



# Ipsos Reid Public Affairs

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## Rapport sommaire

## Points de vue des communautés multiculturelles du Canada

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## 1. Contexte

Les immigrants comptent pour environ 18 % de la population du Canada. Dans les grandes villes, les résidents nés à l'étranger représentent un pourcentage encore plus élevé de la population. À Toronto et à Vancouver, plus de deux résidents sur cinq sont originaires de pays autres que le Canada. En outre, selon Statistique Canada, plus d'un Canadien sur dix utilise à la maison des langues autres que l'anglais ou le français.

Le Bureau du Conseil privé a identifié le besoin de mener une étude qualitative auprès de nouveaux Canadiens. Cette étude a été conçue pour en apprendre davantage sur ce que savent ces gens qui ont récemment immigré au Canada sur le gouvernement fédéral, ce qu'ils en pensent et leurs attentes à son égard.

## 2. Méthodologie

Ipsos-Reid a organisé une série de huit groupes de discussion à Mississauga (Ontario), à Richmond (Colombie-Britannique) et à Montréal pendant la semaine du 25 août.

Le tableau ci-dessous illustre la répartition des participants selon leur langue maternelle, leur ville, la langue utilisée pendant la rencontre et les critères de segmentation.

Langue maternelle	Ville	Nombre de groupes	Langue utilisée pendant la rencontre	Critères de segmentation
Hindi	Mississauga (Ontario)	2	Hindi	Un groupe d'immigrants récents, un groupe d'immigrants établis
Mélange	Mississauga (Ontario)	2	Anglais	Un groupe d'immigrants récents, un groupe d'immigrants établis
Cantonais	Richmond (C.-B.)	2	Cantonais	Un groupe d'immigrants récents, un groupe d'immigrants établis
Arabe (Liban)	Montréal	2	Français	Un groupe d'immigrants récents, un groupe d'immigrants établis

Comme l'indique le tableau ci-dessous, la segmentation des groupes de chaque ville a été faite en fonction du temps écoulé depuis l'arrivée des participants au Canada, pour obtenir un groupe d'immigrants arrivés au Canada au cours des cinq dernières années<sup>1</sup> et

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<sup>1</sup> Aucune limite n'a été imposée quant au minimum de temps écoulé depuis l'arrivée des participants au pays, étant donné que certains sont arrivés *très* récemment, dont un qui était au pays depuis seulement trois semaines. Même si les arrivants les plus récents ont eu une expérience récente et concrète du système d'immigration et qu'ils peuvent participer pleinement aux discussions sur les attentes à l'égard du gouvernement, ils ne peuvent pas vraiment s'exprimer en ce qui concerne le rôle du gouvernement du

un groupe d'immigrants établis (arrivés depuis cinq à 20 ans, mais en visant cinq à 10 ans dans la mesure du possible). Nous avons également vérifié que les participants ont l'intention de vivre au Canada de façon permanente (et non temporaire, p. ex. à titre d'étudiant).

Pour les groupes menés dans la langue maternelle des participants, les recruteurs allophones ont exclu les personnes qui ne parlent que rarement ou parfois cette langue à la maison. Pour les groupes menés en anglais et en français, nous avons recruté les personnes qui disaient être très ou assez à l'aise de s'exprimer dans ces langues, en accordant la priorité à ceux qui sont très à l'aise de le faire.

Dans toutes les villes, sauf à Montréal, 12 participants ont été recrutés dans chaque groupe pour s'assurer que huit à 10 se présentent. À Montréal, 14 participants par groupe ont été recrutés pour assurer un taux de participation complet. Afin de favoriser la présence des participants, nous leur avons remis 100 \$ et avons remboursé leurs frais de transport ou de stationnement.

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Canada. L'importance relative des aspects abordés devra être pondérée au moment d'élaborer de futures études auprès d'immigrants récents.



### 3. Rapport sommaire

#### ***Points de vue à l'égard du gouvernement***

Dans la première discussion portant les points de vue des participants à l'égard du gouvernement, les caractéristiques que mentionnent un grand nombre d'entre eux indiquent clairement qu'ils pensent au Canada à la fois en tant que pays et en tant que gouvernement. Les participants décrivent souvent le Canada comme un pays démocratique qui respecte les droits de la personne et qui offre un environnement sain et une abondance de beaux espaces verts exempts de pollution. Presque tous les participants estiment que le gouvernement canadien est « là pour eux » et affirment que le gouvernement canadien/le Canada est accueillant et ouvert aux immigrants. Dans les groupes réunissant des immigrants établis, on constate que ces derniers sont optimistes quant à leur avenir et à celui du pays, car ils estiment que le Canada dispose de tous les éléments essentiels pour assurer un tel avenir.

Toutefois, certains participants estiment que le gouvernement ne fait pas toujours preuve de discernement dans sa générosité et qu'il est parfois inefficace dans la gestion de ses richesses.

Lorsqu'on demande plus précisément aux participants de donner leur point de vue sur le gouvernement et de le décrire en deux ou trois mots, un grand nombre d'entre eux, en particulier dans les groupes de nouveaux arrivants, mentionnent le processus d'immigration et le décrivent comme étant bureaucratique, inefficace et lent ou, inversement, organisé, non corrompu et équitable. Un grand nombre de participants qui mentionnent le processus d'immigration semblent établir une comparaison avec le gouvernement de leur pays d'origine.

Les participants expriment souvent de l'inquiétude quant à la perception que le gouvernement se laisse trop influencer par l'actuel gouvernement américain en matière de politique étrangère. Ce point de vue repose essentiellement sur la participation du Canada à la mission en Afghanistan.

#### ***Connaissance du plan d'action du gouvernement***

Bien que l'accès au plan d'action et aux initiatives du gouvernement soit limité, certains participants disent connaître certaines initiatives, par exemple les récents changements apportés au programme d'immigration (consulter la section suivante pour plus de détails), l'élimination des frais pour les immigrants, la réduction de la TPS et la prestation fiscale canadienne pour enfants. Les participants approuvent la plupart de ces mesures.

Comme ce fut le cas pour les études menées auprès du grand public, ni les nouveaux arrivants ni les immigrants établis ne font la différence entre les divers paliers de gouvernement qui leur offrent des services. La raison d'être des diverses sphères de compétences n'est pas claire même pour les participants les mieux informés. En fait, un grand nombre de répondants estiment que la structure organisationnelle du gouvernement prête à confusion et est difficile à comprendre.

### **Changements apportés au programme d'immigration**

Lorsqu'on demande aux participants de dire ce qu'ils ont vu, lu ou entendu récemment au sujet du gouvernement, les récents changements apportés au programme d'immigration sont mentionnés spontanément dans de nombreux groupes. Les participants laissent entendre que les détails ne sont pas vraiment clairs pour eux, mais sont d'avis qu'il s'agit d'accélérer le processus d'immigration pour certaines catégories de personnes et de le ralentir pour d'autres. Plusieurs participants mentionnent le fait que les diplômés universitaires peuvent désormais s'établir et trouver un travail avant de demander le statut d'immigrant reçu.

Les participants qui connaissent mieux les changements indiquent que ceux-ci visent à assurer que le Canada accueille des immigrants possédant les compétences qui sont en demande et à régler le retard des demandes dans le système. Dans l'ensemble, les changements suscitent une réaction positive. Les participants ne sont pas en désaccord avec l'idée que le Canada choisisse les immigrants possédant les bonnes compétences, mais plusieurs d'entre eux font rapidement remarquer que le Canada n'utilise pas les compétences des immigrants déjà établis.

### **Priorités du discours du Trône**

Lorsqu'on interroge les participants sur la priorité d'**un Canada fier et souverain**, certains d'entre eux, en particulier dans les groupes de nouveaux arrivants, l'associent aux citoyens du Canada en faisant allusion à leur liberté. Toutefois, la plupart des participants comprennent qu'il est question de l'indépendance du Canada dans le monde et estiment qu'il s'agit d'une priorité importante.

Pour certains participants, en particulier les immigrants établis, la formulation de cette priorité soulève des questions sur la politique étrangère du Canada et la question de savoir si le pays est véritablement indépendant des États-Unis, un sentiment fortement lié à la guerre en Afghanistan. Peu de participants connaissent la question de la souveraineté du Canada dans l'Arctique même si, lorsqu'on leur demande, la plupart d'entre eux ne sont assurément pas en désaccord avec l'idée que le Canada revendique sa souveraineté dans le Nord.

La notion de **fédération forte** reçoit l'approbation des participants, qui soulignent l'importance que le Canada soit un pays fonctionnel et uni.

Lorsqu'il est question d'**un avenir prospère**, il est évident que la plupart des participants sont optimistes quant à leur avenir et à celui du pays, car ils estiment que le Canada dispose de tous les éléments essentiels (bon gouvernement, infrastructure, ordre public et ressources naturelles) pour assurer un tel avenir. Toutefois, tous les participants ont tendance à tempérer leur optimisme et à exprimer des réserves en ce qui concerne leur propre avenir économique et celui du Canada.

**Un Canada en sécurité** est la priorité à propos de laquelle tous les groupes se sentent le plus à l'aise de discuter. Presque tous les participants disent se sentir en sécurité au Canada (marcher seul la nuit, racisme, crimes violents, confiance envers les policiers). Même si la plupart des participants considèrent que le Canada est sécuritaire et qu'assez peu de crimes y sont commis, ils approuvent le fait que le gouvernement se penche sur la question, car ils souhaitent que le Canada reste sécuritaire.

La dernière priorité, **un environnement sain pour les Canadiens (améliorer l'environnement et la santé des Canadiens)**, est accueillie chaleureusement. Les participants estiment que c'est un choix avisé et une priorité nécessaire pour assurer un avenir prospère. Bien que certains participants mentionnent la salubrité des aliments canadiens (les rencontres ont eu lieu à l'époque du rappel d'aliments par Maple Leaf à la suite d'une éclosion de listériose), tous les groupes se préoccupent davantage du système de santé. Un grand nombre de participants estiment qu'il est en crise et citent comme exemple la longue attente pour consulter un spécialiste ou pour voir un médecin à l'urgence et le manque de médecins. De nombreux participants font rapidement le lien avec l'importance de reconnaître les compétences de médecins formés à l'étranger comme une solution possible. Bien que l'environnement soit considéré comme un aspect important, dans l'ensemble, les participants ne semblent pas ressentir un fort sentiment d'urgence à cet égard. Certains font remarquer qu'au Canada, l'environnement est déjà bien meilleur que dans leur pays d'origine.

### ***Questions touchant les nouveaux arrivants au Canada***

Les besoins exprimés par les participants sont semblables dans tous les groupes, à l'exception de quelques différences en fonction de l'étape où ils en sont dans le processus d'immigration. Les nouveaux arrivants se concentrent principalement sur la recherche d'emploi pour pouvoir subvenir à leurs besoins physiologiques immédiats; les immigrants établis accordent de l'importance à la nécessité qu'on fournisse aux immigrants les outils dont ils ont besoin pour réussir à s'adapter à la société canadienne et occuper un emploi qui leur inspire de la fierté et leur permet d'utiliser pleinement leurs compétences et leur expérience.

La perception que le Canada est loin d'utiliser pleinement les talents et les compétences de ses immigrants, malgré son processus de sélection axé sur les compétences, suscite des discussions et une certaine amertume dans tous les groupes. Voici les questions que les participants considèrent le plus souvent comme des priorités :

- Le besoin d'aide à l'emploi (et à l'acquisition d'expérience de travail au Canada qui rendra possible l'obtention d'un emploi);
- Le besoin de reconnaître les titres de compétence (profession, formation et expérience de travail);
- Impôt (la discussion porte principalement sur les taux d'imposition et les effets de l'impôt sur le revenu);
- Le besoin d'aide pour l'adaptation à la société canadienne et l'intégration, y compris l'apprentissage de la langue; et
- Le besoin de logement abordable à l'arrivée et la possibilité de devenir propriétaire à pris abordable une fois établi.

Parmi ces questions, la plus importante est de loin le besoin d'aide à l'emploi. Les participants s'entendent à l'unanimité pour dire que le fait d'avoir un emploi, et préférablement un emploi qui leur permet d'utiliser pleinement leurs compétences, constitue le point de départ indispensable pour répondre à la plupart des autres besoins et réussir la transition pour devenir un membre fier et actif de la société canadienne. De



nombreux participants sont d'avis qu'il y a une contradiction : le Canada accueille les immigrants à bras ouverts, mais une fois qu'ils sont arrivés, ne leur donne pas de mode d'emploi ni de services pour les aider à trouver un emploi.

### ***Quelle aide pourrait offrir le gouvernement?***

Les participants suggèrent de nombreuses mesures que pourrait prendre le gouvernement pour améliorer la situation dans certains domaines identifiés comme étant prioritaires.

#### *Emplois et expérience sur le marché du travail canadien*

Tous les participants estiment que c'est le domaine où le besoin d'aide est le plus criant et dans lequel le gouvernement canadien devrait jouer un rôle efficace. Les participants jugent que le gouvernement pourrait agir de diverses façons : directement comme employeur et comme fournisseur de programmes et d'information sur les ressources existantes.

#### *Reconnaissance des titres de compétences*

Encore une fois, la plupart des participants estiment que le gouvernement devrait jouer un rôle dans ce domaine, qu'il s'agisse de classer les universités étrangères pour savoir comment évaluer les titres de compétences de leurs diplômés par rapport aux normes canadiennes, ou encore de mettre en place des examens plus normalisés pour les nouveaux arrivants. Les participants plus jeunes mettent davantage l'accent sur la reconnaissance des diplômes, tandis que les plus âgés mentionnent également le besoin de reconnaître l'expérience de travail et les titres professionnels. Un grand nombre de participants soulignent l'importance de fournir dès que possible de l'information et des conseils dans ce domaine, préférablement pendant le traitement des demandes.

