

Supplementary Appendix – Survey Instrument

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Making Ontario Home Survey

Thank you for your interest in participating in this survey!

SeA01 Please select which language you would want to use to answer this survey:

- | | |
|----------------------------------|------------------------------------|
| <input type="radio"/> 1. English | <input type="radio"/> 7. Spanish |
| <input type="radio"/> 2. French | <input type="radio"/> 8. Urdu |
| <input type="radio"/> 3. Chinese | <input type="radio"/> 9. Tamil |
| <input type="radio"/> 4. Arabic | <input type="radio"/> 10. Gujarati |
| <input type="radio"/> 5. Tagalog | <input type="radio"/> 11. Russian |
| <input type="radio"/> 6. Punjabi | <input type="radio"/> 12. Hindi |

This research is being conducted by the Ontario Council of Agencies Serving Immigrants (OCASI) and is funded by the Ontario Ministry of Citizenship and Immigration. The survey is being conducted to gather information about the service needs of immigrants to Ontario, assess their satisfaction with services, and identify how services might be improved.

Please note that you can participate in this survey **only if**

- you are an immigrant or refugee who lives in Ontario **and**
- you came to Canada in the last 10 years **and**
- you are 18 years of age or older.

The questionnaire should take between 30-40 minutes to complete. At the end of the survey you will have the option to enter your name for the chance to win one of ten cash prizes in the amount of \$100.

Before you begin, you will need to give your consent to participate. It is important that you read the [Consent Form](#) (link), which will give you information on the purpose of this study, the research team, the benefits and risks in taking the study, and confidentiality. This Consent Form will ensure that you understand why we are asking the questions and what we will do with the information.

After reviewing the [Consent Form](#), do you agree to participate in the **Making Ontario Home** survey, and answer our survey questionnaire?

1. I agree to participate.....Go to [SeA01](#)
2. I do not wish to participateGo to [Thank you page](#)



Before you get started!

Here are some helpful hints on how to navigate through our survey:

Navigation

When you answered all questions on the screen, click on the [next] button at the bottom of the screen to move to the next screen in the survey. You may need to scroll down to see these navigation buttons.

DO NOT use the "enter key to submit your responses and

DO NOT use the forward and back buttons on your browser's navigation bar to move forward or backward in the survey

Mandatory questions

Most of the questions in this survey can be skipped. However, some we have determined to be vital to interpreting the results of the survey and they are therefore mandatory. You cannot proceed in the survey without answering these questions.

Survey Questionnaire

Section A: Background information

In this section, we would like to learn about your personal, educational, and employment background.

SeA02 What year did you first arrive in Canada? _____

Flow instruction: If arrived before year 2000 **Go to** [Thank you page](#)

SeA03 What is your year of birth? _____

Flow instruction: If born after year 1992 **Go to** [Thank you page](#)

SeA04 Do you currently live in Ontario?

- 1. Yes
- 2. No

Flow instruction: If No, **Go to** [Thank you page](#)

SeA05 Are you:

- 1. Male
- 2. Female

SeA06 What is your marital status?

- 1. Married
- 2. Living common-law
- 3. Widowed
- 4. Separated
- 5. Divorced
- 6. Single, never married

SeA07 What is your country of birth?

- | | | |
|--------------------------------------|--|---|
| <input type="radio"/> 1. Afghanistan | <input type="radio"/> 6. Angola | <input type="radio"/> 11. Armenia |
| <input type="radio"/> 2. Akrotiri | <input type="radio"/> 7. Anguilla | <input type="radio"/> 12. Aruba |
| <input type="radio"/> 3. Albania | <input type="radio"/> 8. Antarctic | <input type="radio"/> 13. Ashmore and Cartier Islands |
| <input type="radio"/> 4. Algeria | <input type="radio"/> 9. Antigua and Barbuda | <input type="radio"/> 14. Australia |
| <input type="radio"/> 5. Andorra | <input type="radio"/> 10. Argentina | |

- 15. Austria
- 16. Azerbaijan
- 17. Bahamas
- 18. Bahrain
- 19. Bangladesh
- 20. Barbados
- 21. Belau
- 22. Belgium
- 23. Belize
- 24. Benin
- 25. Bermudas
- 26. Bhutan
- 27. Bielorusia
- 28. Birmany
- 29. Bolivia
- 30. Bosnia and Herzegovina
- 31. Botswana
- 32. Bouvet Island
- 33. Brazil
- 34. British Virgin Islands
- 35. Brunei
- 36. Bulgaria
- 37. Burkina Faso
- 38. Burundi
- 39. Cambodia
- 40. Camerun
- 41. Canada
- 42. Cayman Island
- 43. Central African Republic
- 44. Chad
- 45. Check Republic
- 46. Chile
- 47. China
- 48. Christmas Island
- 49. Cyprus
- 50. Clipperton Island
- 51. Cocos Islands (Keeling)
- 52. Colombia
- 53. Comoros
- 54. Congo
- 55. Cook Islands
- 56. Coral Sea Islands
- 57. Costa Rica
- 58. Croatia
- 59. Cuba
- 60. Democratic Republic of Congo
- 61. Denmark
- 62. Dhekelia
- 63. Djibouti
- 64. Dominican Republic
- 65. Dominique
- 66. East Timor
- 67. Ecuador
- 68. Egypt
- 69. Equatorial Guinea
- 70. Eritrea
- 71. Estonia
- 72. Ethiopia
- 73. Falkland Islands
- 74. Feroe Islands
- 75. Fiji Islands
- 76. Finland
- 77. France
- 78. French Polynesia
- 79. Gabon
- 80. Gambia
- 81. Gaza Strip
- 82. Georgia
- 83. Germany
- 84. Ghana
- 85. Gibraltar
- 86. Greece
- 87. Green Cape
- 88. Greenland
- 89. Grenade
- 90. Guam
- 91. Guatemala
- 92. Guernesey
- 93. Guinea
- 94. Guinea-Bissau
- 95. Guyana
- 96. Haiti
- 97. Heard and McDonald Islands
- 98. Honduras
- 99. Hong Kong
- 100. Hungary
- 101. Iceland
- 102. India
- 103. Indian Ocean
- 104. Indonesia
- 105. Iran
- 106. Iraq
- 107. Irlande
- 108. Isle of Man
- 109. Israel
- 110. Italy
- 111. Ivory Coast
- 112. Jamaica
- 113. Jan Mayen
- 114. Japan
- 115. Jersey
- 116. Jordan
- 117. Kazakhstan
- 118. Kenya
- 119. Kirghizistan
- 120. Kiribati
- 121. Kuwait
- 122. Laos
- 123. Latvia
- 124. Lebanon
- 125. Lesotho
- 126. Liberia
- 127. Libya
- 128. Liechtenstein
- 129. Lituania
- 130. Luxembourg
- 131. Macau
- 132. Macedonia
- 133. Madagascar
- 134. Malawi
- 135. Malaysia
- 136. Maldives
- 137. Mali
- 138. Malta
- 139. Maroc
- 140. Marshall Islands
- 141. Mauritania
- 142. Mauritius
- 143. Mayotte
- 144. Mexico
- 145. Micronesia
- 146. Moldavia
- 147. Monaco
- 148. Mongolia
- 149. Montenegro
- 150. Montserrat
- 151. Mozambique

