

For review purposes, skip logic and other programming notes are in italicized blue font. Respondents do not see this text.

Newcomer Outcomes Survey : Clients of IRCC-funded settlement services

Thank you for participating in this survey.

Immigration, Refugees and Citizenship Canada (IRCC) is asking you to complete this survey about your resettlement/settlement experiences in Canada. We are asking individuals who were admitted to Canada as permanent residents in recent years and have used settlement services funded by IRCC to respond to this survey. *(if refugee: We are asking individuals who were admitted to Canada as a refugee in recent years, and may have received resettlement assistance funded by IRCC and/or a sponsor/sponsoring group and have received settlement services funded by IRCC to respond to this survey.)* We may send you the survey again to collect information on how your life in Canada changes over time.

The survey has five sections *(if refugee: six sections)*:

- *(if refugee: Resettling in Canada)*
- Getting to Know Canada
- Learning English and French
- Working in Canada
- Participating in Canadian Society
- Accessing Services

The information you provide will help IRCC to review and improve programs and services that meet the needs of new immigrants to Canada. When answering the questions, please remember that there are no right or wrong answers.

The survey takes 20 minutes to complete.

Your participation in this survey is **strictly voluntary** and your answers will remain confidential and will not affect your immigration status or pending decisions on any other applications you may have with IRCC presently or in the future. The information collected from the survey will only be used for research, performance measurement and evaluation purposes to help IRCC to develop programs and services that meet the needs of new immigrants to Canada. Moreover, your answers will be combined with answers from other survey participants and summarized by IRCC. No personal information or data that identifies you as an individual and other participants to the survey will be included

When answering the questions, think of your personal experiences. Do not answer on behalf of a spouse or anyone else who lives in your household.

Instructions

Use the **Next** and **Back** buttons to move forward or backwards in the survey. If you leave the survey before completing it, your answers up to that point will be saved. You can return to the survey using the same link.

Note: The link in the invitation email sent to you is unique to you. Please do not share it with others.

If you have any questions on how to complete the survey, please contact IRCC by email at IRCC.ClientSurveyR-SondageClientsR.IRCC@cic.gc.ca.

*Before beginning the survey, please tell us which of these best describes you:

- I am a permanent resident of Canada (*Hover: A permanent resident is a person who has been granted the right to live in Canada permanently by immigration authorities. This right becomes effective upon the signing of the confirmation of permanent residence issued to a person by an immigration authority.*)
 - I am a Canadian Citizen who used to be a permanent resident
 - I am an immigration lawyer or representative (*skip to End1*)
 - Other (please specify) _____ (*skip to End2*)
-

1. In which province or territory do you currently live?

- Newfoundland and Labrador
- Prince Edward Island
- Nova Scotia
- New Brunswick
- Quebec
- Ontario
- Manitoba
- Saskatchewan
- Alberta
- British Columbia
- Northwest Territories
- Nunavut
- Yukon
- I have left Canada permanently since I became a permanent resident. (*skip to End2*)

2. In what city do you currently live? Begin typing the name and select the city. Type “Other” if your city name is not listed.

- City list – cities within the selected province (in alphabetical order)

Section 1- Resettling in Canada

If non-refugee, skip to section 2

This section of the survey will collect information about things that an IRCC funded organization or your sponsor/sponsoring group could have taught you or given you information about soon after your arrival in Canada. It will also collect information about the financial assistance that IRCC and/or your sponsor/sponsoring group could have provided you.

Questions 3-5: Filter for Resettled Refugees; 2021 cohort only

3. Rate how your needs were met by the following services provided by an IRCC funded organization or your sponsor/sponsoring group **during the first 6 weeks in Canada:** (randomize topics)

<i>During my first 6 weeks in Canada as a resettled refugee, I received...</i>	1 Did not meet my needs at all	2 Met some of my needs	3 Met most of my needs	4 Met all of my needs	Did not receive any	Do not know whether I received any
a. help with immediate needs (e.g., temporary housing, food, clothing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. support services received with respect to childcare, transportation assistance, translation and interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. information about living in Canada (e.g., information about Canada, the neighborhood, household management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. help finding permanent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. information about money and finances (e.g., paying bills, budgeting, repaying loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. help registering for government services (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial health care, school registration)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. information about other settlement and community services that help newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Which of the following statements best describes how your needs are being/were met by the financial support (in cash or in-kind) provided by IRCC and/or your sponsor/sponsoring group to cover basic necessities, like food, housing, utilities and clothing?