#### *Impôt*

Pour les participants, cet aspect est à la fois le plus simple et le plus problématique au moment de suggérer des façons d'aider pour le gouvernement. Un grand nombre de participants mentionnent que le gouvernement devrait réduire les impôts; toutefois, cette suggestion est remise en question par d'autres participants, qui affirment que le système fiscal finance les programmes et services qui aident les immigrants et tous les Canadiens. Certains participants soulignent également que le gouvernement pourrait améliorer ses communications avec les immigrants au sujet de l'impôt et de la façon dont leur argent est utilisé.

#### *Adaptation et intégration réussie à la société canadienne*

Pour cette question, les participants insistent sur l'information destinée aux nouveaux immigrants et la communication avec eux, avant ou dès leur arrivée, ce qui comprend des renseignements sur la société canadienne (comment faire des achats – pas de troc, comment élever les enfants – pas de fessée), sur les droits et responsabilités juridiques et, en particulier, sur l'apprentissage de la langue. Plusieurs participants ajoutent qu'il serait utile aux immigrants d'être renseignés pour que leurs attentes face à ce qui les attend au Canada soient plus réalistes.

### *Choix de logement abordable*

Dans ce domaine, les participants suggèrent principalement que le gouvernement devrait jouer un rôle pour garantir un logement sécuritaire et abordable aux immigrants étudiants et un logement de transition sécuritaire et abordable aux familles à faible revenu.

### **Conclusions et recommandations**

À la lumière des rencontres qui ont eu lieu aux quatre coins du pays en hindi, en cantonnais, en anglais et en français et qui réunissaient de nouveaux arrivants au Canada et des immigrants établis, on peut conclure sans équivoque que, malgré les différences liées au pays d'origine, à l'origine ethnique et au parcours d'immigration, il existe de fortes ressemblances entre les besoins des personnes qui ont décidé d'élire domicile au Canada.

Il semble évident que le besoin de trouver un emploi est à la fois le plus important facteur de réussite de l'adaptation à la société canadienne et l'aspect pour lequel les immigrants estiment ne pas avoir suffisamment de ressources à l'heure actuelle. Il ne fait aucun doute qu'un programme offrant de l'aide en ce sens serait chaudement accueilli. Un programme aidant les immigrants à obtenir de l'expérience de travail professionnelle et/ou pertinente figure également en tête de liste.

La reconnaissance des titres de compétences étrangers reste un obstacle considérable et une source de frustration pour ces immigrants, compte tenu du fait qu'ils ont été choisis en fonction de leurs compétences et de leurs qualifications. Un grand nombre de participants soulignent la nécessité de susciter des attentes réalistes. Selon eux, il est indispensable d'informer les éventuels immigrants des difficultés qu'ils devront affronter pour trouver un emploi à la mesure de leurs compétences. Pourtant, malgré l'importance qu'ils accordent à la question, les participants ne semblent pas connaître le Bureau d'orientation relatif aux titres de compétences étrangers.

Un certain nombre d'autres conclusions de cette étude montrent le besoin d'améliorer la visibilité du gouvernement et la communication avec les immigrants du Canada. Par exemple, les participants ont l'impression que de nombreuses ressources sont à la disposition des nouveaux arrivants au Canada, mais que ces derniers ne les connaissent pas ou les découvrent une fois qu'ils n'en ont plus besoin. De nombreux participants aimeraient qu'il existe un guide de toutes les ressources offertes.

Les participants comprennent mal la structure de gouvernance du Canada (et ne souhaitent d'ailleurs pas toujours en savoir davantage) et ont une compréhension limitée du fait que le système fiscal finance un grand nombre des programmes et des services que les immigrants jugent utiles. Ces deux aspects devraient être intégrés aux ressources existantes à l'intention des immigrants.

On pourrait envisager d'utiliser la période d'attente dans le pays d'origine, c'est-à-dire la période de traitement des demandes, pour fournir aux éventuels immigrants quelques-unes des ressources mentionnées dans le présent rapport et des renseignements sur les tests d'équivalence et ce qu'ils doivent faire pour se mettre à niveau.



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## Executive Summary

## Exploring the Views of Canada's Multicultural Communities

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## 1. Background

Immigrants to Canada make up some 18% of Canada's population. In large cities, foreign-born residents make up an even larger percentage of the population, with more than two in five residents of Toronto and Vancouver hailing from countries other than Canada. Furthermore, according to Statistics Canada, over one in ten Canadians use languages other than English or French in their home.

The Privy Council Office identified the need to conduct qualitative research among new Canadians. This research was designed to learn more about what these recent immigrants to Canada know and think about the federal government and what their expectations are.

## 2. Methodology

Ipsos-Reid conducted a series of eight focus groups in Mississauga (Ontario), Richmond (British Columbia) and Montreal. These groups were conducted the week of August 25th.

The table below reflects the distribution of these groups by mother tongue, city, language of moderation and segmentation criteria.

Mother Tongue	City	Number of Groups	Language of Moderation	Segmentation Criteria
Hindi	Mississauga, ON	2	Hindi	One group among recent arrivals, one group among more settled immigrants
Mixed	Mississauga, ON	2	English	One group among recent arrivals, one group among settled immigrants.
Cantonese	Richmond, B.C.	2	Cantonese	One group among recent arrivals, one group among more settled immigrants
Arabic (Lebanese)	Montreal	2	French	One group among recent arrivals, one group among more settled immigrants

As per the table above, in each location we segmented the groups based upon the recency of their arrival in Canada so as to conduct one group with immigrants who arrived in Canada within the last five years<sup>1</sup> and one among more settled immigrants (between five and 20 years, but emphasizing the range of five to 10 years). Furthermore, we

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<sup>1</sup> As there was no lower limit imposed, a few of the participants were very recent arrivals, with one having been in the country for only three weeks. While these most recent arrivals had a great deal of very recent experience with the immigration system, and could fully engage in discussions around expectations of government, they did not have much to contribute about the role of government in Canada beyond that. The relative importance of the subject areas will need to be gauged when designing future research among recent immigrants.

ensured that participants intend to live in Canada permanently (and are not here temporarily, i.e. students).

For groups conducted in participants' mother tongue, allophone recruiters screened out those who only rarely or sometimes speak that language at home. For groups conducted in English and French we screened in those who describe themselves as very or somewhat confident in those languages, with an emphasis on those who are very confident.

In all locations except Montreal, 12 participants per group were recruited in order to ensure that between 8 and 10 participants were present for the groups. In Montreal, 14 participants were recruited for each group in order to ensure a full turnout. Each participant was paid a \$100 incentive in order to encourage attendance and defray commuting or parking expenses.

### 3. Executive Summary

#### ***Views of government***

In the initial discussion of their views of government, many participants referenced characteristics that made it clear they were thinking as much about Canada the country as they were about its government. There were repeated references to Canada as a democratic country that respects human rights, as well as one that has a healthy environment with an abundance of beautiful open spaces, free of pollution. Nearly all participants see the Canadian government as ‘there for them’ and mentioned how welcoming and pro-immigrant the Canadian government/Canada is. In the groups among more settled immigrants there was also a sense of optimism about their future and the country’s future. They see Canada as having the fundamentals in place to ensure that future.

However, some participants felt that, in its generosity, the Canadian government is not always wise; and, in its wealth, it can at times be inefficient.

When asked more specifically about their views of the government and words which describe it, many participants, especially among the newcomers groups, mentioned the immigration process, describing it as bureaucratic, inefficient and slow; or, conversely, as organized, non-corrupt and fair. Many of the participants who mentioned the immigration process seemed to be drawing comparisons with the government of their country of origin.

A very frequently expressed concern was the perception that the government is overly influenced in its foreign policy by the current American administration. Canada’s participation in the mission in Afghanistan was at the heart of this view.

#### ***Awareness of the government’s agenda***

While there is limited awareness of the government’s agenda and initiatives some participants expressed awareness about certain government initiatives. For example, recent changes to the immigration program (see next section for more detail), the removal of fees for immigrants, the lowering of the GST and the child tax benefit. For the most part, these measures were met with approval.

Consistent with research conducted among members of the general public, neither the newcomers nor the more settled immigrants made distinctions between the different levels of government offering them a service. Even the more knowledgeable participants were still unclear as to the purview of the different jurisdictions. In fact, many find the structure of government confusing and hard to understand.

#### ***Changes to the immigration program***

The recent changes to the immigration program were brought up spontaneously in many of the groups when participants were asked what they had seen, read or heard lately about the government. Participants suggested that they were unclear on the details but thought that it involved speeding up the immigration process for some categories and



slowing it down for others. Several participants mentioned the fact that university graduates can now stay, find work and then apply for landed immigrant status.

Those who were more aware of the changes indicated that they are designed to ensure that Canada brings in immigrants with the skills that it needs and are meant to address the backlog of applications in the system. Reaction to the changes was mostly positive. Participants did not take issue with Canada selecting immigrants with the right skills, although several were quick to point out that Canada does not take advantage of the skills of the immigrants who are already here.

### ***Speech from the Throne priorities***

When asked about **a strong and sovereign Canada**, some, particularly among the newcomers groups, projected the notion upon the citizenry of Canada, speaking of the freedom that people have here. Most, however, understood that this was about Canada's independence in the world and thought it was an important priority.

For some participants, especially among the more settled immigrants, the wording of this priority raised questions about Canada's foreign policy and whether we truly are independent of the United States. This sentiment was strongly tied to the war in Afghanistan. There was very little awareness of the issue of Arctic sovereignty, although, when prompted, participants were certainly not against the notion of Canada asserting its sovereignty over the North.

The notion of **a strong federation** was met with approval. Participants made the link to the importance for Canada of having a functioning and united country.

In discussing **a prosperous future** it was clear that most participants were optimistic about their future and the country's future based upon the fact that they see Canada as having the fundamentals in place (good government, infrastructure, law and order and natural resources) to ensure that future. However, among all the participants, there was a tendency to temper their optimism and express caution about what their own and Canada's economic future might be.

**A safe and secure Canada** was the priority that all the groups felt most comfortable discussing. Participants were nearly unanimous in saying that they feel safe in Canada (walking alone at night, from racism, from violent crime, police officers that can be trusted). Despite the fact that most participants see Canada as safe and relatively crime-free, they approve of the government focusing on this theme because they want to see Canada remain safe.

The last of the priorities, **a healthy environment for Canadians (improving the environment and the health of Canadians)** was greeted with approval. It was seen as necessary in order to secure a prosperous future and as a wise choice. While there were a few mentions of the safety of Canada's food (the groups were held during the Maple Leaf food recall due to the outbreak of listeriosis), concern in all the groups was more focused on the healthcare system, which many participants suggest is in crisis, citing long waits for specialists and in emergency rooms, and a lack of doctors, as evidence. Many were quick to make a link to the importance of recognizing the credentials of foreign-trained doctors as a possible solution. While the environment was also seen as an

important area of focus, for the most part, participants did not seem to ascribe a strong sense of urgency to it. A few referenced the fact that the environment in Canada is already much better than that of their country of origin.

### ***Issues that affect newcomers to Canada***

The needs expressed by participants in all the groups were very similar with the exception of a few distinctions based upon their stage in the immigration journey. The newcomers were very focused on getting work to help them meet their immediate physiological needs; the more settled immigrants, were focused on the need to ensure that immigrants are provided with the tools that they need to successfully make the transition into Canadian society and into jobs of which they can be proud and that will make full use of their skills and experience.

In all of the groups there was discussion, and some bitterness, about the view that, despite the process of selecting immigrants based on of their qualifications, Canada does not make anywhere near full use of the talents and skills of its immigrants. The issues that were most frequently identified as priorities among all participants were:

- The need for help getting employment (and Canadian work experience that will make it possible to obtain employment);
- The need to have credentials (professional, educational and work experience) recognized;
- Taxes (the discussion mostly focused on levels of taxation and the effect of taxes on income).
- The need for help with transition and integration into Canadian society, including language training; and,
- The need for affordable housing options upon arrival, and affordability of home ownership after being settled.

Of these, the most important by far was the need for help getting a job. Participants were unanimous in describing having a job, and preferably one that makes full use of their skills, as the foundation necessary for meeting most of their other needs and to making a successful transition into becoming proudly contributing members of Canadian society. Many participants felt there was a contradiction in that Canada welcomes immigrants, but, once they arrive, they are not provided with the processes or infrastructure to support successful job applications.

### ***Ways government could help***

Participants had many suggestions for things that government could do to improve some of the areas they had identified as priorities.

#### *Jobs and Canadian job experience*

This was the area where all participants felt the most help was needed and one where they felt the Canadian government could play an effective role. There were a variety of ways in which participants felt the government could act: as a direct employer, as a provider of programs, as a provider of information about resources that already exist.

#### *Recognition of credentials*

Once again, most participants saw a role for the government in this area, whether it was in classifying foreign universities in order to determine how to assess the credentials of their graduates against Canadian standards or in instituting more standardized testing for new arrivals. Younger participants were more focused on the recognition of educational credentials whereas older participants also focused on the need for recognition of work experience and professional designations. Many participants underlined the importance of providing information and direction in this area as soon as possible, preferably while applications are being processed.

#### *Taxes*

This area was at once the most straightforward and the most problematic for participants in terms of suggestions about how the government could help. Many participants mentioned that the Government should decrease taxes; however, this suggestion was challenged by other participants who said that the tax system pays for the programs and services which help immigrants and all Canadians. The need for government to do a better job of communicating with immigrants about taxes and what they pay for was also underlined by a few participants.

#### *Successful transition and integration into Canadian society*

The emphasis here was on information for and communication with new immigrants that is provided either before or immediately upon their arrival. This included information about Canadian society (from how Canadians shop – no bartering, to how they raise their children – no spanking), on legal rights and responsibilities, and, especially, on language training. Several participants added that it would be helpful for new immigrants to be given more realistic expectations of what awaits them in Canada.

#### *Affordable housing options*

The key suggestions in this area were that government should play a role in ensuring safe and affordable housing for immigrant students and safe and affordable transitional housing for low-income families.

## **Conclusions and recommendations**

The focus groups conducted across the country in Hindi, Cantonese, English and French among newcomers to Canada and settled immigrants made it clear that despite differences in country of origin, ethnicity and stage in the immigration journey, there are strong similarities in the needs of people who have decided to make Canada their new home.

