

2025 Immigrant Survey Report

Exploring early settlement, community connection, and the systems that shape long-term belonging in St. Thomas and Elgin County



St. Thomas-Elgin Local Immigration Partnership · YWCA St. Thomas-Elgin

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Executive Summary

The 2025 Immigrant Survey provides a clear and grounded picture of how newcomers and immigrants are building their lives in St. Thomas-Elgin. This year's findings show a region where many people feel welcomed, connected, and hopeful, while also facing structural pressures that shape early settlement and long-term stability. Together, these insights deepen local understanding of what strengthens dignity, belonging, and opportunity for immigrant communities.

A total of 110 respondents participated in the long and short versions of the survey, representing diverse immigration pathways, more than 20 first languages, and differing lengths of time in Canada. While not statistically representative, the results offer meaningful patterns about the systems, conditions, and relationships shaping daily life in the region.

Across the three lenses of Build, Connect, and Transform, respondents described how early conditions, everyday interactions, and system performance work together to influence whether people can put down roots and thrive.

Foundations for Settlement (Build)

Newcomers and immigrants arrive with strong skills, determination, and hopes for stability, but their early experiences are shaped most by system level conditions. Respondents most often identified cost of living, finding work, housing, transportation, and interpretation access as core challenges.

Early patterns from the long survey subsample (indicative only) suggest:

- Adults aged 35-54 were more likely to be well matched in their jobs, while younger adults reported higher over qualification.
- Respondents with a master's degree reported higher job match than those with a bachelor's degree.

These patterns highlight structural barriers in hiring, credential recognition, and employer practices, not differences in newcomer readiness or motivation.

Connection, Welcoming & Belonging (Connect)

Most respondents described St. Thomas-Elgin as a welcoming community supported by neighbours, coworkers, cultural and faith groups, and opportunities to contribute. Many reported strong belonging and emotional rootedness.

However, discrimination, while not universal, had a clear impact: respondents who experienced discrimination reported substantially lower welcoming and belonging. Practical barriers such as transportation, childcare, shift work, and geographic distance from central St. Thomas also shaped opportunities to form relationships and participate.

Respondents shared many meaningful contributions, kindness, neighbour support, volunteering, cultural leadership, and skill sharing, which strengthened belonging and connection across the region.

System Conditions & Long-Term Inclusion (Transform)

Long term inclusion depends not only on personal effort or social connection, but also on how reliably housing, employment pathways, English learning supports, transportation, and public facing services function. Respondents identified these as the most important changes needed to help them reach their full potential.

Demographic patterns in the long survey subsample show intersections between economic precarity and housing stability:

- Respondents whose income did not meet household needs were far more likely to report unsuitable or unaffordable housing.
- Those not employed full time faced similar housing pressures.

These findings mirror broader regional trends: system level conditions, e.g., affordability, mobility, credential processes, and service coordination, shape long term decisions about staying.

Taken Together

The 2025 Immigrant Survey reveals a community rich in newcomer contributions, relationships, and resilience. It also shows that the ability to settle, connect, and thrive depends on the strength, consistency, and equity of local systems. When housing, transportation, language supports, and employment pathways function well, they create conditions for stability, participation, and long-term belonging. When they do not, early optimism is overshadowed by avoidable barriers.

Together, these findings highlight clear opportunities for partners across the region to strengthen early settlement foundations, deepen community connection, and improve the system conditions that help all residents feel at home.

Introduction

Immigrants and newcomers shape the cultural, social, and economic life of St. Thomas and Elgin County in countless ways. The 2025 Immigrant Survey was designed to understand how people are building their lives here, how supported they feel, which barriers they encounter, and what conditions most influence belonging, safety, and opportunity.

This work is led by the St. Thomas-Elgin Local Immigration Partnership (STELIP), in collaboration with community partners across the region. This report presents the second regional survey of immigrants and newcomers in St. Thomas-Elgin and builds on the foundation created in 2023. While the two surveys differ in format and depth, together they offer a meaningful picture of both early settlement and longer-term integration. A total of 110 people born outside Canada shared their experiences of living, working, or studying in the region. Their responses represent diverse immigration pathways, first languages, and lengths of time in Canada.

The findings reinforce a central truth: newcomers arrive with strengths, determination, and hopes for stability, yet their experiences are shaped most deeply by the systems and structures they navigate each day. Access to housing, employment, transportation, language support, and community services influences how quickly and confidently people can build a life here. These patterns reflect system-level conditions, not individual readiness or motivation.

At the same time, many respondents described strong relationships with neighbours, colleagues, faith communities, and cultural groups. These connections contribute significantly to feelings of welcome and belonging. Respondents emphasized that inclusion is not only about services, but about feeling recognized, valued, and able to contribute in meaningful ways.

Organizing the findings into the three lenses of Build, Connect, and Transform highlights how early conditions, social relationships, and system design collectively shape newcomer journeys. The insights in this report aim to support community partners, local leaders, and residents in strengthening the conditions where everyone can participate fully, feel at home, and flourish.

This report also draws on regional research, workforce development studies, Community Data Program findings, and Statistics Canada datasets to contextualize and interpret survey results.

About the 2025 Immigrant Survey

- 110 respondents participated across long and short versions.
- Respondents live, work, or study in St. Thomas-Elgin.
- The survey was available online and on paper in multiple languages.
- Questions explored early settlement, daily experiences, belonging, discrimination, services, and longer-term conditions.

Who We Heard From

A total of 110 immigrants and newcomers participated in the 2025 survey, representing a wide range of first languages, immigration pathways, and lengths of time in Canada. While not statistically representative, the survey offers a meaningful snapshot of experiences across St. Thomas and Elgin County, including both recent arrivals and longer-term residents.

Where Respondents Live

Most respondents lived in St. Thomas (79%), with others across Elgin County (19%) and a small number commuting from London (2%). This reflects regional settlement patterns and St. Thomas’s role as a hub for services and daily life.

Table 1. Where Respondents Live

Location	Percentage
St. Thomas	79%
Elgin County	19%
London (commuting)	2%

Note: Base=all respondents (n=110). Open-ended responses were cleaned and grouped; all locations outside St. Thomas appear under “Elgin County.”

Immigration Pathways

Respondents arrived through multiple pathways, including family-class and economic-class permanent residency, refugee pathways, international studies, temporary work permits, and CUAET. This diversity reflects the different structures and eligibilities that shape early settlement and access to local supports.

Table 2. Immigration Pathways

Pathway	Number
Family-class PR	42
Economic-class PR	32
Refugee pathways	11
International students	6
Temporary workers	5
CUAET arrivals	4

Note: Base=all respondents (n=110). Single-select question.

Languages and Cultural Diversity

Respondents reported speaking more than 20 first languages. Among long-survey participants, 74% spoke a first language other than English, and most felt able to communicate in English well or very well. This linguistic diversity highlights the importance of multilingual information, interpretation access, and culturally responsive services across the region.

Table 3. Most Common Non-English First Languages (Long Survey Only; Selected)

Most Reported Non-English First Languages
Malayalam
Gujarati
Punjabi
Dutch
Urdu
Hindi
Arabic
Portuguese
Nepali
Others (10+ languages)

Note: Base=long-survey respondents only (n=68). Single-select question. “Other (please specify)” responses were reviewed and grouped into existing categories.

Time in Canada

Respondents ranged from those who arrived within the past year to individuals who have lived in Canada for decades. This range provides insight into both immediate settlement needs and longer-term integration experiences.

Table 4. Time in Canada

Length of Time in Canada	Percentage
0–1 years	7%
2–5 years	31%
6–10 years	27%
10+ years	35%

Note: Base=respondents who answered the question (n=109). Single-select question.

Together, these demographics help ground the findings that follow, showing the wide variety of experiences and system interactions across pathways, languages, and years in Canada.

What's Changed Since 2023

The 2025 survey reveals several shifts since STELIP's first regional survey in 2023. While many positive patterns strengthened, respondents also described rising pressures in key areas of daily life. Taken together, these changes illustrate how local conditions, system capacity, and community relationships have evolved over the past two years.

Stronger Overall Settlement Experiences

Respondents in 2025 reported higher levels of positive settlement experiences and stronger long-term intentions to stay. Feelings of welcome and belonging remained solid, supported by neighbours, cultural and faith groups, and opportunities to contribute.

Rising Affordability Pressures

Affordability challenges, especially cost of living, transportation, and housing, became more pronounced. Cost of living was identified as a top challenge by 51% of respondents, up from 2023. Housing availability and rental costs continued to create pressure for families across pathways and years in Canada.

Employment Remains a Central Barrier

Finding work became more difficult in 2025, rising from 24% of respondents in 2023 to 40% in 2025. Barriers such as Canadian-experience requirements, credential recognition challenges, and limited networks continue to slow entry into stable, well-matched employment. These shifts reflect labour-market structures and employer practices, not differences in newcomer skill or motivation.

Clearer Patterns in Discrimination

While fewer respondents overall reported discrimination compared to 2023, the 2025 survey shows clearer patterns of where and how it occurs, including workplaces, stores, housing searches, and public spaces. Those who experienced discrimination reported significantly lower welcoming and belonging.

Growing Strength in Community Connection

Consistent with 2023, respondents emphasized that belonging is rooted in relationships and opportunities to contribute. Strong neighbour interactions, cultural and faith groups, and community programs continued to build connection and support.

Some differences between the 2023 and 2025 surveys may reflect changes in survey format and respondent composition. While not directly comparable year-to-year, the patterns still offer meaningful insight into how local conditions have evolved.

These shifts provide important context for understanding the early settlement conditions, daily experiences, and system interactions explored in the sections that follow.

Build: Early Conditions That Shape Settlement

Early settlement is shaped far more by the conditions people encounter than by individual effort. Newcomers arrive with determination, skills, and hopes for stability, yet their earliest experiences depend on how accessible housing, transportation, language supports, and employment pathways are when they arrive. These conditions reflect broader regional pressures and the uneven system landscape newcomers must navigate in their first months and years.

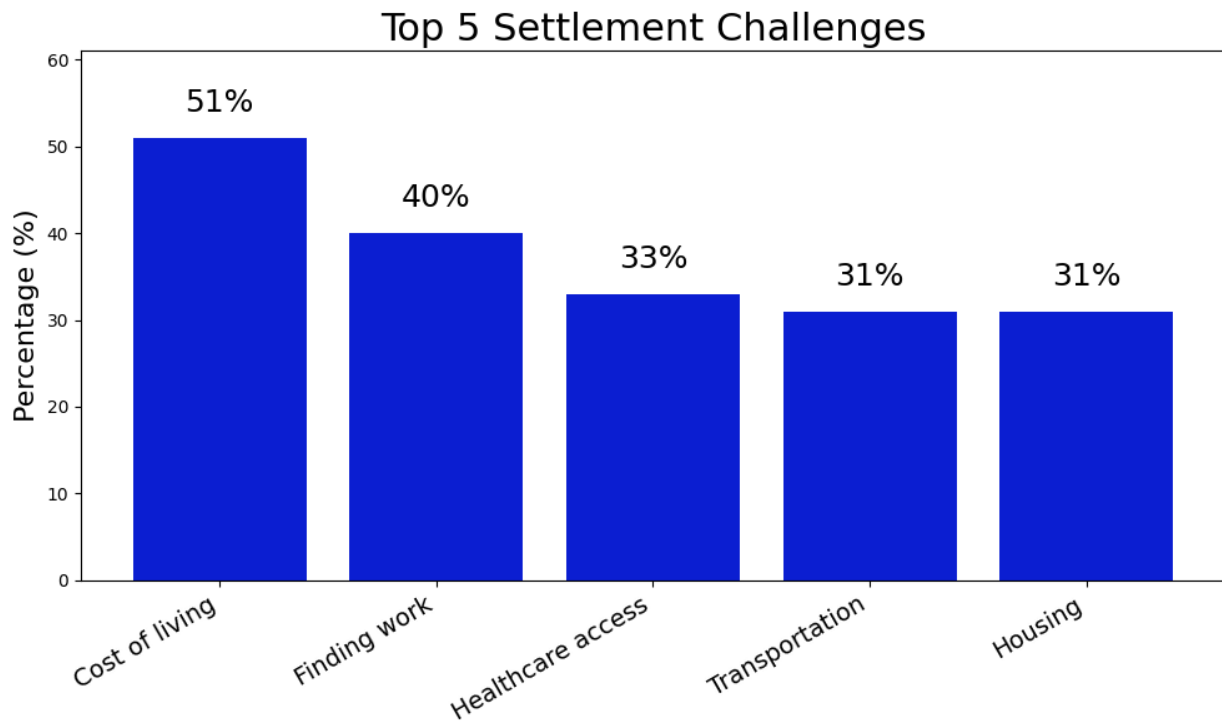
Across the 2025 survey, respondents described early settlement as a mix of optimism and strain. Many wanted to contribute quickly, yet practical barriers, e.g., finding work, securing housing, navigating services in English, and understanding rights and eligibility, shaped their first months and years. These early conditions influence how confident people feel participating in community life, accessing supports, and imagining a long-term future here.

Top Settlement Challenges

Respondents identified cost of living (51%), finding work (40%), healthcare access (33%), transportation (31%), and childcare (31%) as the most common challenges. These selections point to structural conditions, e.g., affordability, mobility, and labour-market access, that shape day-to-day experience far more than individual traits.

Immigration pathways also affected early settlement. Eligibility for healthcare, employment supports, childcare subsidies, and other services varied widely based on program rules. These pathway-linked differences created unequal starting points that shaped how quickly people could stabilize and plan.

