



Research Review and Environmental Scan

Final Report: January 11, 2018

Prepared by:



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Executive Summary

The Red Deer Local Immigration Partnership (RDLIP) requested a Research Review and Environmental Scan to search for existing knowledge about immigrant settlement and integration needs in Red Deer. This information will guide the RDLIP in creating a local action plan for immigration settlement and integration in Red Deer based on local data and research.

Results from Statistics Canada's 2016 Census reveal that over half (53%) of Red Deer's foreign-born population was born in Asia. Recent immigrants to Red Deer are coming from the Philippines, Ukraine and India. Nigeria is the largest source country for African immigrants. Tagalog, Spanish, Ukrainian, German and Arabic are Red Deer's most frequent mother tongues.

Most immigrants to Red Deer are economic class and a larger proportion of economic class immigrants come to Red Deer than the rest of Canada. The average proportion of economic immigrants to Red Deer over the last ten years is nearly 70%; an average of 19% are family-class; and 11% are refugees. Fifty-eight (58%) of Red Deer's immigrant population has a post-secondary education, compared to 50% of Red Deer's non-immigrant population. The majority of Red Deer's immigrants are young and working age population (ages 15 to 44).

The services-producing sector employed 78% of all working Alberta immigrants compared to the provincial average of 72% for this sector in 2015. Over one quarter of all Alberta immigrants were employed in Health Care and Social Assistance; and Trade (retail & wholesale) industries. Accommodation and Food Services; Manufacturing; and Professional, Scientific and Technical Services round out the top five industries for over half of all employed immigrants in the province.

Overall findings:

- Generally speaking, the majority of immigrants to Alberta are faring well and experiencing positive economic and social outcomes. Economic immigrants tend to experience greater success in securing employment and higher incomes than family class immigrants and refugees.
- Alberta's labour market outcomes for immigrants still lag those of non-immigrants. This is a concern across the country and has not improved over time.
- English language proficiency, including a heavy accent, is a major barrier for many immigrants in terms of securing employment. While a number of language training programs are provided in the community, they are insufficient to keep up with the demand. Immigrants may face other barriers such as affordable childcare, transportation, flexible times, and cost for accessing some of these programs.
- Another major barrier faced by immigrants in securing employment that matches their qualifications is that their credentials are not recognized or fully recognized by Canadian employers, and Canadian employers are often seeking Canadian work experience. Consequently immigrants have a slightly higher unemployment rate than non-immigrants, and many immigrants are "underemployed."
- Overall, immigrants seem to have a strong sense of belonging to their local community. Immigrants in smaller centres seem to have a higher sense of belonging to their local community which bodes well for Red Deer.

- It appears that immigrant youth, along with their families, are integrating well into the Red Deer's education systems due to good partnerships and programs in the community and at the local public and separate school systems.
- Findings suggest that refugees, including refugee youth, are at increased risk of mental health problems compared to local populations and other immigrants. The physical and psychological trauma experienced by refugees places them at higher risk of various psychiatric disorders. However, they tend to access mental health services less often and face numerous barriers when accessing services. Barriers include: communication and language barriers, lack of cultural relevance, stigma, and knowing where to go to access services, and general mental health services capacity.
- Healthcare service providers are recognizing that there is a need for accessible mental health services that are culturally relevant for immigrant and racialized populations.
- Red Deer has a well-developed settlement service sector and good community partnerships to help meet immigrant needs. Resource capacity and bureaucratic issues (e.g. participant eligibility) are the main limitations faced by settlement service providers in delivering their programs. Barriers faced by clients in accessing the programs include: knowing how to find program and service providers, language, childcare, transportation, cost, and hours of service.

In terms of moving forward with the creation of a local action plan for immigration settlement and integration, RDLIP may find some relevant strategies and best practices from other parts of Canada at the Pathways to Prosperity website (<http://p2pcanada.ca>).

A. Introduction

The purpose of this Research Review and Environmental Scan is to search for existing knowledge about immigrant settlement and integration needs in Red Deer and summarize those findings. The Red Deer Local Immigration Partnership (RDLIP) is tasked with creating a local action plan for immigration settlement and integration in Red Deer based on local data and research. The research highlighted in this report will provide that foundation.

The objective of this environmental scan and research review is to identify the available formal and informal research that currently exists and has been completed over the past ten to fifteen years on four priority research themes:

1. Immigrant pathways - maps to employment and economic prosperity
2. Immigrant youth engagement
3. Integration as a key aspect of health and community wellness
4. Community involvement and settlement.

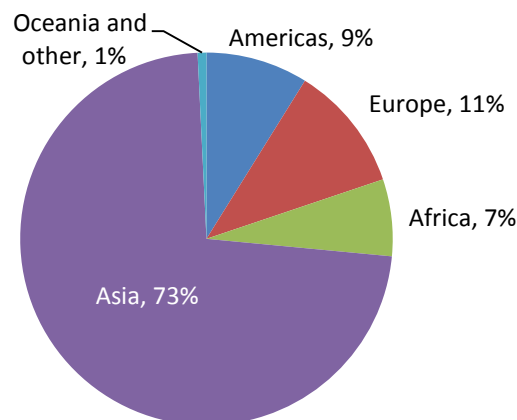
The summarized research will assist the RDLIP community to identify areas of strengths and gaps in programming and community supports that will serve as the foundation for developing a local immigration strategy.

For the purpose of this study, immigrant includes permanent residents, temporary foreign workers, refugees, or international students.

B. Profile of Immigrants

In 2016, almost half (48.1%) of Canada’s foreign-born population was born in Asia; in Red Deer and Census Division No. 8, 53% of immigrants were born in Asia. In terms of Red Deer’s recent immigrants, those who landed in Canada between 2011 and 2016, 73% were of Asian origin.

Figure B.a: Recent immigrants by selected places of birth for Red Deer, 2016



Source: Statistics Canada. 2017. Census Profile. 2016 Census.
Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released October 25 2017.

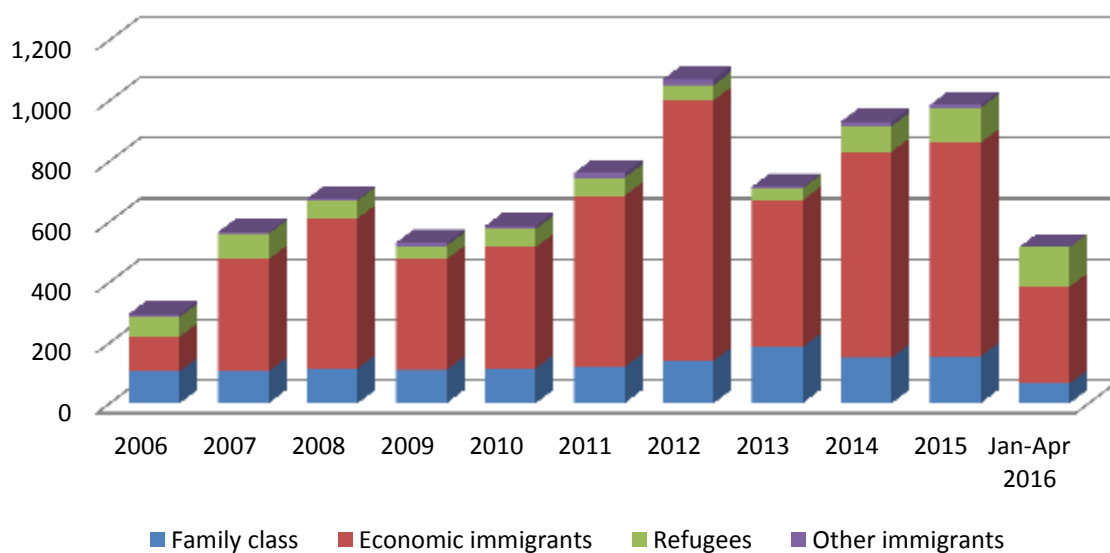
Over three-quarters of Asian-born recent immigrants to Red Deer are from the Philippines (close to 3,000 persons). The Ukraine was the next largest source of recent immigrants to Red Deer (325 persons), followed by India (270 persons) and Syria (180 persons). Nigeria is the largest source country for African immigrants (105 recent immigrants).

Figure A.1 in Appendix A lists source counties in descending order for Red Deer and for Census Division No. 8, in which Red Deer is located, for recent immigrants and for all immigrants (recent and established). Census Division No. 8 tends to mirror Red Deer, however in terms of all immigrants (recent and established), Census Division No. 8 has a much higher proportion of immigrants from the United Kingdom and the Netherlands compared to Red Deer.

Tagalog, Spanish, Ukrainian, German, Arabic, and Cantonese are Red Deer’s most frequent mother tongues excluding Canada’s official languages of English and French and Aboriginal languages (see Figure A.2 in Appendix A). In terms of the annual numbers reported by the Central Alberta Refugee Effort (C.A.R.E.), their largest language groups were: Arabic speakers, Spanish, Ukrainian, Persian, Dari, Somali, Tigrinya and the majority of their Alternative English as a Second Language (ESL) students were Spanish (39% Mother Tongue) and Ukrainian (22% Mother Tongue).

The majority of immigrants to Red Deer since 2007 are economic immigrants. Red Deer has a slightly lower proportion of economic immigrants and slightly higher proportion of refugees compared to Census Division 8. The Canadian average according to the 2016 Census is 60% economic migrants. The ten-year average proportion of economic immigrants to Red is 68%, followed by 19% family-class, and 11% refugees.

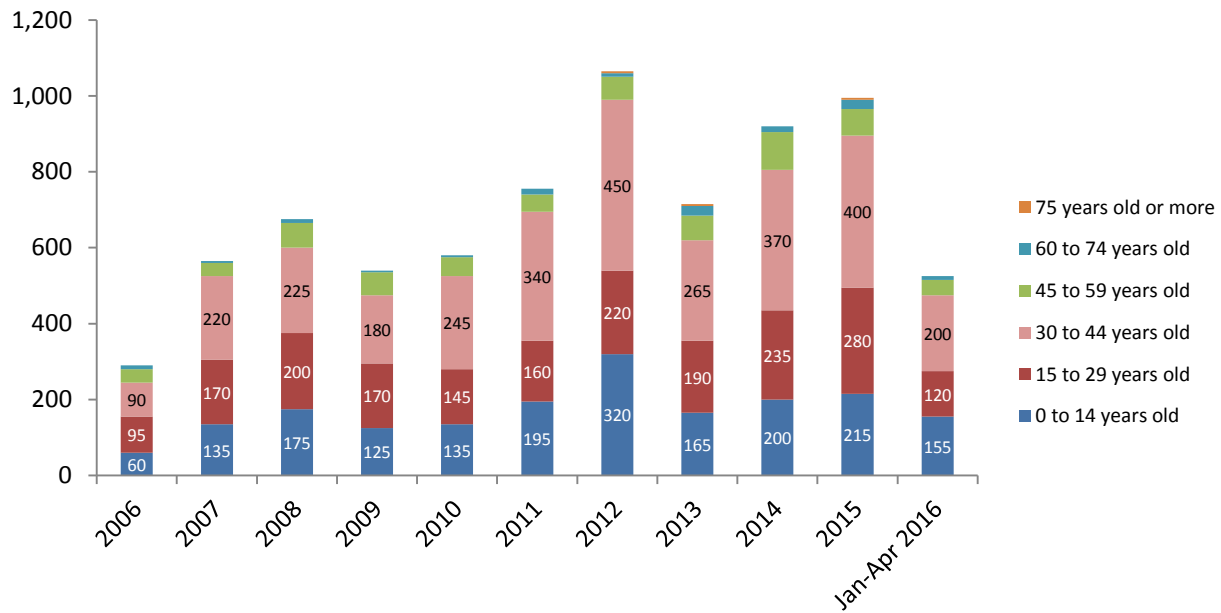
Figure B.b: Admissions of Permanent Residents by Immigration Category, for Red Deer 2006 - April 2016



Source: Immigration Refugees Citizenship Canada, May 31, 2016 Data

The majority of Red Deer’s immigrants are young and working age population (ages 15 to 44).

