Supplementary Appendix – Survey Instrument

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All requests for permission to use or reproduce the survey, in whole or in part should be addressed to:
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Thank you for your interest in participating in this survey!

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

- ☐ 1. English
- ☐ 2. French
- ☐ 3. Chinese
- ☐ 4. Arabic
- ☐ 5. Tagalog
- ☐ 6. Punjabi
- ☐ 7. Spanish
- ☐ 8. Urdu
- ☐ 9. Tamil
- ☐ 10. Gujarati
- ☐ 11. Russian
- ☐ 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 participate ...........................Go to Thank you page
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?

☐ 5. Andorra

SeA08  ☐
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<tr>
<th>Country</th>
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<td>Namibia</td>
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<td>Saint Pierre and Miquelon</td>
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<td>Nauru</td>
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<td>Salomon Islands</td>
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<td>Samoa (American)</td>
<td>Tokelau</td>
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<td>Netherlands Antilles</td>
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<td>San Marino</td>
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<td>New Caledonia</td>
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<td>Sao Tome and Principe</td>
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<td>SeA08</td>
<td><strong>What was your Immigration Class when you first arrived in Canada?</strong></td>
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<tr>
<td></td>
<td>1. Immigrant – Independent class (including Provincial Nominees and Skilled Workers and Professional)</td>
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<td>2. Immigrant – Family class</td>
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<td>3. Immigrant – Entrepreneur, investor, or self employed class</td>
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<td>4. Immigrant – Humanitarian and compassionate reasons</td>
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</tr>
</tbody>
</table>
What is your current immigration status?

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

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?

<table>
<thead>
<tr>
<th>Very unlikely</th>
<th>Somewhat unlikely</th>
<th>I don't know</th>
<th>Somewhat likely</th>
<th>Very likely</th>
</tr>
</thead>
<tbody>
<tr>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

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: _________________________________________________
What language do you speak most often at home?

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

☐ 1. Married partner  ☐ 7. Foster son/daughter


☐ 3. Father/Mother  ☐ 9. Grand son/daughter

☐ 4. Son/Daughter  ☐ 10. In-law

☐ 5. Brother/Sister  ☐ 11. Other related

☐ 6. Foster father/mother  ☐ 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:

☐ 1. Arborist  ☐ 6. Electrician


☐ 5. Crane Operator  ☐ 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. Chiropodist 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
SeA23c Did you obtain registration in your regulated trade or profession before coming to Canada?

- Yes
- No

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

- Same as before coming to Canada
- No formal education
- Less than high school
- High school or equivalent
- Trade school
- College Diploma or Certificate
- Bachelor’s degree or equivalent
- Degree in a regulated profession (e.g. in dentistry, medicine, engineering, law or theology)
- Master’s degree
- 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:

- Arborist
- Baker
- Blacksmith
- Cabinetmaker
- Crane Operator
- Electrician
- Hairstylist
- Machinist
- Mechanic - Automotive
- Mechanic - Airplane
- Mechanic - Air condition and Refrigeration
- Mechanic - Other
- Millwright
- Plumber
- Sheet Metal Worker
- Steamfitter
- Tool and Die Maker
- Welder
- Other, please specify
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

☐ 1. Audiologist and Speech - Language Pathologist
☐ 2. Chiropodist and Podiatrist
☐ 3. Chiropractor
☐ 4. Dental Hygienist
☐ 5. Dental Technologist
☐ 6. Dentist
☐ 7. Denturist
☐ 8. Dietitian
☐ 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
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

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:

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 ____________________________

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 above .................................................Go 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 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)

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Workshop or group information session |  |  |  |  |  |
Support group |  |
Social group |  |  |  |  |  |
Social activities and outings |  |  |  |  |  |
Someone to attend an appointment with |  |  |  |  |  |
Other, please specify |  |  |  |  |  |

SeB04a2  Where did you mostly access these services?
(Please note that the online version will display only services checked in the previous question)

<table>
<thead>
<tr>
<th>Services</th>
<th>Immigrant Services Agency</th>
<th>School</th>
<th>Public Library</th>
<th>Other</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Someone to attend an appointment with</td>
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</tbody>
</table>
**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.