- 152. Namibia
- 153. Nauru
- 154. Navassa Island
- 155. Nepal
- 156. Netherlands
- 157. Netherlands Antilles
- 158. New Caledonia
- 159. New Zealand
- 160. Nicaragua
- 161. Niger
- 162. Nigeria
- 163. Niue
- 164. Norfolk Island
- 165. North Korea
- 166. Northern Mariana Islands
- 167. Norway
- 168. Oman
- 169. Pakistan
- 170. Panama
- 171. Papua New Guinea
- 172. Paracel Islands
- 173. Paraguay
- 174. Peru
- 175. Philippines
- 176. Pitcairn Islands
- 177. Poland
- 178. Portugal
- 179. Puerto Rico
- 180. Qatar
- 181. Romania
- 182. Russia
- 183. Rwanda
- 184. Saint Christopher-Nevis
- 185. Saint Helena
- 186. Saint Lucia
- 187. Saint Pierre and Miquelon
- 188. Saint Vincent and the Grenadines
- 189. Solomon Islands
- 190. Salvador
- 191. Samoa
- 192. Samoa (American)
- 193. San Marino
- 194. Sao Tome and Principe
- 195. Saudi Arabia
- 196. Senegal
- 197. Serbia
- 198. Seychelles
- 199. Sierra Leone
- 200. Singapore
- 201. Slovakia
- 202. Slovenia
- 203. Somalia
- 204. South Africa
- 205. South Georgia and South Sanwich Islands
- 206. South Korea
- 207. Spain
- 208. Sri Lanka
- 209. Sudan
- 210. Suriname
- 211. Svalbard et Jan Mayen Islands
- 212. Swaziland
- 213. Sweden
- 214. Switzerland
- 215. Syria
- 216. Taiwan
- 217. Tajikistan
- 218. Tanzania
- 219. Thailand
- 220. Togo
- 221. Tokelaou
- 222. Tonga
- 223. Trinidad and Tobago
- 224. Tuks and Caicos Islands
- 225. Tunisia
- 226. Turkey
- 227. Turkmenistan
- 228. Tuvalu
- 229. U.S. Virgin Islands
- 230. Uganda
- 231. Ukraina
- 232. United Arab Emirates
- 233. United Kingdom of Great Britain and Northern Ireland
- 234. United States of America
- 235. Uruguay
- 236. Uzbekistan
- 237. Vanuatu
- 238. Vatican City
- 239. Venezuela
- 240. Vietnam
- 241. Wallis and Futuna
- 242. West Bank
- 243. Western Sahara
- 244. Yemen
- 245. Zambia
- 246. Zimbabwe

SeA08 What was your Immigration Class when you first arrived in Canada?

- 1. Immigrant – Independent class (including Provincial Nominees and Skilled Workers and Professional)
- 2. Immigrant – Family class
- 3. Immigrant – Entrepreneur, investor, or self employed class
- 4. Immigrant – Humanitarian and compassionate reasons

- 5. Immigrant – Minister’s Permit
- 6. Refugee
- 7. Refugee claimant
- 8. Student on a student visa
- 09. Working holiday visa
- 10. Undocumented
- 11. Other, please specify: _____

SeA09 What is your current immigration status?

- 1. Permanent Resident
- 2. Canadian Citizen
- 3. Temporary resident
- 4. Refugee Claimant
- 5. Undocumented
- 6. Other, please specify: _____

SeA10 What were your main reasons for choosing to come to Canada?

Mark all that apply

- 1. Get married
- 2. Join family or close friends (e.g. join spouse/partner)
- 3. Improve future for family
- 4. Education for myself or my spouse
- 5. Education for my children
- 6. Better employment opportunities
- 7. Business opportunities
- 8. Canada’s social programs (e.g. universal health care, public education)
- 9. Relatively easier to immigrate/get into Canada than other countries

- 10. Political freedom
- 11. Peaceful country, no war
- 12. Another member of the family made the decision; I didn't have a choice
- 13. Other, please specify: _____

SeA11 What was the first city or town you lived in when you came to Canada?

_____ (city) _____ (province)

SeA12 Are you still living in [first city]?

- 1. Yes.....Go to [SeA016](#)
- 2. No, I moved.....Go to [SeA013](#)

Flow Instruction: If the first city is outside of Ontario and "Yes" on [SeA12](#) Go to [Thank you page](#)

SeA13 What is the current city/town you live in?

_____ (city)

SeA14 What was your main reason for moving to [current city]?

- 1. Get married
- 2. Join family or close friends (e.g. join spouse/partner)
- 3. Education for myself or my spouse
- 4. Education for my children
- 5. To find better employment opportunities
- 6. Business opportunities
- 7. Another member of the family made the decision; I didn't have a choice
- 8. Other, please specify: _____

SeA15 In what year did you move to [current city]: _____

SeA16 What is your current postal code? _____

(Please note, this information will help us to find out if all areas of the city are being well served by immigrant settlement agencies, but will not be used for any other purposes.)

SeA17 How likely are you to move away from [current city] in the next twelve months?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very | Somewhat | I don't | Somewhat | Very |
| unlikely | unlikely | know | likely | likely |
| <input type="radio"/> |

Flow instruction: If **SeA17** answered "Somewhat unlikely" or "Very unlikely" Go to **SeA20**,

SeA18 If you move away from [current city] would it be to:

- 1. Another city in Ontario
- 2. Another province in Canada
- 3. Outside of Canada

SeA19 What would be your main reasons for moving away from [current city]?

Mark all that apply

- 1. Lack of employment opportunities in [current city] for me
- 2. Lack of employment opportunities in [current city] for a family member
- 3. Received work offer in another community, transferred by employer, or following family member(s) who are moving for work reasons
- 4. Starting or continuing post-secondary education in another city or following family member(s) who are moving for post-secondary education
- 5. Want to live closer to friends or family
- 6. Want to live closer to people from same community, country, ethno-cultural, or faith background
- 7. Want to live in a community with more Francophone speakers and services
- 8. Want to live in a larger city
- 9. Want to live in a smaller city
- 10. Do not feel welcome or face racism and discrimination in [current city]
- 11. Lack of recreational and entertainment activities
- 12. Lack of immigrant-specific services and amenities
- 13. Lack of social and community connections
- 14. Dislike weather
- 15. Other, please specify: _____

SeA20 What language do you speak most often at home?