It is evident that the area that is at once the one deemed most important to a successful transition into Canadian society, and the one that immigrants feel they do not have sufficient resources to navigate successfully at present, is securing a job. There is no doubt that any programs which offer assistance in this regard would be warmly welcomed. High on the list would be a program helping immigrants to obtain professional and/or meaningful Canadian work experience.

The recognition of foreign credentials remains a significant obstacle and a source of frustration for these immigrants, given the fact that they were selected on the basis of their skills and qualifications. Many participants pointed to the need to impart realistic expectations. They spoke of the necessity of communicating with prospective immigrants about the difficulties they will face in finding employment commensurate with their skills. Moreover, despite the importance ascribed to this issue, participants do not seem to be aware of the Foreign Credentials Recognition Office.

A number of other findings of this research point to the need for greater government visibility and increased communication with immigrants to Canada. For example, there is a sense among participants that a great many resources exist of which newcomers to Canada are not aware or of which they only became aware after their need for them had passed. Many participants expressed the desire for a guide to all available resources.

There is a lack of awareness of Canada's governance structure (although this is not always coupled with a desire to know more), and only a limited understanding of the fact that the tax system funds many of the programs and services which immigrants describe as valuable. These two subjects should be made a part of the existing resources for immigrants.

Consideration could be given to using the waiting period in the country of origin, while applications are being processed, to provide prospective immigrants with some of the above-noted resources and with information on any necessary equivalence testing and on what they need to do to come up to grade.



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## Final Report

## Exploring the Views of Canada's Multicultural Communities

Submitted to: The Privy Council Office

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«Ce rapport est aussi disponible en français sur demande»

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## 1. Background

Immigrants to Canada make up some 18% of Canada's population. In large cities, foreign-born residents make up an even larger percentage of the population, with more than two in five residents of Toronto and Vancouver hailing from countries other than Canada. Furthermore, according to Statistics Canada, over one in ten Canadians use languages other than English or French in their home.

The Privy Council Office identified the need to conduct qualitative research among new Canadians. This research was designed to learn more about what these recent immigrants to Canada know and think about the federal government and what their expectations are.

## 2. Methodology

Ipsos-Reid conducted a series of eight focus groups in Mississauga (Ontario), Richmond (British Columbia) and Montreal. These groups were conducted the week of August 25th.

The table below reflects the distribution of these groups by mother tongue, city, language of moderation and segmentation criteria.

Mother Tongue	City	Number of Groups	Language of Moderation	Segmentation Criteria
Hindi	Mississauga, ON	2	Hindi	One group among recent arrivals, one group among more settled immigrants
Mixed	Mississauga, ON	2	English	One group among recent arrivals, one group among settled immigrants.
Cantonese	Richmond, B.C.	2	Cantonese	One group among recent arrivals, one group among more settled immigrants
Arabic (Lebanese)	Montreal	2	French	One group among recent arrivals, one group among more settled immigrants

As per the table above, in each location we segmented the groups based upon the recency of their arrival in Canada so as to conduct one group with immigrants who arrived in Canada within the last five years<sup>1</sup> and one among more settled immigrants (between five and 20 years, but emphasizing the range of five to 10 years). Furthermore, we

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<sup>1</sup> As there was no lower limit imposed, a few of the participants were very recent arrivals, with one having been in the country for only three weeks. While these most recent arrivals had a great deal of very recent experience with the immigration system, and could fully engage in discussions around expectations of government, they did not have much to contribute about the role of government in Canada beyond that. The relative importance of the subject areas will need to be gauged when designing future research among recent immigrants.



ensured that participants intend to live in Canada permanently (and are not here temporarily, i.e. students).

For groups conducted in participants' mother tongue, allophone recruiters screened out those who only rarely or sometimes speak that language at home. For groups conducted in English and French we screened in those who describe themselves as very or somewhat confident in those languages, with an emphasis on those who are very confident.

In all locations except Montreal, 12 participants per group were recruited in order to ensure that between 8 and 10 participants were present for the groups. In Montreal, 14 participants were recruited for each group in order to ensure a full turnout. Each participant was paid a \$100 incentive in order to encourage attendance and defray commuting or parking expenses.

### 3. Executive Summary

#### ***Views of government***

In the initial discussion of their views of government, many participants referenced characteristics that made it clear they were thinking as much about Canada the country as they were about its government. There were repeated references to Canada as a democratic country that respects human rights, as well as one that has a healthy environment with an abundance of beautiful open spaces, free of pollution. Nearly all participants see the Canadian government as ‘there for them’ and mentioned how welcoming and pro-immigrant the Canadian government/Canada is. In the groups among more settled immigrants there was also a sense of optimism about their future and the country’s future. They see Canada as having the fundamentals in place to ensure that future.

However, some participants felt that, in its generosity, the Canadian government is not always wise; and, in its wealth, it can at times be inefficient.

When asked more specifically about their views of the government and words which describe it, many participants, especially among the newcomers groups, mentioned the immigration process, describing it as bureaucratic, inefficient and slow; or, conversely, as organized, non-corrupt and fair. Many of the participants who mentioned the immigration process seemed to be drawing comparisons with the government of their country of origin.

A very frequently expressed concern was the perception that the government is overly influenced in its foreign policy by the current American administration. Canada’s participation in the mission in Afghanistan was at the heart of this view.

#### ***Awareness of the government’s agenda***

While there is limited awareness of the government’s agenda and initiatives some participants expressed awareness about certain government initiatives. For example, recent changes to the immigration program (see next section for more detail), the removal of fees for immigrants, the lowering of the GST and the child tax benefit. For the most part, these measures were met with approval.

Consistent with research conducted among members of the general public, neither the newcomers nor the more settled immigrants made distinctions between the different levels of government offering them a service. Even the more knowledgeable participants were still unclear as to the purview of the different jurisdictions. In fact, many find the structure of government confusing and hard to understand.

#### ***Changes to the immigration program***

The recent changes to the immigration program were brought up spontaneously in many of the groups when participants were asked what they had seen, read or heard lately about the government. Participants suggested that they were unclear on the details but thought that it involved speeding up the immigration process for some categories and

slowing it down for others. Several participants mentioned the fact that university graduates can now stay, find work and then apply for landed immigrant status.

Those who were more aware of the changes indicated that they are designed to ensure that Canada brings in immigrants with the skills that it needs and are meant to address the backlog of applications in the system. Reaction to the changes was mostly positive. Participants did not take issue with Canada selecting immigrants with the right skills, although several were quick to point out that Canada does not take advantage of the skills of the immigrants who are already here.

### ***Speech from the Throne priorities***

When asked about **a strong and sovereign Canada**, some, particularly among the newcomers groups, projected the notion upon the citizenry of Canada, speaking of the freedom that people have here. Most, however, understood that this was about Canada's independence in the world and thought it was an important priority.

For some participants, especially among the more settled immigrants, the wording of this priority raised questions about Canada's foreign policy and whether we truly are independent of the United States. This sentiment was strongly tied to the war in Afghanistan. There was very little awareness of the issue of Arctic sovereignty, although, when prompted, participants were certainly not against the notion of Canada asserting its sovereignty over the North.

The notion of **a strong federation** was met with approval. Participants made the link to the importance for Canada of having a functioning and united country.

In discussing **a prosperous future** it was clear that most participants were optimistic about their future and the country's future based upon the fact that they see Canada as having the fundamentals in place (good government, infrastructure, law and order and natural resources) to ensure that future. However, among all the participants, there was a tendency to temper their optimism and express caution about what their own and Canada's economic future might be.

**A safe and secure Canada** was the priority that all the groups felt most comfortable discussing. Participants were nearly unanimous in saying that they feel safe in Canada (walking alone at night, from racism, from violent crime, police officers that can be trusted). Despite the fact that most participants see Canada as safe and relatively crime-free, they approve of the government focusing on this theme because they want to see Canada remain safe.

The last of the priorities, **a healthy environment for Canadians (improving the environment and the health of Canadians)** was greeted with approval. It was seen as necessary in order to secure a prosperous future and as a wise choice. While there were a few mentions of the safety of Canada's food (the groups were held during the Maple Leaf food recall due to the outbreak of listeriosis), concern in all the groups was more focused on the healthcare system, which many participants suggest is in crisis, citing long waits for specialists and in emergency rooms, and a lack of doctors, as evidence. Many were quick to make a link to the importance of recognizing the credentials of foreign-trained doctors as a possible solution. While the environment was also seen as an

important area of focus, for the most part, participants did not seem to ascribe a strong sense of urgency to it. A few referenced the fact that the environment in Canada is already much better than that of their country of origin.

### ***Issues that affect newcomers to Canada***

The needs expressed by participants in all the groups were very similar with the exception of a few distinctions based upon their stage in the immigration journey. The newcomers were very focused on getting work to help them meet their immediate physiological needs; the more settled immigrants, were focused on the need to ensure that immigrants are provided with the tools that they need to successfully make the transition into Canadian society and into jobs of which they can be proud and that will make full use of their skills and experience.

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The emphasis here was on information for and communication with new immigrants that is provided either before or immediately upon their arrival. This included information about Canadian society (from how Canadians shop – no bartering, to how they raise their children – no spanking), on legal rights and responsibilities, and, especially, on language training. Several participants added that it would be helpful for new immigrants to be given more realistic expectations of what awaits them in Canada.

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The key suggestions in this area were that government should play a role in ensuring safe and affordable housing for immigrant students and safe and affordable transitional housing for low-income families.

## ***Conclusions and recommendations***

The focus groups conducted across the country in Hindi, Cantonese, English and French among newcomers to Canada and settled immigrants made it clear that despite differences in country of origin, ethnicity and stage in the immigration journey, there are strong similarities in the needs of people who have decided to make Canada their new home.

It is evident that the area that is at once the one deemed most important to a successful transition into Canadian society, and the one that immigrants feel they do not have sufficient resources to navigate successfully at present, is securing a job. There is no doubt that any programs which offer assistance in this regard would be warmly welcomed. High on the list would be a program helping immigrants to obtain professional and/or meaningful Canadian work experience.

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A number of other findings of this research point to the need for greater government visibility and increased communication with immigrants to Canada. For example, there is a sense among participants that a great many resources exist of which newcomers to Canada are not aware or of which they only became aware after their need for them had passed. Many participants expressed the desire for a guide to all available resources.

There is a lack of awareness of Canada's governance structure (although this is not always coupled with a desire to know more), and only a limited understanding of the fact that the tax system funds many of the programs and services which immigrants describe as valuable. These two subjects should be made a part of the existing resources for immigrants.

Consideration could be given to using the waiting period in the country of origin, while applications are being processed, to provide prospective immigrants with some of the above-noted resources and with information on any necessary equivalence testing and on what they need to do to come up to grade.

## 4. Rapport sommaire

### ***Points de vue à l'égard du gouvernement***

Dans la première discussion portant les points de vue des participants à l'égard du gouvernement, les caractéristiques que mentionnent un grand nombre d'entre eux indiquent clairement qu'ils pensent au Canada à la fois en tant que pays et en tant que gouvernement. Les participants décrivent souvent le Canada comme un pays démocratique qui respecte les droits de la personne et qui offre un environnement sain et une abondance de beaux espaces verts exempts de pollution. Presque tous les participants estiment que le gouvernement canadien est « là pour eux » et affirment que le gouvernement canadien/le Canada est accueillant et ouvert aux immigrants. Dans les groupes réunissant des immigrants établis, on constate que ces derniers sont optimistes quant à leur avenir et à celui du pays, car ils estiment que le Canada dispose de tous les éléments essentiels pour assurer un tel avenir.

Toutefois, certains participants estiment que le gouvernement ne fait pas toujours preuve de discernement dans sa générosité et qu'il est parfois inefficace dans la gestion de ses richesses.

Lorsqu'on demande plus précisément aux participants de donner leur point de vue sur le gouvernement et de le décrire en deux ou trois mots, un grand nombre d'entre eux, en particulier dans les groupes de nouveaux arrivants, mentionnent le processus d'immigration et le décrivent comme étant bureaucratique, inefficace et lent ou, inversement, organisé, non corrompu et équitable. Un grand nombre de participants qui mentionnent le processus d'immigration semblent établir une comparaison avec le gouvernement de leur pays d'origine.

Les participants expriment souvent de l'inquiétude quant à la perception que le gouvernement se laisse trop influencer par l'actuel gouvernement américain en matière de politique étrangère. Ce point de vue repose essentiellement sur la participation du Canada à la mission en Afghanistan.

### ***Connaissance du plan d'action du gouvernement***

Bien que l'accès au plan d'action et aux initiatives du gouvernement soit limité, certains participants disent connaître certaines initiatives, par exemple les récents changements apportés au programme d'immigration (consulter la section suivante pour plus de détails), l'élimination des frais pour les immigrants, la réduction de la TPS et la prestation fiscale canadienne pour enfants. Les participants approuvent la plupart de ces mesures.

Comme ce fut le cas pour les études menées auprès du grand public, ni les nouveaux arrivants ni les immigrants établis ne font la différence entre les divers paliers de gouvernement qui leur offrent des services. La raison d'être des diverses sphères de compétences n'est pas claire même pour les participants les mieux informés. En fait, un grand nombre de répondants estiment que la structure organisationnelle du gouvernement prête à confusion et est difficile à comprendre.

### **Changements apportés au programme d'immigration**

Lorsqu'on demande aux participants de dire ce qu'ils ont vu, lu ou entendu récemment au sujet du gouvernement, les récents changements apportés au programme d'immigration sont mentionnés spontanément dans de nombreux groupes. Les participants laissent entendre que les détails ne sont pas vraiment clairs pour eux, mais sont d'avis qu'il s'agit d'accélérer le processus d'immigration pour certaines catégories de personnes et de le ralentir pour d'autres. Plusieurs participants mentionnent le fait que les diplômés universitaires peuvent désormais s'établir et trouver un travail avant de demander le statut d'immigrant reçu.