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<td>○</td>
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<td>The speed at which my needs were met</td>
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<tr>
<td>The quality of the information I received</td>
<td>○</td>
<td>○</td>
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<tr>
<td>The welcoming nature of the environment</td>
<td>○</td>
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<tr>
<td>The accessibility of the building for individuals with disabilities</td>
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<tr>
<td>Other, please specify</td>
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</table>

**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)
6. ☐ Language training for the work place (occupation specific language training or enhanced language training)
7. ☐ Language conversation group(s)
8. ☐ Other, please specify: ___________________

SeB04b1 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)

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<tbody>
<tr>
<td>Language assessment/testing</td>
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<tr>
<td>English as a Second Language (ESL) training</td>
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<td>French language training: Programme Cours de langue pour les immigrants au Canada (CLIC)</td>
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<td>Other, please specify</td>
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SeB04b2 What was/were your reason/s for choosing these services/programs? (Please note that the online version will display only services checked in the previous question)

Mark all that apply

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<thead>
<tr>
<th>Services</th>
<th>The program met my needs</th>
<th>The program was close to my home</th>
<th>The hours were convenient</th>
<th>I got childcare</th>
<th>Transportaton was paid for</th>
<th>The program was affordable</th>
<th>I liked this program best</th>
<th>Other</th>
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<tr>
<td>Language assessment/testing</td>
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<tr>
<td>Services</td>
<td>School</td>
<td>Immigrant Services Agency</td>
<td>Community College/University</td>
<td>Public Library</td>
<td>Private Institution</td>
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</table>
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.

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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
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: _________________________________________

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)

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</table>
Where did you mostly access these services?
(Please note that the online version will display only services checked in the previous question)
Overall, how would you rate each of the following for the employment and skills training services or support you received in [current city]? Mark N/A for those that do not apply to your situation.

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</table>

SeB05c
The speed at which my needs were met
The quality of the information I received
The welcoming nature of the environment
The accessibility of the building for individuals with disabilities
Other, please specify

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
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].

_________________________________________________________________

_________________________________________________________________

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**

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].

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

SeB16o

Se16a

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

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

<table>
<thead>
<tr>
<th>What best describes the issue you sought help for from your friends? (Mark all that apply)</th>
<th>Sought help?</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Finding housing</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>4. Finding information about community services</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>5. Finding information about social networks</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>6. Limited language skills</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>7. Lack of required/adequate employment skills</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>9 Finding services for my parents</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>10. Getting involved in social activities</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>
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

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

**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

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

**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

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

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

<table>
<thead>
<tr>
<th>What best describes the issue you sought help for</th>
<th>Sought</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>from the internet / online services? (Mark all that apply)</td>
<td>help?</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>1. Finding housing</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>4. Finding information about community services</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>5. Finding information about social networks</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>6. Limited language skills</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>7. Lack of required/adequate employment skills</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>9. Finding services for my parents</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>10. Getting involved in social activities</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>11. Feeling isolated</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>12. Lack of family or social support networks</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>13. Experiencing discrimination</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
<tr>
<td>14. Other, please specify:</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Yes</td>
<td>○ Somewhat</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>What best describes the issue you sought help for from a government office? (Mark all that apply)</th>
<th>Sought help?</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Finding housing</td>
<td>□</td>
<td>● Yes ○ Somewhat ○ No</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>□</td>
<td>● Yes ○ Somewhat ○ No</td>
</tr>
</tbody>
</table>
3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)  □  ○ Yes  ○ Somewhat  ○ No

4. Finding information about community services  □  ○ Yes  ○ Somewhat  ○ No

5. Finding information about social networks  □  ○ Yes  ○ Somewhat  ○ No

6. Limited language skills  □  ○ Yes  ○ Somewhat  ○ No

7. Lack of required/adequate employment skills  □  ○ Yes  ○ Somewhat  ○ No

8. Finding services for my children  □  ○ Yes  ○ Somewhat  ○ No

9. Finding services for my parents  □  ○ Yes  ○ Somewhat  ○ No

10. Getting involved in social activities  □  ○ Yes  ○ Somewhat  ○ No

11. Feeling isolated  □  ○ Yes  ○ Somewhat  ○ No

12. Lack of family or social support networks  □  ○ Yes  ○ Somewhat  ○ No

13. Experiencing discrimination  □  ○ Yes  ○ Somewhat  ○ No

14. Other, please specify:  □  ○ Yes  ○ Somewhat  ○ 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

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

**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 SeB16i; if answered 13, Go to SeB16m; if answered 14, Go to SeB16n; if answered 15, Go to Section C

