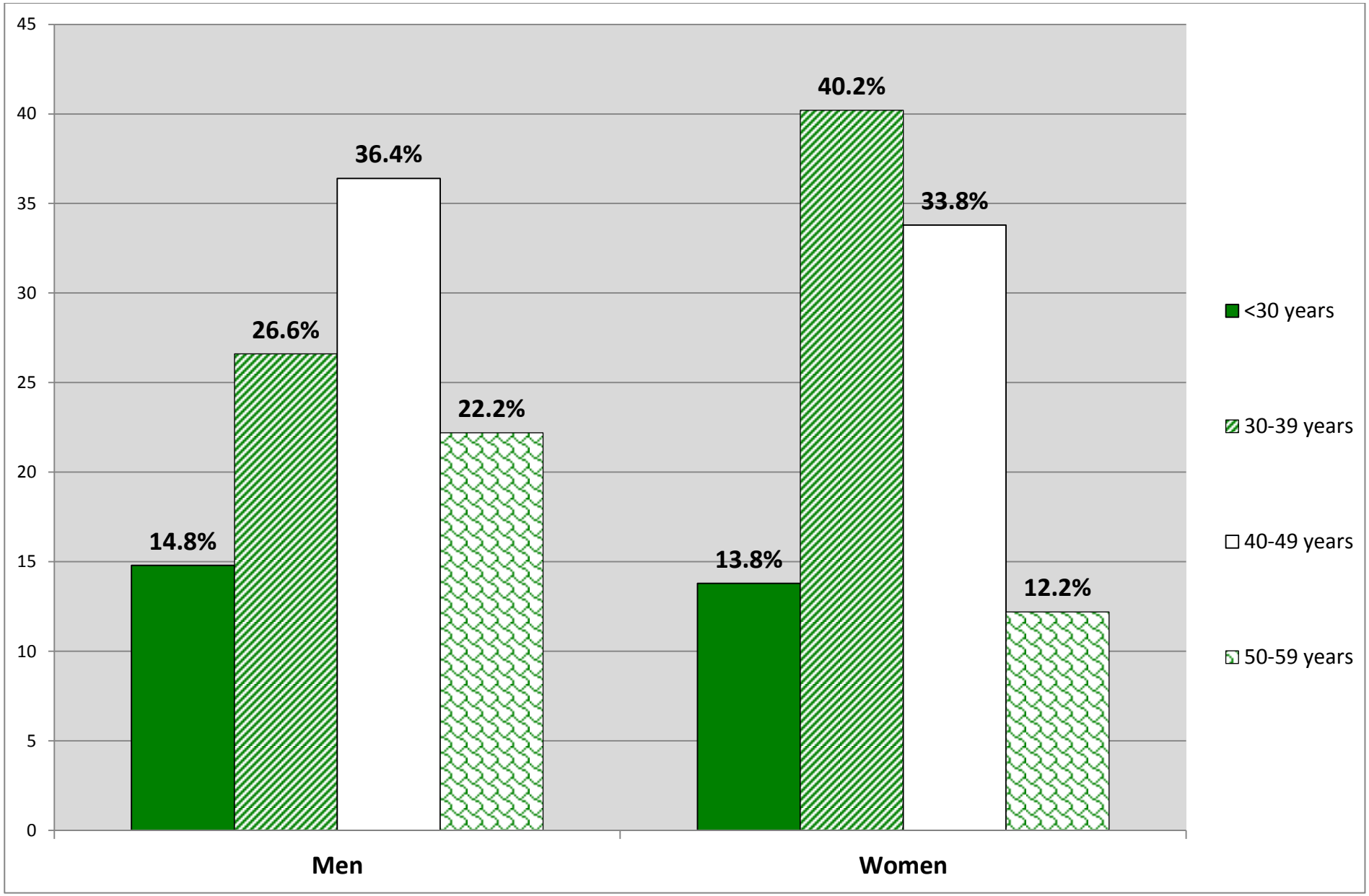
Refugees (57.1%), refugee claimants (53.1%), and independent class immigrants (43.9%) were more likely than international students (13.5%) and immigrants in the family class (30.2%) to have used general settlement and integration services[118]. Also, respondents born in Colombia (52.8%) were most likely to have used these services[119]. They were followed by those born in Sri Lanka (45.3%), Africa (40.8%), and India (40.7%). Immigrants and refugees born in China (26%) were least likely to have used them. Table 15 represents the distribution of general service users by country/region of birth and immigration class.

Table 15: General settlement service use by country/region of birth and immigration class

Country/Region of Birth	Total N	Independent	Family Class	Refugees	Students	Refugee Claimants
China	**65**	75.4%	21.5%	0.0%	3.1%	0.0%
India	**96**	62.5%	31.3%	2.1%	4.1%	0.0%
Colombia	**99**	13.1%	10.1%	19.2%	0.0%	57.6%
Sri Lanka	**48**	18.8%	33.3%	29.2%	0.0%	18.8%
Pakistan	**32**	53.1%	34.4%	3.1%	0.0%	9.4%
Africa	**90**	39.0%	23.3%	13.3%	3.3%	21.1%
Middle East	**93**	61.3%	19.3%	15.1%	1.1%	3.2%

[117] χ^2 (3, N = 959) = 25.0, p<.001
[118] χ^2 (4, N = 2219) = 116.1, p<.001.
[119] χ^2 (7, N = 2530) = 41.9, p<.001.

Figure 29: General settlement service use by gender and age (% within gender)



Service Provider Focus Group Data: Variations in the use of settlement services based on gender

The survey data found that women tend to use settlement services more than men. Focus group participants spoke about the impact of traditional roles on men and women's access to and use of services. They noted that in their experience, socialization patterns in many societies make it easier for women to display help-seeking behaviours to meet their family's needs in their roles as caregivers and "administrators of the family", and so are more likely to be motivated to seek out information and services. These roles can also put them in a position to be more likely to come in contact with service providers, for example settlement workers in schools. The flexibility of some women's schedules, who work in the home, can also make it easier for them to access services. On the other hand, it was noted by one participant that for some groups (eg. refugees from Afghanistan) men are responsible for activities in the public sphere and may not permit or encourage women to access immigrant-serving agencies until they are satisfied the services do not pose a threat.

When respondents began using general settlement and integration services

The majority of respondents who used general settlement and integration services sought access to services within the first year of arrival (68.9%), while 17.1% reported using these services one to three years after arrival, 6.3% reported using services three years or more after arriving in Canada, and 38.7% continue to use general settlement and integration services as needed.

French-speaking respondents

The majority (80.9%) accessed general settlement and integration services within their first year of arrival in Canada.

The remaining 19.1% used them after one year.

While more in-depth analysis found no statistically significant differences based on age, gender, educational level before arrival, and country/region of birth, differences were found based on period of arrival in Canada, urban area and immigration class.

Respondents who arrived in Canada between 2006 and 2010 (73.4%) were more likely than those who arrived between 2000 and 2005 (65.1%) to use general settlement and integration services within the first year of arrival[120].

In addition, those living in large urban areas (78.3%) were most likely to use general settlement and integration services within the first year of arrival, followed by those living in the Toronto urban area (72.7%), small urban areas (71.7%) and medium-sized urban areas (65.9%)[121]. Immigrants and refugees living in very small urban areas were relatively less likely to use these services within their first year of arrival in Canada (51.4%). Also, independent class immigrants (75.6%) and refugee claimants (75.6%) were most likely to use them within their first year of arrival, followed by family class immigrants (69.4%) and refugees (68.9%). Those arriving as international students (17.6%) were least likely to use general settlement and integration services within the first year of arrival[122].

LGBT respondents

The majority (60.4%) accessed general settlement and integration services within their first year of arrival in Canada.

The remaining 39.6% used them after one year.

[120] χ^2 (1, N = 943) = 6.8, p<.01.
[121] χ^2 (4, N = 920) = 13.2, p<.01
[122] χ^2 (4, N = 853) = 29.4, p<.001

Service Provider Focus Group Data: Variations in the use of settlement services based on period of arrival

Focus group participants explained that in their experience, the need for settlement services is generally highest in the first five years after arrival. However, immigrants may not necessarily know about the availability of these services soon enough to use them (ie. before they become citizens and no longer qualify for federally funded settlement services, such as LINC). The need for services does not end when they become citizens. Outreach in schools, libraries, and malls, as well as investment in advertising was felt to make a difference in reaching more new arrivals.

Participants also noted the longer their clients have been living in Canada, the more complex their settlement and integration needs. For example, earlier on clients need to know how to look for a job or affordable housing; later they need to learn how to negotiate their salary or get their landlord to repair their apartment. They need lawyers, or psychologists, not general settlement workers. Participants suggested that this reality, as well as the fact that many clients' expectations of agencies are beyond the scope of their mandate, means when immigrant-serving agencies are unable to meet their needs, clients become frustrated. They are sent from agency to agency and then just stop, either because they have become self-sufficient or have lost faith in the system.

Where general settlement and integration services were accessed[123]

The vast majority of respondents identified seeking general settlement and integration services (including settlement counseling, information or referrals, housing, education, filling out forms or applications, etc.) from

French-speaking respondents

Respondents mainly accessed general settlement and integration services at immigrant serving agencies (23.4% to 38.3%) and, to a lesser extent, schools and other organizations (2.1% to 10.3%).

[123] The range of general settlement and integration services offered can depend upon the location. For example, schools and libraries often do not offer the full range of services.

an immigrant serving agency. To a much lesser extent, respondents identified using schools, libraries and other organizations for accessing general settlement and integration services. Table 16 represents where respondents mostly accessed services.

Table 16: Where respondents accessed general settlement and integration services

Service / Program	Total N	Immigrant Serving Agency	School	Library	Other
Advice and counseling from settlement counselor	554	83.0%	8.5%	3.3%	5.2%
Assistance with settlement needs such as finding employment, a school, housing, or healthcare services	533	77.3%	11.4%	3.4%	7.9%
Information or referral to other community or government services	416	74.8%	7.7%	7.2%	10.3%
Workshop or group information session	398	76.9%	8.5%	3.3%	11.3%
Help filling out forms and/or applications	351	77.8%	10.5%	1.7%	10.0%
Interpretation or translation	239	73.6%	9.2%	2.1%	15.1%
Social activities and outings	158	64.6%	15.8%	7.6%	12.0%
Social group	136	58.1%	6.6%	6.6%	28.7%
Support group	115	69.6%	7.8%	1.7%	20.9%
Someone to attend appointments with	128	68.0%	7.0%	3.1%	21.9%
Other	55	58.2%	10.9%	1.8%	29.1%

LGBT respondents

Respondents mainly accessed these services at immigrant serving agencies (27.1% to 56.3%) and, to a lesser extent, at schools and other sources (2.1 to 8.3%).

Most commonly used means of transportation to general settlement and integration services

The three most commonly used methods of transportation to general settlement and integration services were: public transit (49.9%), car (25.3%), and walking (21.7%). Figure 30 represents the most commonly used method of transportation by urban area.