Figure B.c: Admissions of Permanent Residents by Age for Intended Destination of Red Deer, 2006 - April 2016



Source: Immigration Refugees Citizenship Canada, May 31, 2016 Data

Immigrants to Red Deer, and Census Division No. 8 are more educated than both Red Deer and Census Division No. 8’s non-immigrant population.

Figure B.d: Admissions of Permanent Residents by Age for Intended Destination of Red Deer, 2006 - April 2016

	Census Division			
	Red Deer	No. 8	Alberta	Canada
Total population				
Post-Secondary	51%	49%	54%	54%
% of immigrant population age 15+ with post-secondary	58%	59%	61%	60%
% of non-immigrant population age 15+ with post-secondary	50%	48%	53%	53%

Source: NHS Profile, 2011, Statistics Canada, 2011

C. Immigrants pathways to employment and economic prosperity

C.1 Different Pathways to finding employment

The *Alberta Settlement Outcomes Survey*, conducted in March 2013 found that:

- Almost 70% of their respondents are working full or part-time, and 4.3% are self-employed or owning their own business.
- 77.4% of employed individuals indicated that they are in permanent rather than temporary or contract positions.
- Individuals who had used employment services in Alberta are significantly more likely to be employed full-time (61.8%) than those who had not.
- Principal applicants in the skilled worker or professional category (78.5%), provincial nominee category (82.5%) are especially likely to work full-time.
- Individuals with college or vocation training (60.3%), university degrees (55.7%) are more likely to be employed full-time than those with high school or less (45.9%).
- Over 60% of immigrants who have been in Alberta more than three years are working full-time.
- The most commonly held jobs are in sales and service occupations, and in jobs that do not require university degrees, despite the fact that 57% of respondents have completed a university degree.

It is important to note that respondents (1,006) in this study are quite highly educated with over half having completed a university undergraduate degree or higher; a further 22.3% had completed college or vocational training. The respondents were age 18 and over and had lived in the province from 3 to 60 months.

C.2 Employment Trends in Red Deer

The *Alberta Short-Term Employment Forecast: 2017-2019* provides a three-year overview of occupations expected to be in high demand during this time frame. It provides awareness to newcomers and prospective immigrants on the short-term employment outlook in Alberta.

Figure C.2.a: Alberta’s Short-Term Employment Forecast 2017-2019

NOC ¹ and Occupation Title	
<i>High Demand Occupations</i>	<ul style="list-style-type: none"> • 3012 Registered nurses and registered psychiatric nurses • 3233 Licensed practical nurses • 6311 Food service supervisors • 6315 Cleaning supervisors • 7334 Motorcycle, all-terrain vehicle and other related mechanics • 8252 Agricultural service contractors, farm supervisors and specialized livestock workers

¹ NOC = National Occupational Classification. For more information: <https://www.statcan.gc.ca/eng/concepts/occupation>

<i>Moderately High Demand Occupations</i>	<ul style="list-style-type: none"> • 0121 Insurance, real estate and financial brokerage managers • 0124 Advertising, marketing and public relations managers • 0125 Other business services managers • 0311 Managers in health care • 0631 Restaurant and food service managers • 1122 Professional occupations in business management consulting • 1243 Medical administrative assistants • 1311 Accounting technicians and bookkeepers • 3011 Nursing co-ordinators and supervisors • 3111 Specialist physicians • 3112 General practitioners and family physicians • 3113 Dentists • 3131 Pharmacists • 3216 Medical sonographers • 3217 Cardiology technologists and electrophysiological diagnostic technologists, • 3222 Dental hygienists and dental therapists • 3236 Massage therapists • 3413 Nurse aides, orderlies and patient service associates • 4011 University professors and lecturers • 4163 Business development officers and marketing researchers and consultants • 4214 Early childhood educators and assistants • Another 25 occupations listed under Moderately High Demand
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According to *Alberta's Occupational Demand and Supply Outlook, 2015-2025* a cumulative labour shortage in Alberta of 49,000 workers is forecast by the year 2025. The following are a few of the occupations with a forecasted labour shortage of more than 1,000 workers by 2025:

- A37 - Managers in construction and transportation
- C07 - Computer and information systems professionals
- D11 - Nurse supervisors and registered nurses
- D21 - Medical technologists and technicians
- G01 - Sales and service supervisors
- G81 - Childcare and home support workers
- H71 - Motor vehicle and transit drivers
- I01 - Contractors, operators and supervisors in agriculture, horticulture and aquaculture

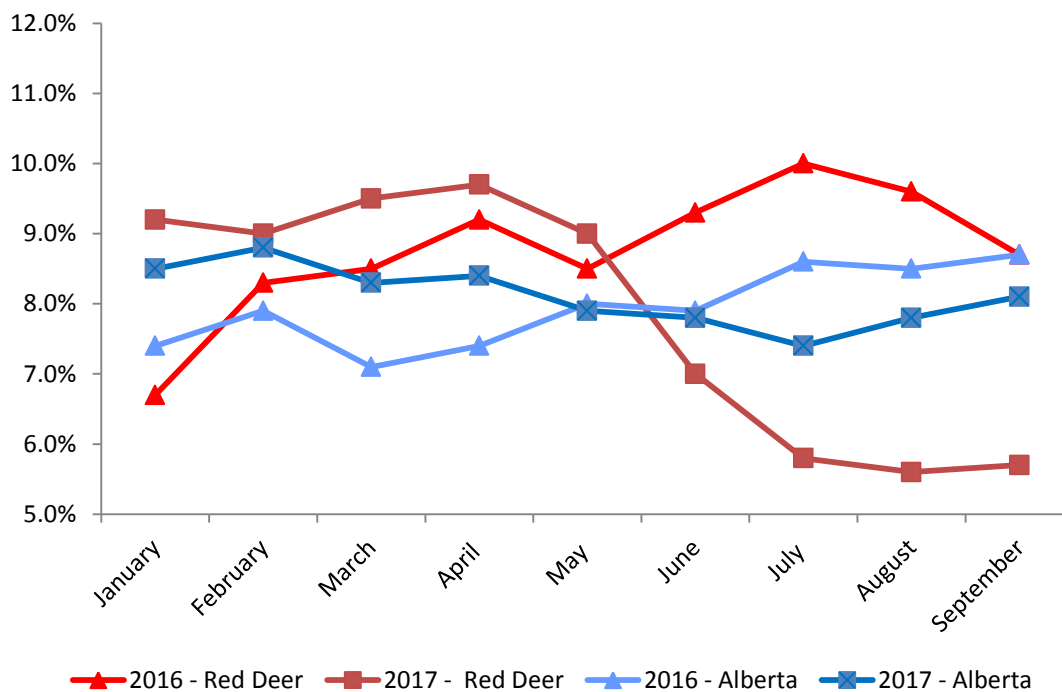
According to the Red Deer Economic Region *Occupational Demand Outlook at 3 Digit NOC-S², 2016-2020*, D11 – Nurse Supervisors and registered nurses have above average growth at 4.1% and D31 – Assisting occupations in support of health services have above average growth at 4.0%. Other above average growth occupations by 3 digit NOC-S include:

- G81 – Childcare and home support workers, 2.7%
- G96 – Food counter attendants, kitchen helpers and related occupations, 2.6%
- G93 – Cleaners, 2.5%
- E21 – Paralegals, social services and occupations in education and religion, not elsewhere classified, 2.4%
- B51 – Clerical occupations, general office skills, 2.0%
- G51 – Occupations in food and beverage services, 2.0%
- G21 – Retail salespersons and sales clerks, 1.9%
- H71 – Motor vehicle and transit drivers, 1.9%
- I01 – Contractors, operators and supervisors in agriculture, horticulture, and aquaculture, 1.9%

² Occupations classified using the national occupational classification for statistics (NOC-S) code. For more information: <http://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=135958>

Figure C.2.b demonstrates the Red Deer Economic Region monthly unemployment rate for 2016 and 2017. Red Deer’s rates are represented by the red lines and the province of Alberta is represented by the blue lines. Unemployment rates for the Red Deer region in the third quarter of 2017 (July to September) are lower than the provincial average.

Figure C.2.b: Monthly Unemployment Rates for Red Deer Economic Region and Alberta



Source: Alberta Labour Force Statistics retrieved from <https://work.alberta.ca/labour/2017-monthly-labour-force-statistics.html>

C.3 Attraction and Retention of Immigrants

Pruegger and Cook write that the factors that influence secondary migration include³:

- Individual factors such as:
 - Age – those in the prime working ages of 25-44 years tend to have a greater propensity to secondary migration than others.
 - Education – high rates of secondary migration occurs in those with the highest education.
 - Immigrant class – skilled workers and refugees exhibit greater mobility than family class or business class immigrants.
 - Social support – the presence of lack of social supports and resulting feelings of isolation are factors that influence mobility decisions.

³ Cook, D., Valerie Pruegger. *An Analysis of Immigrant Attraction and Retention Patterns Among Western Canadian CMA's*. Prairie Metropolis Centre. December 2007. p 2.

- Community factors such as:
 - The presence of an established ethnic/cultural community.
 - The existence of economic / education / employment opportunities is critical in the way of meaningful jobs, adequate earnings, adequate income support levels, and recognition of international qualifications.
 - Access to services including public services such as health and transportation, and immigrant settlement services.
 - Community receptivity, as people look for a safe community in which to raise their children and which provides them with a sense of community and belonging.
 - General quality of life factors such as climate, housing market, and recreational, arts and cultural opportunities.

Another factor that may impact retention is that of underemployed workers, which many immigrants tend to be. Empirical research shows that underemployed workers typically experience lower job satisfaction and commitment to the firm, and are more likely to leave their job.⁴

Some of these factors are reinforced by the *Alberta Settlement Outcomes Survey* where the majority of immigrants surveyed indicated that they are not planning to leave the province in the next five years. Those who might indicate that it is primarily because of better job prospects elsewhere (60%).

