

# NORTH SHORE IMMIGRANT SURVEY







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# EXECUTIVE SUMMARY

## ABOUT THE RESEARCH

To ensure the voice and perspectives of North Shore immigrants were captured within its strategic planning process, the North Shore Immigrant Inclusion Partnership (NSIIP) developed and broadly distributed a detailed online survey. The survey was developed from preliminary research and from the findings that emerged through a series of focus groups and community conversations that obtained the perspectives, opinions and experiences of more than 200 North Shore immigrants.

The North Shore Immigrant Survey was developed to collect North Shore Immigrants' perspectives, opinions and experiences on three main areas:

- 1/ Settlement and integration,
- 2/ Connection to community, and
- 3/ Civic engagement.

The survey, which was conducted between June 22 and July 24, 2015, was completed by 420 immigrants. As a result, it was successful in its aim to obtain the input from the full diversity of the North Shore immigrant population including different age groups, countries of origin, home languages, levels of education, and lengths of time on the North Shore and in Canada. Respondents ranged in age from 15 to 65+, and were typically highly educated with nearly 90% of respondents having had some post-secondary experience with over 62% at a graduate level. Two thirds of the respondents were female and the majority of respondents (60%) were “recent immigrants” having arrived in Canada within the last five years.

In keeping with the demographics of the North Shore, the majority of the respondents were of Iranian descent; however, the other large ethno-cultural groups of the North Shore, Chinese, Filipinos, British and Koreans, were also well represented. In total, individuals representing 35 countries completed the survey.

## SUMMARY OF KEY FINDINGS

### Settlement and Integration

Overall respondents reported that their settlement experience on the North Shore was positive. More new immigrants than longer term immigrants had used settlement programs and services, and those that had accessed some type of settlement services reported a higher level of satisfaction with their settlement experience. Although most stated that it was easy or very easy to find the services they needed, some stated that finding accurate or information was a challenge. The source of service information most cited (63%) was family and friends.

Employment persisted as a problem for immigrants. Despite high levels of education and English language skills, only 22% of respondents were employed in their occupational field and 24% were unemployed and looking for work. Even after 10 years in Canada, less than 50% were employed in their occupational field.

Responses indicated that those who spoke English at home were more often employed in their field. Over 40% of respondents with English as their home language were employed in their occupational field; less than 25% of respondents who spoke Chinese and Korean at home were employed; 35% of respondents who spoke Farsi at home were unemployed.



Those with a trades qualifications found work more easily than those with a university degree. In fact, the higher the level of education, the increased likelihood that immigrants faced challenges in finding jobs that matched their skills and experience. Approximately 28% of respondents with a graduate degree, and 18% of respondents with an undergraduate degree, were unemployed and looking for work, compared to 13% for those with a college diploma or less. Over 55% of respondents with a trade certificate / diploma were employed in their occupational field and the remainder were employed outside of their field.

The most commonly cited challenges to finding a job in Canada included a lack of Canadian work experience, difficulty finding a job in the respondents' field of training / study, English language skills, no local network or references, and difficulty getting education and credentials recognized.

Less than half (43%) of respondents had accessed employment programs or services to assist them in finding work. A significant majority (80%) of respondents with English as their home language did not use employment services and immigrants with Chinese or Korean as their home language also used employment programs or services in a very limited way; less than 30% of this group used employment services. Over 55% of respondents with Farsi as their home language used employment programs or services to help them find a job; two-thirds had found work but one-third were unemployed and still looking for work, the highest of all language groups.



## Connection to Community

The majority of respondents reported feeling welcome and included on the North Shore with only 6.4% of respondents stating that they did not feel this way. Key factors that were cited for feeling welcome and included “having a good place to live”, “connecting with people in the community”, “feeling that my family is doing well or will do well” and “participating in local organizations and activities”.



The majority of respondents felt that it was important to connect with others in the community; 65% stated it was important to have connection with others from their cultural group and 81% felt it was important to connect with those from other cultural groups. Just over half of respondents stated that they talk to their neighbours at least once a week. While immigrants who interacted with their neighbours on a daily or weekly basis were more likely to have felt welcomed and included. Over two-thirds of respondents who did not regularly interact with their neighbours still felt welcomed and included on the North Shore.



Not surprisingly, immigrants who spoke English as their home language were more likely to join a North Shore organization (sports clubs or teams, church, school related, career related, community organization, etc.) and participate on a regular basis than those who spoke other languages at home. According to the survey, immigrants with Farsi as a home language were least likely to be involved in a local organization; only 27% of Farsi speaking respondents have been a member of a local organization. Of note, however, over 90% of the respondents who had never been a member of a local organization still reported feeling welcomed and included on the North Shore.



## Civic Engagement

The survey indicated a high level of volunteerism among respondents; 53% had volunteered their time within the 12 months leading up to the survey. Respondents were asked to choose their top three reasons why they volunteered. All respondents reported that they wanted to feel part of their community. New immigrants reported volunteering to gain Canadian work experience and references and to practice their English and communication skills; both recent and established immigrants volunteered as a means to meet people and make good use of their time.

When asked why they had not volunteered, respondents cited lack of time as the number one reason followed by not knowing where to find information about volunteer opportunities and difficulties becoming a volunteer. Over 90% of respondents who had not volunteered in the past 12 months, still reported feeling welcomed and included.

The desire to become a Canadian citizen was very high. Approximately 53% of respondents had obtained or applied for Canadian citizenship, while all other respondents planned to apply once they met eligibility requirements. When asked why they wished to obtain citizenship, the number one reason was because they felt their family was now established in Canada. This reason was followed by wanting to have a Canadian passport, concluding the immigration process and obtaining the right to vote.





## BACKGROUND

In November 2014, NSIIP began a Community Research and Consultation Process, which included the following six key elements:

- 1/ Consultation with Community Service Providers
- 2/ Survey and Interviews with Employers
- 3/ Review and Analysis of North Shore Immigrant Demographics
- 4/ Focus Groups and Survey of North Shore Immigrants
- 5/ Consultations with Community Leaders
- 6/ An Environmental Scan

As part of the process, NSIIP organized seven focus groups with immigrants from across the North Shore, with participation from nearly 100 individuals, as well as numerous “North Shore Community Conversations”. These “conversations” were led by community partners, many of whom are members of NSIIP, provided a safe space for participants to share their aspirations for their communities, and included participation from an additional 100 individuals. The input from the focus groups and “conversations” was compiled and themed, and the findings were used to guide the development of the North Shore Immigrant Survey.

The North Shore Immigrant Survey was developed to collect the perspectives, opinions and experiences from immigrants on the North Shore related to three main areas:

- 1/ Settlement and Integration
- 2/ Connection to Community
- 3/ Civic Engagement

The following report provides a summary of the key findings and recommendations, which will be considered in the context of the other research and consultation work emerging from this process and used to inform the development of a Local Immigration Strategic Plan for the North Shore and guide the work of NSIIP from 2016-2019.





## METHODOLOGY

The North Shore Immigrant Survey was developed by the NSIIP Project Team, and reviewed and finalized by a Research Working Group comprised of NSIIP members. The final survey was extensive and included 35 questions on settlement and integration, connection to community and civic engagement. The survey was not translated and so required an intermediate to advanced level of English.

The survey was conducted between June 22 and July 24, 2015 and remained open for five weeks, and all responses were collected online. To ensure a wide distribution, the survey was distributed electronically through the networks of the NSIIP, the NSIIP Immigrant Advisory Group and community partners, as well as various Professional Immigrant Networks and North Shore Community Planning Tables. It was promoted through print flyers distributed in Language Instruction for Newcomers to Canada (LINC) classes, places of workshop across the North Shore, ethnic grocery stores, recreation facilities, libraries and schools. It was also promoted through traditional and social media – information was posted on the NSIIP website, Facebook and Twitter.

420 individual completed the survey; this far exceeded the targeted response rate of 200 completed responses.



## RESPONDENTS

The North Shore Immigrant Survey captured input from a range of immigrants living on the North Shore, representing different age groups, countries of origin, home languages, levels of education, and lengths of time in Canada and on the North Shore. The majority of respondents were female and well educated, with advanced or fluent English language skills. In keeping with the demographics of the North Shore, the majority of the respondents were of Iranian descent, and Farsi was the predominant language. Of note, respondents to the survey were highly educated with nearly 90% of respondents having had some post-secondary experience and over 62% at a graduate level.