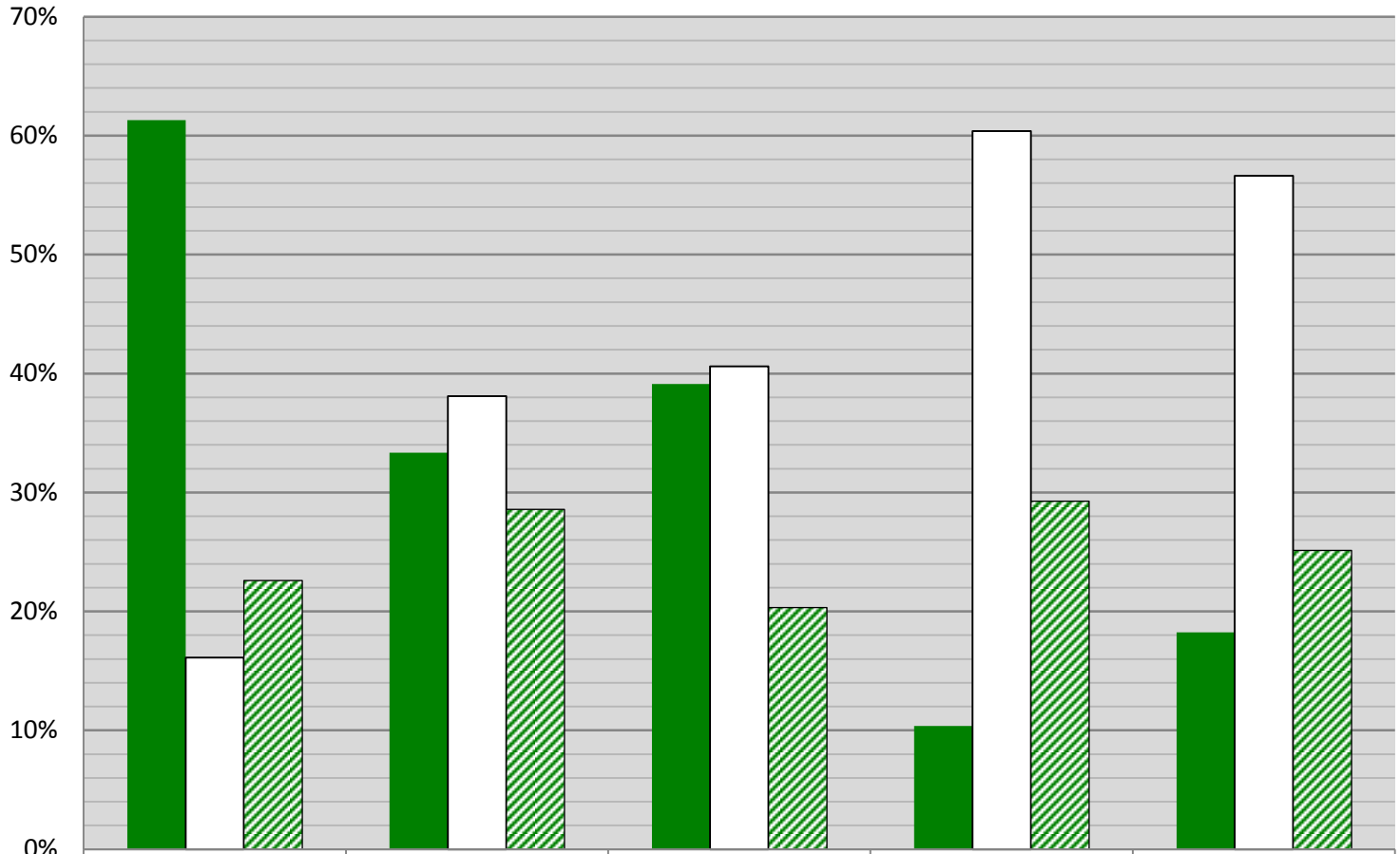
Figure 30 shows that the most commonly used method of transportation among respondents living in very small urban areas was by car. Those living in large urban areas and the Toronto urban area mostly travelled by public transit, while those living in medium-sized urban areas and small urban areas almost equally used cars as they do public transit.

What is the Satisfaction with General settlement and integration services?

Respondents who reported using general settlement and integration services were generally highly satisfied with the services and supports they received.

Table 17 shows that more respondents reported satisfaction with help that they received in filling out forms (84.4%) and participating in support groups (83.6%). Relatively fewer respondents reported satisfaction with assistance with settlement needs (e.g. finding employment, schools, housing or healthcare services) (65.8%).

Figure 30: Commonly used modes of transportation to general settlement and integration services by urban area (%; population in 1,000s)



	CAs (pop <120)	Small CMAs (120-200)	Mid-size CMAs (200-500)	Large CMAs (500-2000)	Toronto CMA (5000+)
Car	61.3%	33.3%	39.1%	10.4%	18.2%
Public transit	16.1%	38.1%	40.6%	60.4%	56.6%
Other means (e.g. walking, cycling)	22.6%	28.6%	20.3%	29.2%	25.1%

Table 17: Satisfaction with general settlement and integration services

Service / Program	Total N	Satisfactory or Very Satisfactory	Neither Satisfactory or Unsatisfactory	Unsatisfactory or Very Unsatisfactory
Help filling out forms and/or applications	362	84.8%	8.6%	6.6%
Support group	116	83.6%	10.4%	6.0%
Interpretation or translation	247	78.5%	8.1%	13.4%
Social activities and outings	162	77.2%	11.7%	11.1%
Social group	137	76.7%	13.1%	10.2%
Information or referral to other community or government services	425	74.1%	14.4%	11.5%
Advice and counseling from settlement counselor	576	72.4%	13.5%	14.1%
Workshop or group information session	401	72.5%	15.0%	12.5%
Someone to attend appointments with	130	67.7%	16/9%	15.4%
Assistance with settlement needs such as finding employment, a school, housing, or healthcare services	546	65.8%	17.4%	16.8%

Patterns in satisfaction with general settlement and integration services

Further analysis revealed the following statistically significant differences in satisfaction, based on location of access and on various demographic variables, with various general settlement and integration services.

76.7% respondents who accessed information and referrals services from immigrant serving agencies were satisfied or very satisfied with the services. This figure was significantly higher than those who accessed the same types of services from other organizations like schools and libraries (65.0%)[124].

Also, 85.1% of respondents who accessed interpretation and translation services from immigrant serving agencies were satisfied or very satisfied with the services they received, which was significantly higher than those who received the same types of services from schools, libraries and other organizations (61.7%)[125].

Likewise, 75.9% of respondents who accessed services at immigrant serving agencies were satisfied or very satisfied with "someone to attend appointments with", which was significantly more than the 52.5% of respondents who accessed the same types of service at school, libraries and other organizations[126].

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[124] χ^2 (2, N = 412) = 11.1, p<.01
[125] χ^2 (2, N = 235) = 15.5, p<.001
[126] χ^2 (2, N = 127) = 7.0, p<.05

Those who arrived in Canada between 2006 and 2010 (88.1%) were more likely to be satisfied with help in filling out forms and applications than those who arrived in between 2000 and 2005 (76.5%).[127] Respondents with a high school education or lower (90.6%) were most likely to report satisfaction with workshops or group information sessions. They were followed by respondents with a degree in a regulated profession (79.2%), bachelor's degree (74.8%), and trade school or college diploma (73.2%). Immigrants and refugees with post graduate degrees (60.2%) were least likely to report satisfaction with workshops or group information sessions[128].

Respondents who began using services within their first year in Canada (73.9%) were more likely to be satisfied with having "someone to attend appointments with" than those who used services after one year (54.8%).There were no differences between the two groups in satisfaction with other general settlement and integration services, including advice and counseling from a settlement counselor, information or referral to other community or government services, assistance with settlement needs such as finding employment, a school, or healthcare services, or helping to fill out forms or complete applications.

[127] χ^2 (1, N = 362) = 7.74, p<.05
[128] χ^2 (8, N = 396) = 35.3, p<.001

Satisfaction with the delivery of general settlement and integration services

The vast majority of respondents were satisfied or very satisfied with how general settlement and integration services were delivered. Notably:

- 81.2% were satisfied with the welcoming nature of the environments in which the services were provided;
- 74.6% were satisfied with the level of staff understanding of their needs;
- 72.1% were satisfied with quality of the information received.

Relatively fewer respondents (66.1%) were satisfied with the speed at which their needs were met, while 16.2% specifically stated they were unsatisfied.

Self-assessment of how general settlement and integration services have helped respondents

When asked how general settlement and integration services had helped them, 58.3% of respondents reported that they now understood how and where to get the assistance that they needed; 52% said general settlement and integration services have helped them to learn about daily life in Canada; 47.5% reported getting the immediate help they needed; and 46.4% said they were able to locate and access support from government agencies.

What are the Challenges in Accessing General Settlement and Integration Services?

The most common difficulty respondents identified in accessing general settlement and integration services was not having transportation (22.8%), followed by the service being too far from home (16.6%), and that there was no service in their language (14.7%). A little over one-third (38%) reported not encountering any problems. Figure 31 presents the difficulties respondents identified in accessing general settlement and integration services.

Survey respondents who reported that general settlement and integration services were too far from their homes were more likely to live in large metropolitan areas than smaller cities: 20.2% of respondents from large urban areas and 19.6% of those from the Toronto urban area indicated that general settlement and integration services were too far from home compared to 2.5% of respondents from very small urban areas, 12.7% of those from medium-sized urban areas, and 12.9% of those from small urban areas [129].