Figure 1. Top 5 Settlement Challenges

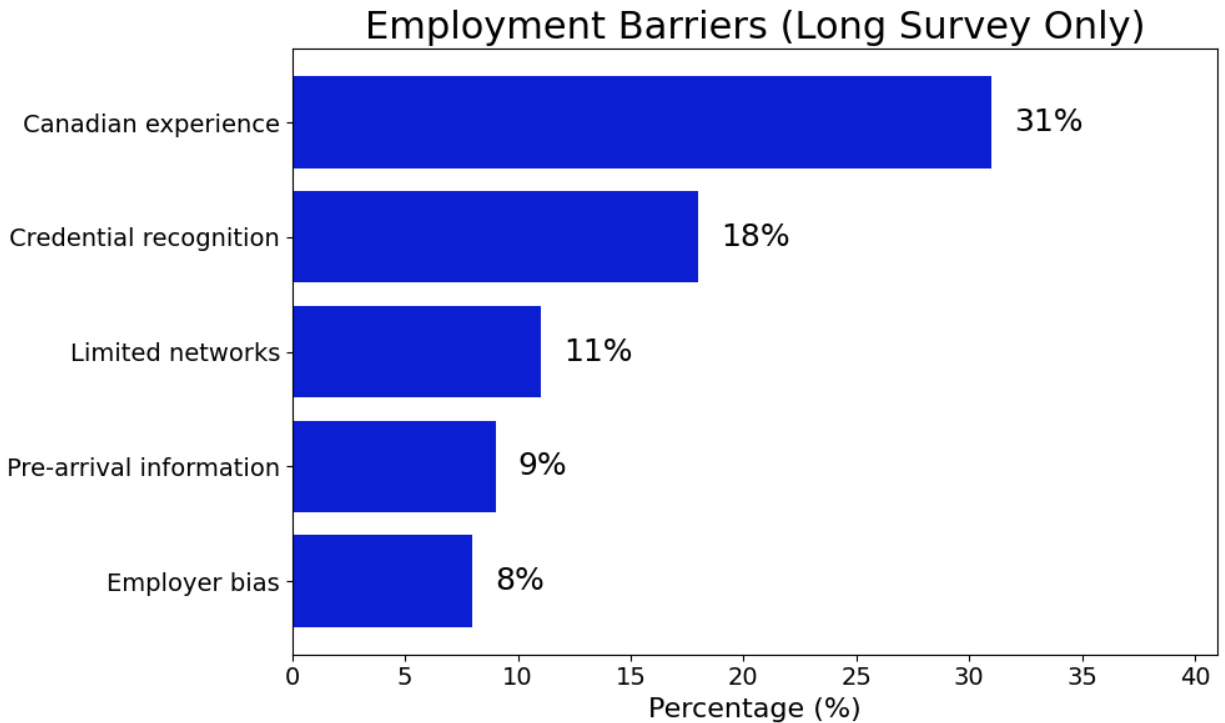


Note: Shows the five most frequently selected challenges. Respondents could select multiple challenges; percentages do not sum to 100%. Base=respondents who answered the question (n=86).

Employment & Economic Integration

Employment plays a defining role in early stability – financially, socially, and emotionally. Yet respondents’ early experiences were shaped most by structural factors: credential recognition, digital screening, employer expectations, and limited feedback. Even well-matched workers still faced challenges with terminology, credential transfer, and workplace norms.

Figure 2. Top Employment Barriers



Note: Percentages represent the distribution of barrier selections among respondents who reported employment challenges. Respondents could select more than one barrier.

The most frequently selected employment barriers were:

- Canadian experience requirements (31%)
- Credential recognition challenges (18%)
- Limited networks (11%)
- Pre-arrival information gaps (9%)
- Employer bias or discrimination (8%)

Many respondents felt confident in their abilities but struggled to move from application to interview. Among long-survey respondents who were overqualified, underqualified, or not employed (n=16), 63% said they applied to jobs aligned with their skills but were never granted an interview.

Although employers often request Canadian work experience, human rights guidance in Ontario discourages this practice unless it is a bona fide requirement for the role.

Demographic Patterns (Indicative Only)

Although sample sizes are small, early demographic analysis from the long-survey subsample reveals noteworthy patterns:

- Age: Respondents aged 35-54 were more likely to be well-matched in their jobs (62%), while younger adults (16-34) reported higher overqualification (31%).
- Education: Master's-trained respondents were more likely to be well-matched (61%) than bachelor's-trained respondents (43%), who also reported higher overqualification (24%).

These early signs suggest that younger adults and bachelor-trained professionals may face steeper structural barriers related to employer expectations and access to networks.

Why This Matters

Employment affects dignity, belonging, and long-term stability. When skilled individuals work far below their qualifications, or cannot secure interviews despite relevant experience, the community loses out on local talent and leadership. Strengthening employment pathways requires:

- Clearer, more accessible credential-recognition processes
- Supervised work placements and alternatives to Canadian-experience requirements
- Skills-based hiring and bias aware screening
- Better access to professional networks
- Improved pre-arrival information

Strengthening these systems helps newcomers build stable lives and supports employers facing ongoing labour-market pressures.

Language Ability & Interpretation

English proficiency supports daily communication, but it does not guarantee safety or clarity in high-stakes settings. Respondents described uncertainty about when interpretation is available, reluctance among some providers to use professional interpreters, and inconsistent practices across services.

Health Service Access

Mixed experiences appeared across all English-proficiency levels:

- 23% of respondents who speak English very well rated their health experience as acceptable or poor.

- 12% of this same group reported not accessing healthcare at all.

Even confident English speakers described challenges when information was technical, fast-paced, or emotionally significant.

Interpretation Gaps

Interpretation gaps affected respondents at every proficiency level:

- Among those who speak English poorly, 56% relied on a family member or friend due to unavailable interpretation.
- Even among those who speak English well, 22% relied on family or friends because professional interpretation was not provided.

These experiences highlight that the issue is not “language ability” alone; system design, interpretation policies, and provider capacity strongly shape access.

Why This Matters

Language learning is personal, but interpretation is a system responsibility. Inconsistent access:

- Reduces safety in medical and legal contexts
- Increases stress in essential appointments
- Places unfair burdens on children and family members
- Limits access to benefits, services, and routine supports

Reliable interpretation strengthens dignity, safety, and equitable access across systems.

Improving language access means designing systems that reflect real communication needs, not expecting newcomers to become independent faster.

Immigration Pathways & Early Settlement Realities

Immigration pathways determine what supports newcomers can access and when. Eligibility for housing programs, employment supports, healthcare, childcare subsidies, and wage protections varies significantly across family class and economic permanent residents, international students, temporary workers, CUAET arrivals, and refugee pathways.

Patterns Across Pathways

Survey data shows pathway-specific starting points:

- Family-class PRs highlighted affordability pressures, healthcare access, and employment.
- Economic-class PRs emphasized cost of living, childcare, transportation, and job access.
- International students selected cost of living, transportation, and difficulty finding work.
- Temporary workers pointed to transportation and healthcare access, along with work-stability pressures.
- CUAET arrivals most often selected housing, employment, childcare, and English learning.
- Refugee-pathway respondents highlighted cost of living, housing, healthcare access, and social connection, with language learning playing a major role.

Transitions between statuses also created moments of uncertainty, shifts in eligibility, and new learning curves. Respondents described wanting clearer guidance, not just reactive answers, to help them plan and make informed decisions as their rights and options shift.

Why This Matters

Understanding pathway differences helps local partners provide consistent supports regardless of immigration category. Clearer coordination reduces confusion and strengthens overall system accessibility.

Support systems should be:

- Easy to navigate
- Responsive to different stages of arrival
- Aligned with the realities people bring with them

The Emotional Landscape of Early Settlement

Beyond practical barriers, respondents described the emotional weight of early settlement: balancing hope with uncertainty, effort with delays, and motivation with complexity. Even when people “did everything right,” structural barriers affected confidence, routines, family stability, and the ability to feel at home.

Employment delays undermined financial security. Language gaps increased anxiety in essential appointments. Pathway rules shaped rights and supports. Transportation affected safety and access. Housing instability created stress across family routines.

These experiences highlight that early settlement is shaped by system conditions, not individual choices, and that emotional wellbeing improves when systems are clear, coordinated, and culturally responsive.

Why This Matters

When early conditions are strong, e.g., affordable housing, reliable interpretation, accessible services, transportation options, and clear employment pathways, newcomers can build routines, form relationships, and envision their futures. When these conditions are weak, early optimism is overshadowed by avoidable barriers, affecting long-term inclusion and retention.

Local Research Snapshot

Local research consistently reinforces the early-settlement patterns identified in the 2025 survey. Across St. Thomas-Elgin and the London Economic Region, studies highlight persistent system-level barriers related to employment, transportation, affordability, and access to supports.

- **Employment:** Credential non-recognition, Canadian experience expectations, and screening bias continue to limit access to stable, well-matched work.
- **Transportation:** Limited routes, long travel times, and high costs restrict access to employment, healthcare, childcare, and community programs, especially outside central St. Thomas.
- **Affordability:** Rising housing and transportation costs affect both new arrivals and long-term residents.
- **Language access:** Inconsistent interpretation practices across health, education, and social services increase stress and delay access to supports.
- **Group-specific impacts:** Women, international students, and younger adults face heightened pressures tied to childcare gaps, work-study demands, limited networks, and discouragement.
- **Social connection:** Community Data Program findings show lower network access and higher unmet needs among recent immigrants.

Taken together, local research shows that early-settlement challenges in St. Thomas-Elgin reflect broader regional system conditions, not individual readiness or motivation. Strengthening transportation, employment pathways, interpretation access, and housing stability aligns closely with both the survey's findings and external evidence across the region.

What This Means for Early Settlement

Early settlement depends less on individual effort and more on the system conditions people encounter when they arrive. Strengthening transportation, credential recognition, interpretation, housing affordability, and coordinated services creates clearer pathways into work, learning, and community connection, reducing avoidable barriers that shape confidence, wellbeing, and long-term inclusion.

Connect: Community Engagement & Belonging

Belonging grows through relationships, with neighbours, coworkers, classmates, faith communities, and local organizations. While Build highlights the system conditions newcomers encounter, Connect shows how those conditions shape daily interactions and the ability to participate in community life. Respondents described a region where many feel welcomed, supported, and able to contribute, while also naming moments of disconnection or discrimination that influence confidence and emotional wellbeing.

The Connect findings highlight how social interactions, safety, participation, and opportunities to contribute work together to shape belonging. Experiences differed across identity groups, ages, and geographic areas, underscoring the importance of inclusive practices and reducing barriers to connection. These patterns show that belonging is strengthened not only through positive relationships but also through the everyday conditions that make participation possible.

Welcoming

Experiences of welcome play a powerful role in how confidently newcomers move through daily life. Most respondents described St. Thomas-Elgin as a welcoming place, supported by neighbours, community members, workplaces, and local organizations. This strong baseline helps many feel grounded and encouraged in their first years in the region.

Welcoming was not experienced evenly. Discrimination had a clear and measurable impact:

- Among respondents who had not experienced discrimination, 81% described the community as very or moderately welcoming. This dropped to 53% among those who had.

Respondents most often associated discrimination with:

- Race/skin colour (18%)
- Immigration status (7%)
- Accent (7%)
- Ethnicity or culture (5%)
- Language ability (5%)
- Physical appearance (5%)

Contexts included workplaces (9%), stores and restaurants (8%), job applications (7%), public spaces (6%), housing searches (5%), and interactions with neighbours (5%).

In the long-survey subsample (indicative only), adults aged 25-44 reported discrimination more often than those aged 45-64.

These patterns show that welcoming is relational, shaped by daily encounters, but also contextual, influenced by what happens in public spaces, workplaces, and neighbourhoods.

Imagine if...

Imagine arriving in a new community where most interactions are friendly: a kind neighbour, a welcoming co-worker, and a supportive teacher, and these moments help you feel grounded. But then imagine one negative encounter that lingers longer than the positive ones. Many respondents described this contrast as shaping how welcome they felt during their early months in St. Thomas-Elgin.

Why This Matters

Welcoming is created through thousands of everyday interactions. When people feel respected and valued, they report stronger belonging and greater confidence navigating community life. Strengthening welcoming across workplaces, schools, neighbourhoods, and public spaces helps create conditions where newcomers can participate fully and feel at home.

Belonging

Belonging is more than feeling welcomed, it is feeling recognized, accepted, and connected to the people and places that shape daily life. A strong majority of respondents reported very strong or somewhat strong belonging, supported by relationships with neighbours, cultural and faith communities, workplaces, and local organizations.

Belonging was closely connected to opportunities to contribute. Respondents who helped neighbours, volunteered, participated in cultural or faith activities, or shared their skills in the workplace were more likely to report strong belonging. These local, everyday ties, both bonding (within cultural/linguistic communities) and bridging (across community groups), emerged as core strengths in the region.

For some, belonging felt more fragile. Practical barriers such as housing instability, employment challenges, or transportation gaps limited opportunities to build or maintain social connections, especially in the first years after arrival.

Imagine if...

Imagine attending a community event where your culture is reflected, a neighbour greets you by name, or you are invited to participate again. Or imagine helping someone read a letter, tutoring a child, or volunteering at a meal program, and realizing these small

moments help you feel more at home too. Respondents described belonging as something built through simple, meaningful exchanges.

Why This Matters

Belonging shapes how people participate in community life, build relationships, and envision their futures. When newcomers feel connected through neighbours, cultural groups, faith networks, or workplaces, they report stronger confidence, safety, and long-term intentions to stay.

Isolation

Isolation influences how safe, connected, and confident newcomers feel. Experiences varied widely: 37% reported no isolation at all, while about a quarter reported “quite a bit” or “a great deal.” Many described early settlement as a period of adjustment, with competing work, childcare, language learning, and system-navigation responsibilities that left little time for connection.

Isolation was more common among respondents who had been in Canada fewer than ten years and among those living outside central St. Thomas, where transportation, programming, and proximity to community spaces differ.

Imagine if...

Imagine wanting to meet new people, but bus schedules conflict with work, or programs are across town and hard to reach. Imagine balancing work, childcare, learning English, and supporting family here and abroad, with little time left for friendships. These everyday realities shaped many respondents’ experiences of isolation.

Why This Matters

Isolation affects emotional wellbeing, safety, and decisions about staying. When people have transportation options, affordable programming, and welcoming spaces, and when barriers to participation are reduced, they report lower isolation and stronger belonging.

Demographic Variation in Welcoming, Belonging & Isolation

Small-sample patterns from the long survey subsample show indicative demographic variation:

- **Age:** Respondents aged 25-34 reported higher isolation (50%) and were more likely to report discrimination (35% among those aged 25-44).
- **Race and Ethnicity:** South Asian respondents reported somewhat higher isolation (~33-37%) and belonging around ~70%, while the small number of white respondents reported higher welcoming and belonging (~85-90%).

- Gender: Men and women reported similar levels of welcoming, belonging, and isolation, with no meaningful differences.
- Employment Status: Full-time workers reported higher welcoming (~75%) and belonging (~86%) compared to part-time or unemployed respondents.
- Faith Community: Respondents involved in faith communities reported belonging around ~71% and somewhat lower isolation.

These patterns suggest that experiences of welcome, belonging, and isolation are shaped by structural and social contexts, including employment stability, transportation access, community ties, and representation within local spaces.

Contributions

Respondents described wide-ranging contributions to St. Thomas-Elgin: helping neighbours, supporting family, volunteering, sharing cultural traditions, contributing skills in the workplace, improving the natural environment, and more. These everyday acts strengthen community wellbeing and help build belonging.

In the long-survey subsample, contributions were strongly associated with very strong belonging. Activities such as volunteering, unpaid family care, voting, skill development, helping neighbours, and environmental actions were all linked to belonging levels above 80-90% (interpret with caution due to small subsamples).

Why This Matters

Belonging grows not only from being supported, but from being able to contribute. Supporting low-barrier opportunities to participate, from neighbourhood activities to faith and cultural groups to volunteer roles, helps newcomers feel recognized, valued, and part of the community's shared future.

Local Research Snapshot

Regional research reinforces the survey's findings that belonging and participation are shaped by everyday interactions, cultural safety, and access to welcoming community spaces. Studies highlight that discrimination in workplaces and public settings can reduce confidence and limit participation, while transportation barriers and program accessibility strongly influence opportunities to connect.

