

A study of recruitment and retention factors affecting immigrants, and Anglophone and Allophone newcomers in the Quebec City region



**VEQ**  
Voice of English-speaking Québec

**CRÉ** Conférence régionale des élus  
de la Capitale-Nationale

2008-2009

## Table of Contents

<b>Section I: Demographic and Statistical Background.....</b>	<b>p.4</b>
Introduction.....	p.4
Quebec City and the English Speaking Community.....	p.4
Immigration into the Province of Québec and into Capitale-Nationale Health Region.....	p.8
Inter and Intra Provincial migration.....	p.10
Digging Deeper into the Statistics.....	p.20
Community Vitality and the Support Role of Government and Community Groups in English-speaking Québec.....	p.21
<b>Section II: The VEQ Newcomers Study.....</b>	<b>p. 29</b>
Introduction.....	p.29
VEQ Newcomers Study 2008-2009.....	p.30
Background Information.....	p.30
Methodology.....	p.31
Limitations.....	p.32
Survey Results.....	p.33
Conclusions on the VEQ Newcomers Study.....	p.45
<b>Section III: Recommendations.....</b>	<b>p.45</b>
I. General Recommendations.....	p.45
1. Integrate newcomers in all phases of development and application of services.....	p.45
2. Focus on the flexibility of services.....	p.46
3. Reinforce partnerships in order to offer better services.....	p.46
II. Main Challenges and Targeted Recommendations.....	p.47
1. Linguistic Barrier.....	p.47
2. Social Isolation.....	p.48
3. Employability.....	p.49
4. Significant lack of information on available services.....	p.50
<b>Annex A: Questionnaire.....</b>	<b>p. 51</b>

## Figures and Tables

Figure 1: Province of Québec, Health Regions.....	p.5
Figure 2: Anglophone Population in the Province of Québec, 1971-2001.....	p.6
Figure 3: Anglophone Population in the Province of Québec and the Capitale-Nationale HR, Mother Tongue and FOLS, 2001.....	p.7
Figure 4: Anglophone Population, Province of Quebec and Capitale-Nationale HR, 2001.....	p.8
Figure 5: Countries of Birth of Recent Immigrants to Canada, 2006.....	p.9
Figure 6: Countries of Birth of Recent Immigrants to Québec, 1997-2006.....	p.9
Figure 7: Countries of Birth of Recent Immigrants to the Capitale-Nationale HR, 1997.....	p.10
Figure 8: Anglophone Population by Place of Birth, Province of Québec.....	p.11
Figure 9: Retention Rate in Official Language Minority Communities by province, 2001.....	p.12
Figure 10: Retention Rates in Official Language Majority Communities by province, 2001.....	p.13
Figure 11: Retention Rates in Linguistic Communities, 1971-2001.....	p.13
Figure 12: Population Shifts per Health Regions, Province of Québec, 1991-2006.....	p.14
Figure 13: Population Totals per Health Regions, Mother Tongue Figures, Province of Québec, 1991-2006.....	p.15
Figure 14: Mobility Rates of the Anglophone Population, 2001-2006, FOLS Figures, Capitale-Nationale HR – Absolute numbers.....	p.16
Figure 15: Mobility Rates of the Anglophone Population, 2001-2006, FOLS Figures, Capitale-Nationale HR – percentages.....	p.16
Figure 16: Retention and Mobility Statistics, Province of Québec, 2001.....	p.17
Figure 17: Retention Rates by Language Group and Age Group in Canada, 2001.....	p.17
Figure 18: Labour Participation, Québec-born Anglophone Population, 2001.....	p.18
Figure 19: Anglophone Population Distribution by Income Bracket, Capitale-Nationale HR, 2006.....	p.19
Figure 20: Level of Schooling of Québec-born Anglophone Population, 2001.....	p.19
Figure 21: Retention Rate of Official Languages Groups in Canada by Highest Level of Schooling, 2001.....	p.20
Figure 22: Perception of Vitality of Anglophone Communities, Province of Québec, 2006.....	p.22
Figure 23: Perceived Threats to the Future of Anglophone Communities, Province of Québec, 2001.....	p.22
Figure 24: Perception of Population Shifts in Anglophone Communities over the Next 10 Years, Province of Québec, 2006.....	p.23
Figure 25: Identification with Various Language Communities, Anglophones residing in the Province of Québec, 2006.....	p.24
Figure 26: Perception of the representative Role of Government, Official Language Minority Communities, Canada, 2002.....	p.25
Figure 27: Types of Unpaid Help, Anglophones Residing in the Province of Québec, 2003.....	p.27
Figure 28: Sources of Unpaid Help, Anglophones Residing in the Province of Québec, 2003.....	p.27
Figure 29: Knowledge of Community Organizations, Anglophones Residing in the Province of Québec, 2001.....	p.28

# **Section I: Demographic and Statistical Background**

## **Introduction**

This study focuses on the trends and community-based responses to in-migration in the Quebec City region. It is specifically concerned with issues pertaining to the local English-speaking community, a group that is vested with the legal and political designation of *official language minority community* by the federal government of Canada.

The issue of in-migration is multifaceted and multidisciplinary. To wade into debates on the patterns and effects of migration over a given territory requires a significant amount of background knowledge from a number of different sources. Moreover, to consider the proper policy responses to migratory patterns, we must pay attention to wider political, sociological, and economic conditions that shape how individuals make decisions, such as why they move to a particular region, how long to stay and when to leave.

Three principle indicators of migration and its effects are demographics, statistics, and the perceptual observations by the key agents of change; these three indices will play an important role in this study. First, we will review several demographic and statistical trends directly related to in-migration. As we will see shortly, Quebec City's English-speaking community has been propped up by in-migrants for a very long time.

Once we have reviewed the background information the focal point of this document will be the results of a survey conducted with recent newcomers to Quebec City. The survey's results will provide key insights into the challenges that face English-speaking residents when they settle in Quebec City. It will flesh out the perspectives of these new residents as to the efficiency and the effectiveness of existing services designed to help make this transition less bumpy as well as help identify any current service gaps.

In the conclusion general and targeted recommendations will be presented in light of the background research and the survey results and analysis. This section represents the most important element for Voice of English-speaking Québec (VEQ) because VEQ has worked for a number of years to develop and to maintain a high level of service facilitating the adaptation and the integration of English-speaking newcomers in the region of the city of Quebec.

## **Quebec City and the English-speaking Community**

The first task of this study is to establish a clear understanding of the community being studied. This requires identifying the geographic location of this community and a workable and consistent definition of its identity. Whereas these two variables may appear to be matters of fact, there does exist some controversy around both categories. The rationale for the chosen definitions for each category is discussed below.

### **Geographic Location**

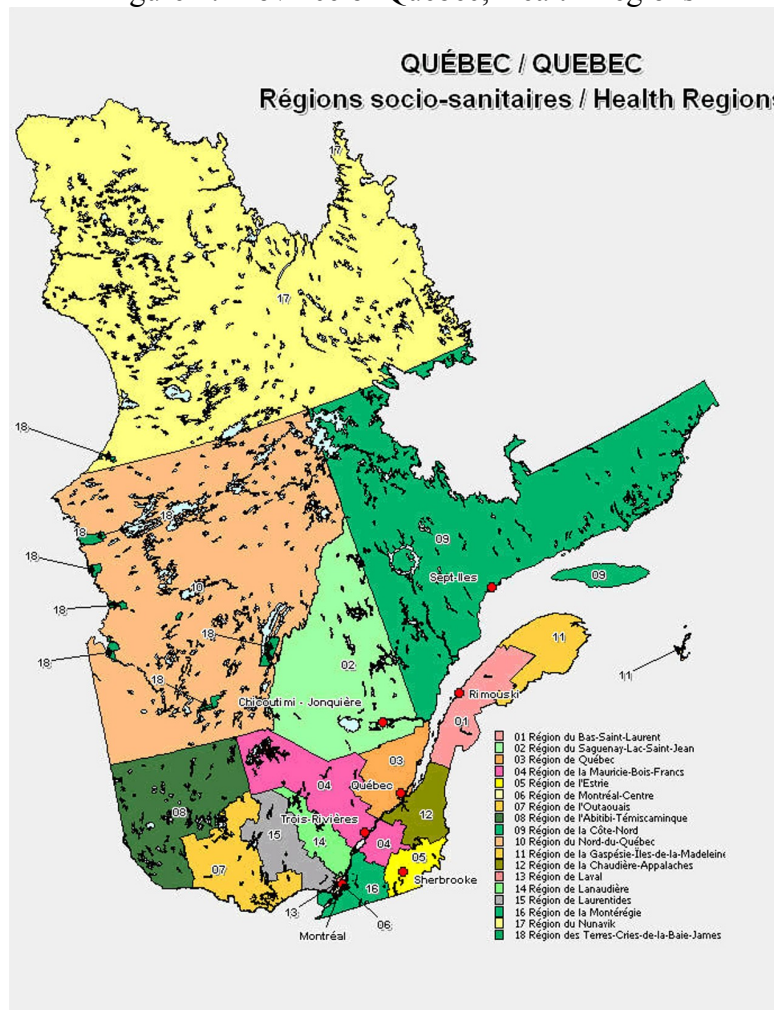
We will not be focussing on the municipal boundaries of Quebec City. Our scope will be wider covering the surrounding region to the north of the city. The area to which we will refer is an existing formal political region, one that is commonly referred to as the Capitale-Nationale Health Region.

There are pros and cons to such a choice. The biggest advantage is that a great many statistics have been generated using the same boundaries. Statistics Canada, for example, has organized its vast number of statistics according to the health region formula. We will rely on many such statistics over the course of this study. A disadvantage that comes with limiting our focus to the Capitale-Nationale Health Region is that some Anglophone residents who live close to Quebec City will not be included in the analysis.