Les participants qui connaissent mieux les changements indiquent que ceux-ci visent à assurer que le Canada accueille des immigrants possédant les compétences qui sont en demande et à régler le retard des demandes dans le système. Dans l'ensemble, les changements suscitent une réaction positive. Les participants ne sont pas en désaccord avec l'idée que le Canada choisisse les immigrants possédant les bonnes compétences, mais plusieurs d'entre eux font rapidement remarquer que le Canada n'utilise pas les compétences des immigrants déjà établis.

### **Priorités du discours du Trône**

Lorsqu'on interroge les participants sur la priorité d'**un Canada fier et souverain**, certains d'entre eux, en particulier dans les groupes de nouveaux arrivants, l'associent aux citoyens du Canada en faisant allusion à leur liberté. Toutefois, la plupart des participants comprennent qu'il est question de l'indépendance du Canada dans le monde et estiment qu'il s'agit d'une priorité importante.

Pour certains participants, en particulier les immigrants établis, la formulation de cette priorité soulève des questions sur la politique étrangère du Canada et la question de savoir si le pays est véritablement indépendant des États-Unis, un sentiment fortement lié à la guerre en Afghanistan. Peu de participants connaissent la question de la souveraineté du Canada dans l'Arctique même si, lorsqu'on leur demande, la plupart d'entre eux ne sont assurément pas en désaccord avec l'idée que le Canada revendique sa souveraineté dans le Nord.

La notion de **fédération forte** reçoit l'approbation des participants, qui soulignent l'importance que le Canada soit un pays fonctionnel et uni.

Lorsqu'il est question d'**un avenir prospère**, il est évident que la plupart des participants sont optimistes quant à leur avenir et à celui du pays, car ils estiment que le Canada dispose de tous les éléments essentiels (bon gouvernement, infrastructure, ordre public et ressources naturelles) pour assurer un tel avenir. Toutefois, tous les participants ont tendance à tempérer leur optimisme et à exprimer des réserves en ce qui concerne leur propre avenir économique et celui du Canada.

**Un Canada en sécurité** est la priorité à propos de laquelle tous les groupes se sentent le plus à l'aise de discuter. Presque tous les participants disent se sentir en sécurité au Canada (marcher seul la nuit, racisme, crimes violents, confiance envers les policiers). Même si la plupart des participants considèrent que le Canada est sécuritaire et qu'assez peu de crimes y sont commis, ils approuvent le fait que le gouvernement se penche sur la question, car ils souhaitent que le Canada reste sécuritaire.



La dernière priorité, **un environnement sain pour les Canadiens (améliorer l'environnement et la santé des Canadiens)**, est accueillie chaleureusement. Les participants estiment que c'est un choix avisé et une priorité nécessaire pour assurer un avenir prospère. Bien que certains participants mentionnent la salubrité des aliments canadiens (les rencontres ont eu lieu à l'époque du rappel d'aliments par Maple Leaf à la suite d'une éclosion de listériose), tous les groupes se préoccupent davantage du système de santé. Un grand nombre de participants estiment qu'il est en crise et citent comme exemple la longue attente pour consulter un spécialiste ou pour voir un médecin à l'urgence et le manque de médecins. De nombreux participants font rapidement le lien avec l'importance de reconnaître les compétences de médecins formés à l'étranger comme une solution possible. Bien que l'environnement soit considéré comme un aspect important, dans l'ensemble, les participants ne semblent pas ressentir un fort sentiment d'urgence à cet égard. Certains font remarquer qu'au Canada, l'environnement est déjà bien meilleur que dans leur pays d'origine.

### ***Questions touchant les nouveaux arrivants au Canada***

Les besoins exprimés par les participants sont semblables dans tous les groupes, à l'exception de quelques différences en fonction de l'étape où ils en sont dans le processus d'immigration. Les nouveaux arrivants se concentrent principalement sur la recherche d'emploi pour pouvoir subvenir à leurs besoins physiologiques immédiats; les immigrants établis accordent de l'importance à la nécessité qu'on fournisse aux immigrants les outils dont ils ont besoin pour réussir à s'adapter à la société canadienne et occuper un emploi qui leur inspire de la fierté et leur permet d'utiliser pleinement leurs compétences et leur expérience.

La perception que le Canada est loin d'utiliser pleinement les talents et les compétences de ses immigrants, malgré son processus de sélection axé sur les compétences, suscite des discussions et une certaine amertume dans tous les groupes. Voici les questions que les participants considèrent le plus souvent comme des priorités :

- Le besoin d'aide à l'emploi (et à l'acquisition d'expérience de travail au Canada qui rendra possible l'obtention d'un emploi);
- Le besoin de reconnaître les titres de compétence (profession, formation et expérience de travail);
- Impôt (la discussion porte principalement sur les taux d'imposition et les effets de l'impôt sur le revenu);
- Le besoin d'aide pour l'adaptation à la société canadienne et l'intégration, y compris l'apprentissage de la langue; et
- Le besoin de logement abordable à l'arrivée et la possibilité de devenir propriétaire à pris abordable une fois établi.

Parmi ces questions, la plus importante est de loin le besoin d'aide à l'emploi. Les participants s'entendent à l'unanimité pour dire que le fait d'avoir un emploi, et préférablement un emploi qui leur permet d'utiliser pleinement leurs compétences, constitue le point de départ indispensable pour répondre à la plupart des autres besoins et réussir la transition pour devenir un membre fier et actif de la société canadienne. De

nombreux participants sont d'avis qu'il y a une contradiction : le Canada accueille les immigrants à bras ouverts, mais une fois qu'ils sont arrivés, ne leur donne pas de mode d'emploi ni de services pour les aider à trouver un emploi.

### ***Quelle aide pourrait offrir le gouvernement?***

Les participants suggèrent de nombreuses mesures que pourrait prendre le gouvernement pour améliorer la situation dans certains domaines identifiés comme étant prioritaires.

#### *Emplois et expérience sur le marché du travail canadien*

Tous les participants estiment que c'est le domaine où le besoin d'aide est le plus criant et dans lequel le gouvernement canadien devrait jouer un rôle efficace. Les participants jugent que le gouvernement pourrait agir de diverses façons : directement comme employeur et comme fournisseur de programmes et d'information sur les ressources existantes.

#### *Reconnaissance des titres de compétences*

Encore une fois, la plupart des participants estiment que le gouvernement devrait jouer un rôle dans ce domaine, qu'il s'agisse de classer les universités étrangères pour savoir comment évaluer les titres de compétences de leurs diplômés par rapport aux normes canadiennes, ou encore de mettre en place des examens plus normalisés pour les nouveaux arrivants. Les participants plus jeunes mettent davantage l'accent sur la reconnaissance des diplômes, tandis que les plus âgés mentionnent également le besoin de reconnaître l'expérience de travail et les titres professionnels. Un grand nombre de participants soulignent l'importance de fournir dès que possible de l'information et des conseils dans ce domaine, préférablement pendant le traitement des demandes.

#### *Impôt*

Pour les participants, cet aspect est à la fois le plus simple et le plus problématique au moment de suggérer des façons d'aider pour le gouvernement. Un grand nombre de participants mentionnent que le gouvernement devrait réduire les impôts; toutefois, cette suggestion est remise en question par d'autres participants, qui affirment que le système fiscal finance les programmes et services qui aident les immigrants et tous les Canadiens. Certains participants soulignent également que le gouvernement pourrait améliorer ses communications avec les immigrants au sujet de l'impôt et de la façon dont leur argent est utilisé.

#### *Adaptation et intégration réussie à la société canadienne*

Pour cette question, les participants insistent sur l'information destinée aux nouveaux immigrants et la communication avec eux, avant ou dès leur arrivée, ce qui comprend des renseignements sur la société canadienne (comment faire des achats – pas de troc, comment élever les enfants – pas de fessée), sur les droits et responsabilités juridiques et, en particulier, sur l'apprentissage de la langue. Plusieurs participants ajoutent qu'il serait utile aux immigrants d'être renseignés pour que leurs attentes face à ce qui les attend au Canada soient plus réalistes.

### *Choix de logement abordable*

Dans ce domaine, les participants suggèrent principalement que le gouvernement devrait jouer un rôle pour garantir un logement sécuritaire et abordable aux immigrants étudiants et un logement de transition sécuritaire et abordable aux familles à faible revenu.

### **Conclusions et recommandations**

À la lumière des rencontres qui ont eu lieu aux quatre coins du pays en hindi, en cantonnais, en anglais et en français et qui réunissaient de nouveaux arrivants au Canada et des immigrants établis, on peut conclure sans équivoque que, malgré les différences liées au pays d'origine, à l'origine ethnique et au parcours d'immigration, il existe de fortes ressemblances entre les besoins des personnes qui ont décidé d'élire domicile au Canada.

Il semble évident que le besoin de trouver un emploi est à la fois le plus important facteur de réussite de l'adaptation à la société canadienne et l'aspect pour lequel les immigrants estiment ne pas avoir suffisamment de ressources à l'heure actuelle. Il ne fait aucun doute qu'un programme offrant de l'aide en ce sens serait chaudement accueilli. Un programme aidant les immigrants à obtenir de l'expérience de travail professionnelle et/ou pertinente figure également en tête de liste.

La reconnaissance des titres de compétences étrangers reste un obstacle considérable et une source de frustration pour ces immigrants, compte tenu du fait qu'ils ont été choisis en fonction de leurs compétences et de leurs qualifications. Un grand nombre de participants soulignent la nécessité de susciter des attentes réalistes. Selon eux, il est indispensable d'informer les éventuels immigrants des difficultés qu'ils devront affronter pour trouver un emploi à la mesure de leurs compétences. Pourtant, malgré l'importance qu'ils accordent à la question, les participants ne semblent pas connaître le Bureau d'orientation relatif aux titres de compétences étrangers.

Un certain nombre d'autres conclusions de cette étude montrent le besoin d'améliorer la visibilité du gouvernement et la communication avec les immigrants du Canada. Par exemple, les participants ont l'impression que de nombreuses ressources sont à la disposition des nouveaux arrivants au Canada, mais que ces derniers ne les connaissent pas ou les découvrent une fois qu'ils n'en ont plus besoin. De nombreux participants aimeraient qu'il existe un guide de toutes les ressources offertes.

Les participants comprennent mal la structure de gouvernance du Canada (et ne souhaitent d'ailleurs pas toujours en savoir davantage) et ont une compréhension limitée du fait que le système fiscal finance un grand nombre des programmes et des services que les immigrants jugent utiles. Ces deux aspects devraient être intégrés aux ressources existantes à l'intention des immigrants.

On pourrait envisager d'utiliser la période d'attente dans le pays d'origine, c'est-à-dire la période de traitement des demandes, pour fournir aux éventuels immigrants quelques-unes des ressources mentionnées dans le présent rapport et des renseignements sur les tests d'équivalence et ce qu'ils doivent faire pour se mettre à niveau.

## 5. Detailed findings

### Views of government

In the initial discussion of their views of government, many participants referenced characteristics that made it clear they were thinking as much about Canada the country as they were about its government. Many participants made a point of saying that they would not be here in Canada if they did not think highly of the government/governance of Canada. There were repeated references to Canada as a democratic country that respects human rights, as well as one that has a healthy environment with an abundance of beautiful open spaces free of pollution. Nearly all participants spoke of how welcoming and pro-immigrant the Canadian government/Canada is.

Many participants indicated that they see the Canadian government as ‘there for them’, offering them a helping hand, notably through language courses, settlement help and health insurance.

*“It is true that Canada helps newcomers more than do most other countries.”*

Moreover, they do not see the generosity of the government as limited only to themselves. Many made mention of how committed the Canadian government is to the welfare of the people of Canada from child benefits to old age pensions.

*“The government of Canada is fully with you. If you are a citizen of Canada, the government takes care of you -- health, welfare, regardless... Government takes care of you... It’s not like if you don’t work you’re going to get paid. It’s your responsibility to find a job. But if you lose a job, there is a system that takes care of you. There is social security.”*

*“If you think about it carefully, the government of Canada tries to take care of you from before the time the baby is born ‘til death.”*

Some participants felt that, in its generosity, the Canadian government is not always wise; and, in its wealth, it can at times be inefficient.

When asked more specifically about their views of the government and words which describe it, many participants, especially among the newcomers groups, mentioned the immigration process, describing it as bureaucratic, inefficient and slow; or, conversely, as organized, non-corrupt and fair. For many of these participants the point of reference was the government of their country of origin.

A very frequently expressed concern was the perception that the government is overly influenced in its foreign policy by the current American administration. Canada's participation in the mission in Afghanistan was at the heart of this view. Many participants felt that this went against the peacekeeping role that Canada has historically played on the world stage. Conversely, a couple of participants indicated that they felt that Canada's relationship with the U.S. was an important one and was on a better footing thanks to the efforts of the government.

*"We have resources; Canada can expand and be more successful. But we always just follow the United States in policy. It's almost as if we are a protectorate of the United States. We don't have to challenge the United States, but we should increase our strength."*

*« On imite les Américains mais il ne faut pas suivre les autres. »*

*"I don't think Canada stands up for itself. Canada follows United States policy, even historically, we have followed the U.S. into wars. I think - why do we have to do what the U.S. does, and have our troops die."*

Several participants described governments as 'all the same.' On the other hand, many participants made mention of the fact that, in contrast to the government of their countries of origin, the Canadian government is not corrupt, is open and has no hidden agenda.

## **Awareness of the government's agenda**

There is limited awareness of the government's agenda and initiatives. With prompting, participants expressed awareness of certain federal government initiatives. Many participants were aware of recent changes to the immigration program (see next section for more detail), the removal of fees for immigrants, the lowering of the GST and the child tax benefit. All of these measures were met with approval; although a few participants pointed out that the reductions to the GST had been more than offset by the rise in fuel costs. That being said, neither the newcomers nor the more settled immigrants made any more distinction between the levels of government offering them a service than do most Canadians. Therefore, their examples touched on everything from municipal services, such as transportation; to provincial services, such as health insurance; to federal services, such as E.I. Even the more knowledgeable participants were still unclear as to the purview of the different jurisdictions. In fact, many find the structure of government confusing and hard to understand. In the Montreal and Richmond groups with more settled immigrants there was considerably more clarity about federal versus provincial roles.