- **Isolation trends:** Women, younger adults, and international students experience higher isolation due to childcare gaps, shift work, work-study demands, and limited networks.
- **Transportation:** Limited mobility reduces opportunities for social participation, especially in rural or peripheral areas.

- **Social networks:** Community Data Program trends show that recent immigrants report lower access to social networks and higher unmet needs, reinforcing that belonging builds gradually over time.

Taken together, local research shows that community connection depends on both welcoming interactions and the practical conditions that make participation possible, including mobility, program accessibility, and culturally safe spaces.

What This Means for Community Connection

Belonging grows through everyday relationships, but it also depends on the conditions that make participation possible, e.g., transportation, childcare, accessible programming, and culturally safe spaces. Strengthening these conditions reduces isolation, increases opportunities to connect, and supports newcomers' confidence in navigating daily life.

Transform: Shaping Conditions for Everyone to Thrive

While Build highlights early conditions and Connect shows how relationships shape belonging, Transform focuses on the systems that determine whether newcomers can build long-term, stable, and fulfilling lives in St. Thomas-Elgin. Respondents described strong foundations in education, settlement services, and local government, alongside clear pressures in the systems that matter most for long-term stability: community services, housing, employment and language pathways, and overall wellbeing and safety.

These systems shape not only daily access but also long-term decisions about whether people feel they can stay, contribute, and plan a future in the region. Respondents' experiences show that even strong relationships and personal motivation cannot overcome system-level gaps. Ultimately, systems determine whether families can thrive sustainably.

System performance is interconnected. When services are coordinated and accessible, housing is affordable, employment and language pathways work together, and people feel safe, families can build routines, participate in community life, and put down roots. When these conditions are inconsistent, e.g., when transportation limits access, housing consumes family budgets, or credential and experience requirements slow entry into meaningful work, the emotional and practical burden of settlement increases.

Requests for more affordable housing, clearer employment pathways, expanded English-learning options, stronger employer education, and more coordinated navigation reflect changes that would benefit both newcomers and the broader community. These themes appeared across immigration pathways and across both newer and longer-term residents, underscoring their shared importance.

The sections that follow explore what respondents shared about community services, housing conditions, employment and language systems, and overall wellbeing and safety. Together, they highlight where systems are strong, where pressures are greatest, and where improvements would have the most meaningful impact.

Community Services & System Performance

Newcomers interact with many systems in their first months and years: settlement, education, health, housing, employment, childcare, and transportation. The 2025 survey shows that these systems shape confidence, comfort, and wellbeing. Many respondents described solid foundations in core public-facing services, while others pointed to areas where access and coordination could improve.

Service Experience Across Systems

Service ratings were strongest for:

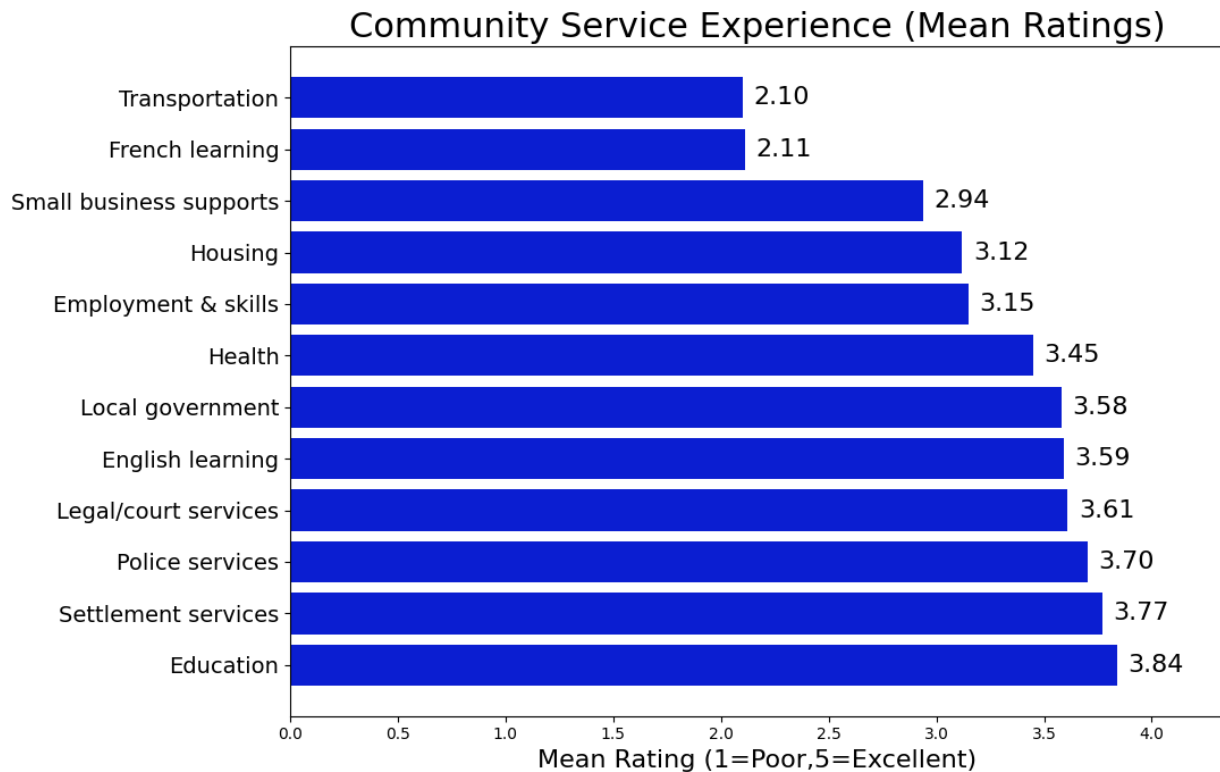
- Education
- Settlement and immigrant services
- Police services
- Legal and court services
- English-language learning
- Local municipal government

Mean scores reflect only respondents who accessed each service.

Mid-tier ratings appeared for health. Lower ratings emerged for:

- Housing
- Employment and skills supports
- Small business supports
- French-language learning
- Transportation

Figure 3. Community Service Experience (Mean ratings)



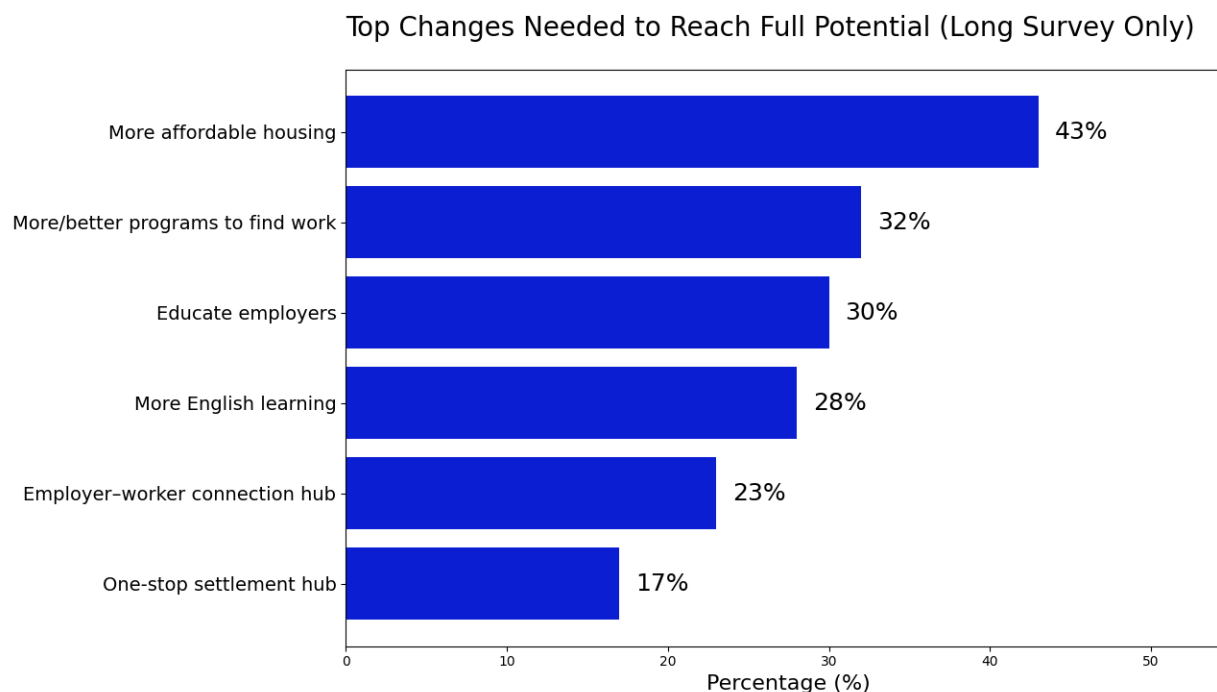
Note: Base=respondents who accessed each service in the past 12 months. Ratings reflect the average score on a 1–5 scale among service users (1=poor, 5=excellent).

These lower-rated systems align closely with the barriers highlighted in Build: affordability, employment access, language support in high-stakes settings, and mobility.

What Respondents Said Would Help Them Reach Their Full Potential

Among long-survey respondents, the most frequently selected improvements were more affordable housing, stronger employment-pathway supports, employer education on hiring and retaining immigrants, more English-learning opportunities, and clearer, more coordinated navigation or a one-stop hub model.

Figure 4. Top Changes Needed to Reach Full Potential (Long survey only)



Note: Base=long-survey respondents who answered the question (n=47). Respondents could select up to three options; percentages represent the share selecting each change.

These priorities reflect both personal experiences with systems and broader structural conditions that shape daily life.

Why This Matters

Service experiences influence not only how people meet practical needs, but how confident and supported they feel. When services are consistent, coordinated, and culturally responsive, newcomers can focus on work, learning, community involvement, and family routines. Where access is fragmented or inconsistent, families face avoidable stress that shapes long-term inclusion.

Housing: Affordability, Suitability, Stability

Housing plays a foundational role in newcomer stability and long-term retention. Respondents identified more affordable housing as the most important change that would help them reach their full potential. Affordability and suitability challenges were widespread: 31% reported that their housing was not both suitable and affordable. Rising rents, limited options for larger households, and difficulty managing monthly costs were common themes. Housing also influenced long-term decisions: 26% of respondents who intend to stay permanently still reported unsuitable or unaffordable housing, compared to 50% of those unsure about staying.

Housing pressures affected both newer arrivals and longer-term residents, showing that housing is not just an early-settlement issue but an ongoing structural concern. Respondents whose income was insufficient for household needs were far more likely to report unsuitable or unaffordable housing (42% vs. 8%), and those not employed full-time reported similar patterns (32% vs. 14%).

Why This Matters

Stable housing supports nearly every part of daily life, from work and language learning to accessing education, managing family routines, and participating in community life. When housing is unstable or unaffordable, these goals become significantly harder to reach.

Economic & Social Integration Systems

Employment, English-learning, and navigation systems work together to shape long-term stability. When one system functions well, it strengthens the others; when one is difficult to navigate, challenges compound.

Employment Systems

Respondents identified the need for expanded and enhanced employment programs, stronger employer education, clearer credential pathways, and more alternatives to Canadian-experience requirements. Employment needs were strongest within the first decade after arrival and spanned across immigration pathways. Employment and

skills-training services received mixed ratings, showing both strengths and opportunities for better coordination.

English-Learning Systems

English learning plays a central role in communication, employment, and participation. While many respondents rated English classes positively, a significant number requested more options, suggesting unmet needs in timing, level availability, location, transportation, and awareness. These needs appeared across pathways and years in Canada, showing that English learning is a long-term need, not only an early-settlement one.

Settlement Navigation Systems

Settlement services were among the strongest-rated systems, yet many respondents requested a one-stop hub. This was especially common among people who had never accessed settlement services at all, pointing to visibility and entry-point challenges rather than service quality.

Open-ended comments echoed these themes, highlighting challenges with job alignment, credential recognition, system navigation, and finding programs that fit work schedules, language needs, or transportation patterns.

Why This Matters

When employment, language, and navigation systems function well, people can move more confidently toward stability. When they are fragmented, the challenges compound. Coordinated entry points, flexible English options, clear credential pathways, and bias-aware hiring practices are core to supporting long-term success.

Wellbeing, Service Experience & Safety

Wellbeing reflects how safe, stable, and supported people feel as they navigate daily life. Most respondents reported strong life satisfaction (65%) and a high sense of safety (83%), but these outcomes were closely tied to service experiences. Satisfaction and safety were lower among those who reported discrimination or inconsistent service quality. Safety was not experienced evenly: 57% of those who felt moderately safe had also reported discrimination.

Why This Matters

Even in generally safe regions, experiences of bias or inequity influence daily comfort and confidence. When systems are culturally responsive, consistent, and easy to navigate, they reinforce trust, dignity, and stability, key ingredients for long-term inclusion.

Local Research Snapshot

Regional research highlights persistent system-level pressures that affect immigrants' long-term stability across St. Thomas-Elgin and the broader London Economic Region. Studies point to ongoing housing unaffordability, transportation gaps, hiring bias, credential-recognition barriers, and the need for more flexible English-learning options.

- **Navigation:** Mixed-status families and temporary residents often face shifting eligibility, unclear referrals, and inconsistent service pathways.
- **Employment:** Screening barriers, credential valuation challenges, and employer expectations continue to limit advancement and retention.
- **Housing & transportation:** Rising costs and limited mobility shape long-term decisions about staying, affecting both newcomers and long-term residents.

Taken together, regional research shows that long-term inclusion depends on system consistency, equity, and coordinated pathways, rather than individual motivation or effort.

What this means for long-term stability

Long-term stability depends on how consistently and equitably systems function across housing, transportation, employment, language learning, and public-facing services. When these systems are coordinated and reliable, newcomers can build stable routines, advance in work and learning, and plan their futures in the region. When they are fragmented or hard to navigate, challenges compound, slowing mobility, increasing stress, and weakening long-term intentions to stay. Strengthening system coordination, affordability, and equitable access is essential for supporting long-term inclusion in St. Thomas-Elgin.

Implications for Community Action

Newcomer and immigrant experiences across the 2025 survey show that belonging and long-term stability are shaped by three interconnected areas: strong early-settlement conditions (Build), meaningful community relationships (Connect), and reliable, equitable systems (Transform). While many respondents described positive experiences and growing community ties, they also identified clear opportunities to strengthen the conditions that support everyone’s ability to thrive.

The following actions synthesize insights across Build, Connect, and Transform and outline where partners across sectors can work together to improve access, deepen belonging, and strengthen long-term inclusion in St. Thomas-Elgin.