- Does/Did not meet needs at all
- Meeting/Met some needs
- Meeting/Met most needs
- Meeting/Met all needs
- Not receiving/Did not receive any financial support
- Do not know whether financial support is being /was provided

5. The food that you had did not last and there was no money to buy more. Was this often true, sometimes true, or never true in the past 12 months?
- Often true
 - Sometimes true
 - Never true (*skip to Q6*)
 - Do not know

5A. Approximately, how many times have you used a food bank in the past 12 months?

Note: A food bank is a place where you can get food for free when you cannot afford to buy it.

- I have not used a food bank in the past 12 months
- Once (i.e. 1 time)
- 2-3 times
- 4-5 times
- 6-7 times
- More than 7 times

6. Do you currently have a family doctor or regular health care provider?

Note: A family doctor or regular health care provider means one health professional that you regularly see or talk to when you need care or advice for your health.

- Yes
- No

7. In this school year, are your **school-age children** attending school?

Note: School-age children means children of an age at which they should be enrolled in elementary or secondary/high school.

- Yes, all of them
- Yes, some of them
- No, none of them
- I do not have any school-age children
- I do not have any children

In the next sections, you will be asked to refer to the following IRCC funded organization(s): *list organizations; maximum of 10 recent organizations visited by individual client*

***Note: The list of organizations may not be complete.**

Our records show that you have received IRCC funded settlement services in Canada from this organization/these organizations. Several questions will touch on your views regarding the influence that IRCC funded settlement services may have had on your knowledge about various aspects of life in Canada.

Section 2 – Getting to Know Canada

This section of the survey will collect information about your knowledge of various topics and your progress since arriving in Canada.

8. Thinking back to when you **became a Permanent Resident of Canada**, rate your knowledge of the following topics: *(randomize order of topics)*

<i>When I became a Permanent Resident of Canada, I knew about Canadian...</i>	1 No knowledge at all	2 Little knowledge	3 Some knowledge	4 A lot of knowledge	5 A great deal of knowledge	Did not need to know this
a. housing (e.g., finding a place to live, responsibilities of your landlord)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. healthcare (e.g., getting a health card, finding a doctor or dentist, what do to in a medical emergency)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. education (e.g., how to enroll yourself or your children in school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. money and finances (e.g., opening a bank account, pay income tax, benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. law and justice (e.g., what is legal/illegal, penalties for different crimes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Thinking about **right now**, rate your knowledge of the following topics: *(same order of topics as Q8)*

<i>Right now, I know about Canadian...</i>	1 No knowledge at all	2 Little knowledge	3 Some knowledge	4 A lot of knowledge	5 A great deal of knowledge	Do not need to know this
a. housing (e.g., finding a place to live, responsibilities of your landlord)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. healthcare (e.g., getting a health card, finding a doctor or dentist, what do to in a medical emergency)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. education (e.g., how to enroll yourself or your children in school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. money and finances (e.g., opening a bank account, pay income tax, benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. law and justice (e.g., what is legal/illegal, penalties for different crimes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If all of Q8 and Q9= "Did not need to know this", skip to Q11

10. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

*Note: The list of organizations may not be complete.

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree	Not Applicable
Overall, all types of services I received from the organization(s) shown above changed my knowledge of Canada.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Thinking about decisions you have made since **becoming a Permanent Resident of Canada**, rate your agreement with the following statements: (randomize order of topics)

<i>I had enough information to...</i>	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree	Did not need to do this
a. get help in cases of emergency (e.g., medical, police)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. buy or rent a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. get around my city/town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. find the things I need (e.g., groceries, clothing, home supplies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. do my banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3 – Knowing English and French

This section of the survey will collect information about your knowledge and use of English and/or French in your daily life, and your progress since arriving in Canada.