- Principal applicants in the provincial nominee category are especially likely to leave Alberta for better job opportunities, followed by principal applicants from the Canadian experience class, and skilled workers and professionals and their dependents.
- The tendency to leave Alberta for a better job elsewhere increases with rising level of education.
- Other reasons respondents might leave Alberta include: the weather is better elsewhere, and to live closer to family or friends or people of the same ethnic or religious background.
- Fewer than 15% of respondents endorsed “feeling isolated or lonely in Alberta” as a reason for leaving Alberta and an even smaller percentage selected “have experienced discrimination in Alberta” or “do not feel welcome in Alberta.”

The Alberta Association of Immigrant Serving Agencies conducted an *Alberta Immigrant Nominee Environmental Scan*. The Alberta Immigrant Nominee Program (AINP) is a Provincial Nominee Program (PNP) designed to help provinces address province-specific labour needs. Some key points from this study regarding retention include:

- Alberta is reported to have the highest retention rate of provincial nominees of any Western province at 95.3%; Western Canada overall has a retention rate of 86.5%.
- The AINP has a markedly high retention rate as many Temporary Foreign Workers continue to work and live in the communities and industries where they initially obtained their work permit.
- PNPs are used by Temporary Foreign Workers, international students, and high skilled workers to gain residency, all of which contribute to helping the province achieve its economic goals through meeting labour market needs.
- Due to the more stringent requirements for residency through federal pathways, the AINP is frequently the main pathway for low/semiskilled workers to achieve residency.
- Compared to programs in other provinces, the AINP is unique in the way nominations for permanent residency are predominantly awarded (95%) to Temporary Foreign Workers already in the province.

⁴ Canada. *Temporary Foreign Workers in Canada: A look at regions and occupational skill*. March 12, 2015. P. 2. Retrieved from http://www.pbo-dpb.gc.ca/web/default/files/files/TFW_EN.pdf

C.4 Immigrants in the Labour Force

Alberta's Labour Force Profile of Immigrants in the Labour Force, 2015 highlights the following points:

- Alberta's share of immigrants was 17.4% in 2015, the 3rd highest among the provinces.
- In 2015, immigrants accounted for 22.2% of the working age population in Alberta, the third highest percentage among the provinces.
- In 2015, Alberta had the second highest labour force participation (70.4%) and employment rates (65.4%) for immigrants among the provinces in Canada.
- The participation rates for male and female immigrants in Alberta was 77.7% and 63.3% respectively, which is lower than Alberta's overall rates of 79.3% for males and 66.6% for females.
- Immigrants accounted for 25.0% of unemployed Albertans in 2015. Alberta Immigrants had an unemployment rate of 7.1%, which was 1.1% higher than the provincial unemployment rate of 6.0%, but below Canada's unemployment rate of 7.3% for immigrants.
- Very recent immigrants⁵ had a higher unemployment rate than both more established⁶ and recent immigrants⁷ in 2015.
- The unemployment rate of established immigrants, 5.1% was lower than the provincial rate of 6.0%. Recent immigrants had an unemployment rate of 6.3% and very recent immigrants had a rate of 10.0%.
- 78.1% of employed Alberta immigrants worked in the Services-Producing Sector. The provincial average for this sector was 72.1%.
- Over one quarter of all Alberta immigrants were employed in Health Care and Social Assistance; and Trade (retail & wholesale) industries. Accommodation and Food Services; Manufacturing; and Professional, Scientific and Technical Services round out the top five industries for over half of all employed immigrants in the province.
- The proportion of immigrants who were employed in the following occupations was higher than the provincial average:
 - Natural & applied sciences 10.9% vs 7.8%
 - Health 8.4% vs. 7.1%
 - Sales & Service 24.8% vs. 24.5%
 - Unique to processing, manufacturing and utilities 6.7% vs 4.6%
- Of employed immigrants who arrived very recently, 33.6% worked in the Sales & Services occupations compared to the provincial average of 24.5%.
- 85.1% of established immigrants worked full-time compared to provincial average of 84.1%.
- Very recent and recent immigrants had the highest percentage of part-time employment 17.5% compared to the provincial average of 15.8%.
- Alberta immigrants had a lower proportion of 15-24 year olds employed full-time compared to the provincial average (4.0% vs. 8.6%). However a higher proportion of Alberta immigrants age 55 and over were employed full-time 15.8% versus 14.8%.

As for the lower proportion of 15-24 year old immigrant Albertans having lower levels of full-time employment than the provincial rate, it could be that fewer immigrant students work while attending school. Statistics Canada's Labour Force Survey, 2009/2010 found that immigrant students are much less likely to work while going to school (32%) compared with their Canadian-born counterparts (49%)⁸.

⁵ Very recent immigrants are individuals who have been landed immigrants in Canada for 5 years or less prior to the Labour Force Study.

⁶ Established immigrants are individuals who have been landed immigrants in Canada for more than 10 years prior to the Labour Force Study.

⁷ Recent immigrants are individuals who have been landed immigrants in Canada for more than 5 years but no more than 10 years prior to the Labour Force Study.

⁸ Retrieved from <https://www.statcan.gc.ca/pub/75-001-x/2010109/article/11341-eng.htm#source>

Another study conducted for the U.S. Department of Education *Undergraduates Who Work While Enrolled in Postsecondary Education: 1989-90*, noticed that Asian undergraduates were more likely *not* to work while enrolled than were either Hispanic or non-Hispanic white undergraduates: one-third of Asian undergraduates did not work while enrolled, compared with 24% and 21%, respectively, of Hispanic and non-Hispanic white undergraduates. It also appeared that Asian undergraduates were less likely to work full time (28%) than were black, Hispanic, or non-Hispanic white undergraduates (about 40% in all three groups worked full time). Given the high proportion of Asian immigrants in Alberta, one might infer a similar trend.

The Alberta Association of Immigrant Serving Agencies conducted an *Alberta Syrian Refugee Resettlement Experience Study* in collaboration with University of Calgary and Habitus Consulting Collective Inc. The study sample was composed of 100 Syrian refugees from five cities: Calgary, Edmonton (considered large centres), Medicine Hat, Red Deer, and Lethbridge (small centres). The study underscored that employment was a key challenge for these refugees.

- The quantitative sample saw a high number of Government Assisted Refugees (GARs) who were likely to have primary or secondary level education. Their skills and experience did not match job opportunities or their lack of English language skills posed as a critical barrier.
- The employment landscape was equally challenging for Privately Sponsored Refugees (PSRs) and Blended Visa Office-Referred (BVORs), despite their higher levels of education.
- Respondents highlighted a lack of understanding of the employment system, lack of social capital and networks to secure jobs, gaps in skills, lack of credential recognition and challenges to start new entrepreneurial ventures.
- This study also found that there were higher rates of employment and survey participants reported greater satisfaction with employment in larger centres as compared to smaller centres.
- Large centres also saw a higher proportion of individuals who were able to pay bills and save money.

C.5 Economic Prosperity

The Conference Board of Canada notes that despite their high levels of education, Canadian immigrants have higher unemployment rates and lower wages than Canadian-born workers. In Canada, the overall difference in median hourly wages between university-educated landed immigrants and Canadian-born citizens was 20.6% in 2014. At 25.9%, Alberta is worse than the national average.⁹

Alberta's Labour Force Profile of Immigrants in the Labour Force cites some further examples of this wage gap:

- On average, Alberta immigrants earned \$2.77 less than the provincial average.
- Alberta immigrants employed in two industries earned higher average hourly wages than provincial average. These industries are:
 - Utilities (Alberta Immigrants \$43.31; Alberta \$42.70)
 - Professional, Scientific, & Technical Services (Alberta Immigrants \$37.87; Alberta \$36.67)
- The provincial average hourly wage by occupation was higher than the average of Alberta immigrants in all but Art, Culture, Recreation & Sport occupations.

⁹ Conference Board of Canada. *Immigrant Wage Gap*. Retrieved from <http://www.conferenceboard.ca/hcp/provincial/society/immigrant-gap.aspx>

- The occupations with the largest difference between the provincial average and average for Alberta immigrants were:
 - Occupations unique to primary industry (\$5.15 difference)
 - Occupations unique to processing, manufacturing and utilities (\$5.14 difference)
 - Occupations in social science, education, government service & religion (\$4.95 difference)
- Established immigrants earned the highest average hourly wage of \$28.82, followed by recent immigrants \$25.04, and \$21.09 for very recent immigrants.

Statistics Canada *Chronic Low Income Among Immigrants in Canada and its Communities* finds that:

- Immigrants over the age of 65 had the highest rates of chronic low income¹⁰ in 2012, at around 30%.
- Immigrants from Northwestern Europe, the Philippines, Australia, New Zealand and the United States had rates in the 4-5% range, while those from East and South Asia had rates in the 17-19% range – roughly four times higher.
- Family class immigrants and refugees typically earn less than economic class immigrants. Most notably is the difference between provincial nominees who have a 5.9% chronic low-income rate compared to other economic class immigrants at 10.2%. This is not surprising given that provincial nominees tend to earn more than other economic class immigrants, such as federal skilled workers, largely because they are far more likely to have Canadian work experience prior to landing.
- The lowest chronic low-income rates among immigrants were found in the Prairies in 2012. All Prairie communities had rates less than 5.7% - one-half or less than the Canadian average of 12.3%. These lower rates may be related to better economic conditions in 2012, greater use of the PNP, and a historically lower supply of immigrants in these communities.

The *Alberta Settlement Outcomes Survey* reaffirms that immigration category influences personal earnings.

- Principal applicants in the skilled worker or professional category have the highest earnings, family class, refugees and provincial nominee dependents have the lowest.
- Individuals with a university degree, particularly a graduate or professional degree earn the most. However, they have more difficulty obtaining a job that matches their qualifications and report less job satisfaction.
- Individuals in smaller northern communities have the highest earnings and report less difficulty finding a job that matches their qualifications.

Income statistics from the 2016 Census demonstrates that there is a wage/income gap between immigrants and non-immigrants and this funnels right down to Red Deer as demonstrated in the following table.

¹⁰ Chronic low income is defined as having a family income under a low-income cut-off for five consecutive years or more.

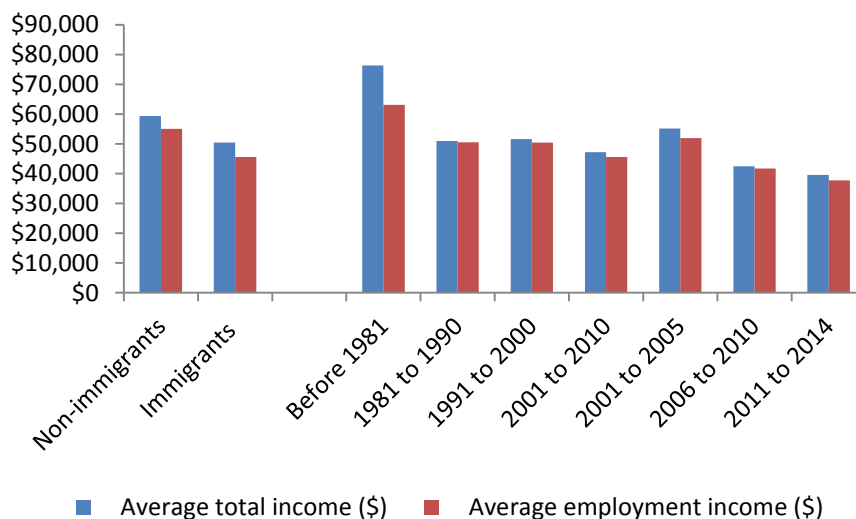
Figure C.5.a: Income Statistics for the Population Aged 15 Years and Over in Private Households in Red Deer, 2016

	Non Immigrants	Immigrants
Median Total Income	\$42,421	\$37,822
Average Total Income	\$59,295	\$50,396
Median After-tax Income	\$37,721	\$34,238
Average After-tax Income	\$48,274	\$42,061

Source: Statistics Canada - 2016 Census. Catalogue Number 98-400-X2016205.