- | | | |
|---|---|--|
| <input type="radio"/> 1. Abnon | <input type="radio"/> 44. Chichewa (Nyanja) | <input type="radio"/> 88. Ho |
| <input type="radio"/> 2. Acehnese | <input type="radio"/> 45. Chiga | <input type="radio"/> 89. Hungarian |
| <input type="radio"/> 3. Afar | <input type="radio"/> 46. Chin | <input type="radio"/> 90. Ibibio-Efik |
| <input type="radio"/> 4. Afrikaans | <input type="radio"/> 47. Chokwe | <input type="radio"/> 91. Igbo |
| <input type="radio"/> 5. Akan | <input type="radio"/> 48. Creole | <input type="radio"/> 92. Ijaw (Izon) |
| <input type="radio"/> 6. Albanian | <input type="radio"/> 49. Chuvash | <input type="radio"/> 93. Ilokano |
| <input type="radio"/> 7. Alur | <input type="radio"/> 50. Czech | <input type="radio"/> 94. Indian Sign Language |
| <input type="radio"/> 8. Amharic | <input type="radio"/> 51. Dagbani | <input type="radio"/> 95. Indonesian |
| <input type="radio"/> 9. Ancash Quechua | <input type="radio"/> 52. Danish | <input type="radio"/> 96. Italian |
| <input type="radio"/> 10. Anyi | <input type="radio"/> 53. Dinka | <input type="radio"/> 97. Iu Mien |
| <input type="radio"/> 11. Arabic | <input type="radio"/> 54. Dogri | <input type="radio"/> 98. Jamaican Creole |
| <input type="radio"/> 12. Armenian | <input type="radio"/> 55. Dong | <input type="radio"/> 99. Japanese |
| <input type="radio"/> 13. Assamese | <input type="radio"/> 56. Dutch | <input type="radio"/> 100. Javanese |
| <input type="radio"/> 14. Azande | <input type="radio"/> 57. English | <input type="radio"/> 101. Jula |
| <input type="radio"/> 15. Azerbaijani | <input type="radio"/> 58. Estonian | <input type="radio"/> 102. Kabardian |
| <input type="radio"/> 16. Bai | <input type="radio"/> 59. Ewe | <input type="radio"/> 103. Kalenjin |
| <input type="radio"/> 17. Balinese | <input type="radio"/> 60. Finnish | <input type="radio"/> 104. Kamba |
| <input type="radio"/> 18. Balochi | <input type="radio"/> 61. Fon | <input type="radio"/> 105. Kannada |
| <input type="radio"/> 19. Bambara | <input type="radio"/> 62. French | <input type="radio"/> 106. Kanuri |
| <input type="radio"/> 20. Baoulé | <input type="radio"/> 63. Fula/Fulfulde | <input type="radio"/> 107. Kapampangan |
| <input type="radio"/> 21. Bashkir | <input type="radio"/> 64. Galician | <input type="radio"/> 108. Karen |
| <input type="radio"/> 22. Basque | <input type="radio"/> 65. Gan | <input type="radio"/> 109. Kashmiri |
| <input type="radio"/> 23. Batak | <input type="radio"/> 66. Garhwali | <input type="radio"/> 110. Kazakh |
| <input type="radio"/> 24. Beja | <input type="radio"/> 67. Gbaya | <input type="radio"/> 111. Khandeshi |
| <input type="radio"/> 25. Belarusian | <input type="radio"/> 68. Georgian | <input type="radio"/> 112. Khmer |
| <input type="radio"/> 26. Bemba | <input type="radio"/> 69. German | <input type="radio"/> 113. K'iche' |
| <input type="radio"/> 27. Bengali | <input type="radio"/> 70. Gikuyu | <input type="radio"/> 114. Kimbundu |
| <input type="radio"/> 28. Betawi creole | <input type="radio"/> 71. Gilaki | <input type="radio"/> 115. Kinaray-a |
| <input type="radio"/> 29. Beti-Pahuin | <input type="radio"/> 72. Gogo | <input type="radio"/> 116. Kinyarwanda |
| <input type="radio"/> 30. Bhili | <input type="radio"/> 73. Gondi | <input type="radio"/> 117. Kirundi |
| <input type="radio"/> 31. Bhojpuri | <input type="radio"/> 74. Greek | <input type="radio"/> 118. Koli |
| <input type="radio"/> 32. Bikol | <input type="radio"/> 75. Guarani | <input type="radio"/> 119. Kongo |
| <input type="radio"/> 33. Brahui | <input type="radio"/> 76. Gujarati | <input type="radio"/> 120. Konkani |
| <input type="radio"/> 34. Buginese | <input type="radio"/> 77. Gusii | <input type="radio"/> 121. Korean |
| <input type="radio"/> 35. Bulgarian | <input type="radio"/> 78. Gwari | <input type="radio"/> 122. Kumauni |
| <input type="radio"/> 36. Burmese | <input type="radio"/> 79. Haitian Creole | <input type="radio"/> 123. Kurdish |
| <input type="radio"/> 37. Buyei | <input type="radio"/> 80. Hakka | <input type="radio"/> 124. Kurux |
| <input type="radio"/> 38. Cantonese/Yue | <input type="radio"/> 81. Hausa | <input type="radio"/> 125. Kyrgyz |
| <input type="radio"/> 39. Catalan | <input type="radio"/> 82. Haya | <input type="radio"/> 126. Lampung |
| <input type="radio"/> 40. Cebuano | <input type="radio"/> 83. Hebrew | <input type="radio"/> 127. Lao |
| <input type="radio"/> 41. Central Aymara | <input type="radio"/> 84. Hiligaynon | <input type="radio"/> 128. Latvian |
| <input type="radio"/> 42. Central Morocco
Tamazight (Berber) | <input type="radio"/> 85. Hindi/Urdu | <input type="radio"/> 129. Ligurian |
| <input type="radio"/> 43. Chechen | <input type="radio"/> 86. Hindko | <input type="radio"/> 130. Limburgish |
| | <input type="radio"/> 87. Hmong | <input type="radio"/> 131. Lingala |

- 132. Lithuanian
- 133. Lombard
- 134. Luganda
- 135. Lugbara
- 136. Luo (Dholuo)
- 137. Luri
- 138. Lusoga
- 139. Luyia
- 140. Macedonian
- 141. Madurese
- 142. Magindanaw
- 143. Maithili
- 144. Makasar
- 145. Makhuwa
- 146. Makonde
- 147. Malagasy
- 148. Malay
- 149. Malayalam
- 150. Malvi
- 151. Mandarin Chinese
- 152. Mandinka
- 153. Maninka
- 154. Maranao
- 155. Marathi
- 156. Mazanderani
- 157. Meithei
- 158. Mende
- 159. Meru
- 160. Min
- 161. Minangkabau
- 162. Mongolian
- 163. More
- 164. Mundari
- 165. Naga
- 166. Nahuatl
- 167. Ndebele
- 168. Neapolitan
- 169. Nepali
- 170. Northern Sotho
(sePedi)
- 171. Norwegian
- 172. Nyakyusa
- 173. Nyamwezi
- 174. Nyankore
- 175. Occitan
- 176. Ometo
- 177. Oriya
- 178. Oromo
- 179. Pahari-Potwari
- 180. Pangasinan
- 181. Pashto
- 182. Persian
- 183. Piemonteis
- 184. Polish
- 185. Portuguese
- 186. Punjabi
- 187. Quechua
- 188. Qusqu-Qullaw
- 189. Rajbangsi
- 190. Romani
- 191. Romanian
- 192. Russian
- 193. Ryukyu
- 194. Santali
- 195. Sara
- 196. Sardinian
- 197. Sasak
- 198. Scots
- 199. Sena
- 200. Senoufo
- 201. Serbo-Croatian
- 202. Serer
- 203. Sesotho (southern)
- 204. Shan
- 205. Shona
- 206. Sicilian
- 207. Sidamo
- 208. Sindhi
- 209. Sinhalese
- 210. SiSwati
- 211. Slovak
- 212. Slovene
- 213. Somali
- 214. Soninke
- 215. South Bolivian Quechua
- 216. Southern Quechua
- 217. Spanish
- 218. Sukuma
- 219. Sunda
- 220. Susu
- 221. Swahili
- 222. Swedish
- 223. Tagalog
- 224. Tamang
- 225. Tamil
- 226. Tatar
- 227. Tausug
- 228. Tày
- 229. Telugu
- 230. Temne
- 231. Teso
- 232. Thai
- 233. Tibetan
- 234. Tigrinya
- 235. Tiv
- 236. Tonga
- 237. Tshiluba
- 238. Tsonga
- 239. Tswana
- 240. Tuareg
- 241. Tulu
- 242. Tumbuka
- 243. Turkish
- 244. Turkmen
- 245. Ukrainian
- 246. Umbundu
- 247. Uyghur
- 248. Uzbek
- 249. Vietnamese
- 250. Vlax Romani
- 251. Walloon
- 252. Waray-Waray
- 253. Welsh
- 254. Wolof
- 255. Wu
- 256. Xiang
- 257. Yao
- 258. Yi
- 259. Yiddish
- 260. Yoruba
- 261. Zarma
- 262. Zazaki
- 263. Zhuang
- 264. Zulumbabwe

SeA21 How many people, **including yourself**, live in your household?