### GENDER

**62.3% Female**

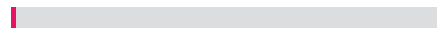


**37.7% Male**

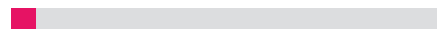


### AGE

**1.0% 15 years or younger**



**5.6% 15-24 years**



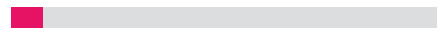
**75.0% 25-54 years**



**11.1% 55-64 years**

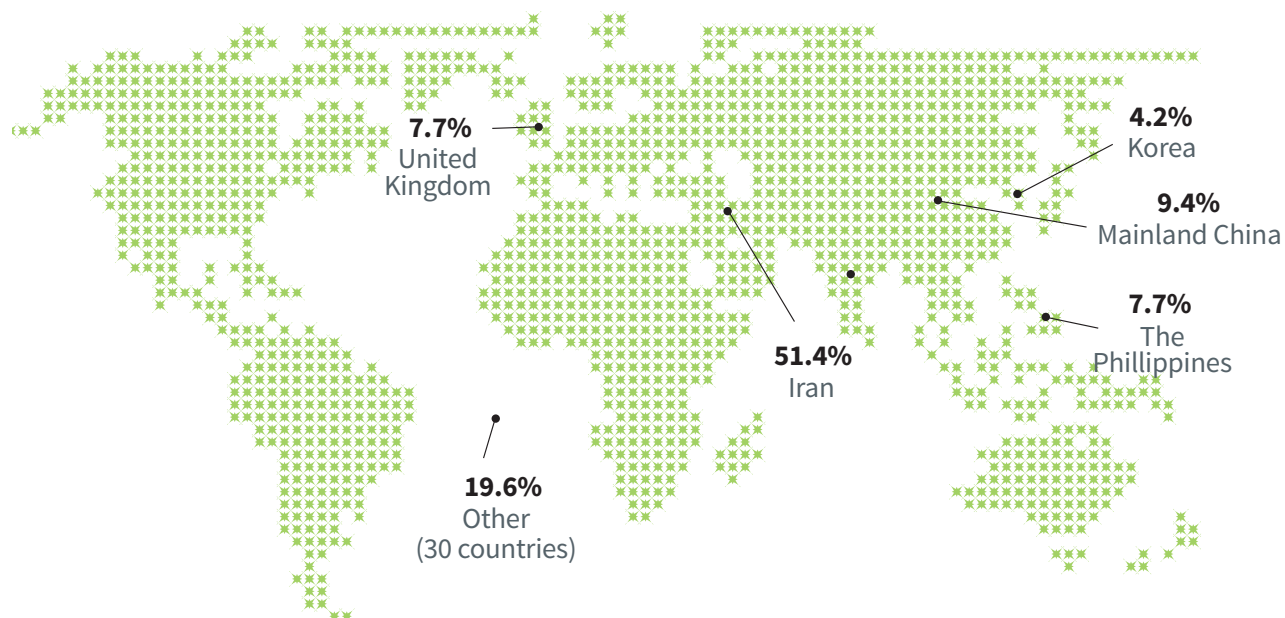


**7.3% 65 years or older**

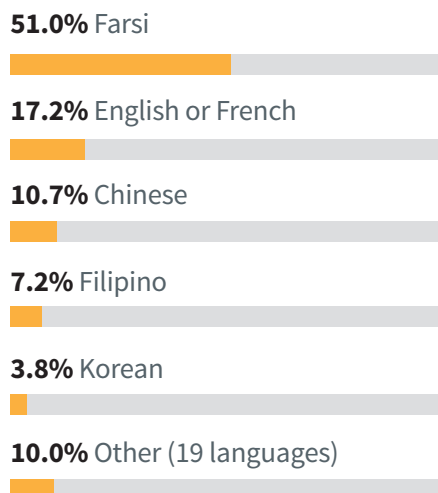




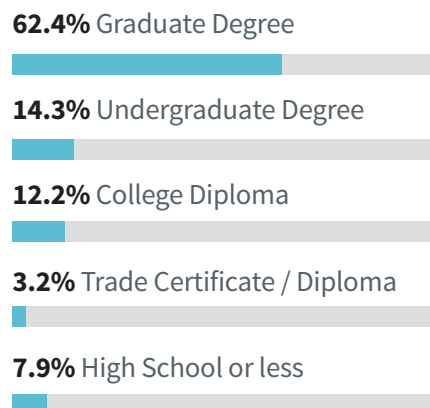
## COUNTRY OF ORIGIN OF SURVEY RESPONDENTS



## HOME LANGUAGE



## LEVEL OF EDUCATION



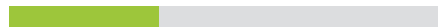


## LEVEL OF ENGLISH

**28.6%** Fluent / Native English Speaker



**34.5%** Advanced



**33.8%** Intermediate



**3.1%** Beginner

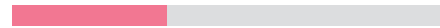


## IMMIGRATION STATUS

**60.3%** Permanent Resident  
(Economic or Family Class)



**35.8%** Canadian Citizen



**2.1%** Work Permit



**0.4%** International Student



**0.0%** Refugee



**1.4%** Prefer not to say



## LENGTH OF TIME IN CANADA AND ON THE NORTH SHORE

New – less than 5 years

Recent – 5-10 years

Established – 11 years and longer

## IN CANADA / ON THE NORTH SHORE



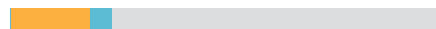
**60.8%**

**67.9%**



**15.7%**

**14.0%**



**23.4%**

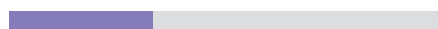
**18.2%**

## CURRENT RESIDENCE

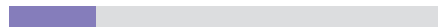
**46.9%** City of North Vancouver <sup>1</sup>



**33.1%** District of North Vancouver



**20.0%** District of West Vancouver



<sup>1</sup> It is likely that the actual number of respondents from the City of North Vancouver was lower than was reported. It was observed that some residents did not distinguish between the City and District of North Vancouver because they felt that they simply lived in North Vancouver.



# KEY FINDINGS

The North Shore Immigrant Survey was designed to gather information from immigrants on three key topics: Settlement and Integration, Connection to Community and Civic Engagement. Based on the responses and results from the survey, the research team categorized the findings into several sub-categories for each of the themes. Detailed findings and in some cases comparative data for each of themes and the identified sub-categories are provided in the following sections.

## SETTLEMENT AND INTEGRATION

### ECONOMIC PARTICIPATION

#### **Unemployment and underemployment continued to be a problem for immigrants on the North Shore**

- Despite high levels of education and English language skills, only 22% of respondents were employed in their occupational field and 24% were unemployed and looking for work. Even after 10 years in Canada, less than 50% were employed in their occupational field.

#### **New immigrants were more likely to face unemployment than more established immigrants**

- Approximately 35% of respondents in Canada for five years or less were unemployed and looking for work. The number dropped to 13% for respondents in Canada for 6-10 years. None who had been in Canada for 10 years or more reported being unemployed and looking for work.

#### **A university education did not facilitate economic participation, but a trade certificate / diploma did**

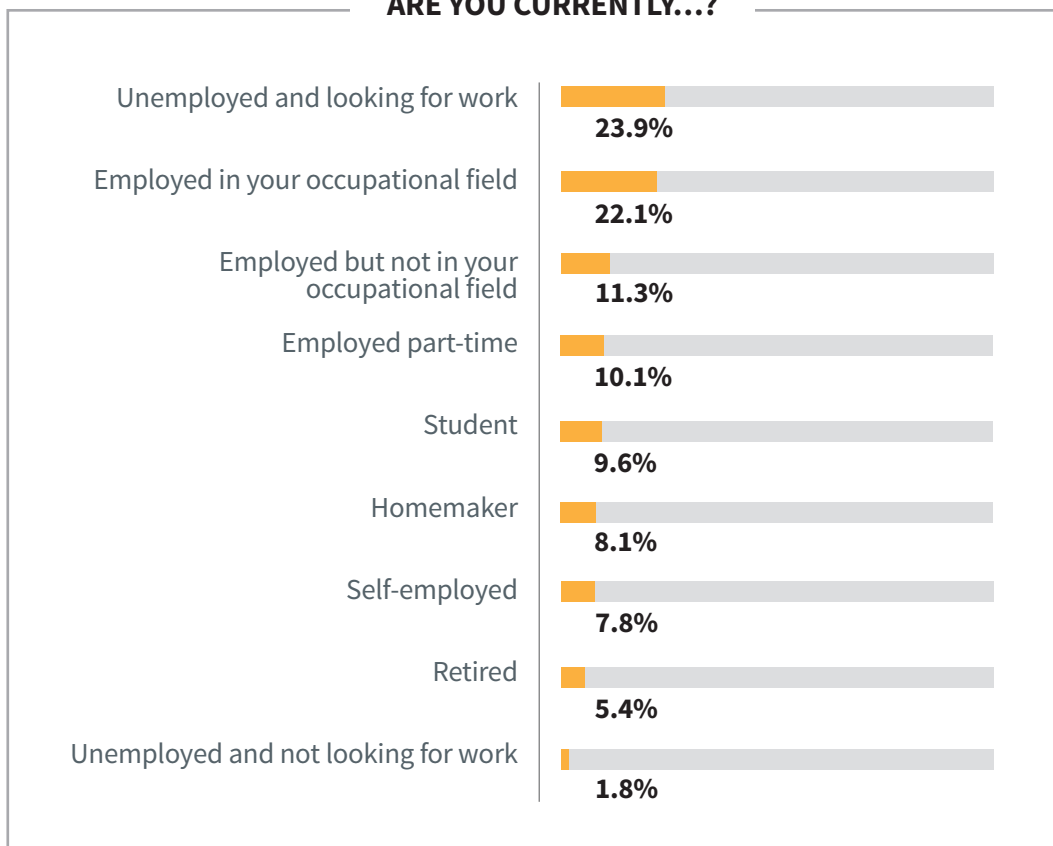
- Less than 30% of respondents with a university degree were employed in their occupational field.
- Approximately 28% of respondents with graduate degree, and 18% of respondents with an undergraduate degree, were unemployed and looking for work, compared to 13% for those with a college diploma or less.
- Over 55% of respondents with a trade certificate / diploma were employed in their occupational field. None reported being unemployed and looking for work.