Furthermore, the gap does not change considerably by period of immigration, except for those who immigrated prior to 1981.

Figure C.5.b: Income statistics for Non-Immigrants vs Immigrants for Red Deer, and for Period of Immigration



Source: Statistics Canada - 2016 Census. Catalogue Number 98-400-X2016205.

In the Conference Board of Canada’s October 2017 report, *450,000 Immigrants Annually? Integration Is Imperative to Growth* they state that over 23 years, the average immigrant rarely achieves wage parity with the Canadian average—a problem that has grown since the 1980s. They also estimate that immigrants lose up to \$12.7 billion in wages per year due to labour market barriers that they face. The report’s authors acknowledge that “the issue of improving immigrant labour market outcomes is becoming more urgent since immigrants are making up a greater share of Canada’s population and labour force.”

C.6 Immigrant-Specific Employment and Entrepreneurship Programs

Red Deer Catholic Social Services and Central Alberta Immigrant Women’s Association (CAIWA) provide some employment services to immigrants and refugees.

Figure C.6: Employment Programs and Services

Name of Program	Description
Red Deer Catholic Social Services: Employment Services	<ul style="list-style-type: none"> Two full-time staff provide a full range of direct Employment Services and support to all immigrants, including those with Temporary status and those who are Canadian Citizens. Services include: employment information and workshops, career planning, resumes, interview preparation, job search support, foreign credential recognition and further education. These services are free.
CAIWA: Newcomer Employment Success Strategy (NESS)	<ul style="list-style-type: none"> The NESS program is a collaborative effort between CAIWA and Alberta Works. It targets newcomers over the age of 30 who are unemployed and ready to work. Sixteen weeks are in a Group Based Employability Skills program and 6 weeks are work placement. The program helps to break the cycle of lack of Canadian work experience.
CAIWA: Youth Employment Success Strategies (YESS)	<ul style="list-style-type: none"> The YESS program is a collaborative effort between CAIWA, Service Canada, and Alberta Works. It is designed for youth between the ages of 15 and 30 years who are unemployed and ready to work. This ten week course provides a training allowance for students while they are attending the program which teaches essential workplace skills.
CAIWA: Computer Classes	<ul style="list-style-type: none"> Computer Classes incorporate common computer skills required by most employers e.g. Microsoft Word, Excel, and creating Power Point presentations. The classes range from basic operation to advanced levels. Computer knowledge gives students more chances for employment.

On the employer side, C.A.R.E. provided the Alberta Global Talent project, funded by the Government of Alberta. Alberta Global Talent supports employers in Red Deer and throughout Central Alberta in the pre-employment, attraction, hiring, onboarding and retention of immigrant employees through a website, webtools, workshops, and other resources.

The Rural Development Institute notes that “there was an identified need to bring businesses and employers into consultation with settlement organizations.” Interestingly, the majority of employers who responded to the RDLIP Central Alberta Labour Force Survey (2017) were not interested in learning how to be more diverse, and several felt that were already diverse or hiring the best candidate, regardless of background, for their positions.

The City of Red Deer’ *Economic Development Strategy* July 2013 includes “Strategy D4: Attract immigrant entrepreneurs to Red Deer.” This strategy states that “the City should work with Immigration Canada as well as the Government of Alberta to communicate to prospective immigrants the ease of starting a business in Red Deer. The City should consider devoting or facilitating resources for mentoring and advising immigrants on their businesses as well as provide a ‘one stop shop’ for streamlining administrative minutiae.”

D. Immigrant Youth Engagement

D.1 Immigrant Youth Health

According to the *Health Profile on Immigrant and Refugee Children and Youth in Canada* conducted by the Canadian Institute of Child Health (CICH) finds that overall, immigrant youth in Canada fare well. The profile highlights these other findings as well:¹¹

- Almost three-quarters (72%) of immigrant youth aged 12 to 19 years report that their health is excellent or very good. This is slightly higher than their Canadian born counterparts (69%). However, in Alberta immigrant youth are slightly less likely than their Canadian born counterparts to report that their health is excellent or very good (65% compared to 69%).
- The majority, 80%, of immigrant youth aged 12 to 19 years report that their mental health is excellent or very good. This compares to 84% of Canadian born youth. In Alberta, 84% of immigrant youth aged 12 to 19 years report that their mental health is excellent or very good compared to 76% of their Canadian born counterparts.
- The majority of both immigrant (74%) and Canadian born (72%) youth are likely to report that they have a very or somewhat strong sense of belonging to their local community. Canadian born youth in Alberta are somewhat less likely to report that this is the case (69% compared to 73% for Alberta immigrant youth).
- Canadian born youth between the ages of 12 and 17 are more likely to be overweight or obese than their immigrant peers.
- Youth born outside of Canada were less likely to be active than peers born in Canada. The longer that youth were in Canada, the more likely they were to have physical activity levels that were close to their Canadian born peers.
- 92% of immigrant youth aged 12 to 19 years in Alberta reported that they have never smoked compared to 80% of Canadian born youth in Alberta. 61% of immigrant youth aged 12 to 19 years in Alberta reported that they had not consumed alcohol in the past year, compared to 52% of their Canadian born peers.
- Immigrant youth were five times more likely to have dental caries than Canadian born youth. Dental caries is increasing in African and Asian countries. Poor oral health among immigrant children and youth may result from poor nutrition and diet, lack of fluoridated water, poor dental hygiene practices and limited dental care in the past. This is especially true for refugee children and youth who are less likely than children of other immigrant classes to have received dental care in their native countries.
- Immigrant youth more likely to contract various illnesses such as chickenpox, measles, mumps, rubella, tetanus and Hepatitis B - especially if coming from tropical and developing countries with a lack of available vaccines.
- Children were less likely to be physically aggressive (for example, get into fights and bully other children) if their parents had positive perceptions of the school environment.

The *Immigrant and Refugee Youth In Alberta: Challenge and Resilience* study acknowledges that refugee youth need more support for integration, especially if coming from displaced situations or refugee camps. The Red Deer focus group, from this study, identified that refugee groups are particularly prone to mental health issues; some youth have even experienced trauma as former child soldiers. The Red Deer and Grande Prairie service providers both affirmed that access to doctors can be a significant issue for immigrant and refugee youth.

¹¹ From CICH *Health Profile on Immigrant and Refugee Children and Youth in Canada*: “The term ‘immigrant’ groups all types of immigrants together. However, refugee children’s health is often not as good as that of other immigrants. This is likely due in part to refugees receiving insufficient health care and living in substandard conditions in their countries of origin and having greater difficulty meeting their basic needs upon arrival in Canada due to financial reasons.”

Furthermore, the *Red Deer Welcoming and Inclusive Communities Needs Assessment* conducted by Zenev and Associates had some points regarding immigrant youth:

- There is a lack of information about at-risk youth. There may be information available about the overall youth population, but there is a gap in knowledge about youth who have multiple or complex issues such as homeless youth, youth in shelters, youth with mental health issues, immigrant and refugee youth suffering from trauma, youth at risk of suicide and other at-risk youth. The gap makes it difficult to identify and assess youth issues appropriately, and to design relevant programs and services.
- There is inadequate access to information about programs and services. Parents and families often struggle with assessing what services their children need and accessing information about these services. For parents of immigrant youth this may be exacerbated by language problems. Additionally, there may be barriers such as the stigma of mental health issues that prevent families from asking for advice or support. Immigrant families may also be fearful that service providers will not be familiar enough with their cultural contexts and backgrounds to provide appropriate support.
- One of the difficulties of providing services to youth who are struggling with multiple challenges is supporting them as they access services from different service providers. Participants also brought up barriers to accessing educational opportunities for immigrant and refugee youth. Many youth have had their education interrupted in their home countries and have to catch up once they arrive in Canada. However, the age limit for completing high school limits their ability to complete this portion of their education, affecting their future opportunities for post-secondary education and employment.

The Ontario Centre of Excellence for Child and Youth Mental Health notes in *Taking action on health equity and diversity: Responding to the mental health needs of children, youth and families new to Canada* that newcomers to Canada are less likely to access and use mental health services across the life span when compared to the Canadian-born population and newcomer youth do so with even less frequency.¹²

D.2 Immigrant Youth Education

In terms of overall educational achievement, the Organization for Economic Cooperation and Development (OECD), finds that Canada is one of the few countries where migrant children achieve at a level similar to their non-migrant counterparts. Canada has a high level of migrants in its school population (over one-third of young adults in Canada are from families where both parents are from another country). The children of newly-arrived, migrant families seem to integrate rapidly enough to perform at the same high level as their classmates. Within three years of arriving, PISA tests¹³ show children of new migrants have scores as high as the rest of their schoolmates.¹⁴

One of the programs run by C.A.R.E. is the Settlement Support in Schools (SSIS). This program is funded by Immigration, Refugees, and Citizenship Canada and has 4 full-time staff. The staff work with both Red Deer Catholic Regional Schools and Red Deer Public Schools to provide settlement support to immigrant and refugee students and families. They support the transition into the Canadian school system, plus provide individualized and collaborative settlement support to families and students as needed to support their settlement process. The program helped 390 students at 22 different schools in 2015/16.

¹² Ontario Centre of Excellence for Child and Youth Mental Health. *Taking action on health equity and diversity: Responding to the mental health needs of children, youth and families new to Canada*. November 2015. P. 4.

¹³ PISA (Programme for International Student Assessment) is a triennial international survey which aims to evaluate education systems worldwide by testing the skills and knowledge of 15-year-old students.

¹⁴ Coughlan, Sean. *How Canada became an education superpower*. BBC. August 2, 2017.

In 2016, they helped 70 new Syrian students and had one of the lowest times in the country from arrival to registration.

The CAIWA *Making Life Easier* presentation notes that very few respondents reported issues regarding their children's education. According to the *New Canadian Children and Youth Study* (children aged 4 to 6 and 11 to 13) immigrant parents' perceptions of their children's school is important to the well-being of their children.