The Voice of English-speaking Québec's mandate is to serve the interests of the Anglophone community of the greater Quebec City area. This area has traditionally been considered by VEQ to be both the Capitale-Nationale and the Chaudière-Appalaches health regions. The Chaudière-Appalaches region is located directly to the south of the Capitale-Nationale region. Although it encompasses a large area, over 15,000 square kilometres, the overall population of Chaudière-Appalaches is less than half of the Capitale-Nationale region, and the Anglophone population is slightly less than a third of that of the Capitale-Nationale Health Region.<sup>1</sup>

Whereas we will on occasion refer to the Chaudière-Appalaches region, the bulk of this study will concern the Capitale-Nationale Health Region only. The statistics to which we will refer, the surveys on which we will focus and the services we will consider will follow this same distinction.

Figure 1: Province of Québec, Health Regions



<sup>1</sup> According to the 2006 Census from Statistics Canada.

## Community Identity

As clarification is required of the geographical area referred to in this study, so too must we be clear of the composition of the community on which we are focussing. Perhaps the most controversial variable of this study, and certainly the most important, is the concept of “English-speaking community.”

At present, there are as many as six working concepts to denote “English-speaker.” Of these, two are predominantly used by bureaucrats and statisticians: mother tongue and first official language spoken (FOLS). Although the emphasis of these two concepts is only slightly different, the statistical results, and consequently the policy recommendations become quite different depending on the concept that is chosen.

The term “mother tongue” refers specifically to the language first learned at home and which is still used at the time of a federal census. To accommodate the possibility that multiple languages are used in the home, the Canadian census, as well as most other studies on language, allow for multiple languages to be included in this category. This has proven especially appropriate for individuals born in official language minority communities such as the Capitale-Nationale Health Region (HR).

Despite the accommodation that allows for multiple languages in the mother tongue category, this definition is considered to be a strict or narrow interpretation of English-speaker in Québec. For many residents born in other parts of the world who now live in Québec this definition is especially problematic. In many regions of the world where neither English nor French is spoken in the home English is often learned for economic reasons. Upon arrival in Québec, then, some individuals have a working knowledge of English and little to no knowledge of French, yet still consider themselves as having another language as mother tongue such as German, Spanish or Mandarin.

On its own such a discrepancy means very little. The Census of Canada, for example, allows respondents to list whatever language they choose in the mother tongue category. No one is forced to enter English or French as their mother tongue simply because these two languages are the only ones that enjoy official status in Canada.

From a policy perspective, however, there are immediate and significant consequences to the first official language spoken phenomenon, especially for the English-speaking community of Québec City.

The following chart depicts the English-speaking population of the province of Québec. The statistics contrast the two categories of mother tongue and FOLS and it also displays the findings over a period of 30 years.

Figure 2: Anglophone Population in the Province of Québec, 1971-2001

Quebec Anglophones	Mother tongue	First official language
2001	591,379	918,955
1996	621,863	925,830
1991	626,202	904,305
1986	680,120	---
1981	693,600	---
1971	789,200	---

Source: Statistics Canada, *Census of Canada*, 1971-2001

There are several key contrasts between mother tongue and FOLS communities in the province of Québec. First, if we look only at the 2001 results, there is an overall difference of over 325,000 individuals between the two samples. Whereas the FOLS population numbers hover around one million, the mother tongue category is slightly less than 600,000. Secondly, whereas the number and rate of mother tongue English-speakers dropped dramatically from 1991 to 2001, the FOLS category increased over the same time period.

Unfortunately, the FOLS category was not used in the assembling and tabulation of statistics before 1991, yet we see that periods of steep decline in mother tongue English speakers occurred in the 1971-1981 period (95,600) and between 1986 and 1991 (a little over 53,900).

The discrepancies between these two categories are not lost on policy makers. As Jack Jedweb notes, the Québec Treasury Board uses the mother tongue category most often when it refers to the linguistic minority in the province. Yet, the federal government often cites the FOLS category when referring to English-speaking Quebecers, arguing that it is in fact a more accurate representation of the population.<sup>2</sup>

Because the provincial government is responsible for the majority of services to immigrants and in-migrants, the provincial government's choice of the mother tongue category has immediate consequences for policies targeting both the English minority community and newcomers. Lower numbers translate into fewer services and less funding.

Making matters more complicated, studies have shown that the best approach to understanding the realities faced by English-speakers in Québec is to make use of both mother tongue and FOLS statistics. In communities with a large immigrant and in-migrant populations, and also where English speakers are densely populated, FOLS is considered a more accurate reflection of the size of the community. In regions where the population of English speakers is small and scattered, mother tongue is considered the most reliable indicator of the number of English speakers.

Figure 3: Anglophone Population in the Province of Québec and the Capitale-Nationale HR, Mother Tongue and FOLS, 2001

Quebec Anglophones	Province of Québec	Capitale-Nationale Health Region
Mother Tongue	651,905	12,040
FOLS	918,955	11,065

Source: Statistics Canada, *Census of Population, 1971-2001*

The above chart speaks to the complex relationship between the categories of mother tongue, FOLS, and the English population of Québec. Whereas FOLS casts a wider net, and thus produces a province-wide total population over 250,000 people larger, it nonetheless generates a lower population sample for the Quebec City region.

Recently, both provincial and federal studies have acknowledged two key points when it comes to choosing the “right” definition of an English speaker. First, they agree that both categories actually underestimate the total English population of Québec. Secondly, they agree that the mother tongue category is a more appropriate indicator when considering policy issues and service provision for smaller and rural Anglophone communities in Québec.

<sup>2</sup> The federal government also routinely cites the category of “home language” in its studies of the English-speaking community of Québec. “Home language” refers to the language spoken most often at home. It generally produces results larger than mother tongue and smaller than FOLS.

If we are to consider the Anglophone population of the entire province as well as in the Capitale-Nationale HR in terms of percentages rather than as real numbers, then the 2001 mother tongue statistics produce the following totals:

Figure 4: Anglophone Population, Province of Quebec and Capitale-Nationale HR, 2001

Quebec Anglophones, mother tongue figures	Province of Québec	Capitale-Nationale HR
2001	9.0%	1.90%

Source: Statistics Canada, *Census of Population*, 2001.

Another compelling reason to support the use of the mother tongue category is that many statistics generated from the FOLS sample are based on a 20% cross section of respondents. The combination of a small FOLS population sample and an even smaller cross section make the category of FOLS inappropriate when looking at the Capitale-Nationale HR. Most recently in the 2006 Census, Statistics Canada began generating a number of new types of statistics on or about official language minority communities. The new attention paid to such communities was designed to gain a clearer picture of the use of the minority language in private and in business settings. This is a step forward. A number of interesting trends were discovered from such data, some that will even be cited in this study. However, this material is at best reliable only for certain macro level analyses because it refers only to a cross-section of the FOLS English-speaking community.

### **Immigration into the Province of Québec and to Capitale-Nationale Health Region**

Canada is a nation of immigrants. The foundations of the country were built by individuals from a number of backgrounds, including European settlers, immigrants from other parts of the world, First Nations Peoples, and Inuit and Métis communities. Today immigrants still play a crucial role in the country's success. The reliance upon immigration as a driver of economic wealth, cultural vibrancy and as a manner of maintaining a critical population mass throughout the country continues to be a key driving principle in Canada.

Immigration trends have varied across regions and provincial boundaries. Due especially to political agreements between the federal government and the government of Québec the province has enjoyed significant control over who is allowed to settle here.<sup>3</sup> Provincial representatives have argued successfully that the distinct culture and language of Québec must lead to the province having special powers to decide who can settle here.

As a result of political and cultural expediencies, the face of immigration in Québec today looks very different from the country as a whole.

<sup>3</sup> Specifically, since the 1978 Cullen-Couture Agreement, Québec controls the terms by which independent immigrants, that is those selected on the basis of economic and social factors and not refugees, are selected.



Figure 5: Countries of Birth of Recent Immigrants to Canada, 2006

***Top 5 Countries of Birth of Recent Immigrants to Canada (2006), Percentage of Total Immigration***

<b>1. People's Republic of China</b>	<b>(14%)</b>
<b>2. India</b>	<b>(11.6%)</b>
<b>3. Philippines</b>	<b>(7%)</b>
<b>4. Pakistan</b>	<b>(5.2%)</b>
<b>5. United States</b>	<b>(3.2%)</b>

Source: Statistics Canada, Census of Population, 2006.

Whereas Québec accepts the third largest number of immigrants in Canada, behind British Columbia and Ontario, the countries of birth for immigrants moving to Québec are strikingly different than the totals for the country. Only three countries in the top five Canada-wide totals show up in the top 10 provincial lists: China, India and Pakistan. Moreover, the weight of these three countries is very different. In Canada, immigrants from these three countries represent more than 30% of the total amount of immigrants, whereas in Québec they amount to only 11%. In terms of their respective weight calculated in absolute numbers, China is number one, India ranks number two and Pakistan slots in at number four on the Canadian list. In Québec, China ranks fourth, India is ninth and Pakistan is tenth.