Table 5. Implications for Community Action Across Build, Connect, and Transform

BUILD: <i>Strengthen Early Settlement Conditions</i>	CONNECT: <i>Deepen Relationships, Participation & Belonging</i>	TRANSFORM: <i>Improve Long-Term System Conditions</i>
<p>Expand access to clear, multilingual, plain-language information about rights, local systems, and supports.</p> <p>Key partners: Health providers, municipal staff, schools, libraries, employers.</p>	<p>Grow neighbourhood-based, cultural, and community activities that support relationship-building and social connection.</p> <p>Key partners: Recreation centres, libraries, cultural associations, neighbourhood groups, faith communities.</p>	<p>Target system-level improvements in housing, employment, English learning, and navigation, the areas of highest demand and lowest consistency.</p> <p>Key partners: Municipal housing services, employers, adult learning providers, settlement agencies.</p>
<p>Increase interpretation access across health, education, employment, and community services.</p> <p>Key partners: Hospitals/clinics, school boards, municipal front-desks, legal services, community programs.</p>	<p>Strengthen peer mentorship, soft-landing supports, and opportunities for newcomers to connect with trusted community members.</p> <p>Key partners: Employers, volunteer centres, cultural groups, colleges/universities.</p>	<p>Advance skills-based hiring, bias-aware screening, and clearer credential-recognition pathways.</p> <p>Key partners: Employers, Chambers of Commerce, HR networks, workforce planning boards.</p>

BUILD: <i>Strengthen Early Settlement Conditions</i>	CONNECT: <i>Deepen Relationships, Participation & Belonging</i>	TRANSFORM: <i>Improve Long-Term System Conditions</i>
<p>Strengthen employment pathways, including credential guidance, supervised placements, bridging programs, and sector-specific training.</p> <p>Key partners: Employers, colleges, workforce boards, business associations.</p>	<p>Support micro-volunteering, short-shift roles, and low-barrier opportunities to participate in community life.</p> <p>Key partners: Volunteer centres, libraries, arts & recreation programs.</p>	<p>Improve service coordination, including shared referral standards, warm handoffs, and more visible navigation supports.</p> <p>Key partners: Settlement sector, municipalities, health & social service providers.</p>
<p>Expand flexible English-language options (evenings, weekends, childcare-supported options, and work-integrated learning).</p> <p>Key partners: Adult education providers, employers, school boards, childcare providers.</p>	<p>Reduce everyday participation barriers such as transportation, program hours, and childcare availability.</p> <p>Key partners: Transit providers, municipalities, recreation programs, childcare services.</p>	<p>Develop a more coordinated one-stop hub model to improve visibility, navigation, and access to settlement, employment, and language services.</p> <p>Key partners: Settlement agencies, municipalities, integrated service partners.</p>
<p>Provide pathway-specific navigation that reflects different rights, eligibilities, and timelines across immigration categories.</p> <p>Key partners: Settlement agencies, employment services, legal clinics.</p>	<p>Uplift and recognize informal contributions, such as kindness, neighbour support, cultural leadership, family care, as essential to community wellbeing.</p> <p>Key partners: Cultural groups, neighbourhood associations, faith communities, community organizations.</p>	<p>Track equity and access indicators (e.g., discrimination links to safety or service gaps) to strengthen consistency in public-facing systems.</p> <p>Key partners: Municipal departments, police services, healthcare, employers, public-facing businesses.</p>

Narrative Summary

Build: Strengthening Early Settlement Conditions

Early settlement depends on clear information, safe interpretation, accessible services, housing stability, transportation, and pathways into work and learning. Strengthening multilingual communication, early navigation, flexible English-learning options, and employment pathways helps newcomers move from early adjustment toward long-term stability.

Connect: Deepening Relationships, Participation & Belonging

Belonging grows through relationships with neighbours, cultural and faith groups, workplaces, and community spaces. While many respondents described strong connections and meaningful contributions, some also shared how isolation, discrimination, and practical barriers can weaken confidence. Supporting low-barrier, culturally responsive opportunities to connect strengthens belonging across the region.

Transform: Improving Long-Term System Conditions

Long-term inclusion depends on how consistently and equitably systems function. Respondents identified housing, transportation, employment pathways, English-learning access, and navigation as key system-level challenges. Addressing bias in hiring, expanding interpretation, improving coordination, and strengthening affordability across systems benefits newcomers and the broader community.

Why These Implications Matter

Across Build, Connect, and Transform, a clear pattern emerges, newcomers and immigrants bring strengths, relationships, and motivation, but long-term thriving requires coordinated, accessible, and culturally safe systems. Strengthening access, consistency, affordability, and collaboration across housing, transportation, employment, language, and public-facing services will help ensure that all residents can participate fully, feel at home, and flourish in St. Thomas-Elgin.

Methodology

This section describes how the 2025 Immigrant Survey was designed and analyzed.

Survey Design

The 2025 Immigrant Survey was created to capture a meaningful snapshot of newcomer and immigrant experiences across St. Thomas-Elgin. The survey was open to people aged 16 or older who were born outside Canada and who live, work, or study in the region.

To increase accessibility and reduce time and literacy barriers, two survey versions were offered:

- **Long Survey:** Available online in English, Arabic, Spanish, and Ukrainian. Included detailed questions on demographics, settlement experiences, belonging, discrimination, service use, contributions, and longer-term conditions.
- **Short Survey:** Offered mainly through in-person outreach and paper distribution. Contained fewer demographic items and omitted several sections from the long version.

Both versions were voluntary and anonymous. Respondents could skip any optional question. Surveys were completed online or on paper with support from community partners, frontline staff, and volunteer ambassadors.

A total of 110 respondents participated across both versions.

Approach to Analysis

Findings are based on descriptive analysis. Results from the two survey versions were integrated where possible; questions asked only in the long survey are reported separately.

Where applicable, analysis notes whether percentages reflect:

- The share of respondents selecting each item (single-select),
- The distribution of selections (multi-select items), or
- Row or column percentages within cross-tabulated tables.

Small subgroup sizes, such as specific immigration pathways, age groups, racial identity groups, or faith communities, are interpreted with caution and highlight areas for future exploration rather than definitive conclusions.

External sources, including regional labour-market studies, Community Data Program analysis, and Statistics Canada datasets, were also reviewed to help contextualize and interpret survey findings. These sources are listed in the References section.

Response Completeness

Online surveys included some required fields; paper surveys did not. This created variation in response completeness across questions. Smaller bases for multi-select or open-ended questions are noted in the tables.

Why This Matters

These methodological details help clarify how the results were generated and how to interpret the analytical notes presented throughout the report.

Limitations

The 2025 Immigrant Survey provides meaningful insight into newcomer and immigrant experiences across St. Thomas-Elgin. The following limitations describe how these results should be interpreted.

Not statistically representative

The findings reflect the experiences of respondents who chose to participate. Results should be interpreted as community signals rather than population-wide estimates.

Variation in question coverage

Because the short survey contained fewer questions, some topics, including discrimination, detailed settlement experiences, and contributions, have smaller bases and reflect only long-survey participants.

Uneven response completeness

Paper surveys did not include required fields. As a result, some questions, particularly multi-select and open-ended items, have fewer responses than others. Bases are noted throughout the report.

Small subgroup sizes

Certain subgroups (e.g., specific pathways, age bands, racial identity groups, faith communities) include fewer than 10 respondents. These results should be viewed as indicative rather than conclusive.

Limited narrative depth

Survey formats, especially paper and short versions, cannot capture the full nuance of lived experience. Open-ended comments provide valuable context, but the format does not allow for probing questions or follow-up.

How to interpret the findings

These limitations do not reduce the value of the survey; rather, they clarify how to use the results: as meaningful signals of system conditions, community experiences, and emerging patterns, rather than precise statistical measures.

Future Research

STELIP recognizes the importance of deeper, community-driven research to build on the findings of this survey. Future work may include:

- Community forums and facilitated conversations to explore themes such as early settlement experiences, belonging, and system navigation in more depth.
- In-depth interviews that capture the nuances, emotions, and complexities of experiences that cannot be fully expressed through surveys.
- Participatory or newcomer-led research that elevates the voices, leadership, and priorities of immigrants and newcomers in shaping community understanding and planning.
- Collaborative research with service providers, employers, educators, and civic leaders to better connect lived experience to system-level practices, policies, and decision-making.
- Intentionally engage 2SLGBTQIA+ communities and people with disabilities, who were minimally represented in this survey.

These approaches will help deepen understanding of both individual experiences and broader structural conditions, ensuring that newcomer and immigrant voices continue to guide community planning, system design, and long-term inclusion efforts in St. Thomas-Elgin.

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Appendix A: Glossary of Key Terms

This glossary provides plain-language definitions to support clarity and consistent understanding across the report.

Canadian Experience Requirement

A hiring practice where employers expect applicants to have previous work experience in Canada. This can create barriers for newcomers whose experience comes from other countries.

Canadian Business Counts (CBC)

A Statistics Canada dataset that reports the number of active business locations in each community, including both employers and non employer businesses.

Census Division (CD)

A regional boundary used by Statistics Canada for data reporting. Elgin County is Census Division 3534.

Census Subdivision (CSD)

A municipal level boundary used by Statistics Canada (e.g., St. Thomas, Aylmer, Central Elgin).

Credential Recognition

The process of assessing and valuing education or professional credentials earned outside Canada. It may involve exams, fees, supervised practice, or additional training.

CUAET (Canada Ukraine Authorization for Emergency Travel)

A temporary emergency pathway that allowed Ukrainians and their family members to come to Canada quickly due to the conflict in Ukraine. CUAET provided temporary status and work permits but did not automatically lead to permanent residence.

December 31 “Stock” (IRCC)

The number of people who hold a valid study or work permit on December 31 of a given year. This reflects who is living in Canada at year end, not the number of permits issued that year.

Digital First Hiring/Automated Screening (ATS)

Hiring systems that use online applications or automated résumé filters before any person reviews applications.

Designated Learning Institution (DLI)

A post secondary institution approved to host international students.

Economic Class Permanent Resident (Economic PR)

A person selected for permanent residence based on work experience, skills, or education.

Family Class Permanent Resident (Family PR)

A person who becomes a permanent resident through sponsorship by a spouse, partner, parent, or another eligible family member.

International Student

A newcomer studying at a Designated Learning Institution with a valid study permit.

Interpretation/Interpreter

A service that helps someone communicate in their preferred language during appointments or official interactions. Interpretation is essential in health, legal, and school settings.

IRCC (Immigration, Refugees and Citizenship Canada)

The federal department responsible for immigration, citizenship, visas, and related services.

Labour Force Survey (LFS)

A national Statistics Canada survey that provides unemployment, participation, and employment rates.

Micro Employer/Small Employer

A business with a small number of employees (often fewer than 20), common across trades, transportation, clinics, and small retail in St. Thomas Elgin.

NAICS (North American Industry Classification System)

A system used to classify businesses by economic activity.

Non-Employer Businesses

Businesses with no paid employees, often owner operated or self-employed individuals.

Pathway (Immigration Pathway)

The route through which a newcomer comes to Canada (e.g., family class, economic class, refugee pathways, international student, temporary worker, CUAET).

Permanent Resident (PR)

A person who has been granted permanent residence in Canada and has the right to live, work, and study anywhere in the country.

Refugee Pathways (GAR, PSR, BVOR)

- GAR (Government Assisted Refugee): Supported through federally funded services.
- PSR (Privately Sponsored Refugee): Supported by private groups or sponsorship circles.
- BVOR (Blended Visa Office Referred): Joint government private sponsorship model.

Temporary Resident (TR)

A person in Canada with temporary status (study permit, work permit, or visitor visa). Individuals may hold more than one type of permit at once.

Temporary Foreign Worker (TFW)

A person with a temporary work permit, often tied to a specific employer or job offer.

Two Year Moving Average (LFS)

A method that combines two years of labour market data to reduce yearly fluctuations and provide more stable trends.

Appendix B:

2025 Immigrant Survey – Short Version

This appendix includes the exact short-survey questions used in the 2025 Immigrant Survey. Wording and response options are unchanged; only minor formatting adjustments were made for readability.

Survey Questions

1. Which of the following best describes you?

(select one)

- I immigrated to Canada as an economic-category immigrant (e.g. Federal Skilled Worker Program, Provincial Nominee Program, Canadian Experience Class, and dependants of economic applicants)
- I immigrated to Canada as a family-category immigrant (sponsored spouse, sponsored parent or grandparent, or other immigrant sponsored by family)
- I immigrated to Canada as a government assisted refugee
- I immigrated to Canada as a privately sponsored refugee
- I immigrated to Canada as a refugee claimant and am now a permanent resident
- I am currently in Canada as a refugee claimant
- I am currently in Canada as an international student
- I am currently in Canada on a temporary work visa
- I am currently in Canada on a CUAET (Canada-Ukraine Authorization for Emergency Travel) visa
- Unknown
- I was born in Canada (This survey is for people who were born outside of Canada and now live, work or study in St. Thomas-Elgin Region)
- Other (please specify)

2. How long have you been living in Canada?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years

- More than 10 years

3. Where do you live? Please specify your city, town or municipality (do not share your full address). (Open response)

4. How well can you communicate in English?

- Very well
- Well
- Fairly well
- Poorly
- Not at all

5. Please rate your experience with following community services in the last 12 months in St. Thomas-Elgin.

Service	Excellent (1)	Very good (2)	Good (3)	Acceptable (4)	Poor (5)	Did not access (6)
Education						
Employment and/or skills training						
English language learning						
French language learning (does not include French Immersion schools)						
Health						
Housing						
Language interpretation/translation						
Legal/courts						
Local municipal government/bylaw						
Mental health						
Police						
Settlement/immigrant services						
Small business/entrepreneurial supports						
Transportation services						
Recreation services						
Childcare						
Other (please specify)						

6. If you or a family member went to a hospital, health clinic or talked to a health professional in the past year, did the health clinic provide in-person or phone/video interpretation?

- Language interpretation was provided for me
- I wanted language interpretation but did not receive it
- I brought a family member or friend with me because interpretation was not available to me
- I brought a family member or friend with me because I prefer this instead of a professional interpreter
- I did not need language interpretation
- I did not go to a hospital, clinic or health professional
- Other (please specify)

7. How do you feel about your life as a whole right now?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

8. How welcoming is the St. Thomas-Elgin community toward immigrants?

- Very welcoming
- Moderately welcoming
- Slightly welcoming
- Neither welcoming nor unwelcoming
- Slightly unwelcoming
- Moderately unwelcoming
- Not at all welcoming

9. How do you describe your sense of belonging in St. Thomas-Elgin? (Sense of belonging is when you feel accepted and valued by others around you. It is when you feel like St. Thomas-Elgin is truly your home.)

- Very strong
- Somewhat strong
- Somewhat weak
- Very weak
- Don't know/no opinion

10. How much have you felt isolated or alone in the last 12 months in St. Thomas-Elgin?

- A great deal
- Quite a bit
- Somewhat
- A little bit
- Not at all

11. In the last 12 months, have you experienced discrimination or been treated unfairly by others in St. Thomas-Elgin? (Discrimination is when others treat you unfairly because of your race, skin colour, religion, ethnicity or other reasons.)