_____ person(s)

Flow instruction: If answered "1" Go to [SeA23](#)

SeA22 Who else lives in the household with you?

Mark all that apply

- | | |
|---|--|
| <input type="radio"/> 1. Married partner | <input type="radio"/> 7. Foster son/daughter |
| <input type="radio"/> 2. Common-law partner | <input type="radio"/> 8. Grand father/mother |
| <input type="radio"/> 3. Father/Mother | <input type="radio"/> 9. Grand son/daughter |
| <input type="radio"/> 4. Son/Daughter | <input type="radio"/> 10. In-law |
| <input type="radio"/> 5. Brother/Sister | <input type="radio"/> 11. Other related |
| <input type="radio"/> 6. Foster father/mother | <input type="radio"/> 12. Unrelated |

SeA23 What was the highest level of education you completed **before** coming to Canada?

- 1. No formal education
- 2. Less than high school
- 3. High school or equivalent
- 4. Trade school
- 5. College Diploma or Certificate
- 6. Bachelor's degree or equivalent
- 7. Degree in a regulated profession (for example, in dentistry, medicine, engineering, law or theology)
- 8. Master's degree
- 9. Doctorate

Flow instruction: If answered 4 Go to [SeA23a](#), if answered 7 Go to [SeA23b](#), otherwise Go to [SeA24](#)

SeA23a Please specify your trade:

- | | |
|---|--|
| <input type="radio"/> 1. Arborist | <input type="radio"/> 6. Electrician |
| <input type="radio"/> 2. Baker | <input type="radio"/> 7. Hairstylist |
| <input type="radio"/> 3. Blacksmith | <input type="radio"/> 8. Machinist |
| <input type="radio"/> 4. Cabinetmaker | <input type="radio"/> 9. Mechanic - Automotive |
| <input type="radio"/> 5. Crane Operator | <input type="radio"/> 10. Mechanic - Airplane |

- 11. Mechanic - Air condition and Refrigeration
- 12. Mechanic - Other
- 13. Millwright
- 14. Plumber
- 15. Sheet Metal Worker
- 16. Steamfitter
- 17. Tool and Die Maker
- 18. Welder
- 19. Other, please specify _____

Flow instruction: Go to [SeA23c](#)

[SeA23b](#) Please specify your regulated profession:

a. NON-HEALTH - REGULATED PROFESSIONS

- 1. Architect
- 2. Engineering Technician or Technologist
- 3. Certified General Accountant
- 4. Certified Management Accountant
- 5. Chartered Accountant
- 6. Early Childhood Educator
- 7. Forester
- 8. Professional Geoscientist
- 9. Land Surveyor
- 10. Lawyer (including Paralegal)
- 11. Professional Engineer
- 12. Social Worker and Social Service Worker
- 13. Teacher
- 14. Veterinarian

OR

b. HEALTH - REGULATED PROFESSIONS

- 1. Audiologist and Speech - Language Pathologist
- 2. Chiropracist and Podiatrist
- 3. Chiropractor
- 4. Dental Hygienist
- 5. Dental Technologist
- 6. Dentist
- 7. Denturist
- 8. Dietician
- 9. Massage Therapist
- 10. Medical Laboratory Technologist
- 11. Medical Radiation Technologist
- 12. Midwife
- 13. Nurse
- 14. Occupational Therapist
- 15. Optician
- 16. Optometrist
- 17. Pharmacist
- 18. Physician or Surgeon

- 19. Physiotherapist
- 20. Psychologist

- 21. Respiratory Therapist

SeA23c Did you obtain registration in your regulated trade or profession **before** coming to Canada?

- 1. Yes
- 2. No

SeA24 What is the highest level of education you have completed **since** coming to Canada?

- 1. Same as before coming to Canada
- 2. No formal education
- 3. Less than high school
- 4. High school or equivalent
- 5. Trade school
- 6. College Diploma or Certificate
- 7. Bachelor's degree or equivalent
- 8. Degree in a regulated profession (e.g. in dentistry, medicine, engineering, law or theology)
- 9. Master's degree
- 10. Doctorate

Flow instruction: If answered 4 Go to [SeA24a](#), if answered 7 Go to [SeA24b](#), if answered 1 Go to [SeA24c](#), otherwise Go to [SeA25](#)

SeA24a Please specify your trade:

- | | |
|--|--|
| <input type="radio"/> 1. Arborist | <input type="radio"/> 11. Mechanic - Air condition and Refrigeration |
| <input type="radio"/> 2. Baker | <input type="radio"/> 12. Mechanic - Other |
| <input type="radio"/> 3. Blacksmith | <input type="radio"/> 13. Millwright |
| <input type="radio"/> 4. Cabinetmaker | <input type="radio"/> 14. Plumber |
| <input type="radio"/> 5. Crane Operator | <input type="radio"/> 15. Sheet Metal Worker |
| <input type="radio"/> 6. Electrician | <input type="radio"/> 16. Steamfitter |
| <input type="radio"/> 7. Hairstylist | <input type="radio"/> 17. Tool and Die Maker |
| <input type="radio"/> 8. Machinist | <input type="radio"/> 18. Welder |
| <input type="radio"/> 9. Mechanic - Automotive | <input type="radio"/> 19. Other, please specify |
| <input type="radio"/> 10. Mechanic - Airplane | |
-

Flow instruction: Go to [SeA24c](#)

SeA24b Please specify your regulated profession:

a. NON-HEALTH - REGULATED PROFESSIONS

- 1. Architect
- 2. Engineering Technician or Technologist
- 3. Certified General Accountant
- 4. Certified Management Accountant
- 5. Chartered Accountant
- 6. Early Childhood Educator
- 7. Forester
- 8. Professional Geoscientist
- 9. Land Surveyor
- 10. Lawyer (including Paralegal)
- 11. Professional Engineer
- 12. Social Worker and Social Service Worker
- 13. Teacher
- 14. Veterinarian

OR

b. HEALTH - REGULATED PROFESSIONS

- | | |
|--|---|
| <input type="radio"/> 1. Audiologist and Speech - Language Pathologist | <input type="radio"/> 19. Physiotherapist |
| <input type="radio"/> 2. Chiroprapist and Podiatrist | <input type="radio"/> 20. Psychologist |
| <input type="radio"/> 3. Chiropractor | <input type="radio"/> 21. Respiratory Therapist |
| <input type="radio"/> 4. Dental Hygienist | |
| <input type="radio"/> 5. Dental Technologist | |
| <input type="radio"/> 6. Dentist | |
| <input type="radio"/> 7. Denturist | |
| <input type="radio"/> 8. Dietitian | |
| <input type="radio"/> 9. Massage Therapist | |
| <input type="radio"/> 10. Medical Laboratory Technologist | |
| <input type="radio"/> 11. Medical Radiation Technologist | |
| <input type="radio"/> 12. Midwife | |
| <input type="radio"/> 13. Nurse | |
| <input type="radio"/> 14. Occupational Therapist | |
| <input type="radio"/> 15. Optician | |
| <input type="radio"/> 16. Optometrist | |
| <input type="radio"/> 17. Pharmacist | |
| <input type="radio"/> 18. Physician or Surgeon | |

SeA24c Have you obtained **registration** in your regulated profession **since** coming to Canada?

- 1. Yes
- 2. No
- 3. No, but I am in the process of pursuing registration

SeA25 What is your current employment status?