Figure 6: Countries of Birth of Recent Immigrants to Québec, 1997-2006

***Top 10 Countries of Birth of Recent Immigrants (1997-2006), Absolute Numbers, Percentage of Total Immigration to the Province***

<b>1. France</b>	<b>29 190</b>	<b>10.0%</b>
<b>2. Algeria</b>	<b>23 745</b>	<b>8.1%</b>
<b>3. Morocco</b>	<b>21 571</b>	<b>7.4%</b>
<b>4. China</b>	<b>18 653</b>	<b>6.4%</b>
<b>5. Romania</b>	<b>15 907</b>	<b>5.4%</b>
<b>6. Haïti</b>	<b>13 510</b>	<b>4.6%</b>
<b>7. Colombia</b>	<b>10 298</b>	<b>3.5%</b>
<b>8. Libya</b>	<b>9 084</b>	<b>3.1%</b>
<b>9. India</b>	<b>7 535</b>	<b>2.6%</b>
<b>10. Pakistan</b>	<b>6 941</b>	<b>2.4%</b>

Source: Quebec Ministry of Immigration and Cultural Communities

Figure 7: Countries of Birth of Recent Immigrants to the Capitale-Nationale HR, 1997-2006

*Number of immigrants who arrived between 1997-2006 and whose last area of residence in 2008 was the Capitale-Nationale HR:*

*Top 10 Countries of Birth of Recent Immigrants, Absolute Numbers, Percentage of Total Immigrant Population in the Area*

<b>1. France</b>	<b>2 658</b>	<b>22.3%</b>
<b>2. Colombia</b>	<b>1 143</b>	<b>9.6%</b>
<b>3. Morocco</b>	<b>780</b>	<b>6.6%</b>
<b>4. China</b>	<b>564</b>	<b>4.7%</b>
<b>5. Bosnia-Herzegovina</b>	<b>514</b>	<b>4.3%</b>
<b>6. Algeria</b>	<b>509</b>	<b>4.3%</b>
<b>7. Dem. Rep. Congo</b>	<b>436</b>	<b>3.7%</b>
<b>8. Romania</b>	<b>383</b>	<b>3.2%</b>
<b>9. Tunisia</b>	<b>335</b>	<b>2.8%</b>
<b>10. Mexico</b>	<b>275</b>	<b>2.3%</b>

Source: Quebec Ministry of Immigration and Cultural Communities

The differences between the national and the provincial statistics is striking and yet if we narrow our focus further and consider only the Capitale-Nationale HR the picture changes again. Compared to the national rates, only one country appears on the Capitale-Nationale HR list, China, and it amounts to only 4.7% of the total number of immigrants residing in the region. Compared to the provincial standard, there are six countries held in common by the Capitale-Nationale HR, most notably France, Morocco and China, which are prominent on both lists. What is equally significant about the Capitale-Nationale HR numbers is that five of the 10 countries have French as a national language (along with Romania, which is a full member of the Francophonie) and none have English.

The recent statistics on immigration to the Capitale-Nationale HR clearly show that the great majority of immigrants recently arrived are not English speakers. In most cases, individuals coming from other countries to settle in the Quebec City region are Francophones, Allophones with some prior knowledge or exposure to French, or Allophones with little to no knowledge of English or French. These statistics reinforce the numbers we saw earlier that show a lower number of Anglophones in the region if FOLS numbers are considered next to mother tongue statistics.

### **Inter and Intra Provincial migration**

Despite the low numbers of English-speaking immigration to the province, the Anglophone community in the province of Québec is one of the most dynamic in the country. Demographic statistics taken over these 30 years reveal very clear trends in terms of who lives and works in the region and where they come from.

Figure 8 charts the place of birth of Anglophones residing in the province of Québec since 1971. The chart includes three categories, those born in Québec, those born elsewhere in Canada and those born outside Canada. If the 2001 statistics are considered independently, nearly 70% of the population is

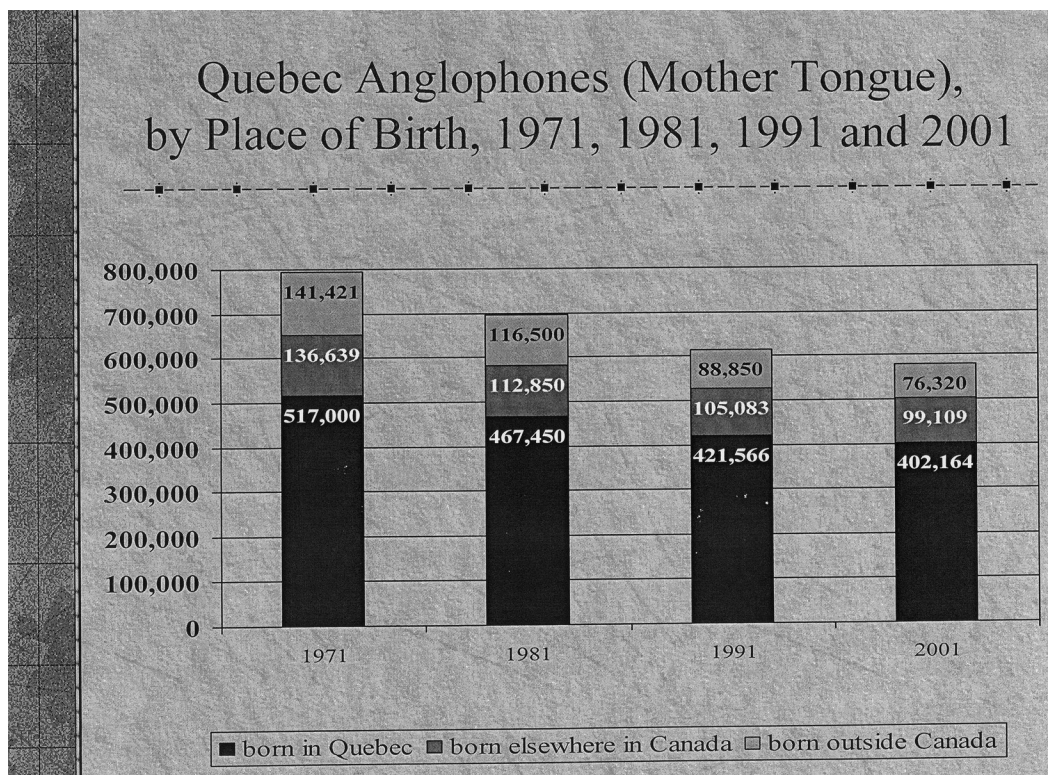
“home-grown,” 17% of Anglophones come from other parts of Canada, and 13% come from other countries.

Other important observations can be gleaned from the statistics if we consider comparatively the numbers from 1971 through to 2001. Firstly, out of country immigration, which accounted for 13% of the population in 2001, has seen its overall numbers decline drastically over 30 years. In terms of absolute numbers, the number of international English-speaking immigrants account for only 53% of what it did in 1971. Moreover, this category’s importance, calculated in terms of its place compared to that of the overall English population of Québec, has dropped from 18% in 1971 to 13% in 2001.

In real numbers, the category “Anglophones born in Québec” has dropped more than the other two categories combined during these 30 years (there are approximately 115, 000 less Québec-born Anglophones today compared to a little more than 100,000 less of the other two categories). At the same time, the relative importance of the Québec-born category has actually increased from 65% of the total population in 1971 to 77% in 2001.

The most stable of the three categories has been “Anglophones born in the rest of Canada.” The category’s relative importance has remained unchanged over these 30 years (17%). This category has also demonstrated the smallest decrease when calculated in term of real numbers. Moreover, during these 30 years and again calculated in real numbers this category has grown bigger than the international migrant category. Canadian-born Anglophones have thus become more pertinent to the overall population of English speakers in Québec, not simply in relative strength but in real strength as well.

Figure 8: Anglophone Population by Place of Birth, Province of Québec

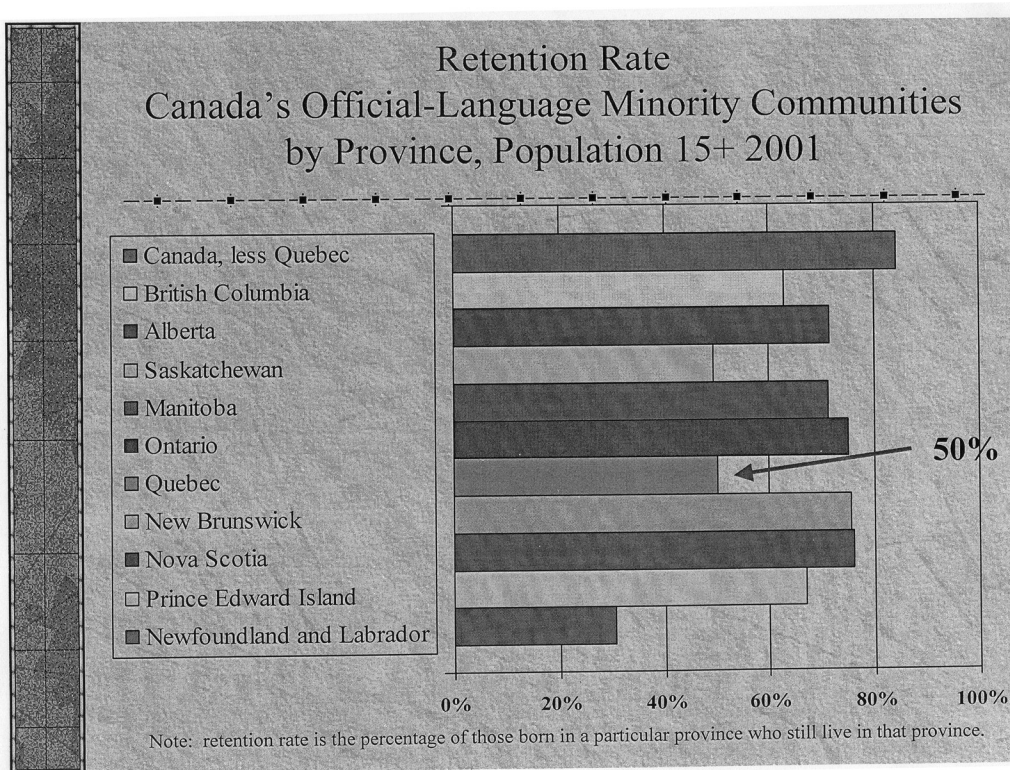


The demographic weight of Anglophone Canadians moving to Québec has remained relatively stable over the referenced 30 years, yet the overall mobility patterns of the Anglophone community in Québec have grown steadily since 1971. In fact, the demographic size and population share of the Anglophone group in Québec has declined in every census period since the 1950s.<sup>4</sup> Recent efforts on the part of statisticians, most notably by Statistics Canada, to measure these mobility rates have produced some remarkable figures.

