



An Evaluation of the Manitoba Provincial Nominee Program

Prepared for

Manitoba Labour and Immigration Immigration Division

By

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Canada Research Chair in Urban Change and Adaptation and Professor of Geography
with

Research Associates

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Executive Summary

The methodology for this evaluation of the Manitoba Provincial Nominee Program (MPNP) included a review of relevant literature, analysis of data from Statistics Canada, Manitoba Labour and Immigration, and Citizenship and Immigration Canada (CIC), interviews with key informants, and interviews with principal applicants and spouses of principle applicants. The key findings of the study are drawn from the personal interviews with the principal applicants and spouses.

Personal interviews were conducted with one hundred principal applicants and fifty spouses of principal applicants between December 2008 and March 2009. Approximately sixty percent of the interviews were conducted in Winnipeg and forty percent in other centres in Manitoba, including amongst others Brandon, Winkler, Steinbach and Morden.

Not surprisingly, the sample was dominated by family households (couples with children) and households were much larger than the Manitoba average (4.0 vs 2.5). The mean age of principal applicants was 41 and the majority were in the primary work force age group (30-44). Seventy percent of the principal applicants were married when they arrived; another four percent were living in a common-law relationship.

Interviewees in the sample matched closely the region or country of last residence and birth of all arrivals under the PNP with the Philippines and Germany being the two most common countries represented in the interviews.

The evidence compiled during this study suggests that overall the Provincial Nominee Program functions well. Although there were criticisms of the Program, the level of satisfaction expressed by those interviewed was quite high. When all the various indicators are considered the resettlement and integration experience of the arrivals has been quite positive. Some of the key findings that support this overall positive assessment include:

Program Administration

- A positive assessment of the nature of pre-arrival information;
- Only modest levels of criticism of administration and processing times during the application, approval, obtaining visas, and arrival process;
- Many applicants chose the program over other programs because it is faster, easier, and provides advantages for those who want to immigrate;
- Arrivals were very positive about the *Immigrate to Manitoba Website*. Ninety-five percent of those who used the website found it useful or very useful;
- What appears to be a good knowledge of the Program in many areas of the world and the positive assessment of the Program as a vehicle for entry into Manitoba. It is the preferred option of entry for those with the necessary qualifications;

Labour and Income Characteristics

- Rapid entry into the labour force and low levels of unemployment;
- Close to ninety percent of those working had permanent jobs;
- Eighty-five percent of gross income comes from employment, a higher proportion than for the population as a whole;
- Positive trajectories (over time) in moving toward desired career objectives;
- Positive trajectories in improvements in income and declining poverty levels over time;

Education

- Arrivals under the Program, both principal applicants and spouses, are well educated;
- A significant proportion of arrivals are in the process of, or have completed, upgrading of education and skills level;
- A high proportion who have taken language training and improved their language proficiency;

Housing

- The relatively low proportion who identified major barriers to accessing adequate affordable housing;
- The fact that a much lower proportion of nominee renters have affordability problems than renters in general in the Province;
- The high proportion who have been able to achieve their “dream” of home ownership;
- The positive trajectories in becoming home owners over time;

Services and Social Networks

- The high level of satisfaction with the type, nature, and quality of services available and the competent way staff deliver these services;
- The fact that the positive assessment of services is common throughout the Province;
- The relatively few “service gaps” identified;
- The high level of support arrivals have received from friends, relatives, and family in the resettlement and integration process;

Communities and Schools

- Nominees' relatively high levels of satisfaction with their communities as a place to live;
- The growing proportion, over time, who are engaged in broader community activities beyond those of their own ethnic/cultural group;
- The positive assessment of the school system;
- The fact that high satisfaction levels are common throughout the Province and for both visible minority and non-visible minority groups;

Overall Assessment and Retention

- The high proportion who feel their experience in Manitoba has been better than they expected;
- The high proportion that have (or plan to) encourage and support other family and friends to apply under the Program and immigrate to the Province;
- Only fourteen percent of principal applicants indicated their settlement experience in Manitoba had been worse than they expected; and,
- The high proportion that indicates they have no plans to leave the Province – it has become home. Only five percent of principal applicants indicated they plan to move to another province over the next five years.

Despite these positive features of the Program and assessment of their resettlement and integration experience there were also concerns raised that deserve attention:

Program Administration

- Some people felt the information they had received was misleading. They were led to believe their credentials would be recognized, jobs would be readily available in their field of expertise, and they would be given credit for work experience outside of Canada;
- Participants felt the *Immigrate to Manitoba Website* should provide more information on credential and work experience recognition and a more realistic assessment of the job market in the Province;

Labour Force Integration

- A significant proportion of both principal applicants and spouses were annoyed because they could not get jobs in their field of expertise;
- Some felt more help should be available to aid them with their job search;
- Some, particularly amongst visible minorities, felt they were victims of discrimination and racism in the job market and other aspects of public life;

Education and Skills Training

- Several new arrivals encountered barriers in efforts to upgrade their skills – long waiting lists for classes, classes being cancelled, costs they could not afford, etc.;
- Many struggled with a lack of language skills. Approximately one quarter of principal applicants had only very basic skills and one third indicated this made labour force access even more difficult, particularly for higher skilled positions. Language was a greater problem for spouses than principal applicants;

Housing

- Some, although not a significant proportion, struggled to find affordable housing and felt there should be more help available with the housing search process;
- Approximately one-quarter of home owners were experiencing housing affordability problems, perhaps a short term phenomenon, but double the rate of all homeowners in the Province;
- One third of renters and twelve percent of owners lived in crowded circumstances compared to national occupancy standards. These rates are more than triple rates for the population in general. The larger households often were unable to find, or could not afford, larger units. The Canadian market, particularly the rental sector, builds for smaller households;

Communities and Schools

- Some felt the school system was not making a sufficient effort to preserve their children’s cultural identity and heritage;
- Others felt the school curriculum did not instil good work habits in students and did not “work” students hard enough, or properly prepare them for post-secondary education;
- There was concern amongst some new arrivals that good job opportunities would not be available for their children in their communities;
- Some immigrants, particularly those living in Winnipeg’s inner city, expressed concerns about neighbourhood safety and security;
- Several expressed concerns regarding the poor access to health care services – long wait times, difficulty finding a family doctor; and,
- Cultural adjustment was a problem for many, with difficult adjustment factors ranging from climate to lack of ethnic foods and markets, feelings of isolation and language problems.

The above problems, and others noted throughout this report, although they do not represent the circumstances of a significant proportion of the sample, should be considered when making

changes to program administration and delivery of immigrant services. An overall positive assessment should not be a reason to ignore problems people have raised.

Viewing the findings from a regional basis, arrivals outside the City of Winnipeg feel somewhat more positive about their life circumstances and their settlement and integration experience. They also view their communities as more friendly and welcoming environments. Even in Winnipeg, however, participants generally felt positive about their experience and their community. Visible minorities, who are concentrated in Winnipeg, are more likely to experience discrimination and face greater labour integration problems but most also felt their settlement experience had been better than anticipated and few are considering leaving Winnipeg or the Province.

When all the various indicators explored in this study are considered, settlement and integration trajectories are positive. The nominees' material and social well being has improved with time. They have expanded their social networks, a large proportion have achieved their dream of home ownership, their language skills are improving, their labour force experience is improving and moving toward their career objectives, and most feel established enough to encourage and support other family members to immigrate to the Province. They have "taken root" and feel generally positive about their decision to immigrate to, and make their home in Manitoba.

1.0 Introduction

The Manitoba Provincial Nominee Program was introduced in 1998, with the first nominees arriving in 1999. Since that time the program has only been subject to one evaluation, in 2002. This evaluation is now dated. Since the introduction of the program new immigrants to the Province of Manitoba have increased more than 250 percent and most of this increase can be attributed to arrivals under the Nominee Program. From a numerical perspective, the increase in new arrivals and the Province's ability to attract immigrants, the program has to be considered a success. The number of immigrants attracted to the Province is, however, only one element of program success.

Other aspects of the program such as immigrants' satisfaction with the application process, their assessment of the relevance of pre-arrival information and their satisfaction with the services and orientation they receive after they arrive also must be assessed. The integration and resettlement experience of the newcomers also has to be evaluated. How do the newcomers feel about their resettlement experience? Have their expectations been met? Has their labour force integration experience been positive? Are the trajectories in key resettlement and integration indicators positive? Has the participation of communities contributed to successful integration? Are the newcomers staying in the Province or are there retention problems? At this point there is no comprehensive database to provide answers to these and many other questions and to evaluate the overall attraction and retention strategies of the Province and participating communities. This study is designed to address some of these deficiencies.

Within these broader goals, some of the specific research questions and issues that will be tested include:

- The pre-migration experience of arrivals under the program: what information was provided and was it accessible, adequate and current?
- Has the application process been effective, transparent and efficient?
- The immediate post migration experience: were the proper support structures and services in place to accommodate and assist newcomers upon arrival?
- What has been the labour force experience of the newcomers? Have they achieved their career expectations? If not, what have been the barriers?
- Have there been credential recognition problems? Have these problems been resolved?
- Has the program been effective in matching newcomers' skills with labour force shortages and requirements?
- Have newcomers been successful in accessing the education and training required to upgrade skills? If not, why not?
- Have newcomers received the language training they require to function successfully in the workplace, access services, and participate in the community? If language is a problem, what are the barriers to upgrading language skills?

- Has the necessary financial assistance newcomers may need been available? What has been the nature of this assistance?
- Have newcomers faced housing problems? What has been the nature of these problems? What barriers limit access to adequate, affordable housing? What assistance, if any, have newcomers received with respect to housing?
- Have newcomers been able to access the health services they require? What barriers, if any, exist?
- What has been the role of communities in the resettlement process? What services have communities provided? Have they been welcoming communities with adequate attraction and retention strategies?
- What role have employers played in the resettlement process?
- Are the resettlement and integration experiences of immigrants to Winnipeg the same, or more or less positive than immigrants to centres outside Winnipeg?
- Do settlement and integration indicators illustrate improvement over time?
- Are there differences in the resettlement and integration experiences by ethno-cultural group? and,
- Has the Province been successful in retaining newcomers who arrive under the program?

These as well as other issues will be explored in the evaluation to assist the Department with decisions on administrative, policy and program criteria adjustments that might be necessary, as well as the service gaps that should be addressed, to improve immigrants' integration experience in the Province. On a broader scale, the evaluation will also help determine the contribution the program has made to the Province's demographic, economic and multi-cultural objectives, and the specific labour force needs of communities.

2.0 Methodology and Tasks

The broad objective of the study is to examine the settlement experiences of immigrants to Manitoba who arrived under the Provincial Nominee Program during the period November 2003 to November 2008.

The methodology included a literature review, a review of data available from Manitoba Labour and Immigration (Immigration Division), Citizenship and Immigration Canada, and Statistics Canada, key informant interviews and focus groups, and personal interviews with principal applicants and spouses of principal applicants arriving under the Program.

2.1 The Literature Review

The review of literature included a review of information on the Manitoba Provincial Nominee Program and the Province's general immigration policies. However, it also took a broader approach in order to examine the nature and objectives of Nominee Programs across Canada and the role they play within national immigration policy. The review examined the general trends in the number of arrivals under Nominee Programs; the effect on immigration numbers in general, characteristics of arrivals and retention rates. The administration of Nominee Programs, including the Manitoba Program, was also documented. This review, as well as setting the broader policy context and providing useful information on Program administration, provided useful background information for the development of the questionnaire. It also provided useful background when the findings of the study were related to the broader immigration policy objectives of the Province.

2.2 Review of Supplementary Data

Supplementary data was drawn from a number of other sources. The Immigration Division files provided locational data, entries by time of arrival, socio-economic characteristics of arrivals and language and occupational characteristics. This data was useful in establishing an initial profile of Nominees and was also helpful in testing the validity of the sample, particularly in determining if the sample profile and the profile of all new arrivals were a good match. Similar and additional data were collected from the annual Facts and Figures Reports and statistical profiles developed by Citizenship and Immigration Canada. Extensive use was also made of data from Statistics Canada. This data was particularly useful when comparing sample data to the population as a whole in Winnipeg or Manitoba.

In summary, the supplementary data served three purposes: it provided a general profile of arrivals under the Nominee Program; it provided the comparative data to determine the validity of the sample; and, it provided the data necessary to compare the sample population to the population of Manitoba.

2.3 Key Informant Interviews and Focus Groups

To obtain a broader perspective of the operation and successes and failures of the Program, key informant interviews and/or focus groups were conducted with stakeholders in the Program. This included key informants in the communities, employers, members of settlement agencies and departmental employees.

These key informant interviews were conducted in Winnipeg, Brandon, Steinbach, Winkler and Morden.

The information from this component of the methodology helped inform the development of the questionnaire and also provided useful information on the administration of the Program, people's perception of the effectiveness of the Program and their assessment of the barriers faced by new arrivals and the level of success of the resettlement and integration process. It also helped define the role of communities, particularly in centres outside of Winnipeg.

2.4 Personal Interviews

Personal interviews were conducted with 100 Principal Applicants and fifty spouses who had arrived under the Provincial Nominee Program. The parameters of the survey are noted below:

- interviewees had to have been in the Province at least one year but no more than five years;
- the sample had to approximate the provincial distribution of arrivals over the past four to five years: seventy percent in Winnipeg and thirty percent in centres outside Winnipeg;
- the survey was a personal, face-to-face interview;
- the spouses did not have to be spouses of principal applicants that had been interviewed;
- the spouses of principal applicant interviewees were interviewed separately;
- interpretation was provided if it was required;
- each principal applicant was given an honorarium of \$50 per interview for his or her time and spouses participating in the research were given \$30;
- interviewees were asked to sign a consent form granting permission to do the interview and were assured personal information would be kept confidential and no information in the report would identify any individual responses. Data in the report is based on cumulative information; and,
- interviews were conducted in the homes of the interviewees, or in a location of their choice such as a coffee shop, or the Provincial Settlement Services offices.

The Immigration Division sent 650 letters to potential interviewees to explain the research project and invite them to call members of the Research Team. In centres outside Winnipeg Settlement Service Agencies played a key role in contacting potential interviewees, arranging the interview schedules and providing office space where interviews could be conducted.

Interviews typically took about two hours for principal applicants, and about forty minutes for spouses. Prior to beginning the interview, the purpose of the research and the interview process were clearly explained to the participant, including the issue of consent. The interview and involvement in the study did not present any potential risks/harm to participants in this study. Names and addresses were not collected and no names were attached to any of the data presented.

As indicated above, the distribution of interviews approximated the settlement pattern of new arrivals over the past four to five years: seventy percent in Winnipeg and thirty percent in centres outside Winnipeg. The study targeted centres that were among the top ten destinations outside Winnipeg. These included:

- Winkler
- Brandon
- Altona
- Ste Anne
- Steinbach
- Morden
- Virden
- Teulon

The main components of the survey collected information on:

1. **The application process:** the length of time between application and arrival in Canada, reasons for choosing the PNP for immigrating, their particular Program stream, their experience with the use of consultants, obstacles in the application process, and suggestions for improvement.
2. **Pre-migration information:** the type of settlement information they received before coming to Manitoba, whether it was accurate, useful, or complete, and what other information they would have liked to receive.
3. **Employment:** the job/occupation they hoped to obtain upon arrival, their current employment situation and history since arrival, challenges in finding employment, their level of labour force satisfaction, foreign credential recognition problems, and ability to find work in their area of expertise.
4. **Income:** income levels, income trajectories, poverty levels and living expenses.
5. **Language:** English proficiency and language training undertaken in Manitoba.
6. **Education and training:** education taken in their country of origin and in Manitoba, barriers to education in Manitoba, further education required for employment, and future education plans.
7. **Health and other services:** obstacles to accessing health services, and suggestions for improvement.
8. **Housing:** nature of current housing, their level of housing satisfaction, affordability, and obstacles faced in accessing housing.
9. **Financial assistance:** financial assistance received or currently receiving including social assistance, employment insurance, etc.
10. **Settlement orientation:** settlement services received upon arrival and level of satisfaction with these services, services not received that would have helped them.
11. **Discrimination:** experienced and in what context.

12. **Participation in community activities:** social activities engaged in, involvement with their own racial/ethnic group.
13. **Retention issues:** mobility history since arrival, future plans for staying in the community, reasons for staying in the community they live in, and level of family support in Manitoba.
14. **Advice to future immigrants:** advice to relatives and friends coming to Manitoba regarding successful integration.
15. **Demographic and household information:** age, gender, household composition, marital status, and other relevant information.

Information from the interviews was coded, entered into an SPSS data base and subjected to analysis. Both quantitative and qualitative information was extracted from the survey.

The subsequent sections of the report present the findings from the various components of the study methodology.

3.0 Review of Literature and Background Material

3.1 Immigrants to Canada Have Been Selective About Their Settlement Locations

New arrivals are not evenly distributed across Canada. Since 1996 Canada has been the destination of, on average, 228,000 immigrants and refugees per year. These new arrivals have not been distributed evenly across the nation. For example, four provinces (Ontario, Quebec, British Columbia and Alberta) have been the destination of 94 percent of new arrivals (Table 3.1). Fifty-three percent chose Ontario as their first destination even though only 39 percent of Canada's population calls Ontario home. British Columbia, with thirteen percent of the nation's population was the destination for approximately eighteen percent of new arrivals (Statistics Canada, 2006).

| Province/Territory | 1996-2000 | | 2001-2006 | | 2007-2008 | | 1996-2008 |
|----------------------------------|---------------|------------|---------------|------------|---------------|------------|------------|
| | # | % | # | % | # | % | % |
| Newfoundland and Labrador | 2,243 | 0.2 | 2,745 | 0.2 | 1,173 | 0.2 | 0.2 |
| Prince Edward Island | 754 | 0.1 | 1,599 | 0.1 | 2,448 | 0.5 | 0.2 |
| Nova Scotia | 11,304 | 1.1 | 10,876 | 0.7 | 5,174 | 1.1 | 0.9 |
| New Brunswick | 3,522 | 0.3 | 5,701 | 0.4 | 3,502 | 0.7 | 0.5 |
| Quebec | 146,009 | 14.1 | 246,973 | 17.0 | 90,413 | 18.7 | 16.3 |
| Ontario | 567,523 | 54.9 | 793,513 | 54.7 | 222,211 | 45.9 | 53.3 |
| Manitoba | 18,993 | 1.8 | 41,285 | 2.8 | 22,175 | 4.6 | 2.8 |
| Saskatchewan | 8,725 | 0.8 | 11,812 | 0.8 | 8,352 | 1.7 | 0.9 |
| Alberta | 64,357 | 6.2 | 103,592 | 7.1 | 45,056 | 9.3 | 7.1 |
| British Columbia | 209,402 | 20.3 | 231,623 | 16.0 | 82,907 | 17.1 | 17.6 |
| Yukon | 383 | 0.03 | 366 | 0.02 | 198 | 0.04 | 0.03 |
| Northwest Territories | 404 | 0.04 | 520 | 0.03 | 215 | 0.04 | 0.04 |
| Nunavut | 26 | 0.01 | 62 | 0.01 | 69 | 0.01 | 0.01 |
| Province or Territory not stated | 87 | 0.01 | 81 | 0.01 | 104 | 0.02 | 0.01 |
| Total Canada | 1,033,732 | 100 | 1,450,748 | 100 | 483,997 | 100 | 100 |

Source: CIC 2007a & <http://www.cic.gc.ca/english/resources/statistics/facts2008/index.asp>

These four provinces contain much of Canada's industry and labour force growth; they are home to many different ethno-cultural groups so the attraction of family and existing social networks is strong; and they also contain Canada's three gateway cities, Vancouver in British Columbia, Toronto in Ontario, and Montreal in Quebec as well as Edmonton and Calgary, two large second tier cities in Alberta (Carter et. al 2008). Smaller provinces attracted relatively

small proportions of national arrivals: Manitoba, for example, with 3.6 percent of the national population attracted slightly less than three percent over this period, although Manitoba's share of new arrivals has increased from 1.8 percent in the 1996 to 2000 period to 4.6 percent in 2007 and 2008 (Table 3.1).

Table 3.2 illustrates that the top eleven cities attracted almost ninety percent of Canada's total new arrivals in the period 1996 – 2008 even though they contain only 52 percent of the population. Over the period Toronto was the destination of approximately 43 percent of all new arrivals. Toronto, Vancouver, and Montreal combined attracted almost 73 percent of all arrivals. With respect to where immigrants live, nearly two thirds of all immigrants and over three quarters of recent (the last five years) immigrants called Canada's three largest cities – Toronto, Vancouver, and Montreal home. Just over one quarter of native-born Canadians live in the three largest cities (Frideres 2006). Winnipeg has attracted over two percent of new arrivals since 1996 but has been attracting an increasing share of new arrivals in recent years – almost 3.4 percent in 2007 and 2008.

| Province/Territory | 1996-2000 | | 2001-2006 | | 2007-2008 | | 1996-2008 | |
|------------------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
| | # | % | # | % | # | % | # | % |
| Montreal | 124,814 | 12.1 | 213,254 | 14.7 | 77,583 | 16.0 | 415,651 | 14.0 |
| Ottawa-Gatineau | 31,481 | 3.1 | 45,969 | 3.2 | 14,347 | 3.0 | 91,797 | 3.1 |
| Toronto | 467,478 | 45.2 | 646,278 | 44.5 | 174,055 | 36.0 | 1,287,811 | 43.4 |
| Hamilton | 13,561 | 1.3 | 22,116 | 1.5 | 7,393 | 1.5 | 43,070 | 1.5 |
| Kitchener | 9,971 | 1.0 | 15,665 | 1.1 | 6,112 | 1.3 | 31,748 | 1.1 |
| London | 8,095 | 0.8 | 14,209 | 0.9 | 4,768 | 1.0 | 27,072 | 0.9 |
| Windsor | 10,907 | 1.1 | 16,720 | 1.2 | 4,282 | 0.9 | 31,909 | 1.1 |
| Winnipeg | 15,809 | 1.5 | 32,501 | 2.2 | 16,585 | 3.4 | 64,895 | 2.3 |
| Calgary | 35,356 | 3.4 | 60,978 | 4.2 | 24,273 | 5.0 | 120,607 | 4.1 |
| Edmonton | 21,339 | 2.1 | 31,139 | 2.1 | 14,048 | 2.9 | 66,526 | 2.2 |
| Vancouver | 187,648 | 18.2 | 203,679 | 14.0 | 70,322 | 14.5 | 461,649 | 15.6 |
| All other Destinations | 107,273 | 10.2 | 148,240 | 10.4 | 70,229 | 14.5 | 325,742 | 11.0 |
| Total Canada | 1,033,732 | 100 | 1,450,748 | 100 | 483,997 | 100 | 2,968,477 | 100 |
| Top Eleven Cities | 926,459 | 89.6 | 1,302,508 | 89.8 | 413,768 | 85.5 | 2,642,735 | 89 |

Source: CIC 2007a & <http://www.cic.gc.ca/english/resources/statistics/facts2008/index.asp>

Provincial Nominee Programs Encourage More Dispersed Settlement. Canada’s Provincial Nominee Programs are one of the main tools used to encourage more dispersed immigration settlement in all regions of Canada. Provincial Nominee Programs are incentive-based strategies to draw immigrants to destinations other than Toronto, Montreal, and Vancouver. The idea behind the programs is to bring in skilled immigrants who will fill the specific labour market needs of their destination provinces, and who are well suited to successfully integrate into life in these provinces.

Rather than applying to CIC for permanent resident status through the federal family or independent classes, prospective immigrants apply directly to their province of choice (Standing Committee on Citizenship and Immigration 2003). The province then reviews prospective immigrants, based on their provincial criteria, rather than using the federal points system. They then “nominate” prospective immigrants who meet provincial needs and requirements. Successful applicants receive a ‘Certificate of Nomination’ from their nominating province, and include it in their application to CIC for Permanent Resident Status. Provincial nominees receive priority processing by CIC, and they skip past assessment at the federal level. The CIC is still responsible for criminal, security, and medical checks, but other than that – the nominating province is responsible for assessing PNP applicants. Provincial Nominee Programs offer the carrot of faster processing times, broader ranging and more flexible assessment criteria for applicants. The approach should also ensure a better match with labour force requirements in the nominating province.

The Provincial Nominee Program is designed as a provincial population growth and distribution mechanism that can address issues such as labour shortages, business investment, retention of immigrants and other local policy issues. The program approach is also considered to be one of the most effective tools in the regionalization of immigrants and attracting immigrants to second tier cities and smaller urban and rural communities.

Provincial nominee programs vary by province. Agreements with the federal government to introduce Provincial Nominee Programs are in place with ten jurisdictions (the Yukon and all provinces except Quebec), either as an annex to a framework agreement or as a stand-alone agreement. These agreements permit the provinces and territory to play a greater role in attracting workers with skills in demand in their region or individuals who will contribute to economic development in other ways. Quebec selects all of its independent immigrants and sponsored refugees under the Canada-Quebec accord. Table 3.3 presents Federal/Provincial/Territorial agreements currently in force.

Across the country nominee programs vary to some degree as the provinces have developed them with specific regional interests in mind (Standing Committee on Citizenship and Immigration 2003). Some PNPs are based on a point system similar to the federal skilled worker grid. Other programs are “employer-driven”. Local employers experiencing labour shortages can apply to the provincial government for permission to recruit foreign workers with a specific skill set. As well, some jurisdictions have nominee programs that focus on entrepreneurial immigrants who intend to establish a new business or make a substantial

investment in the province or territory. The provinces have been able to adapt their selection systems to suit very specific immigration goals.

| Table 3.3: Federal-Provincial/Territorial Agreements Currently in Force | |
|--------------------------------------------------------------------------------|-------------------------------------|
| | Date Signed |
| Agreement for Canada-British Columbia Co-operation on Immigration | 5-Apr-04 |
| | (Original signed in May 1998) |
| Agreement for Canada-Alberta Co-operation on Immigration | 4-May-07 |
| Canada-Saskatchewan Immigration Agreement | 7-May-05 |
| | (Original signed in March 1998) |
| Canada-Manitoba Immigration Agreement | 6-Jun-03 |
| | (Original signed in October 1996) |
| Canada-Ontario Immigration Agreement | 21-Nov-05 |
| Canada-Quebec Accord | 5-Feb-91 |
| Canada-New Brunswick Agreement on Provincial Nominees | 28-Jan-05 |
| | Amended: March 29, 2005 |
| | (Original signed in February 1999) |
| Agreement for Canada-Prince Edward Island on Immigration | 29-Mar-01 |
| | Extended: March 28, 2007 |
| Agreement for Canada-Nova Scotia Co-operation on Immigration | 19-Sep-07 |
| Canada-Newfoundland and Labrador Agreement on Provincial Nominees | 22-Nov-06 |
| | (Original signed in September 1999) |
| Agreement for Canada-Yukon Co-operation on Immigration | 2-Apr-01 |
| | Extended: April 2, 2007 |

Source: CIC 2007b

The precise categories of provincial nominees among the provincial nominee programs also vary. Some have a few categories and some have many categories (Garcea 2006b). In New Brunswick the nominees are grouped into two categories known as: Job Offer Applicants, and Business Applicants. In the Yukon the nominees are grouped into two categories: Worker Program (Skilled Workers and Critical Impact Employee) and Business Program (Entrepreneur and Self-Employed Professional). In Saskatchewan provincial nominees are grouped into the following seven categories: Skilled Workers, Family Members, Long Haul Truck Drivers, Health Professionals, Entrepreneurs, Farmers, and Foreign Students.

Several differences exist in terms of structures and resources for Nominee Programs as well as for other immigration streams (Garcea 2006b):

- Differences in Organizational Structures: while Quebec has a fully fledged immigration department, all other provinces have established small units within other departments.
- Differences in Human Resources: whereas the staffing levels in the Atlantic provinces are from three to twelve, the staffing levels in the Western provinces and Ontario range from twenty to sixty.
- Differences in Financial Resources: provinces with small immigration units tend to devote \$100K to \$300K to their respective immigration programs; provinces with large administrative units tend to devote several million dollars. Manitoba's budget for 2007/8 was \$23.7 million of which more than two-thirds comes from federal contributions to settlement services. Manitoba's staff complement is approximately 55 employees.

There are three different models for service delivery in terms of settlement and integration services. In the main model used in most provinces and territories, settlement programs are administered by CIC regional offices and generally delivered by third parties such as community-based organizations. In Manitoba and British Columbia, responsibility for the delivery of settlement programs has been devolved to the provincial level through conditional contribution agreements. Quebec is unique in having full responsibility for the settlement and integration services offered in the province.

While most PNPs are still in the early stage of their operation, they have demonstrated their ability to determine prospective immigrant candidates and the flexibility for the program design required to address the demographic and socio-economic challenges of a region as well as each province's economic development agenda. The report, *Competing for Immigrants*, by the Citizenship and Immigration Committee (2002) positively assessed the Provincial Nominee Program as an important tool to be used in assisting areas of low immigration to attract and retain immigrants. While there are considerable differences in results of Provincial Nominee Programs, the most remarkable story of program achievement to date is the ability of the Manitoba Provincial Nominee Program to direct a relatively large number of immigrants both to that province, and particularly to centres outside the City of Winnipeg.

Manitoba has the most successful provincial nominee program. Currently provincial nominees account for a very small portion of immigrant arrivals in Canada: landings through the Program in 2008 comprised 22,418 arrivals, or 9.1 percent of all New Permanent Residents (Table 3.4). In 2000 a total 1,252 people arrived under the Program – only 0.5 percent of total arrivals. Although the numbers have been increasing nationally, the Program is still in its early stages. Manitoba has the most active PNP and accounted for over 7,968 admissions in 2008, representing 71 percent of the 11,221 admissions in the province that year. Over the period 1999-2008, Manitoba received over 38,000 provincial nominee arrivals, or fifty percent of all provincial nominees who came to Canada during this period (Table 3.5).

| Table 3.4: Permanent Residents Admitted in 2008, by Destination and Immigration Category | | | | | | | | | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|--------------|--------------|---------------|----------------|---------------|--------------|---------------|---------------|------------|------------|-----------|----------------|--|
| Category | NL | PE | NS | NB | QC | ON | MB | SK | AB | BC | YT | NT | NU | Total | |
| ECONOMIC CLASS | | | | | | | | | | | | | | | |
| Skilled Workers | 187 | 47 | 889 | 298 | 26,772 | 49,042 | 606 | 503 | 9,226 | 16,004 | 29 | 56 | 35 | 103,736 | |
| Business Immigrants | 0 | — | 59 | 12 | 1,275 | 4,116 | 31 | 33 | 374 | 6,498 | — | 0 | 0 | 12,407 | |
| Provincial / Territorial Nominees | 107 | 1,258 | 866 | 1,038 | 67 | 1,097 | 7,968 | 3,037 | 3,323 | 3,629 | 28 | 0 | 0 | 22,418 | |
| Live-in Caregivers | 5 | — | 14 | 10 | 1,261 | 4,882 | 92 | 93 | 1,580 | 2,548 | — | 17 | 0 | 10,511 | |
| Total Economic Class | 299 | 1,310 | 1,828 | 1,358 | 29,375 | 59,137 | 8,697 | 3,666 | 14,503 | 28,679 | 69 | 73 | 35 | 149,072 | |
| FAMILY CLASS | | | | | | | | | | | | | | | |
| Spouses, Partners, Children and Others | 121 | — | 481 | 275 | 8,216 | 23,864 | 1,129 | 473 | 5,542 | 8,703 | 34 | — | 13 | 48,970 | |
| Parents and Grandparents | 20 | — | 51 | 16 | 925 | 9,937 | 255 | 76 | 1,591 | 3,716 | 0 | — | 0 | 16,597 | |
| Total Family Class | 141 | 80 | 532 | 291 | 9,141 | 33,801 | 1,384 | 549 | 7,133 | 12,419 | 34 | 45 | 13 | 65,567 | |
| PROTECTED PERSONS | | | | | | | | | | | | | | | |
| Government-Assisted Refugees | 158 | — | 155 | 140 | 1,878 | 2,515 | 439 | 404 | 765 | 793 | 0 | 0 | 0 | 7,295 | |
| Privately Sponsored Refugees | — | — | 6 | — | 538 | 1,659 | 493 | 115 | 385 | 308 | 0 | 0 | 0 | 3,512 | |
| Protected Persons in Canada | — | 0 | 20 | — | 1,271 | 4,976 | 29 | 15 | 379 | 289 | — | — | 0 | 6,994 | |
| Dependants Abroad | 0 | 0 | 12 | 15 | 835 | 2,710 | 11 | 18 | 316 | 142 | 0 | 0 | 0 | 4,059 | |
| Total Protected Persons | 162 | 46 | 193 | 165 | 4,522 | 11,860 | 972 | 552 | 1,845 | 1,532 | — | — | 0 | 21,860 | |
| Humanitarian and Compassionate Grounds | 25 | 20 | 97 | 45 | 2,145 | 6,035 | 164 | 68 | 707 | 1,308 | — | — | — | 10,627 | |
| Other | 0 | 0 | 1 | 0 | 28 | 62 | 4 | 1 | 7 | 12 | — | — | — | 115 | |
| Category Not Stated | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |
| TOTAL | 627 | 1,456 | 2,651 | 1,859 | 45,212 | 110,896 | 11,221 | 4,836 | 24,195 | 43,950 | 111 | 127 | 50 | 247,243 | |
| PERCENTAGE | 0.2 | 0.6 | 1 | 0.7 | 18 | 45 | 4.5 | 2 | 10 | 18 | 0 | 0 | 0 | 100 | |
| Source: CIC http://www.cic.gc.ca/english/resources/publications/annual-report2008/section3.asp#part3_2 | | | | | | | | | | | | | | | |

| Province | TOTAL | |
|---------------------------|---------------|-------------|
| | # | % |
| Manitoba | 38,059 | 49.7 |
| British Columbia | 10,141 | 13.2 |
| Alberta | 7,204 | 9.4 |
| Saskatchewan | 6,951 | 9.1 |
| Ontario | 3,587 | 4.7 |
| Quebec* | 197 | 0.3 |
| Nova Scotia | 3,026 | 3.9 |
| New Brunswick | 3,882 | 5.1 |
| Prince Edward Island | 2,898 | 3.8 |
| Newfoundland and Labrador | 617 | 0.8 |
| Yukon | 28 | 0.0 |
| Total | 76,590 | 100.0 |

Source: Citizenship and Immigration Canada, Facts and Figures 2008

* Quebec does not have a nominee program. These numbers reflect people who have moved to Quebec after being sponsored by nominee programs in other provinces

Provincial nominee programs have only been partially successful in broadening the regional distribution of migrants. Attraction, integration and retention of new arrivals in Canada are a policy preoccupation of all levels of government. Development of “regionalization” policies is very much part of this policy preoccupation. Information presented in this section suggests that efforts to date to broaden the regional distribution of new arrivals have not been very successful. The destination of new arrivals is still very focused on Canada’s three major cities and the four provinces of Ontario, British Columbia, Quebec and Alberta. Smaller urban centres and the other provinces and territories with fewer people have had little success in attracting an increasing share of immigrants despite shortages of labour in these communities and the potential to invest in business opportunities. The one exception to these trends is the Province of Manitoba.

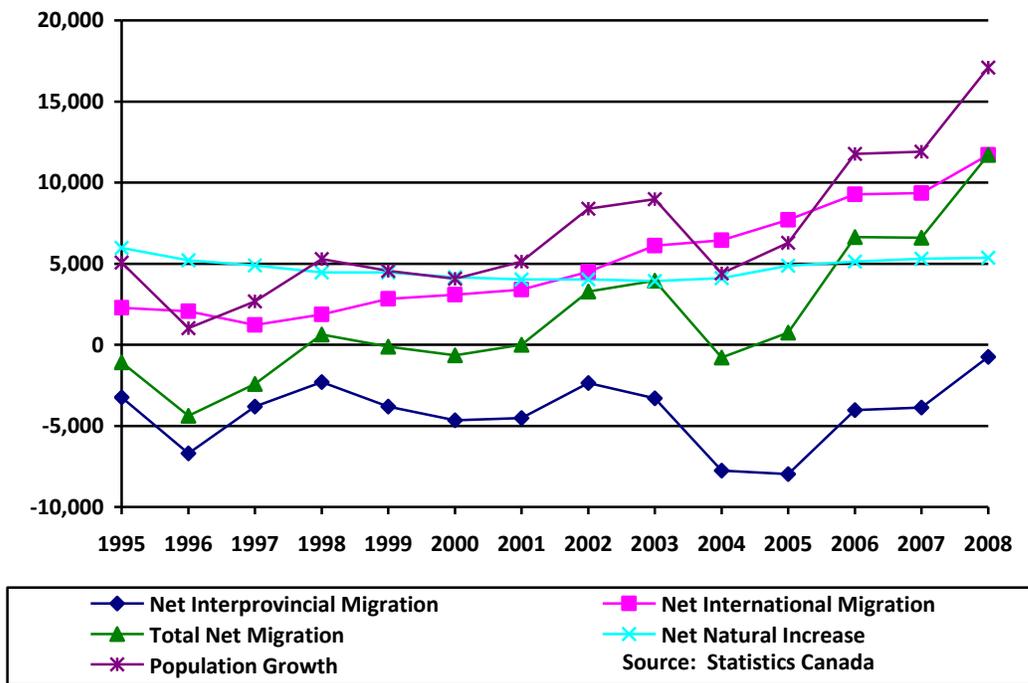
In terms of current and future uses the nominee programs represent a potentially very useful instrument for attracting and retaining immigrants to provinces, territories and regions which have not received many immigrants in recent years (Garcea 2006b). To date, however, there has been a substantial difference among the provinces in the degree to which they have fully utilized this instrument to increase the volume of immigrants destined to their respective urban and rural regions. Such differences are largely a function of differences among the provincial and territorial governments in their perceptions of the costs and benefits of using this particular instrument to attract and retain immigration to their provinces.

3.2 Demographic and Economic Trends Help Shape Manitoba's Immigration Policy

Manitoba's immigration experience and development of immigration policy has been shaped by demographic and economic circumstances (Carter, Morrish and Amoyaw 2008). The Province has experienced relatively slow population growth in recent decades. The 2006 population of 1,148,401 residents has only increased 16.2 percent since 1971, while the population of Canada has increased 46.6 percent over the same time frame. The population of the Province is also aging and population decline characterizes many smaller communities. A unique demographic feature of the Province is the dominance of the City of Winnipeg. With a Metropolitan Area population of 694,668 in 2006 (Statistics Canada 2007), it accounts for sixty percent of the provincial total population. If all people in the commutershed are included, this figure rises to approximately seventy percent (Destination Winnipeg 2006). Immigration has been reinforcing the uneven growth in the Province, as new arrivals have been very concentrated in Winnipeg, capturing, as it has, 77 percent of new arrivals since 2000.

According to the Manitoba Bureau of Statistics net inter-provincial migration over 1995-2009 has been negative: 3,806 people were lost to inter-provincial migration in 1999. In 2006 the loss was double this figure at 7,976 people (Figure 3.1). However, by 2009 the loss was down to 738 people. On the other hand net international migration has been on the rise and reached a record number of 11,715 in 2009. As a result, total net migration has been fluctuating over these years but with rising numbers of international migrants has generally been positive in recent years with an additional 11,714 people in 2009. Net natural increase has been declining but has illustrated modest increases lately to 5,371 in 2009.