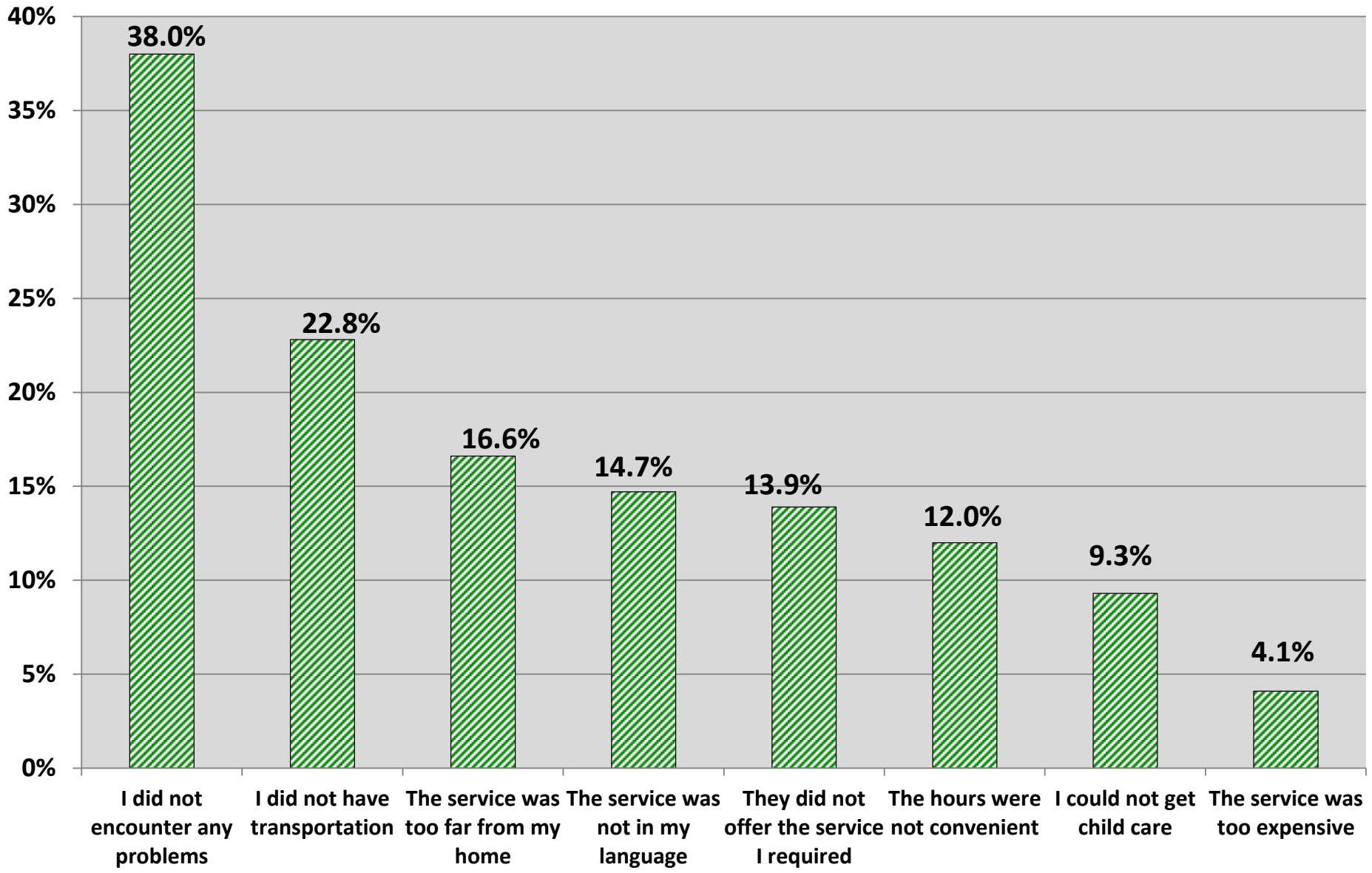
French-speaking respondents

Challenges experienced in accessing general settlement services included:

- "not having transportation" (29.8%);
- "services being too far from home" (17.0%);
- "services not being available in one's language" (10.1%); and
- "agencies not offering the services required" (14.9%).

[129] χ^2 (4, N = 947) = 13.1, p<.05

Figure 31: Challenges in accessing general settlement and integration services (%)



Respondents aged 40 to 49 years (28.7%) were most likely to report that they did not have transportation, followed by those aged 30 to 39 years (23.4%). Respondents aged less than 30 years (15.4%) and those aged 50 years or more were less likely to indicate that transportation was a problem[130]. Immigrants and refugees from Colombia (21.6%) were most likely to report that services were not available in their language. Those from India (4.1%) and Pakistan (6.1%) were less likely to report a problem with language in which services were available[131].

LGBT respondents

Challenges experienced in accessing general settlement services included:

- "not having transportation" (35.4%);
- "services being too far from home" (18.8%);
- "required services not being available"

Similarly, immigrants and refugees who arrived in Canada with a degree in a regulated profession (23.2%) were most likely to report that services were not available in their languages. Those least likely to identify language as a problem in accessing general settlement and integration services were those who arrived in Canada with a bachelor's degree (11.7%), and those with a post graduate degree (12.6%)[132]. Refugee claimants (22.8%) and refugees (21.9%) were most likely to report that services were not available in their languages. They were followed by family class immigrants (15.8%) and students

[130] χ^2 (3, N = 967) = 14.6, p<.01
[131] χ^2 (6, N = 566) = 16.9, p<.01
[132] χ^2 (4, N = 960) = 9.6, p<.05

(11.1%). Independent class immigrants (9.9%) were least likely to report a problem with language[133].

Non-Users of Services[134]

Of the 2,530 respondents, 428 (16.9 %) reported that they did not use any of the settlement and integration support services identified in the survey. The majority of them were under forty, and 39.3% were men and 59.6% women. Most lived in the Toronto urban area (38.6%) and mid-sized urban areas (28.1%). The rest lived in small urban areas (17.4%), large urban areas (11.9%), and very small urban areas (4.0%). Figure 32 presents the immigration class of the non-users upon arrival.

International students were over-represented among non-users of settlement services compared to the entire sample, of which students represented only 5.3%.

Among the non-service users, 26.7% had bachelor's degrees and 24.5% had post-graduate degrees before coming to Canada. Of the rest, 6.4% had a degree in a regulated profession, 14.5% had a trade school or college diploma, and 27.9% had high school or lower education.

[133] χ^2 (4, N = 876) = 18.5, p<.001

[134] No comparisons were made between service and non-service users on immigrant settlement service needs because Chi-square analysis revealed significant demographic differences between them.

Similar to the entire sample, China was the top country of birth (11.2%). Those born in the region of the Middle East (11.7%) and the continent of Africa (10.7%) were, however, over represented in the non-service user group compared to the entire sample.

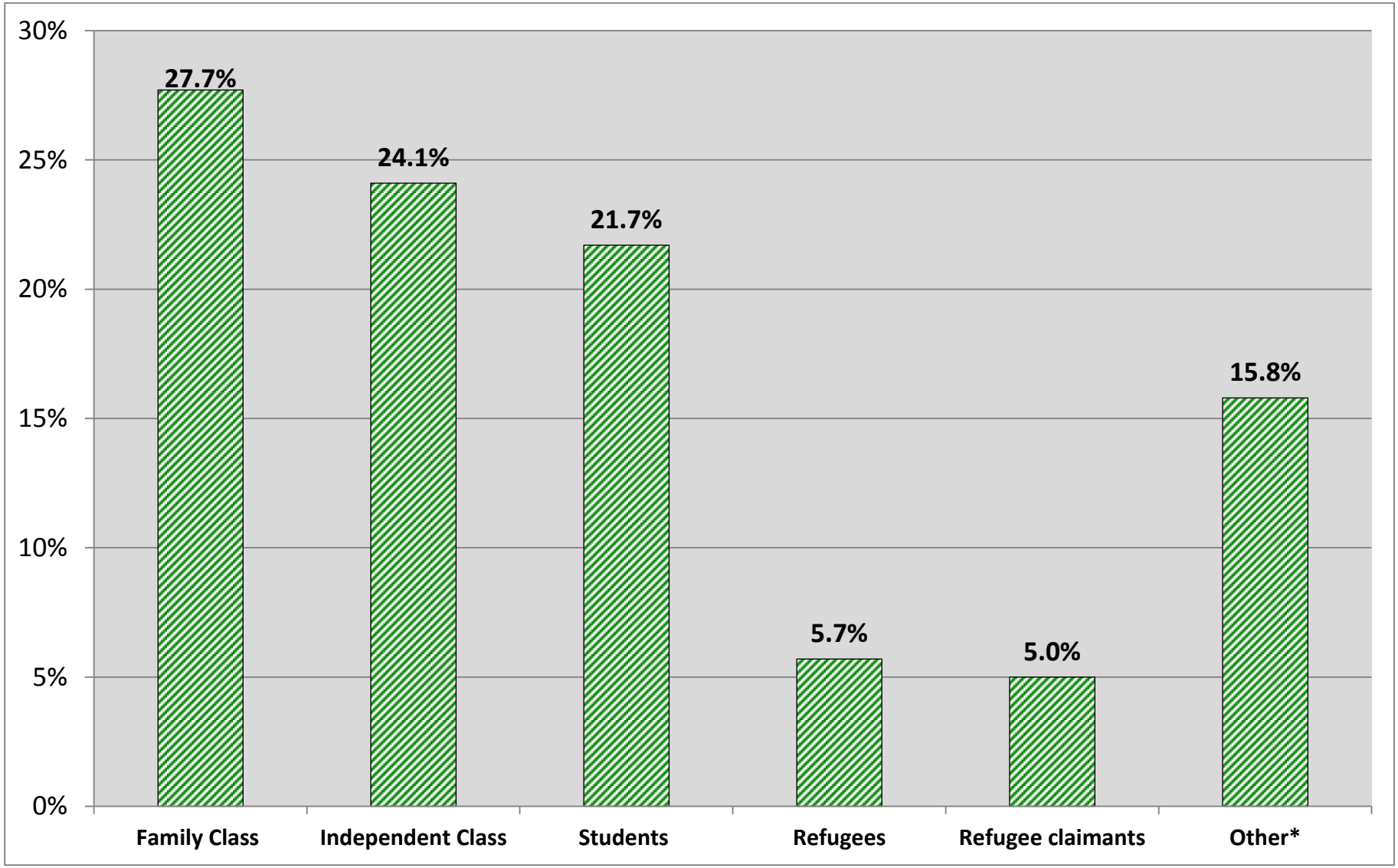
Of the 428 non-service users, 260 (60.7 %) were very recent immigrants who had arrived between 2006 and 2010. The other 168 (39.3 %) had arrived earlier, between 2000 and 2005.

Out of the 428 non-service users who participated in the survey, 209 (49.4%) were employed, 67 (12.8%) were unemployed, and 104 (24.6%) were currently students. Table 18 represents the employment status of non-service users.

Of the 209 participating in the labour market through employment, 63.6% were employed full-time, 25.4% were employed part-time and 11.0% were self-employed. Those employed full-time were mostly working in the following sectors: social sciences, education, government services or religion (25.2%), business, finance or administration (13.8%), sales or service (12.2%), management (9.8%), and processing, manufacturing or utilities (8.9%).

The main reasons they gave for working part-time were inability to find full-time work (44.2%), and going to school (32.6%).

Figure 32: Distribution of Non-Service Users by Immigration Class



* investor, humanitarian, without legal immigration status etc.

Table 18: Current employment status

Employment status	Frequency	Percent
Employed full-time (30 hours or more per week)	133	31.4%
Employed part-time (less than 30 hours per week)	43	10.2%
Employed part-time doing two or more jobs	10	2.4%
Self-employed	23	5.4%
Unemployed, looking for work	54	12.8%
Not looking for work	13	3.1%
Retired	3	0.7%
Student	104	24.6%
Maintaining a household	18	4.3%
Other (including volunteers and caregivers)	22	5.2%
Total	**423**	**100.0%**

The most common settlement challenges reported by non-service users were finding employment (40.2%), social isolation (21.5%), finding housing (19.9%), and getting involved in social activities (18.5%).