### Immigrants with an official language as their home language were more likely to be employed in their occupational field

- Over 40% of respondents with an official language as their home language were employed in their occupational field, and only 10% were unemployed and looking for work.
- Immigrants with Filipino as their home language had the highest rate of economic participation of all language groups. Two-thirds of respondents reported being employed, though less than half of those were employed in their occupational field. None reported being unemployed and looking for work.
- Less than one-quarter of immigrants with Chinese and Korean as their home language were employed, and 35% of respondents with Farsi as their home language reported being unemployed and looking for work.

### ARE YOU CURRENTLY...?







## **BARRIERS TO EMPLOYMENT**

### **Immigrants often lacked the opportunity to use their skills, experience and education**

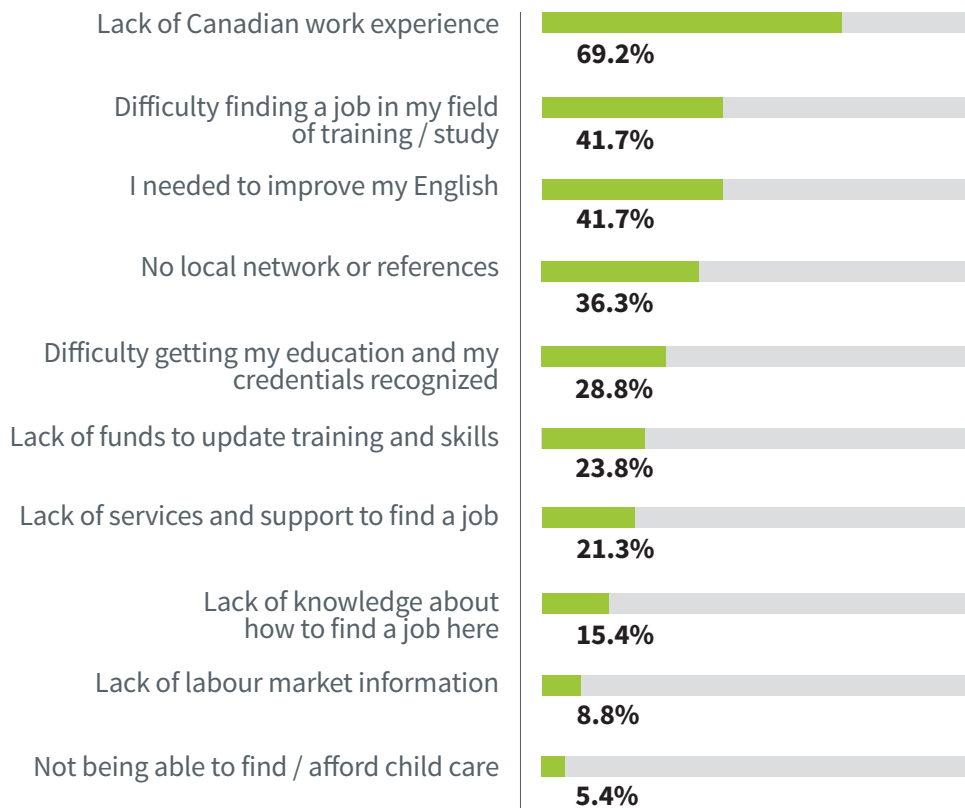
- Three-quarters of respondents experienced challenges finding a job where they were able to use their skills, experience and education, with over 85% of new immigrants reporting difficulties. Still high, the number dropped to 55% for established immigrants, those in Canada for 11 years or longer.
- The higher the level of education, the increased likelihood that immigrants would face challenges finding a job where they were able to use their skills, experience and education. Over 80% of respondents with a graduate degree reported difficulties, compared to approximately 55% with a high school or trade certificate / diploma.

### **Immigrants who spoke a non-official language at home were more likely to experience barriers to employment**

- Immigrants with an official language as their home language were less likely to report difficulties finding a job where they were able to use their skills, experience and education. Only 50% of respondents reported experiencing challenges, compared to over 80% of respondents who speak Farsi, Korean or Chinese at home.



### WHAT CHALLENGES DID YOU HAVE FINDING A JOB IN CANADA?



*Other challenges reported include age (too old), weak economy and discrimination.*

### TOP CHALLENGES BY LANGUAGE GROUP

OFFICIAL LANGUAGE (English or French)	FARSI (Persian)	KOREAN	CHINESE	FILIPINO (Tagalog)
Lack of Canadian work experience <b>83.3%</b>	Lack of Canadian work experience <b>69.3%</b>	No local network or references <b>66.7%</b>	Lack of Canadian work experience <b>60.0%</b>	Difficulty getting my education and credentials recognized <b>69.2%</b>
No local network or references <b>54.2%</b>	No local network or references <b>31.5%</b>	Lack of Canadian work experience <b>44.4%</b>	No local network or references <b>40.0%</b>	Lack of Canadian work experience <b>61.5%</b>
Difficulty getting my education and credentials recognized <b>41.7%</b>	Difficulty getting my education and credentials recognized <b>25.2%</b>	Lack of labour market information / Lack of knowledge about how to find a job here <b>22.2%</b>	Lack of services and support to find a job <b>32.0%</b>	Lack of knowledge about how to find a job here / No local network or references <b>7.7%</b>





## EMPLOYMENT PROGRAMS AND SERVICES

Immigrants who spoke a non-official language at home were more likely to access employment services.

- Forty-three percent of respondents reported using employment programs or services to help them find a job.
- The majority of respondents who reported being “employed but not in their occupational field” or “unemployed and looking for work” had used employment programs or services to help them find a job. Conversely, almost two-thirds of respondents who reported being employed in their occupational field had not used employment programs or services to help them find a job.
- Approximately 80% of respondents with English as their home language did not use employment programs or services to help them find a job. However, 44% were employed in their occupational field, the highest of all language groups.
- Over 55% of respondents with Farsi as their home language used employment programs or services to help them find a job, the highest of all language groups. While approximately two-thirds were employed, one-third were unemployed and looking for work, the highest of all language groups.

## Employment programs or services were primarily accessed through government-funded initiatives

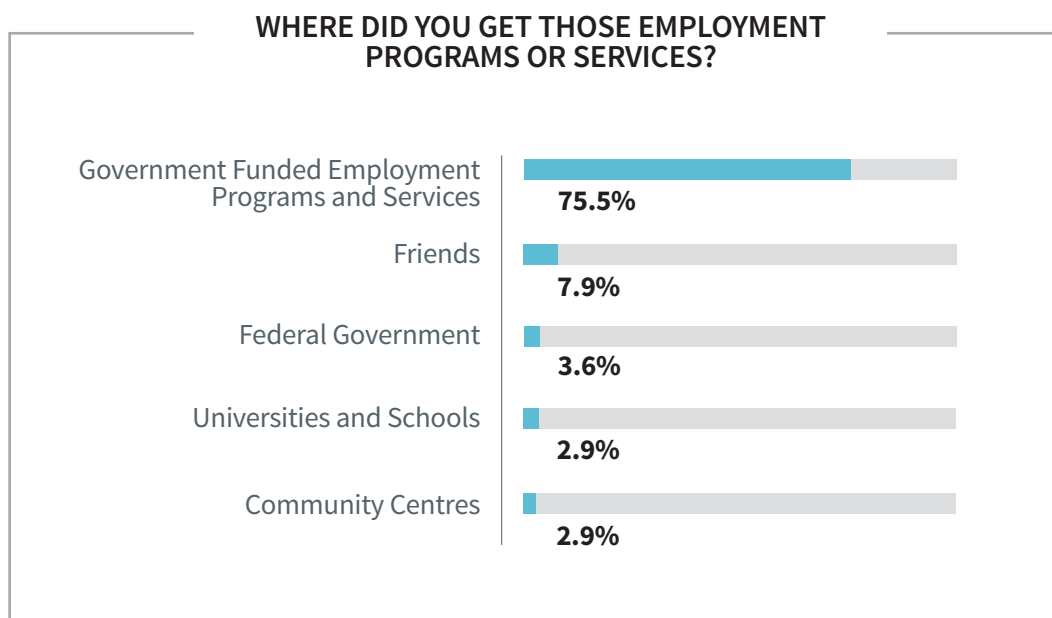
- Three-quarters of respondents accessed employment programs or services through government-funded initiatives, such as WorkBC Employment Services Centres, and other programs such as Skills Connect for Immigrants.

## Immigrants of working-age were most likely to use employment programs or services

- More than half of immigrants between 25-44 years old used employment programs or services to help them find job, and over one-third of immigrants between 45-64 years old used these services. While low, these numbers were higher than for other age groups. Only 19% of respondents between 15-24 years old, and 29% of respondents 65 years and older, reported using employment programs or services to help them find a job.

## Immigrants with Chinese or Korean as their home language were less likely to use employment programs or services

- Less than 30% of respondents with Chinese or Korean as their home language used employment programs or services to help them find a job. At the same time, they reported “lack of labour market information”, “lack of knowledge about how to find a job in Canada” and “lack of services and support to find a job” as some of their biggest challenges to finding a job in Canada.





## SETTLEMENT EXPERIENCE

### Immigrants felt positive about their settlement experience on the North Shore

- Over 45% of respondents reported that their settlement experience was better or much better than expected. Only 13% felt it was worse than expected.
- Amongst those who reported a negative settlement experience, over 70% still felt welcomed and included on the North Shore.