Despite the mostly positive reviews on education, as previously mentioned by Zenev and Associates, many immigrant and refugee youth come from countries where they are placed according to ability, not age. In Canada, students are typically placed with peers of the same age despite language fluency. Consequently, it can be challenging for these youth to keep up.¹⁵

D.3 Immigrant Youth Integration

C.A.R.E. has an Immigrant Youth Program which receives funding from Red Deer & District Family and Community Support Services plus Immigration, Refugees, and Citizenship Canada. Programs offered through the Immigrant Youth Program include:

- Settlement for Newcomers through Activities and Programs (SNAP)
- NOW (Newcomer Orientation Week) Program for new High School students
- SNAP Together Leadership Group
- SNAP weekly Afterschool Program Highlights
- SNAP special events
- SNAP flex sessions

A number of these programs are held in cooperation with the local schools and school boards plus integrate with other organizations and facilities in Red Deer and region.

E. Immigrant Integration

E.1 Language

Language proficiency is intricately linked to economic and social integration. Insufficient English language proficiency was a top barrier according to immigrant women and men in the *Immigrant Women's Economic Security Community Plan Report*. Some immigrants do not have sufficient English language proficiency, which substantially impedes their ability to access better jobs.

Employers in this study list language proficiency as a key barrier for hiring immigrants. It is essential that employees speak English well enough to communicate with their employer, co-workers, and customers. When co-workers and/or customers are also immigrants with a different language background it can exacerbate the communication barrier. Fluent English, but with a thick accent may also create a communication barrier.

In terms of overall settlement, the *Immigrant Women's Economic Security Community Plan Report* found that 25% of respondents reported "finding a new job" as their most serious difficulty, followed by "learning an official language / language barrier" (24%).

¹⁵ Knight, W. Andy, Ingrid Johnston, Lan Chan-Marples, John McCoy. *Immigrant and Refugee Youth in Alberta: Challenge and Resilience*. August 2012.

In the *Alberta Syrian Refugee Resettlement Experience Study*, language was a key challenge for incoming Syrian refugees. Low levels of English comprehension and speaking skills made it difficult to find jobs and build social relationships. Women in the survey had higher language skills and were more likely to be students or have full-time employment compared to men. Men were more likely than women to be looking for work and struggled with English language fluency.

The Rural Development Institute lists English language proficiency is one of the key barriers to accessing services in Red Deer.

A study conducted for the Mental Health Commission of Canada and the Centre for Addiction and Mental Health cites language as one of several barriers to accessing health and mental health services “because newcomers may not speak the language, they may not seek health or mental health services since they do not know where to go or because they are not able to convey how they are feeling in English or French.”¹⁶

In Red Deer, C.A.R.E. provides a number of language programs and services; Figure E.1 outlines some of these programs.

¹⁶ Mental Health Commission of Canada, Centre for Addiction and Mental Health. *Improving mental health services for immigrant, refugee, ethno-cultural and racialized groups - Issues and options for service improvement*. November 12, 2009. P. 2.

Figure E.1: C.A.R.E. Language Programs and Services

Name of Program	Description
<i>Language Instruction for Newcomers to Canada (LINC)</i>	<ul style="list-style-type: none"> • LINC is Canada’s national English as a Second Language program for immigrants. • C.A.R.E. offers permanent residents who are 18 years and older English language classes free of charge: Levels 1-5 for students with first language literacy, and Literacy for those students who arrive here with little or no reading and writing skills in their first language. • In 2015/16, C.A.R.E ran 13 part-time classes daily, and saw 140 students come and go each day. Each term they provided free on-site childcare; each term this year, 26 parents with preschool-aged children were able to attend classes daily. • Numbers from 2015/16 included: 252 New LINC Students, 176 Returning LINC Students, and 428 LINC Students Total. • Student Profiles for 2015/16: <ul style="list-style-type: none"> - 17 Seniors - 28 with University Degrees - 16 with 0-6 years of prior education - 17 with 8-11 years of prior education - 122 parents of preschool children
Language Assessment and Referral	<ul style="list-style-type: none"> • C.A.R.E. offers Canadian Language Benchmark assessments (CLBPT, CLBA, CLBLA, and CLBLPT) for purposes of referral to LINC and other language training in Alberta. • C.A.R.E. conducted 234 assessments in total in 2015/16 – which included a spike of newcomer Syrians in two months.
Alternate English as a Second Language for Adults	<ul style="list-style-type: none"> • C.A.R.E. offers part-time evening English as a Second Language classes for immigrants who are ineligible and/or unable to attend daytime classes. • The classes run six weeks in the summer, and ten-weeks Fall, Winter, and Spring terms. • Two additional summer classes were added (doubling the number of summer students), and one additional class in September – June to meet the growing demand. • Levels 1- 5 were offered in 2015/16.
Women of the World (W.O.W.) English Outreach	<ul style="list-style-type: none"> • In 2015/16, C.A.R.E. piloted a program to reach out to women who had been unable to attend LINC or ALT ESL, most often because of a lack of support services. • Partners Kerry Wood Nature Centre and the Women’s Outreach of Central Alberta provided a safe place for children to play, rest, and be looked after by qualified childminders while their mothers or grandmothers attended an English class. • The Kerry Wood Nature Centre was also able to provide a qualified childcare leader who engaged the newcomer pre-school children (3 and up) in hands-on nature activities.
Translation and Interpretation Service	<ul style="list-style-type: none"> • C.A.R.E. provided translation and interpretation services in 22 languages. • The service helps newcomers with their initial settlement in the community by providing translation of important documents such as birth and marriage certificates, school certificate/ diploma and transcripts, driver’s licenses, employment certificates and immunization booklets. These documents primarily help immigrants and refugees to register in school, find employment, assess education from their country of origin, obtain Alberta drivers license, have their English language assessed or apply for Canadian Citizenship. • C.A.R.E. also provided volunteer interpreters for medical appointments, parent-teacher interviews, orientation sessions and language assessments.
Conversation Groups/Reading Clubs	<ul style="list-style-type: none"> • Trained volunteer facilitators coach small groups of newcomers in English language practice on a weekly basis. This program included an “Accent Modification Group” where a volunteer speech pathologist guided Level 4 students in various techniques to help with accent reduction.

CAIWA offers ten week Level 1 and Level 2 English language training. Workplace English is part of CAIWA’s YESS and NESS programs.

English as a Second Language (ESL) courses are provided by other groups in Red Deer as well. Red Deer Public Schools and Red Deer Catholic Schools provide ESL for their students Pre-Kindergarten to Grade 12 who “first” learned to speak, read and/or write a language that is not English. ESL helps students to learn English, to better understand Canadian cultural values and customs, and to better participate in school learning experiences.

Red Deer College offers ESL tutoring sessions for their students. The ESL tutoring session is a one-to-one session with their ESL academic tutor to discuss individual needs and learn how to develop skills in order to reach goals.

Other providers such as ESL Red Deer provides one-on-one and small group English Second Language classes to beginner, intermediate, advanced and academic level language learners, and the Bredin Centre for Learning provides both part-time and full-time ESL classes including Workplace ESL training in listening, speaking, reading and writing.

Red Deer Public Library runs ESL Conversation Classes where participants can focus on everyday listening and speaking skills as well as vocabulary.

E.2 Health

The Mental Health Commission of Canada (MHCC) began to critically examine the ability of the mental health system to respond to the diverse needs of immigrant, refugee, ethno-cultural and racialized (IRER) populations in 2008. Their research revealed that IRER populations in Canada are more exposed to the known social determinants that contribute to mental health problems and illnesses, tend to access mental health services less often and face numerous barriers when accessing services.¹⁷

Alberta Health Services *Targeted Chronic Disease Prevention and Management Approaches for Diverse and Vulnerable Populations: A Patient-Centred Care Framework and Action Plan for Alberta Diverse Populations Chronic Disease Management Primary and Community Care*, acknowledges that “Specific visible minorities and refugee populations in Alberta are disproportionately impacted by the burden of chronic disease, its risk factors and co-morbidities, and experience access barriers to health care utilization. Examples include, but are not limited to people from Asian (including persons with origins in East or Southeast Asia and the Indian subcontinent), African, and Hispanic ancestry.”

The Alberta Association of Immigrant Serving Agencies, *Accessing Mental Health Services for Newcomers in Alberta* notes:

- Political conflicts in many parts of Eastern Europe and Africa has fueled the tide of refugees to neighbouring countries and industrialized countries such as Canada.
- Many studies have found refugees at increased risk of psychosis and other mental health problems compared to local populations and other immigrants, mainly due to what refugees go through to reach their destination countries. The physical and psychological trauma experienced by refugees places them at higher risk of psychiatric disorders such as depression, suicide, psychosis, post-traumatic stress disorder, and substance misuse, as reported in numerous studies.

¹⁷ Mental Health Commission of Canada. *The Case for Diversity Building the Case to Improve Mental Health Services for Immigrant, Refugee, Ethno-cultural and Racialized Populations*. October 2016. P. 5.

- Agencies serving immigrants and refugees (e.g., Mennonite Centre for Newcomers) saw a significant number of refugees from countries that have recently experienced political upheavals/instability or economic meltdown, such as Afghanistan, Bosnia, Congo, Eritrea, Nepal, Somalia, Sudan, Syria, and Zimbabwe.
- Cultural Relevance is cited as one of the biggest challenges to providing mental health services that meet the needs of refugees and immigrants. This challenge is related to a lack of knowledge of the nature and extent of trauma most clients have experienced before arriving in Canada.
- Communication and Language Barriers was mentioned by all service providers, refugees and immigrants interviewed as a key roadblock to providing appropriate supports that meet newcomer mental health needs, even before concerns or worries develop into ‘issues’, or later into medical problems.
- Other barriers to services include: the need for childcare provision, adequate transportation, and reducing wait times to access mental health professionals. The existence of stigma around mental health also makes it harder for people to accept that they have a problem for which they need to get help.
- Lack of capacity in the way of specialized mental health professionals leads to a greater number of referrals and long wait times that can stall access to service provision.

The *Alberta Syrian Refugee Resettlement Experience Study* noted that 22% of participants had difficulty accessing a doctor. Struggling with previous experiences from their home country was significant for 12% of respondents followed by challenges that occur from trying to understand the Canadian health care system (10%).

“Generally, the longer someone is in Canada and is able to learn one of the languages, the more likely they are to use health services.”¹⁸ This concept was reinforced in the *Experiences of African Immigrants in Edmonton* presentation which noted that length of stay makes it easier to navigate institutions like health care.¹⁹

CAIWA has been involved in advocating screening for breast cancer and cervical cancer, and has helped many immigrant women and their daughters to learn about these diseases and early detection.

The *Health Profile on Immigrant and Refugee Children and Youth in Canada* conducted by the CICH notes the “Healthy Immigrant Effect:”

- Research based on a broad sample of immigrants has shown that when immigrants arrive to Canada they are generally in better health than their Canadian born counterparts. Refugees overall have lower mortality rates than Canadian citizens. Despite their initial relative good health, the health of immigrants starts to decline sometime after their arrival to Canada.²⁰

¹⁸ Mental Health Commission of Canada, Centre for Addiction and Mental Health. *Improving mental health services for immigrant, refugee, ethno-cultural and racialized groups - Issues and options for service improvement*. November 12, 2009. P. 2.