Table 19: Top eight settlement challenges reported by non-users of services

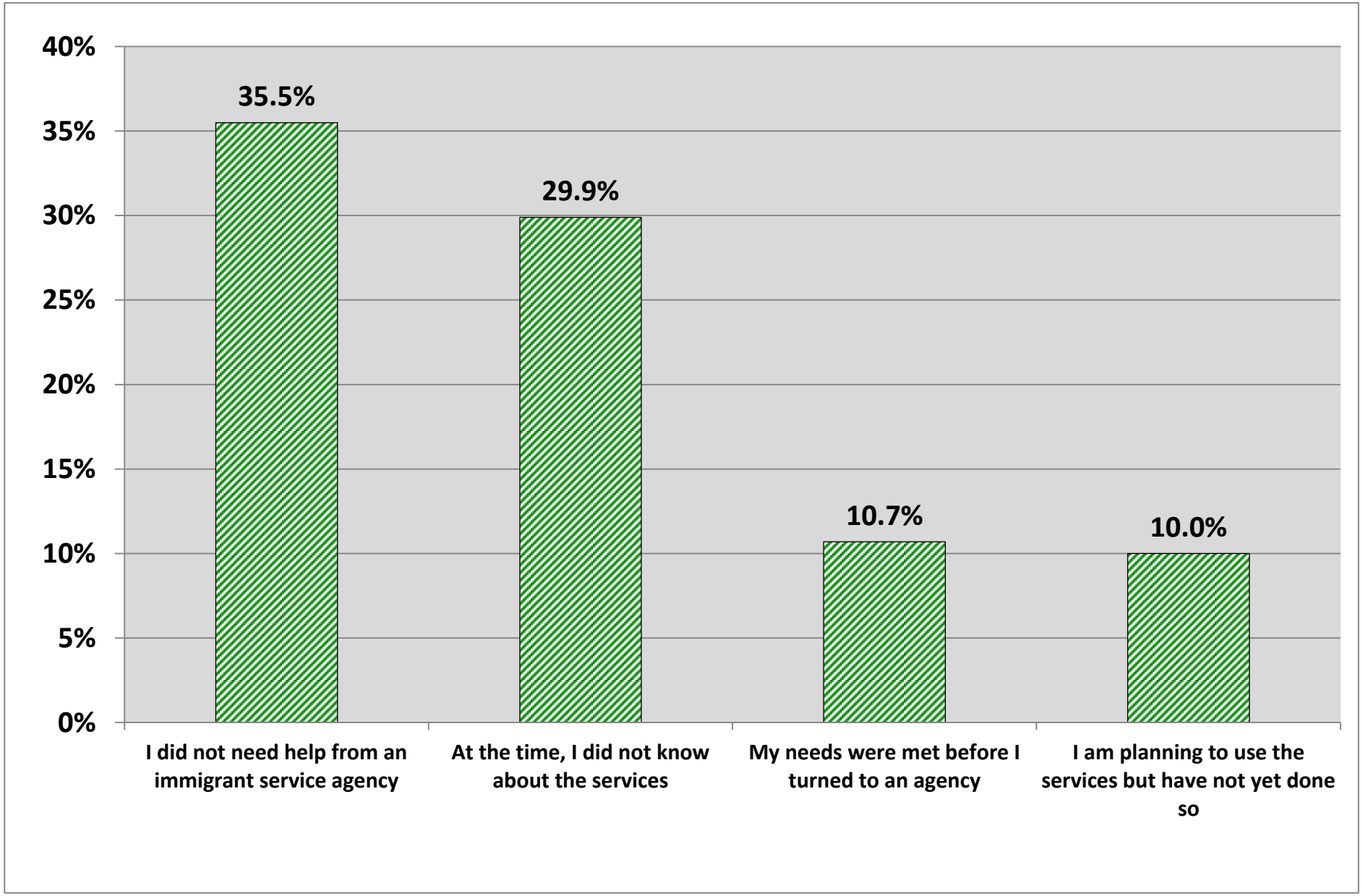
Settlement Challenge (N=2530)	Frequency	Percentage
Finding employment	172	40.2%
Social isolation	92	21.5%
Finding housing	85	19.9%
Getting involved in social activities	79	18.5%
Lack of family/social support networks	74	17.3%
Finding information about social networks	66	15.4%
Finding information about community services	64	15.0%
Limited English language skills	54	12.6%

Figure 33 represents the four reasons provided for not seeking formal settlement support services.

The most frequent sources of support for non-service users were friends (48.4%) and family members (32.2%). Use of online or internet help was reported by 23.1%. Those with a post graduate (35.0%) or bachelor's (25.0%) were more likely than those with high school or lower education (14.5%), a degree in a regulated profession (18.5%), or a trade school or college diploma (19.7%) to seek assistance from internet /online sources. Gender and age made no difference.

Non-service users most commonly sought help for finding housing (47.9%), finding employment (45.3%), getting involved in social activities (27.3%), and feeling isolated (24.8%).

Figure 33: Top Four Reasons for Not Accessing Services by Non-Service Users



Needs of Specific Sub-Groups

The focus groups and interviews reported on below were organized for two major purposes: to hear the perspectives of marginalized groups of immigrants and refugees who often get neglected in generic discourses about settlement and integration, and to learn from the experiential knowledge of key informants and frontline settlement workers. The purpose of these discussions was not to gather data that can be generalized to the population of immigrants and refugees. Instead, it was to explore reasons for and implications of the quantitative data, to generate new conceptual categories and/or linkages among them, and to develop a more nuanced understanding of known issues. It is therefore important not to generalize from the focus group data, but to consider them on their own terms as reasons for, explanations or elaborations of, or new ideas that supplement the quantitative data.

The four selected categories were: those without legal immigration status, immigrants with disabilities, immigrants who identify as Lesbian-Gay-Bisexual-Transgender (LGBT), and French-speaking immigrants. The amount of quantitative data related to each of these categories varied in the survey and were not sufficient for comparative analysis. However, a great deal of rich qualitative data was generated by each of these groups.

Immigrants with Physical Disabilities

The term “disability” refers to a wide range of physical, intellectual and emotional disabilities. The following section explores the settlement and integration needs of immigrants living with physical disabilities because these were the individuals who participated in the focus group. The focus group participants included individuals who had visual impairments and used mobility devices. Most of them were single women and men, living with parents and/or siblings.

Immigrants living with disabilities, who arrive with these disabilities, are either sponsored by family members (family class), or arrive through the independent class (either as primary applicant or spouse). They are permitted to immigrate only if officers of heath as well as other immigration officials are satisfied that they will not present an “extraordinary burden” on public services, and their sponsors will support them financially for ten years after their arrival, or three years if they are sponsored as a spouse (Hanes, 2011). Government sponsored refugees may also be living with disabilities, but the “extraordinary burden” principle does not apply to them.

Settlement Needs

Focus group participants indicated that the single most important challenge for them is that settlement and integration services are not necessarily designed to serve their unique needs. Meanwhile, services for those with disabilities are not

specifically geared to meet the needs of immigrants. For example, participants stated that LINC does not offer classes for the visually impaired, while Canadian National Institute for the Blind (CNIB) does not offer much in the way of training or materials to those who do not speak English or French.

Several participants spoke about the indignity of their increased dependence on family members, who did not necessarily understand their needs, were unable to provide appropriate information, and were unable to provide the time, emotional support, and financial resources they required in the face of competing demands, such as paying mortgages, or fees for their children's higher education.

Information

Focus group participants identified getting appropriate and timely information about service facilities for those living with disabilities as the top priority. Their families and communities, to whom they turn to for their initial needs, are not knowledgeable about services for people with disabilities because they themselves have not needed them. Participants also found that staff who work at settlement and integration services are generally unable to provide the information and referrals they need. This makes it extremely difficult to find information about educational, social, and work opportunities. Participants explained that those who are not fluent in English, or do not have access to the internet, find it particularly challenging to find information they need, such as where to

purchase assistive devices, or to what medical services they are entitled.

Focus group participants stated that organizations supporting those living with disabilities are under-funded and do not have enough staff. One result is that participants found it difficult to get in contact with these organizations unless they are referred by a doctor.

Employment and financial independence

Focus group participants reported that finding appropriate employment is a high priority. They spoke about how earning an income would help them gain more independence and reclaim their dignity. However, they are doubly disadvantaged in finding employment. Potential employers are often reluctant to hire them because of their fear of the cost of accommodating them in the workplace. In addition, employers may feel they may not be as productive as workers without disabilities. None of the individuals participating in the discussion were employed, except one who was working part-time for a disability-focused organization.

A number of recommendations were given by the focus group participants for enhancing employment opportunities. Participants spoke about creating “reserve jobs” for those with disabilities, such as in India and Japan where certain factories or workplaces hired only those with disabilities and were subsidized by government. They also wanted a special focus on

hiring them for jobs related to serving others living with disabilities, for example working for the Ontario Disability Support Program. They also spoke about changing the attitudes and expectations that many employment counselors hold regarding the employment prospects of those with disabilities, in order to provide better employment supports and training. Finally, employment equity legislation and tax incentives for employers were also highlighted, as well as providing wage subsidies for a minimum six months.

Focus group participants spoke extensively about their experiences with the Ontario Disability Support Program (ODSP). They explained that it offers two programs: income support and employment support. Immigrants whose sponsors are responsible for their financial support do not qualify for income support. The participants found that the benefits of employment support are also very limited because they only offer counseling for the job search, but do not act as employment agencies. Even those who qualified for ODSP (either because their sponsor's income is low, or because their ten year period is over) received a maximum of $460 for rent and $578 for other expenses, which in the Greater Toronto Area is far from adequate, particularly if they have a family to support.

Participants explained that in the past, the government used to provide a 50% wage subsidy for eight months to companies who hired people with disabilities. However, that period had

been reduced to six weeks, which does not give enough time to the employee to demonstrate their competence for the job. Participants also spoke about their experience with Employment Insurance (EI). When they were laid off, they qualified for 8-10 months of EI but then are not able to claim ODSP benefits for a full three years after.

Finally, participants discussed the problems of paying for assistive devices for those who are not on ODSP. Individuals who are not on ODSP have to pay 25% of the cost of their assistive devices and are entirely responsible for their repair and maintenance. A modified wheelchair can cost as much as $25,000, and its maintenance can also be very costly. Participants complained that government-designated vendors of assistive devices exploit their situation by raising their prices because they know the government is going to pay some of the cost, which then inflates the cost for the individual. For immigrants with disabilities who do not have jobs, asking their sponsors to pay for their assistive devices is very humiliating.

Transport

Focus group participants identified transportation as a major challenge. First, they found it difficult to get information about what transport facilities are available to them. Second, using public transport facilities is often not practical because they have to wait for hours for the special vehicles to pick them from their homes. Because these vehicles are used for several people at a time, long detours to pick up or drop off other users are

very common. Third, taking taxis that can accommodate their assistive devices can be very expensive.

Participants spoke about being confined to their homes for months, especially when they first arrived in Canada. Even when they have figured out the options available to them, the effort and cost of going somewhere is so high that they leave their homes only to meet their most important and urgent needs.