Figure 3.1: Manitoba Migration Trends 1995-2008



The population and migration trends over the last decade show that Manitoba population growth depends heavily on increasing international migration.

In terms of attracting immigrants Manitoba faces two regionalization challenges. First, it has to try to attract immigrants away from the larger gateway cities such as Toronto and Vancouver and from provinces with a more buoyant economy, higher demand for labour, and higher salary levels such as Alberta. Second, it has to try to generate a better distribution within the Province – enticing more immigrants to settle in the smaller communities outside the City of Winnipeg.

3.3 Manitoba's Recent Immigration Experience has been Dominated by the Provincial Nominee Program

Manitoba was the first province to establish a provincial nominee program, in 1998, and has been a leader in program development ever since. Immigration and settlement programming is handled in Manitoba by the Immigration Division of the Provincial Department of Labour and Immigration. The Province of Manitoba sees the MPNP as a way to fill an impending skill shortage and to add to population growth – both in Winnipeg and in rural areas.

In order to meet these short-term economic and long-term demographic goals, it is essential that applicants will be well suited to Manitoba's labour market needs, and will be good candidates for successful settlement and integration. To facilitate these objectives there are different streams of the Manitoba PNP for potential nominees that have included:

- Employer Direct Stream
- International Student Stream
- The Manitoba Young Farmer Program
- Program for Business Immigrants
- Family Support Stream
- Community Support Stream
- Strategic Recruitment Initiatives
- The General Stream (Manitoba Labour and Immigration 2006a)

Although all these streams were in effect when some of the participants interviewed for this study had applied and arrived, recent changes have eliminated the community support stream and combined the Manitoba Young Farmer Program with the Program for Business Immigrants.

The integration and complementary nature of the various streams has a great deal to do with the success of the program. The guidelines are very flexible and applicants can be directed to the best route because of the wide-ranging criteria. For example, if a person does not have a job offer but has a family member in the Province, their application can be shifted to that category. The streams have been designed to strengthen and support each other (Clement, 2005). Since this study began the Community Support Stream has been discontinued.

The PNP has become Manitoba's principal program for new arrivals. In 1999, the year the first applicants arrived, it provided eleven percent of all arrivals. Skilled workers and business class contributed 38 percent, family class 28 percent and refugees 21 percent. By 2008, the PNP program's proportion of total new arrivals had increased to 71 percent, skilled workers and business class immigrants had fallen to approximately five percent, family class to twelve percent and refugees to nine percent. There has not been any appreciable decline in the actual number of people arriving under the other categories, it is simply that the PNP program numbers have risen and contribute to an increasing number of new arrivals in the province (Table 3.6).

The total number of people moving to the province under the PNP has increased from 418 in 1999, the year after the program was introduced, to 7,968 in 2008. The number of arrivals under the program in 2008 represents a fifteen percent increase over 2007 (Table 3.7).

3.4 The Nominee Program has Broadened the Regional Distribution of Immigrants in Manitoba

In recent years, more communities outside of Winnipeg are benefiting from immigration. The introduction of the MPNP has resulted in a better distribution of immigrants throughout the province. Prior to the introduction of the MPNP approximately ninety percent of new arrivals settled initially in Winnipeg, which contains approximately sixty percent of provincial population and accounts for 63 percent of GDP. In 2008 almost 35 percent of provincial nominees choose to settle in communities outside Winnipeg compared to 28 percent of newcomers from all immigration streams and twelve percent of federal Immigration streams (Manitoba Labour and Immigration 2008).

Since 2000 approximately 23 percent of all immigrants to Manitoba have settled outside of Winnipeg. This rises to 32 percent under the MPNP but falls to only twelve percent under Federal Immigration Programs (Table 3.7). These same proportions in the year 2000 were 21 percent, 49 percent and thirteen percent. The MPNP has always been a major contributor to rising numbers of immigrants going to destinations outside Winnipeg.

This increasing flow of immigrants to centres outside Winnipeg can be attributed to a number of factors: the better match with labour demands under the program; the involvement of communities in settlement planning, promotion and sponsorship; more involvement by employers throughout the Province; and, the greater control the province has over nomination and selection (Carter, Morrish and Amoyaw 2008).

Since 2000 close to 16,000 newcomers have been welcomed across rural Manitoba; helping to support economic development in over 100 communities. Key destinations are the surrounding areas of Winkler (Central Region), Steinbach (Eastern Region), Brandon (Mid-Western Region), Morden (Central Region), and Thompson (Norman Region). Table 3.8 presents the distribution of Manitoba's nominees by community of destination for 2003-2008 as well as the PNP top ten destinations totals over the same period.

Table 3.6: Manitoba Immigrants by Category 2002 - 2008

| Category | 2002 | | 2003 | | 2004 | | 2005 | | 2006 | | 2007 | | 2008 | |
|------------------------------------------|---------|------|---------|------|---------|------|---------|------|---------|------|---------|------|--------|------|
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % |
| Family Class | | | | | | | | | | | | | | |
| Immediate Family | 661 | 14.3 | 768 | 11.8 | 814 | 11.0 | 880 | 10.9 | 886 | 8.8 | 957 | 8.7 | 1,026 | 9.1 |
| Parents and grandparents | 288 | 6.2 | 351 | 5.4 | 302 | 4.1 | 312 | 3.9 | 446 | 4.4 | 386 | 3.5 | 378 | 3.4 |
| Subtotal | 949 | 20.5 | 1,119 | 17.2 | 1,116 | 15.1 | 1,192 | 14.8 | 1,332 | 13.3 | 1,343 | 12.3 | 1,404 | 12.5 |
| ECONOMIC CLASS | | | | | | | | | | | | | | |
| Skilled workers – Principal Applicant | 423 | 9.2 | 431 | 6.6 | 302 | 4.1 | 337 | 4.2 | 250 | 2.5 | 222 | 2.0 | 234 | 2.1 |
| Skilled workers – Dependent | 614 | 13.3 | 430 | 6.6 | 535 | 7.2 | 623 | 7.7 | 344 | 3.4 | 337 | 3.1 | 374 | 3.3 |
| Business Class – Principal Applicant | 25 | 0.5 | 39 | 0.6 | 21 | 0.3 | 25 | 0.3 | 12 | 0.1 | 6 | 0.1 | 9 | 0.1 |
| Business Class – Dependent | 72 | 1.6 | 33 | 0.5 | 48 | 0.7 | 58 | 0.7 | 32 | 0.3 | 15 | 0.1 | 22 | 0.2 |
| Subtotal | 1,134 | 24.6 | 933 | 14.3 | 906 | 12.3 | 1,043 | 12.9 | 638 | 6.3 | 580 | 5.3 | 639 | 5.7 |
| PROVINCIAL NOMINEES | | | | | | | | | | | | | | |
| Principal Applicant | 466 | 10.1 | 1,705 | 26.3 | 1,313 | 17.7 | 1,469 | 18.1 | 2,255 | 22.4 | 2,745 | 25.1 | 2,890 | 25.8 |
| Dependent | 1,061 | 23.0 | 1,401 | 21.6 | 2,735 | 36.8 | 3,150 | 38.9 | 4,406 | 43.8 | 4,944 | 45.1 | 5,078 | 45.3 |
| Subtotal | 1,527 | 33.1 | 3,106 | 47.9 | 4,048 | 54.5 | 4,619 | 57.0 | 6,661 | 66.2 | 7,689 | 70.2 | 7,968 | 71.0 |
| OTHER | | | | | | | | | | | | | | |
| Live-in caregivers – Principal Applicant | 26 | 0.6 | 23 | 0.4 | 40 | 0.5 | 49 | 0.6 | 54 | 0.5 | 43 | 0.4 | 72 | 0.6 |
| Live-in caregivers – Dependent | 2 | 0.0 | 10 | 0.2 | 6 | 0.1 | 14 | 0.2 | 22 | 0.2 | 18 | 0.2 | 20 | 0.2 |
| Subtotal | 28 | 0.6 | 33 | 0.6 | 46 | 0.6 | 63 | 0.8 | 76 | 0.7 | 61 | 0.5 | 92 | 0.8 |
| REFUGEES | | | | | | | | | | | | | | |
| Government Assisted Refugees | 580 | 12.6 | 539 | 8.3 | 548 | 7.4 | 492 | 6.1 | 522 | 5.2 | 517 | 4.7 | 439 | 3.9 |
| Privately Sponsored Refugees | 360 | 7.8 | 597 | 9.2 | 608 | 8.2 | 493 | 6.1 | 633 | 6.3 | 577 | 5.3 | 493 | 4.4 |
| Protected persons landed in Canada | 31 | 0.7 | 91 | 1.4 | 63 | 0.9 | 90 | 1.1 | 61 | 0.6 | 46 | 0.4 | 29 | 0.3 |
| Dependents Abroad* | 11 | 0.2 | 8 | 0.1 | 33 | 0.4 | 19 | 0.2 | 25 | 0.2 | 30 | 0.3 | 11 | 0.1 |
| Subtotal | 982 | 21.3 | 1,235 | 19.0 | 1,252 | 16.9 | 1,094 | 13.5 | 1,241 | 12.3 | 1,170 | 10.7 | 972 | 8.6 |
| Other | 1 | 0.0 | 66 | 1.0 | 59 | 0.8 | 86 | 1.1 | 103 | 1.0 | 112 | 1.0 | 146 | 1.3 |
| TOTAL | 4,621 | 100 | 6,492 | 100 | 7,427 | 100 | 8,097 | 100 | 10,051 | 100 | 10,955 | 100 | 11,221 | 100 |
| Canada's Total Immigration | 229,047 | | 221,352 | | 235,824 | | 262,236 | | 251,649 | | 236,754 | | | |
| % of Canada's Total | | 2.0 | | 2.9 | | 3.1 | | 3.1 | | 3.9 | | 4.6 | | 4.5 |

*Dependents (of a refugee landed in Canada) who live abroad

Source: Manitoba Labour and Immigration 2008

Table 3.7: Manitoba Immigration

| Total Immigration | | | | | | | | | | | |
|------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|------------|
| | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | Total | % |
| Winnipeg | 3,641 | 3,704 | 3,782 | 5,120 | 5,891 | 6,134 | 7,573 | 8,386 | 8,053 | 52,284 | 77 |
| Rural | 1,003 | 884 | 839 | 1,372 | 1,536 | 1,963 | 2,415 | 2,569 | 3,168 | 15,749 | 23 |
| Total | 4,644 | 4,588 | 4,621 | 6,492 | 7,427 | 8,097 | 9,988 | 10,955 | 11,221 | 68,003 | 100 |
| Winnipeg/Rural Immigration Through The PNP | | | | | | | | | | | |
| | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | Total | % |
| Winnipeg | 555 | 500 | 1,038 | 2,124 | 2,898 | 3,149 | 4,660 | 5,494 | 5,238 | 25,656 | 68 |
| Other | 542 | 472 | 489 | 982 | 1,150 | 1,470 | 1,978 | 2,195 | 2,730 | 12,008 | 32 |
| Total | 1,097 | 972 | 1,527 | 3,106 | 4,048 | 4,619 | 6,638 | 7,689 | 7,968 | 37,664 | 100 |
| Winnipeg/Rural Immigration Through Federal Immigration Streams* | | | | | | | | | | | |
| | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | Total | % |
| Winnipeg | 3,086 | 3,204 | 2,744 | 2,996 | 2,993 | 2,985 | 2,913 | 2,892 | 2,815 | 26,628 | 88 |
| Other | 461 | 412 | 350 | 390 | 386 | 493 | 437 | 374 | 438 | 3,741 | 12 |
| Total | 3,547 | 3,616 | 3,094 | 3,386 | 3,379 | 3,478 | 3,350 | 3,266 | 3,253 | 30,369 | 100 |

*Federal immigration streams include Federal Skilled Worker, Business, and Live-In Care Giver, Family Class Sponsorship and Refugee streams.

Source: Manitoba Labour and Immigration 2008

Immigration to many of Manitoba's destinations largely stems from the strong Mennonite tradition in these communities attracting other international Mennonites, in combination with the growing manufacturing sector in these regions. According to Beshiri and Bollman (2005), factors that attracted immigrants to the predominantly rural communities of Winkler, Steinbach, Morden, Brandon, Altona and Thompson are:

- The presence of an active committee and job centre dealing with immigration recruitment (Winkler and Steinbach, for example);
- The Mennonite Centre (in Winkler and Steinbach) that attracts Mennonite immigrants from Germany, Mexico and South America;
- Proximity to southern Manitoba's largest retail centre;
- Employment opportunities (Brandon and Thompson); and,
- Strong employment in agricultural based activities.

While many of the reasons for settling in rural and small town communities may be the same for immigrants settling in urban centres, this area of research represents a gap that subsequent sections of this report will explore.

| Principal Applicants and Dependents | 2003 | | 2004 | | 2005 | | 2006 | | 2007 | | 2008 | | Total | | |
|--------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|---------------|----------|-------------|
| | # | % | # | % | # | % | Rank |
| Winnipeg | 2,124 | 68.4 | 2,898 | 71.6 | 3,149 | 68.2 | 4,691 | 70.4 | 5,494 | 71.5 | 5,238 | 65.7 | 23,594 | 69.2 | 1 |
| Winkler | 365 | 11.8 | 428 | 10.6 | 641 | 13.9 | 790 | 11.9 | 678 | 8.8 | 635 | 8.0 | 3,537 | 10.4 | 2 |
| Steinbach | 361 | 11.6 | 281 | 6.9 | 345 | 7.5 | 356 | 5.3 | 332 | 4.3 | 439 | 5.5 | 2,114 | 6.2 | 3 |
| Morden | 19 | 0.6 | 65 | 1.6 | 56 | 1.2 | 149 | 2.2 | 117 | 1.5 | 229 | 2.9 | 635 | 1.9 | 5 |
| Brandon | 21 | 0.7 | 65 | 1.6 | 122 | 2.6 | 114 | 1.7 | 582 | 7.6 | 616 | 7.7 | 1,530 | 4.5 | 4 |
| Thompson | | | | | 18 | 0.4 | 41 | 0.6 | 17 | 0.2 | 51 | 0.6 | 127 | 0.4 | 7 |
| Virden | | | | | 12 | 0.3 | 38 | 0.6 | 18 | 0.2 | | | 68 | 0.2 | 10 |
| Teulon | | | | | 12 | 0.3 | 30 | 0.5 | | | | | 42 | 0.1 | |
| Altona | 11 | 0.4 | 30 | 0.7 | | | 25 | 0.4 | 16 | 0.2 | 71 | 0.9 | 153 | 0.4 | 6 |
| Ste Anne | 11 | 0.4 | | | | | 22 | 0.3 | 19 | 0.2 | | | 52 | 0.2 | |
| Stonewall | | | 17 | 0.4 | 14 | 0.3 | | | | | 12 | 0.1 | 43 | 0.1 | |
| Selkirk | | | | | 10 | 0.2 | | | 19 | 0.2 | 13 | 0.1 | 42 | 0.1 | |
| Plum Coulee | | | 25 | 0.6 | | | | | | | | | 25 | 0.1 | |
| Arborg | | | 22 | 0.5 | | | | | | | 16 | 0.2 | 80 | 0.2 | 9 |
| Richer | | | 17 | 0.4 | | | | | | | 12 | 0.1 | 17 | 0.1 | |
| Swan River | 17 | 0.5 | | | | | | | | | | | 17 | 0.1 | |
| Niverville | 15 | 0.5 | | | | | | | | | 14 | 0.2 | 29 | 0.1 | |
| Kleefeld | 11 | 0.4 | | | | | | | | | 21 | 0.3 | 32 | 0.1 | |
| Reinland | | | | | | | | | 38 | 0.5 | 77 | 1.0 | 115 | 0.3 | 8 |
| Total Top Ten Only | 2,955 | 95.1 | 3,767 | 93.1 | 4,379 | 94.8 | 6,256 | 93.9 | 7,317 | 95.2 | 7,458 | 93.6 | 32,132 | | |
| Total Other Destinations | 151 | 4.9 | 281 | 6.9 | 240 | 5.2 | 405 | 6.1 | 372 | 4.8 | 510 | 6.4 | 1,959 | | |
| Total Provincial Nominees | 3,106 | 100.0 | 4,048 | 100.0 | 4,619 | 100.0 | 6,661 | 100.0 | 7,689 | 100.00 | 7,968 | 100.0 | 34,091 | | |

Source: Manitoba Labour and Immigration 2008.

3.5 Nominee Characteristics and Settlement Experience

Three years after MPNP was introduced an evaluation of the program was conducted by Prologica Research Inc. (2002). This evaluation documented the characteristics of nominees who had arrived as well as their settlement experiences. More recently, focused interviews with arrivals since 2002 have provided additional information, particularly on settlement experience (Carter, 2007). The 2007 report focused mainly on Nominees in Winnipeg. These sources and Manitoba Labour and Immigration data provide the information on the characteristics of provincial nominees and their settlement experience that is discussed below.

Source Countries: The main source countries of MPNP arrivals have changed little since the introduction of the program. In 2007, over 54 percent of Manitoba's Provincial Nominees came from two source countries, the Philippines and Germany. In recent years, Korea, Argentina, Ukraine and Israel have joined India and China as other top source countries (Manitoba Labour and Immigration 2008).

Demographics: Manitoba Provincial Nominees are generally younger than other immigrants to Manitoba. In 2006, over ninety percent of the Provincial Nominees who landed in Manitoba were under the age of 44 compared to seventy percent of other immigrant categories. Approximately half the children are under the age of ten. The number of female principal applicants landing as Manitoba Provincial Nominees has more than doubled from 297 in 2004 to 602 in 2006 (ibid.).

Language Skills: Although about 65 percent of principal applicants claimed they had English or French language ability when they applied, but when they arrived many found this ability was not sufficient to operate effectively in the work place or the community in general. Evidence of this is the fact that the percentage of principal applicants reporting language training after arrival rose from 33 percent after six months to eighty percent after two years. The language ability of dependents was even more limited as only 28 percent claimed ability in English or French (Prologica 2002).

Just over half of those recently surveyed indicated they had not taken language training after they arrived, generally because they had gone straight into the workforce or they took the benchmark test and did not need training. One quarter, however, indicated they still struggled with the language and had to improve their language skills (Carter 2007).

Education Levels: MPNP immigrants are much better educated than immigrants in other classes. In 2006, 88 percent of the principal applicant Provincial Nominees landing in Manitoba was highly educated, with over 49 percent having a University degree. Although not selected for their educational qualifications, over 28 percent of spouses and dependents were also highly educated and 12.6 percent had a University degree (Manitoba Labour and Immigration 2007b).

Labour Force Characteristics: In the pre-2002 survey when principal applicants alone are considered, 94 percent were employed. In the more recent survey just over eighty percent of the applicants were employed. A few of those not employed could not find a job, but most cited other reasons like maternity leave and attendance at school or university. In both surveys approximately twenty percent of principal applicants had experienced periods of unemployment since arriving in the Province but the periods were short and none had been on social assistance. Despite the high rates of employment, about half the principal applicants, in both surveys, did report some problems finding jobs. A smaller proportion of dependents reported problems (nineteen percent) but many were not in the job market.

The most common occupations held by principal applicants after their arrival are welders, truck drivers, computer programmers, machine workers, and accountants. Most significant, however, is the wide range of jobs held by principal applicants. In 2006, Provincial Nominee principal applicants landed with skills and experience in over 300 occupations identified by the National Occupation Codes (Manitoba Labour and Immigration 2007b). When all respondents (applicants and dependents) are considered, most nominees worked in four occupational groups: trades, manufacturing, health care and construction. Professional, managerial, farmers and farm workers were also notable categories.

When current occupations were compared with occupational goals it was clear that many wished to change jobs. In the initial survey (Prologica 2002), thirty percent of the principal applicants interviewed indicated they were not working in what they considered their long-term career area. On the most recent survey fifty percent indicated they were not working in their area of expertise and training. There were examples of well qualified people, who should have been in higher paying professional and managerial positions, mixing dough in bakeries, cleaning offices and working as waiters in restaurants. Principal applicants expressed a desire to move into self-employment, followed by managerial and professional positions. Farming occupations were also mentioned by several as an occupational goal. The jobs they wished to move out of included construction, general labour, work in restaurants, and general cleaning.

Almost thirty percent of principal applicants who had lived in Manitoba for a year or more had taken training other than language classes. The most common type of training was computer (28 percent), professional (seventeen percent), trades (eleven percent) and generic education such as adult education. Although this training was sometimes related to improving their skills for their current position, most viewed training as a means to achieving future occupational goals (Prologica 2002).

Adjustment Problems: The 2002 survey placed only a limited emphasis on adjustment problems. In the survey less than a quarter (23 percent) of the nominees reported adjustment problems after arriving in Manitoba. Forty-eight percent of that group cited the climate, fifteen percent mentioned being homesick and twelve percent mentioned difficulty getting a job.

The more recent survey (Carter 2007) placed a greater emphasis on adjustment. Adjustment issues are reflected in the applicants' responses on the need for pre-arrival information, as 62

percent indicated they would have appreciated better information on jobs in their areas of expertise, while twenty percent felt they did not receive enough information on credential recognition. Similar workforce concerns surfaced when asked about adjustment problems they had faced since they arrived, as 52 percent identified problems with credential recognition, 52 percent mentioned getting a job in their area of expertise and almost thirty percent were disappointed because it was so difficult to get a job without Canadian experience.

In addition to their concerns regarding the need for more information on labour force issues, applicants expressed a need for more information on housing (nineteen percent) and the difficulty of finding adequate, affordable housing was identified as an adjustment problem by twenty percent of applicants. Other adjustment problems revolved around the lack of language ability (29 percent) and missing family and friends (24 percent). Despite some adjustment problems, the vast majority of those surveyed were satisfied with their choice to come to the Province. Nearly 100 percent have lived in their current centre since they arrived and 85 percent have no plans to move in the immediate future.

The more extensive survey discussed later in this report will add further detail and updated information to the points discussed above.

3.6 Retention Rates have been High Under the Nominee Program

While attracting newcomers is one of the key elements of a successful immigration strategy, it is also equally important to retain them. Retention of immigrants depends on many factors: employment opportunities; family and community ties; affordable and available housing; settlement and integration support; timely, accessible and appropriate language training; access to health, education and social programs; cultural and recreational opportunities; and, social support (Carter, Morrish and Amoyaw 2008). In the early 1980s Manitoba retention rates were very low – retaining around half of all those who arrived. In 2001 Manitoba ranked fifth in the nation with a retention rate close to eighty percent (Table 3.9). This rate takes into consideration immigrants and refugees of all classes. Retention rates amongst provincial nominees are higher than for other immigrant and refugee categories (Clement 2002).

In the Prologica study (2002) data illustrated that 77 percent of principal applicants expected to stay in the centre they currently lived in and eighty percent planned to stay in Manitoba. A more recent study by Carter (2007) found that just over 85 percent had no plans to move in the foreseeable future. According to The Standing Committee on Citizenship and Immigration (2003), a survey of Manitoba provincial nominees in 2001-2002 found that ninety percent of those who initially came to Manitoba continued to live there. Seventy-seven percent planned to stay in the town or city where they were living for at least the next five years. The available research suggests that immigrants choose to settle in Manitoba because of the bonds of support that exist through employment, family and community. The PNP has built upon and strengthened those bonds.

| Table 3.9: Retention Rates | | |
|-----------------------------------|---------------------------|-------------|
| Province | Net Retention Rate | |
| | Rate (%) | Rank |
| Newfoundland | 36 | 11 |
| Prince Edward Island | 51 | 9 |
| Nova Scotia | 40 | 10 |
| New Brunswick | 62 | 7 |
| Quebec | 72 | 6 |
| Ontario | 84 | 4 |
| Manitoba | 78 | 5 |
| Saskatchewan | 57 | 8 |
| Alberta | 86 | 2 |
| British Columbia | 88 | 1 |
| North | 85 | 3 |
| Canada | 82 | |

Source: Statistics Canada 2001.

3.7 Manitoba PNP Experience: Lessons Learned

Much of the success of the Manitoba Provincial Nominee program can be attributed to a number of aspects of the program. The Program's success is clearly based on integrated programming, development of partnerships and the involvement of the communities in local area planning (Carter et al 2007; Carter, Morrish and Amoyaw 2008).

The streams within the program have been designed to expedite processing and to more effectively address specific needs in sectors of the economy and community. The integration of these streams is also self-reinforcing. For example, arrivals under the International Student Stream facilitate applications under the Employer Direct Stream.

Another key to the success of the program is the partnership approach the Province has taken and the extensive consultation and planning process it undertakes with employers, settlement agencies and the communities within the Province. Cooperation with communities and support for community led immigration strategies certainly help facilitate the attraction, integration and retention of new arrivals.

The Province has developed effective language training programs. It has also extended settlement services to regional areas outside the City of Winnipeg. With the emphasis on

supporting community initiatives and community based planning, many communities are also better prepared to plan for and provide supports to new arrivals – *they are more welcoming communities*.

The Province has also introduced other initiatives to facilitate arrivals under the Nominee Program: addressing barriers to qualifications recognition; increased funding for language training and other support services; direct work with employers; creation of the Manitoba Immigration Council, and Manitoba Ethno-cultural Advisory and Advocacy Council to advise government; and, support for ethno-cultural groups who assist immigrants upon arrival and facilitate longer term integration. The Province has also been active in promoting the Program abroad with regular visits to several countries to promote and explain the Program.

The role of the federal government in the success of the Nominee Program should not be ignored. The federal government provides the flexibility for provinces and local communities to develop their own programs and strategies to suit local needs. Bilateral agreements have been adjusted a number of times to facilitate a better regional distribution of immigrants: removing the limit on the number of provincial nominations; providing more flexibility for foreign students to remain and work in Canada; facilitating community based planning; and, providing funding for local initiatives. Although the Province is responsible for assessing and selecting PNP applicants, then providing them with a 'Certificate of Nomination' before sending their application to CIC, the Federal Government is still responsible for criminal, security and health checks before entry is confirmed.

Despite these many facilitating measures, there are still difficulties. Integration of immigration policy with support from other policy sectors has not always happened – the shortage of affordable housing to accommodate new arrivals for example. Creating infrastructure in small centres to provide the necessary language training, cultural opportunities and employment support training is expensive. It is not always realistic without the critical mass necessary to make the delivery of such services cost effective. Retention is also difficult unless a critical mass of family, friends and people of the same origin is present. Often labour force demands and business opportunities are too limited in smaller communities to support this critical mass. Retention often depends on how welcoming a community will be and this becomes particularly important in smaller centres that are less likely to have the critical mass of people of the same origin. There has to be a great deal more work on developing community acceptance of diversity, building community awareness of immigrant needs and strengthening community capacity to accommodate these needs. Success of the MPNP over the long term may depend as much on developing welcoming communities, as it will on providing good jobs for immigrants, as experience in Canada has illustrated that immigrants are often willing to compromise their economic status to live close to their ethnic community.

4.0 Findings from the Survey of Principal Applicants

One hundred principal applicants were interviewed between December 2008 and March 2009. Seventy-three of the principal applicants were males and 27 females. Sixty-four of the interviewees lived in Winnipeg and thirty-six in centres outside Winnipeg. Nineteen of the Winnipeg interviewees lived in the inner city and 44 in the non-inner city.

The major findings from this survey of principal applicants are provided in the following discussion.

4.1 The Vast Majority of PNP Arrivals Are Part of Young, Large Family Households

Household structure is dominated by families. Seventy-nine of the households in this sample were family households. There were ten one family households with no children, 66 were one family households with children living at home, and three were lone parent households with children. Six were non-family households consisting of individuals living alone and there were three non-family households consisting of multiple persons. There were also ten extended family households. These extended family households contained a family household unit plus other extended family or two complete family units. The structure of sample households is very different from total Manitoba's households which have a much larger proportion of non-family households compared to the study population (Table 4.1).

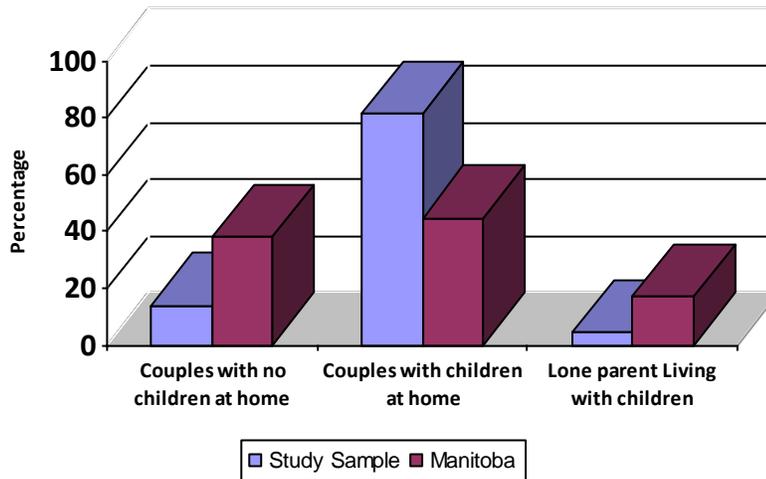
| Table 4.1: Households Are Dominated by Families | | | |
|--------------------------------------------------------|--------------|-------|----------|
| | Study Sample | | Manitoba |
| | # | % | % |
| Non-family: Individuals living alone | 6 | 6 | 32.1 |
| Non-family: multiple persons | 3 | 3 | |
| One family: Couples with no children living at home | 10 | 10 | 66.3 |
| One family: Couples with children living at home | 66 | 66 | |
| One family: Lone parent living with child(ren) | 3 | 3 | |
| Extended families | 10 | 10 | 1.7 |
| Multiple families | 2 | 2 | |
| Total | 100 | 100.0 | 100.0 |

Source: Study Sample and Statistics Canada 2008

The family structure is dominated by families with children. The family structure of the study sample is also very different from the family structure for Manitoba's population as a whole. There were 91 families in the sample, fourteen percent were couples **without** children, 82 percent couples **with** children, and 4.3 percent were lone parent families. As Figure 4.1

illustrates, Manitoba’s family composition is very different: the proportions of couples **without** children and lone parents are much higher, while the proportion of couples **with** children is much lower. The average number of persons per Census family in the study group was 4.2, while the Manitoba average is 3.0.

Figure 4.1: Most Families Have Children



Source: Study Sample and Statistics Canada 2008

Source: Study Sample and Statistics Canada 2008

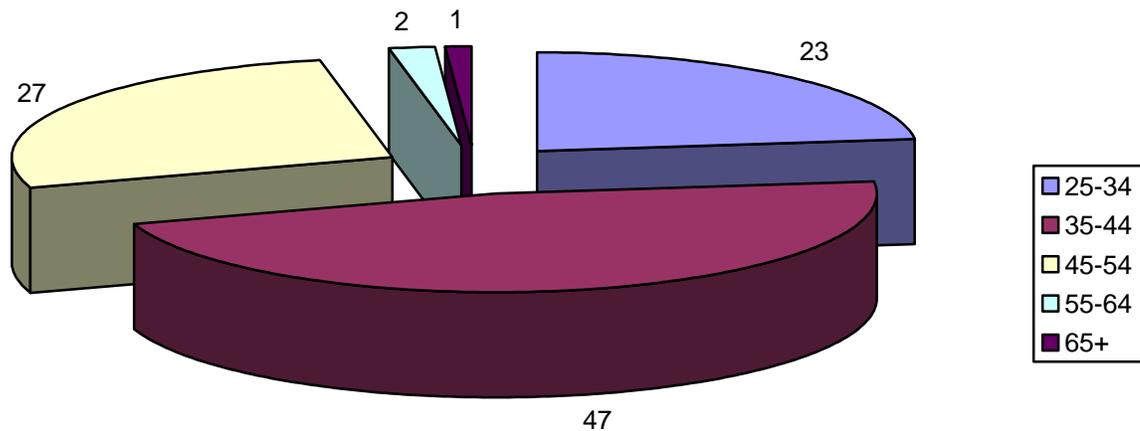
| Number in Household | Study Sample | | Manitoba |
|--------------------------------------------------------|--------------|-------|----------|
| | # | % | % |
| 1 Person | 6 | 6.0 | 28.6 |
| 2 Person | 13 | 13.0 | 33.0 |
| 3 Person | 18 | 18.0 | 14.6 |
| 4 Person | 32 | 32.0 | 20.3 |
| 5 Person | 16 | 16.0 | |
| 6 Person | 7 | 7.0 | 3.5 |
| 7 Person | 5 | 5.0 | |
| 8 Person | 1 | 1.0 | |
| 9 Person | 2 | 2.0 | |
| Total | 100 | 100.0 | 100.0 |
| Mean household size - 4.0; Median household size - 4.0 | | | |

Source: Study Sample and Statistics Canada 2008

Households are much larger than the Manitoba average. Average household size in this study (four persons) was much larger than Manitoba’s average (2.5). The “average” household in this study can be characterized as a single family with a spouse and two children. Sixty-four percent of the sample households had four or more persons. For Manitoba, this proportion is 23.8 percent (Table 4.2).

The principal applicants were in the prime workforce age groups. The mean age was 41 years; the median forty years. Almost one half of the respondents were 35-44 years old, 27 were 45-54, 23 were 25-34, and only three participants were older than 55 (Figure 4.2). Two of these older arrivals came as investor immigrants, the third as a professional and skilled scientist.

Figure 4.2: Most Principal Applicants Are Workforce Age



Source: Study Sample

| Marital Status | At Arrival | At Time of Interview |
|----------------|------------|----------------------|
| Never Married | 16 | 9 |
| Divorced | 2 | 2 |
| Separated | 0 | 2 |
| Widowed | 1 | 1 |
| Married | 77 | 84 |
| Common-Law | 4 | 2 |
| Total | 100 | 100 |

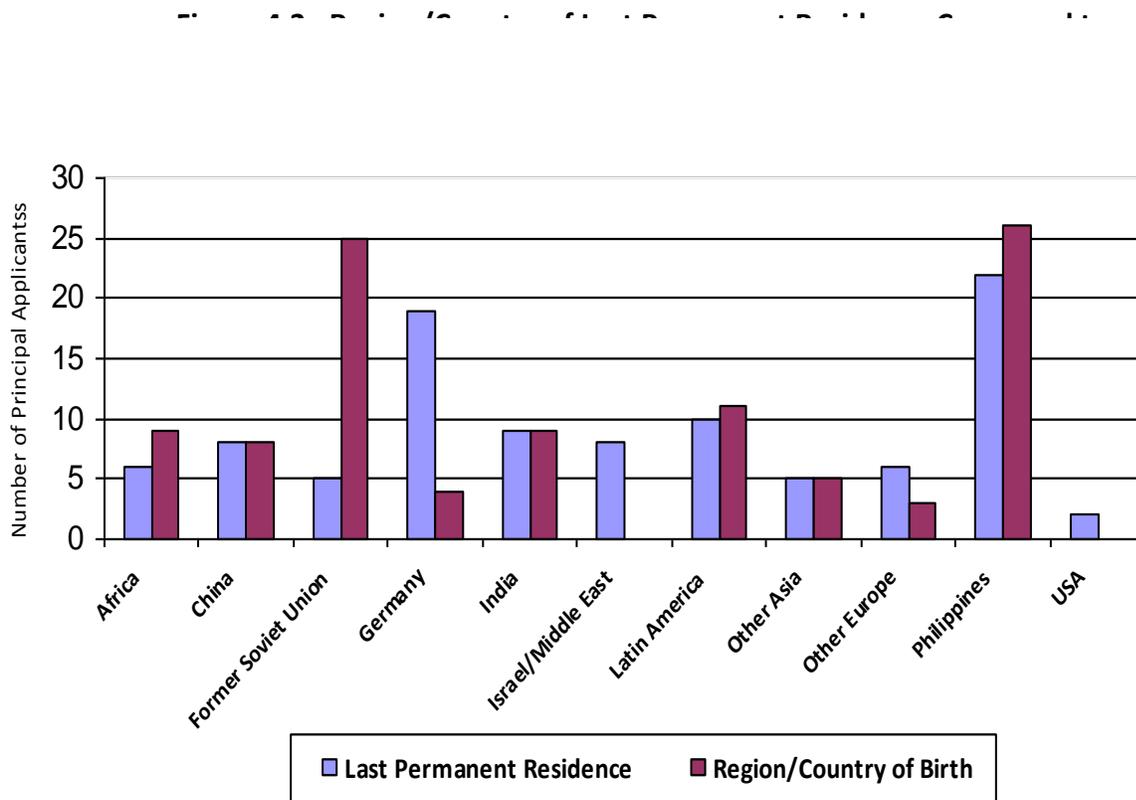
Source: Study Sample

The majority of arrivals were married. When they arrived, 77 of the principal applicants were married, four had common-law status, one was widowed, two were divorced and sixteen had never married. At the time of the interview the marital status of nine participants had changed since they arrived: more were married (84) and fewer were never married or common-law. Two participants who were married when they arrived in Manitoba had separated (Table 4.3).

4.2 People from Germany and the Philippines Dominate Arrivals

Region/Country of last permanent residence. Figure 4.3 below graphs the countries of last permanent residence of the study participants. Twenty-two of the principal applicants came from the Philippines, nineteen from Germany, ten from Latin America, nine from India, eight from Israel/Middle East and eight from China. Fewer participants came from Africa, the former Soviet Union, and other European and Asian countries. There were two provincial nominees who came from the United States.

Region/Country of birth. The largest proportions of the interviewees were born in the Philippines (26 participants) and in the former Soviet Union (25 participants). Although nineteen principal applicants came from Germany, it was a country of birth for only four participants. None of the interviewees reported their country of birth being Israel/Middle East or the United States (Figure 4.3).



Source: Study Sample

4.3 New Arrivals Identified Some Labour Force Integration Problems

Eighty-four respondents had looked for work since they came to Manitoba, or since they gained PNP approval if they were already in Manitoba when they applied. The sixteen who had not looked for work provided the following explanations: thirteen arrived with a job waiting for them (most under the Employer Direct), so have not had to look; one was attending school; and more were taking care of children or other family members. Two respondents planned to start their own business.

People reported difficulties finding a job. The 84 who have looked for work were asked if they had any difficulty finding a job. Approximately eighty percent of them replied in the affirmative. They were asked, “*What difficulties with finding a job have you had?*” Of the 200 responses provided, the most common were:

- Qualifications and/or credentials from outside Manitoba were not recognised (28 percent);
- Job experience from outside Manitoba was not recognised (24 percent);
- Did not have the language skills needed to work (sixteen percent);
- Not enough Canadian job experience (nine percent); and,
- Not being able to find a job in their field (eight percent).

Other responses mentioned several times included: the lack of employment opportunities, being overqualified, transportation constraints, discrimination, not knowing how to find a job, not having family, friends or other social networks that could help, absence of Canadian references, and a strong accent. Also reported were: attending school, taking care of children or other family members, culture shock, not being allowed to change profession because of coming under the MPNP Program for Business stream, not being able to secure enough credit/financing to open their own business, and it was too complicated to get a licence to start their own business.

When asked what was the **ONE most difficult barrier** they have had in finding a job, over one half of respondents (52 percent, or 34 interviewees) indicated that their qualifications and/or credentials from outside Manitoba were not recognised. Twenty percent, or thirteen respondents, said they did not have the language skills needed to work. Three were not able to find a job in their field. Other difficulties finding a job, each mentioned twice, were: job experience from outside Manitoba was not recognised, not having enough Canadian job experience, the lack of employment opportunities, and transportation constraints. Reported once were: being overqualified, not enough connections or networks, no Canadian references, did not secure enough credit/financing to open their own business, age discrimination, too complicated to get licence to start their own business, and a strong accent.

