

## Newcomer Outcomes Survey – Refugee Module (Wave 2)

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 a refugee in recent years, and may have received resettlement assistance funded by IRCC and/or a sponsor/sponsoring group and have not used 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 six sections:

- 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

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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.NewcomerSurveyR-SondageNouveauxArrivantsR.IRCC@cic.gc.ca](mailto:IRCC.NewcomerSurveyR-SondageNouveauxArrivantsR.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 [End1](#)
- Other (please specify) \_\_\_\_ [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. [End2](#)

## Section 1- Resettling in Canada

**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 2-4: Filter for Resettled Refugees; 2018 cohort only**

2. 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)

	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
<b><i>During my first 6 weeks in Canada as a resettled refugee, I received...</i></b>						
<b>a. help with immediate needs</b> (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>b. support services received with respect to childcare, transportation assistance, translation and interpretation</b>	<input type="radio"/>					
<b>c. information about living in Canada</b> (e.g., information about Canada, the neighborhood, household management)	<input type="radio"/>					
<b>d. help finding permanent housing</b>	<input type="radio"/>					
<b>e. information about money and finances</b> (e.g., paying bills, budgeting, repaying loans)	<input type="radio"/>					
<b>f. help registering for government services</b> (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"/>					
<b>g. information about other settlement and community services that help newcomers</b>	<input type="radio"/>					

3. 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
4. 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
  - I do not know

**IMPORTANT NOTE: For Wave 2 (Newcomers Survey in 2019): Q4A, Q5, Q6 are excluded.**

**Q4A: Filter for Syrian Refugees only (Syrian Refugee Initiative) who responded Often true, Sometimes true or Do not Know to Q4.**

4A. 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

**Question 5: Filter for Syrian Refugees only (Syrian Refugee Initiative)**

5. 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

**Question 6: Filter for Syrian Refugee Principal Applicants only (Syrian Refugee Initiative)**

6. In this school year, are your school-age children attending schools?

*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

## 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.**

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

<b><i>When I became a Permanent Resident of Canada, I knew about Canadian...</i></b>	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. <b>housing</b> (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. <b>healthcare</b> (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. <b>education</b> (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. <b>money and finances</b> (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. <b>law and justice</b> (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"/>

8. Thinking about **right now**, rate your knowledge of the following topics: (same order of topics as Q7)

<b><i>Right now, I know about Canadian...</i></b>	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. <b>housing</b> (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. <b>healthcare</b> (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. <b>education</b> (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. <b>money and finances</b> (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. <b>law and justice</b> (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 decisions you have made since **becoming a Permanent Resident of Canada**, rate your agreement with the following statements: (randomize order of topics)

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

10. In which of Canada’s official languages do you have any level of knowledge/fluency?
- English
  - French *skip to Q14*
  - Both
  - Neither *skip to Q17*

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

<b><i>When I became a Permanent Resident of Canada, I could...</i></b>	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"/>					
b. understand spoken English	<input type="radio"/>					
c. write in English	<input type="radio"/>					
d. speak English	<input type="radio"/>					

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

<b><i>Right now, I can...</i></b>	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"/>					
b. understand spoken English	<input type="radio"/>					
c. write in English	<input type="radio"/>					
d. speak English	<input type="radio"/>					

13. 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.*

<b><i>I can communicate in English, without help, when I...</i></b>	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. <b>speak in social situations</b> (e.g., talking to your neighbours, talking to caregivers or teachers)	<input type="radio"/>						
c. <b>go shopping</b> (e.g., groceries, clothes, home supplies)	<input type="radio"/>						
d. <b>do my job</b> (e.g., talking to coworkers, talking to clients)	<input type="radio"/>						

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

*Skip if Q10=English*

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

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

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

16. 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.*

<b><i>I can communicate in French, without help, when I...</i></b>	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree	Do not do this activity
a. <b>visit my doctor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. <b>speak in social situations</b> (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. <b>go shopping</b> (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. <b>do my job</b> (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.

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

<b><i>When I became a Permanent Resident of Canada, I knew about ...</i></b>	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"/>

18. Thinking about **right now**, rate your knowledge of the following topics: (same order of topics as 17)

<b><i>Right now, I know about...</i></b>	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"/>

19. Are you working in Canada **now**?

*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 Q20*

19A. Are you working full-time or part-time?

- Full-time (usually work 30 hours or more a week at all jobs) *skip to Q21*
- Part-time (usually work less than 30 hours a week at all jobs) *skip to Q21*

20. 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

20A. 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.**

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

- Yes
- No

22. 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

- 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): \_\_\_\_\_
23. 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
  - 1 or 2
  - 3 or 4
  - 5 or more

24. 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. <b>The police</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. <b>The justice system and courts</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. <b>The healthcare system</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. <b>Social security/social insurance system</b> (e.g., employment insurance, parental benefits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. <b>The Canadian government (federal)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. 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. <b>The local community where you live (city, town, neighbourhood)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. <b>The province/territory where you live</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. <b>Canada</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. <b>Your country of origin</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Rate your agreement with the following statement:

	1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
<b>In my experience, my community is welcoming to newcomers.</b>	<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 IRCC-funded settlement services and which information sources helped to further your settlement process.**

27. Were you aware that IRCC offers free settlement services to all Permanent Residents of Canada, for example, through service provider organizations listed here:

<http://www.cic.gc.ca/english/newcomers/services/index.asp>?

- Yes *Skip to Q29*
- No

28. If you were aware of these services, would you have taken them?

- Yes
- No

*Post-answer, skip all to Q30*

29. What were the 3 main reasons you did not access these services? (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 was 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)
- I did not need the services
- Other reason (please specify): \_\_\_\_\_

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

- An organization that helps immigrants
- 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): \_\_\_\_\_

**End 1 - Thank you. This survey is intended for individuals who submitted an application to become a permanent resident 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.**

DRAFT