Figures 9, 10 and 11 shed some light on the mobility and retention rates of the Anglophone community in Québec.

Figure 9 compares the retention rates of language **minority communities** across the country for the census year 2001. The rate of retention of Québec Anglophones hovers at approximately 50%, meaning that only one in every two Anglophones born in the province still resided there in 2001. The rate of retention for the entire country (minus Québec) sits at over 80%. Moreover, the only communities with lower rates of retention were the French language minority communities of Newfoundland and Labrador (30%) and Saskatchewan (a little under 50%).

Figure 9: Retention Rate in Official Language Minority Communities by province, 2001



When compared to the majority population in Québec, the retention rate of Anglophones becomes even more significant. Figure 10 shows that Québec Francophones have the highest retention rate of all majority language communities in the country with over 95% of Québec Francophones born in the province still residing there.

<sup>4</sup> Government of Canada, Ministry of Canadian Heritage. Government of Canada Consultations on Linguistic Duality and Official Languages, 2007. p.3.

Figure 10: Retention Rates in Official Language Majority Communities by province, 2001

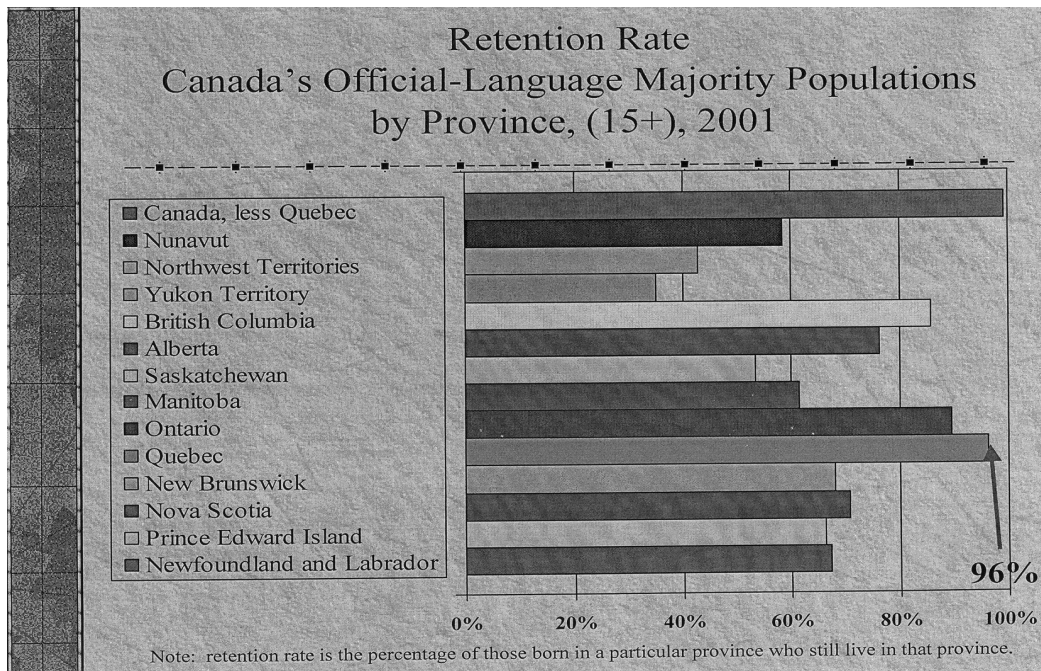


Figure 11 compares the rates of retention between the Francophone majority and the Anglophone minority communities of Québec during 1971-2001. Whereas the Francophone numbers remain very steady with not a single percentage point difference in the same period, the Anglophone figures have dropped steadily from 69% in 1971 to 50% in 2001. When compared with the retention rates of the aggregate Francophone minority and Anglophone majority communities across Canada, Québec Anglophones rank lowest (with nearly 35% dividing it from the next lowest community). Finally, of the four categories considered, (Anglophone majority, Anglophone minority, Francophone majority, and Francophone minority) the Anglophone minority community of Québec was the **only** one to demonstrate any sort of variance in the rate of retention over these 30 years.

Figure 11: Retention Rates in Linguistic Communities, 1971-2001

### Retention Rates – Linguistic Communities – 1971-2001

Table 2 - Retention Rate for Population 15+, Anglophones and Francophones, by Minority Status, 1971-2001

Language Group	Retention Rate			
	1971	1981	1991	2001
Francophone - minority	85%	85%	84%	84%
Francophone - majority	96%	96%	96%	96%
Anglophone - minority	69%	58%	52%	50%
Anglophone - majority	98%	99%	98%	99%

To conclude, then, the total Anglophone population of Québec has dropped significantly in both real and relative terms between 1971 and 2001. This drop is accounted for mainly by the departure en masse of Québec-born Anglophones, but also by the number of international Anglophone migrants moving into the province.

The exodus of Anglophone Quebecers has not affected the various regions of Québec evenly. Some communities have been harder hit than others, and others still have experienced increases in their Anglophone population despite the lower provincial figures.

Figures 12 and 13 demonstrate the distributed effects of the population shifts over a 15-year period, 1991-2006. These statistics are based on the 2006 census and are calculated on the full sample of mother tongue figures. Figure 12 calculates the population changes in terms of percentage and Figure 13 gives real numbers.

Over this period the Capitale-Nationale HR has lost approximately 1,550 Anglophones, which accounts for an 11.56% drop. Although the region contains the seventh largest Anglophone population (in real numbers), it has undergone one of the most severe drops in population in the province. In fact, if we are to consider the losses in terms of percentage, the only regions with more intense rates of decreasing Anglophone populations are northern and predominantly rural communities.

According to the 2006 figures, the Anglophone population of the Capitale-Nationale HR now accounts for a little less than 1.8% of the total population.

Figure 12: Population Shifts per Health Regions, Province of Québec, 1991-2006

Geographic Area	English % Change 1991- 2006	French % Change 1991- 2006	Rank English % Increase 1991- 2006	Rank French % Increase 1991- 2006
18 - RSS Terres-Cries-de-la-Baie-James	42.72%	17.65%	1	4
13 - RSS Laval	23.00%	4.26%	2	9
14 - RSS Lanaudière	17.98%	26.90%	3	2
07 - RSS l'Outaouais	16.73%	17.83%	4	3
15 - RSS Laurentides	7.58%	35.32%	5	1
17 - RSS Nunavik	1.85%	-2.19%	6	11
16 - RSS Montérégie	0.54%	12.69%	7	5
01 - RSS Bas-Saint-Laurent	-1.85%	-2.45%	8	12
06 - RSS Montréal	-2.54%	-4.71%	9	13
12 - RSS Chaudière-Appalaches	-3.23%	6.80%	10	7
04 - RSS Mauricie et Centre-du-Québec	-5.35%	3.00%	11	10
05 - RSS l'Estrie	-8.82%	11.32%	12	6
03 - RSS Capitale-Nationale	-11.56%	6.61%	13	8
08 - RSS l'Abitibi-Témiscaminque	-14.73%	-5.27%	14	15
09 - RSS Côte-Nord	-14.86%	-9.25%	15	16
11 - RSS Gaspésie-Îles-de-la-Madeleine	-14.96%	-10.75%	16	17
02 - RSS Saguenay - Lac-Saint-Jean	-18.39%	-4.88%	17	14
10 - RSS Nord-du-Québec	-49.51%	-25.12%	18	18
Province de Québec	0.03%	7.03%		

Source: Custom Tables, Statistics Canada, 1991 & 2006 Census, 100% Sample.  
Mother Tongue population adjusted for multiple responses.

Figure 13: Population Totals per Health Regions, Mother Tongue Figures, Province of Québec, 1991-2006

Geographic Area	Total Population 1991	Total Population 2006	English 1991	English 2006	French 1991	French 2006
01 - Bas-Saint-Laurent HR	205,140	200,655	1,355	1,330	203,450	198,460
02 - Saguenay - Lac-Saint-Jean HR	286,155	272,610	2,665	2,175	282,295	268,520
03 - Capitale-Nationale HR	615,835	661,060	13,421	11,870	594,145	633,420
04 - Mauricie et Centre-du-Québec HR	465,905	483,125	6,170	5,840	455,195	468,840
05 - Estrie HR	268,705	298,780	24,840	22,650	240,195	267,390
06 - Montréal HR	1,775,890	1,854,440	365,868	356,585	1,009,071	961,545
07 - Outaouais HR	283,730	341,095	45,610	53,240	227,900	268,540
08 - Abitibi-Témiscaminque HR	151,980	143,875	6,210	5,295	143,245	135,690
09 - Côte-Nord HR	103,225	95,910	5,920	5,040	90,495	82,125
10 - Nord-du-Québec HR	20,275	14,870	515	260	19,345	14,485
11 - Gaspésie-Îles-de-la-Madeleine HR	105,965	94,335	10,695	9,095	94,375	84,230
12 - Chaudière-Appalaches HR	367,945	393,670	4,030	3,900	363,005	387,705
13 - Laval HR	314,395	368,710	25,166	30,955	244,626	255,045
14 - Lanaudière HR	335,465	429,050	8,205	9,680	321,875	408,455
15 - Laurentides HR	381,110	511,275	27,477	29,560	345,606	467,660
16 - Montérégie HR	1,198,195	1,357,720	117,706	118,340	1,033,303	1,164,480
17 - Nunavik HR	7,690	10,820	540	550	685	670
18 - Terres-Cries-de-la-Baie-James HR	8,335	14,130	515	735	340	400
Province de Québec	6,895,965	7,546,135	666,915	667,105	5,669,170	6,067,675

Source: Custom Tables, Statistics Canada, 1991 & 2006 Census, 100% Sample.  
 Mother Tongue population adjusted for multiple responses.