*"I don't know what policies are federal, provincial or municipal. I don't know what services are provided by which level of government. It's very confusing."*

*"The government structure here is really hard to understand."*

Several participants mentioned Canada's participation in the mission in Afghanistan as troubling, both in terms of the deaths of Canadian soldiers and as an indication of what they perceive as too much American influence on Canada's foreign policy.

*"Canada should withdraw troops, and should not be involved in war. We shouldn't follow the United States."*

A few participants mentioned the environment as an area that has not received the necessary level of attention in the last few years.

*« On a vu un recul au niveau de l'environnement. Il y a des choses simples qui pourraient être faites pour l'environnement et qui seraient bonnes pour l'économie, mais rien n'est fait. »*

Participants in the Richmond groups spoke approvingly of the firm stance taken by the government in asking Japan to apologize for its war crimes and of the formal apology and reparations to the Chinese community for the Chinese head tax. The latter point was mentioned by a few participants in the Mississauga groups as well.

The fact that the current government is a minority government was one of the more frequent mentions. Most mentioned it as a straightforward fact; however for some, this was offered as an explanation of their view that the government has not accomplished very much in the last few years. A few others mentioned the government's minority status in making the opposite point: that the government has accomplished a great deal in the last few years despite its minority status.

*"No new policies, no special changes made. Because it is a minority government, many changes they have no power to make."*

*"I'm impressed that the minority government is able to achieve so much. But I have only seen two governments, so I don't know if there can be a better government."*

*"For being a minority government, they have still been able to achieve a lot!"*

## **Changes to the immigration program**

The recent changes to the immigration program were brought up spontaneously in many of the groups when participants were asked what they had seen, read or heard lately about the government. Participants suggested that they were unclear on the details but thought that it involved speeding up the immigration process for some categories and slowing it down for others. Several participants mentioned that university graduates can now stay, find work and then apply for landed immigrant status.

Those who were more aware of the changes indicated that they are designed to ensure that Canada brings in immigrants with the skills that it needs and are meant to address the backlog of applications in the system.

*“It impacts fairness, that’s unavoidable. There is always another side. For example if there were no rules for family reunification, then it will put a lot of pressure on the welfare system. So the government must try its best to balance. Now with decision- making power centralized in the immigration department, there will be more flexibility to adjust to the reality of Canada’s changing population demographics.”*

Reaction to the changes was mostly positive. Participants did not take issue with Canada selecting immigrants with the right skills, although several were quick to point out that Canada does not give immigrants who are already here the opportunity to put these skills fully to use.

*“The immigration department can now make decisions quicker. In the past, procedures were very hierarchical and there was a lot of red tape. It would be good in terms of recruiting for skills where Canada is short of labour, for example nurses, teachers, or labourers.”*

*“They will fast track doctors and engineers, but what about the ones who are already here? They should think about settlement for those”*

However, there were a few concerns expressed. A few participants felt that the changes might concentrate decision-making in the hands of individual immigration officers and the Minister and were unsure that this was a good idea. One participant said she thought it might be about taking more time to conduct background checks and verify qualifications. While she had no problem with this, she said that it would seem unfair to her if the process was slowed down only for certain countries. A few participants were concerned that it would result in prolonged wait times for family class applications.

## **Speech from the Throne priorities**

Participants were presented with five priorities from the Speech from the Throne:

- A proud and sovereign Canada: Strengthening Canada's sovereignty and place in the world, including our Arctic sovereignty;
- A strong federation: Strengthening the federation and democratic institutions of Canada;
- A prosperous future: Providing effective economic leadership and a prosperous future;
- A safe and secure Canada: Tackling crime and strengthening security of Canadians; and
- A healthy environment for Canadians: Improving the environment and health of Canadians.

General reaction to the priorities was that they are all good priorities to which this country should be paying heed. Some mentioned that these priorities are what helps to define Canada; other participants expressed cynicism, arguing that, while these types of promises sound good in speeches, nothing usually comes from them.

When asked about **a strong and sovereign Canada**, some, particularly among the newcomers groups, projected the notion upon the citizenry of Canada, speaking of the freedom that people have here. Most, however, understood that this was about Canada's independence in the world and thought it was an important priority.

*“From the government’s standpoint, sovereignty is important... Canadians are proud because they are from Canada. We have a Canadian passport. It is important for Canada to reinforce its borders and ... portray itself as a strong country.”*

A few participants, especially in the Montreal groups, wondered about whether this priority was about ensuring Canada's military strength. There were divided views as to whether this was an appropriate priority. The general consensus in the groups that came to Canada from a war-torn country was that Canada should be strong for its own defence and pride, but pacifist.

*« Le Canada doit jouer un rôle politique international mais non militaire. »*

For some participants, especially among the more settled immigrants, the wording of this priority raised questions about Canada's foreign policy and whether we truly are independent of the United States. This sentiment was strongly tied to the war in Afghanistan. There was very little awareness of the issue of Arctic sovereignty, although, when prompted, participants were certainly not against the notion of Canada asserting its sovereignty over the North.

*“Canada is famous all over the world for its peace keeping actions. All nations recognize that. Canada has always helped other nations in times of need. While it is sovereign and makes decisions independently, but is definitely influenced by U.S.”*

*“When Americans attacked Iraq, we refused to participate and that means we are sovereign and independent in decision-making”*

*«[ Par rapport à la souveraineté du Canada dans le Nord] C’est primordial ! Si non, tu donne une main, ils te prennent un bras. »*

The notion of **a strong federation** was met with approval. Participants made the link to the importance for Canada of having a functioning and united country.

Several participants, especially in the Montreal groups, made a link to Quebec separatism, which they perceive as a negative avenue due to its potential to weaken and diminish Canada.

*« Un Canada uni (avec le Québec dans la fédération) c’est important pour éviter que ça fasse comme au Liban politiquement. »*

Some participants in the Mississauga groups had a favourable perception of the Canadian federation in comparison with their home country, where provinces frequently engage in fights over resources.



*“Provinces don’t fight against each other. They follow the central government, even though it is a minority government.” “--This is not like back home where Punjab and Sindh keep fighting against each other.”*

A few participants in the Mississauga groups among more settled immigrants referenced recent efforts to improve the mobility of workers across provincial boundaries and to recognize Quebec as a nation as examples of work the government has done to strengthen the federation.

*“They call all the premiers at one table; they made one thing that a person who is qualified in Ontario is also qualified in Alberta as well. Before it was not like that. If you can work in Alberta you couldn’t work in Ontario.”*

**A prosperous future** had some participants in the newcomers to Canada group once again focused on their personal futures, about which they are optimistic. This optimism was attributable to their positive outlook on Canada and confidence in their own abilities. In the groups of more settled immigrants there was also a sense of optimism about their future and the country’s future because they see Canada as having the fundamentals in place (good government, infrastructure, law and order and natural resources). That said, some participants were apt to dismiss this priority given that they have seen no change in their own personal fortunes. Moreover, among all the participants, there was a tendency to temper their optimism and express caution about what their own and Canada’s economic future might be.

*“If you don’t have money or a job, you can’t do anything. You don’t just think about yourself and this generation. You think about the next generation given the current environment. Even if you have a strong federal government, and a beautiful environment, but don’t have a prosperous future, then there isn’t money to feed your family. We must have a prosperous future first before we think about other things. We can’t feed ourselves and family with sunshine and healthy air.”*

*“If you have a good job, you can buy a house in six to eight months. In which other country can you afford to do that?”*

*“America is deep in recession but we are still safe so far. So the future is safe. ”*

*“We are still talking in 2008 when things are affordable. We don’t know what will happen in 2010. If the inflation rises further, then the future is not prosperous.”*

**A safe and secure Canada** was the priority that all the groups felt most comfortable discussing. Participants were nearly unanimous in saying that they feel safe in Canada (walking alone at night, from racism, from violent crime, police officers that can be trusted). Some participants from the larger population centres did mention concerns about local crime.

*“Safety and security are most important, because if you can’t protect yourself, money is not useful. For example, in Iraq, there is no security; you have money, but what use is that?”*

*“I used to think that living in Canada is more secure than in Hong Kong. After living here, I realized it depends on which area you live in.”*

In fact, the safety of life in Canada came up unprompted early in the groups, with many participants mentioning it as a positive aspect of life in Canada and one of the reasons they chose to come here. Female participants in particular mentioned how much they appreciate the freedom and safety they enjoy in Canada. Despite the fact that most participants see Canada as safe and relatively crime-free, they approve of the government focusing on this theme because they want to see Canada remain safe.

*« Au Liban on pense à la guerre et ici on veut assurer aux canadiens qu’ils ne verront pas la guerre alors c’est extrêmement important pour moi. »*

Finally, some participants indicated that they see the state as being too lenient towards criminals.

The last of the priorities, **a healthy environment for Canadians (improving the environment and the health of Canadians)** was greeted with approval. It was seen as necessary in order to secure a prosperous future and as a wise choice. While there were a few mentions of the safety of Canada’s food,<sup>2</sup> concern in all the groups was more focused on the healthcare system, which many participants suggest is in crisis, citing long waits for specialists and in emergency rooms, and a lack of doctors, as evidence. Many were quick to make a link to the importance of recognizing the credentials of foreign-trained doctors as a possible solution.

*“You have a small illness that’s okay, go to the doctor. But if you have a major illness, don’t expect to get the help you need. My mom’s friend is planning to fly back to Hong Kong to get minor surgery. If she stayed, she would be on waiting list for years. Also, if you go to emergency waiting room, it is a long wait. My friend injured her head, and we were waiting in the waiting room for three hours!”*

While the environment was also seen as an important area of focus, for the most part, participants did not seem to ascribe a strong sense of urgency to it. A few referenced the fact that the environment in Canada is already much better than that of their country of origin.

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<sup>2</sup> The groups were held during the Maple Leaf food recall due to the outbreak of listeriosis.

*“Healthy environment is important. Canada is great for this. Compared to other countries, we don’t have the same concerns. There are no outbreaks of disease. We have more open spaces and air quality is better. Health sanitation is better here as well.”*

*“There are parties who are really raking this issue up, but we think that Canada is really green. There is no real issue with pollution.”*

*“Canada has better air quality and more open spaces, not like Hong Kong where it is so crowded, with lots of high buildings, which impacts air quality.”*

## **Issues that affect newcomers to Canada**

The needs expressed by participants in all the groups were very similar with the exception of a few distinctions based upon their stage in the immigration journey. While the newcomers were very focused on getting work to help them meet their immediate physiological needs; the more settled immigrants were focused on the need to ensure that immigrants are provided with the tools that they need to successfully make the transition into Canadian society and into jobs of which they can be proud, that will make full use of their skills and experience.

In all of the groups there was discussion, and some bitterness, about the view that, despite the process of selecting immigrants based on their qualifications, Canada does not make anywhere near full use of the talents and skills of its immigrants. Participants conveyed their frustration at working in positions that are either unrelated to their professional background and education or are at a level much inferior to that at which they worked previously.

*“There are gaps in government’s support of immigrants after they arrive – specifically recognition of credentials. Canada is encouraging skilled labour to come to Canada, but they come here and cannot practice. Doctors and engineers, you immigrate on points system and check their credentials before approving their application; but when they come they cannot practice because their education, certification and/or experience are not recognized.”*

*“You were approved for immigration, and you were accepted as a skilled labourer, but after arrival, you have to run a long race in order to find a job, and still not a job you felt you were promised. This wastes a lot of time and talent. Canada welcomes immigrants. Immigrants are attracted to Canada because the government says ‘Canada needs skilled labor.’ But after arrival, there is only disappointment. You say Canada is a country of immigrants and we need you, but you arrive and it’s not reality. If you go to T&T [an Asian grocery store in Vancouver], there will be people working there who have degrees from the top schools in Hong Kong. You welcome them, but don’t utilize their skills.”*

While many suggested they expected a setback in their careers in immigrating to a new country, they were dismayed by the obstacles to being able to reassume their previous professions. Many also expressed frustration at what they perceived as avoidable delays they had faced, explaining that, if information on what steps they needed to take had been provided sooner, they would have been much further ahead. One man described himself as not quite having given up hope of finding a job of a calibre appropriate to his education

and training, but as feeling that, in the five years he has been here, he has not reached the level he thought he would.

*“These people [pointing across the table] are all engineers, but they change their field when they come to Canada; all these people change their field. We had professional experience back at home. All that experience is dead. We are doing \$7 /hr job in factories. People who are born here can get promotions more easily than people who come from other parts of the world. ... I work at a driving school. That is my job here. I was a mechanical engineer. I cannot reach that stage where I can be a mechanical engineer. It’s not that I have given up hope, but there isn’t the support we thought they would give us. We’re not given that support.”*

The issues that were most frequently identified as priorities among all participants were:

- The need for help finding gainful and/or meaningful employment ideally in their field (and the Canadian work experience that will make it possible to obtain employment);
- The need to have credentials (professional, educational and work experience) recognized;
- Taxes (which in nearly every case was about how these diminish income and buying power rather than about how these are spent);
- The need for help with transition and integration into Canadian society, including language training; and,
- The need for affordable housing options upon arrival, and affordability of home ownership after being settled.

Of these, the most important by far was the need for **help finding gainful and/or meaningful employment**. Participants were unanimous in describing having a job, and preferably one that makes full use of their skills, as the foundation necessary for meeting most of their other needs and to making a successful transition into becoming proudly contributing members of Canadian society. Many participants felt there was a contradiction in that Canada welcomes immigrants, but, once they arrive, they are not provided with the processes or infrastructure to support successful job applications.

*« On ne sait pas où se diriger quand on arrive au Canada. On aurait besoin d’un conseiller en emploi dès son arrivé. »*

Many participants were surprised that the credential checks and approvals done during the immigration process were not valued or acknowledged by companies in the hiring process.