12. In which of Canada’s official languages do you have any level of knowledge/fluency?

- English
- French (skip to Q17)
- Both
- Neither (skip to Q21)

13. Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things:

<i>When I became a Permanent Resident of Canada, I could...</i>	1 Not at all	2 Not very well	3 Fairly well	4 Quite well	5 Very well	6 Fluently
a. read English (e.g., books, magazines, websites)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. understand spoken English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c. write in English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. speak English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Thinking about **right now**, rate how well you can do the following things:

	1 Not at all	2 Not very well	3 Fairly well	4 Quite well	5 Very well	6 Fluently
Right now, I can...						
a. read English (e.g., books, magazines, websites)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. understand spoken English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. write in English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. speak English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Skip to Q16 if all Q13 and all Q14 = "Fluently")

15. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, all types of services I received from the organization(s) shown above changed my English skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Rate your agreement with the following statements: *(randomize order of topics)*

Note: Without help means communicating in English without the use of another person to translate.

I can communicate in English, without help, when I...	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree	Do not do this activity
a. visit my doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. speak in social situations (e.g., talking to your neighbours, talking to caregivers or teachers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. go shopping (e.g. groceries, clothes, home supplies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. do my job (e.g., talking to coworkers, talking to clients)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things: *(If Q12=English, skip to Section 4)*

When I became a Permanent Resident of Canada, I could...	1 Not at all	2 Not very well	3 Fairly well	4 Quite well	5 Very well	6 Fluently
a. read French (e.g., books, magazines, websites)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. understand spoken French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. write in French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. speak French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Thinking about **right now**, rate how well you can do the following things:

	1 Not at all	2 Not very well	3 Fairly well	4 Quite well	5 Very well	6 Fluently
<i>Right now, I can...</i>						
a. read French (e.g., books, magazines, websites)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. understand spoken French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. write in French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. speak French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Skip to Q20 if Q17 and Q18 all = "Fluently")

19. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, all types of services I received from the organization(s) shown above changed my French skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Rate your agreement with the following statements: *(randomize order of topics)*

Note: Without help means communicating in French without the use of another person to translate.

<i>I can communicate in French, without help, when I...</i>	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree	Do not do this activity
a. visit my doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. speak in social situations (e.g., talking to your neighbours, talking to caregivers or teachers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. go shopping (e.g. groceries, clothes, home supplies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. do my job (e.g., talking to coworkers, talking to clients)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4 – Working in Canada

This section of the survey will collect information about your working life in Canada and knowledge of various employment related topics.

21. Thinking back to when you **became a Permanent Resident of Canada**, rate your knowledge of the following topics: *(randomize order of topics)*

<i>When I became a Permanent Resident of Canada, I knew about...</i>	1 No knowledge at all	2 Little knowledge	3 Some knowledge	4 A lot of knowledge	5 A great deal of knowledge	Did not need to know this
a. looking for/applying for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. establishing contacts, connections, networks with others who may be able to help me find a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. getting my educational and/or professional qualifications assessed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. starting a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. using soft skills (e.g., cooperating with others, understanding situations, managing people)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Thinking about **right now**, rate your knowledge of the following topics: *(same order of topics as 21)*

<i>Right now, I know about...</i>	1 No knowledge at all	2 Little knowledge	3 Some knowledge	4 A lot of knowledge	5 A great deal of knowledge	Do not need to know this
a. looking for/applying for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. establishing contacts, connections, networks with others who may be able to help me find a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. getting my educational and/or professional qualifications assessed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. starting a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. using soft skills (e.g., cooperating with others, understanding situations, managing people)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Skip to Q24 if Q21 and Q22 all = “Do not need to know this”)

23. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, all types of services I received from the organization(s) shown above changed my knowledge of employment in Canada.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Are you working in Canada **now**? (working includes being in Canada and working remotely (e.g. by computer, by telephone) for a company outside of Canada)

Note: Work means a paid job (in cash or in-kind), including being self-employed, or currently on leave from my job (e.g. maternal/parental leave, disability leave).