Nearly all who wanted to work had a job at the time of the interview. Despite the fact many reported difficulties finding a job, at the time of the interviews 85 principal applicants were working. Of the fifteen who were not, seven said it was because they were attending school,

four had been looking but were unable to find a job, two said they do not have the language skills needed to work, and two more were laid off. Others explained: “currently building own house so has no time”, “job is seasonal, cannot work in winter”, “quit work to semi-retire on foreign pension” and “waiting to get proper licensing for starting their own business”. The 85 participants who were employed at the time of the interview had worked at their current primary job for an average of 22 months (median twenty months).

Help finding employment came from a wide range of sources. Participants were asked where or from whom they received help to find their current primary job.

- In approximately thirty percent of the responses interviewees stated that they found the jobs themselves.
- Twenty interviewees were helped by family or relatives, and sixteen by friends.
- Seven mentioned an immigrant serving agency (including the Entry Program) and six more, other government agencies. Three said that it was the municipality (the Town of Altona).
- Six were helped by their employer.
- Five said they were helped by an immigration professional.

Also mentioned were a job recruitment firm, job bank, the Employment Project of Winnipeg, the Winnipeg Industrial Technical Centre, a post-secondary institution, religious group in Manitoba and religious institution in their home country, and the family doctor. It was obvious that the respondents had a wide social/support network they could use in their job search.

Most had permanent jobs; some had more than one job. For 76 of the 85 respondents (89 percent) their primary job was permanent, and for nine (eleven percent) it was temporary (had a specific end date).

On average, they worked at their primary job 38 hours per week (median – forty hours per week). For 72 percent it was a 35-40 hour per week job. Most of those who worked under 35 hours per week were in lower paid service jobs. Five participants worked less than twenty hours. There were three respondents who worked over seventy hours per week. All of them were small business owners in the service industry.

Thirteen of the principal applicants (fifteen percent) worked at more than one job at the time of the interview. On average they worked ten hours per week at their non-primary paid jobs (median ten hours).

When hours worked at primary and non-primary jobs were combined, on average participants worked 39 hours per week (Table 4.4).

The thirteen who worked at more than one job where asked why: seven mentioned that they did not have enough income from one job; three said they did not have enough hours at their primary job; two participants explained that their main job was casual without guaranteed

hours per week; four provided positive reasons, such as they worked more than one job as they wanted more money (even though they had enough), wanted to achieve more, or were doing this for fun.

Almost half were not working in their field of expertise. When asked, “Are you currently working in the occupation you indicated on your PNP application?” Thirty-nine of the 85 participants that were working at the time of the interviews (46 percent) were not working in the occupation indicated. Thirty-six (42 percent) said “yes” and ten more said “somewhat” (twelve percent). Those who did not were asked if they have worked in the occupation on their application since their arrival. Over three quarters, 31 respondents, said they have not and eight said yes they have worked in the occupation indicated on their PNP application since they arrived.

| Table 4.4: Most Principal Applicants Were Working Full Time Hours | | | | |
|--------------------------------------------------------------------------|---------------------------|-------|------------------------------------|-------|
| Hours / Week | Hours at Primary Job Only | | Total Hours (including extra jobs) | |
| | # | % | # | % |
| < 20 | 5 | 5.9 | 5 | 5.9 |
| 20 – 34 | 12 | 14.1 | 9 | 10.6 |
| 35 – 44 (full-time) | 61 | 71.8 | 58 | 68.2 |
| 45 – 60 | 4 | 4.7 | 10 | 11.8 |
| 70 – 80 | 3 | 3.5 | 3 | 3.5 |
| Total | 85 | 100.0 | 85 | 100.0 |
| Average: Mean 39 hours per week; Median forty hours per week | | | | |

Source: Study Sample

Fifty-four of the 85 working participants (64 percent) indicated that their primary job was in the occupation or related occupation in which they have training or experience. The thirty-one respondents, who were not, were asked if they would like to be working in the same or related occupation for which they have training and/or experience. Not surprisingly all of them said yes.

Job satisfaction levels were high. Although many expressed concerns about finding a job and not working in their field of expertise, job satisfaction was relatively high. When they were asked to rate their level of satisfaction with their current primary job, 48 respondents, or 58 percent, were satisfied (22 of them said they were very satisfied and 26 were somewhat satisfied). Thirteen interviewees (sixteen percent) were dissatisfied with their current primary jobs; two of them were very dissatisfied; and 22 respondents provided a neutral response (Table 4.5).

| Table 4.5: Job Satisfaction Levels were High | | |
|-----------------------------------------------------|-----------|-------------|
| | # | % |
| Satisfied | 48 | 57.8 |
| <i>Very satisfied</i> | 22 | 26.5 |
| <i>Somewhat Satisfied</i> | 26 | 31.3 |
| Neutral | 22 | 26.5 |
| Dissatisfied | 13 | 15.7 |
| <i>Somewhat Dissatisfied</i> | 11 | 13.3 |
| <i>Very Dissatisfied</i> | 2 | 2.4 |
| Total | 83 | 100.0 |

Source: Study Sample

Those that were dissatisfied provided the following details to explain their dissatisfaction: being overqualified for their current position; position is not in their area of specialization; position is not challenging or rewarding enough; lack of opportunities for professional growth and promotion; and a low salary. The study participants also commented on poor working conditions, work being physically difficult and stressful, inconsistent work hours, and inconvenient shifts. One mentioned not receiving the proper financing expected to operate a personal business properly.

Thirty-one interviewees (39 percent) reported having had promotions at their primary job.

Participants that were working in a primary job in which they had training or experience at the time of the interview reported much higher job satisfaction levels. Almost three quarters of them (38 or 73 percent) were either somewhat satisfied or very satisfied with their employment. Fifteen percent were neutral about their job satisfaction, while only twelve percent were unhappy. At the same time only one third of the 31 principal applicants not working in jobs related to their training and experience were satisfied with their jobs. Nearly half were neutral and 23 percent were dissatisfied.

Many arrivals had prearranged jobs. For 26 of the 100 principal applicants, their employment was pre-arranged before they arrived (or if already in Manitoba they were promised a job prior to acceptance as a PNP). Three quarters of these jobs were prearranged by the employer or supervisor. Six participants said their jobs were prearranged by a professional immigration representative. One more said, “a friend abroad set up the contact with a MB employer”. For twenty of the 26 interviewees, this prearranged job became their first job after their arrival in Manitoba.

Arrivals moved quickly into the labour force. On average, from the time that the participants first moved to Manitoba (or were accepted to MPNP in Manitoba), they started their first job within three months. However, 27 interviewees started their first job within one week after arrival and half of the sample started it during their first month here and eighty-four percent within three months. Only seven respondents said it took them seven months or longer to start their first job (Table 4.6).

| Table 4.6: Principal Applicants Moved Quickly into the Labour Force | | |
|----------------------------------------------------------------------------|----|-------|
| Weeks | # | % |
| One week or less | 27 | 27.8 |
| > 1 week to 1 month | 23 | 23.7 |
| 1.1 – 3 months | 33 | 34.0 |
| 4 – 6 months | 7 | 7.2 |
| 7 – 12 months | 5 | 5.2 |
| > 1 year | 2 | 2.1 |
| Total | 97 | 100.0 |
| Mean – 3 months; Median – 1 month | | |

Source: Study Sample

Twenty-eight of the respondents were still working at their first job at the time of the interviews and seventy were not. These seventy were asked how long they worked at their first job. Over a half of them (52 percent) said it was less than six months. One quarter said they worked from six months to a year. Approximately a quarter worked at their first job for over a year. For only three participants their first job lasted three years or longer.

Respondents who were no longer working at their first job were asked why not. Over 45 percent said it was because they had found better job opportunities. Eight respondents were laid off. Quite a few of the interviewees mentioned: it was because the first job was not in their field of expertise, they felt they were overqualified, the job was physically difficult, and it was a short-term seasonal or contract job. Four interviewees started university, college, or a training program. Other explanations of the respondents were: lack of language skills, job was too stressful, job was in a dangerous area of the city, inconvenient commuting, wanted a regular hours job instead of shifts/weekends, and wanted a job in an English speaking environment to help them learn English. In some cases, their employer shut down the business or their contract expired. One started their own business. Another participant moved to a new community where the spouse got a new job. One quit a job to build their house. One more quit work to semi-retire on a foreign pension.

Unemployment has been relatively uncommon and for short periods of time. Three quarters of the study sample have not been involuntarily unemployed at any time since their arrival (acceptance). Twenty-five respondents that have been involuntarily unemployed were asked for how long. On average, it was for 32 weeks while the median value was nine weeks. This wide range between mean and median can be explained by the fact that some participants have been unable to start their businesses, or have been stuck jobless waiting for credential recognition, or trying to improve their language or work skills and therefore have been unemployed for a long period of time.

A high percentage plan to start their own business. Nine of the 100 principal applicants were self-employed at the time of the interviews. Eight of them started the business themselves, and one bought a business. Those that were not self-employed were asked if they would consider starting their own business or buying one in the next five years. Sixty percent said they would, 37.5 percent would not, and two more respondents said, “*Maybe*”. Business ownership is definitely a long term objective of a large proportion of arrivals even though only three of the one hundred principal applicants came under the Program For Business Immigrants.

Many spouses and other family members are working. More than half of the sample (53 respondents, or 55 percent) reported not having any household members, other than themselves and a spouse, who would have been able to earn income. Of the 44 households that did have other potential income earners, 26 (59 percent) did have members working. The remaining eighteen households commonly included youth aged 15-24 who were either going to secondary or post-secondary school. Approximately seventy percent of the households that included other working age members other than the principal applicant and a spouse had two such household members and thirty percent had one such member in the workforce.

Eighty-three of the 86 principal applicants that have spouses, either married or common-law, have their spouses in Manitoba. Of these spouses, approximately two thirds were working at the time of the interview. On average, these spouses have been working for nineteen months at their current job at the time of the survey (median seventeen months). For approximately 46 percent it was under a year, for 27 percent from one to two years and for another 27 percent it was over two years.

Over half of the spouses were working in services and primary industries (Table 4.7). Twenty of the spouses (36 percent) were working in sales and services, and ten (eighteen percent) in processing and manufacturing. Nine (sixteen percent) had jobs in the business and finance industry, and thirteen (23 percent) in health, sciences, education and government services.

When asked, “*If your spouse is not currently working what are the likely reasons?*” Over one third of the principal applicants who responded to this question said it was because their spouses were taking care of children or other family members; twelve percent were not able to find or afford childcare; eighteen percent explained that their spouses did not have the language skills needed to work; and ten percent said their spouses were attending school.

Other explanations for spouses not working included: spouses would prefer not to work, having enough money without another income, qualifications, credentials, or work experience their spouses had from outside Canada were not recognised, or not being able to find job in his/her field. Two spouses were on maternity leave and two more were laid off and receiving Employment Insurance.

| | # | % |
|-----------------------------------------------------------------------------|----|-------|
| Management | 1 | 1.8 |
| Business, finance, and administration | 9 | 16.4 |
| Natural and applied sciences | 3 | 5.5 |
| Health occupations | 4 | 7.3 |
| Occupations in social science, education, government services, and religion | 6 | 10.9 |
| Occupations in art, culture, recreation, and sport | 1 | 1.8 |
| Sales and service occupations | 20 | 36.4 |
| Trade, transport, and equipment operations | 1 | 1.8 |
| Occupations unique to processing, manufacturing, and utilities | 10 | 18.2 |
| Total | 55 | 100.0 |

Source: Study Sample

Participants’ occupations do not match initial intentions but trajectories are positive.

Principal applicants were asked to indicate their intended occupation on their PNP application; what occupation they worked in at the first job; their current job; and what occupation they hoped to work at in five years from the time of the interview. Based on the **intended occupation** on the application, 27 percent planned to work in trade, transport and equipment operations; 23 percent in natural and applied sciences; seventeen percent in business, finance and administration; with the remainder scattered throughout the occupational categories (Table 4.8).

The distribution of **first jobs**, however, was very different from the intended occupation. Over one third were in each of two categories – sales and services and processing, manufacturing and utilities with a far lower proportion in trade, transport and equipment and natural and applied sciences. A higher proportion of first jobs were in lower paying and less skilled positions. When the distribution of **current jobs** is examined there has been movement toward intended occupations with much higher proportions in natural and applied sciences (eighteen percent), trade, transportation and equipment operations (twenty percent) and a falling proportion in sales and services (seventeen percent). If their aspirations are achieved over the next five years, twenty percent would be in trade, transport and equipment operation,

eighteen percent in management, thirteen percent in business, finance and administration and fifteen percent in natural and applied sciences.

| % of Participants with valid response | Intended Occupation on Application | First Job (if different from Current Job) | Current Job | Job Anticipated in 5 years |
|-----------------------------------------------------------------------------|------------------------------------|-------------------------------------------|-------------|----------------------------|
| Management | 4.2 | 0.0 | 5.9 | 18.3 |
| Business, finance, and administration | 16.7 | 10.0 | 10.6 | 12.9 |
| Natural and applied sciences | 22.9 | 2.9 | 17.6 | 15.1 |
| Health occupations | 2.1 | 0.0 | 3.5 | 8.6 |
| Occupations in social science, education, government services, and religion | 5.2 | 2.9 | 5.9 | 9.7 |
| Occupations in art, culture, recreation, and sport | 2.1 | 1.4 | 2.4 | 2.2 |
| Sales and service occupations | 5.2 | 32.9 | 16.5 | 12.9 |
| Trade, transport, and equipment operations | 27.1 | 10.0 | 20.0 | 19.4 |
| Occupations unique to primary industry | 5.2 | 5.7 | 3.5 | 0.0 |
| Occupations unique to processing, manufacturing, and utilities | 9.4 | 34.3 | 14.1 | 1.1 |
| n value (participants with valid responses) | 96 | 70 | 85 | 93 |

Source: Study Sample

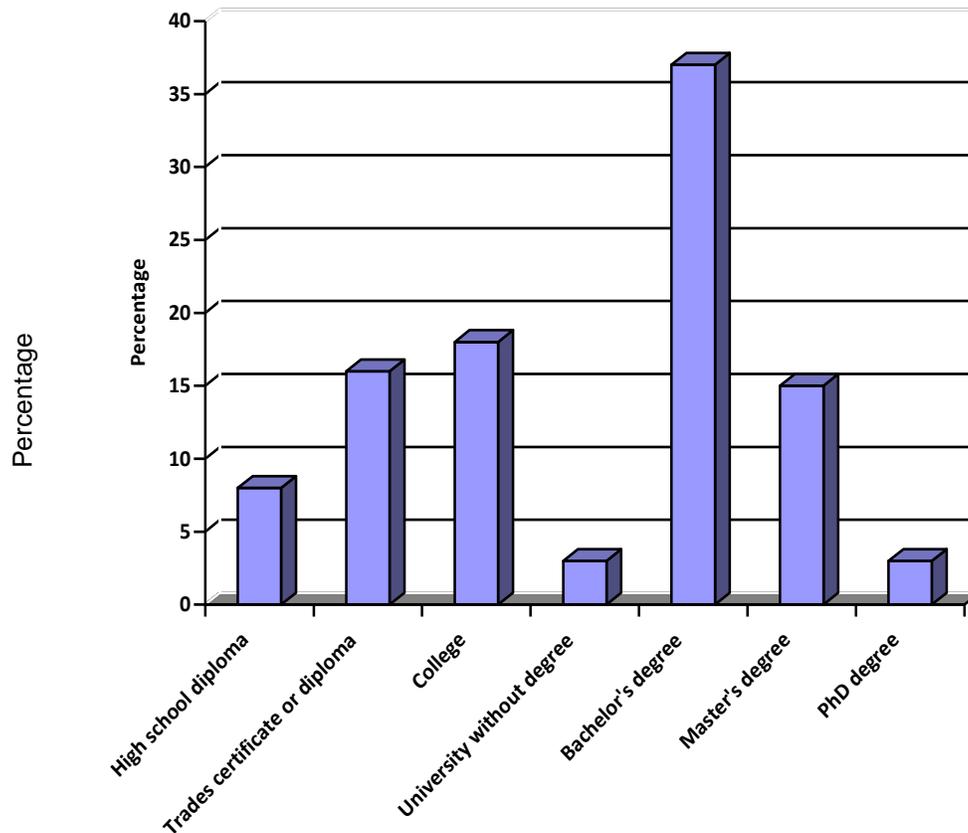
The transition illustrates the initial labour force experience does not match the intended occupation at the time of application, current occupations are moving people closer to their intended occupations but a great deal of occupational change has to occur if people are going to match future expectations over the next five years. The identified problems of language barriers, credential recognition and job experience that is not recognized certainly plays a role in this trajectory. In summary, however, trajectories are positive.

4.4 Education and Training Prior to Arrival in Manitoba Do Not Always Address Credential Requirements

Arrivals under the Program are well educated. Prior to their arrival in Manitoba (or PNP acceptance if already in Manitoba), 58 percent of the participants had a University education,

one third had trades certificates or college diplomas, and eight had a high school diploma¹ (Figure 4.4).

Figure 4.4: Participants Arrived with Good Education



Source: Study Sample

It is important to remember, however, that the highest level of education principal applicants had did not necessarily relate to the intended occupation that they applied under. For instance, some of the Bachelor Degree holders applied to be skilled tradespersons on the application form, an occupation that rarely requires a degree. Some applied on the basis of their work experience as opposed to their education background.

A high proportion had problems getting their credentials and experience recognized. Of the 81 participants that responded to a question on whether they had problems getting their credentials and/or training and expertise recognized since they came to Manitoba, 67 interviewees, or 83 percent, said they did. Of the nineteen participants who did not respond to

¹ These levels of education in the responses are all self-evaluated by the participants. Their assessment may differ from the accreditation they are given in Canada.

this question, some did not have any qualifications other than high school and others have not yet tried to get recognition, either because of poor language skills or because they thought that they would not be recognized anyway.

Principal applicants were asked “*what were the difficulties they had with getting their credentials and/or training and expertise recognized.*” In many cases participants did not know exactly why the credentials were “officially” not recognized. For several interviewees, their credentials were recognized at a lower level than home countries consider them, for instance Bachelor instead of Master’s degree. Others mentioned language issues prevented them from getting their credentials recognized. Often newcomers need to study to get their degree validated, or to pass exams to become professionally certified, which takes significant time and money and also good language skills. A licensing cost that is often part of a recognition process was also reported to be a barrier. We heard that sometimes courses that are required to get recognition are unavailable or have long waiting lists. Other details of why or how the qualifications were not recognized included:

- Some indicated a lack of information on credential recognition: who is responsible, what the process is, etc. Others thought the process was too difficult and took too long.
- One participant said that professional association took two years to inform them what was needed to upgrade credentials to get certified in Manitoba.
- Even if official institutions recognize credentials, employers might not.
- Some suggested that credential assessment and the PNP application process should occur simultaneously.
- Translating degree/documents into professionally correct English was difficult.

Although we heard many reasons credentials were not recognized we also found there was a lot of confusion associated with this issue. People were often puzzled by the difficulties they faced and were uncertain what the real problems were behind the difficulties they were having.

A high proportion of arrivals were working to upgrade their credentials. Just under half of the 100 principal applicants, 47 participants, have taken some education or training (other than language training programs) since they arrived in Manitoba:

- Twenty-nine (62 percent) have taken college or trades non-university post-secondary training;
- Nine (nineteen percent) have received “on the job” training or small time commitment training such as work safety at a hog processing plant, transit driver training from the City of Winnipeg, etc.;
- Six (thirteen percent) have taken or are working towards a Bachelor’s degree; and,
- Three have undertaken Master’s or PhD programs, or a professional designation (CGA, teacher, etc.).

Of the 47 respondents that have taken some education or training in Manitoba, nineteen (forty percent) did not pay for these courses, sixteen (34 percent) said they paid, and twelve more (26 percent) paid part of the fee.

Of the education or training taken in Manitoba, for twenty participants it was **in the same** field as their previous education, training and experience, and for 27 it was not. Seven of these 27 participants indicated that this education or training was in a field **related** to their previous education, training and experience.

Thirty of the 47 respondents that have taken some education or training in Manitoba said this education was required for a particular job and seventeen indicated that they took this education or training for the purpose of credential upgrading.

Language is a major barrier to credential upgrading. Thirty-two respondents reported having problems or difficulties accessing education or training after they came to Manitoba. Twenty-five said they did not experience such problems. Forty-one respondents indicated that they have not tried to access any education or training courses. For at least some of them language appears to have been a likely barrier: they have not considered any training or education because they lack the language skills needed to take any courses.

Thirty-two who have had problems with accessing education or training, provided details on their difficulties:

- Almost **one third** said they had **language problems**.
- For eighteen percent the cost of tuition was prohibitive.
- Several respondents indicated they did not have time to take education, could not stop working and give up their income to study, or were taking care of children and family.
- Some reported that long waiting lists and limited positions available for some courses is a problem. For instance, two interviewees said they could not access credential-upgrading courses because they were cancelled, as there were not enough students.
- Another obstacle is that for some participants the lack of credential recognition prevented their access to further training in their field. Some take the same degree they had already completed before coming to Manitoba. Others are giving up because they do not want to start all over again.
- Participants also pointed to the lack of information about degrees and classes available and what courses are needed to become fully certified in their field.

A high percentage plan to take further education and training. Seventy-one participants said they plan to get further education or training here in Manitoba. When asked to provide details of this education, some provided multiple responses. A summary of the education already taken in Manitoba and education interviewees plan to take in the future is presented in Table 4.9 below. Forty-seven participants plan to get college or trades post-secondary training,

nineteen mentioned Master’s, PhD, or Professional designation programs, and ten plan to take a Bachelor program. Overall comparison of the education already taken in Manitoba and what they plan to take suggests principal applicants’ intention to pursue higher levels of education and acquire professional designations.

Table 4.9: Participants Plan to Take Further Education and Training in Manitoba

| Level of Training | What level of education have you taken in Manitoba/or since PNP acceptance? | | What level of education do you plan to get? * | |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------|-----------------------------------------------|-------|
| | # | % | # | % |
| "On the job" training / small time commitment training | 9 | 19.1 | 0 | 0.0 |
| College or Trades certificate (non-university post-secondary training) | 29 | 61.7 | 47 | 71.2 |
| Bachelor Degree | 6 | 12.8 | 10 | 15.2 |
| Master’s / PhD / Professional designation | 3 | 6.4 | 19 | 28.8 |
| All respondents with a valid response | 47 | 100.0 | 66 | 115.2 |

*Adds to more than 100 percent because this was a multiple response variable.

Source: Study Sample

4.5 Language Skills Remain a Barrier for Some Arrivals

Despite the fact that many arrivals identified language capacity as a barrier to credential upgrading, eighty of the principal applicants indicated that they could communicate in English easily. Eight participants said they could not and another twelve said “sometimes”.

Approximately one quarter of the participants have only basic English skills. Participants were also asked about their most recent official language Benchmark assessments (ranges from one to twelve). If they had not been assessed, they were asked to rate their English (French) language skills as:

- B (basic, 1-4 “can communicate in common and predictable contexts and within the area of basic needs, common everyday activities, and familiar topics of immediate personal relevance”);
- I (intermediate, 5-8 “can function independently in most familiar situations of daily social, educational, and work-related life experience, and in some less predictable contexts”); and,

- A (advanced, 9-12 “ can communicate effectively, appropriately, accurately and fluently in most contexts, topics and situations, from predictable to unfamiliar, and from general to professionally specific, in the most communicatively demanding contexts”).

Forty-nine of the participants were able to provide information. Details of their assessment of English language skills are provided in Table 4.10:

| Table 4.10: Assessment of English Language Skills | | | | | |
|----------------------------------------------------------|----------|---------|---------|-----------|---------|
| English Rating (n = 49) | Speaking | Reading | Writing | Listening | Average |
| Basic (1 – 4) | 21.6 | 20.6 | 24.7 | 23.7 | 22.7 |
| Intermediate (5 – 8) | 68.0 | 69.1 | 64.9 | 64.9 | 66.7 |
| Advanced (9 – 12) | 10.3 | 10.3 | 10.3 | 11.3 | 10.6 |

Source: Study Sample

Two thirds of the participants (67 percent) had Intermediate level English language skills. Approximately 23 percent had Basic English skills and eleven percent had Advanced level English skills.

When asked about French language skills, 88 respondents said they could not communicate easily in French and were assumed to be below the basic level language skills. Twelve said they were able to communicate somewhat in French. Of the twelve, three could speak French on a basic level as their non-first language. Nine others had Advanced level French language skills as French was either their mother tongue or they had extensive experience using the language.

One quarter of the interviewees had not taken English classes since they arrived. Most of them explained that they did not need language training (21 interviewees). Some reported time constraints (e.g. work, family, or other responsibilities) or financial constraints. One participant was not able to find childcare.

Of the 97 respondents who provided information on what language(s) they spoke with their colleagues at work, 56 indicated it was English only, for 31 it was English plus another language, and for three it was English and French. One participant was using French only. Six participants were using other languages (neither English nor French) with their colleagues at work. “Other” languages reported included: German (nineteen interviewees), Russian (nine), Tagalog (five), Spanish (five), Chinese (Mandarin or Cantonese) (four), Indian languages (three), and Korean (one). Considering the large number of Filipinos in the study group, the proportion of those using Tagalog at work is quite low relative to other languages being used, which suggests that provincial nominees arriving from the Philippines have better English language skills than some other groups and possibly work at “whiter” collar jobs.

4.6 Incomes Are Lower Than the Provincial Average and Poverty Levels are Surprisingly High

The average income of participant households falls below the provincial average. Eighty-five households provided all the data necessary to determine both household income and expenses. The total monthly gross income (before taxes) of the study households from all sources averaged \$4,089. The mean was \$3,600 (Table 4.11). There were twelve households (fourteen percent) with a monthly income under \$2,000. For over one third of the households it ranged between \$3,000 and \$3,999. For three households gross income exceeded \$10,000 a month.

| Monthly Income Range | # | % |
|----------------------|---------|-------|
| < \$2,000 | 12 | 14.1 |
| \$2,000 to \$2,999 | 12 | 14.1 |
| \$3,000 to \$3,999 | 29 | 34.1 |
| \$4,000 to \$4,999 | 10 | 11.8 |
| \$5,000 to \$5,999 | 9 | 10.6 |
| \$6,000 to \$6,999 | 5 | 5.9 |
| \$7,000 to \$9,999 | 5 | 5.9 |
| \$10,000 to \$13,000 | 3 | 3.5 |
| Total | 85 | 100.0 |
| Mean | \$4,089 | |
| Median | \$3,600 | |

Source: Study Sample

Average annual household income was \$49,066, which is lower than the average annual income of all Manitoba households at \$60,242. The difference was less significant between mean values: \$43,200 for study households and \$47,875 for Manitoba households (Table 4.12).

The proportion of the study households in lower income brackets (under \$30,000) is lower than for the Manitoba population, however, the proportion with incomes ranging from \$30,000 to \$49,999 is much higher, while the proportion of the sample households in higher income brackets is smaller. The proportion of the households in this study making from \$50,000 to \$69,999 approximated the Manitoba levels. The figures clearly illustrate that while there are fewer very low income households in the sample and more moderate income households, there is a much lower proportion of the sample in the high income brackets than is the case in the Province as a whole.

| Annualized Income Range | Study Group | | Manitoba (2005 Income) |
|-------------------------|-------------|-------|---------------------------|
| | # | % | |
| Under \$10,000 | 0 | 0.0 | 5.4 |
| \$10,000 to \$19,999 | 9 | 10.6 | 11.6 |
| \$20,000 to \$29,999 | 6 | 7.1 | 12.0 |
| \$30,000 to \$39,999 | 23 | 27.1 | 12.4 |
| \$40,000 to \$49,999 | 18 | 21.2 | 10.7 |
| \$50,000 to \$59,999 | 7 | 8.2 | 9.1 |
| \$60,000 to \$69,999 | 9 | 10.6 | 8.0 |
| \$70,000 to \$79,999 | 3 | 3.5 | 6.7 |
| \$80,000 to \$89,999 | 2 | 2.4 | 5.4 |
| \$90,000 to \$99,999 | 3 | 3.5 | 4.2 |
| \$100,000 and over | 5 | 5.9 | 14.6 |
| Total | 85 | 100.0 | -- |
| Mean | \$49,066 | | \$60,242 |
| Median | \$43,200 | | \$47,875 |

Source: Study Sample and Statistics Canada 2008

Employment is the major source of income. On average the 85 study household received 85 percent of their monthly income from employment, 11.4 percent from government transfers and 3.3 percent from other sources (Table 4.13). When the 57 households receiving some or all of their income from government transfers are considered, on average they received \$696. For the sixteen households receiving some or all of their income only from other sources the average amount they received from other sources was \$756 a month.

| Source | Mean for Only those Households Receiving | Mean for All 85 Households | % of All Income (all 85 Households) |
|--------------------------|------------------------------------------|----------------------------|-------------------------------------|
| Employment, Wage, Salary | \$3,754 | \$3,489 | 85.3 |
| Government Transfer | \$696 | \$467 | 11.4 |
| Other | \$756 | \$133 | 3.3 |
| Total | — | \$4,089 | 100 |

Source: Study Sample

Twenty-four households (28 percent) received all their income from employment. For 35 households (41 percent) their salaries and wages comprised less than 100 percent but over three quarters of their income. For two households employment accounted for less than fifty percent of their income and six households did not have any income from employment (Table 4.14).

| Table 4.14: Employment Income as a Percentage of All Income | | |
|--------------------------------------------------------------------|----------|----------|
| % Income Received from Employment | # | % |
| All (100 %) | 24 | 28.2 |
| 90.1 to 99.9 % | 22 | 25.9 |
| 75.1 to 90 % | 13 | 15.3 |
| 50.1 to 75 % | 18 | 21.2 |
| 0.1 to 50.0 % | 2 | 2.4 |
| None (0 %) | 6 | 7.1 |
| Total | 85 | 100.0 |

Source: Study Sample

Income from government transfers constituted a low proportion of total income and most transfer money was from Child Benefits. Almost one third of the study households were not receiving any income from government transfers. For over one quarter government transfers comprised less than ten percent of their income and for another twenty percent they comprised from ten percent to 25 percent of their income. There were three households receiving over fifty percent of their income from government transfers and for three more households all of their income came from this source (Table 4.15).

| Table 4.15: Government Transfers as a Percentage of All Income | | |
|-----------------------------------------------------------------------|----------|----------|
| % of Income Received from Government Transfers | # | % |
| None (0 %) | 28 | 32.9 |
| 0.1 to 10 % | 22 | 25.9 |
| 10 to 25 % | 17 | 20.0 |
| 25.1 to 50 % | 12 | 14.1 |
| 50.1 to 99.9 % | 3 | 3.5 |
| All (100 %) | 3 | 3.5 |
| Total | 85 | 100.0 |

Source: Study Sample

Out of the 85 households, nine were receiving Employment Insurance (average \$1,060 a month), one received Worker’s Compensation, one was on Social Assistance, and 54 households were receiving Child Benefits (average \$430 a month). Five households received more than \$1,000 per month from the Child Benefit Program. Six households were receiving other government transfers including one household receiving Seniors Benefits, three money for Maternity Leave, and two with Day Care subsidies (Table 4.16).

| Type of Transfer Payment | # of Households Receiving | % of 85 Households Receiving | Mean for Only those Households Receiving | Mean for All 85 Households |
|---------------------------|---------------------------|------------------------------|------------------------------------------|----------------------------|
| EI | 9 | 10.6 | \$1,059 | \$112 |
| Worker’s Comp | 1 | 1.2 | \$1,600 | \$19 |
| Social Assistance | 1 | 1.2 | \$1,000 | \$12 |
| Child Benefits | 54 | 63.5 | \$430 | \$273 |
| Other Government Transfer | 6 | 7.1 | \$720 | \$51 |

Source: Study Sample

Only a small proportion of income came from other sources. Sixteen households in this study were receiving income from other sources. For seven households this income comprised less than ten percent of their income, for three it was ten percent to 25 percent, for three more 25 percent to fifty percent, and for one, income from other sources was over fifty percent of the total household income (Table 4.17). One household received all of their income from other sources. One household that did not provide the specific amount received a very high proportion of their household income from scholarships while pursuing Graduate programs.

The composition of income from other sources was varied. Of the fifteen households that provided data, seven received income from savings or investments, \$820 a month on average. One household was getting \$3,000 per month from investments/savings while waiting to start their business. This increased the overall average for those with savings or investment income; otherwise, the average would be \$458.

Four households received money from relatives (on average of \$420 a month). For two particular families, family were supplying \$500 and \$1,000 monthly income support.

² GST refunds are not included in Government Transfers (or any other income figures). This was a data collection issue. Many received it, but the information was not collected for the vast majority of households

| % of Income Received from other sources | # | % |
|------------------------------------------------|----|-------|
| None (0 %) | 70 | 82.4 |
| 0.1 to 10 % | 7 | 8.2 |
| 10 to 25 % | 3 | 3.5 |
| 25.1 to 50 % | 3 | 3.5 |
| 50.1 to 99.9 % | 1 | 1.2 |
| All (100 %) | 1 | 1.2 |
| Total | 85 | 100.0 |

Source: Study Sample

One household was receiving Student Loan funds (\$800 per month), and one more received a foreign pension (\$1,500 per month). There were also two households that were getting money from a rent sublet. This included one household that owned and one that rented (Table 4.18).

| Source of Other Income | # of Households Receiving | % of 85 Households Receiving | Mean for Only those Households Receiving |
|------------------------|---------------------------|------------------------------|------------------------------------------|
| Savings / Investments | 7 | 8.2 | \$821 |
| Family / Relatives | 4 | 4.7 | \$419 |
| Student Loan | 1 | 1.2 | \$800 |
| Foreign Pension | 1 | 1.2 | \$1,500 |
| Rent Sublet | 2 | 2.4 | \$805 |

Source: Study Sample

Poverty levels exceed provincial rates. Using the LICO as a measure of low-income, Table 4.19 presents the incidence of low-income among the interviewees by household size. There were 34 low-income households in this study, or forty percent of the total. Analysis of the low-income households by their size suggests that one-person households and larger households are the most likely to be low income. For instance, two out of three one-person households were below the LICO and of the twelve households that had six members or more, nine of them were below the low-income cut-off. Their recent arrival in the province and, for some, recent entry into the workforce may have resulted in lower levels of income. Also, as noted above, the

low proportion of higher income households in the sample raises the potential for a higher proportion of households to be in poverty.

| Household Size | 2008 Annualized LICO | Above LICO | | Below LICO | |
|----------------|----------------------|------------|------|------------|------|
| | | # | % | # | % |
| 1 | \$21,222 | 3 | 60.0 | 2 | 40.0 |
| 2 | \$26,420 | 9 | 75.0 | 3 | 25.0 |
| 3 | \$32,480 | 10 | 58.8 | 7 | 41.2 |
| 4 | \$39,435 | 18 | 69.2 | 8 | 30.8 |
| 5 | \$44,727 | 8 | 61.5 | 5 | 38.5 |
| 6 | \$50,444 | 1 | 16.7 | 5 | 83.3 |
| 7+ | \$56,162 | 2 | 33.3 | 4 | 66.7 |
| Total | — | 51 | 60.0 | 34 | 40.0 |

Source: Study Sample

4.7 Housing Problems are Common but Housing Satisfaction Levels Are High

Just over twenty percent of households had a suitability problem, their homes were crowded.

Almost one third of the principal applicants' dwellings had three bedrooms, one quarter – two bedrooms, and 21 percent – four bedrooms. Sixteen of the residences had one bedroom. There were five five-bedroom and three six-bedroom dwellings. On average, there were 2.8 bedrooms per dwelling (Table 4.20).

| Number of Bedrooms | # | % |
|------------------------|-----|-----|
| 1 | 16 | 16 |
| 2 | 24 | 24 |
| 3 | 31 | 31 |
| 4 | 21 | 21 |
| 5 | 5 | 5 |
| 6 | 3 | 3 |
| Total | 100 | 100 |
| Mean = 2.8; Median = 3 | | |

Source: Study Sample

Seventy-eight percent of all the dwellings complied with the National Occupancy Standards (NOS), which means they had enough bedrooms for the size, age and sex composition of the resident households. Tenure **does** have an effect on how likely immigrants are to be overcrowded in their homes. Only twelve percent of the homeowner households violated the NOS compared to one third of the renter households, and half of the households where nominees were living with friends or relatives. Households that rent face the disadvantage that there are few units in the rental sector with three or more bedrooms. Suitability problems are much higher for the sample than the population as a whole, certainly a function of the much larger household size.

Most homes needed only regular maintenance or minor repairs. When respondents were asked about their dwellings condition, 63 percent said that their residence needed only regular maintenance (56 percent of the homeowners and 71 percent of the renters). Thirty-two percent of the sample reported that minor repairs are needed (37 percent of the homeowners and 23 percent of the renters). Five principal applicants indicated their homes needed major repairs (three homeowners and two renters).

Study households expressed relatively high levels of satisfaction with their housing circumstances. Respondents rated their level of satisfaction with their current residence. Over three quarters of them were satisfied (47 were very satisfied and 29 somewhat satisfied). Twelve provided ambivalent responses. Twelve more said they were dissatisfied with their dwellings. Of those twelve, eleven were somewhat dissatisfied and one was very dissatisfied.

Table 4.21: Dwelling Satisfaction Levels were High

| Satisfaction Level | # | % |
|------------------------------|-----------|-----------|
| Satisfied | 76 | 76 |
| <i>Very satisfied</i> | <i>47</i> | <i>47</i> |
| <i>Somewhat Satisfied</i> | <i>29</i> | <i>29</i> |
| Neutral | 12 | 12 |
| Dissatisfied | 12 | 12 |
| <i>Somewhat Dissatisfied</i> | <i>11</i> | <i>11</i> |
| <i>Very Dissatisfied</i> | <i>1</i> | <i>1</i> |
| Total | 100 | 100 |

Source: Study Sample

A higher proportion of homeowners were very satisfied with their housing circumstances compared to renters (53 percent and thirty percent respectively). Renters were more likely to

be somewhat or very dissatisfied with their housing: 22 percent compared to seven percent of the homeowners.

Dissatisfied participants provided a number of reasons for their dissatisfaction. Six said their places lack insulation and are too cold. Three respondents explained that their dwellings needed repairs and three more said their residences were too old. Other comments mentioned once each included: cannot afford anything else, living in a trailer as I cannot find an apartment to rent, not enough bedrooms, it takes a long time for repairs to be made by the landlord/caretaker, no laundry facilities – must go to a Laundromat, unable to get a mortgage and have to rent, and not receiving rent receipts for income tax purposes.