Some participants said that immigrants with disabilities cannot even contemplate going to work or school on a regular basis because they cannot afford to buy modified vehicles, and the public transit available to them can take up to four hours to get them from one place to another.

Housing, home help, personal and childcare

Participants said that housing that is modified to the needs of people with disabilities is difficult to find. Modification of current homes is too expensive, and complicated by the processes of seeking appropriate permissions by the city, and finding a trustworthy contractor. In addition, participants found the eligibility requirements for special funding programs for housing or vehicular modifications too restrictive. One participant said that only the level of family income is considered, but not the family expenses: "*If two persons in the family are working, they have good jobs and making $50,000,*

they will not qualify. These programs don't see that seven people are dependent on those two people."

Participants said they found it very difficult to get help for their household chores, personal care, and caring for their young children. Social workers often advised them to seek assistance from family members, friends or neighbours for these tasks. This approach frustrated participants, with one noting that constantly asking friends and family for help made her feel like a burden, and that the advice runs counter to the assertion that those with living with disabilities should be independent. *"It is frustrating because they don't see disability as a reason to provide care [assistance]... unless you are bedridden and you are 65 and wearing diapers!"* said a participant, who had to fight a year-long battle to get her two-and-a-half year old child into daycare, even at full fee. Personal support workers cost $25 an hour and have many limitations on what they can do for those with disabilities, she added.

Language training programs and services

Participants spoke about the need to conceptualize "accessibility" as more than being wheel-chair accessible. Many more locations are wheel-chair accessible, but that does not make the programs and services available accessible. For example, participants explained that there are few, if any, agencies that offer LINC classes in a format that is accessible to those with visual or hearing impairments.

Education

Participants spoke about the desire to pursue educational opportunities, but were concerned about incurring debt they wouldn't be able to repay because of the difficulty in finding a job as a person with a disability. The challenges of travelling regularly to an educational institution were also cited as a barrier.

Social and recreational opportunities

Focus group participants found that for immigrants with physical disabilities there are very few, if any, opportunities for recreational and social activities. None of them knew about such provisions and did not want to make further demands on their families to help them access such opportunities if they existed.

Which services do they use/not use, and why?

The only organization serving immigrants with disabilities the participants knew about and depended on was the one that had organized the focus group discussion. Some of them referred to it as their lifeline. They had learned about it through word-of-mouth, either through a social worker, the driver of the public transit they used, or a community member. Some participants had contacted both immigrant serving agencies and organizations that served people with disabilities in general, and did not find either very helpful. A few persistent individuals had also tried to seek help from their political representatives, but found them unresponsive.

French-Speaking Immigrants

According to the information provided by the focus group and individual interviews, the settlement challenges experienced by French-speaking immigrants are similar to those of other immigrants in many regards, but made more complex on some issues by their francophone status.

Settlement Needs

Language training programs and services

Focus group participants identified access to both English and French language training programs and services as a critical issue. In particular, participants spoke about the practical importance of being bilingual, especially the edge it gives in job searching, and the lack of support in pursuing this. One participant, who identified French as her second language, spoke about having to focus on learning English to be able to pursue graduate studies, and then being unable to access free French classes to keep up her French. Another spoke about not being eligible to take free (federally funded) English classes because he already spoke an official language.

As one of the participants put it, "*They don't allow you to be bilingual on the government's money. If you already speak English, you can't take free French classes; if you already speak French you can't take free English classes so that you become bilingual*." He found it ironic that in a country that purports to be bilingual and where bilingualism is ostensibly valued by

employers, there is little support available to immigrants to become fully bilingual.

Past research on French-speaking immigrants and refugees found similar issues, where most respondents identified English as required tool to be able to fully integrate into Ontario (OCASI, 2004) (Kilbride, 2010).

General settlement and integration services

Lack of timely, sufficient, and appropriate information in French was identified by participants as a major need. One focus group participant spoke about the frustration of having information offered only in English, or when it is offered in French, the quality and quantity of the information is less than that offered in English. Another participant spoke about the lack of French heath care information. One interviewee mentioned that a lack of French-specific information led her to enrolling her children in English schools because she did not know that French schools existed. Research conducted by OCASI that focused on newcomers from emerging racialized French-speaking communities similarly found that lack of information was a serious challenge (OCASI, 2004).

A focus group participant provided an example of the importance of agencies providing informed, timely referrals and how lack of information cost him a great deal of time and expense. He said, "*No one told me about the career bridge program, which is crucial for someone who comes here because*

you have to apply in the first three years, after that you're not eligible anymore and I was told that my only chance was to get a Canadian degree which I did and when I finished my degree, I was not considered a newcomer anymore because the first three years of living in Canada had already passed." On the other hand, another participant spoke about how a good referral from an English-speaking agency led him to a Francophone specific employment centre, which was extremely helpful in her settlement process.

Those Without Legal Immigration Status

A focus group was held with individuals who did not have legal immigration status, who are also of Latin American origin and a number of whom have high levels of education. In addition, interviews were held with individuals who provide services to those without legal immigration status. The following analysis comes from the focus group and interviews.

A defining experience for those without legal immigration status is the uncertainty and fear of being deported that result from their lack of legal immigration status. Focus groups participants and the service providers spoke about how this fear permeates their everyday lives and shapes the decisions they make for themselves and their families, often preventing them from seeking the information or services that they need.

Settlement Needs

Lack of legal immigration status adds a layer of complexity to the settlement and integration needs of this group, often placing them in precarious, exploitative situations and preventing their access to services.

Legal Services & Information

Most individuals without legal immigration status formerly had temporary status: as refugee claimants, temporary migrant workers, visitors or international students. Having permanent legal immigration status (ie. permanent residency) would address many of the challenges and barriers that those without legal immigration status experience. Access to competent and timely legal services *before* legal status is lost is a high priority. Service provider respondents spoke about the impact on their clients of inadequate, and sometimes exploitative, legal services provided by some lawyers in their refugee claimant process that for some resulted in a loss of legal immigration status.

Access to competent and timely services in order to advise and support in regularizing their status was identified by focus group participants and the service providers as a high priority. Access to appropriate legal services for women in cases of domestic violence and/or family breakdown was also identified as a priority, especially in cases when her partner has legal status and uses her lack of status as a threat to control her. In addition, both the focus group respondents and service

providers spoke about the lack of understanding of immigration policies and procedures, for both those with and without legal immigration status, and the impact of this lack of knowledge on access to services as well as regularizing status.

Employment

Focus group and service provider respondents described the experience of those without legal immigration status working in exploitative, precarious conditions. A lack of legal status and the fear of deportation meant that respondents did not feel safe in reporting employers who paid less than minimum wage, refused to pay owed wages, or forced them to work in unsafe conditions.

Lack of a work permit, and for many, limited English fluency and the inability to access language classes, forced focus group participants to find jobs that paid 'under the table' through their social networks or through temporary employment agencies. They identified cleaning, construction, restaurant work and childcare as typical jobs, despite the fact that many of them had high levels of education. Women identified lack of access to childcare as a barrier to accessing work.

Education

Access to education, including post-secondary education, was identified as an important need for the children of those without legal immigration status. While Ontario law dictates that schools accept children under 16 regardless of immigration

status, some school administrators still ask for proof of legal status. One service provider commented that she has seen an increase in the number of refusals, which she attributes to the recent negative focus on refugee issues.

The two service providers who were interviewed spoke about increasing difficulty in accessing post-secondary education. One of the providers explained that in the past, some post-secondary institutions were sometimes willing to make exceptions for youth without legal immigration status and allow them to study at domestic student rates. This is no longer possible, and all these youth are now required to pay international student fees, which is impossible for them. The other provider spoke about the situation of children who have grown up unaware of their lack of immigration status, only to discover their situation when they attempt to apply to college or university.

While focus group participants saw furthering their own education as important, they did not see it as practical in their current situation. The need to financially support their families and the inability to access educational loans made education an impossible consideration.

Health

Access to health care services, affordability of those services, and mental health services were all identified as areas of need. Immigrants without legal immigration status do not qualify for

the Ontario Health Insurance Program (OHIP), and thus must pay for services or rely on community health care centres that provide health services to the uninsured. However, these clinics are few, and those that exist have limited funding to provide services to those without legal immigration status, resulting in lack of access and long wait lists. Instead of getting timely medical attention, those without legal immigration status end up with more serious and complicated illnesses, and/or go to emergency departments. Both of these situations are more costly in the long run for those without legal immigration status (who are required to cover most of their costs) and the health care system.

Focus group and service provider respondents all spoke about the impact that the lack of status and its associated problems have on mental health. The constant fear of being deported, losing their job or home, or their children's access to education, in combination with extreme poverty and exploitative working conditions created incredible stress. Both the focus group participants and the service providers stated that the stress and uncertainty can contribute to addictions and family violence, which often go unreported and untreated.

Housing, Food and Clothing

Inadequate income to properly feed, clothe and house themselves was identified as a problem by focus group participants. While they indicated they did not have difficulty in finding housing in private homes, lack of status was identified

as contributing to exploitative housing situations, for example landlords refusing needed repairs and upkeep.

Language training programs and services

Access to affordable, convenient language instruction is a service need for those without legal immigration status. They do not qualify for federally-funded language classes, while some providers of provincial ESL classes require a fee that they cannot afford. As with many other immigrants, focus group participants reported that their first priority is working to support their families, making it difficult to find the time or energy to attend classes. More convenient locations, times and learning formats would be helpful, in addition to expanded eligibility rules.

Which settlement and integration services do they use/not use, and why?

The participants reported that those without legal immigration status rely primarily on their own social networks, which often include other immigrants without status, to access services. Some of them seek help from immigrant serving agencies for employment and skills training while they have work permits as refugee claimants. Others do not know whether they qualify for settlement and integration services and are afraid that disclosing their lack of legal status to staff of immigrant-serving agencies may result in their being reported to the police or immigration authorities.

Both the focus group respondents and the service providers spoke about how a few agencies explicitly and openly provide information, referrals, and other services geared towards those without legal immigration status. The service provider respondents explained that few such agencies exist because it is difficult to secure federal government funding to serve those without legal immigration status because of eligibility rules that require permanent residency status, while provincial settlement funds, which can be used to serve all clients regardless of immigration status, are limited. Other agencies, whose clients may include those without legal immigration status, do not openly acknowledge serving them because of these eligibility rules.

Agencies that provide legal aid for refugee status appeals on humanitarian and compassionate grounds, and for child custody and child support cases were cited as particularly useful and important.

Focus group participants and service providers identified ethno-cultural newspapers (such as Compra y Venta and Toronto Latino in the Spanish-speaking communities) as helpful for information about services, health clinics, employment opportunities, etc.

LGBT Immigrants and Refugees

According to the information provided by the focus group, lesbian, gay, bisexual, and transgender (LGBT) immigrants'

challenges in settlement are similar to those of other immigrants, but made more complex by their sexual orientation and gender identities.