- Yes
- No

12. If you have experienced discrimination or been treated unfairly by others, what are the reasons? (Select all that apply)

- Race or skin colour
- Religion
- Ethnicity or culture
- Physical appearance (other than skin colour)
- Immigration status
- Gender
- Sexual orientation
- Language ability
- Accent
- Age
- Income
- Disability (either a disability that people can see or one that is invisible)
- Other (please specify)

13. If you did experience discrimination, in what types of situations did you experienced that? (Select all that apply)

(Select all that apply)

- In a store, bank or restaurant
- When applying for a job or a promotion
- At your job - for example from supervisors, co-workers or clients
- At school or university
- At community/public events
- When interacting with your neighbours
- When looking for housing
- When crossing the border into Canada
- When interacting with the police
- When interacting with the courts
- When seeing a medical health professional or in other health care settings

- While using libraries, community/recreational centres, arenas
- While using public areas, such as parks or sidewalks
- While using transportation such as buses, trains or taxis
- When accessing other community services
- Other (please specify): _____

14. How would you describe your overall experience of settling in St. Thomas-Elgin? (Settling includes your whole experience of moving to, settling and integrating in St. Thomas-Elgin.)

- Excellent
- Good
- Neutral
- Not very good

15. What are the biggest challenges you or your family have experienced in the last year in St. Thomas-Elgin? (Select all that apply)

- Accessing health care
- Accessing mental health care
- Accessing relevant programming in local community centres, arts & culture spaces, libraries, etc.
- Cost of living or financial struggles
- Discrimination/racism
- Finding affordable housing
- Finding childcare
- Finding work
- Getting information you need in a language you understand
- Learning English
- Learning where and how to do things
- Making friends or social connections
- Making sure your children are safe and happy at school and in the community
- Receiving public or social services (e.g. settlement services, government services, etc.)
- Starting a new business
- Transportation
- Other (please specify)

16. Are you in a job that matches your skills and experience?

- Yes
- No – I am overqualified for my job (I have more education or skills than my job requires)
- No – I am underqualified for my job (I have less education or skills than my job requires)
- I am not currently employed
- Prefer not to answer

17. Is your current housing both suitable and affordable for you? (Are there enough bedrooms and is it in good repair, AND can you afford it with your other living expenses?)

- Yes
- No (please explain): _____

18. What is the most important thing you would like community leaders to do to improve the welcoming, integration, and well-being of immigrants in St. Thomas-Elgin?

(Open response)

19. How likely are you to stay permanently in St. Thomas-Elgin?

- I plan to stay permanently
- I might stay permanently
- I'm not sure
- I don't plan on staying here
- Not applicable

Appendix C:

2025 Immigrant Survey – Long Version

This appendix includes all questions and answer options from the long version of the 2025 Immigrant Survey. Wording is unchanged; only minor formatting adjustments were made for clarity and readability.

1. Which of the following best describes you? (*Select one*)

- I immigrated to Canada as an economic-category immigrant (e.g., Federal Skilled Worker Program, Provincial Nominee Program, Canadian Experience Class, and dependants).
- I immigrated to Canada as a family-category immigrant (sponsored spouse, sponsored parent or grandparent, or other immigrant sponsored by family).
- I immigrated to Canada as a government-assisted refugee.
- I immigrated to Canada as a privately sponsored refugee.
- I immigrated to Canada as a refugee claimant and am now a permanent resident.
- I am currently in Canada as a refugee claimant.
- I am currently in Canada as an international student.
- I am currently in Canada on a temporary work visa.
- I am currently in Canada on a CUAET (Canada-Ukraine Authorization for Emergency Travel) visa.
- Unknown.
- I was born in Canada. (*This survey is for people born outside Canada.*)
- Other (please specify): _____

2. How long have you been living in Canada?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- More than 10 years

3. Where do you live?

Please specify your city/town/municipality (do not share your full address).
Include first three characters of your postal code.

(Open response)

4. What is your first language? (Your first language is the language you first learned at home and still understand.) (Select one)

- English
- French
- Arabic
- Cantonese
- Farsi / Persian
- German
- Gujarati
- Hindi
- Khmer
- Korean
- Malayalam
- Mandarin
- Plautdietsch
- Punjabi
- Rohingya
- Spanish
- Tagalog
- Urdu
- Ukrainian
- Other (please specify): _____

5. How well can you communicate in English?

- Very well
- Well
- Fairly well
- Poorly
- Not at all

6. Please rate your experience with the following community services in the last 12 months in St. Thomas-Elgin.

Community Service	Excellent (1)	Very Good (2)	Good (3)	Acceptable (4)	Poor (5)	Did Not Access (6)
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community Service	Excellent (1)	Very Good (2)	Good (3)	Acceptable (4)	Poor (5)	Did Not Access (6)
Employment and/or skills training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English language learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French language learning (does not include French Immersion schools)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language interpretation/translation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal/courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local municipal government/bylaw	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement/immigrant services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small business/entrepreneurial supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other community services (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If you or a family member went to a hospital, health clinic or talked to a health professional in the past year, did the health clinic provide in-person or phone/video interpretation?

- Language interpretation was provided for me
- I wanted language interpretation but did not receive it
- I brought a family member or friend with me because interpretation was not available to me
- I brought a family member or friend with me because I prefer this instead of a professional interpreter
- I did not need language interpretation
- I did not go to a hospital, clinic or health professional
- Other (please specify): _____

8. How do you feel about your life as a whole right now?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

9. How welcoming is the St. Thomas-Elgin community toward immigrants?

- Very welcoming
- Moderately welcoming
- Slightly welcoming
- Neither welcoming nor unwelcoming
- Slightly unwelcoming
- Moderately unwelcoming
- Not at all welcoming

10. How do you describe your sense of belonging in St. Thomas-Elgin? (Sense of belonging is when you feel accepted and valued by others around you. It is when you feel like St. Thomas-Elgin is truly your home.)

- Very strong
- Somewhat strong
- Somewhat weak
- Very weak
- Don't know/no opinion

11. Who is your support network? (Select all that apply)

- Family members
- My religious community
- My colleagues
- My fellow students
- My neighbours
- Other immigrants from my country
- Other immigrants who speak my language
- Members of the local community

- Settlement services worker
- Local service providers (please specify): _____
- Other (please specify): _____

12. How much have you felt isolated or alone in the last 12 months in St. Thomas-Elgin?

- A great deal
- Quite a bit
- Somewhat
- A little bit
- Not at all

13. How safe do you feel in St. Thomas-Elgin?

- Extremely
- Very
- Moderately
- Slightly
- Not at all

14. In the last 12 months, have you experienced discrimination or been treated unfairly by others in St. Thomas-Elgin? (Discrimination is when others treat you unfairly because of your race, skin colour, religion, ethnicity or other reasons.)

- Yes
- No

15. If you have experienced discrimination or been treated unfairly by others, what are the reasons? (Select all that apply)

- Race or skin colour
- Religion
- Ethnicity or culture
- Physical appearance (other than skin colour)
- Immigration status
- Gender
- Sexual orientation
- Language ability
- Accent
- Age

- Income
- Disability (visible or invisible)
- Other (please specify): _____

16. If you did experience discrimination, in what types of situations did you experienced that? (Select all that apply.)

- In a store, bank or restaurant
- When applying for a job or a promotion
- At your job – for example from supervisors, co-workers or clients
- At school or university
- At community/public events
- When interacting with your neighbours
- When looking for housing
- When crossing the border into Canada
- When interacting with the police
- When interacting with the courts
- When seeing a medical health professional or in other health care settings
- While using libraries, community/recreational centres, arenas
- While using public areas, such as parks or sidewalks
- While using transportation such as buses, trains or taxis
- When accessing other community services
- Other (please specify): _____

17. How would you describe your overall experience of settling in St. Thomas-Elgin? (Settling includes your whole experience of moving to, settling and integrating in St. Thomas-Elgin.)

- Excellent
- Good
- Neutral
- Not very good

18. How long have you been living or working in St. Thomas-Elgin?

- Less than a year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years

19. How long did it take you to feel at home in this community?

- When I arrived
- Less than a year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years
- I still don't feel comfortable

20. What are the biggest challenges you or your family have experienced in the last year in St. Thomas-Elgin? (Select all that apply.)

- Accessing health care
- Accessing mental health care
- Accessing relevant programming in local community centres, arts & culture spaces, libraries, etc.
- Cost of living or financial struggles
- Discrimination/racism
- Finding affordable housing
- Finding childcare
- Finding work
- Getting information in a language you understand
- Learning English
- Learning where and how to do things
- Making friends or social connections
- Making sure your children are safe and happy at school and in the community
- Receiving public or social services (e.g., settlement services, government services, etc.)
- Starting a new business
- Transportation
- Other (please specify): _____

21. Are you in a job that matches your skills and experience?

- Yes
- No – I am overqualified for my job (I have more education or skills than my job requires)

- No – I am underqualified for my job (I have less education or skills than my job requires)
- I am not currently employed
- Prefer not to answer

22. If you answered No to the question above, please explain. (Select all that apply.)

- There are no job opportunities that match my skills and experience
- I applied to jobs that match my skills and experience but did not get an interview
- I interviewed for jobs that match my skills and experience but was not selected
- I did not apply for jobs that match my skills and experience (please explain):

-
- Other (please specify): _____

23. What are the barriers to finding employment that match your skills and experience? (Select all that apply.)

- Lack of language skills
- Lack of Canadian experience/difficulty getting Canadian experience
- Lack of knowledge of the Canadian terminology in my field
- Difficulties with the recognition of foreign credentials
- Employer bias or discrimination
- Lack of social or professional networks
- Lack of labour-market info before arrival to Canada
- Challenges with the immigration system
- Difficulty adapting to Canadian culture
- Other (please specify): _____

24. If you would like to share more information about any of the challenges above, please share it here:

(Open response)

25. What changes would help immigrants reach their full potential? (Select top 3) Immigrants are people born outside Canada who are now living, working or studying in this community (permanent residents, Canadian citizens, refugees, temporary residents, refugee claimants, and international students).

- More opportunities to help improve English skills
- Availability of interpretation and translation
- More affordable housing options

- A central place where immigrants can receive settlement and other services in one location
- More effort by community services to better serve immigrants
- More or better programs for immigrants to find work
- Educate employers on hiring, retaining and promoting immigrants
- English learning opportunities in workplaces
- A central place where employers can connect with immigrant workers and workers can access job opportunities
- Actions to reduce racism and discrimination towards immigrants
- Actions to improve the social connections of immigrants
- Actions to increase welcoming and acceptance of immigrants
- More relevant programming in local community centres, arts & culture spaces, libraries, etc.
- Greater voice or involvement in community leadership and planning
- Better collaboration and coordination between service agencies
- Better internet/technology access and training
- More funding for (please specify): _____
- Other (please specify): _____

26. What is the most important thing you would like community leaders to do to improve the welcoming, integration, and well-being of immigrants in St. Thomas-Elgin? (Open response)

27. Why did you come to St. Thomas-Elgin? (Select your top 3 reasons)

- Family or friends that live in St. Thomas-Elgin Region
- St. Thomas-Elgin Region was more affordable than other communities
- Post-secondary school
- For a job in St. Thomas-Elgin Region
- A healthy local economy
- Cultural or language groups in this community
- Community services and support in this community
- I didn't choose St. Thomas-Elgin Region, the community was chosen for me
- Other (specify): _____

28. How likely are you to stay permanently in St. Thomas-Elgin?

- I plan to stay permanently in St. Thomas-Elgin Region
- I might stay permanently in St. Thomas-Elgin Region

- I'm not sure
- I don't plan on staying in St. Thomas-Elgin Region
- Not applicable

29. How do you help your community? (Select all that apply.)

- I help my neighbours when they need it
- I provide unpaid help for family members (children, grandparents, etc.)
- I volunteer with youth sports (coaching, driving youth, etc.)
- I tutor or help youth learn in this community
- I volunteer in cultural or ethnic association activities
- I volunteer with other community organizations, groups or faith communities
- I am on a board of directors or other committees
- I donate to local charities
- I help newcomers to Canada
- I treat people with kindness in my community
- I vote in local/municipal, provincial or national elections in Canada
- I am a business owner, and my business contributes to our community's economy
- I contribute my skills and experience to the local economy through my job
- I develop new skills (learning English, pursuing further education, developing professional skills, etc.)
- I help improve the natural environment in my community (recycling, picking up litter, planting trees, etc.)
- Other (please specify): _____

30. If you would like to share a story about a contribution you are proud of, please share it below.

(Open-ended response)

31. What is your age?

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

32. Which would best describe you?

- Arab
- Black (e.g. Black-Caribbean, Black-African, Black-North American)
- Chinese
- Filipino
- Japanese
- Korean
- Latin American
- South Asian (East Indian, Pakistani, Sri Lankan)
- Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)
- West Asian (e.g. Iranian, Afghan)
- White
- Prefer not to answer
- Other (please specify): _____

33. What is the highest level of education you have completed?

- No formal education
- Elementary school
- High school or equivalent
- Trade/technical school
- College diploma
- Bachelor's degree
- Master's degree
- PhD
- Prefer not to answer

34. How would you describe your gender identity?

- Man
- Woman
- Non-binary
- Prefer not to answer
- Prefer to self-describe as (please specify): _____

35. Do you identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning)

- Yes

- No
- Prefer not to answer

36. Do you have a disability (physical or mental) or a chronic illness that limits your activities?

- Yes
- No
- Prefer not to answer

37. If you are a member of a faith community, please share which one?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other (please specify): _____
- I am not a member of a faith community
- Prefer not to answer

38. What is your employment status?

- I am employed (working full time)
- I am employed (working part time or casual)
- I am unemployed but seeking work
- I am self-employed
- I am not in the paid workforce (retired, caring for children, not seeking work, etc.)
- Prefer not to answer
- Other (please specify): _____

39. Is your current housing both suitable and affordable for you? (Are there enough bedrooms and is it in good repair, AND can you afford it with your other living expenses?)

- Yes
- No (please explain): _____

40. Is your household income enough for the needs of you and your family?

- Our income is enough for our needs

- Our income is not quite enough for our needs
- Our income is not enough for our needs
- Prefer not to answer

41. Where do you prefer to get information about settlement and community services?

Source	Yes	Maybe	No
X (Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LinkedIn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organizations' websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STELIP Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement worker / community staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local media (newspaper, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messaging apps (e.g., WhatsApp, Telegram)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42. How did you find out about this survey? (Select the option that encouraged you to fill out the survey.)

Select the option that encouraged you to fill it out.

- St. Thomas-Elgin Local Immigration Partnership
- YWCA St. Thomas-Elgin Settlement Services
- Mennonite Community Services
- St. Thomas & District Chamber of Commerce
- Employment Services Elgin
- Fanshawe Employment & Career Services
- St. Thomas Public Library
- Elgin County Library
- St. Thomas Social Services
- A poster in a public place
- Newspaper
- Radio
- Social media
- A friend or personal connection
- Other: _____

Appendix D: Supporting Tables

This appendix includes all supporting tables referenced in the 2025 Immigrant Survey Report. Table titles, numbers, wording, and values are unchanged; only minor formatting adjustments were made for clarity and readability.