Some households had difficulty finding adequate, affordable housing. Sixty-two of the participants said they did not have any problems finding a place to live. Twenty-nine reported difficulties. The experience of finding housing for seven others was mixed. The interviewees who had problems with finding housing explained:

- Eleven respondents said that vacancy rates for rentals are too low, rental options are lacking, and it takes too much time to find a place.
- Six had problems renting an apartment as they lacked a credit history and/or references and three more needed a co-signor for the rental agreement.
- Two more explained that it is very hard to find larger rental units that are adequate for their household composition.
- Some indicated that short-term rental was difficult to find.
- One household was on the Manitoba Housing wait list for years and eventually found housing in the private market.
- Eight principal applicants commented that housing is too expensive (both rental and homeownership).
- Four participants reported problems securing a mortgage.
- Four households had a hard time finding housing close to the children's school.
- Language issues were mentioned once.
- One household had difficulty selling a house in their home country which affected housing arrangements in Manitoba. Initially they had to live temporarily with friends and family.
- Pet owners reported difficulty renting a unit in apartment buildings.

Shelter Costs for Owners are Higher than the Provincial Average for Owners. Fifty-eight percent of the principal applicants were homeowners at the time of the interview. This proportion is somewhat higher for all Manitoba households at 69 percent. Six of the owners were mortgage-free. Thirty-seven were renters and five lived with relatives or friends.

The average monthly mortgage payments of owner households in the sample were \$698. The average total shelter costs were \$1,072 per month, substantially higher than Manitoba owners' major shelter payments of \$768. The fact that many of the provincial nominees are recent arrivals and have recently purchased a home and consequently have higher mortgage costs

certainly contributes to their higher shelter costs. There are also a higher proportion of homeowners in all Manitoba who are mortgage-free (Table 4.22).

Shelter Costs for Renters are Higher than the Provincial Average for Renters. Thirty-six renter households paid on average \$586 monthly for their rent and \$669 for their shelter overall, which is again higher than the gross rent all Manitoba renters pay (\$591). On average, study renter households' shelter costs were \$400 lower than those of the owners.

When all households in this study (both renters and owners) are considered, their average monthly shelter cost was \$900 (median \$857). Shelter costs ranged from \$150 to \$2,100 a month (Table 4.22).

| Table 4.22: Shelter Costs for Renters and Owners are Higher than the Provincial Average | | | |
|------------------------------------------------------------------------------------------------|------------------|------------------|--------------------------------|
| | Study Group | | Manitoba (2006 Census data) |
| Owners | n = 49 | 57.6 % | 68.9 |
| Average Mortgage | Mean = \$698 | Median = \$710 | — |
| Average Shelter Costs | Mean = \$1,072 | Median = \$1,023 | “Major Payments” = \$768 |
| Shelter Range | \$290 to \$2,100 | | — |
| Renters | | | |
| Renters | n = 36 | 42.4 % | 28.5 |
| Average Rent | Mean = \$586 | Median = \$612 | — |
| Average Shelter Costs | Mean = \$669 | Median = \$681 | “Gross Rent” = \$591 |
| Shelter Range | \$150 to \$1,230 | | — |
| Total | | | |
| Total | n = 85 | 100 % | 97.4* |
| Average Rent/Mortgage | Mean = \$650 | Median = \$658 | — |
| Average Shelter Costs | Mean = \$901 | Median = \$857 | — |
| Shelter Range | \$150 to \$2,100 | | — |
| * Remainder is Band Housing | | | |

Source: Study Sample and Statistics Canada 2008

One quarter of the households have a housing affordability problem. Approximately three quarters of the sample households were paying less than thirty percent of their income for shelter. They did not have what is defined in the Canadian context as a housing affordability problem: paying thirty percent or more of gross, before tax, income on shelter. Eight of the

| Table 4.23: One Quarter of Renters and Owners had Housing Affordability Problems | | | |
|-----------------------------------------------------------------------------------------|-------------|------------------|-----------------------------|
| | Study Group | | Manitoba (2006 Census data) |
| | # | % of Tenure Type | |
| Owners | 49 | 57.6 | 68.9 |
| Spent < 30 % of Household Income on Shelter | 37 | 75.5 | 88.6 |
| <i>Under 10 %</i> | 5 | 10.2 | -- |
| <i>10 to 30 %</i> | 32 | 65.3 | -- |
| Spent > 30 % of Household Income on Shelter | 12 | 24.5 | 11.4 |
| <i>31 to 50 %</i> | 9 | 18.4 | -- |
| <i>> 50 %</i> | 3 | 6.1 | -- |
| Average % of Owner Income Spent on Shelter | 22.2 % | | |
| Renters | | | |
| Spent < 30 % of Household Income on Shelter | 27 | 75.0 | 64.7 |
| <i>Under 10 %</i> | 3 | 8.3 | -- |
| <i>10 to 30 %</i> | 24 | 66.7 | -- |
| Spent > 30 % of Household Income on Shelter | 9 | 25.0 | 35.3 |
| <i>31 to 50 %</i> | 5 | 13.9 | -- |
| <i>> 50 %</i> | 4 | 11.1 | -- |
| Average % of Renter Income Spent on Shelter | 21.6 % | | |
| Total Tenure | | | |
| Spent < 30 % of Household Income on Shelter | 64 | 75.3 | 81.5 |
| <i>Under 10 %</i> | 8 | 9.4 | -- |
| <i>10 to 30 %</i> | 56 | 65.9 | -- |
| Spent > 30 % of Household Income on Shelter | 21 | 24.7 | 18.5 |
| <i>31 to 50 %</i> | 14 | 16.5 | -- |
| <i>> 50 %</i> | 7 | 8.2 | -- |
| Average % of Household Income Spent on Shelter | 22.0 % | | |
| * Remainder is Band Housing | | | |

Source: Study Sample and Statistics Canada 2008

households, five owners and three renters, paid less than ten percent. Some of the owners spending less than ten percent own their house outright and are only paying taxes plus utilities.

One quarter of the households had a housing affordability problem. For all Manitoba households the proportion is 18.5 percent. Fourteen of the households were spending over thirty percent but less than fifty percent of their income on shelter costs, and seven were spending over fifty percent. The average percentage of the household income spent on shelter (shelter-to-income ratio) for all 85 households who provided sufficient data to calculate ratios was 22 percent with a very minor difference between owners and renters (Table 4.23).

The proportion of renter and owner households with affordability problems was almost identical (25 percent), but the proportion of renters who spent fifty percent or more on housing costs was higher – eleven percent compared to six percent of the owners, however this represents only four renters and three owners. A higher proportion of renters in the Province have affordability problems (35 percent) compared to 25 percent of sample renters. Sample owners, however, were more than twice as likely to have affordability problems as owners in the Province (25 vs. eleven percent).

Although the evidence clearly illustrates that there are a significant proportion of households with affordability problems, housing affordability was not amongst the major barriers to resettlement identified by the participants. Concern was expressed but most identified housing affordability as a secondary as opposed to a primary problem.

All aspects considered satisfaction levels with housing in general were relatively high.

4.8 Housing, Transportation and Remittances are Major Components of Household Expenditures

Housing expenditures consumed a significant portion of household income. When all households are considered and all housing expenses included (rent, mortgage payment, utilities, etc.) housing expenditures range from as little as \$150 a month to \$2,100 per month. Mean expenditure for all households was \$901, median \$857. Expenditures were higher for owners than renters with respective means standing at \$1,072 versus \$669. Both owners and renters spent on average 22 percent of their gross household income on housing.

Provincial Nominees sent some of their earnings to families back home. Thirty-eight of the households (45 percent) send money home to their families. Twelve households sent on average under \$100 a month. For nineteen households remittances ranged from \$100 to \$300 per month. For seven more it is over \$400, three of which send home \$1,000-\$1,100 a month on average (Table 4.24). Filipino households and people who had arrived as Temporary Foreign Workers (TFWs) but then qualified under the PNP were more likely to send home the larger amounts.

| | # | % |
|---------------------------------------|-------|------|
| None | 47 | 55.3 |
| Some | 38 | 44.7 |
| < \$100 | 12 | 14.1 |
| \$100 | 10 | 11.8 |
| \$150 - \$300 | 9 | 10.6 |
| \$400 - \$800 | 4 | 4.7 |
| \$1000 - \$1100 | 3 | 3.5 |
| Average for 38 who sent remittances | \$240 | |
| Average spread over all 85 Households | \$107 | |

Source: Study Sample

Based on the figures provided during the interviews it is likely that well in excess of \$100,000 a year was sent to other countries by the sample households. If the average figures were applied to all households arriving under the PNP the value of remittances would be in the millions on an annual basis.

Households noted transportation costs as being a major budgetary expenditure. Monthly transportation costs (public transit, car payments, maintenance, gas, etc.) for study households ranged widely from zero to \$1,400. On average it was \$427 (median \$366). Four households said they are able to walk everywhere or got rides from others. Five spend under \$100 a month

| | # | % |
|-------------------|-------|------|
| Nothing (\$0) | 4 | 4.7 |
| \$60 - \$100 | 5 | 5.9 |
| \$101 - \$250 | 16 | 18.8 |
| \$251 - \$500 | 31 | 36.5 |
| \$500 - \$1,000 | 26 | 30.6 |
| \$1,001 - \$1,400 | 3 | 3.5 |
| Mean | \$427 | |
| Median | \$366 | |

Source: Study Sample

on transportation and sixteen more between \$100 and \$250. Approximately 37 percent of the households spend from \$251 to \$500 and over thirty percent from \$500 to \$1,000. There were three households whose transportation expenses were over \$1,000 (Table 4.25).

Eighty-four of the participants owned a vehicle at the time of the interview and 82 had a driver's licence. Costs for some of the households are high because they have recently purchased vehicles so are making payments on loans.

Households' self-assessed financial situation illustrates that many households are still struggling. When principal applicants were asked, "How would you describe your household's present financial situation?" Sixty-four respondents said they have just enough money for their basic needs and nineteen more commented that they do not have enough money to meet these needs. Sixteen of the 100 households admitted they have more than enough money to meet their basic needs.

Forty-five households were not able to save or invest money each month, 27 said "sometimes", and 28 households reported being able to save some money on a regular basis.

When asked, "Do you or your household have difficulties meeting all expenses every month?" Sixty-three participants said they do not, 25 respondents said their households experience such difficulties sometimes and twelve households have a hard time meeting their expenses every month.

Eighty-one households have received financial assistance at some point of time since arrival. For fifty households this financial assistance has been something other than child benefits and included money from different levels of government (82 percent), employer (for instance, assistance to undertake professional upgrading), educational institutions, family, relatives or friends, and financial help from an ethno-cultural group or a church. Different types of government assistance received included Worker's Compensation, EI, Social Assistance, GST rebate, Senior's Benefit, disability assistance for a developmentally challenged child, and daycare subsidies. Obviously many of these benefits flow to members of the population in general, although some of them are immigrant specific.

The vast majority of the respondents appeared to be receiving their Child Benefits within three to four months of their arrival or acceptance under the PNP, the birth of the first eligible child, or arrival of their children from abroad. In a limited number of cases the lag time appears to be longer, but these usually involve some complicating factor, such as the household arrived as a TFW or a foreign student before applying to the MPNP. Almost all principal applicants have started receiving benefits within six months of eligibility.

4.9 Households Reported Difficulty Accessing Health Services

Almost half the households reported difficulty accessing health services. Fifty-two participants said that they and their families had not had any problems or difficulties getting access to, or

using, health services in Manitoba. The other 48, however, reported difficulties and when asked to provide details over one half of the responses were associated with long waiting lists (takes too long to get an appointment) and long waiting time and lines at hospitals, clinics, and emergency rooms. Several interviewees mentioned difficulty finding a family doctor, problems getting a referral to a specialist, and disappointment with the quality of treatment by medical staff. Four respondents experienced language problems while trying to access healthcare. Other criticism included general unhappiness with walk-in clinics, lack of information on what health services were available, and absence of health benefits with part-time jobs. Some provided specific comments, such as: *“Had to go to Winnipeg to get proper diagnosis and treatment of medical problem”*; *“Miscarriage partially blamed on underfunded and poor health care system here”*; and, *“Workplace related injuries were not properly treated”*. Many of the concerns raised are similar to those expressed by the population in general.

Despite some dissatisfaction with the health care system eighty percent of the principal applicants stated that their own health and the health of their family members had not changed since their arrival in Manitoba. Nineteen respondents said that their own or their family members’ health had changed (nine for the better and eleven *“worse”*) and one interviewee was not sure.

The nine were asked what, in their opinion, caused their own or their family member’s health to deteriorate. A variety of reasons were mentioned, such as language barriers, higher cholesterol, weight gain, general bad health caused by changes in eating habits, and high blood pressure, emotional stress because of adjusting to cultural differences, loneliness and lack of family support, racism or discrimination, employment status, social atmosphere at workplace, physical environment at work, being unable to find a doctor, cold and dry climate, and poor housing conditions.

4.10 Program Information, the Application Process and Why People Chose the Program

There are some key thresholds in the arrival and application process than can be used to document the time frame that people face when they decide they want to come to Manitoba under the PNP: when they heard about the Program; the length of time between applying and being approved; the length of time between approval and receiving a visa; the time between receiving a visa and arriving in Manitoba; and, the length of time between applying and arriving in Manitoba. These time frames speak to the efficiency of the program processing but it has to be acknowledged that sometimes personal issues and decisions also influence these time frames.

Approval and processing times vary significantly. On average the length of time between hearing about PNP and applying for the program was sixteen months. For almost forty percent of the applicants it was under six months, for 28 percent from seven months to a year, and for twenty percent between one and two years. For seven participants it took over two years, which affected the mean value. The median was nine months (Table 4.26).

| | n Value | Mean (in months) | Median (in months) |
|-------------------------------------------------------------------|---------|------------------|--------------------|
| Length of time between hearing about PNP and applying | 53 | 16.0 | 9.0 |
| Length of time between applying to PNP and being approved | 80 | 12.3 | 8.0 |
| Length of time between PNP approval and receiving approved visa | 82 | 8.2 | 6.0 |
| Length of time between receiving approved visa and arriving in MB | 82 | 3.5 | 3.0 |
| Length of time between PNP approval and arriving in MB | 82 | 11.7 | 10.0 |
| Length of time between applying to PNP and arriving in MB | 80 | 24.1 | 21.0 |
| Length of time between hearing about PNP and arriving in MB | 53 | 40.3 | 32.0 |

Source: Study Sample

The length of time between applying to the MPNP and being approved was, on average, twelve months; the median was eight months. Again, the mean value was influenced by six participants whose approval took over two years, reportedly because documents were lost or it took a great deal of time to obtain the documents. For approximately 38 percent of the interviewees this process took under six months and for 55 percent between seven months and a year.

The average time between approval for the program and receiving a visa was 8.2 months; the median was six months. Overall 84 percent of the applicants received their visas within one year. Eleven percent received their visa within two months. For forty percent it took under half a year and for almost one third between seven months and a year. For twelve percent it took between one and two years, and for three participants it was over two years.

The length of time between receiving a visa and arriving in Manitoba was on average three and a half months (median three months). Eighty-four percent arrived within six months and for sixteen percent it took seven months or longer.

The length of time between PNP approval and arriving in Manitoba was on average 11.7 months; the median was ten months. For over one half of the participants (56 percent) it was between four months and one year and 28 percent arrived between one and two years after their PNP approval. For six participants it took less than three months and for six more it took over two years.

It took participants on average two years to arrive in Manitoba after they applied for the program (mean length of time 21 months). For sixteen percent it was under a year; for over

half (53 percent) it took between one and two years; for twenty percent their arrival was between two and three years after applying; and eleven percent of the participants took over three years.

The longest time frames were naturally between hearing about the PNP and arriving in Manitoba (mean 40.3 months and median 32 months). However, the length of this time varied greatly, for instance for two participants it was under a year while for twelve it took more than four years (23 percent). Approximately one third arrived in Manitoba from two to three years after they had heard about the program.

It is difficult to determine if these time frames reflect an efficient application and approval process. The average time frame between the various thresholds of the program application and arrival process seem reasonable, however, there are no benchmark times for comparison. Furthermore, delays and long time frames often reflect personal circumstances as opposed to any delay in application approval or other program processing features. The very long time frames noted under some categories generally had nothing to do with any aspect of program operation. They were generally due to personal circumstances. The only time frame assessments available are those of the participants themselves and how they felt about the process.

Application and approval seems faster if applicants arrive as TFWs and then apply. As noted, thirteen participants in this study were TFWs before they applied. Their details on time frames of their application and approval process were very different:

- The length of time between hearing about PNP and applying was on average 6.9 months but it did range up to fourteen months.
- The mean length of time between applying to PNP and being approved was four months and varied from one to nine months.
- On average it was eleven months between their PNP approval and receiving an approved visa (ranged from seven to 23 months).
- The average length of time between arriving and applying to the PNP for these TFWs was 6.3 months. TFWs have to wait six months from their arrival before they can apply under the PNP. The longest time frame reported was eleven months.

Arriving as a TFW and then applying under the PNP does speed up the application and approval process for some applicants. It appears to be a faster method of qualifying under the program.

Participants provided suggestions on how to improve the application process. Principal applicants provided several suggestions that they thought would improve the MPNP application process. The most frequent responses included comments on what they felt were long processing times and that the process itself should be made easier for MPNP applicants:

- 28 percent said the process should be faster and nine percent mentioned that the process seems to have become slower instead of faster in recent years.

- Thirteen percent thought that the application process should be easier, including *“easier to do without an immigration consultant”*. A few also complained that there is too much paperwork; that forms should be clearer; and, that information should be available in languages other than English and French.

Some other suggestions associated with applying and document processing included:

- Participants thought that if documents are missing from their application, the Province should contact the applicant instead of sending the entire application back. It was mentioned that some of the required documents could be very difficult to get in their home countries.
- Some mentioned administrative problems (lost paperwork by the Province; poor handling of the application process by the Canadian Embassy in their home country; or that PNP applications by TFWs should not go to the employer, because the employer can delay the application process). Also there should be improvement in coordination between the Federal Government and the Province so that applicants do not have to submit their documents twice.
- A few said that providing regular information on the status of applications would be very helpful.
- Several participants reported on employment related issues. For instance, more information is needed on matching credentials and work experience with existing jobs in Manitoba, or on how to find specific industry business start up information.
- It was suggested that employers should be more helpful to their TFW employees when they go through the PNP application process.
- Two said the process was very expensive. At the same time two more said that the Province should charge a processing fee so that they can hire more staff.

Although many ideas were put forward on ways to improve the application process there were no specific aspects that were the target of criticism by the majority of the participants interviewed. Even the complaint about the slowness of the process was raised by less than one third of the applicants. In summary, there was no significant level of dissatisfaction with the application and approval process.

Many applicants chose the program because it was faster, easier, and provided advantages compared to other programs. Principal applicants were asked, *“Why was the Manitoba Provincial Nominee Program your choice of program for immigrating to Canada?”*

- Almost one quarter said that the program was easier to apply for than other programs.
- For fourteen percent it was the only program of which they were aware.
- Twelve percent said it was faster than other programs.
- Another twelve percent provided general comments about wanting to join family or friends who were already in Manitoba, and who had arrived under the MPNP, without specific commentary about the MPNP.

- Seven percent were encouraged to apply by their current Manitoba employer (at the time of the interview). These respondents were mainly TFWs with links to the Maple Leaf plant in Brandon.
- Six percent said they chose the program because the Jewish community actively recruits and helps Jewish immigrants through the MPNP.
- Five percent were advised to use the program by their family or friends in Manitoba.

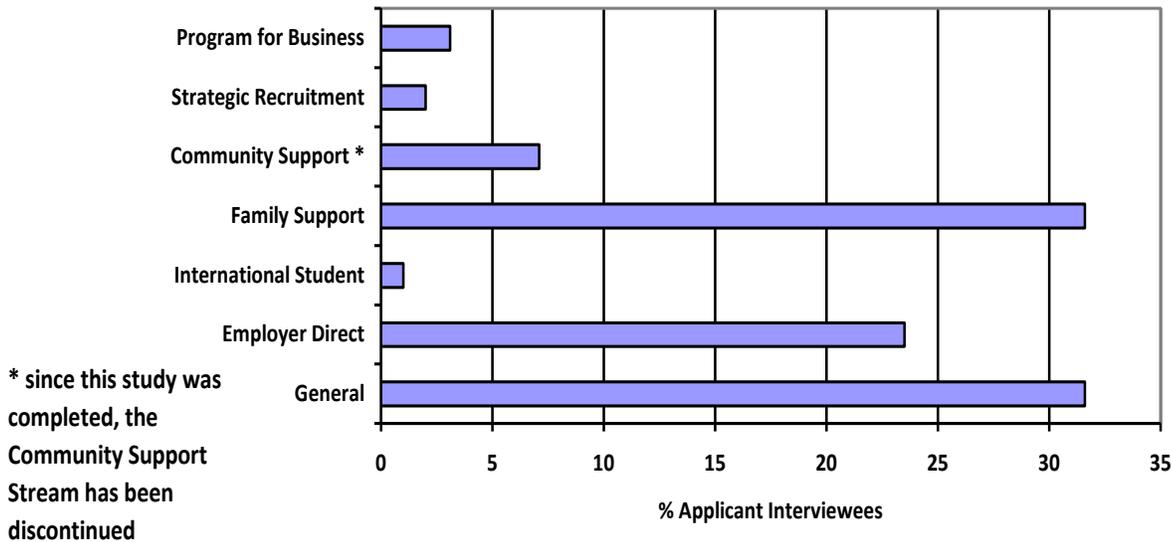
Other less common responses were as follows. Five respondents said that an Immigration Consultant chose (or at least told them) about the program and for one more they learnt about the program from a lawyer. Four were French speaking immigrants who did **NOT** want to go to Quebec. Three were already living in Manitoba (as a student, TFW, and visitor). Some interviewees mentioned the advantages of the MPNP compared to other programs (better, more effective, based on skills, low language skills requirements, there is no cost, etc.). Two chose the program because they attended a presentation by the Province in their home or an intermediate country. For two it was a job lined up for them by an employer in Manitoba. Reasons associated with Winnipeg and Manitoba were also provided: such as bilingual communities, available jobs, or help from family already in Manitoba.

Most applicants learned about the program from family and friends. Participants provided details on how they first learned about the Program. Their main sources of information were family or relatives in Manitoba (37 percent), friends in Manitoba (nine percent), employers in Manitoba (most of these were TFWs) (ten percent); friends or relatives in their home or an intermediate country (fourteen percent); immigration consultants (seven percent), and the Internet (six percent). Three respondents learned about the program first from the Canadian Embassy in their home or an intermediate country; three more from their friends in other Canadian provinces; another three from ethnic associations in Manitoba or Canada; and one from an ethnic association in their home country. Two heard about the program first from information sessions by the Province of Manitoba in their home country and two more from the Provincial advertisement in their home country. Two did not know about the MPNP until after arrival in Manitoba and another one learned from their visit to Canada unrelated to immigration.

The role of family, relatives and friends, particularly those in Manitoba, as a substantial source of information on the Program stands out. Overall seventy responses (64 percent of all responses) stated that the participants learned first about the MPNP from these sources. In 51 of these responses, friends, family or relatives already lived in Manitoba.

Almost ninety percent of the participants had applied under three Program streams. Of the 100 participants, 31 applied for the MPNP under the General Stream, another 31 under the Family Support Stream, and 23 under the Employer Direct Stream. Applications under the other streams were much lower (Figure 4.5). Discussions with the participants suggested that there were certainly some connections between the role of family, friends, and relatives and the choice of stream and, of course, employers certainly played a significant role as well.

Figure 4.5: Most Participants Applied under Three of the Seven Streams



Source: Study Sample

A significant majority of applicants did not use an immigration professional in the application process. Of the 100 principal applicants, seventy did not pay an immigration professional when they applied to the MPNP. By country of birth, newcomers from the former Soviet Union, Germany and some Asian countries were much more likely to use immigration professionals than other countries. In this study, no principal applicants from the Philippines, China, or Latin America used immigration consultants, although some of them came as TFWs and were helped by their employers to apply after they arrived.

Those interviewees, who did not pay an immigration professional, were asked why not. Most of them explained that they were able to do this on their own (seventy percent of the responses). Eighteen percent received help from family or friends. Nine percent received free help from their employer. Responses mentioned once included: receiving free assistance from a newcomer service provider or government worker, and from an ethnic community group in Manitoba.

Eighteen of the thirty who paid an immigration professional said that this immigration professional was in Canada (sixty percent), and twelve indicated this professional was in their home country (forty percent). Sometimes it was not easy to determine which were Canadian companies and which ones were not, as sometimes Canadian companies have representation and operate in other countries. Generally, Germanic immigrants tended to use companies operating in Manitoba in the destination communities. Non-European descent immigrants were more likely to use immigration professionals from their home country.

Twenty of the thirty respondents, who paid an immigration professional for their service, found this professional through friends or family and ten through other sources:

- Ten found this professional through their friends in their home country and one more through family in their home country.
- Six found their immigration consultant through family in Manitoba and three more through friends in Manitoba.
- One indicated a co-worker in their home country referred them to the professional.
- Seven said it was through advertisements in their home country media, one found this professional on the Internet and one more used the Yellow Pages.

When asked, “*Why did you use the services of an immigration professional?*” Over half said it was because they did not know how to do the paperwork (53 percent of the responses). One third indicated their language level was not adequate to handle the application process. In ten percent of the responses their reason was time constraints because they were working or studying full-time. Two respondents did not know that applying on their own was an option. It is safe to suggest that the low level of English skills of the newcomers from Germany played a role in their use of immigration professionals.

Twenty-six of the thirty who used immigration professionals were satisfied with the professional services they received. Two were not satisfied and two more provided neutral responses. The latter four were all from Germany and the former Soviet Union. They explained that the professional promised there would be continued support once in Manitoba but the services provided for the adaptation period were not sufficient. One mentioned that the immigration company did not provide much help, and another one stated that the service was too expensive for the value received.

Respondents who were satisfied with the professional services provided the following reasons: the paperwork was completed adequately (61 percent); help was provided with finding an employer or job in Manitoba; they appreciated the guidance through the process and paperwork; they received help choosing the right PNP stream for successful immigration; and generally doing all the work, and being very helpful and nice.

Sources of pre-arrival information were varied but useful. Pre-arrival information was collected separately for those respondents who were in Manitoba before applying to the MPNP and for those who applied from outside the Province.

The sixteen participants who were in Manitoba before applying to the MPNP indicated their sources of information and the type of settlement and job information they received before and after they arrived in Manitoba. The major source of information for these participants was their employer in Manitoba at the time of transition from the TFW program to the PNP. Since most of these applicants were TFWs, many had previously received some information about Manitoba from their employers under the TFW program. Also mentioned were the Canadian Embassy overseas and family and friends in Canada. Other sources of information mentioned

were the *Immigrate to Manitoba Website*, CIC website and other Internet sources, family and friends in their home country, and immigration representatives in Canada.

Common types of pre-arrival information received by the participants included: how to immigrate to Manitoba, information on the PNP application process, and living and working in Manitoba. Very few participants mentioned receiving other pre-arrival information.

The eighty-four participants who applied from outside Manitoba also provided comments on the settlement and job information they received before they arrived in Manitoba and the source of this information.

Again, the pre-arrival information participants reported receiving most often included:

- How to immigrate to Manitoba (mentioned by 68 interviewees),
- Application process (71 interviewees),
- Living in Manitoba (72 interviewees), and
- Working in Manitoba (69 interviewees).

The main sources for this information were the *Immigrate to Manitoba Website* and family and friends in Canada. Other important sources were information sessions by the Province in their home country, exploratory visits, and immigration representatives in Canada and abroad.

Other pre-arrival information received by several interviewees included: details on learning English, information on foreign credentials, education and training, housing, settlement and health services, information on doing business in Manitoba, money related information, Manitoba's multiculturalism, government and government services, transportation, and Provincial and Canadian taxation.

A few also mentioned pre-arrival information on farming in Manitoba, immigrant-serving organizations, the Canadian political system and obtaining Canadian Citizenship, the ENTRY Program, the school system, weather/climate, and obtaining a Social Insurance Number (SIN).

Table 4.27 below provides a ranking of interviewee responses given on the different sources of pre-arrival information they used. Overall the ***Immigrate to Manitoba website*** and **family and friends in Canada** were the two major sources of pre-arrival information for participants in this study. These were followed by immigration representatives in Canada, other Internet Resources, information sessions by the Province in their home country, and exploratory visits.

Interviewees who applied from outside Manitoba were also asked to provide their opinion on the quality of the pre-arrival information they received. This feedback provided a rather limited number of responses. How to Immigrate to Manitoba and the application process information were evaluated most positively. For instance, we heard that this information was considered as being most accurate, along with living in Manitoba information. The information that was part

of the application process was mentioned as the most complete and the most useful pre-arrival information immigrants in this study received.

| Table 4.27: Sources of Pre-arrival Information | | |
|-----------------------------------------------------------------------------------|----------------|-------|
| | # of responses | % |
| <i>Immigrate to Manitoba Website</i> | 207 | 27.4 |
| Family and friends in Canada | 149 | 19.7 |
| Immigration representative/ Canada | 77 | 10.2 |
| Other Internet Resources | 62 | 8.2 |
| Information session by the Province in home country | 52 | 6.9 |
| From exploratory visit | 45 | 6.0 |
| Ethno cultural community group | 33 | 4.4 |
| Canadian Embassy overseas | 29 | 3.8 |
| Immigration representative abroad | 28 | 3.7 |
| Citizenship and Immigration Canada website (or info. package) | 25 | 3.3 |
| Family and friends in home country | 17 | 2.3 |
| Previous experience living in Manitoba years ago (e.g. as exchange student, etc.) | 12 | 1.6 |
| Media other than Internet | 9 | 1.2 |
| Prospective employer | 6 | 0.8 |
| School | 3 | 0.4 |
| Professional Association (nursing) | 1 | 0.1 |
| Total Responses | 755 | 100.0 |

Source: Study Sample

Working in Manitoba pre-arrival information was mentioned as least accurate, least complete and least useful. The pre-arrival information that was evaluated negatively by the interviewees was usually related to the shock of not being able to get jobs here because their credentials and work experience were not being recognized.

Participants did have ideas on pre-arrival information that would have helped. When asked, “*What pre-arrival information (that you did not receive) would have helped you settle more quickly in Manitoba?*” A variety of comments were provided. Forty percent of all suggestions were related to the lack of information on employment and credential recognition, such as “*it is likely that some training will be needed to upgrade skills before getting a comparable job to home country*”. One participant commented, “*Would be nice to know that foreign job experience is not valid to Canadian employers*”. Another one would like to know what jobs are

needed here that require French language skills. Also participants felt that more information is needed on wages and income levels. Obviously the difficulties they were facing with labour force integration had a significant influence on the information they felt they did not get but would have liked to have received or they felt was not correct.

Close to thirteen percent of the responses mentioned information on different services that could have helped, for instance on immigrant-serving organizations, health services, government services, or the ENTRY Program.

Eleven percent of the comments related to more information on housing issues, for example getting a mortgage to buy a house.

Four participants mentioned lack of education and training information. One specific comment was about the need for information on subsidies for taking further education in Manitoba. Two participants said that prospective provincial nominees should be aware about the importance of knowing English.

Participants felt that some information related to living in Manitoba was lacking, such as doing business or farming here, and the nature of the local weather all year round.

Other pre-arrival information mentioned that could have helped included: more information on the Canadian political system, taxation, transportation, and driving, and a driver's licence. One respondent commented that Canadian embassies abroad do not provide enough information. Another one said that knowing the length of time required for the process (application and immigration) could have helped.

Participants had positive opinions on the Immigrate to Manitoba Website. All 100 principal applicants were asked, *“If you used the “Immigrate to Manitoba” web site did you find the information to be useful?”* Approximately three quarters of the 73 participants that used this website said it was very useful and 22 percent said it was useful. Only one participant found it not useful at all.

Next, participants were asked how, in their opinion, the *Immigrate to Manitoba Website* could be improved. Over thirty percent of the suggestions on website improvement were related to jobs, education and credential recognition, including:

- More information is needed about finding a job in Manitoba, on work experience recognition, and jobs that are realistically accessible to newcomers.
- A more accurate list of occupations that are easily accessible in Manitoba should be provided as well as more details about salaries and wages.
- More details about training and education, including what financial assistance is available for furthering education.

Several information suggestions (22 percent) related to housing. Participants mentioned that more information is needed on how to rent a home (including details on the process, co-signer etc.) and more detail on the rental price range. Two participants suggested more information was required on obtaining credit for home mortgages, the process involved and how long it takes.

More information on Manitoba living was suggested as necessary, such as more detail on the transportation and bus system, more details about types of immigrant support services available, and more information about starting a business here, getting a business loan, and how much money is actually needed.

Twelve participants provided ideas related to the website performance. Among them:

- It should be possible to check the application status online.
- It should be possible to complete all forms online. It would be good if the website could provide examples of filled forms.
- Multiple language options should be available on the website.
- The Website should be more user-friendly. One participant found having too many links to be confusing.

Three respondents were fully satisfied with the *Immigrate to Manitoba Website* and did not suggest any improvements.

4.11 Settlement Services and the Social Network Made a Positive Contribution to Resettlement and Integration

Participants in the survey spoke positively about the role settlement services played in assisting them in the resettlement and integration process. They also had ideas and opinions on ways the services could be improved and identified gaps in the service system. The following discussion highlights their opinions on settlement assistance in general and also provides commentary on specific programs.

Nearly all arrivals under the program used some form of settlement assistance. Ninety-eight principal applicants received some orientation or settlement assistance after they arrived, not including the Entry Program.

Participants were asked what assistance they received and who provided it: an agency, employer, or family and friends. Also they were asked to rate how helpful this assistance was for them and their family on a scale of one (not helpful at all) to five (very helpful) (Table 4.28).

The services received by the highest proportion of PNPs included community orientation, language training, finding a job, finding housing, and help with the banking system. Approximately seventy percent or more of the arrivals received such services. Help with job training, translation, children's schooling, and health problems were received by between a

third and a half of the respondents. Lower proportions had help with shopping, getting loans or credit, legal matters, and personal problems (Table 4.28).

In terms of providing assistance, employers played an important role in occupational and job training, while family and friends were an important source of help in the areas of interpretation, finding a job, a house, shopping, children’s schooling and getting access to health care, legal assistance, dealing with personal problems, and dealing with the banking system. Agencies (community based or government) played a much more significant role in the areas of community orientation, language training and occupational and job training.

Table 4.28: Support Services Received by Provider and Level of Helpfulness

| Assistance or Services | PNs responses | How helpful? ³ (% of valid responses) | | | | | Who they received assistance from* % of respondents | | |
|-----------------------------------------------------|---------------|--------------------------------------------------|------|------|------|------|-----------------------------------------------------|----------|---------------------------------|
| | # | 1 | 2 | 3 | 4 | 5 | Agency | Employer | Family, friends community other |
| Orientation (<i>learning about the community</i>) | 70 | 2.9 | 1.4 | 11.6 | 7.2 | 76.8 | 81.4 | 2.9 | 18.6 |
| Language training | 77 | 1.3 | 0.0 | 3.9 | 5.2 | 89.6 | 93.5 | 9.1 | 1.3 |
| Occupational / job training | 50 | 2.0 | 2.0 | 0.0 | 2.0 | 94.0 | 70.0 | 30.0 | 0.0 |
| Help with translation / interpreting | 37 | 0.0 | 0.0 | 0.0 | 2.7 | 97.3 | 51.4 | 8.1 | 43.2 |
| Help finding a job | 69 | 0.0 | 0.0 | 4.3 | 4.3 | 91.3 | 46.4 | 10.1 | 50.7 |
| Help finding housing | 72 | 0.0 | 0.0 | 1.4 | 2.8 | 95.8 | 29.2 | 12.5 | 65.3 |
| Help with children’s schools | 39 | 0.0 | 0.0 | 2.6 | 2.6 | 94.7 | 51.3 | 2.6 | 46.2 |
| Help with health problems | 52 | 0.0 | 0.0 | 0.0 | 5.8 | 94.2 | 34.0 | 3.0 | 63.0 |
| Help with shopping | 21 | 0.0 | 0.0 | 0.0 | 15.0 | 85.0 | 19.0 | 4.8 | 76.2 |
| Help with banking system | 74 | 0.0 | 1.4 | 0.0 | 4.2 | 94.4 | 39.2 | 10.8 | 50.0 |
| Getting loans or credit from banks / credit unions | 25 | 0.0 | 0.0 | 0.0 | 12.0 | 88.0 | 44.0 | 0.0 | 56.0 |
| Help with legal matters | 11 | 0.0 | 0.0 | 18.2 | 9.1 | 72.7 | 45.5 | 9.1 | 54.5 |
| Help with personal problems | 8 | 0.0 | 12.5 | 0.0 | 0.0 | 87.5 | 37.5 | 0.0 | 62.5 |

* Some rows do not add to 100% due to multiple responses – this is percent of all cases in multiple response situations.

Source: Study Sample

Service satisfaction levels were high in all categories, but relative to other services, orientation and help with legal matters had lower satisfaction ratings.

³ 1 - Not Helpful at all; 2 – A little bit Helpful; 3 - Somewhat Helpful; 4 – Helpful; 5 - Very Helpful

More specific information from participants includes:

- Among services received most often interviewees mentioned orientation, language training, help with the banking system, finding housing, and help with finding a job.
- Orientation (learning about the community), language training and occupational/job training were the only services that were found unhelpful by some of the respondents. However, over eighty percent found these services helpful.
- Orientation was provided to principal applicants mainly by agencies, but also by family, friends, or community. Language training was provided mainly through agencies. Some language training was received from employers or family and friends. Occupational/job training was provided by agencies to seventy percent of the respondents who received this training and to thirty percent it was provided by their employer.
- Over 97 percent of the respondents said that the help with translation and interpreting they received was very helpful and three percent found it helpful. This service was rated the highest among all services. It was provided by agencies or family and friends and in eight percent of the cases by employers.
- All 52 respondents who received assistance either from family or friends (63 percent) or an agency (34 percent) with health problems found it helpful.
- Help with children's schools was found to be helpful (97 percent) or somewhat helpful (three percent). The help was received either from an agency or family and friends or the community in general.
- Services such as help with shopping, with legal matters, with personal problems and getting loans or credit from banks/credit unions were received by fewer interviewees. These services were provided mainly by an agency or family and friends. Help with personal problems and with legal matters were rated lower by some interviewees than the other services.
- Other services or supports received were also mentioned. A few principal applicants mentioned that agencies were very helpful in applying for SINs, child benefits, health cards, and getting enrolled in apprenticeship programs. All of this assistance was very helpful.
- Close to 96 percent said that assistance finding housing was helpful.

It is interesting to note in Table 4.28 that agencies (government and community based) were the source of most assistance in orientation, language, and occupational/job training. Approximately half the assistance in translation/interpretation, and help with children's school issues was also from agencies. Family, friends, relatives, and sometimes people in the community played the lead role in providing assistance finding a job, finding housing, help with health problems, shopping, banking, getting loans/credit and with legal matters and personal problems. Employers played a very modest role and appear as modestly important with occupational and job training.

When all cases of assistance are considered, participants sought/received assistance on 623 occasions (allowing for multiple responses when participants sought/received assistance from

more than one source). On fifty-two percent of the occasions the assistance was provided by agencies, from family, relatives, friends of people in the community on 39 percent of the occasions, and from employers on only nine percent of the occasions.

Also worth noting is the fact that based on this sample, a high proportion of participants did not seek assistance at all, particularly outside the areas of community orientation, language training, help finding a job, help finding housing, and help with the banking system.