### Immigrant youth were most likely to report a positive settlement experience

- Three-quarters of immigrant youth reported that their settlement experience was better or much better than they expected. Only 6% reported that it was worse than expected.

### Immigrants of working-age were least likely to report a positive settlement experience

- 42% of respondents of working-age reported that their settlement experience was better or much better than they expected, while 13% reported that it was worse than expected.

### Recent and established immigrants were more likely to report a positive settlement experience

- 35% of immigrants in Canada for one year or less reported that their settlement experience was better or much better than expected. However, the number rose to over 50% for respondents in Canada for six years or longer.
- Approximately 20% of respondents in Canada for one to three years reported that their settlement experience was worse than expected. However, the number dropped to 11% for those in Canada for five years or longer.

### Settlement experience varied by language group

- Respondents with Filipino as their home language are most likely to report a positive settlement experience compared to other language groups. Approximately 90% of respondents reported that their settlement experience was better or much better than expected, and none reported that it was worse than expected.
- Respondents with an official language or Farsi as their home language are less likely to have a positive settlement experience compared to other language groups. Just over one-third felt that their settlement experience was better or much better than expected, compared to 45% and higher for other language groups. More than 15% reported that their settlement experience was worse than expected, compared to only 3% or less for other language groups.



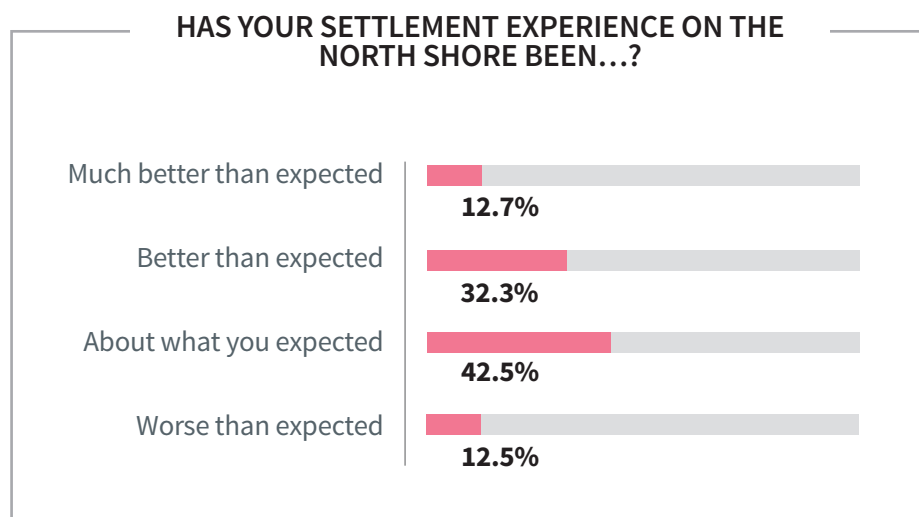


### Access to services had an impact on settlement experience

- Approximately 29% of respondents who experienced difficulties accessing the services they needed reported that their settlement experience was worse than expected, compared to 9% of respondents who found it easy or very easy to find the services they needed.

### Economic participation had an impact on settlement experience

- Respondents who were unemployed and looking for work or had difficulties finding a job commensurate with their skills, experience and education were more likely to report that their settlement experience was worse than expected. Conversely, almost two-thirds of respondents who were employed in their occupational field reported that their settlement experience was better or much better than expected.
- Respondents with a university degree are less likely to report that their settlement experience was better or much better than expected. They were also more likely to experience challenges finding employment in their occupational field or a job where they could use their skills, experience and education. Only 40% of respondents reported that their settlement experience was better or much better than expected, while 14% reported that it was worse than expected.
- Respondents with a trade certificate / diploma are more likely to report that their settlement experience was better or much better than expected. They are also less likely to experience employment-related challenges, as the majority reported being employed in their occupational field or self-employed and none reported being unemployed and looking for work. Almost 90% reported that their settlement experience was better or much better than expected, and none felt it was worse than expected.





## BARRIERS TO SETTLEMENT

### High cost of housing was the biggest challenge for immigrants on the North Shore

- Close to 70% of respondents named high cost of housing as the biggest challenge they faced to settlement on the North Shore, regardless of age, language group or length of time in Canada.

### New immigrants faced different challenges than more established immigrants

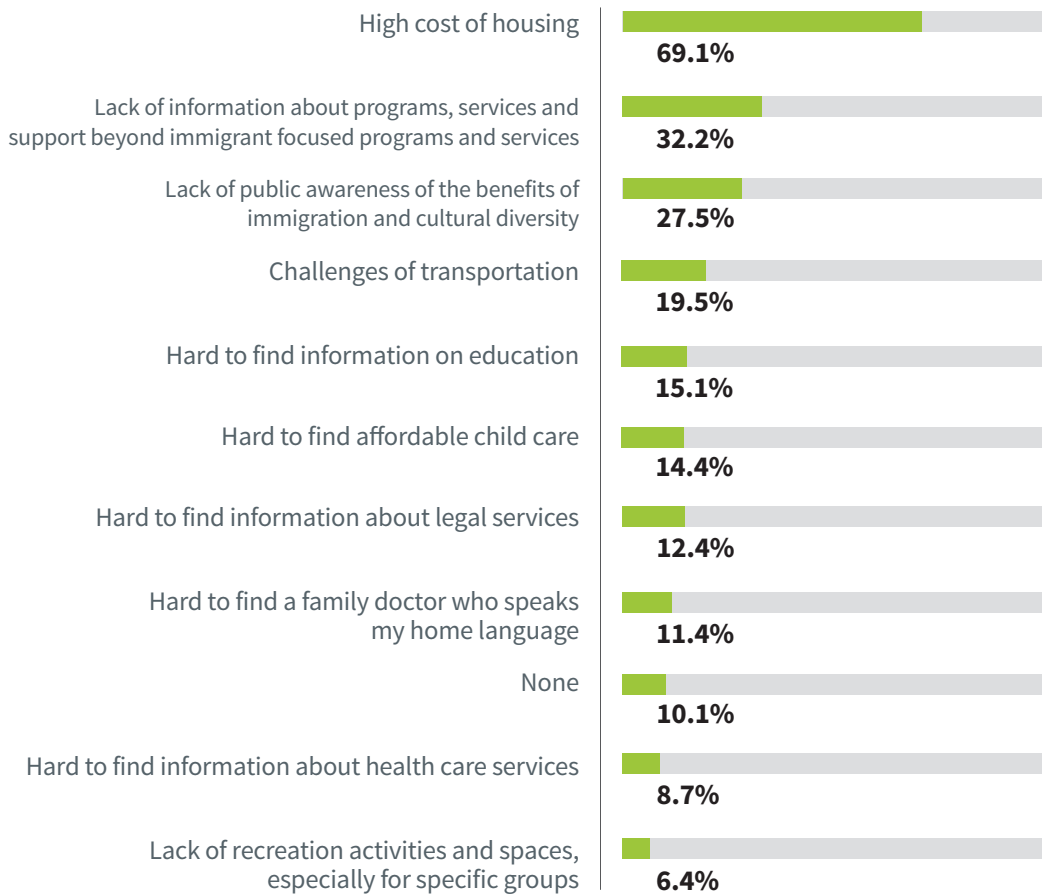
- Newly arrived immigrants, those in Canada for one year or less, were more likely to select “affordable child care” and “challenges to transportation” as their biggest challenges after high cost of housing.
- More established immigrants were more likely to select “lack of information about programs, services and support beyond immigrant focused programs” and “services and lack of public awareness of the benefits of immigration and cultural diversity” as their biggest challenges after high cost of houses.

### Barriers varied by language group

- One-quarter of respondents with an official language as their home language selected “challenges with transportation” as one of their biggest challenges.
- Almost three-quarters of respondents with Korean as their home language selected “lack of public awareness of the benefits of immigration and cultural diversity” as one of their biggest challenges. While still a challenge, the number was much lower for other language groups.



### WHICH OF THESE CHALLENGES DID YOU FACE IMMIGRATING TO THE NORTH SHORE?



*Other: access to employment and/or volunteer opportunities, difficulty finding a family doctor, high cost of living, racism and discrimination, and weather.*



## SETTLEMENT PROGRAMS AND SERVICES

### Many immigrants had used programs or services to help them settle in Canada

- Over 60% of respondents reported using programs and services to help them settle in Canada. The majority were of working-age. Only 37.5% of youth and seniors reported accessing programs or services to help them settle in Canada.

### The majority of immigrants did not experience challenges finding the programs or services they needed

- Approximately 88% of respondents said it was easy or very easy to find the services they needed. None said it was very difficult. However, for some respondents, finding accurate or adequate information was a challenge.

### Home language played a role in how immigrants access settlement programs or services

- The majority of respondents with non-official languages as their home language used programs or services to help them settle in Canada. Most accessed these programs or services through an immigrant serving agency.
- Only 14% of respondents with an official language as their home language used programs or services to help them settle in Canada. Most accessed these services through a community centre.