¹⁹ Omosa E. *Experiences of African Immigrants in Edmonton*. Presented at the Immigration and Settlement Learning Day: Mobilizing Knowledge to Inspire Action Organized by Multicultural Relations, City of Edmonton April 22, 2016. Retrieved from <http://elip.ca/wp-content/uploads/2016/05/Presentation-on-Experiences-of-African-Immigrants-to-Edmonton.pdf>

²⁰ Pottie, K., Dahal, G., Hanvey, L. & Marcotte, M. *Health Profile on Immigrant and Refugee Children and Youth in Canada*. In *The Health of Canada's Children and Youth: A CICH Profile*. 2015. Section 2.1.2. Retrieved from <http://profile.cich.ca/en/index.php/chapter4>

E.3 Childcare

Lack of affordable childcare was cited as a barrier to accessing services, health care, and for training/skill upgrading in a number of studies. Finding childcare was a critical concern with about 14% of respondents finding it problematic in the *Alberta Syrian Refugee Resettlement Experience Study*.

C.A.R.E. is aware of this barrier and provides some free on-site childcare for some of its programs. In 2015/16 C.A.R.E.'s licensed Innovative Child-minding Centre and caregivers supported 39 parents, cared for 48 children, provided 1,146 hours of care (191 class days, 6 hours per day), and had a waitlist of 62 parents with 66 children at the end of March.

E.3 Housing

While there was little data regarding housing for immigrants in Red Deer, housing was one of the main settlement concerns in the *Alberta Syrian Refugee Resettlement Experience Study*. Roughly 39% of respondents found the housing size, layout and condition did not meet their expectation; 31% found cost to be another critical factor and 13% found neighborhood or community safety to be a critical issue.

In the Red Deer based *Making Life Easier* presentation, the most commonly reported problem regarding housing was that it costs too much money.

E.4 Transportation

Along with childcare, affordable transportation was noted as a key gap identified in the Rural Development Institute. About 19% of participants in the *Alberta Syrian Refugee Resettlement Experience Study* noted that understanding the transportation options or transit system was a significant challenge; 18% also found the inability to afford private transportation was a critical concern and 10% cited navigating the city/community was problematic.

E.5 Social Networks and Relationships

The *Alberta Settlement Outcomes Survey* provided interesting findings regarding social integration and outcomes:

- Overall immigrants to Alberta experience a strong sense of belonging to their local community, to Alberta, and to Canada, with these outcomes showing a slight dip in the second to third year in the province and then rising.
- Fewer than half of immigrants have participated in sports, recreation, or cultural activities in their community in the past year. However, the tendency to participate shows a relatively steady increase over time in the province.
- Individuals who have received community connection services in Alberta are especially likely to participate in sports, recreation, or cultural activities in their local community.
- Overall, immigrants to Alberta consider it very important to learn and practice the values and traditions of Canada and to vote in Canadian elections.
- In terms of geographic location in Alberta, those who live outside of Calgary and Edmonton have a higher sense of belonging to their local community.

Alberta Syrian Refugee Resettlement Experience Study recognizes that social relationships are crucial to settlement and integration. The study found that refugees were making friends and building ties, however “these were still nebulous and largely transactional in nature.” Male participants were more likely than women to participate in social, cultural and educational activities and smaller centres saw higher rates of participation. While most participants experienced a certain sense of belonging to Canada they simultaneously felt challenged while considering issues such as loss of identity, managing settlement concerns and combatting racism and social exclusion.

The *Experiences of African Immigrants in Edmonton* presentation listed the following places where newcomers visit and identify with the larger community:

- Place of worship
- Residential groups
- Proximity friendships: shared schools, recreation
- Associations of country of origin
- Professional groups
- Welfare committees
- Celebration: Canadian or Country of origin

Social isolation was cited as a barrier by Immigrants in the *CAIWA Immigrant Women’s Economic Security Plan Report*. “Many immigrants come from countries where there is strong interaction among neighbors. In Central Alberta, some immigrants do not experience this sense of neighborhood especially during winter months where everyone ‘stays inside their house’. With the absence of family members and relatives, this lack of social interaction at times leads to depression.”

E.6 Accessing Settlement Support Services

The *Alberta Settlement Outcomes Survey* findings regarding use of settlement services included:

- Close to half of immigrants have used one or more settlement services.
- Employment services and English language assessment and instruction are the most likely services to be used.
- Immigrants with moderate English language ability are most likely to use services.
- Refugees are especially likely to use settlement services.
- Principal applicant and dependent provincial nominees generally have low levels of service utilization compared to principal applicant and dependent federal skilled works, particularly in the area of employment services, although principal applicant provincial nominees tend to have high usage of English language assessment and instruction.
- The main providers of services are immigrant-serving agencies, but mainstream agencies are also likely to be used for health and wellness, language training, and ethnocultural and religious organizations are also used for community connections and family assistance.
- The most frequently reported difficulties with using services and reasons for not using any services, other than not needing them, are not know who to go to in order to get help, lack of information or awareness of services, and language difficulties.

The study also noted the following points regarding information needs and access by immigration category:

- Immigrants are most likely to obtain information about settling in Alberta from family and friends and government websites.
- Refugees are more likely to obtain information from government websites and ethnic or religious organizations.
- Skilled workers or professionals and provincial nominees are more likely to obtain information from government websites and immigration lawyers and consultants.
- Principal applicant provincial nominees are more likely to obtain information from schools, immigration lawyers and consultants, newspapers and magazines, and ethnic or religious organizations.

Locally, the *Immigrant Women’s Economic Security Community Plan* found that:

- Most new immigrants, through personal initiatives, are able to obtain information from friends and relatives about services provided by community organizations, such as CAIWA. 70.3% of respondents who had family here, did not use service and program providers to assist with settlement.
- In the *Making Life Easier* presentation, the majority of respondents (63.6% of valid cases), reported that they had not used any community organizations or services to assist them in the settlement process.
- Immigrants who most commonly used settlement services in their first year of arrival were refugees (67%), followed by family class, and economic class (21%).
- The most commonly reported problem concerning Community program and Service providers is that respondents “Do not know how to find program and service providers.”
- Many immigrant women had used the help of friends and family in dealing with issues of housing, education, employment, language, and in finding settlement programs.

The Rural Development Institute notes that “participants indicated that certain classes of newcomers did not have adequate access to CIC-funded²¹ services” such as temporary foreign workers, new and returning naturalized Canadian citizens, refugee claimants, and international students. There is general confusion around how to access services among these groups. Limited hours of service and transportation issues can create barriers to access.

F. Community Involvement in the Settlement Process

F.1 Availability of Programs and Services

According to the Rural Development Institute, “Red Deer has a well-developed settlement service sector with all possible services listed being offered by the participant organizations or someone in the community.” They also note that Red Deer has a well-developed and diverse service provider partnership network. The most commonly identified partnerships exist with schools and school boards, municipal offices, and child and family services.

Capacity appears to be the bigger issue in Red Deer as opposed to program availability. For example, C.A.R.E. provides several programs to help with immigrant settlement, support, and integration into the community and in many cases addresses barriers to accessing program such as transportation and childcare.

²¹ CIC = Citizenship and Immigration Canada rebranded as Immigration, Refugees and Citizenship Canada (IRCC) in November, 2015.

Figure F.1.a: C.A.R.E. Settlement Programs Aimed at Community Involvement

Name of Program	Description
Group Orientation sessions	<ul style="list-style-type: none"> In cooperation with program partners, other organizations and individuals, C.A.R.E. hosted over 21 different Group Orientation sessions for immigrant families with over 250 attendees. Subjects such as Financial Literacy, Canadian Citizenship, how to use the City Activity Guide were covered.
Connecting Newcomers program	<ul style="list-style-type: none"> With the help of volunteers, this program provides opportunities for newcomers to improve their English language skills, interact with mainstream Canadians, and become more familiar and confident living in Central Alberta.
Settlement Support in Libraries	<ul style="list-style-type: none"> This program provides services to immigrants and refugees who visit the Red Deer Public Library (RDPL) space. The program provides individual support, group sessions and provides a link between C.A.R.E. and RDPL to organize group events, conversation circles and more.
Conversation Groups/Reading Clubs	<ul style="list-style-type: none"> Trained volunteer facilitators coach small groups of newcomers in English language practice on a weekly basis. This program included an “Accent Modification Group” where a volunteer speech pathologist guided Level 4 students in various techniques to help with accent reduction.
One-on-one Matches	<ul style="list-style-type: none"> Newcomers are matched with a mainstream Canadian volunteer for the purpose of English practice, socializing, learning about Canadian culture and having new experiences in their new community.
Men’s Group.	<ul style="list-style-type: none"> A primarily volunteer-led Men’s Group engages newcomers in an interesting activity to build bridges to the community and to other Canadians.
Learning Together Program	<ul style="list-style-type: none"> Designed for immigrant women this program addresses strong family and social support networks in an environment that gives the participants the opportunity to make new friends, learn or improve English and other social skills, and develop a sense of belonging and feeling as part of the community. The Learning Together Program has been successful in that several participants are contributing to the community through volunteer activities and events.
<i>Settlement Support In Libraries (SSIL)</i>	<ul style="list-style-type: none"> Offered in conjunction with partner, the Red Deer Public Library (RDPL), the SSIL Program aims to make settlement services more accessible in a very visible and public place. Support, information, referral and guidance is provided to newcomers on topics such as: ESL, interpretation and translation, schooling for children, health care, employment and housing, community services and programs, immigration issues, and Canadian citizenship. Library membership and guides are provided for C.A.R.E. clients in many different languages, plus educational workshops and information sessions based on immigrant needs. The SSIL program promotes many cultural related activities during the year.

On the flip side, C.A.R.E. also provides a Public Awareness Program for intercultural education in schools, colleges, workplaces and service providing agencies in order for the community to be more culturally aware.

CAIWA and Red Deer’s Catholic Social Services also provide several settlement services for immigrants and refugees. These are outlined in Figures F.1.b and F.1.c.

Figure F.1.b: Red Deer Catholic Social Services Immigration and Settlement Services

Name of Program	Description
Settlement Supports	<ul style="list-style-type: none"> Settlement Supports help immigrants and refugees learn about their new community, information about health care, housing and schools for children, plus clarifying forms and applications, connecting newcomers with cultural or faith communities, and referrals to other programs and services.
Services for Temporary Foreign Workers	<ul style="list-style-type: none"> Services help temporary foreign workers learn about their new community, including information about health care, housing and schools for children, plus clarifying forms and applications, connecting newcomers with cultural or faith communities, referrals to other programs and services, and understanding options for permanent residency.