- Yes
- No *(skip to Q25)*

24A. Are you working full-time or part-time?

- Full-time (usually work 30 hours or more a week at all jobs) *(skip to Q26)*
- Part-time (usually work less than 30 hours a week at all jobs) *(skip to Q26)*

25. Are you looking for work in Canada **now**?

- I am looking for work now
- I am not looking for work now but plan to look for work in the future
- I am not looking for work because I will be starting work in the near future
- I don't plan to work in Canada

25A. What is/are the main reason(s) you currently not working in Canada? Select up to three responses.

- I am a student
- I am retired
- I am caring for a child
- I am caring for another family member (not a child)
- I am a homemaker
- I have health issues
- I got temporarily laid off (e.g., seasonal work)
- I got permanently laid off/fired
- I do not want to work
- Other (please specify) _____

Section 5 – Participating in Canadian Society

This section of the survey will collect information about the types of groups, organizations or associations to which you may belong. These could be formally organized groups or just groups of people who get together regularly to do an activity or talk about things.

26. In the past 12 months, did you do any unpaid volunteer work in Canada for any organization?

- Yes
- No

27. In the past 12 months, were you a member or participant in any groups/organizations/associations in Canada?

Mark all that apply.

Note: Being a participant includes supporting your child's participation in a group or activity.

- I was not a member or participant in any groups/organizations/associations *Skip to Q29*
- I was a member or participant in a cultural, educational or hobby organization (e.g., theatre group, book club, senior's club)
- I was a member or participant in an immigrant or ethnic association or club that includes members of my country or ethnic group
- I was a member or participant in a religious-affiliated group (e.g., a church youth group or choir)
- I was a member or participant in a school group, neighbourhood, civic or community association (e.g. alumni, neighbourhood watch)
- I was a member or participant in a sports or recreational organization (e.g., hockey league, health club, soccer league)
- I was a member or participant in a professional organization
- I was a member or participant in other group/organization/association, (please specify) _____

28. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, all types of services I received from the organization(s) shown above gave me information that helped me choose which groups/organizations/associations to participate in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. How many close friends, (that is, people who are not your relatives, but who you feel at ease with, can talk to about what is on your mind, or call on for help) do you have in the same city or local community as you?

- None *(skip to Q31)*
- 1 or 2
- 3 or 4
- 5 or more

30. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, services I received from the organization(s) shown above helped me meet people I consider my close friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. In Canada, how much confidence do you have in the following institutions?

	1 No confidence at all	2 Little confidence	3 Some confidence	4 A lot of confidence	5 A great deal of confidence
a. The police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The justice system and courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The healthcare system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Social security/social insurance system (e.g., employment insurance, parental benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Canadian government (federal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. How would you describe your sense of belonging to the following communities?

	1 Very weak	2 Somewhat weak	3 Somewhat strong	4 Very strong
a. The local community where you live (city, town, neighbourhood)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The province/territory where you live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Your country of origin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Your workplace <i>(asked only if working)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. Rate your agreement with the following statement:

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
In my experience, my community is welcoming to newcomers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 6 – Accessing Services

This section of the survey will collect information about specific services you may have received, and referrals or linkages you may have received to further your settlement process.

IRCC funded organizations offer support services that can enable you to participate in a settlement services session or course.

34. Thinking of **support services** you have received, rate your agreement with the following statements: *(Filter questions based on support services received in iCARE. Skip if support service does not apply to a client based on iCARE data.)*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
a. The translation or interpretation I received met my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The child care my children received met my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The help with transportation I received met my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The assistance I received with my disability met my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Did the organization(s) shown above provide you with referrals or linkages to further your settlement progress? *list organizations; maximum of 10 recent organizations visited by individual client*

**Note: The list of organizations may not be complete.*

- Yes
- No *(skip to Q37)*

36. Rate your agreement with the following statement:

List organizations; maximum of 10 recent organizations visited by individual client

**Note: The list of organizations may not be complete.*

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
Overall, the referrals or linkages I received from the organization(s) shown above were useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Overall, did you have any problems or difficulties getting the settlement services you needed?