D1. Who We Heard From

Table D1.1. Where Respondents Live

Location	Number	Percentage
St. Thomas	87	79%
Elgin County	21	19%
London (commuting)	2	2%
Grand Total	110	100%

Note: Base=all respondents (n=110). Open-ended responses were cleaned and grouped; locations outside St. Thomas were categorized under “Elgin County.”

Table D1.2. Immigration Pathways

Immigration Pathway	Number	Percentage
Family-class PR	42	38%
Economic-class PR	32	29%
Refugee claimant → PR	4	4%
Government-assisted refugee (GAR)	4	4%
Privately sponsored refugee (PSR)	3	3%
Refugee claimant	1	1%
International student	6	5%
Temporary work visa	5	5%
CUAET visa	4	4%
Other/Not specified	9	8%
Grand Total	110	100%

Note: Base=all respondents (n=110). Single-select question. “Other/Not specified” responses were reviewed and reclassified where possible.

Table D1.3a. First Languages (Long-Survey Respondents Only)

First language	Number	Percentage
Malayalam	21	31%
English	18	26%
Gujarati	4	6%
Punjabi	3	4%
Dutch	3	4%
Urdu	2	3%

First language	Number	Percentage
Hindi	2	3%
Arabic	2	3%
Portuguese	2	3%
Nepali	2	3%
Spanish	1	1%
Ukrainian	1	1%
Tagalog	1	1%
Mandarin	1	1%
Thai	1	1%
Low German	1	1%
Polish	1	1%
Sinhala	1	1%
Kashmiri	1	1%
Grand Total	68	100%

Note: Base=long-survey respondents only (n=68). Single-select question. “Other (please specify)” responses were reviewed and grouped into existing categories.

Table D1.3b. English Proficiency

English proficiency	Number	Percentage
Very well	58	53%
Well	28	25%
Fairly well	14	13%
Poorly	10	9%
Grand Total	110	100%

Note: Base=all respondents (n=110). Single-select question.

Table D1.3c. English Proficiency (Long Survey Only; Respondents with a Non-English First Language)

English proficiency	Number	Percentage
Very well	32	64%
Well	12	24%
Fairly well	5	10%
Poorly	1	2%
Grand Total	50	100%

Note: Base=long-survey respondents whose first language is not English (n=50). Single-select question.

Table D1.4. Time in Canada

Time in Canada	Number	Percentage
Less than 1 year	8	7%
1 to 5 years	34	31%
6 to 10 years	29	27%
More than 10 years	38	35%
Grand Total	109	100%

Note: Base=respondents who answered the question (n=109). Single-select question.

D2. Build: Early Settlement

Table D2.1a. Top Settlement Challenges

Challenge	Number of respondents	% of respondents
Cost of living or financial struggles	44	51%
Finding work	34	40%
Accessing health care	28	33%
Transportation	27	31%
Finding affordable housing	27	31%
Making friends or social connections	25	29%
Learning English	18	21%
Finding childcare	13	15%
Learning where and how to do things	10	12%
Accessing relevant programming in local community centres/arts & culture spaces/libraries/etc.	9	10%
Starting a new business	8	9%
Making sure your children are safe and happy at school and in the community	7	8%
Other/Not specified	6	7%
Accessing mental health care	6	7%
Discrimination/racism	6	7%
Receiving public or social services (e.g. settlement services/government services/etc.)	5	6%
Getting information you need in a language you understand	4	5%
PR pathway	2	2%
Total respondents (base)	86	100%

Note: Base=respondents who answered the question (n=86). Multi-select item; percentages reflect the share of respondents selecting each challenge.

Table D2.1b. Top Settlement Challenges by Immigration Pathway

Challenge	Family-class PR	Economic-class PR	Refugee pathways (combined)	International student	Temporary work visa	CUAET visa	Other / Not specified	Grand Total
Accessing health care	39%	38%	9%	40%	33%	0%	0%	33%
Accessing mental health care	8%	8%	9%	0%	0%	0%	0%	7%
Accessing relevant programming in local community centres/arts & culture spaces/libraries/etc.	17%	8%	0%	20%	0%	0%	0%	10%
Cost of living or financial struggles	61%	50%	36%	60%	33%	50%	0%	51%
Discrimination/racism	6%	8%	9%	20%	0%	0%	0%	7%
Finding affordable housing	36%	25%	18%	20%	33%	100%	50%	31%
Finding childcare	8%	38%	0%	0%	0%	50%	0%	15%
Finding work	44%	38%	27%	80%	17%	50%	0%	40%
Getting information you need in a language you understand	6%	0%	9%	0%	17%	0%	0%	5%
Learning English	31%	0%	45%	0%	17%	50%	0%	21%
Learning where and how to do things	14%	13%	0%	20%	0%	0%	50%	12%
Making friends or social connections	25%	29%	45%	40%	17%	0%	50%	29%
Making sure your children are safe and happy at school and in the community	14%	4%	0%	20%	0%	0%	0%	8%
Other (please specify)	8%	4%	9%	20%	0%	0%	0%	7%
PR pathway	0%	0%	0%	0%	33%	0%	0%	2%

Challenge	Family-class PR	Economic-class PR	Refugee pathways (combined)	International student	Temporary work visa	CUAET visa	Other / Not specified	Grand Total
Receiving public or social services (e.g. settlement services/government services/etc.)	8%	4%	9%	0%	0%	0%	0%	6%
Starting a new business	6%	8%	27%	20%	0%	0%	0%	9%
Transportation	19%	42%	27%	60%	50%	0%	50%	31%
Total respondents (base)	36	24	11	5	6	2	2	86

Note: Base=respondents within each pathway group (column n shown). Multi-select item; percentages show the share within each pathway selecting the challenge. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D2.2. Employment Barriers (Long Survey Only)

Employment Barrier	Number of selections	% of selections
Lack of Canadian experience / difficulty getting Canadian experience	20	31%
Difficulties with the recognition of foreign credentials	12	18%
Lack of social and professional networks	7	11%
Lack of labour market information before arrival to Canada	6	9%
Employer bias or discrimination	5	8%
Challenges with the immigration system	4	6%
Lack of knowledge of the Canadian terminology in my field	4	6%
Lack of language skills	3	5%
Other / Not specified	3	5%
Difficulty adapting to the Canadian culture	1	2%
Grand Total	65	100%

Note: Base=long-survey respondents who reported employment barriers (n=30). Multi-select item; percentages represent the distribution of total selections (65), not the share of respondents.

Table D2.3a. Job Match Status

Job match status	Number	% of respondents
Well-matched	41	47%
Not well-matched – overqualified	15	17%
Not well-matched – underqualified	3	3%
Not currently employed	23	26%
Prefer not to answer	6	7%
Grand Total	88	100%

Note: Base=respondents who answered the question (n=88). Single-select question.

Table D2.3b. Reasons for Not Being Well-Matched or Not Employed

Why not matched/not employed	Overqualified	Underqualified	Not employed	Grand Total
There are no job opportunities that match my skills and experience	33%	50%	20%	31%
I applied to jobs that match my skills and experience but did not get an interview	67%	100%	40%	63%
I interviewed for jobs that match my skills and experience but was not selected	11%	0%	20%	13%
I did not apply for jobs that match my skills and experience	22%	0%	20%	19%
Other / Not specified	11%	0%	60%	25%

Why not matched/not employed	Overqualified	Underqualified	Not employed	Grand Total
Total respondents (base)	9	2	5	16

Note: Base=respondents who were overqualified, underqualified, or not employed and answered the follow-up question (combined n=16). Multi-select item; percentages reflect the share within each group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D2.4a. English Proficiency × Health Service Experience

English proficiency	Excellent	Very good	Good	Acceptable	Poor	Did not access	Total respondents (base)
Poorly	33%	22%	33%	11%	0%	0%	9
Fairly well	36%	7%	29%	14%	7%	7%	14
Well	31%	23%	19%	8%	19%	0%	26
Very well	25%	18%	23%	14%	9%	12%	57
Grand Total	28%	18%	24%	12%	10%	8%	106

Note: Base=respondents who answered both questions (n shown per row). Single-select; percentages represent the share within each proficiency group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D2.4b. Interpretation in Healthcare (Past 12 Months)

Interpretation in healthcare	Number	Percentage
Language interpretation was provided for me	9	8%
I wanted language interpretation but did not receive it	4	4%
I brought a family member or friend with me because interpretation was not available to me	12	11%
I brought a family member or friend with me because I prefer this instead of a professional interpreter	7	6%
I did not need language interpretation	63	58%
I did not go to a hospital, clinic or health professional	11	10%
Other / Not specified	2	2%
Grand Total	108	100%

Note: Base=respondents who answered the question (n=108). Single-select question.

Table D2.4c. English Proficiency × Interpretation in Healthcare

English proficiency	Interpretation provided	Wanted interpretation, not received	Family/friend used (no interpreter available)	Family/friend used (preferred)	Did not need interpretation	Did not access healthcare	Total respondents (base)
Poorly	33%	0%	56%	11%	0%	0%	9
Fairly well	14%	14%	0%	36%	29%	7%	14
Well	7%	7%	22%	0%	56%	7%	27
Very well	4%	0%	2%	2%	79%	14%	56
Grand Total	8%	4%	11%	7%	59%	10%	106

Note: Base=respondents who answered both questions (n shown per row). Single-select; percentages represent the share within each proficiency group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D2.5. Age × Job Match (Long Survey Only)

Age	Well-matched	Not well-matched – overqualified	Not well-matched – underqualified	Not currently employed	Prefer not to answer	Total respondents (base)
16-19 years	0%	0%	0%	100%	0%	1
20-24	0%	50%	0%	0%	50%	2
25-34	50%	30%	10%	0%	10%	10
35-44	63%	6%	6%	13%	13%	16
45-54	62%	15%	0%	15%	8%	13
55-64	100%	0%	0%	0%	0%	2
65 or older	0%	20%	0%	60%	20%	5
Grand Total	51%	16%	4%	16%	12%	49

Note: Base=long-survey respondents who answered both questions (n shown per row). Single-select. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D2.6. Education × Job Match (Long Survey Only)

Education	Well-matched	Not well-matched – overqualified	Not well-matched – underqualified	Not currently employed	Prefer not to answer	Total respondents (base)
Elementary school	0%	0%	0%	100%	0%	1
High school or equivalent	0%	0%	0%	100%	0%	1
Trade/technical school	100%	0%	0%	0%	0%	2
College diploma	50%	17%	0%	17%	17%	6
Bachelor's degree	43%	24%	5%	10%	19%	21
Master's degree	61%	11%	6%	17%	6%	18
Grand Total	51%	16%	4%	16%	12%	49

Note: Base=long-survey respondents who answered both questions (n shown per row). Single-select. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3. Connect: Welcoming, Belonging, Isolation, Contributions

Table D3.1. Welcoming

Welcoming	Number	Percentage
Very welcoming	56	54%
Moderately welcoming	24	23%
Slightly welcoming	14	13%
Neither welcoming nor unwelcoming	6	6%
Slightly unwelcoming	2	2%
Moderately unwelcoming	1	1%
Not at all welcoming	1	1%
Grand Total	104	100%

Note: Base=respondents who answered this question (n=104). Single-select item.

Table D3.2. Belonging

Belonging	Number	Percentage
Very strong	56	54%
Somewhat strong	28	27%
Somewhat weak	12	12%
Very weak	3	3%
Don't know/no opinion	4	4%
Grand Total	103	100%

Note: Base=respondents who answered this question (n=103). Single-select item.

Table D3.3. Isolation

Isolation	Number	Percentage
A great deal	11	11%
Quite a bit	16	15%
Somewhat	23	22%
A little bit	16	15%
Not at all	38	37%
Grand Total	104	100%

Note: Base=respondents who answered this question (n=104). Single-select item.

Table D3.4a. Support Networks (Long Survey Only)

Support network	Number of selections	% of selections
Family members	40	22%
My neighbours	27	15%
Members of local community	23	13%
My religious community	22	12%
Other immigrants who speak my language	19	11%
Other immigrants from my country	18	10%
My colleagues	17	9%

Support network	Number of selections	% of selections
Settlement services worker	6	3%
My fellow students	3	2%
Local service providers	1	1%
Other / Not specified	4	2%
Grand Total	180	100%

Note: Base=long-survey respondents who answered the item (n=63). Multi-select item; percentages reflect the distribution of selections (not the share of respondents).

Table D3.4b. Community Contributions (Long Survey Only)

Contributions	Number of selections	% of selections
I help my neighbours when they need it	33	17%
I treat people with kindness in my community	26	13%
I contribute my skills and experience to the local economy through my job	19	10%
I volunteer with other community organizations; groups or faith communities	16	8%
I provide unpaid help for family members (children; grandparents; etc.)	15	8%
I donate to local charities	15	8%
I vote in local/municipal; provincial or national elections in Canada	15	8%
I help improve the natural environment in my community (recycling; picking up litter; planting trees; etc.)	13	7%
I help newcomers to Canada	13	7%
I develop new skills (learning English; pursuing further education; developing professional skills; etc.)	9	5%
I volunteer in cultural or ethnic association activities	9	5%
I volunteer with youth sports (coaching; driving youth; etc.)	5	3%
I am a business owner; and my business contributes to our community's economy	4	2%
I am on a board of directors or other committees	3	2%
I tutor or help youth learn in this community	2	1%
Other / Not specified	2	1%
Grand Total	199	100%

Note: Base=long-survey respondents who answered this item (n=49). Multi-select item; percentages reflect the distribution of selections (not the share of respondents).

D3.4c. Contribution Examples (Open-ended; Long Survey Only)

“I volunteer with the Canada Connect Program at YWCA.”

“I engage in social support activities.”

“I volunteered at a local public school when I first came to Canada. It helped me meet new people and learn about Canadian culture.”

“I enjoy farming or helping restructure small businesses. I also have experience with import–export. Even with limited English, I am motivated to contribute through business and farming.”

“I recently started donating blood.”

Note: Open-ended item. Responses have been lightly edited for clarity; identifying details removed to protect confidentiality.

Table D3.5. Belonging × Contribution (Long Survey Only) (Presented across multiple sub-tables for layout.)