There exist other statistics that reinforce that the local Anglophone community of Quebec City is a mobile yet depreciating force. Using FOLS numbers, Statistics Canada calculated the mobility patterns of Anglophones from the 2001 census period. The results confirm on a local level what the provincial reports indicate, that a great number of Anglophones change residences between regions in Québec, and between provinces. We must be careful to note that these figures are based on partial samples (20%) of the FOLS category and thus cannot be equated exactly with the 2006 mother tongue figures listed above.

Figure 14: Mobility Rates of the Anglophone Population, 2001-2006, FOLS Figures, Capitale-Nationale HR – Absolute Numbers

Mobilité 5 ans auparavant	Province de Québec	Région (RSS) de la Capitale-Nationale	CSSS de la Vieille-Capitale	CSSS de Québec-Nord	CSSS de Portneuf	CSSS de Charlevoix
Personnes n'ayant pas déménagé	521 205	6 015	3 325	2 370	255	70
Personnes ayant déménagé	350 705	4 670	2 995	1 530	100	40
Non-migrants	176 935	1 630	1 080	500	30	20
Migrants	173 765	3 040	1 930	1 030	65	25
Migrants internes	123 720	2 325	1 315	930	55	25
Migrants infraprovinciaux	93 930	1 480	920	515	35	20
Migrants interprovinciaux	29 785	845	405	415	20	
Migrants externes	50 045	715	600	110	10	
Total - La mobilité 5 ans auparavant	871 910	10 685	6 320	3 900	355	110

Figure 15: Mobility Rates of the Anglophone Population, 2001-2006, FOLS Figures, Capitale-Nationale HR – percentages

Mobilité 5 ans auparavant	Province de Québec	Région (RSS) de la Capitale-Nationale	CSSS de la Vieille-Capitale	CSSS de Québec-Nord	CSSS de Portneuf	CSSS de Charlevoix
Personnes n'ayant pas déménagé	59,78 %	56,29 %	52,61 %	60,77 %	71,83 %	63,64 %
Personnes ayant déménagé	40,22 %	43,71 %	47,39 %	39,23 %	28,17 %	36,36 %
Non-migrants	20,29 %	15,26 %	17,09 %	12,82 %	8,45 %	18,18 %
Migrants	19,93 %	28,45 %	30,54 %	26,41 %	18,31 %	22,73 %
Migrants internes	14,19 %	21,76 %	20,81 %	23,85 %	15,49 %	22,73 %
Migrants infraprovinciaux	10,77 %	13,85 %	14,56 %	13,21 %	9,86 %	18,18 %
Migrants interprovinciaux	3,42 %	7,91 %	6,41 %	10,64 %	5,63 %	
Migrants externes	5,74 %	6,69 %	9,49 %	2,82 %	2,82 %	
Total - La mobilité 5 ans auparavant	100,00 %	100,00 %	100,00 %	100,00 %	100,00 %	100,00 %

Figure 14 charts the mobility patterns of Anglophones residing in the Capitale-Nationale HR over a five-year period in real numbers, with Figure 15 graphing these same numbers in terms of percentages.

The combination of these two tables demonstrate that over a five-year period, 2001-2006, 43% of the Anglophone population changed residences, which is a rate slightly higher than the provincial rate (40%) for the same demographic category. Whereas a significant percentage of those moving either to or from the Quebec City region do so from another location in the province (13.85%), an even greater number move around on an inter-provincial or international level (14.6%).

Researchers and statisticians interested by the high mobility rate of Québec Anglophones have tried to better understand the phenomenon by breaking down the numbers according to specific demographic categories. For our purposes, we will consider three of these: education, labour force activity, and age.



Figure 16: Retention and Mobility Statistics, Province of Québec, 2001

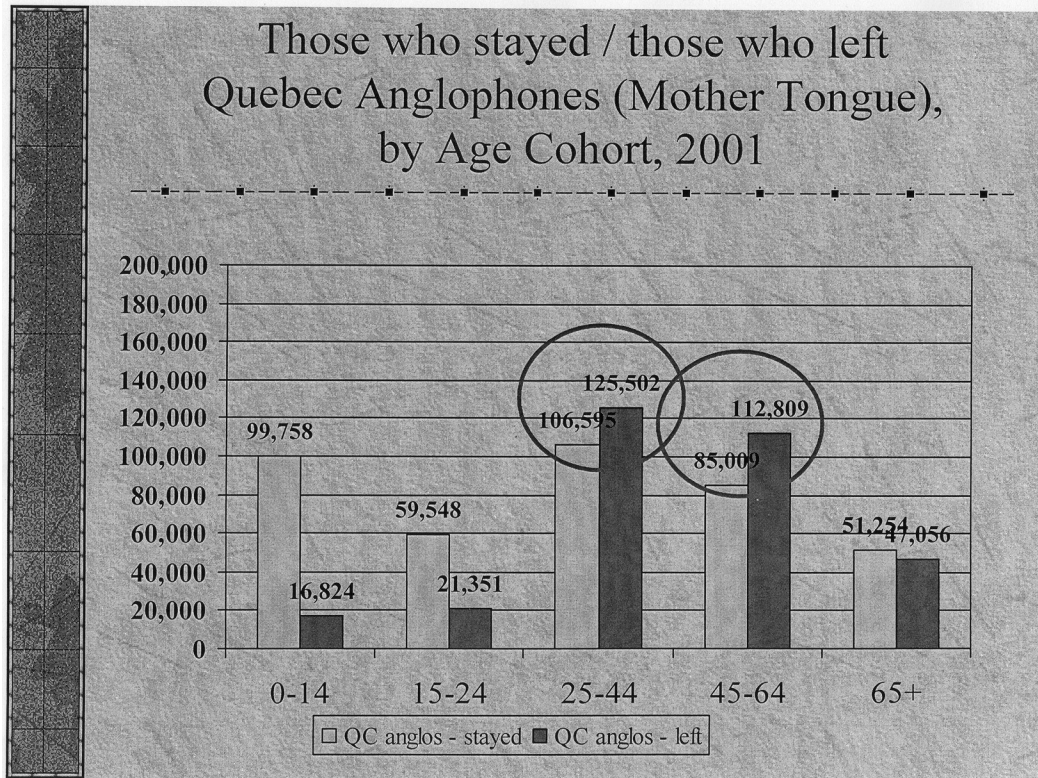


Figure 17: Retention Rates by Language Group and Age Group in Canada, 2001

### Retention Rates – by Language Group and Age Group, 2001

Language Group	Retention Rate				
	Age group	15-24	25-44	45-64	65+
Francophone - minority		83%	84%	85%	84%
Francophone - majority		98%	96%	96%	96%
Anglophone - minority		74%	46%	43%	52%
Anglophone - majority		99%	99%	99%	99%

Figures 16 and 17 show the retention and out-migration of Québec Anglophones in terms of age. The numbers are based on the mother tongue statistics generated in the 2001 census. Figure 16 shows that of the five age categories both the 25-44 and 45-64 groups post a deficit in terms of retention. In these two categories, which are considered the two key age groups for employment and elder care, the total

deficit reaches nearly 50,000 residents. What is also striking is that these two categories have a far larger total number of residents than any other age category.

Figure 17 charts the retention rates of the various age categories and then compares them with those of other official language communities. Across the board, the Anglophone minority community has the lowest retention rates of any community, and if we focus only on the two key employment categories of 25-44 and 45-64 retention rates are nearly half of the other communities. These statistics reinforce the claim that one in two Québec Anglophones have moved away in the recent past. They also raise pressing questions about the social capital that presently exists in Anglophone communities across the province. We will return to the issue of social capital later in this study.

Similar statistics were taken in 1981 and 1991 and we can see that this rate of mobility has been increasing over time. In 1981, no age category posted a retention deficit – that is, more Anglophones in all age categories stayed than left – and in 1991 only the 25-44 category posted a deficit, one that was less than 20,000 individuals. In every age category, the difference between the number of retained Anglophones and the number of Anglophones who have left the province has grown over the past 20 years.

The fact that out-migration in the 25-64 age group is steadily increasing has immediate consequences, especially if we are to cross-reference these figures with employment and education statistics.