**SeB16i**

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

**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

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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)</td>
<td>Sought help?</td>
<td>Did you receive the help you needed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Finding housing</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>4. Finding information about community services</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>5. Finding information about social networks</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>6. Limited language skills</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>7. Lack of required/adequate employment skills</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>9 Finding services for my parents</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>10. Getting involved in social activities</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
<tr>
<td>11. Feeling isolated</td>
<td>□</td>
<td>❌</td>
<td>Yes</td>
<td>❌</td>
</tr>
</tbody>
</table>
12. Lack of family or social support networks □ ○ Yes ○ Somewhat ○ No

13. Experiencing discrimination □ ○ Yes ○ Somewhat ○ No

14. Other, please specify: ______________________________________ □ ○ Yes ○ Somewhat ○ 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

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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Sought help?</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Finding housing</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>4. Finding information about community services</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>5. Finding information about social networks</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>6. Limited language skills</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>7. Lack of required/adequate employment skills</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>9. Finding services for my parents</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>10. Getting involved in social activities</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>11. Feeling isolated</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>12. Lack of family or social support networks</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>13. Experiencing discrimination</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
<tr>
<td>14. Other, please specify:</td>
<td>☐</td>
<td>☐ Yes</td>
</tr>
</tbody>
</table>

Flow instruction: If SeB16 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

<table>
<thead>
<tr>
<th>Sought help?</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue</td>
<td>Sought help?</td>
</tr>
<tr>
<td>-------</td>
<td>--------------</td>
</tr>
<tr>
<td>1. Finding housing</td>
<td>□</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>□</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td>□</td>
</tr>
<tr>
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<td>□</td>
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<td>□</td>
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<tr>
<td>6. Limited language skills</td>
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<tr>
<td>7. Lack of required/adequate employment skills</td>
<td>□</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td>□</td>
</tr>
<tr>
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<td>□</td>
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<tr>
<td>10. Getting involved in social activities</td>
<td>□</td>
</tr>
<tr>
<td>11. Feeling isolated</td>
<td>□</td>
</tr>
<tr>
<td>12. Lack of family or social support networks</td>
<td>□</td>
</tr>
<tr>
<td>13. Experiencing discrimination</td>
<td>□</td>
</tr>
<tr>
<td>14. Other, please specify:</td>
<td>□</td>
</tr>
</tbody>
</table>

**Flow instruction:** If SeB15 answered 14, Go to SeB16n; if answered 15, Go to Section C

**SeB16n**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Sought help?</th>
<th>Did you receive the help you needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Finding housing</td>
<td>□</td>
<td>○ Yes ○ Somewhat ○ No</td>
</tr>
<tr>
<td>2. Finding employment</td>
<td>□</td>
<td>○ Yes ○ Somewhat ○ No</td>
</tr>
<tr>
<td>3. Immigration issues (such as refugee claims, filling forms, Canadian citizenship application process)</td>
<td>□</td>
<td>○ Yes ○ Somewhat ○ No</td>
</tr>
<tr>
<td>4. Finding information about community services</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>5. Finding information about social networks</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
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<tr>
<td>6. Limited language skills</td>
<td>□</td>
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<tr>
<td>7. Lack of required/adequate employment skills</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>8. Finding services for my children</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>9 Finding services for my parents</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>10. Getting involved in social activities</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>11. Feeling isolated</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
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<tr>
<td>12. Lack of family or social support networks</td>
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</tr>
<tr>
<td>13. Experiencing discrimination</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
<tr>
<td>14. Other, please specify:</td>
<td>□</td>
<td>☐ Yes ☐ Somewhat ☐ No</td>
</tr>
</tbody>
</table>
10. Getting involved in social activities

- ☐ Yes
- ☑ Somewhat
- ☐ No

11. Feeling isolated

- ☐ Yes
- ☑ Somewhat
- ☐ No

12. Lack of family or social support networks

- ☐ Yes
- ☑ Somewhat
- ☐ No

13. Experiencing discrimination

- ☐ Yes
- ☑ Somewhat
- ☐ No

14. Other, please specify:

___________________________________________________________________

- ☐ Yes
- ☑ Somewhat
- ☐ No

Flow instruction: Go to Section C

SeB17 Was your problem solved without help?

- ☑ Yes………………………………….… Go to SeC19
- ☐ 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

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

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
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. Ethnic radio or TV
☐ 6. Other, please specify: ____________________________
☐ 7. Email from friends or family
☐ 8. Surfing the web
☐ 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

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

Go to SeE01
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
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

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]

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!