The Entry Program received special mention and a strong endorsement. Although it was not in place when some of the participants in this study arrived, fifty of the 100 principal applicants attended the Entry Program when they arrived. Those who attended the Program were asked how helpful the Program was for their orientation and settlement. Two thirds found it very helpful, for one quarter it was somewhat helpful, two respondents provided a neutral response and two thought it was unhelpful. Many participants commented that the program should be expanded and made more readily and conveniently available throughout the Province.

Participants identified what they felt were some shortcomings in the service system. Interviewees were also asked “*What settlement services that you did **not** receive would have helped you settle more quickly in Manitoba?*” There was a low response rate to this question; less than one quarter of the principal applicants responded. Six of them said “*none*”. Five respondents indicated **help finding a job** (including provision of connections to the job market and job placement). Three said it was foreign **credential, training and work experience recognition** and accreditation service and three more identified **occupational or job training**. Other services that would have helped included: orientation, language training, help with getting loans or credit, help with health problems (such as finding a family doctor), with translation or interpreting, information on recreation, parks, campgrounds, and on Manitoba climate and weather. Some would like more specific information on business loans, credit access, or on a particular industry for starting business. One expressed general disappointment with the immigration consultant from Canada who promised help for two years after their arrival in Manitoba but did not keep this promise.

Some of these opinions suggest that not all participants are familiar with what is available, but they also suggest that current services do not always work for everyone. Some, of course, reflect the opinions of a single person, or two or three people, not the majority of the participants. Not everyone has a good experience when they meet with or receive help from an organization or agency or an employer. Not everyone has friends and family they can reach out to for assistance. Overall, the experience of PNPs with the service sector and social network was very positive. The role of family and friends is certainly a major contributor to the services new arrivals need in the resettlement and integration process.

4.12 Community Satisfaction Levels Were High

People’s experiences in community can mean the difference between a positive and negative settlement experience. Community actions and attitudes of people in the community new

arrivals settle in can also facilitate integration. Participants were asked what aspects of community were important to them, what they liked about their community, and the features they liked least about their community.

Participants mentioned a wide range of characteristics they liked about their community.

When asked what they liked about living in their community the range of factors included:

- Community safety (twelve percent of the answers);
- Social conditions (e.g., health care, social programs) (ten percent);
- Cultural values (e.g., freedom, equality, respect of human rights) (ten percent);
- Political stability (nine percent);
- Economic conditions and employment opportunities (eight percent each); and,
- Opportunity to achieve desired quality of life, and educational opportunities and good schools (seven percent each).

Several principal applicants also mentioned other factors including the physical environment, cultural diversity and absence of interracial, ethnic or religious tension, presence of people with similar linguistic/ethnic backgrounds, good quality of the housing, and the friendliness of people and their attitudes.

Respondents also liked the affordable cost of living, affordable housing, recreational opportunities, prospects for personal development, good environment (no pollution), short commuting times, having family and relatives nearby, and having access to a variety of shops and services.

It was obvious from the many characteristics mentioned that participants have interests in community way beyond factors such as employment availability, housing costs, and access to services. Lifestyle preferences, social networks, potential for personal development, environmental and good schools, amongst others, are very important and they found these characteristics in the communities in Manitoba.

There were community characteristics participants did not like. At the same time participants revealed several features they liked “the least” about living in their community. The climate and the physical environment were reported as a problem by 34 respondents. Other characteristics reported included lack of employment or educational opportunities (including those for children/spouse), health care issues and shortage of medical personnel, lack or poor quality of public transportation, quality of roads, lack of recreation opportunities, the high cost of living and housing affordability, low wages, and lack of available financing for newcomers’ businesses. A few touched on safety concerns, lack of high schools, drugs that are easily accessible to children in schools, expensive private and religious schools, lack of services and cultural offerings such as ethnic shopping and restaurants, concerns about discrimination, prevalence of junk food, mosquitoes, poor landscaping, crowding (houses too close together), and social/cultural etiquette (driving habits, phone answering machines, or door-to-door salespeople coming at night). Problems with their own ethnic or cultural group in the

community and with members of other ethnic communities (including Aboriginal) were also mentioned.

These factors, although interesting, probably are very similar to those that might be expressed by the population as a whole, although some of them certainly reflect problems faced by new arrivals with a different culture and with little knowledge of the community.

Community ratings were very positive overall. Using a scale of one (strongly disagree) to five (strongly agree) participants were asked if they agreed with a series of statements about the communities they lived in at the time of the interview (or their neighbourhoods for those living in Winnipeg). Approximately 85 percent of the principal applicants agreed that their community was safe for them and their children, it was a good place to live, and the community is a good place in which to raise a family (Table 4.29). Over three quarters were also in agreement that the people in their community are friendly and welcoming. Over sixty percent agreed that their community has a good choice of suitable and affordable housing.

Table 4.29: Ratings of Community Characteristics were Generally Positive

| | # | Agree with the following ⁴ (%) | | | | |
|------------------------------------------------------------------------------------------------------------|-----|-------------------------------------------|------|------|------|------|
| | | 1 | 2 | 3 | 4 | 5 |
| My community is a good place to live | 100 | 3.0 | 2.0 | 11.0 | 14.0 | 70.0 |
| There are good job opportunities here for me | 93 | 35.5 | 17.2 | 16.1 | 7.5 | 23.7 |
| This community is a good place in which to raise a family | 96 | 4.2 | 3.1 | 7.3 | 11.5 | 74.0 |
| It would be easier for me to find a job in some other community | 77 | 9.1 | 9.1 | 20.8 | 24.7 | 36.4 |
| The people in my community are very friendly and welcoming | 98 | 4.1 | 4.1 | 14.3 | 15.3 | 62.2 |
| This community has a choice of suitable and affordable housing | 99 | 2.0 | 10.1 | 24.2 | 15.2 | 48.5 |
| This community is safe for me / my family | 100 | 2.0 | 3.0 | 10.0 | 4.0 | 81.0 |
| This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada | 96 | 15.6 | 12.5 | 30.2 | 16.7 | 25.0 |
| I would rather live in a bigger community | 94 | 59.6 | 12.8 | 7.4 | 12.8 | 7.4 |
| I would rather live in a smaller community | 94 | 70.2 | 7.4 | 13.8 | 5.3 | 3.2 |
| I would like my children to continue living in this community when they grow up (if applicable) | 72 | 18.1 | 8.3 | 20.8 | 12.5 | 40.3 |

Source: Study Sample

⁴1- Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 - Strongly Agree

Overall, respondents liked the size of their community: most of them disagreed that they would rather live in a bigger or smaller community.

There was, however, a strong disagreement with statements about job opportunities: 36 percent strongly disagreed with the statement *“There are good job opportunities here for me”* and another seventeen percent disagreed. Over sixty percent believed that it would be easier for them to find a job in some other community.

Approximately 42 percent agreed with the statement *“This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada”*. Fifty-three percent agreed with the statement: *“I would like my children to continue living in this community when they grow up”*. However, over one quarter of the respondents disagreed with each of these statements.

Overall, the ratings were positive but people were less positive about their centres when it came to employment opportunities and the presence of agencies and organizations they need to adjust to life in Canada.

| Table 4.30: Participants Generally Felt Positive About the Education System | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|---------|
| All values expressed as percentage of valid respondents | 1 | 2 | 3 | 4 | 5 | n value |
| The schools here have good EAL for my children. | 3.1 | 0.0 | 1.5 | 7.7 | 87.7 | 65 |
| The schools here encourage my children to keep their cultural identity. | 20.3 | 5.1 | 16.9 | 16.9 | 40.7 | 59 |
| The schools here provide good occupational preparation for my children. | 19.7 | 8.2 | 9.8 | 11.5 | 50.8 | 61 |
| The schools here will help my children get into university or technical school (<i>if they want to go</i>). | 12.7 | 1.8 | 12.7 | 16.4 | 56.4 | 55 |
| My children have friends at school | 4.5 | 1.5 | 1.5 | 6.0 | 86.6 | 67 |
| My children have faced discrimination | 64.1 | 14.1 | 3.1 | 7.8 | 10.9 | 64 |
| The schools here have provided me (as a parent) with the support needed to overcome language and cultural barriers (e.g. Interpreters at parent-teacher meetings, letters sent home in native language) | 7.8 | 3.1 | 29.7 | 18.8 | 40.6 | 64 |

Source: Study Sample

Satisfaction with schools can play a positive role in community satisfaction. Participants with children were asked to rate on a scale of one (strongly disagree) to five (strongly agree) the school experience of their children and how they felt about the quality of education their children were receiving (Table 4.30). The ratings suggested:

- Over ninety percent of the participants agreed to each of the following statements “*The schools here have good EAL for my children*” and “*My children have friends at school*”, approximately 87 percent of them strongly agreed.
- 78 percent of the respondents disagreed with a statement “*My children have faced discrimination*”, however approximately nineteen percent agreed (eleven percent strongly agreed).
- 71 percent agreed that the schools here would help their children get into university or technical school if they want to pursue further education. At the same time fifteen percent disagreed, thirteen percent of the respondents strongly disagreed.
- Over 58 percent of the participants agreed that the schools here encourage their children to keep their cultural identity and that the schools here provide good occupational preparation for their children. However, over one quarter disagreed with these statements (close to twenty percent strongly disagreed). Some did not believe that the schools are challenging enough – not enough homework, etc.
- While approximately sixty percent agreed that the schools here have provided them (the parents) with the support needed to overcome language and cultural barriers, thirty percent provided ambivalent responses and another eleven percent disagreed.

These ratings, although they highlight areas of concern, also suggest relatively high levels of satisfaction which no doubt contributes to the relatively high community satisfaction levels overall.

4.13 Community and Provincial Retention Levels Are High

Mobility since arrival has been relatively low. Immediately after arrival 64 principal applicants settled in Winnipeg and 36 chose other Manitoba communities. Eleven of the interviewees have lived in more than one city, town, or community since they arrived or were accepted. Eight of them moved within the same region and three from one region to another within the Province. This does not include any moves within Winnipeg.

Five moves made by principal applicants were from an urban to rural region and two from a rural to urban area. There were also two moves within a rural region and two within an urban area, excluding moves within Winnipeg. Regions considered as urban in this section of the study include Winnipeg, Brandon, Steinbach, Winkler/Morden, Portage, and Thompson. All other areas are rural.

Only one respondent had lived in another province after their arrival in Manitoba and only for a period of two months. It was a summer term position with a university in Montreal. When asked, “*Why did you return to Manitoba?*” The interviewee explained that he liked living in Montreal but came back because he could not speak French.

The majority of the participants plan to stay in the Province of Manitoba. Sixty-seven principal applicants indicated that they did not expect to move to another province within the next five years. Five respondents said they did and 25 said, “*maybe*”. The thirty who

considered moving to another province were asked to explain why. Over half of them (52 percent) would only do this in search of better job opportunities. Other reasons included cold weather, finding opportunities for starting a business, accessing education or training options, not being able to get credential recognition, moving to a bigger city, and finding more cultural offerings. One wanted to find more safety from crime and illegal activity. Two French speaking immigrants mentioned the possibility of moving to Quebec.

Friends and family in Manitoba are a strong incentive to stay. Sixty-four of the respondents reported having family members, relatives or friends already living in Manitoba before they came here. Fifty-seven of them (89 percent) said that their family members, relatives or friends helped them to successfully settle in Manitoba and five said they were somewhat helpful. Two interviewees were not helped by their family or friends who already resided in the Province.

Thirty of the respondents have encouraged and supported some family member(s) to come to Manitoba since they arrived or since they were accepted. Of the seventy who have not, 43 (61 percent) are going to and fifteen (21 percent) said maybe.

The thirty who have already had family arrive in Manitoba seemed to be very interested in encouraging more to come to the Province. Twenty-seven of them indicated they plan to encourage and support more family member(s) to come to Manitoba through the MPNP and one more considered this possibility.

Only twelve percent of all principal applicants have not encouraged people to come and have no interest in doing so. Although many respondents would consider any program to bring family, most do see the PNP as being the quickest way to family reunification.

Participation in community activities can result in higher community retention and satisfaction levels. Sixty-nine of the 100 respondents were regular participants in activities with people from the same ethnic or cultural group in their community, and nineteen more said they participate in such activities sometimes.

Fifty-four respondents said they participate only in community activities with people from the same ethnic or cultural group, while thirty principal applicants reported regular participation in other community activities beyond their own ethnic and cultural group. Fourteen said they take part in such community activities sometimes.

When asked what sort of activities they participate in, 46 percent of the responses provided stated they were religious activities. Several interviewees also mentioned ethnic or cultural group activities, private parties and get-togethers, recreational and sports activities, community events (such as neighbourhood block party, Folklorama, etc.), seasonal parties (Halloween, Christmas, etc.), work-related and professional association gatherings, volunteering in the community, and school activities.

The participants in this study were active in community activities but the data suggests that many stick to activities with their own ethnic and cultural group and that religion plays a significant role in the social life of the participants. One can conclude from this analysis that the presence or absence of people of the same ethnic or cultural group in a centre may play a significant role in levels of community satisfaction and retention.

Maintaining social ties with the same ethnic or cultural group is important. The discussion above is substantiated when participants were asked how important it is for them to maintain ties with others in Manitoba from the same ethnic or cultural group as themselves. Over half said it is very important and almost one quarter said it is important. Twelve said it is not important for them and twelve more provided neutral responses. When these responses and participants' birth country were compared, maintaining ties with others in Manitoba from the same ethnic or cultural group seems to be most important for the Filipinos and Indians.

Jobs, educational opportunities, people of their own ethno-cultural background and affordable housing are important factors in community retention. Interviewees were asked what factors would be the most important in their decision to remain in the community where they live. Of the responses received, the most common were: availability of job opportunities (almost one third of the responses), availability of education opportunities (seventeen percent), being able to practice their religion and the presence of people from their ethno-cultural background (fourteen percent), and adequate housing (thirteen percent).

When asked to identify the single most important factor in their decision to remain in the community where they live, two thirds of the study group said it was availability of **job opportunities. Jobs trump all other factors.** Eight mentioned availability of education opportunities. Five felt being able to practice their religion was the most important. Other responses included the presence of people from their ethno-cultural background, religious services offered in "Other" (non-English/French) languages, family and/or relatives being nearby, availability of adequate housing, low cost of living, good living standard, universal social system (health, education, etc.), opportunities for business owners and entrepreneurs, availability of financing for their own business, safety, peaceful and stable situation, and living in a bigger city with more services.

Employment is certainly the most important factor from their immediate perspective but over the long term some of the other factors may well become more important, particularly if people can access employment in other centres that address some of the other important dimensions in their life. Overall, however, the data suggest that community and provincial retention rates are high.

4.14 Households Have Experienced Adjustment Problems Since Arrival

Although the analysis and the discussion highlight many positive aspects of resettlement and integration in the lives of PNPs since their arrival, the process has not been without adjustment

problems. Participants were asked to identify and expand on the adjustment problems they faced.

Over half the participants had experienced adjustment problems. When asked if they had experienced any problems adjusting since they arrived, 57 interviewees said “yes”. Among the most commonly reported problems in adjustment were: **language problems** (26 percent of the responses), adjusting to **climate or weather** (23 percent), and **cultural adjustment** (seventeen percent). Several comments focused on difficulties finding a good job, working in lower level positions compared to their qualification, and adjusting to the professional workplace culture. Other difficulties identified by the interviewees were finding housing, housing repairs and maintenance problems, missing their home country and family, and adjusting to driving regulations and lack of public transit. Also mentioned were discrimination, poor working conditions, the lure of junk food, metric system conversion, overcrowded schools, a lifestyle and family values that were too liberal in Canada, and starting from zero in a new country. Many of these, however, were only mentioned by one or two households.

When the 57 interviewees who indicated they had faced adjustment problems were also asked to identify the **one** most difficult adjustment problem:

- One third indicated language problems;
- One quarter said it was climate and weather;
- Eight said it was cultural adjustment (culture shock);
- For another six the most difficult adjustment was finding a good job;
- Three said it was homesickness and missing their family, friends, and home country; and,
- For two working in a low level job compared to their qualifications was the most serious difficulty.

Other most difficult adjustment problems mentioned only once included: discrimination; schools that are overcrowded; adjusting to junk food; traffic and driving rules; too many regulations; not knowing their way around; and, poor quality public transportation system.

Discrimination is a concern but not a major problem. When asked, “*Since you arrived in Canada, have you ever experienced discrimination or racism?*” Fifty-eight participants said they had not. However, 33 said they had experienced discrimination or racism and nine more said “maybe”. Most of the participants stated that this racism or discrimination was within the realm of employment or job search but it also occurred in everyday life situations such as education, housing, and seeking health care. When asked, “*in what setting did the discrimination occur?*”

- Fifty-nine percent said it was in their workplace or during a job interview;
- For thirteen percent discrimination occurred in public places;
- Thirteen percent have experienced discrimination in school (university, college);
- Four mentioned housing;

- For three it was while speaking on the phone;
- Two said they have experienced discrimination or racism in their neighbourhood; and,
- One more said it was in a medical facility.

It is important to recognize that the new arrivals faced adjustment problems and the seriousness of these problems should not be understated but it is also important to note that slightly more than forty percent did not feel there was any one problem significant enough to identify.

4.15 The Majority Felt the Integration Process had been Better Than They Expected

When asked, “*Would you say that your whole experience in Manitoba has been better or worse than expected?*” Fifty-four percent answered better; 38 participants said somewhat better and sixteen much better than expected. Thirty indicated their experience has been about the same as expected. Only fourteen principal applicants stated their experience in Manitoba has been worse than expected and for two, much worse than expected.

Credential recognition problems negatively affected people’s assessment of their integration experience. There was a correlation between Provincial Nominees’ rating of their experience and problems getting credentials recognized. Those who had no problems rated their experience in Manitoba higher than those with credential recognition issues. Of the thirteen who did not have such problems, none said their experience in Manitoba was worse than expected and nearly seventy percent said it was better than they expected. Of the 67 principal applicants who had difficulty getting credentials recognized, 21 percent said that their experience was worse than expected. Thirty-one percent said it was about the same as expected. Fifty-eight percent considered the experience to be better than expected. Of these, however, only eight percent said that their experience was much better than expected compared to nearly one quarter of the nominees who had no problems getting credentials recognized.

Good jobs, language skills, financial security and children’s success in school were considered key to successful integration. Based on their integration experience, participants were asked to rate on a scale of one to five where one is “*not at all important*” and five is “*very important*” several aspects of their life, important for their successful integration, since their arrival (Table 4.31).

Aspects rated very important by principal applicants included finding a **good job**, being able to **speak English well**, **financial security**, and having their **children do well in school**. Over 94 percent of the participants indicated that these are **very** important for their successful integration.

| | # | How important? ⁵ (% of valid responses) | | | | |
|--------------------------------------------------------------------------------------|-----|----------------------------------------------------|------|------|------|------|
| | | 1 | 2 | 3 | 4 | 5 |
| Finding a good job | 99 | 0.0 | 0.0 | 1.0 | 1.0 | 98.0 |
| Being able to speak English well | 100 | 0.0 | 0.0 | 3.0 | 0.0 | 97.0 |
| Personal safety | 100 | 1.0 | 0.0 | 5.0 | 6.0 | 88.0 |
| Financial security | 100 | 0.0 | 0.0 | 2.0 | 4.0 | 94.0 |
| Having relatives close by | 99 | 8.1 | 5.1 | 22.2 | 15.2 | 49.5 |
| Living in a community of the same religious and/or ethnic and/or cultural background | 100 | 23.0 | 14.0 | 24.0 | 18.0 | 21.0 |
| Having your own place of worship | 100 | 27.0 | 10.0 | 16.0 | 18.0 | 29.0 |
| Being welcomed by the people who live here | 100 | 0.0 | 1.0 | 6.0 | 16.0 | 77.0 |
| Becoming a homeowner | 100 | 2.0 | 3.0 | 14.1 | 12.1 | 68.7 |
| Having appropriate housing | 100 | 0.0 | 2.0 | 7.0 | 19.0 | 72.0 |
| Making Canadian friends | 100 | 1.0 | 3.0 | 8.0 | 22.0 | 66.0 |
| A good bus system | 100 | 2.0 | 4.0 | 14.1 | 18.2 | 61.6 |
| Having your children do well in school | 73 | 1.4 | 0.0 | 0.0 | 2.7 | 95.9 |
| Being able to buy the kind of food you like at a nearby store | 100 | 6.0 | 7.0 | 25.0 | 20.0 | 42.0 |
| Having access to interpretation and/or translation | 99 | 29.3 | 20.2 | 16.2 | 13.1 | 21.2 |
| Starting own business | 97 | 26.8 | 15.5 | 21.6 | 8.2 | 27.8 |

Source: Study Sample

Over ninety percent of the interviewees rated either “very important” or “important” such aspects as being welcomed by the people who live here, personal safety, and having appropriate housing. Approximately eighty percent said that becoming a homeowner, making Canadian friends, and a good bus system are either very important or important. Over sixty percent of the respondents suggested having relatives close by and being able to buy the kind of food they like at a nearby store were also important or very important.

Aspects of integration that were considered less important to interviewees included having their own place of worship, having access to interpretation and/or translation, and starting

⁵ 1 - Not Important at all; 2 – A little bit Important; 3 - Somewhat Important; 4 – Important; 5 - Very Important

their own business and living in a community of the same religious, ethnic or cultural background were very important to only twenty to thirty percent of participants. However, not everyone is even interested in starting a business which probably explains the low rating on this variable.

The analysis of the data throughout this report suggests that participants have fared well in those aspects of their life that they rate as very important to successful integration: job satisfaction is relatively high and most people who want to have been able to obtain employment; language problems exist for some but most have been able to develop the language skills they need; some face poverty but most feel they have reached a level of financial security; and the majority feel positive about their children's schooling.

4.16 Suggestions for Other New Arrivals and Canadians on How to Improve the Integration Process

At the end of the interviews participants were asked what advice they would have for future PNPs and also for Canadians to improve the integration and smooth the adjustment to life in Manitoba.

Advice to future PNPs focused on labour force issues. When responding to the question “*what advice would you give your friends or family coming to Manitoba under the Manitoba Provincial Nominee program about how to integrate successfully into Manitoba society?*” The most common advice was to learn English before coming here (28 percent of the responses). Several principal applicants also commented that it essential to have reasonable expectations about life in Canada, put past life behind and be open-minded to new experiences, get involved in community, accept cultural differences, be hard working, and stay positive and patient through the adaptation period, and take the time to adjust before making long-term judgments.

Another key theme was associated with employment. Participants thought that finding a job and researching job opportunities before coming to Manitoba are essential for successful settlement and integration. Respondents also advised new PNPs to have a job when they arrive which carries a guarantee their credentials will be recognized in Manitoba. They also advised people to bring well-documented education/training information from their home country, and have the documents translated into English before coming, and, at least in the beginning, be willing to work in jobs below their qualifications. Some respondents were frustrated with job availability, the problems with credential recognition and the fact they were not working in their field of expertise and this was reflected in their responses. They suggested future provincial nominees should be aware of the job market situation and what skills and credentials are needed and wanted in Manitoba. Several respondents commented, “*Be prepared to not have credentials recognized, or at least have difficulty*”, “*Be prepared for periods of unemployment*”, and “*Consider you will have to take more education once in Manitoba.*” One said, “*Get a job and then go on EI to help pay for training*”.

Participants advised prospective newcomers to properly research and analyze all aspects of living in Manitoba and compare this to their current situation: *If you have a good job and lifestyle in your current country, don't immigrate to Manitoba – stay there*”.

We heard varied suggestions about being prepared and learning about life here before coming:

- Do some research on Manitoba and intended settlement community before arrival. Learn about the Manitoba lifestyle, culture, institutions, etc.;
- Make an exploratory visit before coming permanently;
- Find a job before coming;
- Learn about the climate and decide if you like the climate before coming (harsh winter, flatness, lack of forest, etc.);
- Save money so you have some assets to live on in the first months;
- Learn a skill Manitoba needs before coming (e.g. skilled trade, technical degree, agriculture, etc.);
- If you plan on starting your own business, research the local industry regulations beforehand; and,
- Prearrange housing accommodation before arriving.

Some principal applicants advised others to come to Manitoba, as *“it is a good place to start a new life”, “good jobs available here”, and “small businesses are relatively affordable to buy”*. One said, *“It's not easy but it's good enough”*. One interviewee advised others to come here only under the PNP — not as a visitor or TFW. Another one suggested, *“Only come if you have family or friend support in your destination community”*.

Advice to Canadians focused on a more welcoming society and suggestions for improving labour force integration. When asked, *“What advice would you give to Canadians about helping newcomers adjust to life in Manitoba?”* Over eighteen percent said, *“be more welcoming of newcomers”*, and fourteen percent more advised, *“be more open-minded, tolerant, and understanding of cultural differences with newcomers”*. Several participants also indicated that Canadians should not discriminate against newcomers, explain the customs, informal “rules”, and cultural norms to them, and be more patient with newcomers’ language troubles (including accent issues).

Many comments were related to jobs and credential recognition. Interviewees called for making jobs more available to newcomers (for example matching employers with immigrants through job banks) and giving the same job opportunities to foreigners as Canadians enjoy. Several interviewees raised the problems associated with credential recognition and suggested that foreign degrees, credentials, and work experience of newcomers should be recognized. One said, *“Quebec and France have a recognition of degrees agreement so in the future all French immigrants will be going to Quebec”*. Another comment heard was, *“Remember that newcomers are a source of skilled workers and not just cheap labour”*.

Other advice to Canadians about helping newcomers adjust to life in Manitoba included:

- Provide better information for settlement. More information is needed about finding housing and getting education and training. Give tips about shopping, deals, and sales.
- Provide a DVD version of the Entry Program to immigrants who cannot attend the program.
- More EAL schools should be located outside of the inner city so suburban immigrants can access them.
- Government should pay for six months for studying English in the beginning.
- Initially shelter assistance should be provided.
- Make financing more readily available for newcomers who are starting businesses.
- Education and credential upgrading should be less expensive. Education loans should be more accessible to newcomers. Education upgrading costs should be paid if degrees/credentials are not recognized.
- Immigration fees should be lower.
- Recognition of foreign driver's licences.
- Be more flexible with newcomers when considering them for loans or credit.
- Tell the truth to newcomers, especially about jobs, and be honest even about negative aspects of life.

Participants were also encouraged to provide any other comments, suggestions, or ideas they would like to share. Approximately thirty percent of the principal applicants provided positive comments about helpfulness of Canadians and twelve percent provided positive feedback on life in Canada (good lifestyle, opportunity for success in Manitoba, etc.). Other comments varied greatly and included:

- The health care system must be improved.
- A list of government services available to newcomers must be given to them before arrival.
- Jobs need to provide more security and better benefits. Government has to take a greater responsibility to ensure newcomers have access to jobs.
- It is not fair that the PNP is based on education and credentials but they are not recognized when newcomers arrive.
- Some rural centres lack services (supermarkets, cultural venues, etc.). More post-secondary education options and public transit system are needed in rural areas outside Winnipeg and Brandon.
- Driver's licence training and tests should be provided free to newcomers.
- The immigration system should be more flexible. One family is not through the PNP process yet and the nineteen year old daughter cannot work or study until it is resolved.

There was some negative feedback as well:

One commented *“We came for a better life but lack of financing available to newcomers has resulted in worse life than in home country”*.

“Tell potential immigrants that degrees may not be recognized before the application process so people can make informed choice to move here.”

“The move to Manitoba resulted in a lower standard of living than in our home country”.

To summarize the section above, one of the most important concerns interviewees had about their integration was that the immigration representatives and the Province of Manitoba should be up front with newcomers that there is a very good likelihood that their credentials, training, and/or work experience **will not be recognized**. Often participants felt they were misled about their job prospects in Canada.

4.17 Conclusion

The interviews with the principal applicants indicate a reasonably high level of satisfaction with their experience under the PNP and their settlement and integration in the Province. Their greatest concerns cluster around the issues of labour force integration: their credentials and work experience were not recognized and they could not get a job in their area of expertise. Some felt they had been misled as they arrived expecting their credentials and work experience to be recognized and jobs to be available in their field of expertise.

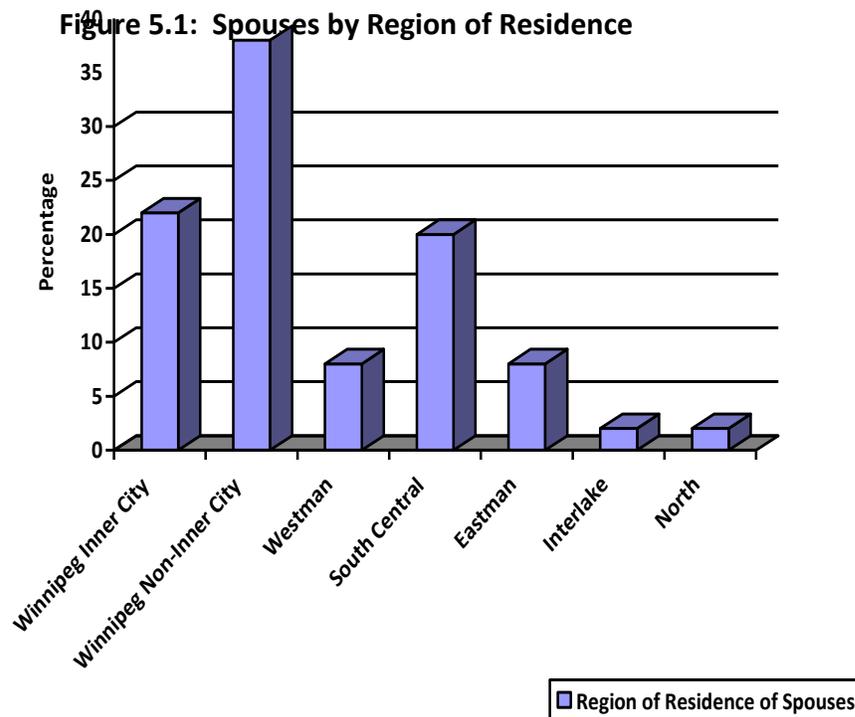
Despite these concerns, almost everyone who wanted to work was working, 84 percent were in the labour force within three months of arrival, periods of unemployment were not common, and their trajectories toward their career objectives were positive. Job satisfaction was also reasonably high. A significant percentage was also working to upgrade their education and improve their language skills.

The satisfaction levels were such that few had any plans to leave the Province in the foreseeable future.

5.0 Findings from the Survey of Spouses of Principal Applicants

Spouses of principal applicants were interviewed during the period December 2008 — March 2009. Fifty interviews were conducted in total. In 41 of the fifty cases (82 percent), they were spouses of principal applicants who were also interviewed. In these cases the interviews were conducted separately, i.e. the partner was not present during the interview. For four of the fifty interviews (eight percent) interpreters were used.

Thirty of the spouses interviewed lived in Winnipeg and twenty lived outside the City. Of the thirty that lived in Winnipeg, eleven lived in the inner city and nineteen in the non-inner city. The distribution of the spouses is indicated in Figure 5.1.



Source: Study Sample

5.1 Labour Force Integration was Not a Positive Experience for Many Spouses

Most spouses are active in the labour force. Forty-two of the fifty spouses (84 percent) said they have looked for work since they came to Manitoba. Three spouses said they plan to work in the near future. Those who have not looked for work were asked why not. About half of them said they were taking care of children or elderly/disabled family members. Three spouses said they did not have the language skills needed in the workforce. One explained, “*I have always had a job so have not had to look*” and another one was independently wealthy.

More than half had difficulty finding a job. When asked if they had any difficulty finding a job since coming to Manitoba, 25 of the 42 who had looked for a job said yes (59.5 percent) and seventeen said they did not (40.5 percent). Those who had difficulties finding a job explained:

- Eighteen respondents mentioned that their qualifications and/or credentials from outside Manitoba were not recognized;
- Seventeen said they did not have the language skills needed to work;
- Fourteen said their job experience from outside Manitoba was not recognized;
- Seven mentioned the lack of Canadian job experience; and
- Seven more had difficulty finding a job in their field.

Other difficulties reported less often included: transportation constraints or not knowing the city or town, taking care of children or other family members, not being able to find or afford child care, the lack of employment opportunities, discrimination, not knowing how to find a job, not having family or friends who could help, age discrimination (too old for employers), and being overqualified.

Language and credential recognition were barriers to employment. The 25 respondents who reported having difficulties with finding work were asked to indicate, “*What was the **one** most difficult barrier?*”

- Eleven spouses indicated the lack of language skills needed to work;
- Seven said their qualifications and/or credentials from outside Manitoba were not recognized; and
- For two the most difficult barrier was not having enough Canadian job experience.

Other reasons, each mentioned once, included: not being able to find job in their field, taking care of children or other family members, age discrimination (too old for employers), and being overqualified.

Close to seventy percent of spouses were employed. At the time of the interview 34 of the spouses were employed (68 percent), including two on maternity leave. Sixteen were not working (32 percent). The sixteen who were not were asked why. Four of them said they had been looking, but were unable to find a job. Others were not currently looking for work because of multiple reasons: they were taking care of children or other family members; did not have the language skills needed to work; were not able to find/afford child care; were attending school; and, were laid off and receiving Employment Insurance (EI). One responded that the spouse makes enough money.

Of the 34 who were employed, eighteen percent had been in their position less than six months, eighteen percent for six months to one year, 32 percent for one to two years, 21 percent three years or more. The mean length of employment was 22 months, the median twenty months.

One spouse was self-employed at the time of the interview and the business had been purchased as opposed to established by the person. Of those who were not self-employed sixteen said they would consider starting their own business or buying one in the next five years.

Family and friends were instrumental in the job search. The 34 employed were asked from where or from whom they received help to find their current primary job. Almost 46 percent were helped either by their friends or family and relatives. Eleven interviewees (31 percent) found their current jobs by themselves. Two were helped by employers and two others by a teacher or instructor at an educational institution. Other sources of help, each mentioned once, included: government agency, ethnic or cultural group, immigration professional, and, job recruitment firm.

Most spouses had permanent jobs. Thirty (88 percent) of those who were working at the time of the interview had permanent jobs, and four were employed temporarily (their job had a specific end date). One of the spouses had two jobs, the rest were working at one job. The interviewee that had two jobs did so because of her loyalty to her first employer and was still working a few hours there when needed (five hours a week on average).

Of the 34 spouses with permanent jobs twenty worked on average 35 – forty hours per week (full-time), nine worked twenty to thirty hours per week, three worked less than twenty hours, and two worked 48 – fifty hours per week. The mean value of the hours worked weekly was 34 hours, the median forty hours.

Many spouses were not working in their intended occupations. Participants were asked to indicate what they had listed as their intended occupation on the application for the Provincial Nominee Program. They were also asked what occupation they worked in during their first job, their current job and what occupation they hoped to be in five years from the time of the interview. Table 5.1 provides this information by occupational category and the transitions that have occurred.

Intended occupations ranged from cleaners and sewing machine operators to financial auditors, architects, and university professors. By industry, 22 percent of the intended occupations fell under business, finance, and administration; 22 percent under occupations in social science, education, government services, and religion; seventeen percent in sales and services; twelve percent in health; and ten percent in the natural and applied sciences.

Twenty-five of the participants were not currently working at the first job they had in Manitoba. Compared to their intended occupations, their first jobs represented a substantial move to lower paying sales and service (48 percent) and processing and manufacturing occupations (28 percent). A common trajectory can be illustrated by the computer engineer (intended occupation) working as a cook (first job), or a retail trade manager working as a security guard. No interviewees worked in management, business or finance, health, sciences or art, culture,

recreation and sport. Education was the only category that did not change much because four interviewees worked as early childhood educators and assistants at their first job.

Next, spouses were asked their current occupation in their current primary job. Compared to the first jobs, smaller proportions of the interviewees were working in sales and services (27 vs. 48 percent) and in processing and manufacturing occupations (seventeen vs. 28 percent). More participants had occupations in other industries including management, business, health sciences, and trades. The educational sector again holds steady due to early childhood educators. Some of them wanted to be teachers but are basically daycare workers as they could not get their degrees recognized.

| % Participants with valid response | Intended Occupation on Application | First Job (if different from Current Job) | Current Job | Job Hope to Have in 5 years |
|-----------------------------------------------------------------------------|------------------------------------|-------------------------------------------|-------------|-----------------------------|
| Management | 2.4 | 0.0 | 2.9 | 20.0 |
| Business, finance, and administration | 22.0 | 0.0 | 8.8 | 20.0 |
| Natural and applied sciences | 9.8 | 0.0 | 8.8 | 6.7 |
| Health occupations | 12.2 | 0.0 | 11.8 | 17.8 |
| Occupations in social science, education, government services, and religion | 22.0 | 20.0 | 20.6 | 20.0 |
| Occupations in art, culture, recreation, and sport | 7.3 | 0.0 | 0.0 | 0.0 |
| Sales and service occupations | 17.1 | 48.0 | 26.5 | 4.4 |
| Trade, transport, and equipment operators | 2.4 | 4.0 | 2.9 | 4.4 |
| Occupations unique to processing, manufacturing, and utilities | 4.9 | 28.0 | 17.6 | 4.4 |
| None/Retired | 0.0 | 0.0 | 0.0 | 2.2 |
| Number of participants with valid responses | 41 | 25 | 34 | 45 |

Source: Study Sample

At the time of the interviews only eight (24 percent) of the employed spouses worked in the occupation they indicated on their PNP application and four participants worked in closely related occupations. The ratios of those working in low-paying sales/service and processing/

manufacturing jobs were much larger than in intended occupations indicated on the PNP applications. Twenty-two (65 percent) said they did not work in the occupation they indicated on the PNP application. Twenty of them had not worked in that occupation since their arrival.

Many spouses were not working in their field of expertise. When asked, “*Are you working in an occupation or related occupation at your primary job in which you have training and/or experience?*” Fifty-eight percent said yes (nineteen participants) and 42 percent said no (fourteen spouses). Although over half of the respondents said they were working in an occupation or related occupation in which they had training and/or experience, information gathered suggests that their job situation is not equal to Canadians performing the same task. As an example an architect using his/her architectural knowledge at an architectural design company gets paid much less than a Canadian performing the same task. Twelve of the respondents indicated that they would like to be working in the same or related occupation for which they have training and/or experience.

Many spouses hope to be working in other occupations within five years. Thirty-four spouses responded to the question, “*Is the job you hope to have in 5 years the same job/type as you have currently?*” One third of them hoped to be working in totally unrelated fields. They wanted to move to “better” jobs with more opportunity for advancement and better benefits and salaries: for example a cleaner opening a restaurant or a cook becoming an accountant. The jobs they hoped to have in five years represented a real shift away from current low paying sales/service and processing/manufacturing jobs. Twenty percent wanted to move into management and supervisory jobs, another twenty percent into business and finance. This shift, if it were to occur, would take them back closer to their intended occupations. Many of these jobs, however, would be the lower paying secretarial or administrative assistant positions. Close to eighteen percent hope to work in healthcare and the proportion of educators again remained the same.

More than one quarter hoped to have the same or a very similar job, which indicated that these nine spouses were satisfied with their employment at the time of the interviews. Nearly forty percent wanted to stay in the same field as their current job, but would like to have better jobs within their field, for example a health care aid wishing to become a nurse. Several respondents hoped to move into management or supervisory roles within their respective fields.