Figure 18: Labour Participation, Québec-born Anglophone Population, 2001

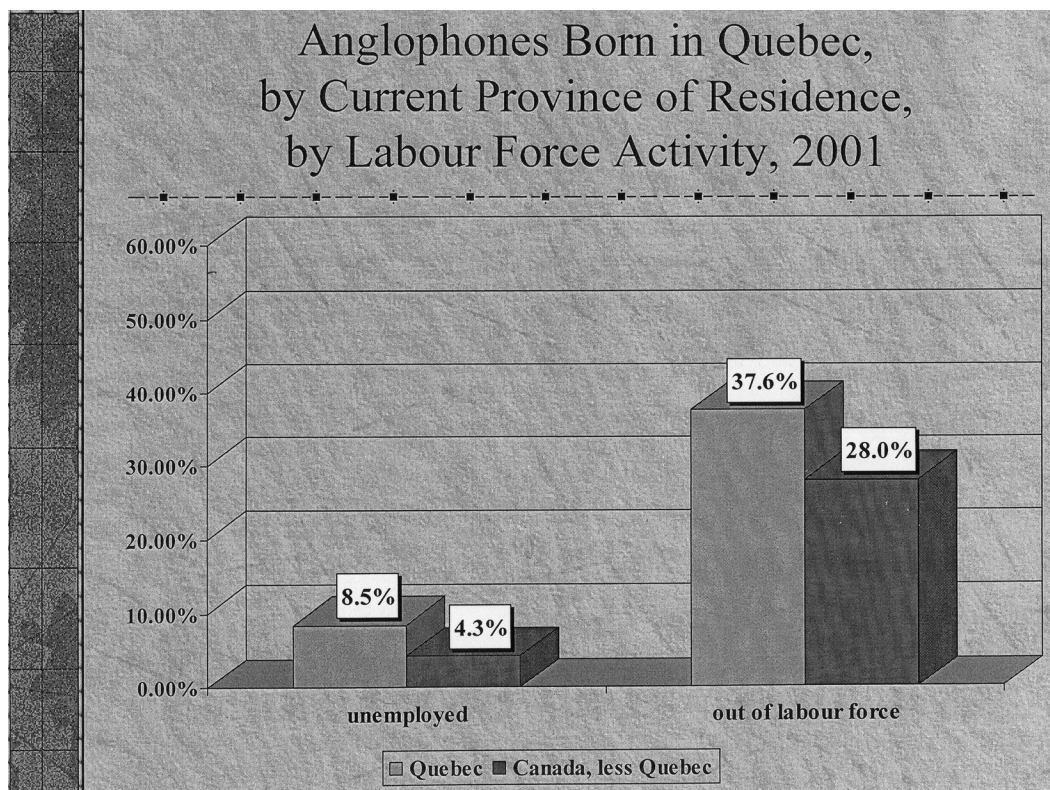


Figure 19: Anglophone Population Distribution by Income Bracket, Capitale-Nationale HR, 2006

Income	Province of Québec	03-Capitale-Nationale HR	CSSS de Portneuf	CSSS de la Vieille-Capitale	CSSS de Québec-Nord	CSSS de Charlevoix
Without income	22.3%	17.0%	17.6%	16.3%	18.5%	9.1%
With income	77.7%	82.9%	82.4%	83.6%	81.6%	95.5%
Under \$10 000	20.2%	20.0%	17.6%	21.2%	17.6%	45.5%
\$10 000 - \$19 999	17.9%	17.7%	25.7%	17.0%	17.7%	36.4%
\$20 000 - \$29 999	12.5%	11.2%	17.6%	9.7%	13.0%	18.2%
\$30 000 - \$39 999	9.3%	9.7%	8.1%	10.0%	9.5%	0.0%
\$40 000 - \$49 999	5.7%	8.5%	4.1%	8.0%	9.5%	0.0%
\$50 000 - \$59 999	3.9%	5.9%	5.4%	5.8%	6.3%	0.0%
\$60 000 - \$74 999	3.4%	5.2%	0.0%	6.3%	4.2%	0.0%
\$75 000 and over	4.7%	4.8%	5.4%	5.6%	3.5%	0.0%
Below low income cut-off	22.8%	21.5%	16.2%	26.0%	15.2%	9.1%
At or above low income cut-off	75.4%	76.5%	82.4%	72.0%	82.8%	86.4%
LICO - Not applicable	1.8%	1.9%	0.0%	1.9%	2.1%	0.0%
Total - Income levels	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Statistics Canada calculated that in 2001 the unemployment rate of Anglophones still residing in the province of Québec was twice as high as those who chose to leave. To be sure, these figures are influenced heavily by the higher figures for rural and northern communities. As Figure 19 shows, the income figures for the Capitale-Nationale HR are close to the provincial average for Anglophones.

Figure 20: Level of Schooling of Québec-born Anglophone Population, 2001

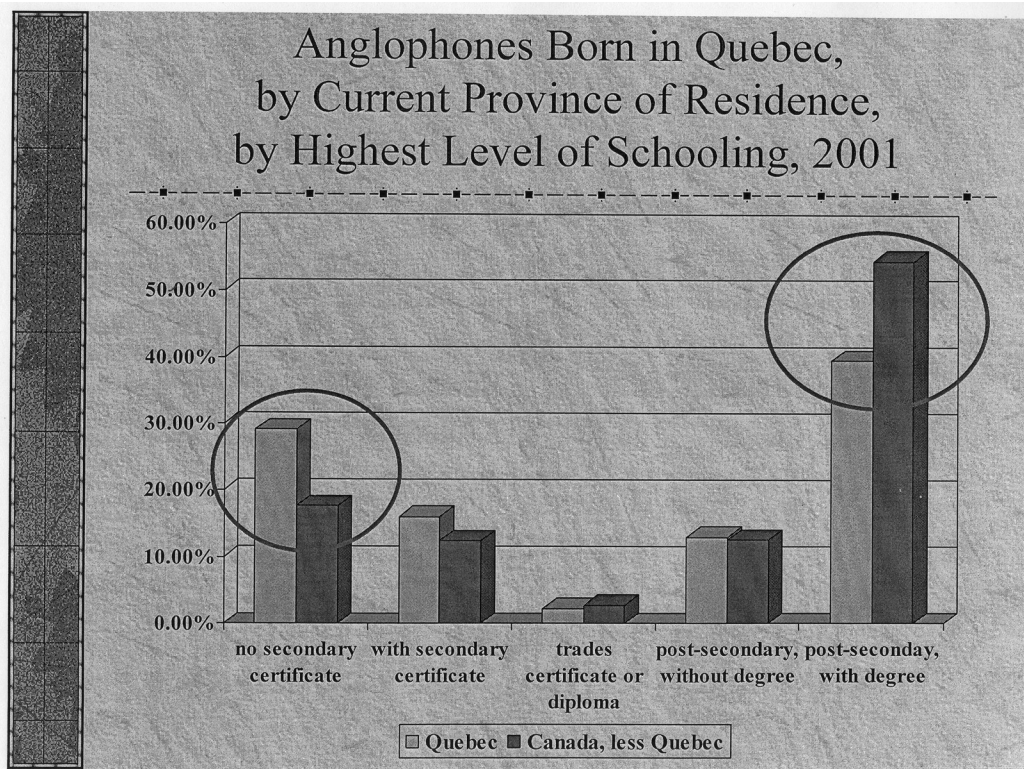
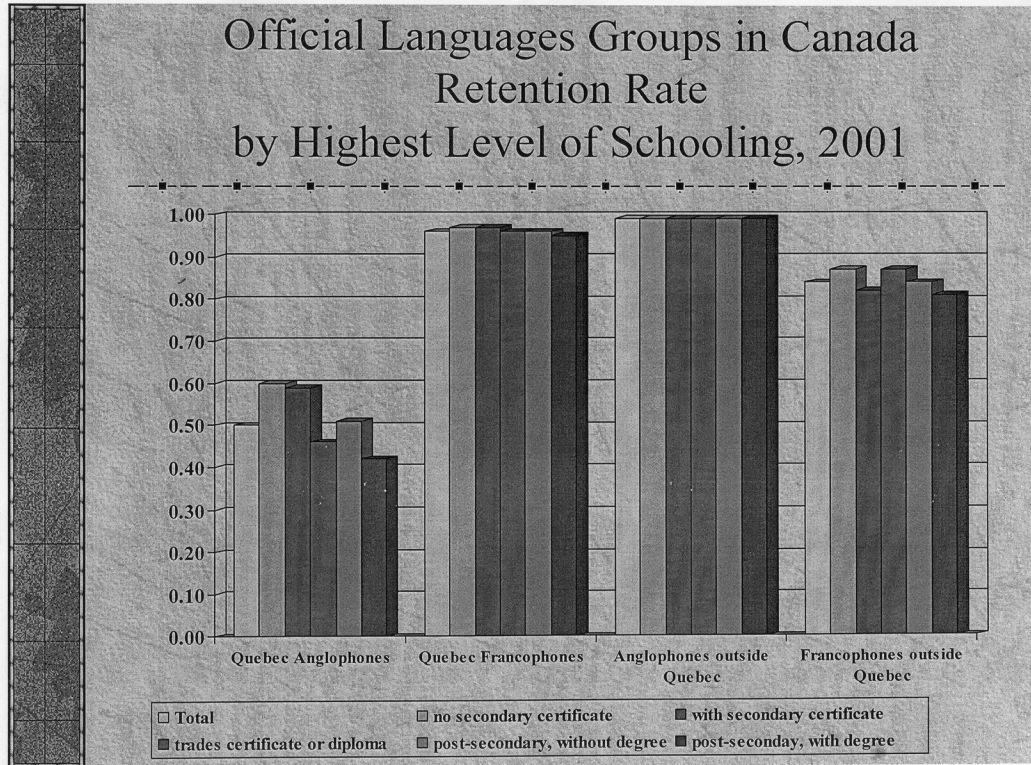


Figure 21: Retention Rate of Official Languages Groups in Canada by Highest Level of Schooling, 2001



The employment figures are complimented by surveys that have mapped education levels of Anglophone Quebecers. As Figures 20 and 21 demonstrate, a striking trend has developed among the various provincial Anglophone communities, one that sees educated members leaving for other provinces.

Figure 20 ranks the retention rate of Anglophones according to five education categories ranging from no secondary certificate to post-secondary degree attained. The numbers clearly show that university graduates and individuals who have successfully earned trade degrees post the highest rate of out-migration. Those without a high school diploma or with only a high school diploma show the highest retention rates.

When contrasted with other official language communities, the Québec Anglophone statistics demonstrate a significantly higher trend to volatility. Whereas across the country official language minority communities show rather stable (and high) retention rates across educational categories, the numbers calculated for Québec Anglophones drop steadily as the level of education attained rises. As it stands, trades people and university graduates are less than half as likely to stay in the province as those from the same categories in the other language groups.