### Established immigrants were less likely to have accessed settlement programs or services

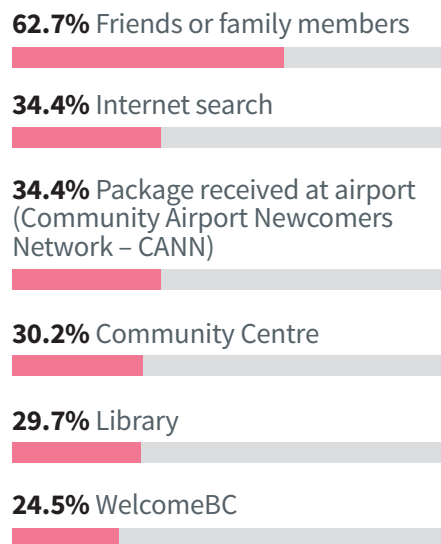
- Less than one-third of established immigrants, those in Canada for 10 years or longer, used programs or services to help them settle in Canada. This may be due to the fact that fewer settlement programs or services were available when they arrived in Canada. One respondent noted: “There were no programs at the time to help immigrants settle. We figured things out quickly.”

### Most immigrants learned about settlement programs or services through friends or family members

- The majority of respondents learned about settlement programs or services through friends or family members.
- One-third of new immigrants, those in Canada for five years or less, also learned about settlement programs and services through an Internet search or a package received at the airport from the Community Airport Newcomers Network (CANN). The number was much lower for recent and established immigrants.

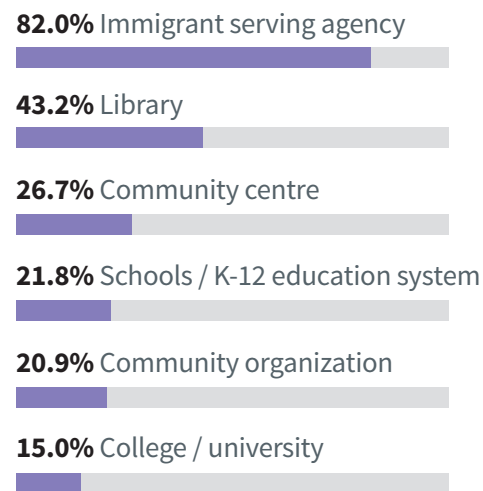


## HOW DID YOU LEARN ABOUT THESE SETTLEMENT SERVICES?



*Other responses included referrals, their school, their employer, an immigration office or tourist information.*

## WHERE DID YOU GET THESE SERVICES?

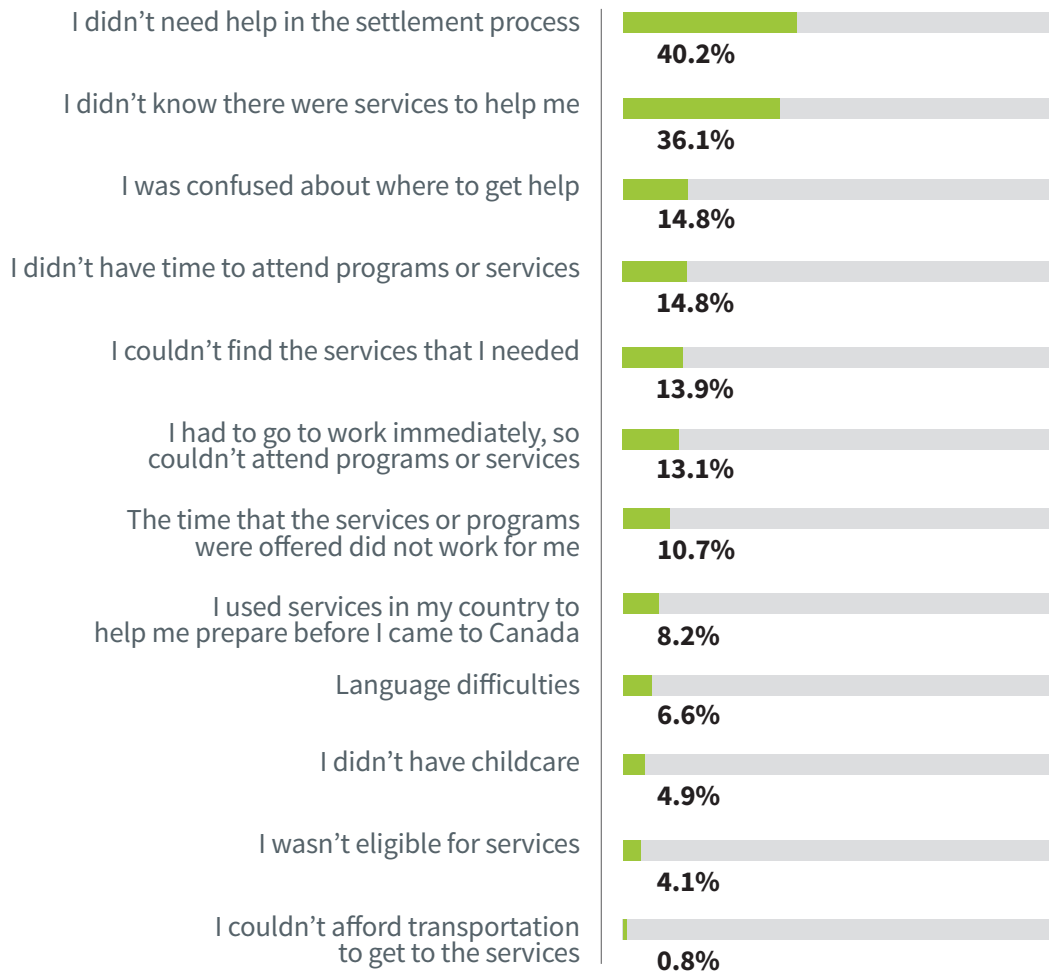


*Other responses included friends or family members, immigration consultants, church, workplace or the federal government.*





## WHY DIDN'T YOU ACCESS SETTLEMENT SERVICES?





## KEY FINDINGS

### CONNECTION TO COMMUNITY



#### FEELINGS OF INCLUSION

The majority of immigrants felt welcomed and included on the North Shore

- Most respondents reported feeling welcomed and included. Only 6.4% did not feel welcomed and included.
- Amongst those respondents who did not feel welcomed and included:
  - 71% were new immigrants
  - 83% were of working-age
  - 65% were advanced or fluent in English
  - 53% were unemployed and looking for work

#### Lack of inclusion impacted settlement experience

- Respondents who did not feel welcomed and included on the North Shore were more likely to report a negative settlement experience. Almost two-thirds of respondents who did not feel welcomed and included reported that their settlement experience was worse than expected.

## WHAT WERE THE MOST IMPORTANT FACTORS THAT MADE YOU FEEL WELCOMED AND INCLUDED ON THE NORTH SHORE?



*Other responses included: close to family, connecting with people of the same background and language, being a member of a wonderful church, using my skills and intellect, healthy work/life balance, easy access to transportation, services and/or recreation programs, natural environment*



## INTERACTIONS WITH OTHERS

### Most immigrants wanted to connect with others in their community

- The majority of respondents believed that it was important to connect with others in the community who were either from the same or a different cultural group. Just over 65% felt it was important or very important to have connections with others from their cultural group, and 81% felt it was important or very important to have connections with others not from their cultural group.

### Age impacted with whom immigrants wanted to connect in their community

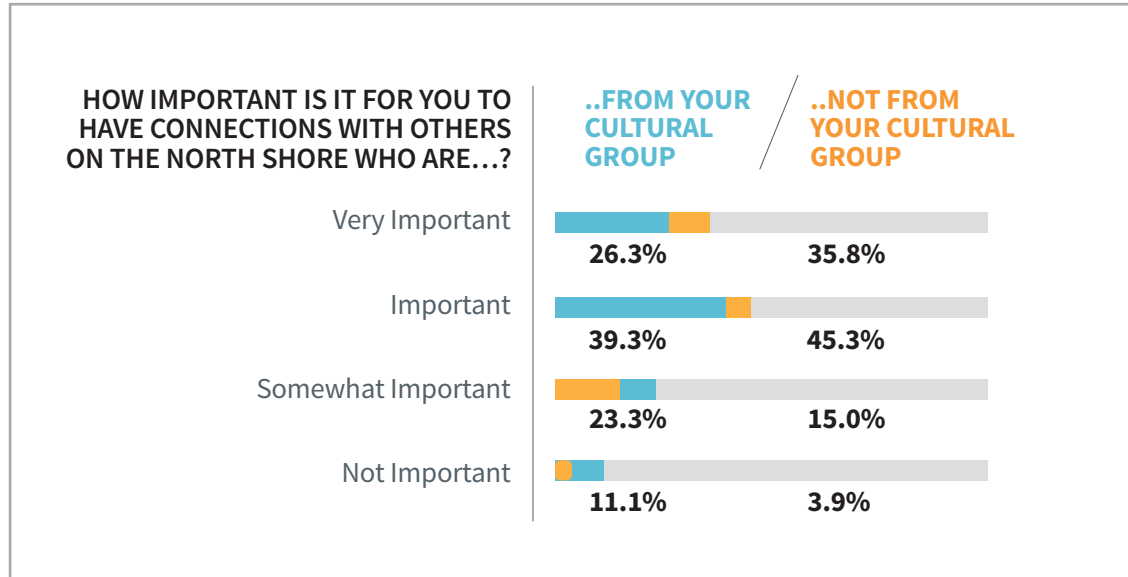
- Youth were most likely to report that connections with others on the North Shore was very important. Three-quarters of respondents felt it was important or very important to have connections with others who were either from the same or a different cultural group.
- Immigrants of working-age were most likely to report that connections with others on the North Shore from a different cultural group is very important. Over 80% felt that it was important or very important to have connections with others who were not from their cultural group, compared to 67% who felt it was important or very important to have connections with others from their cultural group.
- Seniors were less likely to feel that connections with others on the North Shore is important, especially from their own cultural group. Only 48% reported that was important or very important to have connections with others from their cultural group, compared to 67% who felt it was important or very important to have connections with others not from their cultural group.