Once again, participants stressed the importance of having a better system for **credential recognition**. They underlined that this was important not just to them but to Canada, because immigrants had more to contribute to Canada’s economy and productivity than they can effectively do under the current circumstances.

**Taxes** were another very frequently mentioned issue facing newcomers to Canada. Many participants felt that their income and buying power in Canada are severely constrained by the financial bite of taxes.

*“I’m not saying that we shouldn’t pay taxes. It’s just so high that there is no incentive to earn more money and work harder. Canada loses out on productivity. It’s very discouraging. Many people would put it into investments and not in spending which would make the economy more prosperous.”*

Some participants spontaneously made the link between taxes and Canada’s generous social safety net. This engendered discussions in several groups about the fact that the social safety net might in some cases be too generous or at least not sufficiently discriminating. There was some resentment expressed by participants in several of the groups about the fact that they are working hard and paying all these taxes so that others, who do not choose to work, can be supported by the government. Conversely, other participants indicated that the programs and infrastructure provided by the tax system were part of the reason they had decided to come to Canada.

*“It’s a conundrum alright. I complain about high taxes, but then I understand if taxes are reduced then it might impact healthcare.”*

*« Personne ne peut mourir de faim ici, mais personne ne peut devenir millionnaire. On a moins de riches, moins de pauvres. »*

Help with a rapid and successful **integration** was brought up in nearly all the groups. Participants felt strongly that many immigrants to Canada are ill-prepared for the different reality that awaits them in Canada and would benefit from more help in this area.

*“We really need what we would call ‘proper guidance.’ When people land, they should be told where to start. For the first month, we are totally lost.”*

*« Il faudrait prioriser l’intégration. Il faut bien s’intégrer pour les générations suivantes, pour éviter le gap de cultures, le clash de valeurs. »*

Many participants also expressed the need for **affordable housing** options, benefits and assistance for new immigrant families and individuals. Some participants felt their lack of Canadian credit history and references was a barrier to finding good housing.

*“Owning a house provides a sense of ‘home’. Sharing a house or renting doesn’t feel like ‘home’. It’s a very Chinese value. One of the first goals is to purchase a home. It’s like a nest; from your nest you can start branching out and taking more risks. It’s a place to put your luggage, unpack. Lack of a home feeling is one of the reasons for reverse immigration.”*

*“No one wants to give you a good apartment without the credit history. So you end up staying in someone’s basement, and that too in a ‘desi’s’ [South Asian immigrant’s] basement who will not issue a receipt for the rent you pay.”*

## **Ways government could help**

Participants had many suggestions for things that government could do to improve some of the areas they had identified as priorities.

## **Jobs and Canadian job experience**

This was the area where all participants felt the most help was needed and one where they felt the Canadian government could play an effective role. There were a variety of ways in which participants felt the government could act. One of the first mentions was usually 'leading through example' by directly providing jobs and Canadian work experience for new Canadians by establishing quotas within the federal bureaucracy of jobs destined for immigrants (several participants underlined the importance of being able to see people like themselves in government).

*"Federal government should hire more Chinese. Federal government is quite large with many layers. It's the country's larger employer. Vancouver city government has rules. UBC has 20% of visible minorities, if you graduate you qualify, but Vancouver city government is 5% visible minority. Hiring should be proportional to the population; of course the area should impact this. It should be proportional. For example the federal government branches in Richmond should be mostly visible minority."*

*"People like us should have jobs in government. We can't see ourselves [reflected] in government."*

*« Il faudrait des quotas pour les immigrants dans les entreprises gouvernementales, et des prime pour les employeurs qui emploient des immigrants. »*

Participants had many suggestions as to how the government could use its spending power to create programs that would help immigrants make the transition into full employment. These included:

- Incentives for employers to hire new immigrants in paid or volunteer positions or work terms;
- Co-op programs for students to help them transition into the workforce;
- Training and skills upgrading, available to immigrants immediately upon their arrival, or even, a few participants suggested, in their country of origin while their application is being processed, including language classes; and,
- Systems to match the supply of skills with areas of demand, so that, immigrants with the required skill set settle in province(s) or areas where there is a demand or need for that skill, and incentives to encourage them to do so.

*"Give newcomers the opportunity to show their skills – we would be willing to work for several months at no pay to show our skills."*

*« Il faudrait considérer l'expérience acquise ailleurs, imposer des quotas, des programmes pour inciter les employeurs à donner du travail aux nouveaux arrivants, offrir des stages. »*

*"You can get education in home country before coming to Canada, training while paper work gets cleared."*

*“When trying to get a job, the newcomers are asked for Canadian experience. The Government of Canada should start a training program so that they can get the Canadian experience they need.”*

*“Government should do more communications about training. No matter the job, it may vary from country to country, there should be communications outlining what skill gaps you may have and then have courses that close these gaps.”*

A few participants commented that training and upgrading of skills is available now but it is through the E.I. program, for which they have to put in time working at ‘odd jobs’ to qualify.

Many participants indicated that although many such resources may already be available, they are not effectively being made aware of them. They suggest that there ought to be more communication with immigrants about what is available.

*“There are courses that new and old immigrants can take. There are many courses like hotel management, but I feel communication is lacking. For a few hundred dollars, course books included, you can get a hotel management diploma; but no one knows about it. Once you arrive, you need to actively look for these courses. It isn’t advertised.”*

### **Recognition of credentials**

Once again, most participants saw a role for the government in this area, whether it was in classifying foreign universities in order to determine how to assess the credentials of their graduates against Canadian standards or in instituting more standardized testing for new arrivals. Younger participants were more focused on the recognition of educational credentials whereas older participants also focused on the need for recognition of work experience and professional designations from outside Canada.

*“[There should be] courses or exams for certain jobs. For example for nurses there should be a simple exam to ensure conformity with requirements in Canada. But immigrants should also be able to use the work experience and education credentials.”*

A few participants in the groups pointed to the waiting period in their country of origin, while applications are being processed as an ideal period for both any necessary equivalence testing and for communicating information on what needs to be done to come up to grade. Barring that, they felt that an assessment and guidance immediately upon their arrival would enable them to better navigate the system and avoid unnecessary delays.

### **Taxes**

This area was at once the most straightforward and the most problematic for participants in terms of suggestions about how the government could help.

Many participants mentioned that the government should decrease taxes; however, this suggestion was challenged by other participants who said that the tax system pays for the programs and services which help immigrants and all Canadians.

*“I’d like to ask the government to reduce taxes, but I would worry if taxes are reduced, what would happen to healthcare. I would worry what will happen when I am old and need to go to a doctor. Will younger people’s taxes be able to pay for my retirement? Will government still be able to support the old in future?”*

*“If we reduce tax – we would not be able to assist any newcomers.”*

There was some discussion at this point of the need to adjust the tax system to close loopholes for the self-employed and ‘business’ in order to give the hard-working middle-class a break.

The need for government to do a better job of communicating with immigrants about taxes and what they pay for was also underlined by a few participants. They felt it was important for new Canadians to know more about the tax system before coming to Canada and to have a better understanding of what is funded by the taxes that they pay.

*« En terme de taxes il faut diminuer les taxes pour favoriser l’investissement pour créer de l’emploi, et expliquer le système de taxes canadien aux immigrants. »*

Participants also suggested the need to ensure that program monies are expended wisely and that welfare benefits are not squandered on those who can and should work.

### **Successful transition and integration into Canadian society**

The emphasis here was on information for, and communication with, new immigrants that is provided either before or immediately upon their arrival. This included information about Canadian society (from how Canadians shop – no bartering, to how they raise their children – no spanking), on legal rights and responsibilities, and, especially, on language training.

*“There are so many things to learn and understand in order to be part of Canadian society. Many failed immigrants moved back to Hong Kong because they failed to understand this. For example, you can’t go out and speak in Cantonese loudly. Canadians would think this is rude. It has to do with understanding social mores and norms, and feeling you fit into Canadian society.”*

*“When you come here, the moment you land, start the support at the airport. You are afraid to ask for help. You don’t know what will happen in the future. You don’t know where to ask for help. They can prepare all papers at airport themselves. They can give you a stack of paper.”*

*“Take a course, counseling for two months when you first come to Canada, it would be amazing. Instead of sitting for three months, you can start right away if given proper counseling at the airport. We don’t know what to ask. Some are scared to ask people when they land at airport especially.”*

Several participants added that it would be helpful for new immigrants to be given more realistic expectations of what awaits them in Canada. Two or three participants indicated that had they been given such information, it might have changed their decision to come to Canada.



*“They should have a mandatory two-month course before you come. Make them pass the course; tell the immigrants what they need to meet all the criteria. Do a course, and then immigrants are only accepted if they pass the test or exam. Tell all the aspects of life they will be facing. Do a course so when they give immigration to you, you know what to expect. They should have at least a two-month program.”*

A few participants suggested incentives for new immigrants to settle in more remote areas where there are fewer immigrants in order to make their integration into Canadian society more rapid.

*“One suggestion is new immigrants should live in remote areas. Like in Kelowna, immigrants speak English very well and acclimatize to Canada quicker. They [government] should provide incentives to do this.”*

*« Peut-être une prime pour motiver les immigrants à aller en région... »*

### **Affordable housing options**

The key suggestions in this area were that government should play a role in ensuring safe and affordable housing for immigrant students and safe and affordable transitional housing for low-income families.

*“Maybe they could help with more affordable housing rental for new immigrants. There should be some cushion for the first year.”*

*“What about like Hong Kong, where there is government housing which cannot be publicly rented? These are offered at a lower fixed price. These can be offered to students, or new immigrants, so they can get on their feet and have a base to start out from. Something for people with low income, some subsidized housing.”*

*“The government has a lot of apartments, and co-ops, why don’t they give some of these to new immigrants? After three or four years, new immigrants would be more financially secure, and could transition to normal housing.”*

## 6. Conclusions and recommendations

The focus groups conducted across the country in Hindi, Cantonese, English and French among newcomers to Canada and settled immigrants made it clear that despite differences in country of origin, ethnicity and stage in the immigration journey, there are strong similarities in the needs of people who have decided to make Canada their home.

It is evident that the area that is at once the one deemed most important to a successful transition into Canadian society, and the one that immigrants feel they do not have sufficient resources to navigate successfully at present, is securing a job. There is no doubt that any programs which offer assistance in this regard would be warmly welcomed. High on the list would be a program helping immigrants to obtain Canadian work experience.

The recognition of foreign credentials remains a significant obstacle and a source of frustration for these immigrants, given the fact that they were selected on the basis of their skills and qualifications. Many participants pointed to the need to impart realistic expectations. They spoke of the necessity of communicating with prospective immigrants about the difficulties they will face in finding employment commensurate with their skills. Moreover, despite the importance ascribed to this issue, participants do not seem to be aware of the Foreign Credentials Recognition Office.

A number of other findings of this research point to the need for greater government visibility and increased communication with immigrants to Canada. For example, there is a sense among participants that a great many resources exist of which newcomers to Canada are not aware or of which they only became aware after their need for them had passed. Many participants expressed the desire for a guide to all available resources.

There is a lack of awareness of Canada's governance structure (although this is not always coupled with a desire to know more), and only a limited understanding of the fact that the tax system funds many of the programs and services which immigrants describe as valuable. There was an expressed interest that these two subjects should be made part of existing resources for immigrants.

Consideration could be given to using the waiting period in the country of origin, while applications are being processed, to provide prospective immigrants with some of the above-noted resources and with information on any necessary equivalence testing and on what they need to do to come up to grade.

## 7. Recruitment Screener

### Montreal

#### Questionnaire de recrutement

#### Bureau du Conseil privé – Attentes des communautés culturelles du Canada

Août 2008

Bonjour/Bonsoir, ici \_\_\_\_\_ de la Société Ipsos-Reid, une firme nationale d'études de marché. Nous sommes une maison professionnelle de sondages d'opinion publique qui recueille l'opinion des gens. De temps à autre, nous regroupons un certain nombre de personnes pour discuter de différents sujets et connaître leurs points de vue.

Nous organisons présentement des groupes de discussion pour le compte du gouvernement du Canada et nous aimerions savoir si vous seriez intéressé à y participer. Soyez assuré que votre participation est volontaire et que, si vous êtes d'accord pour le faire, votre identité sera tenue confidentielle.

La rencontre durera environ deux heures. Les personnes admissibles qui se présenteront recevront 100 \$ en guise de remerciement.

Seriez-vous intéressé à participer à cette rencontre qui aura lieu à \_\_\_\_\_, le \_\_\_\_\_?

Ville (langue)	Date
Montréal (en français)	28 août

Oui **CONTINUER**

Non **REMERCIER ET CONCLURE**

J'aimerais maintenant vous poser quelques questions pour vérifier si vous êtes admissible.

**(INTERVIEWER, INSCRIRE LE SEXE, NE PAS DEMANDER) (TENTER D'OBTENIR UN MÉLANGE 50/50)**

**Homme (Continuer pour un recrutement possible)**

**Femme (Continuer pour un recrutement possible)**

1. Peu importe les autres langues que connaissez, est-ce que l'arabe est la première langue que vous avez apprise?
  - Oui (**Continuer pour un recrutement possible**)
  - Non (**Remercier et conclure**)
2. Lequel des énoncés suivants reflète la fréquence à laquelle vous parlez [INSÉRER LA LANGUE APPROPRIÉE : arabe] à la maison?

- Je parle *seulement* arabe à la maison (**Continuer pour un recrutement possible**)
- Je parle *principalement* arabe à la maison (**Remercier et conclure**)
- Je parle *parfois* arabe à la maison (**Remercier et conclure**)
- Je parle *rarement* arabe à la maison (**Remercier et conclure**)
- Je ne sais pas

3. Avez-vous immigré au Canada en provenance d'un autre pays?

- Oui (**Continuer pour un recrutement possible**)
- Non/ne sait pas (**Remercier et conclure**)

4. En provenance de quelle partie du monde avez-vous immigré, c'est-à-dire quel était votre pays de résidence avant d'immigrer au Canada?

- Liban (**Continuer pour un recrutement possible**)
- Autre pays (**Remercier et conclure**)

5. À quand remonte votre immigration au Canada?