### Digging Deeper into the Statistics

For the purposes of this study we may draw two key conclusions from the statistics cited above. First, newcomers play an integral role in the stabilization of demographic trends in the English-speaking community of Quebec City. It is shown that the rate at which native Québec Anglophones leave the

province is higher than any other official language community in the country. Moreover, those who leave tend to be of working age, formerly educated and employed. The significance of newcomers, therefore, is characterised in part by their ability to “fill-in” the demographic gaps created by out-migration.

Yet, to summarize the value of newcomers solely in terms of “filling holes” drastically underestimates their contribution to the community. Newcomers have for many years contributed to the short- and long-term interests of the English-speaking community of Quebec City because they have traditionally made up an important segment of the community; they have and continue to give new shape to the community. An analysis of trends, progress and challenges facing the local English-speaking community is equally an evaluation of recent and “less recent” newcomers, their beliefs, their values and their historical contribution to the building of a strong local English-speaking community.

A newcomers study, therefore, is as much about the past and present of Quebec City as it is about the future.

Before we delve into the results of the newcomers’ questionnaire, we will briefly review some qualitative statistics recently canvassed from the English-speaking community of the Quebec City region. More specifically, we will gain a better understanding of how Anglophones have typically considered the well-being of their communities given their minority status. We must gauge the extent to which Anglophones have felt included or excluded from wider social networks and from the representative public institutions, and we must evaluate the degree to which community and non-profit groups ease the burden of living in a minority context.

We must note that results of perception-based questions vary across several key demographic variables, including geographic regions, age, gender and income. When possible, we will continue to refer to discrepancies in results whenever they appear.

### **Community Vitality and the Support Role of Government and Community Groups in English-speaking Québec**

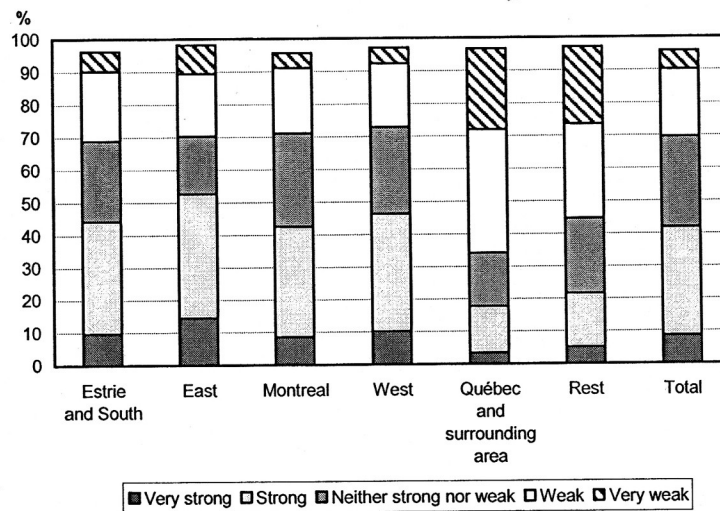
Regardless of their accuracy or faithfulness to existing circumstances, perception-based survey results can provide researchers with useful insights into the vitality of a given community. Quite literally, how a group of people feels about their collective well-being, their future prospects for success, and the pressing challenges to community vitality all help explain the well-being of the social group.

The most recent survey results of the Capitale-Nationale HR suggest that Anglophones are pessimistic about the well-being of their community and despite this pessimism, they are quite integrated into the wider French community. There are a number of findings to support this conclusion.

In a survey conducted by Statistics Canada entitled the *2006 Survey on the Vitality of Official-Language Minorities, Anglophones in the Quebec City Region* it was expressed that residents in Quebec City and the surrounding area had the lowest opinion in the province about the vitality of their community (see Figure 22 below). Nearly 65% of respondents in the region claimed that the English community was “weak” or “very weak.” This total was more than 30% higher than the provincial average. Moreover, of the 65% who responded negatively, nearly 30% claimed the community was “very weak.”

Figure 22: Perception of Vitality of Anglophone Communities, Province of Québec, 2006

Proportion of English-speaking adults according to the perception of the vitality of the Anglophone community in their municipality of residence, Quebec and regions, 2006



Note: Please refer to Appendix E to obtain quality indicators (coefficient of variation (CV)) for the estimates used to produce this graph.  
Source: Statistics Canada, Survey on the Vitality of Official-Language Minorities, 2006.

These results corroborate a 2001 study that asked Anglophones across the province to estimate the degree to which they perceive an immediate threat to the future of their local English-speaking community. The results of this earlier study read as follows:

Figure 23: Perceived Threats to the Future of Anglophone Communities, Province of Québec, 2001

Perceived Threat to Future of English-Speaking Regional Community					
Region	Totally Agree	Somewhat Agree	Somewhat Disagree	Totally Disagree	Total
Gaspésie – Îles-de-la-Madeleine	37.5%	26.4%	13.7%	22.4%	100.0%
*Bas-Saint-Laurent	38.4%	20.2%	19.1%	22.3%	100.0%
Québec – Capitale-Nationale	33.9%	42.6%	13.1%	10.4%	100.0%
Chaudière-Appalaches	61.8%	30.5%	2.8%	4.9%	100.0%
Estrie	46.9%	30.5%	12.8%	9.7%	100.0%
Centre-du-Québec	48.3%	22.1%	7.6%	22.0%	100.0%
Montréal	29.6%	34.2%	15.5%	20.7%	100.0%
Montreal (west)	24.2%	32.7%	24.0%	19.0%	100.0%
Montreal (centre)	29.3%	25.6%	20.8%	24.3%	100.0%
Montreal (east)	34.2%	22.7%	17.5%	25.5%	100.0%
Laval	27.6%	29.2%	20.9%	22.4%	100.0%
Lanaudière	42.0%	30.0%	9.0%	19.0%	100.0%
Laurentides	26.3%	25.7%	23.7%	24.4%	100.0%
Outaouais	27.7%	29.0%	18.6%	24.7%	100.0%
Abitibi-Témiscamingue	21.7%	22.6%	33.1%	22.6%	100.0%
*Mauricie	41.4%	26.1%	18.2%	14.3%	100.0%
*Saguenay – Lac-Saint-Jean	27.9%	16.8%	12.9%	42.4%	100.0%
Côte-Nord	40.4%	24.9%	11.5%	23.3%	100.0%
*Nord-du-Québec	12.5%	15.4%	39.9%	32.1%	100.0%
Total	29.6%	28.5%	19.7%	22.2%	100.0%

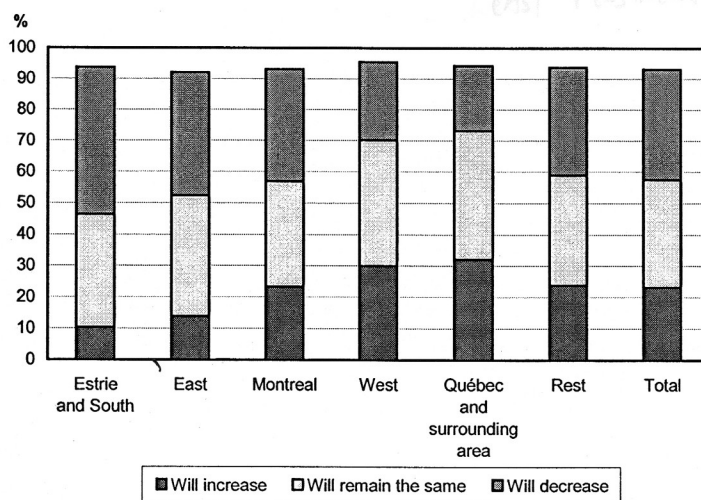
*\*Due to the small sample size, data for the indicated regions should be used with caution.*

Again, the Capitale-Nationale HR in 2001 expressed great reservations when gauging the future prospects of the community. Of the entire province, only two regions, Estrie and Chaudière-Appalaches, had scores lower than the Quebec City region. In this study, 77% of Anglophones in the Capitale-Nationale HR “somewhat agree” or “totally agree” that there is good reason to feel that a threat exists to the community’s well-being, a full 20% higher than the provincial average.

Should it then be considered a silver lining that Anglophones in Quebec City believe that the near future carries fewer threats than the recent past? In another survey conducted in 2006, Anglophones in the Quebec City region were most likely to agree that the presence of English would, at the very least, remain at the same level if not increase in strength. In what amounted to the highest total across the province, almost 15% higher than the provincial average, more than 70% of respondents answered that the presence of English would either “stay the same” or “increase” in the next 10 years.

Figure 24: Perception of Population Shifts in Anglophone Communities over the Next 10 Years, Province of Québec, 2006

**Proportion of English-speaking adults according to perception that the presence of English will increase, stay the same, or decrease during the next 10 years in their municipality of residence, Quebec and regions, 2006**



Note: Please refer to Appendix E to obtain quality indicators (coefficient variation (CV)) for the estimates used to produce this graph.  
 Source: Statistics Canada, Survey on the Vitality of Official-Language Minorities, 2006.

We should be careful not to read too much into the above statistics. Whereas there is no doubt that the overall public sentiment in the Anglophone community is bleak, there is no statistical evidence to show that this pessimism results in an overall disapproval of the region as a place to live. To the contrary, Anglophones exhibit a high level of positive sentiment and attachment to the Francophone majority, proving that they identify on some important level with both language groups.

Province-wide, nearly 90% of Anglophones recently polled said they feel it is important to use English in their daily life.<sup>5</sup> Equally, this same group scored highest in a country-wide survey of official language minority communities and levels of bilingualism.<sup>6</sup> Various sources have concluded that

<sup>5</sup> Corbeil, Jean-Pierre, Claude Grenier and Sylvie Lafrenière. *Minorities Speak Up: Results of the Survey on the Vitality of the Official-Language Minorities*. Statistics Canada, Demography Division. 2006. P.15.