When asked was the employment they hoped to have in five years the same type of employment they indicated on their PNP application, approximately two thirds (64 percent) said yes, but 36 percent hoped to have very different occupations from those on their applications. Of the sixty-four percent almost half wanted to be in exactly the same field as their intended occupation but others hoped to be in higher-level positions (e.g. managerial) in that field and a few wanted to be in lower-level positions in the same field: for example, a participant that intended to be a teacher when applying indicated at the time of the interview she hoped to become a teacher’s aide; a person hoping to be a university professor had changed his future intentions to school teacher. Discussions during the interviews suggested

some had downgraded their expectations because of language problems, credential recognition issues and the fact previous work experience was not likely to be considered.

Despite labour integration problems job satisfaction was relatively high. Participants were asked to rate their level of satisfaction with their current primary job. Of the 34 spouses working at the time of the interview eighteen were satisfied (53 percent), five were dissatisfied (fifteen percent) and eleven provided neutral response (32 percent) (Table 5.2).

Those spouses who were somewhat dissatisfied with their current primary job provided multiple reasons for their dissatisfaction:

- Salary too low (25 percent of the responses);
- Overqualified for current position (25 percent);
- Position is not in area of specialization (nineteen percent); and,
- Position is not challenging/rewarding enough (thirteen percent).

Other responses each mentioned once were: lack of opportunities for professional growth, poor working conditions, and being paid less than Canadians doing the same work.

| Table 5.2: Job Satisfaction Levels were Relatively High | | |
|----------------------------------------------------------------|----|------|
| Satisfaction Level | # | % |
| Satisfied | 18 | 52.9 |
| <i>Very satisfied</i> | 9 | 26.5 |
| <i>Somewhat Satisfied</i> | 9 | 26.5 |
| Neutral | 11 | 32.4 |
| Dissatisfied | 5 | 14.7 |
| <i>Somewhat Dissatisfied</i> | 5 | 14.7 |
| <i>Very Dissatisfied</i> | 0 | 0.0 |
| Total | 34 | 100 |

Source: Study Sample

When interviewees were asked if they had received any promotions at their primary job, 22 of the 34 participants that worked at the time of interviews said no (65 percent) and twelve said yes (35 percent).

Very few spouses had pre-arranged employment before arrival. Only one of the fifty spouses had their employment pre-arranged before arrival in Manitoba. This job was pre-arranged by the employer and an immigration professional.

Many spouses moved into the workforce very quickly. The average length of time it took participants to enter the workforce after arriving in Manitoba (or were in Manitoba and

became accepted as a PNP), was eighteen weeks. Over forty percent of the 34 participants who provided this information started their first job in less than one month and 35 percent started their first job in 1.5 – three months. For three of the spouses (nine percent) it took from one to two years (Table 5.3). When asked if they were still working at their first job, 35 percent said yes.

| Table 5.3: Spouses Moved into the Workforce Quickly | | |
|-----------------------------------------------------|----|------|
| Months | # | % |
| 1 week or less | 5 | 14.7 |
| 2 weeks to 1 month | 9 | 26.5 |
| 1.5 to 3 months | 12 | 35.3 |
| 4 to 6 months | 2 | 5.9 |
| 6 months to one year | 3 | 8.8 |
| 1 Year to 2 Years | 3 | 8.8 |
| Total | 34 | 100 |
| Average: Mean = 18 weeks; Median = 8 weeks | | |

Source: Study Sample

The respondents who were not working at their first job were asked how long they had worked at their first job: half of them said less than six months, seven said six months to one year, and the remainder from one to three years.

The reasons participants were no longer working at their first job included:

- Found a better job or better opportunities elsewhere (25 percent of the responses). Most of the interviewees who found better employment indicated that they moved “upward” in their employment trajectory;
- Some interviewees were laid off (eighteen percent of the responses);
- For some, their first job was physically too difficult (eleven percent); and,
- Moving to different community (eleven percent).

Other explanations were also mentioned: low pay, job had no benefits package, not enough hours of work, shift work was inconvenient, job was not related to the field of expertise, going to school, taking training or taking language course, and, inconvenient job location.

Some spouses had been unemployed for short periods of time. Eleven of the fifty participants reported having been involuntarily unemployed at some time since their arrival. When asked for how long, the average was 33 weeks, or 7.5 months (the median thirteen weeks). For one

third of the participants it was for two months or less, for one third – three months, and for one third – one year or more.

5.2 Although Well Educated, Spouses Were Pursuing Further Education and Training

Spouses arrived with high levels of education and training. Interviewees were asked their highest level of education prior to arrival in Manitoba. The distribution below indicates they were well educated:

- Nine had a high school diploma (eighteen percent);
- Three graduated with a trades certificate or diploma (six percent);
- Fourteen had a college education (28 percent);
- Seventeen had a Bachelor degree (34 percent);
- Six had a Master's degree (twelve percent); and
- One had some university education without a degree.

Despite high education levels credential recognition was a problem. Although forty of the spouses had a variety of trade certificates, college diplomas, and university degrees, credential recognition was a problem. Of the 27 spouses that had tried to get their credentials and/or training and expertise recognized since arriving, 26 reported having problems. The major difficulties with recognition of their training or education reported by these interviewees included insufficient language skills to operate in their field of expertise (not really a credential recognition problem), tests to get recognition are too difficult, recognition may require taking many additional courses that take a lot of time and money, and they had their credentials downgraded.

Twenty-one participants who did not try to get their credentials recognized included those who knew already that they would not be successful, those who still did not have good enough language skills to try to get their credentials and/or training recognized, and those with limited education, for instance a high school education upon arrival.

Due to their poor English skills, some spouses felt it would be pointless to try to have their credentials recognized since they were not yet able to communicate fluently. The discussion during the interviews indicates that **language skills play a key role** in credential recognition and successful integration, particularly labour force integration.

Spouses were working to improve their education and training. Twenty-three spouses had taken some education or training courses other than language training programs since they arrived in Manitoba. Twelve (52 percent) of them did not have to pay for this education. Eight (35 percent) paid for their courses and three more (thirteen percent) paid part of the cost.

The education or training courses taken since coming to Manitoba included:

- For twelve of the participants (52 percent) it was a College or Trades certificate (non-university post-secondary training such as Accountant at Herzing College or Child Educator training at Red River College). One woman who held a professional designation in accountancy from Russia and a second from Israel was taking a third degree because her previous qualifications were not recognized in Canada;
- Five had "on the job" training or short-time commitment training (such as CPR training or work safety at a hog processing plant);
- Two had taken Bachelor's program; and,
- Four – Master's, PhD or professional designation courses (e.g. Certified General Accountant, teacher, etc.).

Of the 23 that had taken education or training courses in Manitoba, for twelve (52 percent) it was in the **same** field as their previous education training and experience, for two it was in a **related** field and for nine it was not in the same or related field as their previous education training and experience. More than half of those taking education or training courses in Manitoba in the same field as their previous education are doing so to try to get a Canadian education that might get them closer to employment that meets their previous qualifications or skills level.

Those who had taken education or training courses in Manitoba were asked if this education was required for a particular job. For thirteen respondents (59 percent) it was a job requirement and for nine (41 percent) they were upgrading their skills to access better jobs.

They were also asked whether they took this education or training for the purpose of credential upgrading. Fifteen (65 percent) of those who had taken education or training courses in Manitoba said yes and eight (35 percent) said no.

Accessing education and training was difficult for some spouses. Twelve (24 percent) of the fifty interviewees reported difficulties accessing education and/or training since they came to Manitoba. Thirteen (26 percent) said they did not experience such difficulties and 25 (fifty percent) had not even tried to access education or training. The spouses that reported difficulties accessing education and/or training since their arrival explained that these difficulties were related mainly to poor language skills or financial costs. One participant stated that paperwork was a barrier – it was difficult to get documents from their home country such as transcripts sent by their university and course syllabi for a previous degree.

At the time of the interview thirty-seven participants planned to get some further education or training here in Manitoba. Fifteen of them wanted to pursue non-university post-secondary training to get College or Trades certificates, twelve planned on getting a Bachelor's Degree, and seven more – Master's Degree, PhD or Professional designation (e.g. CGA, teacher, etc.). Several spouses plan to take the same education they had in their country of origin because there is no recognition of their previous degrees or the process is "lengthy, uncertain, ineffective", and perhaps as expensive as doing the studies all over again. They see it as the only possibility to fulfill their vocation in Canada.

5.3 Poor Language Skills Were a Challenge in Many Aspects of Resettlement

Seventy-two percent of the spouses indicated that they could communicate easily in English. Seven participants (28 percent) said they could not and another seven said “sometimes”.

Participants were also asked about their most recent official language Benchmark assessments (ranges from one to twelve). If they had not been assessed, they were asked to rate their English (French) language skills as:

- B (basic, 1 – 4 “can communicate in common and predictable contexts and within the area of basic needs, common everyday activities, and familiar topics of immediate personal relevance”),
- I (intermediate, 5 – 8 “can function independently in most familiar situations of daily social, educational and work-related life experience, and in some less predictable contexts”), and
- A (advanced, 9 – 12 “can communicate effectively, appropriately, accurately and fluently in most contexts, topics and situations, from predictable to unfamiliar, and from general to professionally specific, in the most communicatively demanding contexts”).

Details of the assessment of English language skills are provided in Table 5.4.

| Table 5.4: Assessment of English Language Skills | | | | | |
|--------------------------------------------------|----------|---------|---------|-----------|---------|
| English Rating (n = 49) | Speaking | Reading | Writing | Listening | Average |
| Basic (1 – 4) | 26.5 | 26.5 | 26.5 | 26.5 | 26.5 |
| Intermediate (5 – 8) | 63.3 | 59.2 | 59.2 | 63.3 | 61.3 |
| Advanced (9 – 12) | 10.2 | 14.3 | 14.3 | 10.2 | 12.3 |

Source: Study Sample

Most of the participants (61 percent) had Intermediate level English language skills. Approximately 27 percent had Basic English skills and twelve percent had Advanced level English skills.

When asked about French language skills, 46 spouses said they could not communicate easily in French and were assumed to be below the basic level language skills. Four said they were able to communicate somewhat in French. Of the four, three had Advanced level French language skills and for one more it ranged between Basic and Intermediate level.

Approximately 28 percent of the interviewees had not taken English classes since they arrived. The reasons for not taking English classes varied. Several spouses did not need language training (42 percent of the responses). Some reported time constraints (e.g. work, family, or

other responsibilities) or financial constraints. One participant was not able to find childcare, and another one was in a class for a while but did not finish it because “*wasn’t learning much*”.

Of the 37 spouses that provided information on what language(s) they spoke with their colleagues at work, 23 (62 percent) indicated it was English only and for twelve (32 percent) it was English plus another language. One participant was using another language (neither English nor French) and another one used English, French, and another language with their colleagues at work. “Other” languages reported included: Tagalog (four interviewees), Russian (three), Spanish (two), Hebrew (two), Indian languages (one), Chinese (Mandarin or Cantonese) (one), German (one), and Korean (one).

Poor language skills also played a role in not being able to obtain a Canadian driver’s license. Thirty-four of the fifty participants had a driver’s licence at the time of the interview, but some spouses stressed the difficulties of getting their driving licence when their language skills were limited. They also found difficulties getting documents from their country of origin accepted in Manitoba.

Based on the discussion during the interview and how well they were able to communicate in English or French and drawing on evidence from other information provided during the interview (language problems in the workplace, language problems with credential recognition, etc.) it seems likely that some spouses overestimated their capacity to communicate (oral or written) in one of the two official languages.

5.4 Spouses Were Very Positive About the Settlement Services Received After Arrival

The Entry Program received mixed but generally positive reviews. Twenty-eight of the fifty spouses attended the Entry Program when they arrived. Some of the earlier arrivals may have attended the Program before the improvements made in late 2004 and early 2005. Those who attended the Program were asked how helpful it was for their orientation and settlement. Fifteen spouses found it very helpful, one – somewhat helpful, three provided a neutral response. Three spouses thought it was not helpful at all. One stated it was unhelpful because they were already aware of how things were here and their English was quite good so they felt it was a bit of a waste of time. Two said they had such poor English upon arrival that they felt that they did not get anything out of the program.

Nearly all households received assistance beyond the Entry Program. Forty-seven spouses received some orientation or settlement assistance other than the Entry Program. Although three participants said they did not, later in the interview they responded to other questions about assistance received, therefore it is likely that all of the respondents received some form of assistance or services.

Settlement services received very positive ratings. Participants were asked what assistance they received and was it provided by an agency, employer, or by family and friends. They also

were asked to rate how helpful they found the assistance for themselves and their family on a scale from one (not helpful at all) to five (very helpful) (Table 5.5).

| Table 5.5: Type, Quality and Source of Assistance Received By Spouses | | | | | | | | | | |
|------------------------------------------------------------------------------|---------------------|----|---------------------------------------------------|-----|------|------|------|--------------------------------------------------------|----------|---------------------------------------|
| Assistance or Services | Assistance received | | How helpful? ⁶ (% of valid responses) | | | | | From whom did you receive assistance* % of respondents | | |
| | # | % | 1 | 2 | 3 | 4 | 5 | Agency | Employer | Family, friends community other |
| Orientation (<i>learning about the community</i>) | 30 | 60 | 6.7 | 6.7 | 13.3 | 3.3 | 70.0 | 90.0 | 0.0 | 13.3 |
| Language training | 43 | 86 | 0.0 | 2.7 | 8.1 | 2.7 | 86.5 | 97.3 | 2.7 | 2.7 |
| Occupational/job training | 20 | 40 | 0.0 | 5.0 | 0.0 | 0.0 | 95.0 | 55.0 | 30.0 | 15.0 |
| Help with translation/interpreting | 22 | 44 | 0.0 | 0.0 | 4.5 | 0.0 | 95.5 | 40.9 | 4.5 | 59.1 |
| Help finding a job | 29 | 58 | 0.0 | 0.0 | 0.0 | 3.6 | 96.4 | 41.4 | 3.4 | 62.1 |
| Help finding housing | 33 | 66 | 0.0 | 0.0 | 3.1 | 0.0 | 96.9 | 36.4 | 9.1 | 54.4 |
| Help with children's schools | 27 | 54 | 0.0 | 0.0 | 0.0 | 3.8 | 96.2 | 51.9 | 0.0 | 48.1 |
| Help with health problems | 31 | 62 | 0.0 | 0.0 | 0.0 | 3.4 | 96.6 | 41.9 | 3.2 | 58.1 |
| Help with shopping | 9 | 18 | 0.0 | 0.0 | 12.5 | 12.5 | 75.0 | 22.2 | 0.0 | 77.8 |
| Help with banking system | 35 | 70 | 0.0 | 3.0 | 0.0 | 3.0 | 93.9 | 54.3 | 2.9 | 42.9 |
| Getting loans or credit from banks/ credit unions | 12 | 24 | 0.0 | 0.0 | 0.0 | 9.1 | 90.9 | 58.3 | 0.0 | 41.7 |
| Help with legal matters | 8 | 16 | 0.0 | 0.0 | 14.3 | 0.0 | 85.7 | 50.0 | 0.0 | 50.0 |
| Help with personal problems | 6 | 12 | 0.0 | 0.0 | 16.7 | 0.0 | 83.3 | 50.0 | 0.0 | 50.0 |

* Some rows do not add to 100 percent due to multiple responses – this is percentage of all cases in multiple response situations.

Source: Study Sample

- Services received most often included language training (43 of the fifty participants), help with the banking system (35), finding housing (33), help with health problems (31), orientation (thirty), and help with finding a job (29).
- Orientation (learning about the community) was the only service that was found unhelpful by some of the spouses. Seven percent found it unhelpful and another

⁶ 1 - Not Helpful at all; 2 – A little bit Helpful; 3 - Somewhat Helpful; 4 – Helpful; 5 - Very Helpful

seven percent – just a little bit helpful but seventy percent found it very helpful. Ninety percent of the interviewees stated that they received orientation from agencies and thirteen percent from family, friends, or community.

- Almost ninety percent found the language training very helpful (87 percent) or helpful (three percent). Language training was provided to the participants mainly through agencies (97 percent). Some language training was received from their employer or family and friends.
- Of the twenty participants that received occupational or job training, nineteen found it very helpful. Language training was provided by agencies (55 percent), employers (thirty percent) and family, friends, or community (fifteen percent).
- Almost 96 percent of the spouses said the assistance they received with translation and interpreting was very helpful and five percent found it somewhat helpful. This service was provided by family, friends, or community (59 percent); agencies (41 percent); and in five percent of the cases – by employers.
- Assistance with finding a job was considered very helpful by 96 percent and helpful by four percent of the spouses. This help was provided mainly by family, friends, or community (62 percent), or agencies (41 percent).
- Assistance with finding housing was considered very helpful (97 percent) and another three percent – somewhat helpful. The help was provided by family, friends, or community (54 percent); or agencies (36 percent); also employers (nine percent).
- Help with children’s schools was received either from agencies (52 percent) or family, friends, or community (48 percent). It was found to be very helpful (96 percent) or helpful (four percent).
- Help with health problems was rated in a similar way. It was received from family, friends, or community (58 percent), agencies (22 percent), and employers (3.2 percent).
- Assistance with understanding and using the banking system was very helpful in 94 percent of the cases, helpful in three percent, and another three percent said it was only a little bit helpful. This help was provided by agencies (54 percent), family, friends, or community (43 percent) and employers (three percent).
- Services such as help with shopping, with legal matters, with personal problems, and getting loans or credit from banks/credit unions were received by fewer interviewees. All of these services were provided either by an agency, family, or friends, or by the community. Overall help with getting loans or credit was rated as being very helpful while the other services were rated by some interviewees as being somewhat helpful.
- Other services or supports received were also mentioned. One spouse told us that her family and friends helped find daycare and fill out the forms. Two spouses mentioned that they received help from agencies in getting both SIN and health cards, and applying for child benefits. All of this assistance was very helpful.

It is interesting to note in Table 5.5 that agencies (government or community based) were the source of most assistance in orientation, language training, occupational/job training, the

banking system, and obtaining credit. Half the assistance with children’s schooling, legal matters and personal problems also came from agencies. Family, friends, relatives, and people in the community played the lead role in providing assistance in translation/interpretation, finding a job, finding housing, addressing health problems and shopping. Half the assistance with personal problems and legal matters also came from this source. Employers play a very modest role and only appear as important in the occupational/job training category.

When all cases of assistance are considered, participants sought/received assistance on 317 occasions (allowing for the multiple responses when participants sought/received assistance from more than one source). On 57 percent of the occasions the assistance was provided by agencies, from family/friends, or community people on 38 percent of the occasions, and only four percent from employers.

Participants were asked to indicate which services were most helpful. **Language training comprised almost one third of the responses** (32 percent). Help finding a job and help finding housing were also often mentioned. Fewer people said it was help with orientation, health problems, children’s schooling, occupational or job training, translation/interpreting, or with the banking system. Services referred to once were help with personal problems, legal and other help during the divorce/separation process, and finding daycare.

According to spouses there were few service gaps. Interviewees were also asked “*What settlement services that you did **not** receive would have helped you settle more quickly in Manitoba?*” Two respondents indicated language training and two more the Entry Program. Other services mentioned once included: orientation, occupational/job training, help finding a job, help with health problems, daycare access, job placement service (an agency that would match an employer with a newcomer in their field of expertise and meeting their skills level), and, being provided subsidized housing.

5.5 The Majority of Spouses’ Households Received Financial Assistance

Forty-two spouses, or 86 percent of all participants, said their household received some financial assistance although for many it was only child benefits⁷. When asked, “*If yes, who did you/your household receive this financial assistance from?*” Eighty-nine percent said it was from Government sources. Other sources of the financial assistance mentioned included family members, employer, and SEED Winnipeg.

Table 5.6 below details the type of financial assistance spouses’ households received and for how long. Child benefits accounted for 53 percent, Employment Insurance for eighteen percent, and Maternity Leave assistance twelve percent. Other benefits received included daycare subsidies, assistance while undergoing training programs, Social Assistance, Workers Compensation, SEED Winnipeg assistance, scholarships or student loans, pregnancy healthy

⁷ Nineteen out of the 42, or 44 percent, received only child benefits, leaving 23 who received financial assistance other than child benefits.

food subsidy and other forms of government assistance. The other types of government assistance included GST rebate, shelter assistance (\$200 per month during first year) and fifty percent of one person’s salary was paid by the government because the employer hired a newcomer).

Table 5.6: Financial Assistance to Spouses by Source and Duration

| Type of Financial Assistance Received | # | % of All Fifty Spouse Households | Average Duration (months) |
|---------------------------------------|----|----------------------------------|------------------------------------------|
| Workers Compensation | 1 | 2.0 | 1 |
| Employment Insurance* | 9 | 18.0 | 7.3 |
| Social Assistance | 1 | 2.0 | 11 |
| Other forms of government assistance | 4 | 8.0 | — |
| Education (scholarship, student loan) | 2 | 4.0 | 39 |
| Child Benefits ⁸ | 21 | 52.5 | Irrelevant – ongoing for most households |
| Daycare subsidies | 3 | 6.0 | 26.7 & ongoing... |
| While undergoing Training programs | 3 | 6.0 | N/A |
| Pregnancy healthy food subsidy | 1 | 2.0 | 6 |
| Maternity Leave | 6 | 12.0 | ~ 1 year |
| SEED Winnipeg | 1 | 2.0 | 13 |

* This is overstating the length because some PNPs stayed on EI for lengthy periods of time while training / skill upgrading. 6 of the 9 were on EI for 6 months or less and three were on EI for only 2 months.

Source: Study Sample

5.6 The School System Received Mixed Reviews

Those participants who have children were asked if they agree with several statements related to their satisfaction with Manitoba schools (Table 5.7).

- 95 percent of the participants agreed that their children have friends at school.
- Almost ninety percent agreed that the schools here have good English as an Alternative Language (EAL) programs for their children.
- Over 78 percent thought the schools here would help their children get into university or technical school. However, nineteen percent disagreed with this statement. Almost 65 percent agreed that the schools here provide good occupational preparation for their children and 24 percent disagreed. The ones who

⁸ Initially this question was missed so 10 households are excluded (percentage is out of 40 instead of 50).

disagreed with these two statements often felt that schools were too easy and/or there was not enough homework given. In that sense, several spouses thought, “schools should be harder”, or “children do not do much work at school”. One Indian spouse expressed “I have to give my daughter a strict routine of homework every evening because she only plays at school”.

| Table 5.7: Satisfaction with Manitoba Schools (% of n value) | | | | | | |
|--------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|----------------|-----------------------|-----------------------|----------------|
| Issue | Strongly Disagree | Somewhat Disagree | Neutral | Somewhat Agree | Strongly Agree | n value |
| The schools here have good EAL for my children. | 5.4 | 0.0 | 5.4 | 8.1 | 81.1 | 37 |
| The schools here encourage my children to keep their cultural identity. | 21.6 | 2.7 | 16.2 | 10.8 | 48.6 | 37 |
| The schools here provide good occupational preparation for my children | 18.9 | 5.4 | 10.8 | 18.9 | 45.9 | 37 |
| The schools here will help my children get into university or technical school | 18.9 | 0.0 | 2.7 | 16.2 | 62.2 | 37 |
| My children have friends at school | 2.5 | 0.0 | 2.5 | 2.5 | 92.5 | 37 |
| My children have faced discrimination | 63.2 | 7.9 | 2.6 | 15.8 | 10.5 | 38 |
| The schools here have provided me (as a parent) with the support needed to overcome language and cultural barriers | 7.9 | 5.3 | 15.8 | 21.1 | 50.0 | 38 |

Source: Study Sample

- 71 percent agreed that the schools here have provided them, as parents, with the support needed to overcome language and cultural barriers, but thirteen percent of the participants disagreed.
- 59 percent agreed with the statement “*The schools here encourage my children to keep their cultural identity*” while 24 percent disagreed.
- The statement most of the spouses (71 percent) disagreed with was “*My children have faced discrimination*”. At the same time 26 percent agreed with it. Racism was the main issue among those who felt discriminated against and it was mostly felt by children of immigrants coming from Asia and Africa (visible minorities).

5.7 Satisfaction with Community Was Mixed

Spouses identified many positive aspects of community. A variety of responses were provided when interviewees were asked what they liked about living in their community. They included:

- Community safety is good (twelve percent of the answers);
- Social conditions (e.g. good health care and social programs) (eleven percent);
- Cultural values are respected (e.g. freedom, equality, respect of human rights) (ten percent);
- Political stability (nine percent);
- Economic conditions are positive (eight percent);
- Friendliness of people and their attitudes (seven percent);
- Good employment opportunities (six percent);
- Good educational opportunities and good schools (six percent);
- Lifestyle and overall quality of life (six percent); and
- Good quality of housing (six percent).

Respondents also mentioned they liked the presence of people with similar linguistic and ethnic backgrounds, absence of interracial, ethnic or religious tension, cultural diversity, climate and physical environment, affordability, and having variety of shops and services in their communities.

There were aspects spouses did not like about communities. Participants also revealed several features they liked “the least” about living in their community. The least liked **was climate and physical environment**, which was reported by twelve respondents. Other characteristics were mentioned by fewer respondents: lack of employment or educational opportunities, health care problems, lack of recreation opportunities, safety issues or crime concerns, discrimination or people’s closed-mindedness, poor quality public transit system or lack of public transportation, poor quality of roads, lack of street cleaning and snow removal in winter, lack of cultural offerings such as, ethnic restaurants, theatre, concerts, cultural events, shopping etc., poor city planning and urban sprawl, community being too small, and social/cultural etiquette (e.g. phone answering machine or door-to-door salespeople coming at night).

One respondent felt their community was too socially conservative and not progressive enough while another one found their community to be too liberal in terms of the lifestyle and family values in Canada.

Communities fared well on a series of integration indicators. Using a scale of one (strongly disagree) to five (strongly agree) participants were asked to rate their communities based on eleven indicators. These indicators provided spouses’ opinions on community aspects important to successful integration and retention. Over ninety percent of the spouses agreed that their community was safe for themselves and their children (Table 5.8). Approximately eighty percent were also in agreement that their community is a good place to live, to raise a

family, has a good choice of suitable and affordable housing, and the people in their community are friendly and welcoming. Overall respondents liked the size of their community: most of them disagreed that they would rather live in a bigger or smaller community.

Approximately fifty percent agreed with the statements “*This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada*” and “*I would like my children to continue living in this community when they grow up*”. However, over twenty percent disagreed.

| Community Indicators | # | Agree with the following ⁹ | | | | |
|------------------------------------------------------------------------------------------------------------|----|---------------------------------------|------|------|------|------|
| | | 1 | 2 | 3 | 4 | 5 |
| (Name of community) is a good place to live | 48 | 0.0 | 6.3 | 12.5 | 16.7 | 64.6 |
| There are good job opportunities here for me | 45 | 40.0 | 20.0 | 2.2 | 8.9 | 28.9 |
| This community is a good place in which to raise a family | 46 | 4.3 | 4.3 | 13.0 | 13.0 | 65.2 |
| It would be easier for me to find a job in some other community | 38 | 5.3 | 10.5 | 28.9 | 23.7 | 31.6 |
| The people in (name of community) are very friendly and welcoming | 47 | 0.0 | 2.1 | 17.0 | 23.4 | 57.4 |
| This community has a choice of suitable and affordable housing | 48 | 0.0 | 4.2 | 16.7 | 25.0 | 54.2 |
| This community is safe for me / my family | 48 | 4.2 | 4.2 | 2.1 | 8.3 | 81.3 |
| This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada | 47 | 14.9 | 8.5 | 27.7 | 25.5 | 23.4 |
| I would rather live in a bigger community | 47 | 53.2 | 19.1 | 12.8 | 8.5 | 6.4 |
| I would rather live in a smaller community | 47 | 55.3 | 10.6 | 23.4 | 8.5 | 2.1 |
| I would like my children to continue living in this community when they grow up (if applicable) | 36 | 19.4 | 8.3 | 22.2 | 13.9 | 36.1 |

Source: Study Sample

There was a strong disagreement to statements about job opportunities: forty percent strongly disagreed with the statement “*There are good job opportunities here for me*” and another twenty percent disagreed. Over fifty percent believed that it would be easier for them to find a job in some other community.

⁹1- Strongly Disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 - Strongly Agree

Although some community concerns were expressed, spouses were generally very satisfied with community characteristics and felt comfortable with the reception they had received from community residents. Overall, it appears they felt communities were welcoming.

5.8 Participation in Community Activities Focused on Religious, Ethnic and Cultural Events

Over three quarters of the spouses (78 percent) said they regularly participate in activities with people from the same ethnic or cultural group and nine (eighteen percent) said they participate sometimes. Only two spouses said they did not.

One third of the interviewees (34 percent) said they regularly participate in other community activities and sixteen percent said sometimes. Respondents provided details on what types of activities they participate in:

- Thirty-three participate in religious activities
- Nine – in private parties or get-togethers
- Seven attend community gatherings such as festivals, neighbourhood block party, Folklorama, etc., and
- Six participate in recreational and/or sports activities.

School events, settlement services and/or immigration groups, youth groups, seasonal celebrations, volunteering, work-related get-togethers, and cultural activities (e.g. library activities) were also mentioned.

Spouses want to maintain ethnic and cultural ties. When asked, “How important is it for you to maintain ties with others in Manitoba from the same ethnic or cultural group as yourself?” Over one half (52 percent) said it was very important, and 26 percent said it was important. Only two participants did not consider this to be important.

5.9 Spouses Faced a Range of Adjustment Problems After Arrival

When spouses were asked if they had experienced any problems adjusting since they arrived, over a half of them (28, or 56 percent) said “yes”. Among the most common problems were adjusting to climate or weather (25 percent of the responses), language problems (22 percent) and cultural adjustment (seventeen percent). Other difficulties mentioned by the interviewees were missing home, country and family and friends, finding a good job, adjusting to the workplace culture, transportation, living in temporary or non-independent household situations, credential recognition and financial stress.

Interviewees were also asked to choose the **one** most difficult adjustment problem they faced. Of the 28 participants who responded:

- Eight said it was climate and weather;

- Seven indicated language problems;
- Three said it was cultural adjustment (culture shock);
- For another three the most difficult adjustment was finding a good job;
- Three more said it was homesickness and missing their family, friends, and home country;
- For one, credential recognition was the most serious adjustment problem;
- One indicated adjustment to the workplace culture;
- For another spouse it was adjusting to junk food; and
- One participant suggested that newcomers should be told the truth, even about negative aspects and especially about jobs, “... *don't gloss the negative over*”.

Discrimination was identified as a problem but not by the majority. When asked, “*Since you arrived in Canada, have you ever experienced discrimination or racism?*” Thirty participants (sixty percent) said they had not. However, nineteen (38 percent) said they had experienced discrimination or racism and another one said “maybe”. Fifteen stated that this racism or discrimination was in the work place, at their place of employment, or when searching for a job, four indicated it was in everyday life situations in the public realm, and two with housing. More responses were provided to the question, “*in what setting did the discrimination occur?*” One experienced discrimination in the school system. A few interviewees mentioned the negative dynamics they experienced with Aboriginal people in the inner-cities of Winnipeg and Brandon.

5.10 Despite Some Problems Most Spouses Felt Positive About Their Integration Process

When asked, “*Would you say that your whole resettlement experience in Manitoba has been better or worse than expected?*” Eighteen participants said somewhat better than expected and nine characterized it as much better than expected. Twelve indicated their experience had been about the same as expected. At the same time, for ten spouses their experience in Manitoba was worse than expected and for another one – much worse than expected. Almost without exception, those whose experience has been worse than expected stressed the disappointment in not being able to gain employment that matches their previous qualifications’ level or meets their expectations.

Participants were provided several statements on aspects of their life that are important to successful integration. On a scale of one to five where one is “*not at all important*” and five is “*very important*” they were asked to state the importance of each in their experience (Table 5.9).

The aspects rated most highly by the spouses included being able to speak English well, finding a good job, financial security, having their children do well in school, and personal safety. Over ninety percent of the participants indicated that these factors are very important for their successful integration.

Over seventy percent of the respondents rated either “very important” or “important” such aspects as being welcomed by the people who live here, making Canadian friends, becoming a homeowner, having appropriate housing, access to a good bus system, being able to buy the kind of food they like at a nearby store, and having relatives close by.

Table 5.9: Factors Important To Successful Integration

| | # | How important? ¹⁰ (% of valid responses) | | | | |
|--------------------------------------------------------------------------------------|----|-----------------------------------------------------|------|------|------|------|
| | | 1 | 2 | 3 | 4 | 5 |
| Finding a good job | 49 | 0.0 | 0.0 | 2.0 | 4.1 | 93.9 |
| Being able to speak English well | 50 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| Personal safety | 50 | 0.0 | 0.0 | 6.0 | 2.0 | 92.0 |
| Financial security | 50 | 0.0 | 0.0 | 2.0 | 2.0 | 96.0 |
| Having relatives close by | 50 | 12.0 | 4.0 | 14.0 | 18.0 | 52.0 |
| Living in a community of the same religious and/or ethnic and/or cultural background | 50 | 20.0 | 20.0 | 24.0 | 14.0 | 22.0 |
| Having your own place of worship | 50 | 28.0 | 12.0 | 16.0 | 24.0 | 20.0 |
| Being welcomed by the people who live here | 50 | 0.0 | 0.0 | 6.0 | 22.0 | 72.0 |
| Becoming a homeowner | 48 | 2.1 | 0.0 | 16.7 | 14.6 | 66.7 |
| Having appropriate housing | 50 | 2.0 | 0.0 | 8.0 | 16.0 | 74.0 |
| Making Canadian friends | 50 | 0.0 | 0.0 | 8.0 | 28.0 | 64.0 |
| A good bus system | 50 | 0.0 | 2.0 | 16.0 | 26.0 | 56.0 |
| Having your children do well in school | 41 | 0.0 | 0.0 | 2.4 | 4.9 | 92.7 |
| Being able to buy the kind of food you like at a nearby store | 50 | 6.0 | 8.0 | 14.0 | 40.0 | 32.0 |
| Having access to interpretation and/or translation | 50 | 30.0 | 10.0 | 26.0 | 16.0 | 18.0 |
| Starting own business | 49 | 28.6 | 14.3 | 28.6 | 8.2 | 20.4 |

Source: Study Sample

Several aspects, however, were of less importance to the interviewees. For instance, for approximately thirty percent having their own place of worship, having access to interpretation and/or translation, and starting their own business were not important at all. Living in a community of the same religious, ethnic or cultural background was unimportant for twenty percent of the respondents and having relatives close by – for twelve percent.

¹⁰ 1 - Not Important at all; 2 – A little bit Important; 3 - Somewhat Important; 4 – Important; 5 - Very Important

Job opportunities in their community are rated as the most important retention factor.

Interviewees were asked what factors would be the most important in their decision to remain in the community where they live. Of the responses received, the most common were: availability of job opportunities (one third of responses), availability of education opportunities (one quarter of all responses), adequate housing, being able to practice their religion, and presence of people from their ethno-cultural background.

Participants were also asked to identify the **one single factor** most important in their decision to remain in the community where they live. For the vast majority (34 spouses, or 69 percent of the group) it was availability of **job opportunities. Jobs trump all other factors.** Four mentioned availability of education opportunities. Three felt being able to practice their religion was the most important. Other responses included the presence of people from their ethno-cultural background, family and/or relatives being nearby, availability of adequate housing, presence of shopping and retail nearby, friendly people, safety, peaceful and stable situation, and opportunities for business owners.

5.11 Spouses' Reflections on the Integration Process Provided Good Advice for Other Arrivals and for Canadians

At the end of the interviews participants were asked what advice they would have for future PNPs and also for Canadians to improve the integration process and smooth the adjustment to life in Manitoba.

Advice focused on language and labour force issues. When responding to the question *“what advice would you give your friends or family coming to Manitoba under the Manitoba Provincial Nominee program about how to integrate successfully into Manitoba society?”* The most common advice was to learn English before coming here (almost 37 percent of the responses).

Several spouses commented that it is essential to have reasonable expectations about life in Canada, be hard working, and stay positive and patient during the adaptation and integration period.

Some participants thought that finding a job and researching job opportunities (the *“real job market for foreigners”*) before coming to Manitoba were keys for successful resettlement and integration. Respondents advised new PNPs to come with a job that guarantees their credentials will be recognized in Manitoba, bring well-documented education and training information from their home country, and, at least in the beginning, be willing to work in jobs below their qualifications or accept whatever job they could get including physical labour jobs. One said, *“Learn skilled trade before coming”*.

Some spouses were somewhat frustrated with their job prospects and this was reflected in their responses. Two participants commented, *“If you have a good job in your current country, don't immigrate to Manitoba - stay there”*. Two more thought it was a good idea for future

newcomers to properly research and analyze all aspects of living in Manitoba and compare this to their current situation.

There were negative comments about the cold winter and advice to be prepared for the Manitoba climate.

One respondent mentioned that future PNPs should research intended settlement communities before coming to make sure it is culturally appropriate for them (e.g. *“Steinbach is in the “bible belt”*). Another one would advise others to come to their settlement destination because *“it is a good place to live”*.

Interviewees provided some very practical suggestions related to different areas of settlement and integration:

- Connect with settlement services in the very beginning to get help with the settlement process from the start.
- Come with enough money and resources to get started. Bring as many possessions as you can with you in person to save shipping and freight costs.
- Women should pay more attention to children's integration and well being rather than getting a job.
- Use media from the home country to help with homesickness (international radio programs, TV shows from internet, etc.).
- As the lifestyle here is different, learn the culture quickly and be willing to adapt to new life and to fight culture shock.

Participants were also willing to share with future PNPs some criticisms they had about living here:

- One French interviewee commented, *“Multiculturalism is a marketing tool that falls short in reality”*.
- Transportation options are limited – public transit is poor.
- People here are not always *“straightforward about things”* as they are rather polite.

Advice to Canadians focused on cultural understanding and addressing labour force barriers.

When asked, *“What advice would you give to Canadians about helping newcomers adjust to life in Manitoba?”* Over twenty percent said, *“be more open-minded, tolerant, and understanding of (cultural) differences with newcomers”*. Several participants also indicated that Canadians should be welcoming, explain the customs, informal "rules", and cultural norms to newcomers, and be more patient with newcomers' language troubles and their accent.

Some comments related to jobs and credentials recognition. Interviewees felt jobs should be more available to newcomers and they should be given the same job opportunities and benefits as Canadians. Workplace mentorship for newcomers would help them adjust to workplace culture. Placing newcomers in workplaces performing voluntary work in their field of expertise

would provide them some Canadian work experience and connections. Several interviewees raised the problems associated with credentials recognition and suggested that foreign degrees, credentials, and work experience of newcomers should be recognized or at least have a fairer and reasonable system in place for assessing credentials.

Other advice spouses had to Canadians about helping newcomers adjust to life in Manitoba included:

- Provide better information for resettlement.
- Make housing more affordable and accessible to newcomers (for instance, eliminate requirements on Canadian credit history or references).
- Education loans should be more accessible to newcomers.
- More EAL schools/classes are needed for newcomers.
- Tell the truth to newcomers – be honest even about negative aspects of life.

Participants were also encouraged to provide any other comments, suggestions, ideas they wanted to share.

- Over one third of the spouses provided positive comments about the helpfulness of Canadians.
- One quarter suggested that the health care system must be improved and requires more funding.
- Jobs need to be more secure.
- The school system should be more challenging to prepare kids for the future.
- More daycare spaces are needed.
- The immigration system should be faster and easier to navigate through.
- Although not newcomer-specific, a few complaints were made about discrimination against women in the workplace.