Belonging	Business owner (contributes to local economy)	Serve on board/committee	Contribute job skills (through my job)	Develop new skills (English/education/professional)	Donate locally	Environmental actions
Very strong	75%	100%	58%	75%	73%	46%
Somewhat strong	0%	0%	21%	13%	7%	38%
Somewhat weak	0%	0%	11%	13%	7%	15%
Very weak	0%	0%	5%	0%	7%	0%
Don't know / no opinion	25%	0%	5%	0%	7%	0%
Total respondents (base)	4	3	19	8	15	13

Belonging	Help neighbour	Help newcomer	Unpaid family care	Kindness in community	Tutor/help youth	Volunteer in cultural/ethnic associations
Very strong	58%	38%	67%	50%	50%	78%
Somewhat strong	27%	38%	27%	27%	0%	11%
Somewhat weak	9%	0%	7%	12%	50%	0%
Very weak	6%	15%	0%	4%	0%	11%
Don't know / no opinion	0%	8%	0%	8%	0%	0%

Belonging	Help neighbour	Help newcomer	Unpaid family care	Kindness in community	Tutor/help youth	Volunteer in cultural/ethnic associations
Total respondents (base)	33	13	15	26	2	9

Belonging	Volunteer with community/faith groups	Volunteer with youth sports	Vote in elections (Canada)	Other / Not specified	Grand Total
Very strong	63%	60%	60%	50%	48%
Somewhat strong	31%	20%	33%	50%	31%
Somewhat weak	6%	0%	0%	0%	10%
Very weak	0%	20%	0%	0%	6%
Don't know / no opinion	0%	0%	7%	0%	4%
Total respondents (base)	16	5	15	2	48

Note: Base=long-survey respondents who answered both the belonging and contribution items (column bases shown). Contributions are multi-select; cells show the distribution of belonging levels within each contribution group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.6. Discrimination × Welcoming

Discrimination in past 12 months	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Moderately unwelcoming	Not at all welcoming	Total respondents (base)
No	60%	21%	12%	6%	1%	0%	0%	86
Yes	18%	35%	24%	6%	6%	6%	6%	17
Grand Total	53%	23%	14%	6%	2%	1%	1%	103

Note: Base=respondents who answered both the welcoming and discrimination items (n=103). Single-select; cells show the percentage within discrimination group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.7a. Reasons for Discrimination

Reason	Number of selection	% of respondents who reported discrimination (n=36)	% of all respondents (n=110)
Race or skin colour	20	56%	18%
Religion	3	8%	3%
Ethnicity or culture	6	17%	5%
Physical appearance (other than skin colour)	5	14%	5%
Immigration status	8	22%	7%
Gender	1	3%	1%
Sexual orientation	0	0%	0%
Language ability	5	14%	5%
Accent	8	22%	7%
Age	0	0%	0%
Income	2	6%	2%
Disability (either a disability that people can see or one that is invisible)	1	3%	1%

Note: Base=respondents who provided at least one reason for discrimination (n=36). Multi-select item. The second percentage column reflects the share of all respondents (n=110).

Table D3.7b. Situations Where Discrimination Occurred

Situation	Number of selections	% of respondents who reported discrimination (n=36)	% of all respondents (n=110)
At your job - for example from supervisors, co-workers or clients	10	28%	9%
In a store, bank or restaurant	9	25%	8%
When applying for a job or a promotion	8	22%	7%
While using public areas, such as parks or sidewalks	7	19%	6%
When looking for housing	6	17%	5%
When interacting with your neighbours	5	14%	5%
At community/public events	4	11%	4%
At school or university	3	8%	3%
When accessing other community services	2	6%	2%
When crossing the border into Canada	2	6%	2%

Situation	Number of selections	% of respondents who reported discrimination (n=36)	% of all respondents (n=110)
While using transportation such as buses, trains or taxis	2	6%	2%
When interacting with the courts	0	0%	0%
When interacting with the police	0	0%	0%
When seeing a medical health professional or in other health care settings	0	0%	0%
While using libraries, community/recreational centres, arena	0	0%	0%

Note: Base=respondents who reported at least one situation of discrimination (n=36). Multi-select item. The second percentage column reflects the share of all respondents (n=110).

Table D3.8a. Age × Discrimination (Long Survey Only)

Age	No	Yes	Total respondents (base)
16-19 years	100%	0%	1
20-24	50%	50%	2
25-34	80%	20%	10
35-44	56%	44%	16
45-54	100%	0%	13
55-64	100%	0%	2
65 or older	100%	0%	5
Grand Total	80%	20%	49

Note: Base=long-survey respondents who answered both age and discrimination questions (n=49). Single-select; cells show the percentage within each age group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.8b. Age × Welcoming (Long Survey Only)

Age	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
16-19 years	100%	0%	0%	0%	0%	0%	1
20-24	0%	0%	0%	50%	50%	0%	2
25-34	40%	40%	10%	0%	10%	0%	10
35-44	31%	31%	13%	19%	0%	6%	16
45-54	31%	31%	31%	8%	0%	0%	13

Age	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
55-64	100%	0%	0%	0%	0%	0%	2
65 or older	40%	60%	0%	0%	0%	0%	5
Grand Total	37%	33%	14%	10%	4%	2%	49

Note: Base=long-survey respondents who answered both age and welcoming questions (n=49). Single-select; cells show the percentage within each age group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.8c. Gender × Welcoming (Long Survey Only)

Gender	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
Woman	23%	50%	14%	14%	0%	0%	22
Man	50%	19%	12%	8%	8%	4%	26
Prefer not to answer	0%	0%	100%	0%	0%	0%	1
Grand Total	37%	33%	14%	10%	4%	2%	49

Note: Base=long-survey respondents who answered both gender and welcoming questions (n=49). Single-select; cells show the percentage within each gender group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.8d. Employment Status × Welcoming (Long Survey Only)

Employment status	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
I am employed (working full time)	43%	32%	18%	4%	4%	0%	28
I am employed (working part time or casual)	20%	40%	0%	0%	20%	20%	5
I am unemployed but seeking work	20%	20%	20%	40%	0%	0%	5
I am self-employed	50%	0%	25%	25%	0%	0%	4

Employment status	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
I am not in the paid workforce (retired, caring for children, not seeking work, etc.)	0%	100%	0%	0%	0%	0%	3
Other / Not specified	100%	0%	0%	0%	0%	0%	2
Prefer not to answer	0%	50%	0%	50%	0%	0%	2
Grand Total	37%	33%	14%	10%	4%	2%	49

Note: Base=long-survey respondents who answered both employment status and welcoming questions (n=49). Single-select; cells show the percentage within each employment group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.8e. Race x Welcoming (Long Survey Only)

Race	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
Arab	0%	50%	0%	50%	0%	0%	2
Black (e.g. Black-Caribbean, Black-African, Black-North American)	33%	33%	0%	33%	0%	0%	6
Chinese	0%	0%	100%	0%	0%	0%	1

Race	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
Filipino	0%	100%	0%	0%	0%	0%	1
Latin American	0%	50%	50%	0%	0%	0%	2
South Asian (East Indian, Pakistani, Sri Lankan)	37%	26%	21%	0%	11%	5%	19
Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)	50%	0%	0%	50%	0%	0%	2
White	33%	56%	11%	0%	0%	0%	9
Other (specified as South Asian)	100%	0%	0%	0%	0%	0%	3
Prefer not to answer	50%	25%	0%	25%	0%	0%	4
Grand Total	37%	33%	14%	10%	4%	2%	49

Note: Base=long-survey respondents who answered both race and welcoming questions (n=49). Single-select; cells show the percentage within each race group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D3.8f. Faith × Welcoming (Long Survey Only)

Faith	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
Christian	38%	33%	8%	17%	0%	4%	24

Faith	Very welcoming	Moderately welcoming	Slightly welcoming	Neither welcoming nor unwelcoming	Slightly unwelcoming	Not at all welcoming	Total respondents (base)
Hindu	38%	25%	25%	0%	13%	0%	8
Muslim	50%	50%	0%	0%	0%	0%	2
Sikh	100%	0%	0%	0%	0%	0%	1
Other (specified as non-member)	100%	0%	0%	0%	0%	0%	1
I am not a member of a faith community	27%	36%	18%	9%	9%	0%	11
Prefer not to answer	0%	50%	50%	0%	0%	0%	2
Grand Total	37%	33%	14%	10%	4%	2%	49

Note: Base=long-survey respondents who answered both faith and welcoming questions (n=49). Single-select; cells show the percentage within each faith group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8g. Age × Belonging (Long Survey Only)

Age	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
16-19 years	100%	0%	0%	0%	0%	1
20-24	0%	0%	50%	50%	0%	2
25-34	60%	30%	10%	0%	0%	10
35-44	33%	40%	7%	13%	7%	15
45-54	46%	31%	15%	0%	8%	13
55-64	50%	50%	0%	0%	0%	2
65 or older	80%	20%	0%	0%	0%	5
Grand Total	48%	31%	10%	6%	4%	48

Note: Base=long-survey respondents who answered both age and belonging questions (n=48). Single-select; cells show the percentage within each age group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8h. Gender × Belonging (Long Survey Only)

Gender	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
Woman	48%	29%	14%	5%	5%	21
Man	50%	31%	8%	8%	4%	26
Prefer not to answer	0%	100%	0%	0%	0%	1
Grand Total	48%	31%	10%	6%	4%	48

Note: Base=long-survey respondents who answered both gender and belonging questions (n=48). Single-select; cells show the percentage within each gender group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8i. Employment Status × Belonging (Long Survey Only)

Employment status	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
I am employed (working full time)	46%	39%	11%	0%	4%	28
I am employed (working part time or casual)	20%	40%	0%	40%	0%	5

Employment status	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
I am unemployed but seeking work	25%	0%	25%	25%	25%	4
I am self-employed	75%	25%	0%	0%	0%	4
I am not in the paid workforce (retired, caring for children, not seeking work, etc.)	67%	33%	0%	0%	0%	3
Other / Not specified	100%	0%	0%	0%	0%	2
Prefer not to answer	50%	0%	50%	0%	0%	2
Grand Total	48%	31%	10%	6%	4%	48

Note: Base=long-survey respondents who answered both employment status and belonging questions (n=48). Single-select; cells show the percentage within each employment group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8j. Race × Belonging (Long Survey Only)

Race	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
Arab	50%	50%	0%	0%	0%	2
Black (e.g. Black-Caribbean, Black-African, Black-North American)	50%	0%	17%	17%	17%	6
Filipino	0%	100%	0%	0%	0%	1
Latin American	50%	0%	50%	0%	0%	2
South Asian (East Indian, Pakistani, Sri Lankan)	37%	47%	5%	11%	0%	19

Race	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)	50%	0%	0%	0%	50%	2
White	56%	33%	11%	0%	0%	9
Other (specified as South Asian)	100%	0%	0%	0%	0%	3
Prefer not to answer	50%	25%	25%	0%	0%	4
Grand Total	48%	31%	10%	6%	4%	48

Note: Base=long-survey respondents who answered both race and belonging questions (n=48). Single-select; cells show the percentage within each race group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8k. Faith × Belonging (Long Survey Only)

Faith	Very strong	Somewhat strong	Somewhat weak	Very weak	Don't know / no opinion	Total respondents (base)
Christian	50%	21%	13%	8%	8%	24
Hindu	50%	50%	0%	0%	0%	8
Muslim	50%	50%	0%	0%	0%	2
Sikh	100%	0%	0%	0%	0%	1
Other (specified as non-member)	0%	100%	0%	0%	0%	1
I am not a member of a faith community	36%	36%	18%	9%	0%	11
Prefer not to answer	100%	0%	0%	0%	0%	1
Grand Total	48%	31%	10%	6%	4%	48

Note: Base=long-survey respondents who answered both faith and belonging questions (n=48). Single-select; cells show the percentage within each faith group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8l. Age × Isolation (Long Survey Only)

Age	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
16-19 years	0%	0%	0%	100%	0%	1

Age	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
20-24	100%	0%	0%	0%	0%	2
25-34	20%	30%	30%	10%	10%	10
35-44	6%	6%	25%	50%	13%	16
45-54	8%	8%	31%	8%	46%	13
55-64	0%	50%	0%	0%	50%	2
65 or older	0%	20%	20%	20%	40%	5
Grand Total	12%	14%	24%	24%	24%	49

Note: Base=long-survey respondents who answered both age and isolation questions (n=49). Single-select; cells show the percentage within each age group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8m. Gender × Isolation (Long Survey Only)

Gender	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
Woman	14%	9%	18%	32%	27%	22
Man	12%	15%	31%	19%	23%	26
Prefer not to answer	0%	100%	0%	0%	0%	1
Grand Total	12%	14%	24%	24%	24%	49

Note: Base=long-survey respondents who answered both gender and isolation questions (n=49). Single-select; cells show the percentage within each gender group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8n. Employment Status × Isolation (Long Survey Only)

Employment status	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
I am employed (working full time)	7%	21%	21%	25%	25%	28
I am employed (working part time or casual)	20%	0%	20%	40%	20%	5
I am unemployed but seeking work	60%	0%	0%	40%	0%	5
I am self-employed	0%	25%	50%	0%	25%	4

Employment status	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
I am not in the paid workforce (retired, caring for children, not seeking work, etc.)	0%	0%	33%	33%	33%	3
Other / Not specified	0%	0%	0%	0%	100%	2
Prefer not to answer	0%	0%	100%	0%	0%	2
Grand Total	12%	14%	24%	24%	24%	49

Note: Base=long-survey respondents who answered both employment status and isolation questions (n=49). Single-select; cells show the percentage within each employment group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8o. Race × Isolation (Long Survey Only)

Race	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
Arab	0%	0%	0%	50%	50%	2
Black (e.g. Black-Caribbean, Black-African, Black-North American)	50%	0%	0%	17%	33%	6
Chinese	0%	0%	0%	100%	0%	1
Filipino	0%	0%	0%	100%	0%	1
Latin American	0%	0%	50%	0%	50%	2
South Asian (East Indian, Pakistani, Sri Lankan)	16%	21%	21%	26%	16%	19
Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai)	0%	0%	100%	0%	0%	2
White	0%	22%	11%	22%	44%	9
Other (specified as South Asian)	0%	33%	33%	33%	0%	3
Prefer not to answer	0%	0%	75%	0%	25%	4
Grand Total	12%	14%	24%	24%	24%	49

Note: Base=long-survey respondents who answered both race and isolation questions (n=49). Single-select; cells show the percentage within each race group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D3.8p. Faith × Isolation (Long Survey Only)

Faith	A great deal	Quite a bit	Somewhat	A little bit	Not at all	Total respondents (base)
Christian	13%	4%	17%	29%	38%	24
Hindu	13%	25%	50%	13%	0%	8
Muslim	50%	0%	0%	50%	0%	2
Sikh	0%	0%	0%	100%	0%	1
Other (specified as non-member)	0%	100%	0%	0%	0%	1
I am not a member of a faith community	9%	27%	27%	9%	27%	11
Prefer not to answer	0%	0%	50%	50%	0%	2
Grand Total	12%	14%	24%	24%	24%	49

Note: Base=long-survey respondents who answered both faith and isolation questions (n=49). Single-select; cells show the percentage within each faith group. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4. Transform: Systems, Housing, Integration

Table D4.1. Service Use in the Last 12 Months

Service	Access	Did no access	No response
Education	69%	28%	3%
Employment and/or skills training	61%	33%	6%
English language learning	57%	38%	5%
French language learning (does not include French Immersion schools)	16%	72%	12%
Health	89%	7%	4%
Housing	78%	15%	6%
Language interpretation/translation	51%	44%	5%
Legal/courts	33%	59%	8%
Local municipal government/bylaw	59%	32%	9%
Mental health	45%	49%	5%
Police	49%	45%	6%
Settlement/immigrant services	55%	37%	7%
Small business/entrepreneurial supports	33%	56%	11%
Transportation services	66%	28%	5%
Recreation services	71%	24%	5%
Childcare	47%	46%	6%

Note: Base=all respondents (n=110). Each service item is single-select. Percentages show the share of respondents who accessed, did not access, or did not respond.