- 1. Employed full time (30 hours or more per week)..... Go to [SeA31](#)
- 2. Employed part time (less than 30 hours per week)..... Go to [SeA30a](#)
- 3. Employed doing two or more part time jobs..... Go to [SeA30b](#)
- 4. Self-employed..... Go to [SeA31](#)
- 5. Unemployed, looking for work..... Go to [SeA40](#)
- 6. Unemployed, not looking for work..... Go to [SeA40](#)
- 7. Retired..... Go to [SeA60](#)
- 8. Student..... Go to [SeA50](#)
- 9. Maintaining a household..... Go to [Section B](#)
- 10. Other, please specify: _____..... Go to [Section B](#)

Questions for those who are employed:

SeA30a Please specify your main reason for working part time (less than 30 hours per week):

- 1. Personal preference
- 2. Unable to find full time work
- 3. Unable to find and/or afford child care
- 4. Going to school
- 5. Health issues or disability
- 6. Other, please specify _____

SeA30b Please specify your main reason for working two or more part time jobs:

- 1. Personal preference
- 2. Unable to find full time work
- 3. Unable to find and/or afford child care
- 4. Going to school
- 5. Health issues or disability
- 6. Other, please specify _____

SeA31 How would you describe your current occupation? Is it in:

- 1. Management
- 2. Business, Finance or Administration
- 3. Natural, Applied Sciences or Related
- 4. Health
- 5. Social Science, Education, Government Service or Religion
- 6. Art, Culture, Recreation or Sport
- 7. Sales or Service
- 8. Trades, Transport, Equipment Operation or Related
- 9. Primary Industry (e.g., occupations unique to Agriculture, Fishing, Forestry, or Mining)
- 10. Processing, Manufacturing or Utilities
- 11. Other, please specify: _____

SeA32 What is your job title?

(For example: clerk, manager, factory worker, nurse, physician...)

SeA33 Are you working in the field in which you were trained **before** coming to Canada?

- 1. Yes
- 2. Somewhat
- 3. No
- 4. I did not receive any training before coming to Canada

SeA34 Are you working in a field for which you received training **since** coming to Canada?

- 1. Yes
- 2. Somewhat
- 3. No
- 4. I have not received any training since coming to Canada

SeA35 How do you usually get to work?

- 1. I drive a car
- 2. Someone drives me
- 3. I use public transit
- 4. I bike
- 4. I walk
- 5. Other, please specify: _____

Flow instruction: Go to [Section B](#)

Questions for not employed:

SeA40 Are you having any of the following difficulties finding employment?

Mark all that apply

- 1. Language problems
- 2. Not knowing how to find a job in Canada
- 3. Not knowing the city or town
- 4. My qualifications from outside Canada are not accepted
- 5. My job experiences from outside Canada are not accepted
- 6. Not having enough job experience in Canada
- 7. The lack of employment opportunities in my field
- 8. Lack of employment opportunities in [\[current city\]](#)

- 9. Not having connections in the job market
- 10. Discrimination
- 11. Transportation constraints
- 12. Unable to find and/or afford child care
- 13. Other, please specify: _____
- 14. I don't have any problems finding employment

Flow instruction: If [SeA25](#) answered "5. Unemployed, looking for work " Go to [Section B](#)

[SeA41](#) Do you intend to look for work within the next twelve months?

- 1. Yes
- 2. No

Flow instruction: Go to [Section B](#)

Questions for students:

[SeA50](#) In what kind of institution are you currently studying?

- 1. Secondary School
- 2. Technical School
- 3. College
- 4. University
- 5. Specialized program for skills upgrading
- 6. Other, please specify: _____

[SeA51](#) What subject are you studying? _____

[SeA52](#) When do you expect to complete your program?

Month _____ Year _____

[SeA53](#) What do you expect to do when you graduate/complete your program?

- 1. Find employment in my field in [\[current city\]](#)
- 2. Find employment in my field elsewhere in Ontario

- 3. Find employment elsewhere in Canada: Specify city: _____
- 4. Find employment in another country: Specify country: _____
- 5. I do not plan to look for employment right away
- 6. Other, please specify _____

Flow instruction: Go to [Section B](#)

Questions for retired:

SeA60 Did you retire before or after coming to Canada?

- 1. Before
- 2. After

SeA61 How would you describe your previous occupation? Was it in:

- 1. Management
- 2. Business, Finance or Administration
- 3. Natural, Applied Sciences or Related
- 4. Health
- 5. Social Science, Education, Government Service or Religion
- 6. Art, Culture, Recreation or Sport
- 7. Sales or Service
- 8. Trades, Transport, Equipment Operation or Related
- 9. Primary Industry (e.g., occupations unique to Agriculture, Fishing, Forestry, or Mining)
- 10. Processing, Manufacturing or Utilities
- 11. Other, please specify: _____

SeA62 What was your former job title?

(For example: clerk, manager, factory worker, nurse, physician...)

SeA63 Now that you are retired, what are the major ways in which you spend your time?

Mark all that apply

- 1. Hobbies or crafts
- 2. Taking care of grandchildren or other family members
- 3. Volunteer work
- 4. Part time work
- 5. Taking courses
- 6. Other, please specify: _____

Section B: Immigrant Services

In this section, we are asking you about your experience with immigrant services since coming to [current city]. These are services provided specifically for recent newcomers to Canada, such as settlement services, official language training, and employment preparation and skills training.

The services are delivered by various organizations and agencies in the community including, immigrant service agencies, school boards, and employment centres.

SeB01 What challenges or problems have you encountered settling in [current city]?

Mark all that apply

- 1. Finding housing
- 2. Finding employment
- 3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)
- 4. Finding information about community services
- 5. Finding information about social networks
- 6. Limited language skills
- 7. Lack of required/adequate employment skills
- 8. Finding services for my children
- 9. Finding services for my parents
- 10. Getting involved in social activities
- 11. Feeling isolated
- 12. Lack of family or social support networks
- 13. Experiencing discrimination
- 14. Other (please specify) _____
- 15. Not applicable, I had no problems

SeB02 What type(s) of immigrant services have you sought help from?

Mark all that apply

- 1. Settlement Services if not checked Go to [SeB02a](#)
- 2. Language Training Services..... if not checked Go to [SeB02b](#)
- 3. Employment and Skills Training Services..... if not checked Go to [SeB02c](#)
- 4. None of the aboveGo to [SeB14](#)

Flow instruction: If SeB02 answered 1, 2 and 3, Go to SeB03a

SeB02a Why did you not seek help from **Settlement Services** in [current city]?

Mark all that apply

- 1. I did not need any assistance
- 2. The services I required were not available in my city
- 3. At the time I did not know about the services available

- 4. The services were too far from my home
- 5. I did not have transportation to get to the services
- 6. My needs were met before I turned to a service provider
- 7. I am planning to use the services, but have not yet done so
- 8. My needs cannot be met by the services
- 9. The service was too expensive
- 10. Services/information were not available in my language
- 11. Other, please specify: _____

Flow instruction: If [SeB02](#) not answered 2, Go to [SeB02b](#); if not answered 3, Go to [SeB02c](#)

SeB02b Why did you not seek help from **Language Training Services** in [current city]?
Mark all that apply

- 1. I did not need any language training
- 2. The services I required were not available in my city
- 3. At the time I did not know about the services available
- 4. The services were too far from my home
- 5. I did not have transportation to get to the services
- 6. My needs were met before I turned to a service provider
- 7. I am planning to use the services, but have not yet done so
- 8. My needs cannot be met by the services
- 9. The service was too expensive
- 10. Services/information were not available in my language
- 11. Other, please specify: _____

Flow instruction: If [SeB02](#) not answered 3, Go to [SeB02c](#)

SeB02c Why did you not seek help from **Employment and Skills Training Services** in [current city]? **Mark all that apply**

- 1. I did not need any assistance for employment and skills training
- 2. The services I required were not available in my city
- 3. At the time I did not know about the services available
- 4. The services were too far from my home
- 5. I did not have transportation to get to the services
- 6. My needs were met before I turned to a service provider
- 7. I am planning to use the services, but have not yet done so
- 8. My needs cannot be met by the services
- 9. The service was too expensive
- 10. Services/information were not available in my language
- 11. Other, please specify: _____

Flow instruction: If [SeB02](#) answered 1, Go to [SeB03a](#); if answered 2, Go to [SeB03b](#); if answered 3, Go to [SeB03c](#)

Immigrant Services - Settlement

SeB03a When did you seek help from settlement services?