To summarize the section above, one of the most important concerns the spouses had about their integration was that the immigration representatives and the Province of Manitoba should be up front with newcomers that there is a very good likelihood that their credentials, training, and/or work experience **will not be recognized**. Often participants felt they were misled about their job prospects in Canada. After English language, problems with gaining appropriate employment that meets their skill level and expectation level and getting credentials recognised is the second most important issue brought up by the spouses. Another common theme expressed by many was about colleagues/superiors praising their work, yet passing them over when advancement opportunities came up. This leaves some newcomers feeling like they have been *“smiled at and then stabbed in the back”*.

5.12 Conclusion

The experience of spouses was very similar to that of principal applicants. They expressed the same cluster of concerns around the theme of labour force integration. The evidence suggests,

however, that language barriers are greater for spouses than for principal applicants. Close to half were working to upgrade their education and training skills, although with language barriers, and for some responsibilities in the home, taking further education and training was a struggle.

Spouses spoke positively about the services they received, they felt positive about the schools and the community, although some expressed concern that schools were not encouraging their children to keep their cultural identity and that their children were not working hard enough. Many were also concerned that the community was not likely to offer good job opportunities for their children when they had completed their education. Although they participated in community activities, it was more often with people of their own ethnic/cultural background than with the general community. Close to forty percent also felt they had experienced discrimination or racism, generally in the work place.

Despite some problems most spouses felt positive about their settlement experience. Over half felt it had been better than they expected. Most of those disappointed with their experience indicated their disappointment was related to their less than desirable labour force experience.

6.0 Trajectories in Settlement and Integration Indicators Improved over Time

To analyze trajectories in the settlement and integration indicators over time, the study population was divided into three roughly equal parts based on the length of time the principal applicant had been in Manitoba:

- 33 principal applicants had lived in Manitoba for a period of five to 26 months (roughly two years);
- 32 for 27 to 37 months (roughly two to three years); and
- 33 for 38 to 62 months (roughly three to five years).

This section examines changes, over time, in a range of indicators generally used to measure “progress or lack of it” in the resettlement and integration process. Two principal applicants were excluded from this analysis, as they only provided a general indication of their arrival date.

| Time in Months | # | % |
|----------------|-------------|-------|
| 5 – 26 months | 33 | 33.7 |
| 27 – 37 months | 32 | 32.7 |
| 38 – 62 months | 33 | 33.7 |
| Total* | 98 | 100.0 |
| Mean | 33.8 months | |
| Median | 31.5 months | |

Source: Study Sample

Labour force trajectories were positive over time. There was only a modest change in employment rate over time as the proportion employed fluctuated around 85 percent in all three time periods but had reached 88 percent for those here the longest. By the third year, however, Principal Applicants were much more likely to be working in occupations in which they have training or experience (83 percent) compared to 57 percent for the most recent group and 54 percent for those here two to three years. The proportion taking more education or job training fluctuates over time with about forty percent taking more education and training in the first two years, rising to 54 percent in the second period then falling again to 42 percent for those who have been in Manitoba the longest (Table 6.2). By the three to five year period it is likely some had completed upgrading of their education and training requirements.

Table 6.2: Trajectories in Selected Settlement Indicators

| Indicator | 5 – 26 months | | 27 – 37 months | | 38 – 62 months | |
|------------------------------------------------------------------------------------------------------|---------------|------|----------------|------|----------------|------|
| | # | % | # | % | # | % |
| Principal Applicants | 33 | 33.7 | 32 | 32.7 | 33 | 33.7 |
| Currently working | 28 | 84.8 | 26 | 81.3 | 29 | 87.9 |
| Working in an occupation (or related) in which they have training or experience | 16 | 57.1 | 14 | 53.8 | 24 | 82.8 |
| Have taken education or training (other than language) since arrived in Manitoba | 13 | 39.4 | 18 | 56.3 | 14 | 42.4 |
| Households below LICO | 18 | 60.0 | 12 | 40.0 | 8 | 25.8 |
| Have more than enough money to meet basic needs | 5 | 15.2 | 4 | 12.5 | 7 | 21.9 |
| Have just enough money for basic needs | 17 | 51.5 | 22 | 68.8 | 23 | 71.9 |
| Do not have enough money to meet basic needs | 11 | 33.3 | 6 | 18.8 | 2 | 6.3 |
| Do not have difficulties meeting all expenses every month | 19 | 57.6 | 19 | 59.4 | 24 | 72.7 |
| Own | 13 | 39.4 | 20 | 62.5 | 25 | 75.8 |
| Rent | 16 | 48.5 | 11 | 34.4 | 8 | 24.2 |
| Living with friends/relatives (temporarily) | 4 | 12.1 | 1 | 3.1 | 0 | 0.0 |
| Expect to move to another province within the next five years | 1 | 3.0 | 3 | 10.0 | 1 | 3.0 |
| Have supported family member(s) to come to Manitoba since arrival | 5 | 15.2 | 10 | 31.3 | 15 | 45.5 |
| Participate in activities with people from the same ethnic or cultural group | 24 | 72.7 | 25 | 78.1 | 19 | 57.6 |
| Participate in other community activities | 9 | 28.1 | 7 | 22.6 | 13 | 39.4 |
| It is very important to maintain ties with others in Manitoba from the same ethnic or cultural group | 17 | 54.8 | 21 | 65.6 | 13 | 39.4 |
| Could communicate easily in English | 23 | 69.7 | 25 | 78.1 | 30 | 90.9 |
| Had difficulties getting access to or using the health services in Manitoba | 11 | 33.3 | 15 | 46.9 | 22 | 66.7 |
| Whole experience in Manitoba has been much better than expected | 4 | 12.1 | 5 | 15.6 | 7 | 21.2 |
| Whole experience in Manitoba has been much worse than expected | 1 | 3.0 | 1 | 3.1 | 0 | 0.0 |

Source: Study Sample

Income and poverty trajectories are positive over time. As Provincial Nominees live here longer, they are less likely to be **low-income**. In the first time period sixty percent were below LICO but this proportion dropped to forty percent in the second time period and 25 percent after three years. The rate for all persons in private households in Manitoba was seventeen percent (before tax) in 2006. This trend of increasing financial well being is also reflected in the responses to the question “*How would you describe your household's present financial situation?*” The respondents living in Manitoba longer than three years were more likely to say that they have enough money to meet or exceed their basic needs than newer arrivals (67 percent for the most recent arrivals, 81 percent for the middle group, and 94 percent for those living here over three years). Nearly three quarters of longer term residents reported no difficulty meeting their monthly expenses while only 58 percent of the more recent arrivals made this claim.

Homeownership increases over time. As Provincial Nominees live in the Province longer, they are more likely to become homeowners. Seventy-six percent of the longer term residents own compared to 63 percent of the middle group, and only 39 percent of the most recently arrived. The probability of living temporarily in shared accommodation with family or friends decreases over time. None of the respondents living in Manitoba longer than three years, and only one of the middle group were living with friends or relatives. However, twelve percent of the most recent arrivals were living temporarily in shared housing. The home ownership rate for those resident in Manitoba the longest exceeds the Provincial average of 66 percent.

Plans to remain in the Province do not seem to vary with time. Length of time living in Manitoba seems to play no role in respondents’ intention to leave the Province. As would be expected, however, the longer Provincial Nominees live in Manitoba, the more likely it is that they will support other family to move here as well. Only fifteen percent of the most recent arrivals have supported family to come here compared to 31 percent of the middle group, and 46 percent of the respondents living here longer than three years.

Cultural and community ties and activities expand with time. As time passes, provincial nominees are less likely to be involved only in activities with their own ethnic or cultural group while the proportion of those that participate in activities with people from outside their same ethnic or cultural group increases. Approximately forty percent of those living in Manitoba longer than three years said they take part in other community activities, whereas only 28 percent of recent arrivals participated in wider community activities. The proportion of respondents who participate in activities with people from the same ethnic or cultural group falls from 73 to 58 percent over the period.

Maintaining ties to others of the same cultural group also appears to lose some importance over time. The percentage of those saying that such ties are very important to them decreases from two thirds for the middle group to 39 percent for those living in Manitoba over three years. It appears that the social network of participants expands with time and they are involved in a wider range of activities and have developed friendships beyond their own ethnic and cultural group. They are becoming more active members of the broader community.

Language skills improve with time. The provincial nominees living in Manitoba the longest have the fewest problems communicating in English: 91 percent of the group here three years or more said they could easily communicate in English compared to 78 percent of the participants from the middle group and seventy percent of the most recent newcomers.

Problems accessing health care become worse over time. With time provincial nominees seem to experience more problems accessing health care. Two thirds of those living in Manitoba longer than three years have had such problems compared to half of the middle group and one third of the recent arrivals. It may be that more recent arrivals were not looking for health services but over time the likelihood that a need for such services would occur brings more in contact with the system. There is also the possibility the health care system has been facing increasing stress over the five year period in question and is becoming less accessible for all.

Participants' experience with resettlement improves over time. The proportion of the respondents who thought their experience of living in Manitoba was about the same or somewhat better than expected are remarkably consistent across the three time length groups. However, the proportion of those who said their whole experience in the Province has been much better than expected did increased slightly over time while the proportion of those who found it to be worse declined to zero. There were very few participants who found it to be much worse at any point during the study period.

6.1 Conclusion

Settlement and integration trajectories are positive overall. When all the indicators are considered, the evidence suggests that the participants' material and social well-being improve with time. They have expanded their social networks, and a large proportion has achieved their dream of home ownership. Their language skills are improving and more of them feel established enough to support the arrival of other family members. They have "taken root" and feel generally positive about their decision to immigrate to, and make a home in, Manitoba.

7.0 Regional Comparison of Settlement and Integration Indicators: Winnipeg and Other Centres

The sample was large enough to undertake some comparative analysis of the settlement experience of those living in Winnipeg and those in centres outside Winnipeg. Sixty-four of the interviewees lived in Winnipeg and 36 in centres outside Winnipeg. Most immigrants of Asian background lived in Winnipeg. Immigrants with Israeli/Jewish ties tend to settle in Winnipeg as well. The vast majority of immigrants of Germanic heritage from Germany or parts of the former Soviet Union lived in the south central and south-eastern parts of the Province centered on the growth hubs of Steinbach and Winkler. Many Latin American newcomers also settled outside Winnipeg, as many of them were TFWs hired by the Maple Leaf Plant in Brandon.

There were labour force integration differences between the two groups. Immigrants settling in Winnipeg reported more difficulties finding jobs than those locating in rural Manitoba (87 percent and 63 percent respectively) (Table 7.1). Evidence from the survey indicates more immigrants destined for areas outside Winnipeg came with “jobs in hand.” When all respondents were asked what difficulties they have had, about the same 83 percent of the interviewees in both areas cited credential recognition as a problem. When asked to identify the **one** most difficult barrier they have had in finding a job, Winnipeg residents reported qualification recognition more often than did rural newcomers. For principal applicants from rural Manitoba the number one problem was language proficiency.

There was no difference in **employment rates** of the participants in the two groups – both were around 85 percent. This was also true of the relationship between their job and their training and/or experience. When asked, “*Are you working in an occupation or related occupation at your primary job in which you have training and/or experience?*” Approximately two thirds of the respondents from outside Winnipeg (68 percent) and 61 percent of Winnipeg principal applicants said they were (Table 7.1).

Housing circumstances are very similar. About the same proportion of interviewees in both groups **owned** their houses, between 55 and sixty percent. Winnipeg respondents were somewhat more likely to be **temporarily sharing** accommodation with family or friends (6.3 percent) than those in other centres (2.8 percent).

Household financial circumstances did not vary significantly by area. When asked to describe their household’s financial situation at the time of the interview, a higher proportion of Winnipeg households had more than enough money to meet their basic needs (21 percent versus eight percent), but the proportion of those who said they did not have enough money were quite similar in both groups (21 percent versus seventeen percent). On the other hand, a higher proportion of Winnipeg participants suggested they sometimes had difficulty meeting all expenses every month (28 percent versus nineteen percent).

Retention expectations vary little by region. There is little difference between the proportions of the respondents living in other centres and Winnipeg who **expect to leave Manitoba** over the next five years (three percent and six percent respectively).

| Table 7.1: Differences in Selected Indicators: Winnipeg versus Other Centres | | | | |
|------------------------------------------------------------------------------------------------------|-----------------|----------|----------------------|----------|
| Indicator | Winnipeg | | Other Centres | |
| | # | % | # | % |
| Principal applicants - geographic location | 64 | 64.0 | 36 | 36.0 |
| Had difficulties finding jobs | 53 | 86.9 | 15 | 62.5 |
| Currently working | 54 | 84.4 | 31 | 86.1 |
| Working in an occupation (or related) in which they have training or experience | 33 | 61.1 | 21 | 67.7 |
| Own | 38 | 59.4 | 20 | 55.6 |
| Rent | 22 | 34.4 | 15 | 41.7 |
| Living with friends/relatives (temporarily) | 4 | 6.3 | 1 | 2.8 |
| Have more than enough money to meet basic needs | 13 | 20.6 | 3 | 8.3 |
| Have just enough money for basic needs | 37 | 58.7 | 27 | 75.0 |
| Do not have enough money to meet basic needs | 13 | 20.6 | 6 | 16.7 |
| Have difficulties meeting all expenses every month | 8 | 12.5 | 4 | 11.1 |
| Sometimes have difficulties meeting all expenses every month | 18 | 28.1 | 7 | 19.4 |
| Expect to move to another province within the next five years | 4 | 6.3 | 1 | 2.9 |
| Had family /relatives/ friends already living in Manitoba before they came here | 42 | 65.6 | 22 | 61.1 |
| Have supported family member(s) to come to Manitoba since arrival | 23 | 35.9 | 7 | 19.4 |
| Plan to support family member(s) through the MPNP | 44 | 68.8 | 26 | 72.2 |
| Participate in activities with people from the same ethnic or cultural group | 43 | 67.2 | 26 | 72.2 |
| Participate in other community activities | 14 | 22.2 | 16 | 45.7 |
| It is very important to maintain ties with others in Manitoba from the same ethnic or cultural group | 36 | 58.1 | 15 | 41.7 |
| Could communicate easily in English | 59 | 92.2 | 21 | 58.3 |
| Have experienced discrimination or racism in MB | 27 | 42.2 | 6 | 16.7 |
| Had difficulties getting access to or using the health services in Manitoba | 35 | 54.7 | 13 | 36.1 |
| Whole experience in Manitoba has been better than expected | 34 | 53.1 | 20 | 55.6 |
| Whole experience in Manitoba has been worse than expected | 13 | 20.3 | 3 | 8.3 |

Source: Study Sample

Friend and family support networks are equally important in both areas. The proportion of the principal applicants who had family/friend support networks in Manitoba before arriving

was similar in both areas at approximately 63 percent. About seventy percent in both areas plan to encourage and support family to come here through the MPNP in the future.

When asked, “*Have you supported any family members to come to Manitoba since you arrived?*” Fewer participants outside Winnipeg (nineteen percent) have already **supported family members** to come to Manitoba than those living in Winnipeg (36 percent). This could be partially attributed to the fact that Winnipeg principal applicants in the study had lived in Manitoba slightly longer than those living outside the City.

Ethnic and cultural ties do not seem as strong in centres outside of Winnipeg. Approximately the same proportions of the interviewees in each group participate in activities with people from the same ethnic or cultural group. However, the proportion of those who reported participating in community activities other than those with people from the same ethnic or cultural group was much higher in other centres in Manitoba than in Winnipeg (46 percent compared to 22 percent). This could be explained by the fact that the number of people in the same ethnic or cultural group in some centres outside Winnipeg is probably much smaller and hence there may be fewer ethnic and cultural activities specific to any one group in these centres.

Participants were also asked how important it is to them to **maintain ties** with others from the same ethnic or cultural group as themselves. In Winnipeg over a half said it is very important to them (58 percent) and in other centres, 42 percent. The proportion of those who consider it to be very important or important combined is roughly the same in Winnipeg and other centres (close to three quarters of the interviewees).

English language skills are much better in Winnipeg. One of the most distinct differences between Winnipeg and other centre participants was their **ability to communicate in English**. In Winnipeg, 92 percent felt that they could communicate easily in English, while only 58 percent of the interviewees in other centres felt this way. Nineteen percent of the principal applicants in other centres said that they could not communicate in English easily compared to two percent in Winnipeg. Twenty-two percent of the rural participants said they could communicate easily sometimes. For Winnipeg this proportion comprised only six percent.

This difference is further illustrated by interviewees’ responses on the **most difficult adjustment problem**. Over half of the principal applicants outside of Winnipeg cited English language as the most difficult barrier that they faced, compared to only one quarter of the Winnipeg group. The regional difference may be explained by the fact that the German Mennonites who concentrate in south and southeast Manitoba are not as proficient in English upon arrival, or even after a few years, as those from the Philippines who are more likely to settle in Winnipeg.

Regional differences existed in other adjustment factors. Climate (28 percent) and culture shock (sixteen percent) played a larger role in Winnipeg respondents’ adjustment than participants from other centres (fourteen percent and seven percent respectively). Problems

with finding good jobs were mentioned by twenty percent of the Winnipeg interviewees as their most difficult adjustment issue, whereas respondents from other centres did not mention this as their number one issue at all.

Forty-two percent of the principal applicants living in Winnipeg feel that they have been victims of **discrimination** compared to only seventeen percent of respondents outside Winnipeg.

Accessing **health services** was a problem mentioned by many participants in both Winnipeg and the other centres, but Winnipeg based interviewees reported the problem more often (55 percent) compared to participants in the other communities (36 percent).

Overall, participants felt more positive about the communities outside the City of Winnipeg.

Participants were asked if they agreed with a series of statements about the **communities** they lived in at the time of the interview. The most significant differences between the responses from centres outside Winnipeg and Winnipeg participants relate to **job prospects**. In Winnipeg interviewees are less happy with the job opportunities available to them, as seventy percent believe that there were no good job opportunities in the City. Only twenty percent felt there were good job opportunities available. Conversely, half of the participants from other centres felt that there were good jobs available and only one quarter disagreed. Seventy percent of the Winnipeg respondents felt that it would be easier to find a job in another community, but fewer than half from other centres felt this way (Table 7.2). Other differences included:

- A higher proportion of participants in centres outside Winnipeg (89 percent) felt that their communities were more friendly and welcoming than those interviewees living in Winnipeg (71 percent).
- Other centres were ranked as being safer than Winnipeg neighbourhoods: 97 percent of the respondents in other centres felt their community was safe for themselves and their children compared to 78 percent in Winnipeg.
- Other communities also fared somewhat better with respect to agencies and organizations that help newcomers adjust to life in Canada. Thirty-eight percent of the respondents living in Winnipeg agreed that such services were available to them, while 38 percent disagreed. In other centres nearly half agreed and only eleven percent disagreed.
- Interviewees were generally quite pleased with the size of their communities; most of them disagreed that they would rather live in a bigger or smaller community.
- About half of each group thought that they would like their children to grow up in the community where they currently reside.

When asked, *“Would you say that your whole experience in Manitoba has been better or worse than expected?”* Over one half of the respondents in each group said it has been much better or better than expected. At the same time principal applicants living in Winnipeg were more likely to say that their experience in Manitoba has been worse than expected; seventeen percent compared to eight percent of the participants in other centres. Two Winnipeg

interviewees felt it has been much worse than expected, but none of the participants in the other centres felt this way (Table 7.2).

| Table 7.2: Participants Ratings of Community: Winnipeg and Other Centres | | | | | | |
|------------------------------------------------------------------------------------------------------------|-----------------|---------|----------|--------------------|---------|----------|
| <i>All numbers expressed as % of Valid Responses by Geography</i> | Winnipeg | | | Rural Areas | | |
| | Agree | Neutral | Disagree | Agree | Neutral | Disagree |
| <i>(Name of community)</i> is a good place to live | 84.4 | 10.9 | 4.7 | 83.3 | 11.1 | 5.6 |
| There are good job opportunities here for me | 19.3 | 10.5 | 70.2 | 50.0 | 25.0 | 25.0 |
| This community is a good place in which to raise a family | 83.3 | 6.7 | 10.0 | 88.9 | 8.3 | 2.8 |
| It would be easier for me to find a job in some other community | 70.0 | 14.0 | 16.0 | 44.4 | 33.3 | 22.2 |
| The people in <i>(name of community)</i> are very friendly and welcoming | 71.0 | 16.1 | 12.9 | 88.9 | 11.1 | 0.0 |
| This community has a choice of suitable and affordable housing | 63.5 | 23.8 | 12.7 | 63.9 | 25.0 | 11.1 |
| This community is safe for me / my family | 78.1 | 15.6 | 6.3 | 97.2 | 0.0 | 2.8 |
| This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada | 37.7 | 24.6 | 37.7 | 48.6 | 40.0 | 11.4 |
| I would rather live in a bigger community | 22.4 | 10.3 | 67.2 | 16.7 | 2.8 | 80.6 |
| I would rather live in a smaller community | 12.1 | 15.5 | 72.4 | 2.8 | 11.1 | 86.1 |
| I would like my children to continue living in this community when they grow up (if applicable) | 55.6 | 15.6 | 28.9 | 48.1 | 29.6 | 22.2 |

Source: Study Sample

7.1 Conclusion

When all the indicators are taken into consideration, participants in centres outside the City of Winnipeg feel more positive about their life circumstances and their settlement and integration experience. They also view their communities as more friendly and welcoming environments. Even in Winnipeg, however, participants generally felt positive about their experience and their community. Overall, the settlement experience of the two groups illustrates considerable similarity.

8.0 Comparison of the Settlement Experience of Visible Minority and Non-Visible Minority Principal Applicants

The study sample was composed of 69 visible minority¹¹ and 31 non-visible minority principal applicants. For 84 percent of the visible minority interviewees, their home was in Winnipeg, while 81 percent of the Caucasian participants lived outside the City. Nineteen visible minority respondents lived in inner city Winnipeg, but none of the Caucasians called Winnipeg's inner city home.

When the settlement experience of the two groups is examined using a range of settlement indicators there are some differences in their settlement experience worth noting (Table 8.1).

Non-visible minority participants used immigration professionals more often. Caucasian origin principal applicants were much more likely to use an immigration consultant to help them navigate the immigration process than visible minority participants. Sixty-one percent of the Caucasian respondents paid an immigration professional when they applied to the MPNP compared to only sixteen percent of the visible minority interviewees. The use of consultants was most common amongst German principal applicants.

The labour force integration experience of the two groups was similar. Visible minorities seem to be having a slightly more difficult time finding jobs in Manitoba: 83 percent of them reported this problem compared to 72 percent of the Caucasian origin principal applicants. The two groups provided different reasons for the difficulties. For visible minorities, more than half said that the most difficult problem was getting credentials recognized, and only fourteen percent mentioned language problems. Thirty-five percent of non-visible minority interviewees identified credential recognition as the most difficult problem, and the same proportion mentioned language issues as the most difficult problem.

There is almost no difference in the employment rate and current job in a field with previous training/experience. Both visible minorities and Caucasians in the study have similar financial situations: about the same proportions in each group said they did not have enough money to meet basic needs; or had difficulty meeting expenses every month.

Visible minority participants are more likely to be renters. Visible minority principal applicants in the study sample were more likely to be renting than owning their homes compared to Caucasian principal applicants. Only half of the visible minorities owned their houses, compared to three quarters of the Caucasians. Of the five principal applicants that were living temporarily with friends or family, all were visible minorities. Market circumstances may play a role in these circumstances. Visible minority nominees are concentrated in Winnipeg where house prices and rents are somewhat higher.

¹¹ Coding by Ethnicity / Visible Minority is based on the same methodology used in the Census.
<http://www40.statcan.gc.ca/l01/cst01/demo52b-eng.htm>

| Table 8.1 Visible Minority vs. Non-Visible Minority. | | | | |
|------------------------------------------------------------------------------------------------------|----------------------|------|------------------|------|
| Indicator | Non-Visible Minority | | Visible Minority | |
| | # | % | # | % |
| Principal Applicants | 31 | 31.0 | 69 | 69.0 |
| Paid an immigration professional when they applied to the MPNP | 19 | 61.3 | 11 | 15.9 |
| Had difficulties finding jobs | 18 | 72.0 | 50 | 83.3 |
| Had post-secondary university education with some degree prior to arrival | 8 | 25.8 | 47 | 68.1 |
| Had high school diploma only prior to arrival | 4 | 12.9 | 4 | 5.8 |
| Had post-secondary without degree prior to arrival | 19 | 61.3 | 18 | 26.1 |
| Own | 23 | 74.2 | 35 | 50.7 |
| Rent | 8 | 25.8 | 29 | 42.0 |
| Living with friends/relatives (temporarily) | 0 | 0.0 | 5 | 7.2 |
| Have more than enough money to meet basic needs | 3 | 9.7 | 13 | 19.1 |
| Have just enough money for basic needs | 23 | 74.2 | 41 | 60.3 |
| Do not have enough money to meet basic needs | 5 | 16.1 | 14 | 20.6 |
| Have difficulties meeting all expenses every month | 5 | 16.1 | 7 | 10.1 |
| Sometimes have difficulties meeting all expenses every month | 7 | 22.6 | 18 | 26.1 |
| Expect to move to another province within the next five years | 1 | 3.3 | 4 | 6.0 |
| Had family /relatives/ friends already living in Manitoba before they arrived | 21 | 67.7 | 43 | 62.3 |
| Have supported family member(s) to come to Manitoba since arrival | 7 | 22.6 | 23 | 33.3 |
| Plan to support family member(s) through the MPNP | 18 | 58.1 | 52 | 75.4 |
| Participate in activities with people from the same ethnic or cultural group | 21 | 67.7 | 48 | 69.6 |
| Participate in other community activities | 15 | 50.0 | 15 | 22.1 |
| It is very important to maintain ties with others in Manitoba from the same ethnic or cultural group | 11 | 35.5 | 40 | 59.7 |
| Could communicate easily in English | 20 | 64.5 | 60 | 87.0 |
| Speak only English at work | 12 | 38.7 | 44 | 66.7 |
| Language was the one most difficult adjustment problem | 5 | 55.6 | 14 | 29.2 |
| Have experienced discrimination or racism in MB | 3 | 9.7 | 30 | 43.5 |
| Live in Winnipeg | 6 | 19.4 | 58 | 84.1 |
| Live in Winnipeg Inner City | 0 | 0.0 | 19 | 27.5 |
| Live in rural Manitoba | 25 | 80.6 | 11 | 15.9 |
| Whole experience in Manitoba has been better than expected | 17 | 54.8 | 37 | 53.6 |
| Whole experience in Manitoba has been worse than expected | 3 | 9.7 | 13 | 18.8 |

Source: Study Sample

The support of family, relatives and friends was important for the arrival of both groups but Caucasians are less likely to support the arrival of other family members. When asked, “Did you have family members/relatives/friends already living in Manitoba before you came here?” 68 percent of the Caucasians and 62 percent of the visible minority participants said “yes”. One third of the visible minority respondents and 23 percent of the Caucasians have supported family members to come to Manitoba since they arrived. Three quarters of the visible minority and 58 percent of the Caucasian principal applicants said they plan to support family members to come to Manitoba who apply under the Manitoba Provincial Nominee Program in the future. Ten percent of visible minorities have no plans to support the immigration of family members in the future, compared to nearly one quarter for Caucasian principal applicants.

Caucasians are more likely to participate in activities beyond their ethnic group and are less concerned about maintaining ties with their ethnic and cultural group. Both Caucasian and visible minority principal applicants participated in activities with their own ethnic or cultural group equally, but a much higher proportion of Caucasians (one half) took part in other community activities not related to ethnicity than did visible minorities (22 percent).

About three quarters of both groups felt that maintaining ties with the same ethnicity or cultural group was important. Visible minorities, however, were more likely to consider it very important compared to Caucasian principal applicants (sixty percent and 36 percent respectively). Very few arrivals from either group plan to move out of Manitoba over the next five years.

Visible minorities have better English language skills. Visible minorities appear to communicate in English better than non-visible minorities. Eighty-seven percent of visible minorities communicate easily and only three percent claim they lack such skills. For Caucasian principal applicants, 65 percent can communicate easily in English and nearly one in five cannot (nineteen percent).

Two thirds of visible minorities speak only **English at work**. This is true for less than forty percent of Caucasian principal applicants. Twenty-four percent of visible minorities speak a combination of English and other languages at work; the proportion for Caucasians is twice as high. Five percent of visible minorities speak only other languages, while for Caucasians this comprises ten percent.

Again, these figures are certainly affected by the German Mennonites who are concentrated in centres in the south and southeast of the Province and often work in factories where the management speaks German. The need to use English or French is less pressing.

Visible minorities are more likely to identify adjustment problems. Seventy percent of visible minorities claimed to have suffered adjustment problems since coming to Manitoba, whereas the equivalent figure for Caucasians is only thirty percent. When asked, “What was the one most difficult adjustment problem?” over half of Caucasians (56 percent) identified language issues. Only 29 percent of visible minorities identified this as an adjustment problem. Twenty-

nine percent of visible minorities indicated that Manitoba's climate was the most difficult adjustment problem. None of the Caucasians mentioned this factor. Seven visible minority participants and only one Caucasian participant mentioned culture adaptation difficulties.

Discrimination was reported as a problem by a much higher proportion of visible minorities in the study group. More than half felt they had been (or may have been) victims of discrimination. Only twenty percent of the Caucasians felt this way.

Over half of both groups felt their settlement experience had been better than expected.

Over half of both visible minorities and Caucasian principal applicants felt that their experiences in Manitoba were better than they expected. Visible minorities were more likely to say their experiences were "much better" than Caucasians but they were also more likely to have worse than expected experiences: nineteen percent compared to ten percent of the Caucasians.

Some of the other differences between the two groups are noted below:

- Seventy percent of the visible minorities felt that it was important or very important to *have family/relatives close by* for their family's successful integration as opposed to fifty percent of the Caucasians.
- Having a good bus system was important or very important for the more urban visible minorities (ninety percent), whereas the more rural Caucasians placed less emphasis on such a service (58 percent).
- Sixty-nine percent of the visible minority respondents felt that it was important or very important for them to have food they liked available at nearby stores, while only 45 percent of the Caucasian principal applicants identified this as important.
- Over half of the Caucasian interviewees felt it was important or very important to have access to interpretation/translation compared to one quarter of the visible minorities.
- Starting their own business was somewhat more important to visible minorities than the non-visible minority participants (forty percent and 27 percent respectively).

8.1 Conclusion

There were notable differences between the groups but often these differences may have been due as much to their location (Winnipeg or other centres) as their status as a visible minority or a Caucasian. Some of the differences, such as visible minorities experiencing discrimination for example, although unfortunate, are not surprising. Many studies from many other centres have documented the fact that visible minorities are more likely to be the target of discriminatory practices. This, in turn, often helps explain the increased difficulties they face in the labour force and their increased propensity to face adjustment problems overall. Nevertheless, the fact that a large proportion of both groups felt their settlement experience had been better than expected bodes well for the Provincial Nominee Program, the arrivals integration experience, and the likelihood they will remain residents of the Province.

9.0 Conclusion

Based on the many indicators and variables that have been analyzed in this study and the qualitative opinions and comments received, the Provincial Nominee Program and the resettlement and integration of nominees have to be considered a success story. Concerns were expressed and problems discovered. Some of these concerns were unique to immigrants, others are concerns common to the population as a whole – waiting times for some health care services and difficulty finding a family doctor, for example. Overall, however, there is a consensus that the program works well and the experience of the majority of those who have arrived has been a positive one – their material and social well being is improving and trajectories in those settlement and integration indicators that are important to people are positive.

The findings do highlight one area of considerable concern. This centres on the labour force experience of arrivals. Despite the fact that almost everyone who wants to work is working and they entered the labour force quickly after they arrived they expressed a number of concerns based on their experience. Their credentials and work experience were not recognized to the extent they felt would be the case when they arrived. Jobs were not as readily available in their area of expertise as they felt they would be and, as a result, many were not working in the field in which they hoped to establish a career. They were compelled to spend time and money upgrading credentials and skills which they felt would be adequate. Finally, some were uncertain it was going to be worth the effort to spend the time and money necessary to upgrade so they could pursue the career objectives they had hoped to achieve when they arrived in the Province. These concerns were common to both principal applicants and spouses.

It is difficult to determine the source of this general problem: a failure of the program to provide the proper pre-arrival information; a misunderstanding on the part of those who applied and were accepted; or, changes in the economy and labour force demands between application and arrival. It is likely that all three factors play a role and this general area should be the focus of further research.

Despite this area of general concern only a very small proportion of those interviewed indicated their immigration to the Province has been a negative experience and their labour force trajectories, despite their concerns, are positive. Only five percent indicated they plan to leave the Province over the next five years. Manitoba, for the majority, has become home.

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Principal Applicant Questionnaire

**The Settlement Experience of PNPs in Manitoba
Principal Applicant**

Date(s) collected _____

File # _____

Interviewer's Name _____

1. Demographics and Other Household Information

1. Demographics

| | Sex | Age | Relationship to Interviewee |
|-----------------------------|-----|-----|-----------------------------|
| Person # 1 (interviewee) | | | N/A |
| Person # 2 | | | |
| Person # 3 | | | |
| Person # 4 | | | |
| Person # 5 | | | |
| Person # 6 | | | |
| Person # 7 | | | |
| Person # 8 | | | |
| Person # 9 | | | |
| Person # 10 | | | |
| Person # 11 | | | |
| Person # 12 | | | |

2. What was your marital status when you arrived?

If single: ___ never married; ___ divorced; ___ separated; ___ widowed

If couple: ___ married; ___ common law

3. Has your marital status changed since you arrived? No _____ Yes _____ If yes, what is it now?

If single: ___ never married; ___ divorced; ___ separated; ___ widowed

If couple: ___ married; ___ common law

2. MPNP Application Process

4. Please provide the following dates: *(Interviewer, if n/a please indicate in boxes)*

| | Date | |
|------------------------------------------------------------------------|-------|------|
| | Month | Year |
| When did you first hear about the Manitoba Provincial Nominee Program? | | |
| When did you apply to the Manitoba Nominee program? | | |
| When was your application approved? | | |
| When was your Canadian visa approved? | | |
| When did you arrive in Manitoba? | | |

5. Why was the Manitoba Provincial Nominee Program your choice of program for immigrating to Canada? _____

6. How or from whom did you first learn about the Manitoba Provincial Nominee Program?

7. What Provincial Nominee Program stream did you apply under?

- General Stream _____
- Employer Direct Stream _____
- International Student Stream _____
- Family Support Stream _____
- Community Support Stream _____
- Strategic Recruitment Initiative _____
- The Manitoba Young Farmer Nominee Program _____
- Provincial Nominee Immigration Program for Business _____
- Don't know _____

8. Did you pay an immigration professional when you applied to the MPNP?

Yes _____ (*go to #10*)

No _____

9. If no, **Why not?**

- Was able to do it on my own _____
- Received help from family or friends _____
- Received free help from immigration professional _____
- Received free help from newcomer service provider or government worker _____
- Received free help from employer _____
- Received free help from community _____
- Other _____

(Go to question #15)

10. If yes, was this immigration professional

In your home country _____

In Canada _____

11. How did you find this immigration professional?

12. Why did you use the services of an immigration professional?

- Language problems _____
- Not knowing how to do paperwork _____
- No family or friends who could help _____
- Transportation constraints _____
- Time constraints because of studying full-time _____
- Time constraints because of working full-time _____
- Time constraints because of family responsibilities _____
- Other _____

13. Were you satisfied with the professional services you received? Yes ___; No ___; Neutral ___

14. If no, why not? _____

15. If yes, how did the professional services help you?

16. If you **applied to the MPNP while living in Manitoba**, what was your immigration status before you applied?

- Foreign student _____
- Visitor _____
- Temporary Foreign Worker _____
- Other _____

17. What suggestions, if any, do you have for improving the MPNP *application* process (prior to arrival)?

3. Pre-migration

18. What is the country of your last permanent residence? (What country did you come to Manitoba from?) _____

19. What is your country of birth? _____

20. Did you receive any settlement and/or job information before you arrived in Manitoba? Yes _____

No _____ (*If no, go to Section #4 Employment*)

21. If yes, what pre-arrival information did you obtain and from whom?

| Pre-arrival information | Source of information | | | | | | | | | | | | | | | |
|------------------------------------|------------------------------------|------------------------------|--------------------------------------|--------------------------|---------------------------|----------------------|-----------------------------------------------------|------------------------|--------------------------------------------|------------------------------------|------------------------------------|--------------------------------|--------|---------------------------|--------------------------|-------|
| | Family and friends in home country | Family and friends in Canada | <i>Immigrate to Manitoba Website</i> | Other Internet Resources | Media other than Internet | Prospective employer | Information session by the Province in home country | From exploratory visit | Citizenship and Immigration Canada website | Immigration representative/ Canada | Immigration representative/ abroad | Ethno cultural community group | School | Canadian Embassy overseas | Canadian High Commission | Other |
| How to Immigrate to Manitoba | | | | | | | | | | | | | | | | |
| Application process | | | | | | | | | | | | | | | | |
| Living in Manitoba | | | | | | | | | | | | | | | | |
| Working in Manitoba | | | | | | | | | | | | | | | | |
| Doing business in Manitoba | | | | | | | | | | | | | | | | |
| Farming in Manitoba | | | | | | | | | | | | | | | | |
| Learning English | | | | | | | | | | | | | | | | |
| Education and training | | | | | | | | | | | | | | | | |
| Documents and foreign credentials | | | | | | | | | | | | | | | | |
| Housing | | | | | | | | | | | | | | | | |
| Money related information | | | | | | | | | | | | | | | | |
| Manitoba's Multiculturalism | | | | | | | | | | | | | | | | |
| Immigrant-serving organizations | | | | | | | | | | | | | | | | |
| Government and government services | | | | | | | | | | | | | | | | |
| Settlement services | | | | | | | | | | | | | | | | |
| ENTRY program | | | | | | | | | | | | | | | | |
| Transportation | | | | | | | | | | | | | | | | |
| Health services | | | | | | | | | | | | | | | | |
| Canadian political system | | | | | | | | | | | | | | | | |
| Taxation | | | | | | | | | | | | | | | | |
| Obtaining Canadian Citizenship | | | | | | | | | | | | | | | | |
| Other: | | | | | | | | | | | | | | | | |
| Other: | | | | | | | | | | | | | | | | |

22. What pre-arrival information was most accurate?

23. What pre-arrival information was least accurate?

24. What pre-arrival information was most complete?

25. What pre-arrival information was least complete?

26. What pre-arrival information was most useful?

27. What pre-arrival information was least useful?

28. What pre-arrival information (that you did not receive) would have helped you settle more quickly in Manitoba? _____

29. If you used the “Immigrate to Manitoba” web-site did you find the information

(<http://www.gov.mb.ca/labour/immigrate/index.html>)

Very useful _____

Somewhat useful _____

Neutral _____

Not very useful _____

Not useful at all _____

30. In your opinion, how can the “Immigrate to Manitoba” website be improved?

4. Employment

31. On the application for the Provincial Nominee Program, what did you indicate as your “intended occupation”? _____
32. Since you came to Manitoba (or if here already, since you gained PNP approval) have you **looked for** work?
- No, have always had a job so have not had to look ____; (go to # 36)
- No, not wishing to work now because
- Independently wealthy _____
- Language problems, _____
- Attending school _____
- Taking care of children or/and elderly/disabled family members _____
- (If interviewee has not worked and does not plan to work in near future, Go to #65)**
- Yes _____
33. **If yes**, have you had any difficulty finding a job since you came to Manitoba/ were approved?
- Yes _____ No _____ (if no, go to #36.)
34. **If yes**, what difficulties with finding a job have you had? *Check all that apply:*
- Language problems _____
- Not knowing how to find a job _____
- Not knowing the city or town _____
- Qualifications and/or credentials from outside Manitoba were not recognised _____
- Job experience from outside Manitoba was not recognised _____
- Not having family or friends who could help _____
- Not enough Canadian job experience _____
- The lack of employment opportunities _____
- Not being able to find job in your field _____
- Attending school _____
- Discrimination _____
- Transportation constraints _____
- Not being able to find/afford child care _____
- Taking care of elderly/disabled family members _____
- Other _____
35. What was the most difficult (*circle one of the above*)?