As immigrants, they may face discrimination in the job market on the basis of their racial characteristics, religion, or accents, or lack of Canadian experience etc. Their sexual orientation and gender identities add another layer to the set of 'differences' that lead to unemployment or underemployment, additional stresses, and social isolation.

If they live in smaller towns where people know each other rather well, it is difficult to keep information about their sexual orientation private. This makes it more difficult to exercise control over their social and professional lives. Although there may be no overt display of homophobia on the street, there are subtle messages that are hard to miss which continually remind immigrants who are LGBT that they are a 'double minority.'

Settlement Needs

Social Isolation

Focus group participants spoke about social isolation as a problem for many newly arrived LGBT immigrants. They did not know where they could find other people who had different sexual orientations, and did not know where it might be 'safe' to disclose theirs. Many reported avoiding interacting with members of their own ethno-cultural communities because

they faced discrimination from compatriots in their countries of origin.

Participants also discussed how being an immigrant in Canada impacted their identities, and often not by their own choice. A number of participants spoke about the racialization of their identities, that now in Canada they were identified by others as "people of colour". In addition, their predominant identity to others was as an "immigrant". As one participant explained: "*…up to that point in my life, my identity was based on being queer…but here I became a person of colour and I...am put in a group with other people [who] I have no relationship with and it's not easy to relate to that."*

When they first arrived, participants often had little in common with people they encountered in their new country. Participants also spoke about the intersections of their different identities. As one participant said, *"… you can't get your immigrant friends to get along with your gay friends…I have gay friends who would never go to a Latino party with me.*"

Information

Information was a point that repeatedly came up for focus group participants. They spoke about the need for pre-arrival information, and in particular about how it would have been very helpful to have had access to other LGBT immigrants' experiences and 'stories' to help them prepare mentally. They also emphasized the need to acknowledge, in this pre-arrival

information, the unique experiences of groups of LGBT immigrants: for example, those living in smaller communities or those who are racialized. Easier access to information about existing groups, or support groups created for immigrants who are LGBT would also be very helpful.

Participants also spoke about the need for public education to increase awareness about LGBT immigrants, both in immigrant and Canadian-born communities. They found that people generally assumed that because they were immigrants, especially if they came from more "conservative" countries, that they weren't LGBT. One participant described being quite angry when the citizenship booklet was changed to leave out any mention of the LGBT history and community in Canada, stating that it was a social step backwards.

Counseling Services

Counseling services for children of immigrants who are LGBT are an important service need. A participant spoke about the stress her child experienced as part of the immigration process, in addition to becoming part of an LGBT family. Her experience was an intersection of being both an immigrant and a child of an LGBT parent, and it was difficult to find the appropriate support and to afford it.

Which services do they use/not use, and why?

Some of the participants had the perception that settlement and integration services are designed only for those who have

very few material and social resources and no plans for how they will settle in Canada. They did not know that there may be services available for them, too, and relied mostly on friends, family, and partners to help them get settled.

The internet was reported as a useful resource because it can be searched in privacy and offers a wide variety of information, and participants suggested that web-based information for LGBT immigrants related to their settlement needs would be very helpful. In particular, they spoke about the need for it to be easily accessible from general settlement information sites, as LGBT immigrants may not be aware that there is information available specific to their experience. Participants spoke about the following information being important: advice on rights and benefits as members of same-sex couples; information about legal and procedural matters, such as how to apply for permanent residence; 'stories' of other LGBT immigrants who have been through similar transitions; how/where to connect with your local LGBT community and immigrant LGBT community; and links to LGBT support groups and settlement organizations that provide LGBT services.

New Research Issues Identified

While the results from the Making Ontario Home survey provide valuable information about immigrants and refugees, and settlement and integration services, they also reveal some areas where further research would be useful for policy development and program review.

More research is needed on service satisfaction and utilization by immigrants from different countries or world regions. The survey results showed considerable variation, but did not explain the reasons. Some areas to explore further would be:

- Variations in human capital by country or region of birth, including education, official language skills and labour market adaptability;
- The level of community and service infrastructure related to geographic concentrations of particular groups;
- The experience of systemic barriers, including race and gender, and the intersections between these; and
- The impact of restricted service access for isolated individuals and families, or geographically dispersed communities.

More needs to be explored as well on the connections at the local level between community-based service providers, municipal services, and ethnic or faith organizations supporting particular groups.

Use of language training programs and services, the survey shows, has increased for recent immigrants. The survey cannot

explain however whether this is due to increased supply, greater demand, better outreach, or (most likely) a combination of all three. Nor is enough known about the barriers to accessing language training programs and services for those who may be most in need (such as shift workers working in non-official languages).

An interesting finding from the survey is a feeling of greater social connection for newcomers with lower levels of education, and those living in smaller cities. Qualitative research could shed light on this important issue.

While the survey explored newcomers' satisfaction with employment and skills training programs and services, it did not analyze the outcomes of these programs. This evaluation needs to consider differences in supply (amount and types of programs) as well as demand (by different groups and types of newcomers) across the province, as well as how these services and programs relate to the labour market demand for various employment positions.

Newcomers in smaller cities reported fewer problems with transportation, and better success with employment. Housing is often less expensive in smaller cities. This raises some interesting questions about the relationship between housing, car ownership, employment and service access for newcomers in smaller centres:

- Do lower housing prices make cars more affordable, or are they just considered a necessity?

- Are cars being used mainly to access employment?
- What are the transportation barriers to accessing services in smaller cities?

Appendix 1 – Respondents' Regions of Birth

All respondents' regions of birth are provided in the first table below. The second table provides a list of the countries found in each region. Regions are based on the sub-regions used in the 2006 Census by Statistics Canada, with the exception of the region of "West Central Asia and the Middle East" that was split into 2 separate regions for the purpose of comparison.

World Regions (2006 Census)	MOH Data Frequency	MOH Data Percentage
Central America	115	4.5%
Caribbean & Bermuda	86	3.3%
South America	307	12.1%
Western Europe	36	1.4%
Eastern Europe	166	6.5%
Northern Europe	33	1.3%
Southern Europe	60	2.3%
Western Africa	56	2.2%
Eastern Africa	96	3.7%
Northern Africa	92	3.6%
Southern Africa	4	0.1%
Central Africa	58	2.2%
West Central Asia	156	6.1%
Middle East	154	6.0%
Eastern Asia	392	15.4%
Southeast Asia	141	5.5%
Southern Asia	508	20.0%
Oceania	6	0.2%
North America	23	0.9%
Not specified	41	1.6%
Total	2530	100%

World Regions	Countries in each World Region (2006 Census)
Central America	Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama
Caribbean & Bermuda	Anguilla, Aruba, Bahamas, Barbados, Antigua and Barbuda, Bermuda, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Netherlands Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, U.S Virgin Islands, British Virgin Islands
South America	Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Falkland Islands (Malvinas), French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay, Venezuela
Western Europe	Austria, Belgium, France, Germany, Liechtenstein, Luxembourg, Monaco, Netherlands, Switzerland
Eastern Europe	Bulgaria, Belarus, Czech Republic, Slovakia, Hungary, Poland, Romania, Estonia, Latvia, Lithuania, Moldova, Ukraine, Russian Federation
Northern Europe	Ireland, Denmark, Finland, Iceland, Norway, Sweden, United Kingdom
Southern Europe	Albania, Andorra, Bosnia and Herzegovina, Greece, Italy, Malta, Portugal, Marino, Croatia, Macedonia, Serbia and Montenegro, Slovenia, Yugoslavia
Western Africa	Benin, Burkina Faso, Cape Verde, Côte d'Ivoire, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Saint Helena, Senegal, Sierra Leone, Togo
Eastern Africa	Burundi, Comoros, Djibouti, Eritrea, Ethiopia, Kenya, Madagascar, Malawi, Mauritius, Mayotte, Mozambique, Réunion, Rwanda, Seychelles, Somalia, Tanzania, Uganda, Zambia, Zimbabwe
Northern Africa	Algeria, Egypt, Libya, Morocco, Sudan, Tunisia, Western Sahara
Southern Africa	Botswana, Lesotho, Namibia, South Africa, Swaziland
Central Africa	Angola, Cameroon, Central African Republic, Chad, Democratic Republic of the Congo, Republic of the Congo, Equatorial Guinea, Gabon, Sao Tome and Principe
West Central Asia	Afghanistan, Armenia, Azerbaijan, Cyprus, Iran, Turkey, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan, Georgia
Middle East	Bahrain, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Palestine, Qatar, Saudi Arabia, Syria, United Arab Emirates, Yemen
Eastern Asia	China, Japan, Korea (north & south), Mongolia, Taiwan
Southeast Asia	Birmany/Myanmar/Burma, Brunei Darussalam, Cambodia, East Timor, Indonesia, Laos, Malaysia, Philippines, Singapore, Thailand, Viet Nam
Southern Asia	Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka
Oceania	American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Guam, Kiribati, Micronesia, Nauru, New Caledonia, New Zealand, Palau, Papua New Guinea, Pitcairn, Samoa, Solomon Islands, Tonga, Tuvalu, Vanuatu, Wallis and Futuna
North America	Greenland, United States of America, Canada

Appendix 2 – Survey Participants

Distribution of survey respondents by census metropolitan areas (CMAs) and census areas (CAs) is provided in the table below. The table includes population (2006 census) figures, new immigrant population, the proportion of new

immigrants in Ontario living in the area, and the total number of survey participants.

Classification	Name	Total Population in 2006 (1000s)	Number of new immigrants (arrived 1996-2006)	% of New Immigrants to Ontario	# of Survey respondents
CAs / very small urban areas	**Leamington**	49.7	2,145	0.20%	9
	Cornwall	58.4	1,395	0.13%	21
	Sarnia	88.8	1,450	0.14%	18
	Belleville	91.5	1,255	0.12%	30
	Chatham-Kent	108.6	2,025	0.19%	24
Sub-total					**102**
Small CMAs / urban areas	**Peterborough**	120.6	1,425	0.14%	20
	Thunder Bay	126.6	1,165	0.11%	29
	Guelph	133.4	6,785	0.65%	43
	Brantford	136.5	2,295	0.22%	18
	Kingston	158.6	3,580	0.34%	88
	Greater Sudbury / Grand Sudbury	164.6	1,130	0.11%	28
	Barrie	185.9	3,915	0.37%	28
Sub-total					**254**
Medium-sized CMAs / urban areas	**Windsor**	334.8	25,255	2.40%	99
	Oshawa	349.0	7,920	0.76%	54
	St. Catharines – Niagara	403.5	12,880	1.20%	101
	Kitchener/Waterloo/ Cambridge	475.8	30,055	2.90%	156
	London	481.9	21,450	2.00%	152
Sub-total					**562**
Large CMAs / urban areas	**Hamilton**	724.4	38,570	3.70%	141
	Ottawa - Gatineau	1,183.4	65,555	6.30%	184
Sub-total					**325**
Toronto CMA / urban area	**Toronto**	5,435.5	810,250	77.00%	**1,199**
Sub-total			**1,046,710**		**1,999**
	Others/missing				**88**
Total					**2,530**

Appendix 3 – Immigrant Populations of Ontario

Table Ia: Ontario total population and immigrant population, 2006 Census

Total Population[1]	12,028,895
Immigrant Population[2]	3,398,725

Source: Statistics Canada, 2006 Census

Table Ib: Population of selected cities and towns, 2006 Census

	Barrie	Belleville	Brantford	Cornwall	Greater Sudbury/ Grand Sudbury	Guelph	Hamilton	Kingston	Kitchener
Total Population[1]	175,335	90,255	122,825	57,285	156,395	126,085	683,450	148,475	446,495
Immigrant Population[2]	22,515	7,885	15,935	4,575	10,450	25,765	166,630	18,505	103,060
Immigrant Population/ Total Population (%)	12.84%	8.74%	12.97%	7.99%	6.68%	20.43%	24.38%	12.46%	23.08%

	London	Oshawa	Ottawa - Gatineau (Ontario)	Peterborough	Sarnia	St. Catharines -Niagara	Thunder Bay	Toronto	Windsor
Total Population	452,580	328,070	1,117,120	115,140	87,695	385,035	121,055	5,072,075	320,730
Immigrant Population	87,420	53,920	202,735	10,795	11,200	70,320	12,600	2,320,160	74,770
Immigrant Population/ Total Population (%)	19.32%	16.44%	18.15%	9.38%	12.77%	18.26%	10.41%	45.74%	23.31%

Source: Statistics Canada, 2006 Census

[1] The total population count includes the non-immigrant population, the immigrant population and the non-permanent resident population. The non-permanent resident population is not shown separately in this table.