Mark all that apply

- Within the first year of arriving in Canada
- 1-3 years after arriving
- 3 or more years after arriving
- I continue to use services as I need them

SeB04a Below you will find a list of possible settlement services. Please indicate which of them you have used in [current city].

Mark all that apply

1. Advice and counselling from a settlement counsellor
2. Information or referral to other community or government services
3. Assistance with settlement needs such as finding employment, a school, housing, or healthcare services
4. Help filling out forms and/or applications
5. Interpretation or translation

6. Workshop or group information session
7. Support group
8. Social group
9. Social activities and outings
10. Someone to attend an appointment with
11. Other, please specify: _____

SeB04a1 For those services that you have used in [current city], please indicate how satisfied you were.
(Please note that the online version will display only services checked in the previous question)

Services	1. Very Un-satisfactory	2. Un-satisfactory	3. Neither Satisfactory nor Unsatisfactory	4. Satisfactory	5. Completely Satisfactory
Advice and counselling from a settlement counsellor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information or referral to other community or government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with settlement needs such as finding employment, a school, housing, or healthcare services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help filling out forms and/or applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Interpretation or translation	<input type="radio"/>				
Workshop or group information session	<input type="radio"/>				
Support group	<input type="radio"/>				
Social group	<input type="radio"/>				
Social activities and outings	<input type="radio"/>				
Someone to attend an appointment with	<input type="radio"/>				
Other, please specify _____	<input type="radio"/>				

SeB04a2 Where did you mostly access these services?

(Please note that the online version will display only services checked in the previous question)

Services	Immigrant Services Agency	School	Public Library	Other
Advice and counselling from a settlement counsellor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information or referral to other community or government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with settlement needs such as finding employment, a school, housing, or healthcare services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help filling out forms and/or applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation or translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshop or group information session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support group		<input type="radio"/>		
Social group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social activities and outings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone to attend an appointment with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other, please specify _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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SeB05a Overall, how would you rate each of the following for the services or support you received in [current city]? Mark N/A for those that do not apply to your situation.

Services/support	N/A	1. Very Un-satisfactory	2. Un-satisfactory	3. Neither Satisfactory nor Unsatisfactory	4. Satisfactory	5. Completely Satisfactory
The level of understanding that staff had for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed at which my needs were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the information I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The welcoming nature of the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accessibility of the building for individuals with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SeB06a Please indicate whether receiving settlement services has helped you with the following:

Mark all that apply

- 1. Get the immediate help I needed
- 2. Locate and access support from government agencies
- 3. Understand how and where to get the assistance that I need
- 4. Learn more about daily life in Canada
- 5. Connect with other people who care about my issues
- 6. Feel more welcome in my new country
- 7. Other benefits, please specify: _____

SeB07a Overall, did you encounter any of the following problems in obtaining settlement services in [current city]?

Mark all that apply

- 1. The service was too far from my home
- 2. I did not have transportation
- 3. The hours were not convenient
- 4. They did not offer the service I required
- 5. Services/information were not available in my language
- 6. I could not get childcare
- 7. The service was too expensive
- 8. Other, please specify: _____

9. I did not encounter any problems

SeB08a How long did it take to get from your home to the immigrant settlement services?
(Please answer for your most commonly used mode of transportation.)

- by car _____ minutes
- by public transit _____ minutes
- by biking _____ minutes
- by walking _____ minutes
- other _____ minutes

SeB09a If you would like, please tell us about any positive or negative experiences you encountered as an immigrant with settlement services in [\[current city\]](#).

SeB10a In what ways do you think that settlement services for immigrants could be improved in [\[current city\]](#)?

Flow instruction: If [SeB02](#) not answered 2 or 3, Go to “Instructions for Go to [SeB15](#)”

Immigrant Services - Language Training

SeB03b When did you seek help from language training services?
Mark all that apply

- Within the first year of arriving in Canada
- 1-3 years after arriving
- 3 or more years after arriving
- I continue to use services as I need them

SeB04b Below you will find a list of possible language training services. Please indicate which of them you have used in [\[current city\]](#).

Mark all that apply

1. Language assessment/testing
2. English as a Second Language (ESL) training
3. Language Instruction for Newcomers to Canada (LINC)
4. French as a Second Language (FSL) training
5. French language training: Programme Cours de langue pour les immigrants au Canada (CLIC)

English as a Second Language (ESL) training	<input type="radio"/>							
Language Instruction for Newcomers to Canada (LINC)	<input type="radio"/>							
French as a Second language (FSL) training	<input type="radio"/>							
French language training: Programme Cours de langue pour les immigrants au Canada (CLIC)	<input type="radio"/>							
Language training for the work place (occupation specific language training or enhanced language training)	<input type="radio"/>							
Language conversation group(s)	<input type="radio"/>							
Other, please specify	<input type="radio"/>							

SeB04b3 Where did you mostly access these services/programs?

(Please note that the online version will display only services checked in the previous question)

Services	School	Immigrant Services Agency	Community College/University	Public Library	Private Institution	Other
Language assessment/testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English as a Second Language (ESL) training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language Instruction for Newcomers to Canada (LINC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French as a Second language (FSL) training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French language training: Programme Cours de langue pour les immigrants au Canada (CLIC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language training for the work place (occupation						

specific language training or enhanced language training)	<input type="radio"/>					
Language conversation group(s)	<input type="radio"/>					
Other, please specify _____	<input type="radio"/>					

SeB05b Overall, how would you rate each of the following for the language training services or support you received in [current city]? Mark N/A for those that do not apply to your situation.

Services/support	N/A	1. Very Un-satisfactory	2. Un-satisfactory	3. Neither Satisfactory nor Unsatisfactory	4. Satisfactory	5. Completely Satisfactory
The level of understanding that staff had for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed at which my needs were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the information/training I received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The welcoming nature of the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accessibility of the building for individuals with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SeB06b Please indicate whether receiving language training services has **helped you** with the following:

Mark all that apply

- 1. Improve my language skills
- 2. Find employment
- 3. Prepare for further education or training
- 4. Communicate with family and friends
- 5. Make friends
- 6. Other benefits, please describe: _____

SeB07b Did you encounter any problems in obtaining language training services in [current city]?

Mark all that apply

- 1. The service was too far from my home
- 2. I did not have transportation
- 3. The hours were not convenient
- 4. They did not offer the service I required
- 5. Services/information were not available in my language
- 6. I could not get childcare
- 7. The service was too expensive
- 8. Other, please specify: _____
- 9. I did not encounter any problems

SeB08b How long did it take to get from your home to the language training services?