Figure F.1.c: CAIWA Immigration and Settlement Services

Name of Program	Description
Home Instruction for Parents of Preschool Youngsters (HIPPY)	<ul style="list-style-type: none"> Party of HIPPY Canada, this program uses home visitors to help moms and/or dads with structured lessons and practical information that develop their own and their children's personal skills, ensuring both children and families a better opportunity to succeed in school and society. Home visitors make referrals on how to locate, access, and use available and appropriate community resources, motivating families to be involved in the community and be knowledgeable about different programs they can benefit from. Through this help, moms/dads are dealing with isolation and culture shock; they are gaining back their confidence and they are empowered to go and help new families as well.
Collective Kitchen Program	<ul style="list-style-type: none"> Immigrant women meet regularly at a community kitchen to plan, prepare and enjoy meals together. This program also allows time to socialize and practice language skills.
Financial Literacy Program	<ul style="list-style-type: none"> CAIWA provides a financial literacy program to empower immigrant women and their families with financial knowledge through information sessions, workshops and presentations.

F.2 Community Strategic Directions

In February of 2007, The City of Red Deer and Red Deer College partnered to create a plan to work towards the inclusivity of international newcomers to the community: *Building a More Welcoming and Inclusive Community*. The project aimed to create a community approach to celebrate and support the inclusion of international newcomers and provide newcomers with a welcoming community where they feel at home.

The City of Red Deer's Strategic Plan 2015-2018 is based on three principals:

- Citizen focused service
- Accessible and welcoming community
- Strategically oriented leadership

Red Deer College (RDC) has a goal to increase the participation of underrepresented groups through increased engagement and support.²²

²² Red Deer College. *A LEARNER-CENTRED FUTURE Strategic Plan 2012 to 2017*.

“RDC will develop and maintain a supportive, welcoming, and inclusive learning and social environment. We will implement strategies to increase participation of groups facing barriers to post-secondary education such as Aboriginal communities, newcomers to Canada, and persons with disabilities. Greater commitment to diversity will be apparent in increasing numbers of currently under-represented groups of students and greater diversity in faculty and staff. RDC will be known as an organization that values and supports diverse learners.”

G. Barriers and Gaps

There are numerous studies outlining the barriers and gaps faced by immigrants with regards to settlement services and securing employment.

The CAIWA study presents the key barriers described by immigrant women and men in the Red Deer region.

Figure G.1: Barriers and Gaps

Barriers / Gaps	Description
Language Proficiency and Programs	<ul style="list-style-type: none"> Insufficient English language proficiency can substantially impede immigrants ability to access better jobs according to the CAIWA study. Employers also list language proficiency as a barrier in the CAIWA study. The Rural Development Institute lists a shortage of available ESL classes, tailored language training, and interpretation services as key gaps in Red Deer’s settlement services.
Non-recognition of foreign credentials and Canadian work experience	<ul style="list-style-type: none"> Many immigrants found out upon their arrival in Canada that their credentials were not recognized (or not fully recognized). As a result, they cannot practice their profession unless they undertake substantial academic “upgrading”. With limited financial resources, most immigrants cannot upgrade their credentials and have no choice but to work low-skill and low-pay jobs to make ends meet. This often leads to a vicious cycle of underemployment → limited income → limited financial resources → inability to upgrade academic credentials → continued underemployment. “Canadian Work Experience” is a significant barrier for immigrants who try to secure higher-skill and higher-pay positions. Respondents in the <i>Alberta Settlement Outcomes Survey</i> rate “lack of Canadian experience” and “employers don’t accept qualifications as equal” as their top reasons for not securing employment that matches their qualification. In the RDLIP Central Alberta Labour Force Survey (2017) just over half of employers (57-58%) report that applicants “very often” do not meet qualifications (education/credentials). Note: this is not immigrant specific. Some employers are reluctant to check references and/or work experience and/or credentials in foreign countries, across different time zones and potential language barriers.
Lack of financial means to upgrade credentials	<ul style="list-style-type: none"> Many immigrants are required to upgrade their credential (as a result of non-recognition of foreign credentials) and English language skills. However, they do not have financial means to do that, which leads to a condition of prolonged underemployment.
Lack of affordable childcare	<ul style="list-style-type: none"> The Rural Development Institute also lists affordable childcare as an identified gap.

Information Deficit	<ul style="list-style-type: none"> • Most new immigrants, through personal initiatives, are able to obtain information from friends and relatives about services provided by community organizations. • The Rural Development Institute notes that “participants indicated that certain classes of newcomers did not have adequate access to CIC-funded services” such as temporary foreign workers, new and returning naturalized Canadian citizens, refugee claimants, and international students. There is general confusion around how to access services among these groups. Limited hours of service and transportation issues can create barriers to access.
Inadequate employment services	<ul style="list-style-type: none"> • Most immigrants, through references of friends and relatives, are able to obtain low-skill positions. While more readily available to them, these opportunities are only a short term measure of survival. This is not usually a feasible path to transition to better jobs. • Often, existing employment services that cater to general public are not able to address situations faced by immigrants. • The Rural Development Institute lists “help with setting up a business and finding a job” as one of the top services needed for Red Deer. • While, the City of Red Deer’s Economic Development Strategy included a recommendation to attract immigrant entrepreneurs to Red Deer, it was determined that no organizations were specifically supporting this strategy in the City’s Discovery Session analysis (October 2014).
Discrimination	<ul style="list-style-type: none"> • Most immigrants do not experience overt discrimination. However, there are instances where immigrants perceive themselves as being discriminated against including getting paid less than locals and being bypassed for promotion.
Cultural Differences	<ul style="list-style-type: none"> • There are instances where cultural differences between Canadians and immigrants get in the way of social interaction and employment. • Employers also acknowledge this as a barrier. Employees need to fit in well enough to understand idioms, Canadian work ethic, customer service, and politically correct aspects of working with customers to be productive workers. Manners and etiquette differ between cultures, where something is considered polite in one culture, the same thing may be offensive in another. • Additionally, examples are noted where cultural gender differences are a barrier. Employees from male dominated cultures have had some difficulty adapting to a workplace in Alberta where women are legally equal to men. Some immigrant women may behave in a subservient manner, in job interviews for example, thereby potentially undercutting their qualifications and experience; likewise, a woman who does not look at a male co-worker or employer in the eye when working with them could be considered to be demonstrating culturally incorrect behaviour in Alberta. • Culturally specific gender norms and socialization may preclude women from certain occupations in Canada – for instance, women acting as personal caretakers for men are accepted in the health care industry in Canada whereas it may be very inappropriate in other cultures. • Immigrants are eager to learn Canadian culture and would appreciate some degree of accommodations from employers and local community.
Bureaucratic hazards	<ul style="list-style-type: none"> • The bureaucratic systems of immigration, government, social services, and many workplaces are difficult to navigate, even for some Canadians. • Many immigrants deal with such bureaucratic systems on “trial and error” basis, often experiencing more “errors” than Canadians will encounter.
Social network beyond ethnic community	<ul style="list-style-type: none"> • Immigrants are often accused of forming ethnic enclaves and not wanting to integrate into the mainstream society. This is especially true of immigrants of non-European origins. • However, many respondents described situations where it was difficult to make friends with local Canadians of other ethnicities. This could be detrimental to immigrants in accessing valuable information and references for better paying jobs. • After lack of Canadian experience and qualification recognition, respondents in the <i>Alberta Settlement Outcomes Survey</i> indicate that they do not have the connections that would help them obtain a job.

Social isolation	<ul style="list-style-type: none"> • Many immigrants come from countries where there is strong interaction among neighbors. In Central Alberta, some immigrants do not experience this sense of neighborhood especially during winter months where everyone “stays inside their house”. With the absence of family members and relatives, this lack of social interaction at times leads to depression. • The Rural Development Institute lists social support as one of those services needed by newcomers that are ineligible for IRCC funded services.
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Furthermore, various barriers were identified from the collaborative CAIWA and Red Deer College *Domestic Violence Research Project* with respect to domestic and spousal violence among immigrants:²³

- Extended family plays a major role in preventing or causing domestic violence in many cultures. This is a problem for many newcomers who have no extended family around. Immigrants first look to families and their community resources for help before moving to civil resources. Conversations are more likely to take place within trusted relationships.
- There is a lack of support networks specifically for immigrants affected by domestic violence.
- There are challenges with navigating those programs and services that are available to them. Similar to mental health services, language, finances and cultural barriers may prevent victims from accessing services. Likewise, service providers lack an understanding of cultural barriers.
- Abuse may be seen as a normal part of many immigrant lives until they come to Canada and become accustomed to Canadian ways of living. There may be a lack of knowledge regarding the Canadian definition of domestic violence. Women that don’t know their rights are more likely to be abused.
- Victims may fear reporting or leaving an abusive partner due to inability to support themselves financially, fear of deportation or uncertain legal status, shaming or isolation from contact with family and community, losing custody of children, and stigma of being divorced.
- Many immigrants are not aware of their rights protected to them under the Canadian Criminal Code. They may have negative views of the justice system as a result of their country of origin.
- There is a general unawareness of available civil resources in the community to seek help for addressing abuse.

H. Conclusions

Generally speaking, the majority of immigrants to Alberta are faring well and experiencing positive economic and social outcomes. Economic immigrants tend to experience greater success in securing employment and higher incomes than family class immigrants and refugees. Over 60% of immigrants to Red Deer in the past ten years have been economic immigrants.

Despite the positive economic outcomes, Alberta’s labour market outcomes for immigrants still lag those of non-immigrants. This is a concern across the country and has not improved over time.

²³ Information cited from November 29, 2017 Community Forum presentations titled *Key Research Findings* and *Safe Families: Community Action to Prevent Family Violence in Red Deer and Area Immigrant Community*.

In Red Deer, like many other parts of the country, English language proficiency, including a heavy accent, is a major barrier for many immigrants in terms of securing employment where individuals' skills match the job. While a number of language training programs are provided in the community, they are insufficient to keep up with the demand. Immigrants may face other barriers such as affordable childcare, transportation, flexible times, and cost for accessing some of these programs.

Another major barrier faced by immigrants in securing employment that matches their qualifications is that their credentials are not recognized or fully recognized by Canadian employers, and Canadian employers are often seeking Canadian work experience. Consequently immigrants have a slightly higher unemployment rate than non-immigrants, and many immigrants are "underemployed."

Overall, immigrants seem to have a strong sense of belonging to their local community. Immigrants in smaller centres, outside of Edmonton and Calgary, have a higher sense of belonging to their local community which bodes well for Red Deer. Likewise, Syrian refugees in smaller centres had higher rates of community and social participation. This being said, it is important to recognize that social isolation, especially in Alberta's colder climate can be a challenge.

It appears that immigrant youth, along with their families, are integrating well into the Red Deer's education systems as both the public and separate school boards, along with the SSIS program are making this happen. C.A.R.E.'s Immigrant Youth Program also provides a number of activities to help immigrant youth integrate into the community. There is a lack of information about at-risk immigrant youth that may have mental health issues or be suffering from trauma.

It appears that immigrants are generally in good health when they come to Canada, but may be at high-risk, especially refugees, for mental health issues. One of the areas that is being explored in among healthcare providers is the need for accessible mental health services that are culturally relevant for immigrant and racialized populations as it is recognized that this is likely a gap. Locally, service providers for domestic violence victims likely need to increase the cultural relevance of their programs and services as well.