[2] Immigrants are persons who are, or have ever been, landed immigrants in Canada. A landed immigrant is a person who has been granted the right to live in Canada permanently by immigration authorities. Some immigrants have resided in Canada for a number of years, while others are more recent arrivals. Most immigrants are born outside Canada, but a small number were born in Canada. Includes immigrants who landed in Canada prior to Census Day, May 16, 2006.

Table II: The annual intake of permanent residents in Ontario and selected cities and towns, 2001-2010

	2001		2002		2003		2004		2005	
	#	%	#	%	#	%	#	%	#	%
Ontario	148,641	100	133,588	100	119,722	100	125,094	100	140,525	100
Barrie	147	0.1	233	0.2	243	0.2	352	0.3	371	0.3
Belleville	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Brantford	133	0.1	198	0.1	213	0.2	180	0.1	211	0.2
Chatham-Kent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cornwall	64	0.0	93	0.1	66	0.1	124	0.1	92	0.1
Greater Sudbury	102	0.1	85	0.1	88	0.1	102	0.1	131	0.1
Guelph	584	0.4	646	0.5	616	0.5	850	0.7	823	0.6

Hamilton	2,824	1.9	3,100	2.3	3,536	3.0	4,085	3.3	4,533	3.2
Kingston	359	0.2	307	0.2	350	0.3	480	0.4	394	0.3
Kitchener	2,034	1.4	2,196	1.6	2,398	2.0	2,767	2.2	2,964	2.1
London	2,008	1.4	1,730	1.3	2,024	1.7	2,347	1.9	3,233	2.3
Leamington	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Oshawa	532	0.4	545	0.4	607	0.5	756	0.6	840	0.6
Ottawa	8,484	5.7	7,159	5.4	5,961	5.0	6,367	5.1	6,377	4.5
Peterborough	132	0.1	124	0.1	130	0.1	151	0.1	175	0.1
Sarnia	128	0.1	102	0.1	105	0.1	136	0.1	161	0.1
St. Catharines-Niagara	904	0.6	886	0.7	1,087	0.9	1,300	1.0	1,765	1.3
Thunder Bay	130	0.1	113	0.1	126	0.1	142	0.1	114	0.1
Toronto	125,175	84.2	111,686	83.6	97,558	81.5	99,920	79.9	112,840	80.3
Windsor	2,994	2.0	2,486	1.9	2,576	2.2	2,817	2.3	3,088	2.2

	2006		2007		2008		2009		2010		**Total**	
	#	%	#	%	#	%	#	%	#	%	**#**	**%**
Ontario	125,892	100	111,315	100	110,896	100	106,859	100	118,113	100	**1,240,645**	**100**
Barrie	413	0.3	364	0.3	628	0.6	418	0.4	358	0.3	**3,527**	**0.3**
Belleville	108	0.1	95	0.1	126	0.1	108	0.1	118	0.1	**555**	**0.0**
Brantford	256	0.2	195	0.2	189	0.2	N/A	N/A	N/A	N/A	**1,575**	**0.1**
Chatham-Kent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	**N/A**	**N/A**

Cornwall	94	0.1	74	0.1	59	0.1	N/A	N/A	N/A	N/A	**666**	**0.1**
Greater Sudbury	127	0.1	129	0.1	132	0.1	146	0.1	116	0.1	**1,158**	**0.1**
Guelph	774	0.6	705	0.6	751	0.7	630	0.6	613	0.5	**6,992**	**0.6**
Hamilton	3,990	3.2	3,636	3.3	3,757	3.4	3,778	3.5	4,003	3.4	**37,242**	**3.0**
Kingston	415	0.3	373	0.3	410	0.4	396	0.4	437	0.4	**3,921**	**0.3**
Kitchener	3,316	2.6	3,200	2.9	2,912	2.6	2,823	2.6	3,059	2.6	**27,669**	**2.2**
London	2,969	2.4	2,477	2.2	2,321	2.1	2,464	2.3	2,938	2.5	**24,511**	**2.0**
Leamington	120	0.1	91	0.1	116	0.1	99	0.1	125	0.1	***551***	**0.0**
Oshawa	745	0.6	857	0.8	729	0.7	799	0.7	759	0.6	**7,169**	**0.6**
Ottawa	6,279	5.0	5,788	5.2	6,285	5.7	6,297	5.9	7,172	6.1	**66,169**	**5.3**
Peterborough	161	0.1	155	0.1	136	0.1	201	0.2	139	0.1	**1,504**	**0.1**
Sarnia	157	0.1	169	0.2	137	0.1	122	0.1	150	0.1	**1,367**	**0.1**
St. Catharines-Niagara	1,599	1.3	1,384	1.2	1,233	1.1	1,114	1.0	1,259	1.1	**12,531**	**1.0**
Thunder Bay	180	0.1	145	0.1	142	0.1	127	0.1	153	0.1	**1,372**	**0.1**
Toronto	99,292	78.9	87,126	78.3	86,929	78.4	82,637	77.3	92,184	78.0	**995,347**	**80.2**
Windsor	2,842	2.3	2,266	2.0	2,016	1.8	1,892	1.8	1,836	1.6	**24,813**	**2.0**

Source: for 2001-2008, CIC Facts and Figures 2008; for 2009-2010, CIC Facts and Figures 2010 retrieved from http://www.cic.gc.ca/english/resources/statistics/facts2010-summary/02.asp

Table III: The combined intake of permanent residents by category and language ability in Ontario, 1999-2008

	1999-2008
English	218,337
French or both French and English	20,884
Neither	42,961
Economic immigrants - principal applicants	**282,182**
English	194,607
French or both French and English	15,511
Neither	214,934
Economic immigrants - spouses and dependants	**425,052**
English	306,113
French or both French and English	16,774
Neither	223,223
Non-economic immigrants	**546,110**
English	719,057
French or both French and English	53,169
Neither	481,118
Category not stated	6
Total	**1,253,350**

Source: Calculated based on data retrieved from CIC Facts and Figures 2008

Table IV: Total # of annual intake, permanent residents by source area in Ontario, selected cities and towns, 1999-2008

	Africa & the Middle East	Asia & Pacific	South & Central America	United States/ Europe & the United Kingdom	**Total**
Ontario	**235,492**	**677,330**	**112,461**	**227,719**	**1,253,350**
Toronto	176,755	591,061	86,321	160,737	**1,015,071**
Ottawa	23,066	24,960	6,290	12,781	**67,120**
Hamilton	5,480	7,564	2,111	4,829	***20,001**
Kitchener	5,501	9,610	2,828	8,127	**26,081**
London	6,445	6,506	4,300	5,405	**22,677**
Windsor	3,896	5,103	582	3,435	***13,029**
St. Catharines-Niagara	1,421	1,975	1,623	2,243	***7,281**
Oshawa	545	1,488	783	1,107	***3,927**
Guelph	519	2,114	334	934	***3,903**

Kingston	391	937	138	604	***2,072**
Barrie	257	691	265	614	***1,828**
Brantford	231	830	221	559	**1841**
Peterborough	231	482	161	508	**1,383**
Sarnia	121	271	88	280	***760**
Thunder Bay	245	526	116	447	**1,334**
Greater Sudbury	124	240	66	190	***621**
Belleville	N/A	N/A	N/A	N/A	**N/A**
Chatham-Kent	N/A	N/A	N/A	N/A	**N/A**
Cornwall	N/A	N/A	N/A	N/A	**N/A**
Leamington	N/A	N/A	N/A	N/A	**N/A**

Source: CIC Facts and Figures 2008*The number is the total number of the annual intake of permanent residents by source area, 2004-2008.

Table V: The annual intake of permanent residents in Ontario by top source countries

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
India	10,418	17,806	19,523	20,117	16,663	18,129	23,246	19,887	16,085	13,987	**175,861**
China, People's Republic of	16,431	21,757	24,367	20,089	19,696	18,491	20,877	15,869	12,799	12,301	**182,677**
Philippines	3,871	4,577	6,694	5,822	5,428	6,078	8,133	7,751	7,249	9,358	**64,961**
Pakistan	7,235	11,722	12,569	11,408	9,709	9,630	10,524	9,159	6,970	5,767	**94,693**
United States	3,004	3,286	3,255	2,845	3,099	3,849	5,147	5,698	5,134	5,336	**40,653**
Sri Lanka	3,711	4,372	4,431	3,904	3,694	3,458	3,842	3,585	2,998	3,504	**37,499**
United Arab Emirates	1,388	2,477	3,674	3,724	2,468	3,441	3,273	3,161	2,489	3,452	**29,547**
United Kingdom	2,296	2,463	2,759	2,402	2,525	2,739	2,491	2,540	3,053	3,363	**26,631**
Iran	3,594	3,494	3,443	5,363	3,685	3,891	3,314	4,084	3,707	3,329	**37,904**
Korea, Republic of	3,407	3,939	5,156	3,465	3,013	1,973	2,000	1,870	1,865	2,301	**28,989**
Bangladesh	1,148	1,995	2,706	1,962	1,387	1,622	3,054	2,852	1,946	1,895	**20,567**
Colombia	667	1,035	1,284	1,265	1,667	1,754	3,094	2,846	1,778	1,696	**17,086**
Russia	2,541	2,408	2,752	2,297	2,203	2,315	2,303	1,568	1,568	1,383	**21,338**
Romania	1,838	2,496	3,094	2,291	2,016	2,023	1,762	1,586	1,233	1,078	**19,417**
Ukraine	1,986	2,287	2,546	2,534	1,918	1,472	1,476	1,132	1,065	954	**17,370**
Yugoslavia (former)	1,066	2,657	1,590	1,130	650	485	184	76	36	47	**7,921**
Top 10 source countries	**56,508**	**76,106**	**86,206**	**79,271**	**69,980**	**72,021**	**84,504**	**74,892**	**62,430**	**62,698**	**724,616**
Other countries	**47,658**	**57,405**	**62,435**	**54,317**	**49,742**	**53,073**	**56,021**	**51,000**	**48,885**	**48,198**	**528,734**
Total	**104,166**	**133,511**	**148,641**	**133,588**	**119,722**	**125,094**	**140,525**	**125,892**	**111,315**	**110,896**	**1,253,350**