(Please answer for your most commonly used mode of transportation.)

- by car _____ minutes
- by public transit _____ minutes
- by biking _____ minutes
- by walking _____ minutes
- other _____ minutes

SeB09b If you would like, please tell us about any positive or negative experiences you encountered as an immigrant with language training services in [\[current city\]](#).

SeB10b In what ways do you think that language training services for immigrants could be improved in [\[current city\]](#)?

Flow instruction: If SeB02 not answered 3, Go to "Instructions for Go to SeB15"

Immigrant Services - Employment and Skills Training

SeB03c When did you seek help from employment and skills training services?
Mark all that apply

- Within the first year of arriving in Canada
- 1-3 years after arriving
- 3 or more years after arriving
- I continue to use services as I need them

SeB04c Below you will find a list of possible employment and skills training services. Please indicate which of them you have used in [current city].

Mark all that apply

1. Employment support services (for example: job search; resume/interview preparation; completing job applications; individual counselling; coaching on how to find a job or market yourself to employers; job matching services; job search workshops)
2. Bridge training programs for internationally-trained to enhance your skills, experience, or education in your occupational field in a REGULATED profession or trade
3. Bridge training programs for internationally-trained to enhance your skills, experience, or education in your occupational field in an UNREGULATED profession
4. Specialized training to help you qualify to obtain a license or accreditation in a REGULATED profession or trade in Ontario
5. Accreditation or academic assessment services
6. Mentoring and internship programs

7. Apprenticeship programs

8. Self employment or business development programs/training
9. Youth employment service
10. Other skills upgrading training
11. Other, please specify: _____

SeB04c1 For those services that you have used in [current city], please indicate how satisfied you were. (Please note that the online version will display only services checked in the previous question)

Services	1. Very Unsatisfactory	2. Unsatisfactory	3. Neither Satisfactory nor Unsatisfactory	4. Satisfactory	5. Completely Satisfactory
Employment support services (for example: job search; resume/interview preparation; completing job applications; individual counselling; coaching on how to find a job or market yourself to employers; job matching services; job search workshops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bridge training programs for internationally-trained to enhance your skills, experience, or education in your occupational field in a REGULATED profession or trade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The speed at which my needs were met	<input type="radio"/>					
The quality of the information I received	<input type="radio"/>					
The welcoming nature of the environment	<input type="radio"/>					
The accessibility of the building for individuals with disabilities	<input type="radio"/>					
Other, please specify _____	<input type="radio"/>					

SeB06c Please indicate whether receiving employment and skills training services has helped you with the following:

Mark all that apply

- 1. Understand the culture of the Canadian workplace
- 2. Apply your skills and training in the Canadian context
- 3. Organize the recognition of your credentials in Canada
- 4. Plan or prepare for further education or training
- 5. Find employment
- 6. Find employment suitable to your education and skills
- 7. Other benefits, please describe: _____

SeB07c Did you encounter any problems in obtaining assistance from employment and skills training services in [current city]?

Mark all that apply

- 1. The service was too far from my home
- 2. I did not have transportation
- 3. The hours were not convenient
- 4. They did not offer the service I required
- 5. Services/information were not available in my language
- 6. I could not get childcare
- 7. The service was too expensive
- 8. Other, please specify: _____
- 9. I did not encounter any problems

SeB08c How long did it take to get from your home to the employment and skills training services?

(Please answer for your most commonly used mode of transportation)

- by car _____ minutes
- by public transit _____ minutes
- by biking _____ minutes
- by walking _____ minutes
- other _____ minutes

SeB09c If you would like, please tell us about any positive or negative experiences you encountered as an immigrant with employment and skills training services in [current city].

SeB10c In what ways do you think that employment and skills training services for immigrants could be improved in [current city]?

Flow instruction: Go to [SeB15](#)

Immigrant Services – Non-Users

SeB14 Why did you not seek help from immigrant services in [current city]?

Mark all that apply

- 1. The services I required were not available in [current city]
- 2. At the time I did not know about the services available
- 3. The services were too far from my home
- 4. I did not have transportation to get to the services
- 5. My needs were met before I turned to services
- 6. I am planning to use the services, but have not yet done so
- 7. My needs cannot be met by the services
- 8. The service was too expensive
- 9. Services/information were not available in my language
- 10. Other, please specify: _____
- 11. I did not need help from immigrant services

Immigrant Services – Non-Users and Users “Other Sources of Assistance”

Now we would like to know if you sought assistance from any other people or organizations in order to help you settle in [current city].

SeB15 Did you seek assistance from any of the following?

Mark all that apply

1. Family..... [Go to SeB16a](#)
 2. Friends..... [Go to SeB16b](#)
 3. An ethnocultural association [Go to SeB16c](#)
 4. A faith-based association [Go to SeB16d](#)
 5. A social group or club..... [Go to SeB16e](#)
 6. The internet/online services..... [Go to SeB16f](#)
 7. A government office..... [Go to SeB16g](#)
 8. Local school or school board [Go to SeB16h](#)

 9. Health centre/clinic/hospital [Go to SeB16i](#)
 10. Family support service (e.g., Early Years centre, family service association, etc.).. [Go to SeB16j](#)
 11. Food Bank [Go to SeB16k](#)
 12. Recreation centre [Go to SeB16l](#)
 13. Library [Go to SeB16m](#)
 14. Private Sector (e.g., consultant)..... [Go to SeB16n](#)
 15. Other, please specify: _____ [Go to](#)

SeB16o

16. I did not need assistance from anyone.....If B01 answered 1-14 and B14 answered 11, [Go to SeB17](#), Otherwise, [Go to Section C](#)

Se16a

What best describes the issue you sought help for from your family? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 2, Go to [SeB16b](#); if answered 3, Go to [SeB16c](#); if answered 4, Go to [SeB16d](#); if answered 5, Go to [SeB16e](#); if answered 6, Go to [SeB16f](#); if answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16b

What best describes the issue you sought help for from your friends? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 3, Go to [SeB16c](#); if answered 4, Go to [SeB16d](#); if answered 5, Go to [SeB16e](#); if answered 6, Go to [SeB16f](#); if answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16c

What best describes the issue you sought help for from an ethnocultural association? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
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Flow instruction: If [SeB15](#) answered 4, Go to [SeB16d](#); if answered 5, Go to [SeB16e](#); if answered 6, Go to [SeB16f](#); if answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16d

What best describes the issue you sought help for from a faith-based association? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 5, Go to [SeB16e](#); if answered 6, Go to [SeB16f](#); if answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to

SeB16k; if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16e

What best describes the issue you sought help for from a social club or group? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 6, Go to [SeB16f](#); if answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16f

What best describes the issue you sought help for	Sought	Did you receive the help you needed?
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from the internet / online services? (Mark all that apply)	help?	
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 7, Go to [SeB16g](#); if answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16g

What best describes the issue you sought help for from a government office? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 8, Go to [SeB16h](#); if answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16h

What best describes the issue you sought help for from a local school or school board? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 9, Go to [SeB16i](#); if answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16i

What best describes the issue you sought help for from a health centre / clinic / hospital? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 10, Go to [SeB16j](#); if answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16j

What best describes the issue you sought help for from a family support service (e.g., Early Years centre, family service association, etc.)? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 11, Go to [SeB16k](#); if answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16k

What best describes the issue you sought help for from a food bank? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 12, Go to [SeB16l](#); if answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16l

What best describes the issue you sought help for from a recreation centre? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 13, Go to [SeB16m](#); if answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16m

What best describes the issue you sought help for	Sought	Did you receive the help you needed?
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from a library? (Mark all that apply)	help?	
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