Inscrire le nombre d'années : \_\_\_\_\_

- Moins d'un an [VÉRIFIER LE QUOTA DE NOUVEAUX IMMIGRANTS]
- 1 à 5 ans [VÉRIFIER LE QUOTA DE NOUVEAUX IMMIGRANTS]
- 5 à 10 ans [VÉRIFIER LE QUOTA D'IMMIGRANTS ÉTABLIS]
- 10 à 20 ans [VÉRIFIER LE QUOTA D'IMMIGRANTS ÉTABLIS – PLACER EN ATTENTE]
- Plus de 20 ans [REMERCIER ET CONCLURE]

DANS LA MESURE DU POSSIBLE, LES GROUPES DE **NOUVEAUX IMMIGRANTS** DEVRAIENT ÊTRE COMPOSÉS D'UN MÉLANGE DE PERSONNES QUI ONT IMMIGRÉ AU CANADA IL Y A MOINS D'UN AN ET IL Y A DE 1 À 5 ANS.

DANS LA MESURE DU POSSIBLE, LES GROUPES D'**IMMIGRANTS ÉTABLIS** DEVRAIENT ÊTRE COMPOSÉS *UNIQUEMENT* DE PERSONNES QUI ONT IMMIGRÉ IL Y A DE 5 À 10 ANS.

Ville (langue)	Date	Composition (17 h 30)	Composition (19 h 30)
Montréal (en français)	28 août	Immigrants établis	Nouveaux immigrants

6. Prévoyez-vous retourner dans votre pays d'origine ou déménager dans un autre pays au cours de la prochaine année environ?

- Oui [REMERCIER ET CONCLURE]
- Non [CONTINUER]

7. Êtes-vous au Canada temporairement, par exemple avec un visa d'étudiant ou pour un autre type de séjour temporaire?

- Oui [REMERCIER ET CONCLURE]
- Non [CONTINUER]

8. Est-ce que vous-même ou un autre membre de votre foyer travaillez dans l'un des domaines suivants? (**LIRE LA LISTE**) **SI « OUI » À L'UN OU L'AUTRE - REMERCIER ET CONCLURE**

- Une agence de publicité
- Une firme d'études de marché
- Les médias, comme la télévision, la radio ou un journal
- Le gouvernement du Canada

9. Au cours de la dernière année, avez-vous participé à une rencontre de ce type ou encore à un groupe de discussion dans le cadre d'une étude de marché? **SI « OUI » - REMERCIER ET CONCLURE**

10. Je vais vous lire une série de catégories d'âges et je vous demanderais de m'arrêter lorsque je mentionnerai la vôtre.

- 18 à 35 ans (**QUOTA SOUPLE DE 8 PAR ENDROIT**)
- 36 à 54 ans (**QUOTA SOUPLE DE 8 PAR ENDROIT**)
- 55 ans et plus (**QUOTA SOUPLE DE 2 PAR ENDROIT**)

11. Quel est le niveau de scolarité le plus élevé que vous avez terminé? Est-ce...?

- Moins que des études secondaires
- Études secondaires en partie
- Diplôme d'études secondaires
- Études postsecondaires en partie (université/collège communautaire/cégep)
- Diplôme d'études postsecondaires (université, collège communautaire ou cégep)

**\*\*\*\*(POUR CHAQUE ENDROIT, S'ASSURER QUE 12 PARTICIPANTS SONT RECRUTÉS pour que 8 à 10 se présentent dans chaque groupe.)\*\*\*\***

12. Si vous aviez soudainement un million de dollars, que feriez-vous? [LE BUT DE LA QUESTION EST DE MESURER LA CAPACITÉ DU RÉPONDANT À S'EXPRIMER.]

**[INTERVIEWER : UTILISER CETTE QUESTION POUR MESURER LA CAPACITÉ DU RÉPONDANT À S'EXPRIMER. SI LE RÉPONDANT A DU MAL À S'EXPRIMER OU À COMMUNIQUER, REMERCIER ET CONCLURE.]**

Fantastique, vous êtes admissible à participer à l'un de nos groupes de discussion. La rencontre se tiendra le...

Ville (langue)	Date	Composition (17 h 30)	Composition (19 h 30)
Montréal (en français)	28 août	Immigrants établis	Nouveaux immigrants

**Location : Ipsos Descarie, 1440 St Catherine St West, Suite 555**

La rencontre durera **deux heures**. Nous réservons ce moment pour discuter avec vous. Si, pour une raison ou pour une autre, vous ne pouvez pas être présent, veuillez appeler au : XXX-XXXX.

## Vancouver and Mississauga (Cantonese and Hindi)

### Recruitment Screener

#### Privy Council Office – Exploring the Views of Canada’s Cultural Communities August 2008

Good morning/afternoon/evening, my name is \_\_\_\_\_ and I am calling from the Ipsos-Reid Corporation, a national marketing research organization. We are a professional public opinion research firm that gathers opinions from people. From time to time, we solicit opinions by sitting down and talking with people.

*We are preparing to conduct a series of these discussions on behalf of the Government of Canada and are calling to see if you would be willing to participate. Please rest assured, your participation is voluntary and should you agree to participate your identity will remain confidential.*

The discussion will take about two hours and those who qualify and attend will receive \$100.00 as a token of our appreciation.

Would you be interested in participating in this discussion which will be held at a location in \_\_\_\_\_ on \_\_\_\_\_?

City (Language)	Date
Vancouver (Cantonese)	TBD
Toronto (Hindi)	TBD

Yes **CONTINUE**

No **THANK AND TERMINATE**

Now, I would like to ask you a few questions to see if you qualify to attend.

**(INTERVIEWER RECORD GENDER, DO NOT ASK) (AIM FOR 50/50 MIX)**

- **Male (Continue for possible recruit)**
- **Female (Continue for possible recruit)**

1. Regardless of any other language you speak, is the first language you learned... [INSERT APPROPRIATE LANGUAGE: Cantonese/Hindi]?

- Yes **(Continue for possible recruit)**
- No **(Thank and terminate)**

2. Which of the following reflects how often you speak [INSERT APPROPRIATE LANGUAGE: Cantonese/ Hindi] at home?

- I *only* speak [INSERT APPROPRIATE LANGUAGE: Cantonese/ Hindi] at home **(Continue for possible recruit)**
- I *mostly* speak [INSERT APPROPRIATE LANGUAGE: Cantonese/ Hindi] at home **(Thank and terminate)**



- I *sometimes* speak [INSERT APPROPRIATE LANGUAGE: Cantonese/ Hindi] at home **(Thank and terminate)**
  - I *rarely* speak [INSERT APPROPRIATE LANGUAGE: Cantonese/ Hindi] at home **(Thank and terminate)**
  - Don't know
3. Did you emigrate to Canada from another country?
- Yes **(Continue for possible recruit)**
  - No/ don't know **(Thank and terminate)**
4. **[CANTONESE SPEAKERS ONLY]** Which part of the world did you immigrate from, that is, which was the country of residence before you immigrated to Canada? [DO NOT READ]
- Mainland China [THANK AND TERMINATE..]
  - Hong Kong [CONTINUE IF PREFERRED LANGUAGE IS CANTONESE. THANK AND TERMINATE IF PREFERRED LANGUAGE IS MANDARIN]
  - Taiwan [THANK AND TERMINATE]
  - Other, specify \_\_\_\_\_ [THANK AND TERMINATE]
5. How long ago did you immigrate to Canada?

Record number of years: \_\_\_\_\_

- Less than 1 year ago **[CHECK NEW IMMIGRANTS QUOTA]**
- 1 to 5 years ago **[CHECK NEW IMMIGRANTS QUOTA]**
- 5 to 10 **[CHECK SETTLED IMMIGRANTS QUOTA]**
- 10 to 20 years ago **[CHECK SETTLED IMMIGRANTS QUOTA – PUT ON HOLD]**
- More than 20 years ago **[THANK AND TERMINATE]**

**NEW IMMIGRANTS** GROUPS SHOULD ATTEMPT AN EVEN MIX OF THOSE WHO IMMIGRATED TO CANADA LESS THAN ONE YEAR AGO, AND THOSE WHO IMMIGRATED BETWEEN 1-5 YEARS AGO.

**SETTLED IMMIGRANTS** GROUPS SHOULD ATTEMPT TO INCLUDE ONLY THOSE WHO IMMIGRATED 5-10 YEARS AGO.

City (Language)	Date	Composition (5:30pm)	Composition (7:30pm)
Vancouver (Cantonese)			
Mississauga (Hindi)			

6. Do you plan to move back to your home country or move to a different country in the next year or so?
- Yes **[THANK AND TERMINATE]**
  - No **[CONTINUE]**
7. Are you in Canada temporarily, for example, are you here on a student visa or on another temporary basis?





- Yes **[THANK AND TERMINATE]**
- No **[CONTINUE]**

8. Do you or does anyone in your household work in any of the following areas? (**READ LIST**) **IF "YES" TO ANY - THANK AND TERMINATE**

- An advertising agency
- A market research company
- The media, that is for TV, Radio or a newspaper
- The Government of Canada

9. Have you attended a discussion group like this or a market research focus group in the past year? **IF "YES" - THANK AND TERMINATE**

10. I am going to read you a series of age categories, please stop me when I get to the one that applies to you.

- 18-35 years (**SOFT QUOTA 8 PER LOCATION**)
- 36-54 years (**SOFT QUOTA 4 PER LOCATION**)
- 55 years and older (**SOFT QUOTA 2 PER LOCATION**)

11. Could you please tell me what is the highest level of education you have achieved, is it?

- Less than high school
- Some high school
- Graduated high school
- Some post secondary (university/community college)
- Graduated post secondary (university or community college)

**\*\*\*\*(IN EACH LOCATION, PLEASE ENSURE 12 PARTICIPANTS ARE RECRUITED for 8-10 to show per group)\*\*\*\***

12. If you suddenly had a million dollars, what would you do? [THE PURPOSE OF THE QUESTION IS TO TEST HOW ARTICULATE THE RESPONDENT IS IN EXPRESSING HIMSELF OR HERSELF.]

**[INTERVIEWER: USE THIS QUESTION TO TEST HOW ARTICULATELY RESPONDENT EXPRESSES HIM/ HERSELF. IF RESPONDENT IS INARTICULATE OR UNCOMMUNICATIVE, THANK AND TERMINATE.]**

Wonderful, you qualify to participate in one of our discussion sessions. The session will be held on ....

City (Language)	Date	Composition (5:30pm)	Composition (7:30pm)
Richmond (Cantonese)		Recent arrivals	Settled immigrants
Mississauga (Hindi)		Recent arrivals	Settled immigrants

**LOCATION: INFOQUEST RESEARCH**, 6655 Kitimat Rd, Suite 12, Mississauga Rd and Argentia Rd **AND**

**Best Western Richmond Hotel & Convention Centre**, 7551 Westminster Hwy. Richmond, BC Canada V6X 1A3

The session will be **2 hrs** in length. We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

## Mississauga (English-language)

### Recruitment Screener

### Privy Council Office – Exploring the Views of Canada’s Cultural Communities

August 2008

Good morning/afternoon/evening, my name is \_\_\_\_\_ and I am calling from the Ipsos-Reid Corporation, a national marketing research organization. We are a professional public opinion research firm that gathers opinions from people. From time to time, we solicit opinions by sitting down and talking with people.

*We are preparing to conduct a series of these discussions on behalf of the Government of Canada and are calling to see if you would be willing to participate. Please rest assured, your participation is voluntary and should you agree to participate your identity will remain confidential.*

The discussion will take about two hours and those who qualify and attend will receive \$100.00 as a token of our appreciation.

Would you be interested in participating in this discussion which will be held at a location in \_\_\_\_\_ on \_\_\_\_\_?

City (Language)	Date
Mississauga (English)	TBD

- Yes **CONTINUE**
- No **THANK AND TERMINATE**

Now, I would like to ask you a few questions to see if you qualify to attend.

**(INTERVIEWER RECORD GENDER, DO NOT ASK) (AIM FOR 50/50 MIX)**

- **Male (Continue for possible recruit)**
- **Female (Continue for possible recruit)**

1. Did you emigrate to Canada from another country?

- Yes **(Continue for possible recruit)**
- No/ don't know **(Thank and terminate)**

2. Which part of the world did you immigrate from, that is, which was the country of residence before you immigrated to Canada?

**TRY FOR A DIVERSE MIX BY NATIONAL ORIGIN. IN ANY CASE, RECRUIT NO MORE THAN FOUR PARTICIPANTS FROM ANY ONE COUNTRY. NO MORE THAN FOUR SHOULD BE FROM THE PEOPLES REPUBLIC OF CHINA, HONG KONG OR TAIWAN. NO RECRUITS FROM THE U.S. OR WESTERN EUROPE.**

3. How long ago did you immigrate to Canada?

Record number of years: \_\_\_\_\_

- Less than 1 year ago **[CHECK NEW IMMIGRANTS QUOTA]**
- 1 to 5 years ago **[CHECK NEW IMMIGRANTS QUOTA]**
- 5 to 10 **[CHECK SETTLED IMMIGRANTS QUOTA]**
- 10 to 20 years ago **[CHECK SETTLED IMMIGRANTS QUOTA – PUT ON HOLD]**
- More than 20 years ago **[THANK AND TERMINATE]**

**NEW IMMIGRANTS** GROUPS SHOULD ATTEMPT AN EVEN MIX OF THOSE WHO IMMIGRATED TO CANADA LESS THAN ONE YEAR AGO, AND THOSE WHO IMMIGRATED BETWEEN 1-5 YEARS AGO.