Table D4.2a. Service Experience Ratings by System (Service Users Only)

Service	Users (n)	Mean (1-5)
Education	76	3.84
Employment and/or skills training	67	3.15
English language learning	63	3.59
French language learning (does not include French Immersion schools)	18	2.11
Health	98	3.45
Housing	86	3.12
Language interpretation/translation	56	3.48
Legal/courts	36	3.61
Local municipal government/bylaw	65	3.58
Mental health	50	3.44
Police	54	3.70
Settlement/immigrant services	61	3.77
Small business/entrepreneurial supports	36	2.94
Transportation services	73	2.10
Recreation services	78	3.26

Service	Users (n)	Mean (1-5)
Childcare	52	3.10

Note: Base=respondents who used each service in the last 12 months (n varies). Single-select 1-5 scale, where 1=Poor and 5=Excellent. Means shown for service users only.

Table D4.2b. Distribution of Service Ratings (Service Users Only)

Service	Excellent	Very good	Good	Acceptable	Poor	Users (n)
Education	32%	32%	28%	8%	1%	76
Employment and/or skills training	25%	13%	25%	22%	13%	67
English language learning	30%	21%	32%	13%	5%	63
French language learning (does not include French Immersion schools)	6%	6%	28%	17%	44%	18
Health	31%	19%	26%	13%	11%	98
Housing	21%	14%	34%	19%	13%	86
Language interpretation/translation	20%	20%	54%	4%	4%	56
Legal/courts	22%	33%	33%	6%	6%	36
Local municipal government/bylaw	23%	29%	34%	11%	3%	65
Mental health	22%	30%	30%	6%	12%	50
Police	30%	26%	31%	11%	2%	54
Settlement/immigrant services	36%	25%	28%	3%	8%	61
Small business/entrepreneurial supports	22%	11%	28%	17%	22%	36
Transportation services	7%	5%	25%	16%	47%	73
Recreation services	24%	14%	35%	17%	10%	78
Childcare	25%	13%	29%	12%	21%	52

Note: Base=respondents who used each service in the last 12 months (n varies). Single-select rating scale (Excellent–Poor). Percentages show the distribution of ratings within each system.

Table D4.3a. Housing Suitability and Affordability

Suitable and affordable housing	Number	Percentage
Yes	59	69%
No	27	31%
Grand Total	86	100%

Note: Base=respondents who answered the housing suitability and affordability items (n=86). Single-select. Percentages show the share selecting each response.

Table D4.3b. Housing Unsuitability/Unaffordability Reasons

Theme	Number	% of “No” respondents
Too expensive/affordability pressure	8	50%
Not enough space/need a bigger house	5	31%
Household budget strain	2	13%

Theme	Number	% of “No” respondents
High maintenance charges/less accessibility	1	6%
Total	16	100%

Note: Base=respondents who selected “No” and provided an explanation (n=16). Responses were reviewed and assigned to a single primary theme. Percentages show the share of “No” respondents citing each theme. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.4. Intention to Stay × Housing Suitability

Intention to stay	Housing not suitable/affordable	Housing suitable/affordable	Total respondents (base)
I plan to stay permanently in St. Thomas-Elgin Region	26%	74%	53
I might stay permanently in St. Thomas-Elgin Region	35%	65%	17
I don’t plan on staying here	25%	75%	4
I’m not sure	50%	50%	12
Grand Total	31%	69%	86

Note: Base=respondents who answered both the housing suitability/affordability item and intention-to-stay question (n=86). Single select. Percentages show the distribution within each intention-to-stay group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.5a. Changes Needed to Help Immigrants Reach Their Full Potential (Long Survey Only)

Changes needed	Number of respondents	% of respondents
More affordable housing options	20	43%
More or better programs for immigrants to find work	15	32%
Educate employers on hiring; retaining and promoting immigrants	14	30%
More opportunities to help improve English skills	13	28%
A central place where employers can connect with immigrant workers and workers can access job opportunities	11	23%
A central place where immigrants can receive settlement and other services in one location	8	17%
Actions to improve the social connections of immigrants	7	15%
Actions to reduce racism and discrimination towards immigrants	7	15%

Changes needed	Number of respondents	% of respondents
Better collaboration and coordination between service agencies	5	11%
Actions to increase welcoming and acceptance of immigrants	4	9%
English learning opportunities in workplaces	4	9%
More relevant programming in local community centres; arts & culture spaces; libraries; etc.	3	6%
More effort by community services to better serve immigrants	3	6%
More funding (specified for settlement service and transportation)	2	4%
Greater voice or involvement in community leadership and planning	2	4%
Availability of interpretation and translation	1	2%
Other/Not specified	4	9%
Grand Total	47	100%

Note: Base=long-survey respondents who answered the question (n=47). Multi-select item. Percentages show the share of respondents selecting each change; totals exceed 100% because respondents could select multiple options.

Table D4.5b. Respondents Selecting Housing-Related Changes × Immigration Pathway (Long Survey Only)

Pathway	Number	Percentage
Economic-category immigrant	10	50%
Family-category immigrant	6	30%
International student	2	10%
Temporary work visa	1	5%
Refugee claimant	1	5%
Total respondents selecting housing-related changed	20	100%

Note: Base=long-survey respondents who selected “More affordable housing options” (n=20). Single-select profile variable. Percentages show the share within this subgroup. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.5c. Respondents Selecting Housing-Related Changes × Years in Canada (Long Survey Only)

Years in Canada	Number	Percentage
More than 10 years	9	45%
6 to 10 years	3	15%
1 to 5 years	7	35%
Less than 1 year	1	5%

Years in Canada	Number	Percentage
Total respondents selecting housing-related changed	20	100%

Note: Base=long-survey respondents who selected “More affordable housing options” (n=20). Single-select profile variable. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5d. Respondents Selecting Employment-Related Changes × Immigration Pathway (Long Survey Only)

Pathway	Number	Percentage
Economic-category immigrant	14	48%
Family-category immigrant	9	31%
International student	3	10%
Temporary work visa	2	7%
Refugee pathway	1	3%
Total respondents selecting employment-related changed	29	100%

Note: Base=long-survey respondents who selected any employment-related change (n=29). Single-select profile variable. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5e. Respondents Selecting Employment-Related Changes × Years in Canada (Long Survey Only)

Years in Canada	Number	Percentage
More than 10 years	4	14%
6 to 10 years	10	34%
1 to 5 years	12	41%
Less than 1 year	3	10%
Total respondents selecting employment-related changed	29	100%

Note: Base=long-survey respondents who selected any employment-related change (n=29). Single-select profile variable. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5f. Respondents Selecting English-Learning-Related Changes × Immigration Pathway (Long Survey Only)

Pathway	Number	Percentage
Economic-category immigrant	6	43%
Family-category immigrant	6	43%
Refugee pathway	2	14%
Total respondents selecting English-learning-related changed	14	100%

Note: Base=long-survey respondents who selected English-learning changes (n=14). Single-select profile variable. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5g. Respondents Selecting English-Learning-Related Changes × Years in Canada (Long Survey Only)

Years in Canada	Number	Percentage
More than 10 years	5	36%
6 to 10 years	4	29%

Years in Canada	Number	Percentage
1 to 5 years	5	36%
Total respondents selecting English-learning-related changed	14	100%

Note: Base=long-survey respondents who selected English-learning changes (n=14). Single-select profile variable. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5h. English-Language Learning Service Experience Among Those Selecting English-Learning Changes

English language learning service rating	Number	Percentage
Excellent	2	14%
Good	2	14%
Acceptable	2	14%
Poor	1	7%
Did not access	6	43%
No response	1	7%
Total respondents selecting English-learning-related changed	14	100%

Note: Base=respondents who selected English-learning-related changes (n=14). Single-select service rating; “Did not access” indicates no English-learning class use in the past 12 months. Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5i. Respondents Selecting Settlement-Navigation-Related Changes × Years in Canada (Long Survey Only)

Years in Canada	Number	Percentage
More than 10 years	3	20%
6 to 10 years	5	33%
1 to 5 years	6	40%
Less than 1 year	1	7%
Total respondents selecting settlement-navigation-related changed	15	100%

Note: Base=long-survey respondents selecting any navigation-related change (n=15). Subgroups with n<10 are indicative only and should be interpreted with caution.

D4.5j. Settlement/Immigrant Services Experience Among Those Selecting Navigation-Related Changes

Settlement/immigrant services service rating	Number	Percentage
Very good	3	20%
Good	2	13%
Poor	1	7%
Did not access	9	60%
Total respondents selecting settlement-navigation-related changed	15	100%

Note: Base=respondents selecting settlement-navigation changes (n=15). Single-select service rating; “Did not access” indicates no use in the past 12 months. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.5k. Priorities for Improving Welcoming, Integration, and Well-Being (Open-Ended; Coded)

Theme	Number of respondents	% of respondents (n=75)
Employment	25	33%
Social connection/belonging	18	24%
Housing	13	17%
Health	10	13%
Transportation	7	9%
Interpretation	6	8%
Cost of living	4	5%
Anti-racism/discrimination	3	4%
Language learning	3	4%
Permanent residence programs	3	4%
Resource access	3	4%
Settlement	3	4%
Education	2	3%
Childcare	1	1%
Legal	1	1%

Note: Base=respondents who answered the open-ended question (n=75). Responses were reviewed and multi-coded; one response could include multiple themes. Percentages reflect the share of respondents mentioning each theme.

Selected respondent comments (verbatim excerpts)

“We came here hoping to improve our living standards. But lack of guidance and job opportunities that match our talent and skills is very disappointing.”

“A central place or hub where immigrants can find relevant information as newcomers to St. Thomas.”

“More job opportunities and better recognition of foreign skills and experience.”

“Public transportation is awful in St. Thomas... St. Thomas needs to improve cultural events and recreational activities.”

“Housing and employment support in the first months after arrival is most important.”

“More interpreters at the doctor’s office and better language supports.”

Note: Open-ended question; excerpts lightly edited for clarity (... indicates omitted words).

Table D4.6. Household Income Adequacy × Housing Suitability

Household income	Housing not suitable/affordable	Housing suitable/affordable	Total respondents (base)
Our income is enough for our needs	8%	92%	25
Our income is not quite enough for our needs	25%	75%	12
Our income is not enough for our needs	71%	29%	7
Prefer not to answer	20%	80%	5
Grand Total	22%	78%	49

Note: Base=respondents who answered both the household-income adequacy and housing suitability/affordability questions (n=49). Single-select. Percentages show the share within each income group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.7. Employment Status × Housing Suitability

Employment status	Housing not suitable/affordable	Housing suitable/affordable	Total respondents (base)
I am employed (working full time)	14%	86%	28
I am employed (working part time or casual)	40%	60%	5
I am unemployed but seeking work	40%	60%	5
I am self-employed	50%	50%	4
I am not in the paid workforce (retired, caring for children, not seeking work, etc.)	0%	100%	3
Other/Not specified	0%	100%	2
Prefer not to answer	50%	50%	2
Grand Total	22%	78%	49

Note: Base=respondents who answered both the employment-status and housing suitability/affordability questions (n=49). Single-select. Percentages show the share within each employment group. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.8a. Life Satisfaction

Life satisfaction	Number	Percentage
Extremely satisfied	33	32%
Moderately satisfied	34	33%
Slightly satisfied	17	17%
Neither satisfied nor dissatisfied	9	9%
Slightly dissatisfied	4	4%
Moderately dissatisfied	4	4%
Extremely dissatisfied	2	2%
Grand Total	103	100%

Note: Base=respondents who answered the life satisfaction question (n=103). Single-select item.

Table D4.8b. Life Satisfaction × Service Experience Ratings (Service Users Only)

(Presented across multiple sub-tables for layout.)

Life satisfaction	Education	Employment and/or skills training	English language learning	French language learning (does not include French Immersion schools)	Health	Housing
Satisfied = Extremely satisfied, Moderately satisfied	3.92	3.37	3.61	2.00	3.76	3.41
Mid = Slightly satisfied, Neither satisfied nor dissatisfied	4.13	2.64	3.61	2.50	3.22	2.83
Dissatisfied = Slightly dissatisfied, Moderately dissatisfied, Extremely dissatisfied	2.86	2.40	3.25	1.67	2.80	2.44
Users (n)	72	62	58	32	92	81

Life satisfaction	Language interpretation/translation	Legal/courts	Local municipal government/bylaw	Mental health	Police
Satisfied = Extremely satisfied, Moderately satisfied	3.60	3.70	3.89	3.71	3.81

Life satisfaction	Language interpretation/translation	Legal/courts	Local municipal government/bylaw	Mental health	Police
Mid = Slightly satisfied, Neither satisfied nor dissatisfied	3.40	3.56	3.00	2.56	3.79
Dissatisfied = Slightly dissatisfied, Moderately dissatisfied, Extremely dissatisfied	3.33	3.50	2.40	3.00	3.25
Users (n)	51	33	60	47	50

Life satisfaction	Settlement/immigrant services	Small business/entrepreneurial supports	Transportation services	Recreation services	Childcare
Satisfied = Extremely satisfied, Moderately satisfied	4.03	3.40	2.55	3.62	3.16
Mid = Slightly satisfied, Neither satisfied nor dissatisfied	3.59	2.50	1.68	2.87	3.50
Dissatisfied = Slightly dissatisfied, Moderately dissatisfied, Extremely dissatisfied	2.60	1.75	1.33	2.22	2.50
Users (n)	58	34	69	74	47

Note: Base=respondents who answered both life-satisfaction and service-experience items (life satisfaction n=103; service-user bases vary by system). Means shown for service users only. Subgroups with n<10 are indicative only and should be interpreted with caution.

Table D4.9a. Feeling of safety in the community (Long Survey Only)

Safety	Number	Percentage
Extremely	21	33%
Very	32	50%
Moderately	7	11%
Slightly	3	5%
Not at all	1	2%
Grand Total	64	100%

Note: Base: Long-survey respondents who answered the safety question (n = 64). Single-select item.

Table D4.9b. Feeling of Safety × Discrimination in the Past 12 Months (Long Survey Only)

Safety	Not experienced discrimination	Experienced discrimination	Total respondents (base)
Extremely	90%	10%	21
Very	88%	13%	32
Moderately	43%	57%	7
Slightly	33%	67%	3
Not at all	100%	0%	1
Grand Total	81%	19%	64

Note: Base=long-survey respondents who answered both the discrimination and safety items (n=64).

Single-select. Cells show the percentage within each safety category. Subgroups with n<10 are indicative only and should be interpreted with caution.