Source: CIC Facts and Figures 2008

Table VI: The annual intake of permanent residents in cities and towns by top source country (sorted by total number)

Barrie

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
United Kingdom	39	32	15	33	47	37	24	24	56	48	**355**
United States	29	19	21	18	21	23	23	36	20	18	**228**
Other countries	**107**	**135**	**111**	**182**	**175**	**292**	**324**	**353**	**288**	**262**	**2,229**
Total	**175**	**186**	**147**	**233**	**243**	**352**	**371**	**413**	**364**	**328**	**2,812**

Belleville

	2006	2007	2008	Total
United Kingdom	12	13	23	**48**
China, People's Republic of	13	9	14	**36**
United States	11	7	10	**28**
Other countries	**72**	**66**	**79**	**217**
Total	**108**	**95**	**126**	**329**

Brantford

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
India	20	15	22	28	53	31	39	35	30	25	**298**
United Kingdom	11	13	8	24	18	12	10	7	17	21	**141**
United States	11	6	7	9	14	13	13	31	21	13	**138**
Other countries	**95**	**95**	**96**	**137**	**128**	**124**	**149**	**183**	**127**	**130**	**1,264**

Total	**137**	**129**	**133**	**198**	**213**	**180**	**211**	**256**	**195**	**189**	**1,841**

Cornwall

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
Pakistan	9	16	22	56	12	62	37	27	24	12	**277**
Other countries	**38**	**39**	**42**	**37**	**54**	**62**	**55**	**67**	**50**	**47**	**491**
Total	**47**	**55**	**64**	**93**	**66**	**124**	**92**	**94**	**74**	**59**	**768**

Greater Sudbury

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
United States	12	18	7	12	5	11	14	14	17	18	**128**
China, People's Republic of	19	5	5	11	5	8	18	18	9	9	**107**
Other countries	**67**	**60**	**90**	**62**	**78**	**83**	**99**	**95**	**103**	**105**	**842**
Total	**98**	**83**	**102**	**85**	**88**	**102**	**131**	**127**	**129**	**132**	**1,077**

Guelph

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
India	67	94	88	70	62	118	116	119	124	85	943
China, People's Republic of	91	116	64	89	98	121	123	71	62	92	927
Vietnam, Socialist Republic of	26	37	33	68	28	42	31	59	41	32	397
United Kingdom	26	40	30	37	33	42	53	41	35	59	396

United States	24	32	26	22	29	39	48	50	53	40	363
Philippines	18	21	19	15	23	55	51	66	39	52	359
Other countries	**254**	**233**	**267**	**285**	**295**	**366**	**329**	**290**	**290**	**344**	2,953
Total	**540**	**630**	**584**	**646**	**616**	**850**	**823**	**774**	**705**	**751**	6,919

Hamilton

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
India	227	261	282	338	364	318	421	386	322	300	**3,219**
China, People's Republic of	318	274	223	213	378	308	379	300	244	241	**2,878**
Pakistan	130	133	148	170	265	280	286	171	177	175	**1,935**
Philippines	123	93	129	122	138	195	256	270	192	298	**1,816**
United States	110	136	110	102	123	132	253	249	230	225	**1,670**
Other countries	**662**	**989**	**596**	**558**	**497**	**734**	**647**	**682**	**654**	**631**	**6,650**
Total	**2,766**	**3,204**	**2,824**	**3,100**	**3,536**	**4,085**	**4,533**	**3,990**	**3,636**	**3,757**	**35,431**

Kingston

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
China, People's Republic of	109	112	78	65	85	103	84	79	80	37	**832**
United States	35	34	19	16	31	47	30	42	36	38	**328**
United Kingdom	22	27	24	20	32	27	36	18	37	46	**289**
India	30	28	30	13	13	29	20	18	12	17	**210**
Korea, Republic of	11	20	5	26	20	10	23	12	13	40	**180**
Other countries	**129**	**142**	**173**	**145**	**132**	**221**	**171**	**199**	**159**	**196**	**1,667**
Total	**351**	**389**	**359**	**307**	**350**	**480**	**394**	**415**	**373**	**410**	**3,828**

Kitchener

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total

India	165	246	237	273	226	253	325	328	272	256	**2,581**
China, People's Republic of	173	179	149	179	285	302	340	286	255	273	**2,421**
Romania	129	180	150	143	230	209	161	220	177	137	**1,736**
Pakistan	108	88	89	111	135	187	186	267	196	107	**1,474**
United States	66	90	80	112	97	127	161	259	205	187	**1,384**
Other countries	**411**	**661**	**489**	**468**	**436**	**559**	**717**	**812**	**892**	**787**	**6,232**
Total	**1,951**	**2,343**	**2,034**	**2,196**	**2,398**	**2,767**	**2,964**	**3,316**	**3,200**	**2,912**	**26,081**

London

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Total
Colombia	28	58	146	152	303	378	788	547	271	243	**2,914**
China, People's Republic of	169	206	159	182	212	165	248	219	183	194	**1,937**
United States	94	74	84	87	84	107	241	279	186	131	**1,367**
India	64	114	130	93	66	84	110	117	111	68	**957**
United Arab Emirates	23	57	41	67	81	133	104	134	85	107	**832**
Other countries	**474**	**691**	**559**	**347**	**432**	**502**	**647**	**658**	**646**	**553**	**5,509**
Total	**1,583**	**2,015**	**2,008**	**1,730**	**2,024**	**2,347**	**3,233**	**2,969**	**2,447**	**2,321**	**22,677**

Oshawa

	1999	2000	2001	2002	2003	2004	2005	2006	2007
United Kingdom	28	35	53	78	42	63	64	45	81
United States	21	37	49	30	45	51	52	52	89
India	36	34	35	39	28	64	63	74	49
China, People's Republic of	31	22	21	22	43	43	67	50	59

Philippines	13	16	22	25	20	32	55	46	53
Other countries	**156**	**176**	**224**	**235**	**310**	**337**	**372**	**337**	**357**
Total	**357**	**422**	**532**	**545**	**607**	**756**	**840**	**745**	**857**

Ottawa - Gatineau (Ontario)

	1999	2000	2001	2002	2003	2004	2005	2006	2007
China, People's Republic of	1,211	1,622	1,623	1,199	903	772	763	624	557
India	325	503	446	421	345	325	379	388	321
United States	177	195	217	164	187	233	284	341	300
Philippines	210	172	206	165	201	224	223	316	267
Haiti	110	245	368	433	185	152	195	124	166
Other countries	**602**	**674**	**572**	**523**	**514**	**507**	**581**	**518**	**532**
Total	**6,599**	**7,821**	**8,484**	**7,159**	**5,961**	**6,367**	**6,377**	**6,279**	**5,788**

Peterborough

	1999	2000	2001	2002	2003	2004	2005	2006	2007
United Kingdom	7	9	16	11	10	11	15	17	33
United States	11	7	12	5	15	14	21	24	18
India	9	8	8	16	8	22	14	14	10
China, People's Republic of	5	8	9	9	12	13	17	19	10
Other countries	**73**	**82**	**87**	**83**	**85**	**91**	**108**	**87**	**84**

Total	**105**	**114**	**132**	**124**	**130**	**151**	**175**	**161**	**155**

Sarnia

	1999	2000	2001	2002	2003	2004	2005	2006	2007
United States	17	21	33	31	15	21	24	25	38
United Kingdom	9	15	7	19	6	10	16	7	14
India	11	20	14	9	11	21	14	20	15
Other countries	**65**	**81**	**74**	**43**	**73**	**84**	**107**	**105**	**102**
Total	**102**	**137**	**128**	**102**	**105**	**136**	**161**	**157**	**169**

St. Catharines-Niagara

	1999	2000	2001	2002	2003	2004	2005	2006	2007
United States	111	99	111	91	119	108	212	237	195
China, People's Republic of	64	64	53	69	69	93	119	107	92
United Kingdom	45	49	59	49	62	59	71	57	76
India	27	44	38	57	52	66	65	102	59
Philippines	39	23	36	33	48	49	67	86	64
Other countries	**440**	**429**	**388**	**403**	**498**	**664**	**954**	**813**	**710**
Total	**906**	**895**	**904**	**886**	**1,087**	**1,300**	**1,765**	**1,599**	**1,384**

Thunder Bay

	1999	2000	2001	2002	2003	2004	2005	2006	2007
United States	7	9	16	14	6	22	13	26	17
China, People's Republic of	27	17	15	5	7	9	17	18	8
Other countries	**66**	**116**	**99**	**94**	**113**	**111**	**84**	**136**	**120**
Total	**100**	**142**	**130**	**113**	**126**	**142**	**114**	**180**	**145**

Toronto

	1999	2000	2001	2002	2003	2004	2005	2006	2007
India	9,147	15,879	17,716	18,325	14,989	16,315	21,224	17,684	14,329
China, People's Republic of	13,719	18,512	21,477	17,619	17,134	16,040	18,105	13,618	10,902
Pakistan	6,518	10,764	11,579	10,381	8,634	8,419	9,291	7,982	6,095
Philippines	3,301	4,049	6,029	5,262	4,716	5,220	7,072	6,626	6,260
Sri Lanka	3,592	4,241	4,280	3,717	3,501	3,334	3,667	3,406	2,834
Other countries	**363**	**414**	**417**	**421**	**412**	**469**	**653**	**679**	**699**
Total	**84,476**	**110,069**	**125,175**	**111,686**	**97,558**	**99,920**	**112,840**	**99,292**	**87,126**

Windsor

	1999	2000	2001	2002	2003	2004	2005	2006	2007	
India	209	426	363	311	313	340	314	376	246	
China, People's Republic of	386	505	367	294	312	318	350	275	169	
United States	154	233	243	197	232	234	290	335	255	
Pakistan	132	239	211	199	234	166	202	157	86	
Romania	89	127	183	166	115	151	113	95	77	
Other countries	**369**	**523**	**538**	**361**	**488**	**507**	**532**	**478**	**529**	
Total	**2,098**	**2,936**	**2,994**	**2,486**	**2,576**	**2,817**	**3,088**	**2,842**	**2,266**	**2**

Source: CIC Facts and Figures 2008

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