### Home language impacted with whom immigrants wanted to connect in their community

- Respondents with an official language as their home language were less likely to report that connections with others from their cultural group was important. Only 36% of respondents felt that it was important or very important to have connections with others from their cultural group, compared to 72% of respondents with non-official languages as their home language.
- Immigrants with Korean as their home language were less likely to report that connections with others not from their cultural group is important. Only 45% of respondents felt that it was important or very important to have connections with others from a different cultural group.

### Level of English impacted with whom immigrants wanted to connect in their community

- All respondents at a beginner level of English felt it was important or very important to have connections with others on the North Shore who were from their cultural group. However, the number dropped for respondents with higher levels of English. Only 45% of respondents who were fluent or native English speakers felt that it was important or very important to connect with others from their cultural group.



## INTERACTIONS WITH NEIGHBOURS

The majority of immigrants interacted with their neighbours on a regular basis

- Approximately 53% of respondents spoke with their neighbours at least once a week or every day, and other 21% spoke with their neighbours at least once a month. Only 6% reported speaking with their neighbours only once or never.
- Almost 70% of respondents reported being satisfied with the level of contact they had with their neighbours.

Youth and seniors were more likely to be satisfied with the level of contact they have with their neighbours

- Youth and seniors reported higher levels of satisfaction with the level of contact they had with their neighbours compared to immigrants who were of working-age. Approximately 86% of youth and seniors reported being satisfied, while only 66% of respondents of working-age reported being satisfied.

Length of time in Canada impacted frequency of interactions with neighbours

- Established immigrants were more likely to speak with their neighbours on a daily or weekly basis. Approximately 67% of established immigrants reported speaking with their neighbours at least once a week or every day, compared to only 46% of new immigrants.





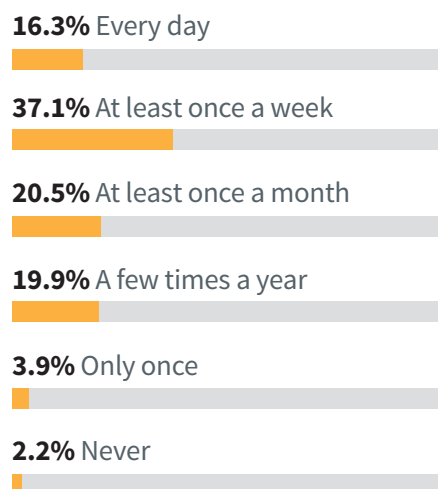
## Home language played a role in immigrants' interactions with their neighbours

- Immigrants with an official language as their home language were more likely to speak with their neighbours on a daily or weekly basis, compared to immigrants who spoke a non-official language at home. Approximately 66% of respondents with an official language as their home language reported speaking with their neighbours at least once a week or every day, compared to only 45% of respondents with a non-official language as their home language.
- Immigrants with Filipino as their home language were most likely to be satisfied with the level of contact they have with their neighbours. Only 14% reported feeling unsatisfied.
- Immigrants with Korean as their home language were least likely to be satisfied with the level of contact they have with their neighbours. Approximately 45% reported feeling unsatisfied.

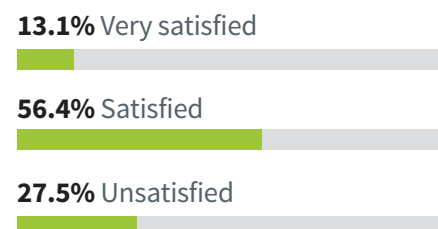
## Immigrants would still feel welcomed and included even if they did not interact with their neighbours on a regular basis

- While immigrants who interacted with their neighbours on a daily or weekly basis were more likely to feel welcomed and included, over two-thirds of respondents who did not regularly interact with their neighbours still felt welcomed and included on the North Shore.
- Close to 85% of respondents who reported being unsatisfied with the level of contact they had with their neighbours still felt welcomed and included on the North Shore, and only 26% felt that their settlement experience was worse than expected.

### IN THE PAST 12 MONTHS, HOW OFTEN HAVE YOU SPOKEN WITH YOUR NEIGHBOURS?



### ARE YOU SATISFIED WITH THE LEVEL OF CONTACT YOU HAVE WITH YOUR NEIGHBOURS?





# KEY FINDINGS

## CIVIC ENGAGEMENT



### INVOLVEMENT IN LOCAL ORGANIZATIONS

The majority of immigrants had never joined an organization on the North Shore

- Only 44% of respondents have been a member of a North Shore organization. Amongst those who reported being involved, 71% participate in these group activities at least once a month.

Youth and seniors were more likely to be involved in a local organization

- Over 80% of youth and 70% of seniors reported being a member in a local organization. The number was much lower for respondents who were of working-age, with less than 40% reporting that they have been a member in a local organization.

Immigrants with a university degree were less likely to be involved in a local organization

- Just over 40% of respondents with a university degree reported being a member of a local organization, compared to over 60% of respondents with a college degree or lower.



### **Involvement in local organizations varied by language group**

- Immigrants with an official language as their home language were more likely to join a North Shore organization and be involved on a regular basis than those with a non-official language as their home language. Almost 75% of these respondents had been a member in a local organization and over 81% participated at least once a month.
- Over 60% of respondents with Filipino as their home language had been a member of a local organization, the highest among respondents with a non-official language as their home language. However, only 54% reported participating on a regular basis.
- Approximately 55% of respondents with Korean as their home language reported being a member of a local organization. However, they were least likely to participate on a regular basis, with only 50% being involved at least once a month and 33% reporting that they were no longer involved.
- Less than half of respondents with Chinese as their home language had been a member of a local organization. However, they had the highest participation rate, with 100% of respondents joining these group activities at least once a month.
- Immigrants with Farsi as a home language were least likely to be involved in a local organization. Only 27% of respondents had been a member of a local organization, and 17% no longer being involved.

### **Level of English impacted involvement in local organizations**

- Respondents who were fluent or native English speakers were more likely to report being a member of a local organization, compared to those with lower levels of English. Over 70% reported being involved in a local organization, compared to 35% of respondents with lower levels of English.

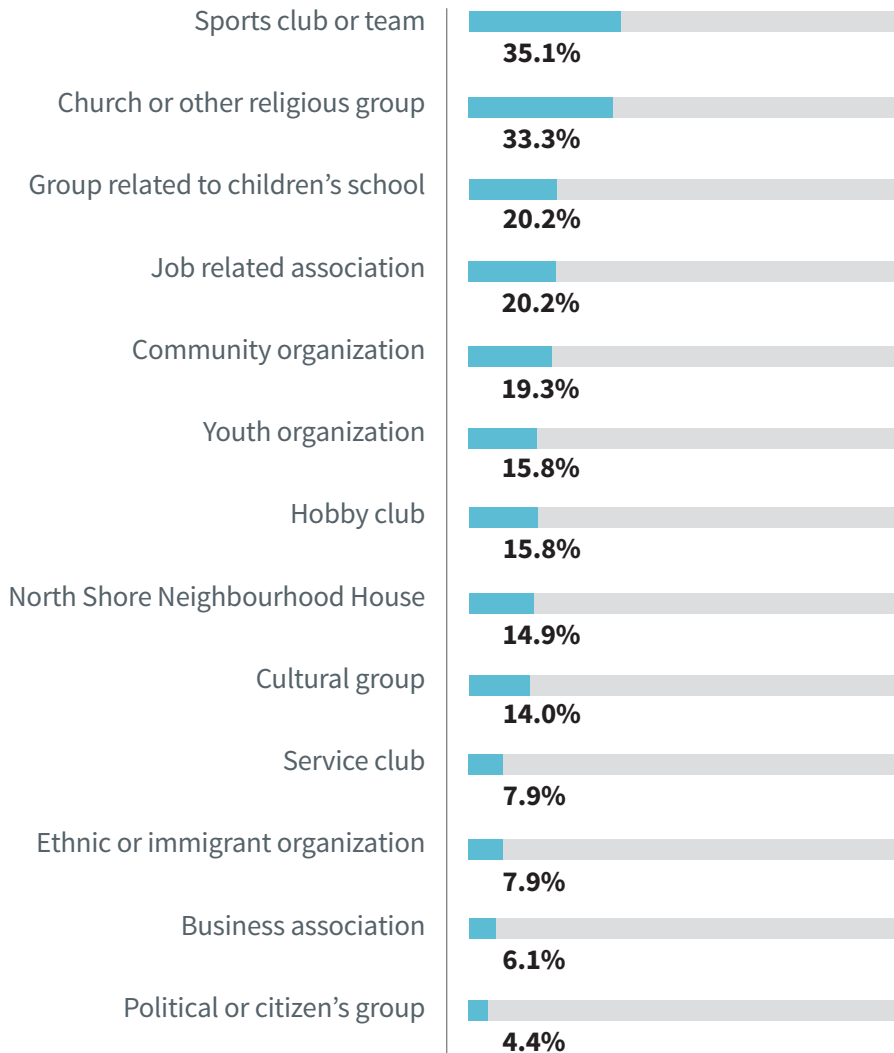
### **The longer immigrants had lived in Canada, the more likely they had become involved in a local organization**

- There seemed to be a connection between length of time in Canada and involvement in local organizations. New immigrants were less likely to be a member, with only 30% reporting that they have been a member of a North Shore organization. Recent and established immigrants, on the other hand, were more likely to have become a member, with 60% of recent immigrants and 70% of established reporting that they were a member of a North Shore organization.