Red Deer has a well-developed settlement service sector and good community partnerships to help meet immigrant needs. Resource capacity and bureaucratic issues such as participant eligibility are the main limitations faced by settlement service providers in delivering their programs. Barriers faced by clients in accessing the programs include: knowing how to find program and service providers, language, childcare, transportation, cost, and hours of service.

There is some indication that businesses and employers could be better integrated into consultation with settlement organizations, although these relationships will take time to cultivate and employers need to see the value of participating.

Moving forward with the creation of a local action plan for immigration settlement and integration, the Red Deer Local Immigration Partnership may find some relevant strategies at the Pathways to Prosperity website (<http://p2pcanada.ca>). This website contains a "Best Practices Corner" and toolkit. Additionally there are Canadian research-based documents at this website related to:

- Organizational Best Practices of Local Immigration Partnerships
- Study of Innovative and Promising Practices Within the Immigrant Settlement Sector
- Increasing Newcomers’ Sense of Belonging
- Local Immigration Partnerships Gathering Momentum: Early Successes, Emerging Challenges, and Recommendations for the Future
- Welcoming Communities Action Research on Local Immigration Partnerships (Ontario)
- Local Immigration Partnership-Municipal Interactions and Citizenship and Immigration Canada’s Strategic Interests
- Public Perceptions of an Immigrant Serving Agency in Winnipeg, MB: Working Toward Increasing Community Engagement and Reducing Client Barriers
- Settlement and Housing Experiences of Recent Immigrants in Small- and Mid-sized Cities in the Interior of British Columbia
- Pre-arrival Services for Filipinos in Alberta: Bridging Gaps in Immigrant Services
- Local Immigration Partnerships: Outcomes 2008-2013 (Ontario)
- The Role of Employers in Bridging Newcomers’ Absorption and Integration in the Canadian Labour Market

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Appendix A: Statistical Data

Figure A.1: Top Country of Origin

<u>Recent immigrants by selected places of birth</u>		<u>Immigrants by selected place of birth</u>	
<u>Red Deer</u>	<u>Census Division 8</u>	<u>Red Deer</u>	<u>Census Division 8</u>
• Philippines	• Philippines	• Philippines	• Philippines
• Ukraine	• Ukraine	• United Kingdom	• United Kingdom
• India	• India	• United States	• Netherlands
• Other in Americas	• Other in Americas	• El Salvador	• United States
• Syria	• Syria	• India	• Other in Europe
• Other in Asia	• Other in Asia	• Other in Africa	• Germany
• Nigeria	• United Kingdom	• Other in Asia	• India
• United States	• United States	• Other in Americas	• Other in Africa
• Mexico	• Other in Europe	• China	• El Salvador
• Other in Africa	• Nigeria	• Ukraine	• Other in Asia
• Afghanistan	• Mexico	• Germany	• Other in Americas
• China	• Other in Africa	• Colombia	• China
• Other in Europe	• China	• Other in Europe	• Ukraine
• Cameroon	• South Korea	• Netherlands	• South Africa
• South Korea	• South Africa	• Viet Nam	• Colombia
• Colombia	• Afghanistan	• Pakistan	• South Korea
• Romania	• Colombia	• Nigeria	• Pakistan
• United Kingdom	• Cameroon	• Syria	• Viet Nam
• Sri Lanka	• Romania	• South Korea	• Russian Federation
• Oceania and other	• Sri Lanka	• Romania	• Romania
• South Africa	• Pakistan	• Afghanistan	• Mexico
• Pakistan	• Oceania and other	• South Africa	• Nigeria
• Russian Federation	• Russian Federation	• Poland	• Poland
• Germany	• Germany	• Mexico	• Syria
• Moldova	• Ireland	• Hong Kong	• Afghanistan
• Egypt	• Moldova	• Russian Federation	• Hong Kong
• Viet Nam	• Egypt	• Sri Lanka	• Sri Lanka
• Brazil	• Viet Nam	• Bosnia and Herzegovina	• Bosnia and Herzegovina
• Ireland	• Eritrea	• Lebanon	• Ireland
• Eritrea	• Ethiopia	• Iran	• Lebanon
• Ethiopia	• Brazil	• Somalia	• Italy
• Somalia	• Somalia	• Croatia	• Iran
• Jamaica	• Nepal	• Ireland	• Egypt
• Morocco	• Saudi Arabia	• Egypt	• Hungary
• Hong Kong	• Haiti	• Italy	• Greece
• Iran	• Morocco	• Bangladesh	• Somalia
• Lebanon	• Iran	• Guyana	• Bangladesh
• Nepal	• Lebanon	• Hungary	• Guyana
• Saudi Arabia	• Venezuela	• Portugal	• Haiti
	• France	• Trinidad and Tobago	• Croatia
	• Algeria	• Ethiopia	• Trinidad and Tobago
	• Bangladesh	• Brazil	• Jamaica
		• Serbia	• Portugal
		• Algeria	• Peru
		• Jamaica	• Ethiopia
		• Peru	• Brazil
		• Kenya	• France
		• Morocco	• Japan
		• France	• Serbia
		• Greece	• Kenya
		• Iraq	• Algeria
		• Japan	• Morocco
			• Iraq
			• Taiwan

Source: Statistics Canada. 2017. Census Profile. 2016 Census.
 Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released October 25 2017.

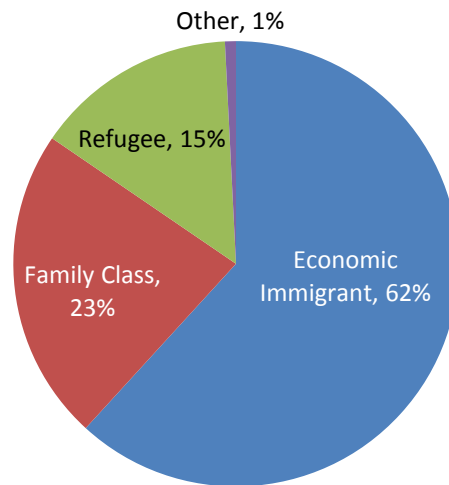
Figure A.2: Mother Tongue excluding Canada’s Official Languages (English, French) and Aboriginal Languages, 2016

Red Deer

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| <ul style="list-style-type: none"> • Tagalog (Pilipino; Filipino) • Spanish • Ukrainian • German • Arabic • Cantonese • Russian • Dutch • Persian (Farsi) • Mandarin • Urdu • Korean • Vietnamese • Ilocano • Hindi • Punjabi (Panjabi) • Polish • Romanian • Cebuano • Afrikaans | <ul style="list-style-type: none"> • Pashto • Hungarian • Gujarati • Bosnian • Italian • Niger-Congo languages; not indicated elsewhere • Portuguese • Somali • Khmer (Cambodian) • Serbian • Tigrigna • Tamil • Danish • Chinese languages; not otherwise specified • Malayalam • Bengali • Sinhala (Sinhalese) • Armenian • Croatian • Czech |
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Source: Statistics Canada. 2017. Census Profile. 2016 Census.
 Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released October 25 2017.

Figure A.3: Admission category and applicant type for Red Deer, 2016



Source: Statistics Canada. 2017. Census Profile. 2016 Census.
 Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released October 25 2017.

Appendix B: Definitions

Blended Visa Office-Referral (BVORs) - The BVOR Program matches refugees identified for resettlement by the United Nations Refugee Agency (UNHCR) with private sponsors in Canada. The UNHCR identifies the refugees. The Government of Canada gives up to six months of income support. Private sponsors give another six months of financial support. They also give up to a year of social and emotional support. The Interim Federal Health Program and provincial health care also cover refugees for the length of the sponsorship (one year).

Canadian Experience Class (CEC) - is a permanent resident category for individuals with skilled work experience in Canada. It was developed for temporary foreign workers and foreign graduates with qualifying Canadian work experience.

Census Division 8 – includes the cities of Lacombe, Red Deer; the towns of Bentley, Blackfalds, Bowden, Eckville, Innisfail, Penhold, Ponoka, Rimbey, Sylvan Lake; the villages of Alix, Clive, Delburne, Elnora; the summer villages of Birchcliff, Gull Lake, Half Moon Bay, Jarvis Bay, Norglenwold, Parkland Beach, Sunbreaker Cove; the municipal districts of Lacombe County, Ponoka County, Red Deer County; and the Indian reserves of Montana 139, Samson 137, Samson 137A.

CIC = Citizenship and Immigration Canada; new name of ministry is Immigration, Refugees, and Citizenship Canada (IRCC).

Economic Immigrants – includes immigrants who have been selected for their ability to contribute to Canada's economy through their ability to meet labour market needs to own and manage or to build a business to make a substantial investment to create their own employment or to meet specific provincial or territorial labour market needs.

Family Class Immigrants - includes immigrants who were sponsored by a Canadian citizen or permanent resident and were granted permanent resident status on the basis of their relationship either as the spouse, partner, parent, grandparent, child or other relative of this sponsor. The terms 'Immigrants sponsored by family' or 'family reunification' are sometimes used to refer to this category.

First generation Immigrants - includes persons who were born outside Canada. For the most part these are people who are now or once were immigrants to Canada.

Government Assisted Refugees (GARs) - Under the GAR Program, refugees are referred to Canada for resettlement by the United Nations Refugee Agency (UNHCR) or another referral organization. Individuals cannot apply directly. A refugee must register for refugee status with the UNHCR or state authorities to be considered by a referral organization. A GAR's initial resettlement in Canada is entirely supported by the Government of Canada or the province of Quebec. This support is delivered by non-governmental agencies called service provider organizations funded by IRCC. GARs receive support for up to one year from the date they arrive in Canada, or until they are able to support themselves, whichever happens first.

Mother tongue - refers to the first language learned at home in childhood and still understood by the person at the time the data was collected.

Non-immigrants - includes persons who are Canadian citizens by birth.

Non-permanent residents - includes persons from another country who have a work or study permit or who are refugee claimants, and their family members sharing the same permit and living in Canada with them.

Privately Sponsored Refugees (PSRs) - Under the PSR Program, refugees are referred to Canada for resettlement by a private sponsor. Being a privately sponsored refugee means that a group of people in Canada have volunteered to support the refugee. The sponsorship group will support all settlement needs including housing, clothing, and food for one year after arrival or until they can support themselves, whichever comes first.

Refugee - includes immigrants who were granted permanent resident status on the basis of a well-founded fear of returning to their home country. This category includes persons who had a well-founded fear of persecution for reasons of race, religion, nationality, membership in particular social group, or for political opinion (Geneva Convention refugees) as well as persons who had been seriously and personally affected by civil war or armed conflict, or have suffered a massive violation of human rights. Some refugees were in Canada when they applied for refugee protection for themselves and their family members (either with them in Canada or abroad). Others were abroad and were referred for resettlement to Canada by the United Nations Refugee Agency, another designated referral organization or private sponsors.

Recent immigrant - refers to an immigrant who first obtained his or her landed immigrant or permanent resident status between January 1, 2011 and May 10, 2016.

Second generation Immigrants - includes persons who were born in Canada and had at least one parent born outside Canada. For the most part these are the children of immigrants.

Third generation Immigrants - includes persons who were born in Canada with both parents born in Canada.