**SETTLED IMMIGRANTS** GROUPS SHOULD ATTEMPT TO INCLUDE *ONLY* THOSE WHO IMMIGRATED 5-10 YEARS AGO.

4. Do you plan to move back to your home country or move to a different country in the next year or so?

- Yes **[THANK AND TERMINATE]**
- No **[CONTINUE]**

5. Are you in Canada temporarily, for example, are you here on a student visa or on another temporary basis?

- Yes **[THANK AND TERMINATE]**
- No **[CONTINUE]**

6. Regardless of any other language you speak, what is the first language you learned...?

7. Which of the following reflects how often you speak a language other than French or English at home?

- I *only* speak ... at home **(Continue for possible recruit)**
- I *mostly* speak ... at home **(Thank and terminate)**
- I *sometimes* speak ... at home **(Thank and terminate)**
- I *rarely* ... at home **(Thank and terminate)**
- Don't know

8. Do you or does anyone in your household work in any of the following areas?  
(READ LIST) IF "YES" TO ANY - THANK AND TERMINATE

- An advertising agency
- A market research company
- The media, that is for TV, Radio or a newspaper
- The Government of Canada

9. Have you attended a discussion group like this or a market research focus group in the past year? IF "YES" - THANK AND TERMINATE

10. I am going to read you a series of age categories, please stop me when I get to the one that applies to you.

- **18-35 years (SOFT QUOTA 8 PER LOCATION)**
- **36-54 years (SOFT QUOTA 4 PER LOCATION)**
- **55 years and older (SOFT QUOTA 2 PER LOCATION)**

11. Could you please tell me what is the highest level of education you have achieved, is it?

- **Less than high school**
- **Some high school**
- **Graduated high school**
- **Some post secondary (university/community college)**
- **Graduated post secondary (university or community college)**

**\*\*\*\*(IN EACH LOCATION, PLEASE ENSURE 12 PARTICIPANTS ARE RECRUITED for 8-10 to show per group)\*\*\*\***

12. If you suddenly had a million dollars, what would you do? [THE PURPOSE OF THE QUESTION IS TO TEST HOW ARTICULATE THE RESPONDENT IS IN EXPRESSING HIMSELF OR HERSELF.]

**[INTERVIEWER: USE THIS QUESTION TO TEST HOW ARTICULATELY RESPONDENT EXPRESSES HIM/ HERSELF. IF RESPONDENT IS INARTICULATE OR UNCOMMUNICATIVE, THANK AND TERMINATE.]**

Wonderful, you qualify to participate in one of our discussion sessions. The session will be held on ....

City (Language)	Date	Composition (5:30pm)	Composition (7:30pm)
Mississauga (English)	TBD	Recent arrivals	Settled immigrants

**LOCATION: INFOQUEST RESEARCH,** 6655 Kitimat Rd, Suite 12, Mississauga Rd and Argentia Rd

The session will be **2 hrs** in length. We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

## 8. Moderator's Guide

**Privy Council Office  
Exploring the Views of Canada's Cultural Communities  
August 26, 2008**

### ***INTRODUCTION (5 Minutes)***

Explain to participants:

- Ipsos-Reid Group - the role of moderator is to ask questions, timekeeper, objective/no special interest
- the length of session (2 hours)
- taping of the discussion, one-way mirror and colleagues viewing in back room
- results are confidential and reported all together/individuals are not identified/participation is voluntary
- role of participants: not expected to be experts, no need to agree with each other, speak openly and frankly about opinions and remember that there are no wrong answers

Get participants to introduce themselves and their occupation/hobbies etc...

### ***WARM UP (15 Minutes)***

Can you tell me what you've seen, read or heard about the Government of Canada most recently?

### ***OVERALL ASSESSMENT (20 Minutes)***

I want you to try to think of 2 or 3 words that describe the Government of Canada, then we will go around the table and see find out what people thought of. MODERATOR RECORDS WORDS ON FLIP CHART, PROBES FOR SIMILARITIES AND DIFFERENCES ETC.

Overall, how is the Government of Canada doing? What is going well? What is not going well?

What can you tell me about the Government of Canada's agenda? Can you name a few things that they have done/ they plan on doing?

Can you name a few things that they have done or plan on doing for new Canadians such as yourselves?

**MODERATOR READS:** The Speech from the Throne is an opportunity for the Government of Canada to share its vision with Canadians. In the most recent Speech from the Throne in the Fall of 2007, the Prime Minister set out objectives and priorities. The key priority areas are:

MODERATOR: THE FIVE PRIORITIES SHOULD BE WRITTEN OUT ON A FLIP CHART AHEAD OF TIME FOR REFERENCE.

- **A proud and sovereign Canada: Strengthening Canada's sovereignty and place in the world, including our Arctic sovereignty.**
- **A strong federation: Strengthening the federation and democratic institutions of Canada**
- **A prosperous future: Providing effective economic leadership and a prosperous future, pertaining to the government's economic agenda.**
- **A safe and secure Canada: Tackling crime and strengthening security of Canadians**
- **A healthy environment for Canadians: Improving the environment and health of Canadians**

FOR EACH OF THE PRIORITIES: What does this priority mean to you? Has anyone heard about this before? What have you heard? Where did you hear about it?

- Which of these priorities is important to you and why? Do you think the same ones are important to new Canadians generally? How come?
- How would you rate the Government of Canada's performance to date in dealing with these issues? What makes you say that?

### ***BRAINSTORMING EXERCISE (20 Minutes)***

***Now I'd like us to do an exercise.***

Let's spend the next 15 or 20 minutes listing issues you personally think affect newcomers to Canada. These could be issues that are specific to immigrants from the same region as you or to all new Canadians.

*I don't want to spend too much time focusing on the reasons why you've chosen any specific issue; we'll do that later on.*

MODERATOR PROMPTS FOR VARIOUS ISSUES AND CLEARLY LISTS ALL MENTIONED ON FLIP CHART.

### ***ISSUE PRIORITIZATION (20 Minutes)***

Now that we have listed these issues, I would like us to spend the next 15 or 20 minutes putting them in order. That is, I'd like us to figure out which ones are the most important, which ones are somewhat important and which ones are the least important.

I'm going to hand each of you a series of 5 stickers and I'd like you to get up and put your stickers next to the issue(s) you see as the most important. You can spread your stickers out as you choose (i.e., all five stickers next to one issue or spread out over five different ones)

### ***GOVERNMENT OF CANADA PRIORITIES (40 MINUTES)***

Let's now focus on talking a little more about those issues we've identified as being the most important.



[MODERATOR TO LIST THE MOST IMPORTANT ISSUES]

- First of all, do you feel these are local, national, or international issues? What makes you say that?
- Which ones do you think the Government of Canada can make a difference on? How can it make a difference?
- [FOCUSING ON ISSUES THAT ARE WITHIN THE PURVIEW OF THE FEDERAL GOVERNMENT] What specific actions should/could the Government of Canada take to address this issue? Why should it be considered important for the Government of Canada? Who will benefit from any changes?
- Do you feel the Government of Canada has done a good job or a bad job in dealing with these issues up until now? What makes you say that?

Now that we've had a chance to discuss these issues a little bit, I would like you to complete one final exercise before we end our discussion tonight: ***Thinking about everything we've discussed, what is the one thing the Government of Canada should be focussing on the most for immigrants to Canada? What is the best way to get this done?***

### ***CONCLUSION [5 Minutes]***

We have covered a lot of topics today and really appreciate you taking the time and energy to come down here and give your opinion. Your input is very important and insightful!

To conclude, I wanted to ask you whether you have any last thoughts that you want to give the Government of Canada either personally or on behalf of your community.

**Bureau du Conseil privé  
Attentes des communautés culturelles du Canada**

**27 août 2008**

***INTRODUCTION (5 minutes)***

Expliquer aux participants :

- Société Ipsos-Reid – Le rôle du modérateur consiste à poser des questions et à veiller au bon déroulement de la rencontre; il est objectif/n'a aucun intérêt direct
- Durée de la rencontre (2 heures)
- Enregistrement de la rencontre/miroir d'observation et collègues dans la salle attenante
- Les résultats sont confidentiels et seront rapportés globalement/les personnes ne sont pas identifiées/la participation est volontaire
- Le rôle des participants : pas besoin d'être un expert; aucun consensus n'est requis; exprimer leur opinion ouvertement et en toute franchise; il n'y a pas de mauvaises réponses.
- Demander aux participants de se présenter et de parler de leur profession/de leurs loisirs, etc.

***MISE EN TRAIN (15 minutes)***

- Pouvez-vous me dire ce que vous avez vu, lu ou entendu récemment au sujet du gouvernement du Canada?

***ÉVALUATION GLOBALE (20 minutes)***

- J'aimerais que vous tentiez de trouver deux ou trois mots qui décrivent le gouvernement du Canada. Puis, nous ferons un tour de table pour voir à quoi vous avez pensé.

**MODÉRATEUR : INSCRIRE LES MOTS SUR LE TABLEAU DE PAPIER; SONDER POUR LES SIMILARITÉS ET LES DIFFÉRENCES, ETC.**

- Dans l'ensemble, comment le gouvernement du Canada s'en tire-t-il? Qu'est-ce qui va bien? Qu'est-ce qui ne va pas bien?

- Que pouvez-vous me dire au sujet du plan d'action du gouvernement du Canada? Pouvez-vous m'énumérer quelques mesures qu'il a prises/qu'il prévoit prendre?
- Pouvez-vous m'énumérer quelques mesures qu'il a prises ou qu'il prévoit prendre pour les nouveaux citoyens canadiens comme vous?

*MODÉRATEUR, LIRE* : Le discours du Trône est l'occasion pour le gouvernement du Canada de transmettre sa vision aux Canadiens. Dans le dernier discours du Trône en automne 2007, le premier ministre a énoncé une série d'objectifs et de priorités. Les priorités sont :

MODÉRATEUR : VOUS DEVREZ ÉCRIRE À L'AVANCE LES CINQ PRIORITÉS SUR UN TABLEAU DE PAPIER.

- **Un Canada fier et souverain: Renforcer la souveraineté du Canada et sa place dans le monde, ceci inclut la souveraineté du Canada dans le Nord**
  - **Une fédération forte: Renforcer la fédération et nos institutions démocratiques**
  - **Un avenir prospère: Assurer la prospérité future par un leadership économique efficace**
  - **Un Canada en sécurité: S'attaquer au crime et assurer la sécurité des Canadiens**
  - **Un environnement sain pour les Canadiens : Améliorer l'environnement et la santé des Canadiens**
- POUR CHACUNE DES PRIORITÉS : Que représente cette priorité pour vous? En avez-vous déjà entendu parler? Qu'est-ce que vous avez entendu? Où en avez-vous entendu parler?
  - Parmi ces priorités, lesquelles sont importantes pour vous? Pourquoi? Croyez-vous qu'elles sont également importantes pour les nouveaux citoyens canadiens en général? Pourquoi?
  - Comment évalueriez-vous le rendement du gouvernement du Canada jusqu'à présent pour ce qui est de s'occuper de ces enjeux? Pourquoi dites-vous cela?

## **EXERCICE - REMUE-MÉNINGES (20 minutes)**

***Nous allons maintenant faire un exercice.***

- Pendant les 15 ou 20 prochaines minutes, nous allons dresser une liste des enjeux qui, selon vous, touchent les nouveaux arrivants au Canada. Ces enjeux peuvent être particuliers aux immigrants qui viennent de la même région que vous, ou encore, ils peuvent toucher l'ensemble des nouveaux citoyens canadiens.

*Je ne veux pas consacrer trop de temps sur les raisons pour lesquelles vous avez choisi un enjeu en particulier; nous allons le faire plus tard.*

MODÉRATEUR, SONDER POUR OBTENIR DIVERS ENJEUX ET ÉCRIRE CLAIREMENT TOUT CE QUI EST MENTIONNÉ SUR LE TABLEAU DE PAPIER.

## **ÉTABLISSEMENT DE PRIORITÉS (20 minutes)**

Maintenant que nous avons dressé la liste de tous les enjeux, nous allons consacrer les 15 ou 20 prochaines minutes à les classer, c'est-à-dire déterminer ceux qui sont les plus importants, ceux qui sont assez importants et ceux qui sont les moins importants.

- Je vais vous remettre une série de 5 autocollants, et je vous demanderais de vous lever et de les apposer à côté des enjeux que vous considérez les plus importants. Vous pouvez répartir les autocollants comme bon vous semble (par exemple, les cinq autocollants à côté d'un enjeu ou répartis entre cinq enjeux différents).

## **PRIORITÉS DU GOUVERNEMENT DU CANADA (40 MINUTES)**

Nous allons maintenant nous concentrer davantage sur les enjeux que nous considérons les plus importants.

[MODÉRATEUR : ÉNUMÉRER LES ENJEUX LES PLUS IMPORTANTS]

- Tout d'abord, croyez-vous que ces enjeux sont locaux, nationaux ou internationaux? Pourquoi dites-vous cela?
- Sur lesquels le gouvernement du Canada peut-il avoir un impact selon vous? Quel impact peut-il avoir?
- Quelles mesures en particulier le gouvernement du Canada devrait-il/pourrait-il prendre pour s'attaquer à cet enjeu? Pourquoi cette mesure devrait-elle être considérée comme importante par le gouvernement du Canada? À qui profiterait tout changement?
- [METTANT L'EMPHASE SUR LES DOSSIERS SUR LESQUELS LE GOUVERNEMENT FEDERAL A JURIDICTION] Croyez-vous que le gouvernement du Canada a fait jusqu'à présent un bon travail ou un mauvais travail en ce qui concerne ces enjeux? Pourquoi dites-vous cela?
- Maintenant que nous avons eu l'occasion de discuter à propos de ces enjeux, j'aimerais que nous fassions un dernier exercice avant de clore la discussion de ce soir : ***Lorsque vous pensez à tout ce dont nous avons parlé ce soir, quel est***

***l'élément sur lequel le gouvernement du Canada devrait se concentrer le plus pour les immigrants du Canada? Quelle est la meilleure manière d'y arriver?***

**CONCLUSION [5 minutes]**

Nous avons couvert un grand nombre de sujets et je vous remercie d'avoir consacré du temps et de l'énergie pour venir partager votre opinion ici aujourd'hui. Votre opinion est très importante et éclairante!

- Pour conclure, j'aimerais savoir si vous avez d'autres commentaires que vous voudriez communiquer au gouvernement du Canada, à titre personnel ou au nom de votre communauté.