### **Lack of involvement did not affect immigrants' sense of belonging on the North Shore**

- Over 90% of respondents who had never been a member of a local organization still reported feeling welcomed and included on the North Shore.

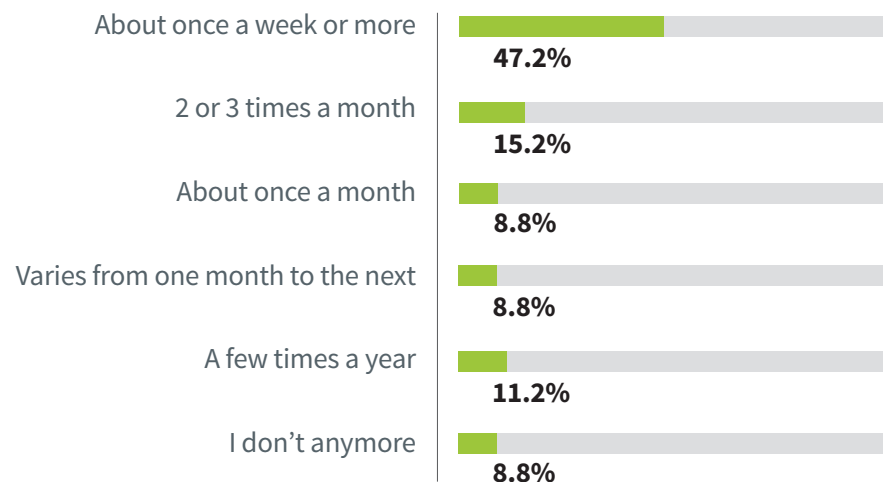
## WHAT KIND OF GROUPS OR ORGANIZATIONS DID YOU JOIN?



*Other responses included joining a seniors activity centre, childminder in a parent's program, volunteer in a non-profit programs / organization, Strata Council, university group, environmental organization, planning / action table or a business networking group.*



### HOW OFTEN DO YOU PARTICIPATE IN THESE GROUP ACTIVITIES?



## VOLUNTEERISM

### Immigrants on the North Shore were engaged in volunteer activities

- Approximately 53% of respondents had volunteered for a North Shore organization in the past 12 months. Amongst those respondents, close to two-thirds volunteered on a regular basis, at least once a month or more. Over 65% of respondents living in West Vancouver reported volunteering once a week or more, compared to only 33% of respondents living in other parts of the North Shore.

### Female immigrants were more likely to volunteer than male immigrants

- Over 60% of female respondents volunteered in the past 12 months, compared to only 38% of male respondents. They also reported volunteering on a more regular basis than their male counterparts.

### Immigrants with a higher level of English were more likely to volunteer

- Close to 70% of respondents who were fluent or native English speakers reported volunteering in the past 12 months, compared to 33% of respondents at a beginner level of English.
- Almost 50% of respondents at a beginner or intermediate level of English did not volunteer because they did not feel that their English was good enough.

### Immigrants with an official language as their home language were more likely to volunteer

- Over two-thirds of respondents with an official language as their home language reported volunteering over the past 12 months, the highest of all language groups.
- Less than one-quarter of immigrants with Filipino as a home language reported volunteering over the past 12 months, the lowest of all language groups.





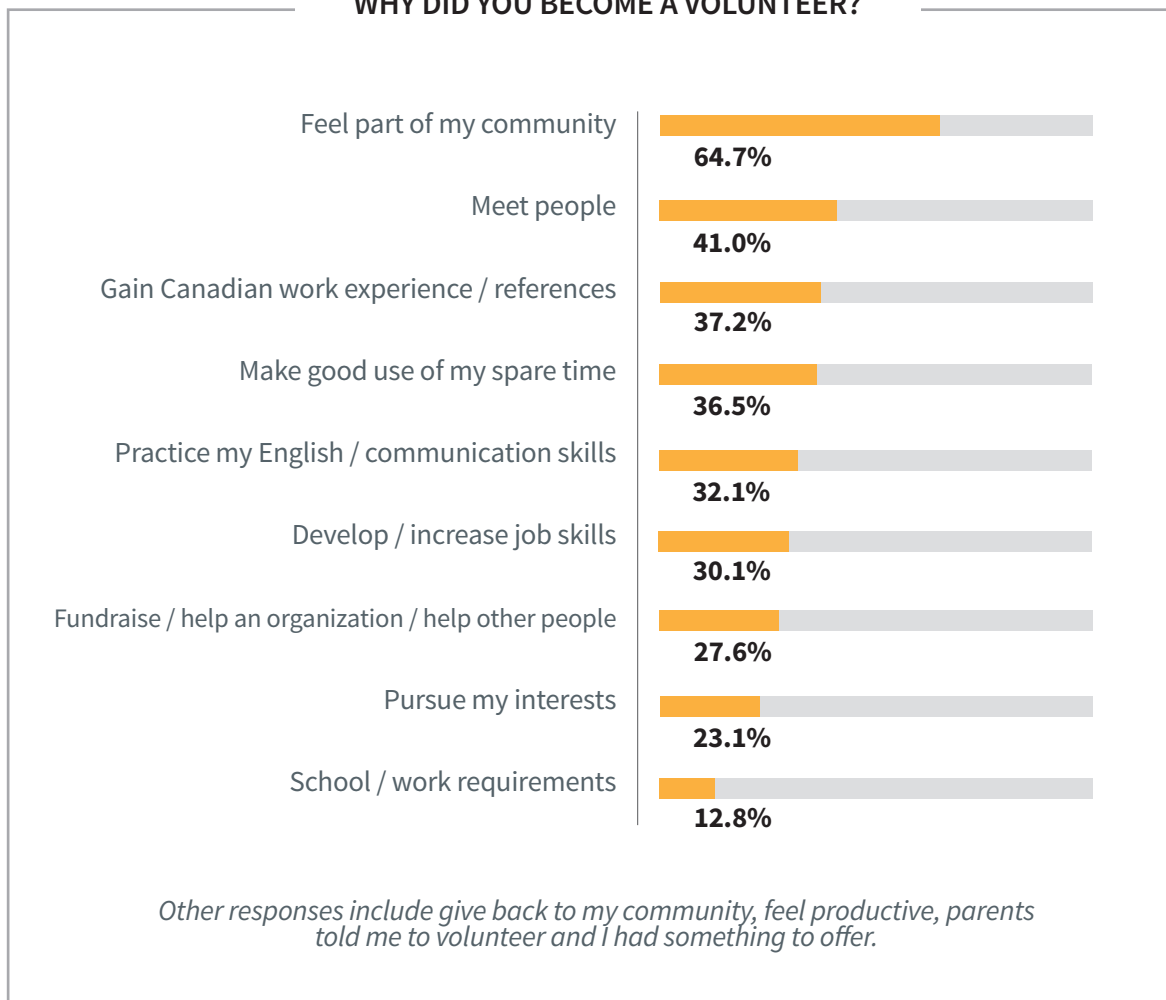
### Reasons for volunteering changed with length of time in Canada

- All respondents reported volunteering because they wanted to feel part of their community. New immigrants also volunteered to gain Canadian work experience / references and practice their English / communication skills, while recent and established immigrants volunteered to meet people and make good use of their time.