Flow instruction: If [SeB15](#) answered 14, Go to [SeB16n](#); if answered 15, Go to [Section C](#)

SeB16n

What best describes the issue you sought help for from the private sector (e.g., consultant)? (Mark all that apply)	Sought help?	Did you receive the help you needed?
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> Somewhat <input type="radio"/> No

4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
14. Other, please specify: _____	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No

SeB16o

What best describes the issue you sought help for from [other specified]? (Mark all that apply)	Sought help?	Did you receive the help you needed?		
1. Finding housing	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
2. Finding employment	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
4. Finding information about community services	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
5. Finding information about social networks	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
6. Limited language skills	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
7. Lack of required/adequate employment skills	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
8. Finding services for my children	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
9 Finding services for my parents	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No

10. Getting involved in social activities	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
11. Feeling isolated	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
12. Lack of family or social support networks	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
13. Experiencing discrimination	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No
14. Other, please specify:	<input type="checkbox"/>	<input type="radio"/> Yes	<input type="radio"/> Somewhat	<input type="radio"/> No

Flow instruction: Go to [Section C](#)

SeB17 Was your problem solved without help?

1. Yes..... Go to [SeC19](#)
 2. No..... Go to [SeC18](#)

SeB18 What did you do?

Flow instruction: If [SeB17](#) answered NO Go to [SeC01](#)

SeB19 Please tell us about how the problem was solved.

Section C: General Satisfaction

In this section, we would like to ask you a few very general questions regarding your experience of settling in Ontario.

SeC01 Overall, how satisfied are you with the level of immigrant services you have received in [[current city](#)]?

Not at all satisfied	1	2	3	4	5	Very satisfied	N/A
	<input type="radio"/>		<input type="radio"/>				

SeC02 What are the major problems you had/continue to have in settling in [current city]?

SeC03 What services which are not currently available in [current city] would you like to see?

SeC04 In your experience, how welcoming is the community in [current city]?

Not at all welcoming	1	2	3	4	5	Very welcoming
	<input type="radio"/>					

SeC05 At this time, what are the areas where you feel you need more support or services in order to build your new life in Ontario?

SeC06 Where do you typically go to get information about settling in Ontario?

Mark all that apply

- 1. Internet
- 2. Email
- 3. In-person through community agency
- 4. Ethnic newspaper

- 5. Ethnic radio or TV
- 6. Other, please specify: _____

Section D: Internet Usage

Many people these days use the internet to find information. In this section we have several questions about your use of the internet.

SeD01 Before you came to Canada, did you obtain information about your destination **via the internet** from:
Mark all that apply

- 1. The Canadian government
- 2. The Province of Ontario
- 3. Immigration consultants
- 4. Municipal government
- 5. Ethnocultural and/or faith-based organisations
- 6. Email from friends or family
- 7. Surfing the web
- 8. Other, please specify: _____
- 9. I did not obtain any information via the internet
- 10. I did not use the internet

SeD02 Since arriving in Canada, what kinds of information have you obtained **from the internet** to help you settle in [current city]?

Mark all that apply

- 1. Information about settlement service agency/s
- 2. Information about education and language service/s
- 3. Information about service/s for health and wellbeing
- 4. Information about housing service/s
- 5. Information about employment service/s
- 6. Information about ethnocultural and faith-based clubs and associations
- 7. Other, please specify: _____
- 8. I have not used the internet.....[Go to SeE01](#)

SeD03 How difficult was it to find this information using the internet?

Very difficult 1 2 3 4 5 Very easy

SeD04 How helpful was the information you obtained on the internet?

Not at all helpful 1 2 3 4 5 Very helpful

SeD05 Do you regularly use social networking programs such as facebook or twitter to find information about these services?

1. Yes.....Go to [SeD06](#)
2. No.....Go to [Section E](#)

SeD06 Which social networking programs do you regularly use to find information about these services?

Mark all that apply

1. Facebook
2. Twitter
3. Blogs
4. Other, please specify: _____

Section E: Additional Sociodemographic Information

We very much appreciate your willingness to participate in the study. In this final section, there are only a few more questions about you that we would like to ask.

SeE01 What, if any, is your religion

1. Christian
2. Jewish
3. Islam
4. Buddhist
5. Hindu
6. Sikh
7. Other, please specify: _____

8. No religion

SeE02 How would you describe yourself?

Mark all that apply

1. White

2. Chinese

3. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)

4. Black

5. Filipino

6. Latin American

7. Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian, etc.)

8. Arab

9. West Asian (e.g., Iranian, Afghan, etc.)

10. Korean

11. Japanese

12. Other, please specify: _____

SeE03 What is your **main** mode of daily transportation?

1. I drive my car

2. Someone drives me

3. I use public transit

4. I ride my bicycle

5. I walk

6. Other, please specify: _____

SeE04 Do you hold a driver's license?

1. No

2. Yes – G1 (Learner's permit, available at the age of 16)

3. Yes – G2 (Probationary license, available after having held a G1 license for 12 months)

- 4. Yes – G (Full license)

SeE05 How many vehicles are owned in your household?

- None
- 1
- 2
- 3
- 4 or more

SeE06 Do you own or rent your home?

- 1. Own
- 2. Rent

SeE07 What was your **personal income** (before taxes) for the year ending December 31, 2009?

Please include income from all sources, including savings, pensions, rent, and wages to the nearest thousand Dollars.

- 1. Net loss
- 2. No income received
- 3. Under \$20,000
- 4. \$20,000-\$39,999
- 5. \$40,000-\$59,999
- 6. \$60,000-\$79,999
- 7. \$80,000-\$99,999
- 8. \$100,000-\$124,999
- 9. \$125,000-\$149,999
- 10. Over \$150,000
- 11. I prefer not to say
- 12. Don't know

SeE08 What was your total **household income** (before taxes) for the year ending December 31, 2009. Please include income from all sources, including savings, pensions, rent, and wages to the nearest thousand Dollars.

- 1. Net loss
- 2. No income received
- 3. Under \$20,000
- 4. \$20,000-\$39,999
- 5. \$40,000-\$59,999
- 6. \$60,000-\$79,999
- 7. \$80,000-\$99,999
- 8. \$100,000-\$124,999
- 9. \$125,000-\$149,999
- 10. Over \$150,000
- 11. I prefer not to say
- 12. Don't know

SeE09 There is concern in Canada that people may face barriers to accessing services (including settlement services), because of their sexual orientation. Are you comfortable responding to a question on your sexual orientation as part of this survey?

- 1. Yes..... [\[Go to SeE10\]](#)
- 2. No..... [\[Go to SeE11\]](#)

SeE10 Are you:

- 1. Heterosexual
- 2. Homosexual
- 3. Bisexual
- 4. Transsexual
- 5. Asexual

Source of Survey Knowledge

SeE11 Finally, how did you find out about this survey?

- 1. I received the invitation in an email from a friend
- 2. I received the invitation in an email from a social organization

What was the name of the organization? _____

- 3. I received the invitation in an email from an immigrant service agency

What was the name of the agency? _____

- 4. I picked up the invitation at an office

What was the office? _____

- 5. I participated through a class in which I am enrolled

What was the class? _____

- 6. I found out about it another way

Please specify: _____



Thank you for taking the time to complete our questionnaire!

Please note that all your answers will be kept confidential and will only be used for statistical purposes!

If you would like to enter your name in a cash draw for your chance to win \$100, please click [here](#). **You will be leaving the current website; information you submit to enter the draw will not be connected to your survey responses.**

Thank you again for participating!