36. Are you currently working?

Yes ____ (If yes, go to #38)

No _____

37. **If no**, why not?

____ Have been looking, but unable to find a job

____ Am not currently looking for work because:

Have enough money right now _____

Language problems, _____

Don't know how to find a job _____

Don't know my way around the city or town ____

Attending school _____

Not being able to find/afford child care _____

Taking care of children or/and elderly/disabled family members _____

Have been hired but not yet started job _____

Other _____

(Not working, go to #54)

Current Job, if working

38. When did you start working at your current primary job? Month _____ Year _____

39. From where or from whom did you get help to find your current primary job? *Check all that apply:*

Employer _____

Family or Relatives _____

Friends _____

Ethnic/ cultural group or association _____

Religious group _____

Immigrant or refugee serving agency _____

Immigration Professional _____

Town _____

Government agency _____

Found this job by myself _____

Other _____

40. Is your primary job permanent _____; or temporary (*has a specific end date*) _____?

41. On average, how many hours per week do you work at your primary job? _____
42. Are you working at any other jobs right now? Yes ___; No ___ (go to #45)
43. **If yes**, why are you working at more than one job?

44. **If yes**, how many hours each week do you work at each of your non-primary paid jobs?

45. Are you currently working in the occupation you indicated on your PNP application?
Yes ___ (go to #47) No ___
46. **If no**, have you worked in that occupation since your arrival (PNP acceptance)? Yes ___; No ___
47. What is your occupation at your current primary job? _____
48. Describe your day-to-day responsibilities at your current primary job

49. Are you working in an occupation or related occupation at your primary job in which you have training and/or experience? Yes ___ (Go to #51) No _____
50. **If No**, would you like to be working in the same or related occupation in which you have training and/or experience? Yes _____ No _____
51. How would you rate your level of satisfaction with your current primary job? *Check one:*
Very satisfied _____
Somewhat Satisfied _____
Neutral _____
Somewhat Dissatisfied _____
Very dissatisfied _____
52. If somewhat or very dissatisfied, why are you not satisfied? *Check all that apply:*
Not enough hours _____
Salary too low _____
Position is not in area of specialization _____
Position is not challenging/ rewarding enough _____
Overqualified for current position _____
Lack of opportunities for promotion _____
Lack of opportunities for professional growth _____
Poor working conditions _____
Other _____

53. Have you had any promotions at your primary job? Yes _____ ; No _____
54. Did you have employment pre-arranged before you arrived (or if already in Manitoba were you promised a job prior to acceptance as PNP)? No _____ (go to #57); Yes _____
55. **If yes**, by whom? (*Interviewer: indicate the relationship to the interviewee – no names*)

56. **If yes**, was that your first job since arrival/acceptance? Yes _____ No _____
57. From the time that you first moved to Manitoba (or were in Manitoba and became accepted as PNP), how long was it until you started your first job? # weeks _____
58. Are you still working at your first job?
Yes _____ (go to # 62); No _____
59. **If no**, what was the first job you had in Manitoba (or since acceptance)? _____
60. **If no**, how long did you work at your first job?
Less than 6 months _____
6 months to 1 year _____
1 year to 1.5 years _____
1.5 years to 2 years _____
2 years to 2.5 years _____
2.5 years to 3 years _____
3 years and longer _____
61. Why are you no longer working at your first job? _____
62. Have you been **involuntarily** unemployed at any time since your arrival/acceptance?
Yes _____; No _____
63. **If Yes**, for how long? # Weeks _____
64. **If you are self-employed**, did you start the business on your own or did you buy it?
Started it _____ Bought it _____
65. **If you are not self-employed**, will you consider starting your own business or buying one in the next 5 years? Yes _____ No _____
66. What kind of job (*occupation*) do you hope to have in five years? _____
67. Other than a spouse, are **other working age** members of your household working? No ___; Yes ___;
68. **If yes**, How many _____

****If no spouse, go to #72**

**** if spouse will be interviewed go to #73**

69. Is your spouse (partner or common-law) currently working? No ___ (Go to #71); Yes _____

70. **If yes**, how long has your spouse (partner or common-law) been working at current job?

months _____; Spouse's current primary job? _____

71. If your spouse (partner or common-law) is not currently working what are the likely reasons? *Check all that apply:*

- Language problems _____
- Not knowing how to find a job _____
- Not knowing the city or town _____
- Qualifications and/or credentials from outside Manitoba were not recognised _____
- Work experience from outside Manitoba was not recognised _____
- Would prefer not to work _____
- Not having family or friends who could help _____
- Not enough job experience in Manitoba _____
- The lack of employment opportunities _____
- Not being able to find job in his/her field _____
- Attending school _____
- Discrimination _____
- Transportation constraints _____
- Not being able to find/afford child care _____
- Taking care of children/elderly/disabled family members _____
- Other _____

72. **If you have children**, do you agree with the following

(rate from **1- strongly disagree** to **5- strongly agree**)

| | 1 | 2 | 3 | 4 | 5 | Don't know |
|---------------------------------------------------------------------------------------------------------------|---|---|---|---|---|------------|
| The schools here have good EAL for my children. | | | | | | |
| The schools here encourage my children to keep their cultural identity. | | | | | | |
| The schools here provide good occupational preparation for my children. | | | | | | |
| The schools here will help my children get into university or technical school (<i>if they want to go</i>). | | | | | | |
| My children have friends at school | | | | | | |
| My children have faced discrimination | | | | | | |

5. Education and Training

73. What level of education did you have prior to your arrival in Manitoba/ or PNP acceptance? (*Check all that apply*):

Less than high school _____

High school diploma _____

Trades certificate or diploma _____

College _____

University without degree _____

University with degree

 Bachelor degree _____

 Master's degree _____

 PhD degree _____

74. Did you have problems getting your credentials and/or training and expertise recognized since you came to Manitoba? Not Applicable ___ ; No ___ (*go to #76*) ; Yes ___

75. *If yes*, what difficulties have you had?

76. Have you taken any education or training (other than language training programs) since you arrived in Manitoba? No _____ ; (*go to #83*) Yes _____

77. *If yes*, what other education or training courses have you taken?

78. Did you have to pay for your education or training courses? Yes _____ No _____

79. Is the education or training program you have taken in Manitoba in the **same** field as your previous education, training and experience? Yes _____ (*go to #81*); No _____

80. *If no*, is the education or training program you have taken in Manitoba in a field **related to** your previous education, training and experience? Yes _____ No _____

81. Did you take the education and/or training because it was required for a particular job? Yes _____
No _____

82. Did you take this education or training for the purpose of credential upgrading? Yes ___ No _____

83. Have you had any problems or difficulties accessing education and/or training since you came to Manitoba? No _____ (go to #85); Yes _____

84. *If yes*, what problems or difficulties with accessing education and/or training have you had?

85. Do you plan to get any further education or training here in Manitoba? No _____ (go to #87)
Yes _____

86. *If yes*, what kind of education do you plan to get? _____

6. Finances

87. What is the total monthly gross income (before taxes) of your household from all sources?

\$ _____

88. What are your household's source(s) of income?

| Source | \$ Amount per month |
|--------------------------------------|---------------------|
| Wages/Salaries/Self-employment | \$ _____ |
| Employment Insurance | \$ _____ |
| Worker's compensation | \$ _____ |
| Social Assistance | \$ _____ |
| Savings | \$ _____ |
| Support from family and/or relatives | \$ _____ |
| Child benefits | \$ _____ |
| Other (state what) | \$ _____ |
| TOTAL | \$ _____ |

89. Please indicate the amount you/your household spend on each of the following every month:

| Expense item | Expense amount |
|---------------------------------------------------------------------------------------------------------|-----------------------|
| Rent/ mortgage (circle) | \$ |
| Electricity | \$ |
| Gas | \$ |
| Water | \$ |
| Parking | \$ |
| Transportation (public transit, car payments, maintenance, gas, insurance) | \$ |
| Other Insurance (house, life, etc.) | \$ |
| Telephone, including long distance costs, calling cards | \$ |
| Cable TV | \$ |
| Internet | \$ |
| Sending money home to family | \$ |
| Food & household and personal items | \$ |
| Education | \$ |
| Clothing | \$ |
| Entertainment | \$ |
| Furniture | \$ |
| Debt repayment | \$ |
| Other expenses: specify what | \$ |
| TOTAL <i>(Interviewer: add up total income and expenses, if difference try to reconcile)</i> | |

90. How would you describe your household's present financial situation? Would you say that you ...
 (INTERVIEWER: If necessary, add: "By basic needs, I mean shelter, food, clothing and other necessities".)

Have more than enough money to meet your basic needs _____

Have just enough money for your basic needs _____

Do not have enough money to meet your basic needs _____

91. Are you able to save/ invest some money each month? Yes ___; No ___

92. Do you/your household have difficulties meeting all expenses every month? Yes ___; No ___

93. Have you/your household received financial assistance since arrival?

Yes ___; No ___ (go to #96)

94. **If yes**, who did you/your household receive this financial assistance from? (Check all that apply)

Manitoba government _____ Government of Canada _____

Family member _____ Friends _____ Employer _____

Ethno-cultural or community group _____ Other _____

95. If yes, what type of financial assistance did you/your household receive and for how long? Check all that apply:

| Type Of Financial Assistance | Start Date | End Date |
|---------------------------------------------------|------------|----------|
| Workers compensation | | |
| Employment insurance | | |
| Other government income assistance | | |
| Social assistance (welfare) | | |
| Education (scholarship, student loan) | | |
| Child Benefits | | |
| Daycare subsidies | | |
| Financial assistance to undergo training programs | | |
| Other | | |

7. Retention

96. What city, town or community did you first settle in when you arrived in Manitoba /were accepted as PNP? _____
97. Have you lived in more than one city, town or community since you arrived / were accepted?
Yes _____; No _____
98. *If yes*, what cities/towns/municipalities have you lived in since you arrived in Manitoba?

99. Have you lived in another province(s) after you arrived Manitoba / were accepted?
No _____ (go to #103); Yes _____
100. _____ *If yes*,
how long did you live in other province(s)? _____ # months
101. What factors motivated you to move to the other province(s)?

102. What factors account for your return to Manitoba?

103. Do you expect to move to another province within the next five years? Yes _____; No _____
104. *If yes*, why? _____
105. Did you have family members/relatives/friends already living in Manitoba before you came here?
No _____ (go to # 107); Yes _____
106. *If yes*, did your family members/ relatives/ friends help you to successfully settle in Manitoba?
Yes _____ No _____
107. Have you supported any family member(s) to come to Manitoba since you arrived / since you were accepted? Yes _____; No _____
108. In the future, do you plan to support any family member(s) to come to Manitoba through the Manitoba Provincial Nominee Program? Yes _____; No _____

8. Participation in Community Activities

109. Do you participate in activities with people from the same ethnic or cultural group? Yes _____ No _____
110. Do you participate in other community activities? Yes _____; No _____
111. What sort of activities do you participate in? _____

112. How important is it for you to maintain ties with others in Manitoba from the same ethnic or cultural group as yourself? *Check one:*

Very important _____

Important _____

Neutral _____

Not very important _____

Not important at all _____

113. What factors would be the most important in your decision to remain in the community where you live? (*Check all that apply:*)

Availability of job opportunities _____

Presence of people from your ethno-cultural background _____

Being able to practice your religion _____

Availability of adequate housing _____

Availability of education opportunities _____

Other _____

111 a) Which of these factors would be the most important? (*Circle only one above*)

9. Settlement and Language Skills

114. Did you attend the ENTRY Program when you arrived? Yes ___; No ___ (*go to #116*)

115. *If yes*, how helpful was this program for your orientation and settlement?

Very helpful ___

Somewhat helpful ___

Neutral ___

Somewhat unhelpful ___

Not helpful at all ___

116. Did you receive other orientation or settlement assistance after you arrived? Yes ___; No ___

117. What assistance did you receive, was it provided by an agency, employer or by family/friends and how helpful was this assistance for you (and your family)? Rate from 1 (not helpful at all) to 5 (very helpful)

| <i>Assistance/Services</i> | <i>Assistance received</i> | | | How helpful? | | | | | Who you received assistance from | | |
|-----------------------------------------------------------------------------------------------|----------------------------|----|----|--------------------|---|--------------|---|---|----------------------------------|----------|----------------------------------|
| | Yes | No | NA | Not helpful at all | | Very helpful | | | Agency | Employer | Family/friends, community, other |
| | | | | 1 | 2 | 3 | 4 | 5 | | | |
| Orientation (<i>learning about the community</i>) | | | | | | | | | | | |
| Language training | | | | | | | | | | | |
| Occupational/job training | | | | | | | | | | | |
| Help with translation/ interpreting | | | | | | | | | | | |
| Help finding a job | | | | | | | | | | | |
| Help finding housing | | | | | | | | | | | |
| Help with children's schools | | | | | | | | | | | |
| Help with health problems | | | | | | | | | | | |
| Help with shopping | | | | | | | | | | | |
| Help with banking system | | | | | | | | | | | |
| Getting loans or credit from banks/ credit unions | | | | | | | | | | | |
| Help with legal matters | | | | | | | | | | | |
| Help with personal problems (<i>counselling, not including settlement counsellors work</i>) | | | | | | | | | | | |
| Other | | | | | | | | | | | |

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118. What services were most helpful? _____

119. What settlement services would have helped you settle more quickly in Manitoba?

120. Can you communicate easily in English? Yes _____ No _____

121. Please rate your English language skills on a scale: 1 (basic), 2 (intermediate), 3 (advanced)

Speaking _____

Reading _____

Writing _____

122. Can you communicate easily in French? Yes _____ No _____

123. Please rate your French language skills on a scale: 1 (basic), 2 (intermediate), 3 (advanced)

Speaking _____

Reading _____

Writing _____

124. If you have not taken any English classes since you arrived, what are the reasons for this? *Check all that apply:*

Did not need language training _____

Non-availability of English classes (in community) _____

Financial constraints _____

Time constraints (e.g. work, family, or other responsibilities) _____

Transportation constraints _____

Not able to find child care so I can attend _____

Lack of information on language training programs _____

Other _____

125. If working, what language(s) do you speak with your colleagues at work? _____

126. Have you experienced any problems adjusting since you arrived? No ___ (go to 129) Yes ___

127. *If yes*, what were they?

128. What was the **one** most difficult adjustment problem?

129. Since you arrived in Canada, have you ever experienced discrimination or racism?

No _____ (go to # 132); Yes _____

130. *If yes*, did this racism or discrimination have to do with the realm of:

Employment _____

Education _____

Housing _____

Other _____

131. *If yes*, in what setting did the discrimination occur:

Workplace _____

School _____

Housing _____

Neighbourhood _____

Other _____

10. Housing

132. Which of the following best describes your current housing?

Homeowner _____

Renting _____

Temporary housing for immigrants _____

Living with relatives or friends _____

Other _____

133. How many bedrooms does your residence have? _____

134. Not including desirable remodelling or additions, is this dwelling in need of any repairs?

INTERVIEWER: Read categories 1-3 to respondent.

_____ No, only regular maintenance is needed such as painting, furnace cleaning, etc.

_____ Yes, minor repairs such as missing or loose floor tiles, bricks or shingles, defective steps, railing or siding, etc.

_____ **Yes, major repairs such as defective plumbing, heating or electrical wiring, structural repairs to walls, floors or ceilings, etc.**

_____ Don't know

135. How would you rate your level of satisfaction with your current residence? *Check one:*

Very satisfied _____

Somewhat Satisfied _____

Neutral _____

Dissatisfied _____

Very dissatisfied _____

136. *If dissatisfied* or very dissatisfied, why?

137. Did you have any problems finding a place to live? No _____ (*go to #139*); Yes _____

138. *If yes*, what problems or difficulties did you have? _____

11. Health

139. Have you or any family member had any problems or difficulties getting access to or using the health services in Manitoba? No _____ (*go to #141*); Yes _____

140. *If yes*, what problems or difficulties did you have?

141. Has your or any family member's health changed since your arrival in Manitoba?

No ___ (*go to # 131*) Yes _____

142. *If yes*, has your/your family member's health become _____ better (*go to #144*) _____ worse

143. *If worse*, would you say your/your family member's illness, feelings of emotional discomfort and/or stress problems were caused by (*Check all that apply*):

Adjusting to cultural differences _____

Language barriers _____

Loneliness/ lack of family support _____

Employment status _____

Social atmosphere at work _____

Physical environment at work _____

Financial situation _____

Poor housing condition _____

Disruption by or conflict with neighbours/ neighbourhood _____

Racism _____

Other _____

12. Integration Process

144. For each of the following, please state how important you think they are for your/your family's successful integration. Please answer on a scale of 1 to 5 where

1 = "not at all important" and 5 = "very important"

| | 1 | 2 | 3 | 4 | 5 | Don't know |
|-----------------------------------------------------------------------------------|---|---|---|---|---|------------|
| Finding a good job | | | | | | |
| Personal safety | | | | | | |
| Financial security | | | | | | |
| Having relatives close by | | | | | | |
| Living in a community of the same religious and/or ethnic and cultural background | | | | | | |
| Having your own place of worship | | | | | | |
| Being welcomed by the people who live here | | | | | | |
| Becoming a homeowner | | | | | | |
| Having appropriate housing | | | | | | |
| Making Canadian friends | | | | | | |
| A good bus system | | | | | | |
| Having your children do well in school | | | | | | |
| Being able to buy the kind of food you like at a nearby store | | | | | | |
| Having access to interpretation and/or translation | | | | | | |
| Starting own business | | | | | | |

145. What do you like about living in your community? (Check all that apply):

- Employment opportunities _____
- Climate/Physical environment _____
- Educational opportunities (include those for children/spouse) _____
- Feel safe/Family feels safe _____
- Economic conditions _____
- Cultural diversity _____
- Absence of interracial, ethnic or religious tension _____
- Can achieve desired lifestyle/Quality of life _____
- Politically stable/Peaceful _____
- Good quality of housing _____
- People's attitudes _____
- Social conditions (e.g., health care, social programs) _____
- Cultural values (e.g., freedom, equality, respect of human rights) _____
- Other _____

146. What do you like the LEAST about living in your community?

147. Do you own a vehicle? Yes _____ No _____

148. Do you have a drivers licence? Yes _____ No _____

149. Do you agree with the following : *1- strongly disagree to 5- strongly agree*

| Community Name: _____ Neighbourhood Name: _____ | 1 | 2 | 3 | 4 | 5 | Don't know |
|------------------------------------------------------------------------------------------------------------|---|---|---|---|---|------------|
| <i>(Name of community)</i> is a good place to live | | | | | | |
| There are good job opportunities here for me | | | | | | |
| This community is a good place in which to raise a family | | | | | | |
| It would be easier for me to find a job in some other community | | | | | | |
| The people in <i>(name of community)</i> are very friendly and welcoming | | | | | | |
| This community has a choice of suitable and affordable housing | | | | | | |
| This community is safe for me / my family | | | | | | |
| This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada | | | | | | |
| I would rather live in a bigger community | | | | | | |
| I would rather live in a smaller community | | | | | | |
| I would like my children to continue living in this community when they grow up (if applicable) | | | | | | |

150. Would you say that your whole experience in Manitoba has been?

Much better than expected _____

Somewhat better than expected _____

About the same as you expected _____

Worse than expected _____

Much worse than expected _____

151. What advice would you give your friends or family coming to Manitoba under the Manitoba Provincial Nominee program about how to integrate successfully into Manitoba society?

152. What advice would you give to Canadians about helping immigrants adjust to life in Manitoba?

153. Do you have any other comments, suggestions, ideas you want to share?

Survey Consent Form



Tom Carter, PhD (Principal Investigator)
Canada Research Chair in Urban Change and Adaptation
University of Winnipeg
(204) 982-1148
t.carter@uwinnipeg.ca

Manitoba Provincial Nominee Program Evaluation

Permission to ask questions

No. _____

I, _____, am being asked to participate in a research project *Manitoba Provincial Nominee Program Evaluation*. This research is being conducted by Tom Carter, Canada Research Chair in Urban Change and Adaptation, and associates at the University of Winnipeg for Manitoba Labour and Immigration. This research aims to develop a better understanding of the settlement experience of provincial nominees in Manitoba. The research findings will be provided to settlement agencies and government departments to improve the settlement experience for other provincial nominees in the future.

As a participant in this study, I will be asked to answer questions about my experiences settling in Manitoba as a provincial nominee. **The questions will focus on such issues as educational opportunities, housing, employment, income and household finances, how you feel about your neighbourhood and the challenges, opportunities and concerns related to your settlement experience.** This interview will take between an hour and an hour and a half. I understand that I can change my mind at any time and can withdraw at any point. I also understand that I can choose not to answer any questions in the interview that I am not comfortable answering. Neither consenting nor declining to participate, or deciding to withdraw will adversely affect my ability to obtain services or access resources of any kind. I understand that my participation in this study is completely voluntary.

I understand that I will receive a \$50.00 cash honorarium for participating in the study. This honorarium will be paid when I sign the consent form. Even if I withdraw part way through the interview I will still receive the honorarium. There are no other benefits to me personally for participating in this research and no known risks.

I understand that the researchers will take all necessary measures to keep the information I provide confidential. No names, personal information, or anything else that might identify me, my family members, or anyone else, will be included in the research documents or in any presentations or publications, and all participants will remain anonymous. All consent forms and interview notes will be stored in locked cabinets in the researchers' office, which is also locked when not occupied, and will be destroyed by September 2008.

If at any time I would like additional information about this project, I can contact Dr. Tom Carter at 982-1148. If I have questions or concerns about the way I have been treated or the ethics of this research study, I may contact Kerry Murkin, Ethics Administration Officer at 786-9058, at the University of Winnipeg.

My signature below indicates that I have given my informed consent to participate in the above described project. My signature also indicates that:

- I have been given the opportunity to ask any and all questions about the described project and my participation, and that all of my questions have been answered to my satisfaction.
- I have been permitted to read this document and I have been given a signed copy of it.
- I am at least 18 years old or have a parent/guardian’s signature, or have been advised by an advocate at a social service agency
- I am legally able to provide consent.

Participant’s Name: (please print) _____

Participant’s Signature _____ Date: _____

Researcher’s Name: (please print) _____

Researcher’s Signature: _____ Date: _____

Translation services:

Was a translator/interpreter requested or considered necessary: Yes ____ No ____

Was a translator/interpreter provided if requested or considered necessary? Yes ____ No ____

Name of translator/interpreter if provided: (please print) _____

Signature of translator/interpreter: _____ Date: _____

Note: If translator/interpreter was necessary or requested, but not provided, please explain:

Questions/Concerns: If you have any further questions or want clarification regarding this research and/or your participation, please contact:

- Dr. Tom Carter, Canada Research Chair in Urban Change and Adaptation, University of Winnipeg, Phone: (204) 982-1148, email: t.carter@uwinnipeg.ca
- Mechyslava Polevychok, Research Associate, University of Winnipeg, Phone: (204) 982-1174, email: m.Polevychok@uwinnipeg.ca
- Anita Friesen, Research Associate, University of Winnipeg, Phone: (204) 982-1152, email: a.friesen@uwinnipeg.ca

If you have questions or concerns about the way you have been treated or the ethics of this research study, you may contact Kerry Murkin (Senate Committee on Ethics in Human Research and Scholarship Program Officer) at 786-9058, at the University of Winnipeg. Email: k.murkin@uwinnipeg.ca

Spouse Questionnaire

**The Settlement Experience of PNPs in Manitoba
Spouse**

Date(s) collected _____ **File #** _____
Interviewer's Name _____ **Principal Applicant File #** _____

1. Employment

1. On the application for the Provincial Nominee Program, what did you indicate as your "intended occupation"? _____
2. Since you came to Manitoba (or if here already, since you gained PNP approval) have you *looked for* work?

No, have always had a job so have not had to look _____; (go to # 6)

No, not wishing to work now because

Independently wealthy _____

Language problems, _____

Attending school _____

Taking care of children or/and elderly/disabled family members _____

(If interviewee has not worked and does not plan to work in near future, Go to # 34)

Yes _____

3. *If yes*, have you had any difficulty finding a job since you came to Manitoba/ were approved?

Yes _____ No _____ (if no, go to #6)

4. *If yes*, what difficulties with finding a job have you had? *Check all that apply*:

Language problems _____

Not knowing how to find a job _____

Not knowing the city or town _____

Qualifications and/or credentials from outside Manitoba were not recognised _____

Job experience from outside Manitoba was not recognised _____

Not having family or friends who could help _____

Not enough Canadian job experience _____

The lack of employment opportunities _____

Not being able to find job in your field _____

Attending school _____

Discrimination _____

Transportation constraints _____

Not being able to find/afford child care _____

Taking care of elderly/disabled family members _____

Other _____

5. What was the most difficult (*circle one of the above*)?

6. Are you currently working?

Yes ____ (*If yes, go to # 8*)

No _____

7. **If no**, why not?

____ Have been looking, but unable to find a job

____ Am not currently looking for work because:

Have enough money right now _____

Language problems, _____

Don't know how to find a job _____

Don't know my way around the city or town _____

Attending school _____

Not being able to find/afford child care _____

Taking care of children or/and elderly/disabled family members _____

Have been hired but not yet started job _____

Other _____

(Not working, go to# 24)

Current Job, if working

8. When did you start working at your current primary job? Month _____ Year _____

9. From where or from whom did you get help to find your current primary job? *Check all that apply:*

Employer _____

Family or Relatives _____

Friends _____

Ethnic/ cultural group or association _____

Religious group _____

Immigrant or refugee serving agency _____

Immigration Professional _____

Town _____

Government agency _____

Found this job by myself _____

Other _____

10. Is your primary job permanent _____; or temporary (*has a specific end date*) _____?
11. On average, how many hours per week do you work at your primary job? _____
12. Are you working at any other jobs right now? Yes ___; No ___ (*go to # 15*)
13. **If yes**, why are you working at more than one job?

14. **If yes**, how many hours each week do you work at each of your non-primary paid jobs?

15. Are you currently working in the occupation you indicated on your PNP application?
Yes ___ (*go to #17*) No ___
16. **If no**, have you worked in that occupation since your arrival (PNP acceptance)? Yes ___; No ___
17. What is your occupation at your current primary job? _____
18. Describe your day-to-day responsibilities at your current primary job

19. Are you working in an occupation or related occupation at your primary job in which you have training and/or experience? Yes ___ (*Go to # 21*) No _____
20. **If No**, would you like to be working in the same or related occupation in which you have training and/or experience? Yes _____ No _____
21. How would you rate your level of satisfaction with your current primary job? *Check one:*
Very satisfied _____
Somewhat Satisfied _____
Neutral _____
Somewhat Dissatisfied _____
Very dissatisfied _____
22. If somewhat or very dissatisfied, why are you not satisfied? *Check all that apply:*
Not enough hours _____
Salary too low _____
Position is not in area of specialization _____
Position is not challenging/ rewarding enough _____
Overqualified for current position _____
Lack of opportunities for promotion _____
Lack of opportunities for professional growth _____
Poor working conditions _____
Other _____

23. Have you had any promotions at your primary job? Yes _____ ; No _____
24. Did you have employment pre-arranged before you arrived (or if already in Manitoba were you promised a job prior to acceptance as PNP)? No _____ (go to # 27); Yes _____
25. **If yes**, by whom? (*Interviewer: indicate the relationship to the interviewee – no names*)

26. **If yes**, was it your first job since arrival/acceptance? Yes _____ No _____
27. From the time that you first moved to Manitoba (or were in Manitoba and became accepted as PNP), how long was it until you started your first job? # weeks _____
28. Are you still working at your first job?
Yes _____ (go to # 32); No _____
29. **If no**, what was the first job you had in Manitoba (or since acceptance)? _____
30. **If no**, how long did you work at your first job?
Less than 6 months _____
6 months to 1 year _____
1 year to 1.5 years _____
1.5 years to 2 years _____
2 years to 2.5 years _____
2.5 years to 3 years _____
3 years and longer _____
31. Why are you no longer working at your first job? _____
32. Have you been **involuntarily** unemployed at any time since your arrival/acceptance?
Yes _____; No _____
33. **If Yes**, for how long? # Weeks _____
34. **If you are self-employed**, did you start the business on your own or did you buy it?
Started it _____ Bought it _____
35. **If you are not self-employed**, will you consider starting your own business or buying one in the next 5 years? Yes _____ No _____
36. What kind of job (*occupation*) do you hope to have in five years?

2. Education and Training

37. What level of education did you have prior to your arrival in Manitoba/ or PNP acceptance? (*Check all that apply*):

Less than high school _____

High school diploma _____

Trades certificate or diploma _____

College _____

University without degree _____

University with degree

Bachelor degree _____

Master's degree _____

PhD degree _____

38. Did you have problems getting your credentials and/or training and expertise recognized since you came to Manitoba? Not Applicable ___; No ___ (*go to # 40*); Yes ___

39. *If yes*, what difficulties have you had?

40. Have you taken any education or training (other than language training programs) since you arrived in Manitoba? No _____; (*go to # 47*) Yes _____

41. *If yes*, what other education or training courses have you taken?

42. Did you have to pay for your education or training courses? Yes _____ No _____

43. Is the education or training program you have taken in Manitoba in the **same** field as your previous education, training and experience? Yes _____ (*go to #45*); No _____

44. *If no*, is the education or training program you have taken in Manitoba in a field **related to** your previous education, training and experience? Yes _____ No _____

45. Did you take the education and/or training because it was required for a particular job? Yes ___ No ___

46. Did you take this education or training for the purpose of credential upgrading? Yes ___ No _____

47. Have you had any problems or difficulties accessing education and/or training since you came to Manitoba? No _____ (*go to # 49*); Yes _____

48. *If yes*, what problems or difficulties with accessing education and/or training have you had?

49. Do you plan to get any further education or training here in Manitoba? No ___ (go to # 51) Yes ___

50. *If yes*, what kind of education do you plan to get? _____

51. *If you have children*, do you agree with the following

(rate from **1- strongly disagree** to **5- strongly agree**)

| | 1 | 2 | 3 | 4 | 5 | Don't know |
|---------------------------------------------------------------------------------------------------------------|---|---|---|---|---|------------|
| The schools here have good EAL for my children. | | | | | | |
| The schools here encourage my children to keep their cultural identity. | | | | | | |
| The schools here provide good occupational preparation for my children. | | | | | | |
| The schools here will help my children get into university or technical school (<i>if they want to go</i>). | | | | | | |
| My children have friends at school | | | | | | |
| My children have faced discrimination | | | | | | |

52. Have you/your household received financial assistance since you arrived?

Yes _____; No _____ (go to #55)

53. *If yes*, who did you/your household receive this financial assistance from? (*Check all that apply*)

Manitoba government _____ Government of Canada _____

Family member _____ Friends _____ Employer _____

Ethno-cultural or community group _____ Other _____

54. *If yes*, what type of financial assistance did you/your household receive and for how long? *Check all that apply*:

| Type Of Financial Assistance | Start Date | End Date |
|---------------------------------------------------|------------|----------|
| Education (scholarship, student loan) | | |
| Child Benefits | | |
| Daycare subsidies | | |
| Financial assistance to undergo training programs | | |
| Other | | |

(**Note:** #52-54 - duplications of Principal Applicant interview)

3. Participation in Community Activities

55. Do you participate in activities with people from the same ethnic or cultural group? Yes _____
No _____
56. Do you participate in other community activities? Yes _____ ; No _____
57. What sort of activities do you participate in? _____
58. How important is it for you to maintain ties with others in Manitoba from the same ethnic or cultural group as yourself? *Check one:*
- Very important _____
- Important _____
- Neutral _____
- Not very important _____
- Not important at all _____
59. What factors would be the most important in your decision to remain in the community where you live? (*Check all that apply*):
- Availability of job opportunities _____
- Presence of people from your ethno-cultural background _____
- Being able to practice your religion _____
- Availability of adequate housing _____
- Availability of education opportunities _____
- Other _____
- 59 a) Which of these factors would be the most important? (*Circle only one above*)

4. Settlement and Language Skills

60. Did you attend the ENTRY Program when you arrived? Yes ___ ; No ___ (*go to # 62*)
61. *If yes*, how helpful was this program for your orientation and settlement?
- Very helpful ___
- Somewhat helpful ___
- Neutral ___
- Somewhat unhelpful ___
- Not helpful at all ___
62. Did you receive other orientation or settlement assistance after you arrived? Yes ___ ; No ___

63. What assistance did you receive, was it provided by an agency, employer or by family/friends and how helpful was this assistance for you (and your family)? Rate from 1 (not helpful at all) to 5 (very helpful)

| <i>Assistance/ Services</i> | <i>Assistance received</i> | | | How helpful? | | | | | Who you received assistance from | | |
|-----------------------------------------------------------------------------------------------|----------------------------|----|----|--------------------|---|--------------|---|---|----------------------------------|----------|----------------------------------|
| | Yes | No | NA | Not helpful at all | | Very helpful | | | Agency | Employer | Family/friends, community, other |
| | | | | 1 | 2 | 3 | 4 | 5 | | | |
| Orientation (<i>learning about the community</i>) | | | | | | | | | | | |
| Language training | | | | | | | | | | | |
| Occupational/job training | | | | | | | | | | | |
| Help with translation/ interpreting | | | | | | | | | | | |
| Help finding a job | | | | | | | | | | | |
| Help finding housing | | | | | | | | | | | |
| Help with children's schools | | | | | | | | | | | |
| Help with health problems | | | | | | | | | | | |
| Help with shopping | | | | | | | | | | | |
| Help with banking system | | | | | | | | | | | |
| Getting loans or credit from banks/ credit unions | | | | | | | | | | | |
| Help with legal matters | | | | | | | | | | | |
| Help with personal problems (<i>counselling, not including settlement counsellors work</i>) | | | | | | | | | | | |
| Other | | | | | | | | | | | |

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64. What services were most helpful? _____

65. What settlement services would have helped you settle more quickly in Manitoba?

66. Can you communicate easily in English? Yes _____ No _____

67. Please rate your English language skills on a scale: 1 (basic), 2 (intermediate), 3 (advanced)

Speaking _____

Reading _____

Writing _____

68. Can you communicate easily in French? Yes _____ No _____

69. Please rate your French language skills on a scale: 1 (basic), 2 (intermediate), 3 (advanced)

Speaking _____

Reading _____

Writing _____

70. If you have not taken any English classes since you arrived, what are the reasons for this? *Check all that apply:*

Did not need language training _____

Non-availability of English classes (in community) _____

Financial constraints _____

Time constraints (e.g. work, family, or other responsibilities) _____

Transportation constraints _____

Not able to find child care so I can attend _____

Lack of information on language training programs _____

Other _____

71. If working, what language(s) do you speak with your colleagues at work? _____

72. Have you experienced any problems adjusting since you arrived? No ___ (go to # 75;) Yes ___

73. **If yes**, what were they?

74. What was the **one** most difficult adjustment problem?

75. Since you arrived in Canada, have you ever experienced discrimination or racism?

No _____ (go to # 78); Yes _____

76. *If yes*, did this racism or discrimination have to do with the realm of:

Employment _____

Education _____

Housing _____

Other _____

77. *If yes*, in what setting did the discrimination occur:

Workplace _____

School _____

Housing _____

Neighbourhood _____

Other _____

5. Integration Process

78. For each of the following, please state how important you think they are for your/your family's successful integration. Please answer on a scale of 1 to 5 where

1 means "not at all important" and 5 means "very important".

| | 1 | 2 | 3 | 4 | 5 | Don't know |
|-----------------------------------------------------------------------------------|---|---|---|---|---|------------|
| Finding a good job | | | | | | |
| Personal safety | | | | | | |
| Financial security | | | | | | |
| Having relatives close by | | | | | | |
| Living in a community of the same religious and/or ethnic and cultural background | | | | | | |
| Having your own place of worship | | | | | | |
| Being welcomed by the people who live here | | | | | | |
| Becoming a homeowner | | | | | | |
| Having appropriate housing | | | | | | |
| Making Canadian friends | | | | | | |
| A good bus system | | | | | | |
| Having your children do well in school | | | | | | |
| Being able to buy the kind of food you like at a nearby store | | | | | | |
| Having access to interpretation and/or translation | | | | | | |
| Starting own business | | | | | | |

79. What do you like about living in your community? (Check all that apply):

- Employment opportunities _____
- Climate/Physical environment _____
- Educational opportunities (include those for children/spouse) _____
- Feel safe/Family feels safe _____
- Economic conditions _____
- Cultural diversity _____
- Absence of interracial, ethnic or religious tension _____
- Can achieve desired lifestyle/Quality of life _____
- Politically stable/Peaceful _____
- Good quality of housing _____
- People's attitudes _____
- Social conditions (e.g., health care, social programs) _____
- Cultural values (e.g., freedom, equality, respect of human rights) _____
- Other _____

80. What do you like the LEAST about living in your community?

81. Do you have a drivers licence? Yes _____ No _____

82. Do you agree with the following : *1- strongly disagree to 5- strongly agree*

| Community Name: _____ Neighbourhood Name: _____ | 1 | 2 | 3 | 4 | 5 | Don't know |
|------------------------------------------------------------------------------------------------------------|---|---|---|---|---|------------|
| (Name of community) is a good place to live | | | | | | |
| There are good job opportunities here for me | | | | | | |
| This community is a good place in which to raise a family | | | | | | |
| It would be easier for me to find a job in some other community | | | | | | |
| The people in (name of community) are very friendly and welcoming | | | | | | |
| This community has a choice of suitable and affordable housing | | | | | | |
| This community is safe for me / my family | | | | | | |
| This community has the kinds of agencies and organizations that I need to help me adjust to life in Canada | | | | | | |
| I would rather live in a bigger community | | | | | | |
| I would rather live in a smaller community | | | | | | |
| I would like my children to continue living in this community when they grow up (if applicable) | | | | | | |

83. Would you say that your whole experience in Manitoba has been?

Much better than expected _____

Somewhat better than expected _____

About the same as you expected _____

Worse than expected _____

Much worse than expected _____

84. What advice would you give your friends or family coming to Manitoba under the Manitoba Provincial Nominee program about how to integrate successfully into Manitoba society?

85. What advice would you give to Canadians about helping immigrants adjust to life in Manitoba?

86. Do you have any other comments, suggestions, ideas you want to share?