### Volunteering did not improve immigrants' sense of belonging on the North Shore

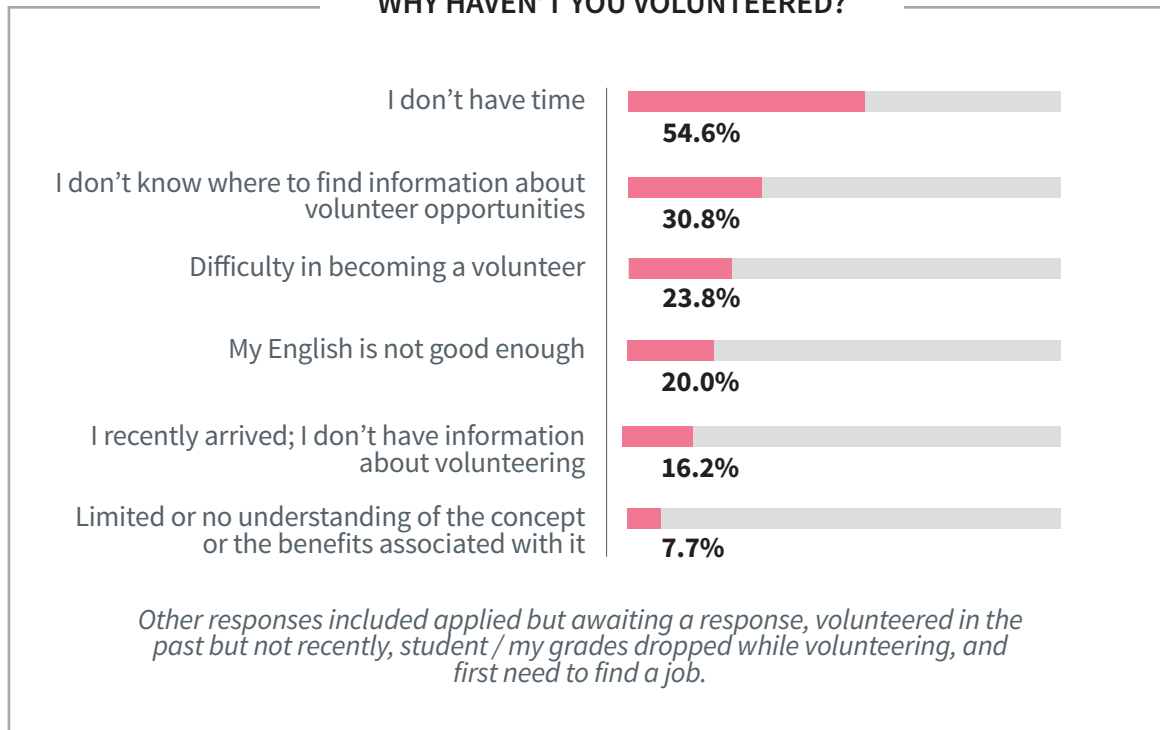
- Over 90% of respondents who did not volunteer in the past 12 months still felt welcomed and included on the North Shore.

#### WHY DID YOU BECOME A VOLUNTEER?





### WHY HAVEN'T YOU VOLUNTEERED?



## CITIZENSHIP

### Many immigrants on the North Shore wanted to become Canadian citizens

- Approximately 53% of respondents have obtained or applied for Canadian citizenship, while other respondents plan to apply once they meet eligibility requirements.

### The majority of immigrants on the North Shore applied for Canadian citizenship once their life / family was established in Canada

- Close to 70% of respondents obtained or applied for Canadian citizenship because they felt their life / family was now established in this country.

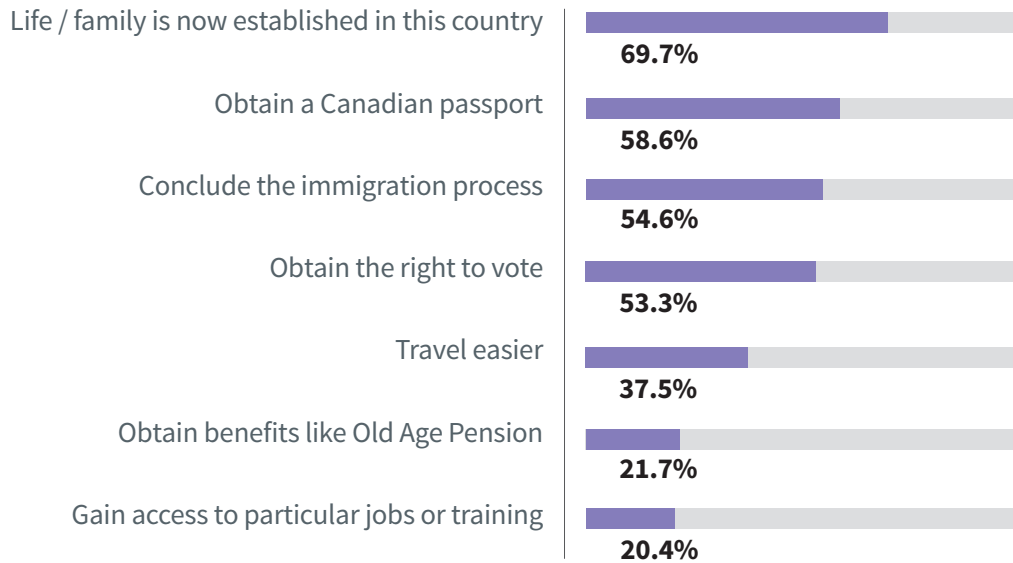
### Immigrants in the District of North Vancouver were most likely to obtain or apply for Canadian citizenship

- Close to two-thirds of respondents in the District of North Vancouver obtained or applied for Canadian citizenship, compared to only 48% in the City of North Vancouver and 44% in the District of West Vancouver.

### The majority of immigrants on the North Shore had never voted in a Canadian election

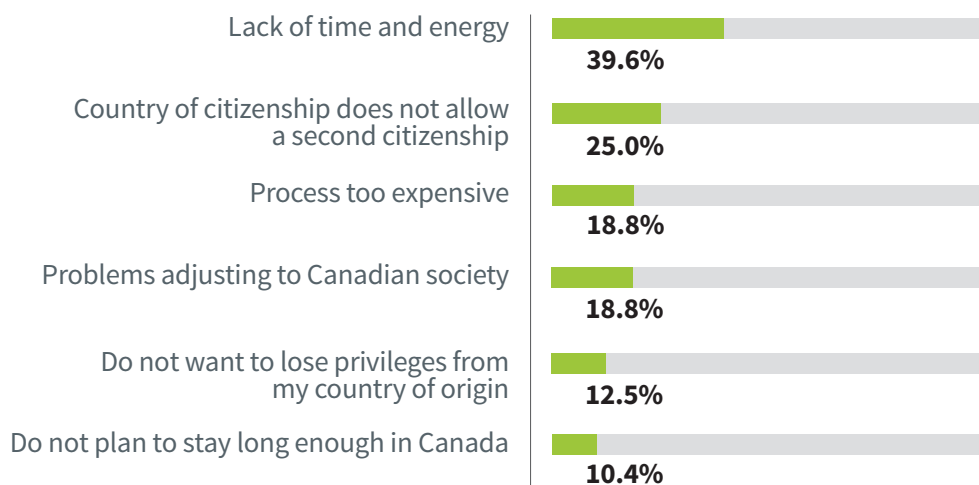
- Only 48% of respondents had voted in a Canadian election. Amongst respondents eligible to vote, most were ineligible at the time of the last election and have not yet had a chance to vote.

## WHY DID YOU OBTAIN OR APPLY FOR CANADIAN CITIZENSHIP?



*Other responses included consider myself a Canadian / feel fully Canadian, feel happy / peaceful in Canada, and better life in Canada.*

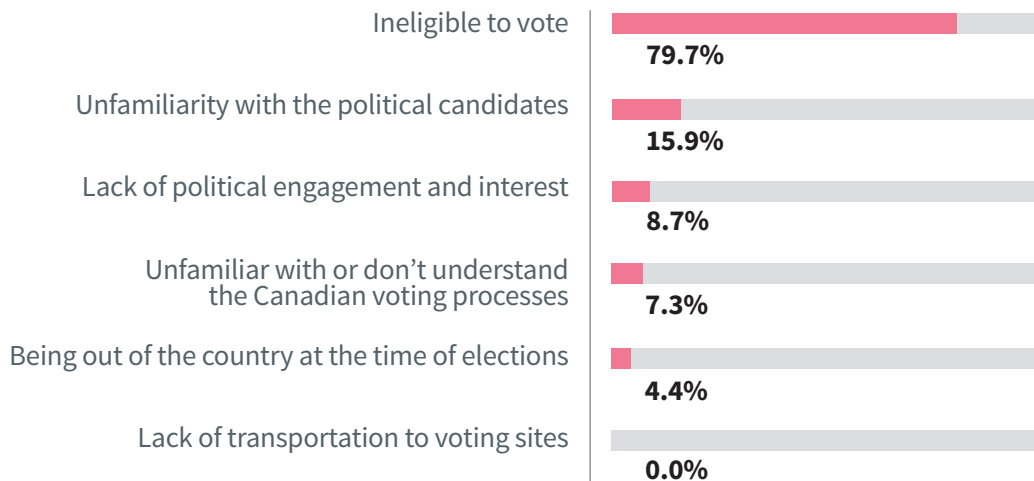
## WHY WILL YOU NOT APPLY FOR CANADIAN CITIZENSHIP?



*Other responses included not yet lived in Canada long enough / met requirements to apply.*



## WHY DIDN'T YOU VOTE?



*Other responses included just got citizenship and too young to vote.*

# ABOUT THE NORTH SHORE IMMIGRANT INCLUSION PARTNERSHIP

North Shore Immigrant Inclusion Partnership (NSIIP) is a coalition of some two dozen community agencies and institutions focused on improving the settlement outcomes of new immigrants on the North Shore. It is part of a national initiative called Local Immigration Partnerships (LIPs), led by Immigration, Refugees and Citizenship Canada (formerly Citizenship and Immigration Canada), which aims to foster local engagement of organizations that offer services to new immigrants, to support community-level research and planning, and to improve the coordination of services that help immigrants settle and integrate.

In November 2014, NSIIP began a Community Research and Consultation process, which included six components: Community Service Provider Consultations, Employer Consultations and Online Survey, Demographic Review and Analysis, Immigrant Focus Groups and Online Survey, Community Leader Consultations and an Environmental Scan. The research and consultation work emerging from this process will be used to inform the development of a Local Immigration Strategic Plan for the North Shore and guide the work of the NSIIP from 2016-2019. To learn more about NSIIP, go to [www.nsiip.ca](http://www.nsiip.ca)