- Yes
- No *(skip to Q39)*

38. What were the 3 main reasons for the problems or difficulties you had? (*randomize order of topics, keeping 'other' constant*)

- I did not know about how/where to get services
- The sessions were full/there was a waiting list
- Free bus tickets were not available to locations where services were offered
- Services weren't offered in my preferred language
- Translation/interpretation was not available for the services I need
- Childcare was not available to locations where services were offered
- The hours were not convenient for me/I needed to work
- I have a disability and could not be accommodated
- Services were inadequate (e.g., topics did not meet needs, staff not knowledgeable)
- Other reason (please specify) _____

39. What were the 3 main sources of information or support that helped you settle in Canada? (*randomize order topics, keeping 'other' constant*)

- An IRCC-funded organization that has provided you with settlement services (All/some of these organizations are listed in your survey)
- An organization that helps immigrants, but is not funded by IRCC
- Government offices (Federal, Provincial/Territorial) (e.g. Service Canada)
- My family
- My friends
- Employers and/or co-workers
- Internet (e.g. social media, blogs, discussion groups, other websites)
- Daily tasks like shopping, taking public transportation
- School
- Other (please specify) _____

40. Have you ever experienced discrimination while receiving settlement or resettlement services from an IRCC-funded service provider? *Discrimination is the unfair treatment of a person or group of people based on the groups, classes, or other categories to which they belong. Reasons for discrimination include, but are not limited to: a person's race, gender, religion, nationality, ethnicity (culture), or other personal traits.*

- Yes
- No

Section 7 – Demographics

For the next question, please think about your own ethnic or racial identity. Your ethnic or racial identity may be the same as that of your parents, grandparents or ancestors or it may be different. Please note that this information is being collected to help the Government of Canada better understand the composition of Canada's diverse newcomer population.

41. Which ethnic or racial group(s) best describe you? Please select all that apply, particularly if you self-identify as being of mixed or multiple ethnic or racial groups.

- Arab
- Black (for example, African, Afro-Caribbean, African-American, African-Canadian)
- Central Asian (for example, Kazakhstan, Uzbekistan)

- Chinese
- East Asian
- Filipino
- Indigenous or Aboriginal
- Latin American
- South Asian (for example, Indian, Pakistani, Sri Lankan)
- Southeast Asian (for example, Vietnamese, Cambodian, Laotian, Thai)
- West Asian (for example, Iranian, Afghan)
- White
- Other (please specify): _____
- Prefer not to say (*exclusive choice*)

42. What is your gender?

- Woman
- Man
- Another gender
- Prefer not to say

43. Do you identify as 2SLGBTQI+ (Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and additional sexually and gender diverse identities)?

- Yes
- No
- Prefer not to say

44. Do you have any of the following difficulties? Choose all that apply.

- Difficulty seeing even when wearing glasses or contact lenses
- Difficulty hearing even when using a hearing aid or cochlear implant
- Difficulty walking, using stairs, using your hands or fingers or doing other physical activities
- Difficulty learning, remembering or concentrating
- Emotional, psychological or mental health conditions (e.g., anxiety, depression, bipolar disorder, substance abuse, anorexia)
- Other health problem or long-term condition that has lasted or is expected to last for six or more months
- I do not have any difficulty or long-term condition that has lasted or is expected to last for six or more months

45. Which of the following best describes your total household income last year? That is, the total income of all persons in your household combined, before taxes.

- Under \$20,000
- \$20,000 to just under \$40,000
- \$40,000 to just under \$60,000
- \$60,000 to just under \$80,000
- \$80,000 to just under \$100,000
- \$100,000 to just under \$150,000
- \$150,000 and above
- Prefer not to say

46. How many children in each age group live in your household?

- No children live in my household (*exclusive choice*)
- Ages 0-5 _____

- Ages 6-14 _____
- Ages 15-17 _____
- Ages 18 or older _____

End 1 - Thank you. This survey is intended for individuals who submitted an application to become a permanent residence in Canada on their own behalf.

End 2 – Thank you. This survey is intended for permanent residents or naturalized citizens who are currently residing in Canada.

END_COMPLETE – Thank you for completing the survey.