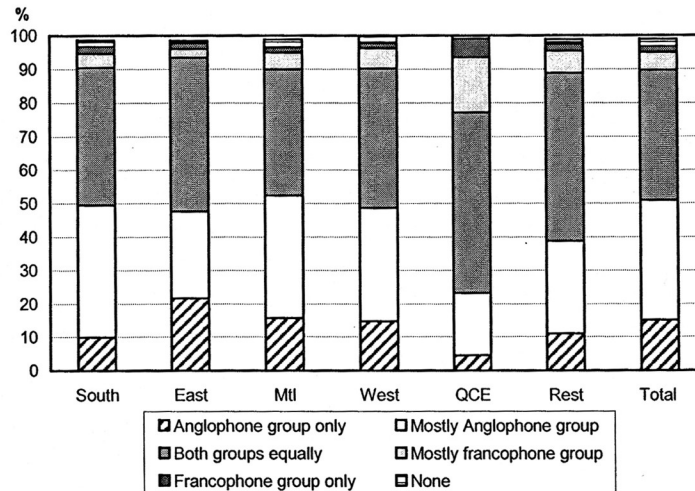
<sup>6</sup> Government of Canada, Office of the Commissioner of Official Languages. *Annual Report 2007-2008, Chapter 3- Part 2: The Development of Official Language Communities*. P.2

Québec Anglophones are beneficiaries of *active bilingualism*, a condition whereby a language minority community can learn a second language with few or no deleterious effects on their mother tongue capacities.

Anglophones residing in the Quebec City region, when compared with other regions in the province, exhibit the highest levels of linguistic integration with the French majority. The Capitale-Nationale HR scored the highest of all regions when asked whether the French language required legislation to protect itself; it ranked first when asked whether it was important for Anglophone children to learn French at school; and it continues to place well ahead of all other regions when asked questions about social contact with the Francophone majority.<sup>7</sup> Consider the following graph, which lists results from the 2006 Survey on the Vitality of Official Language Minorities:

Figure 25: Identification with Various Language Communities, Anglophones residing in the Province of Québec, 2006

English-speaking adults by the degree of identification with the Anglophone and the Francophone groups, Quebec and regions, 2006



Note 1: Please refer to Appendix E to obtain quality indicators (coefficient of variation (CV)) for the estimates used to produce this graph.

Note 2: Due to the "refusal" or "don't know" responses, results presented in this chart do not always add up to 100%.

Source: Statistics Canada, Survey on the Vitality of Official-Language Minorities, 2006.

What is striking about this figure is that the Capitale-Nationale HR ranks ahead of all other listed regions, as well as the provincial average, in all six categories listed. Anglophones from this region have the lowest number of social contacts with "Anglophones only" and the "mostly Anglophone" group and consequently it ranks highest in the "both groups equally" and "mostly Francophone" group.

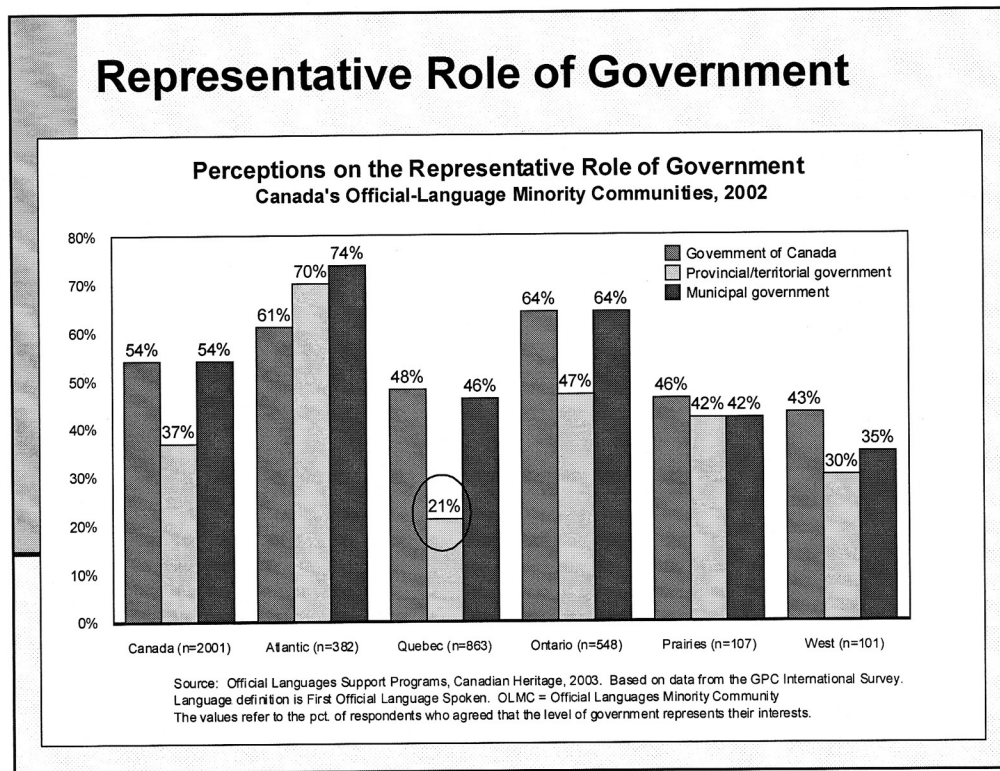
This *fraternité* between French and English in Québec does not transcend into public institutions, however. In terms of political participation and in terms of perception, English-speaking communities across Québec have a very weak relationship with the provincial government.

The following graph ranks the various official language communities in terms of their belief that the provincial government works on behalf of their interest. The circled result highlights the English community's perceived relationship with the provincial government of Québec:

<sup>7</sup> For a comprehensive review of these figures see, The Development of Official Language Minorities. Ibid.



Figure 26: Perception of the representative Role of Government, Official Language Minority Communities, Canada, 2002



Across Québec, there exists little confidence among Anglophones that the provincial government acts on behalf of their interests. This fact is partly explained by the very low participation rates of Anglophones in the provincial civil service. As Jack Jedweb notes, a community's faith in public institutions is directly linked to the level of participation in these institutions. In the case of the Anglophone community, Jedweb calculates that in 2000 only 394 or .7% of the provincial civil service were Anglophones.<sup>8</sup> Given that the provincial government represents the largest employer in the province, with recent figures showing the provincial civil service accounting for approximately 15% of the total labour force, we see here a serious point of concern. This is especially striking for Quebec City Anglophones who live in close proximity to many provincial government offices.

This lack of confidence in public institutions carries over to the health care system, to a significant degree. Traditionally, English-speakers have expressed little faith in the services offered by public health care in Québec. Among official language minority communities, English-speaking Quebecers ranked lowest in a recent study of health care, scoring especially low scores in categories such as having a regular doctor, satisfaction with the way health care is provided, quality of hospital services, quality of doctor's care, satisfaction with community-based care, difficulty in getting a specialist, and difficulties in getting health information.<sup>9</sup> And, in a recent province-wide survey, Anglophones in the

<sup>8</sup> Jedweb, Jack. 'How shall we define thee? Determining Who is an English-speaking Quebecer and Assessing its Demographic Vitality.' In Bourhis, Richard (ed.) *The Vitality of the English-speaking Communities of Québec: From Community Decline to Revival*. Montreal, Qc: CEETUM, Université de Montréal.. P. 16

<sup>9</sup> Elana Tipenko. *Statistical analysis of health system utilization, use of diagnostic testing, and perceptions of quality and satisfaction with health care services of Official Languages Minority Communities (OLMC), working paper, MSDAD,*

Quebec City region were more than three times more likely than those in other regions to turn to a community resource rather than publicly offered health care when they were sick.<sup>10</sup>

As with politics, under representation of English-speakers in personnel is considered to be linked with the under use of public health services by English-speakers. Yet, faith or no faith in public hospitals, people get sick and require help. Some people require such assistance more often than others, and even those who are most healthy are expected to get a check-up at least once a year. On a theoretical level, then, newcomers services may be concerned with developing a level of trust and instilling confidence in public institutions such as hospitals. Pragmatically speaking, however, we are dealing with another set of issues, such as the communication and provision of basic health services for the sick, elderly, and young families.

Further, we must be careful to distinguish between regular health and social services, their providers, and vulnerable constituencies. Regular services are forms of social assistance that are required on a regular basis such as day care or access to a doctor. Providers of such services can be private companies, public institutions, community organizations, and networks of social contacts such as family, friends and neighbours. A vulnerable constituency is a specific demographic group that for some particular reason has difficulty locating and accessing regular services. Individuals with mental health issues and those from the lowest income brackets represent two examples of vulnerable constituencies. Newcomers represent a vulnerable constituency because typically, members from this group are not sufficiently familiar with the various services and providers that exist, and also because they have specific needs associated with early settlement such as employment and basic housing.

Because they have such little confidence in publicly offered health care, Anglophone Quebecers demonstrate high rates of self-help through community groups and from personal support networks. Province-wide, social networks represent a key source of assistance. As the following two figures demonstrate, Anglophones receive a number of different types of unpaid help from their social contacts, for both physical and emotional health issues. The most common types of unpaid assistance include emotional support, teaching and coaching, transportation, unpaid childcare, outdoor maintenance and housework.

---

Health Canada, 2006.

<sup>10</sup> Warnke, Jan. March, 2006. *Caractéristiques démographiques et sociales de la population Anglophone de la région de la Capitale-Nationale*. Jeffery Hale and St. Brigid's Home Inc., p.50.

Figure 27: Types of Unpaid Help, Anglophones Residing in the Province of Québec, 2003

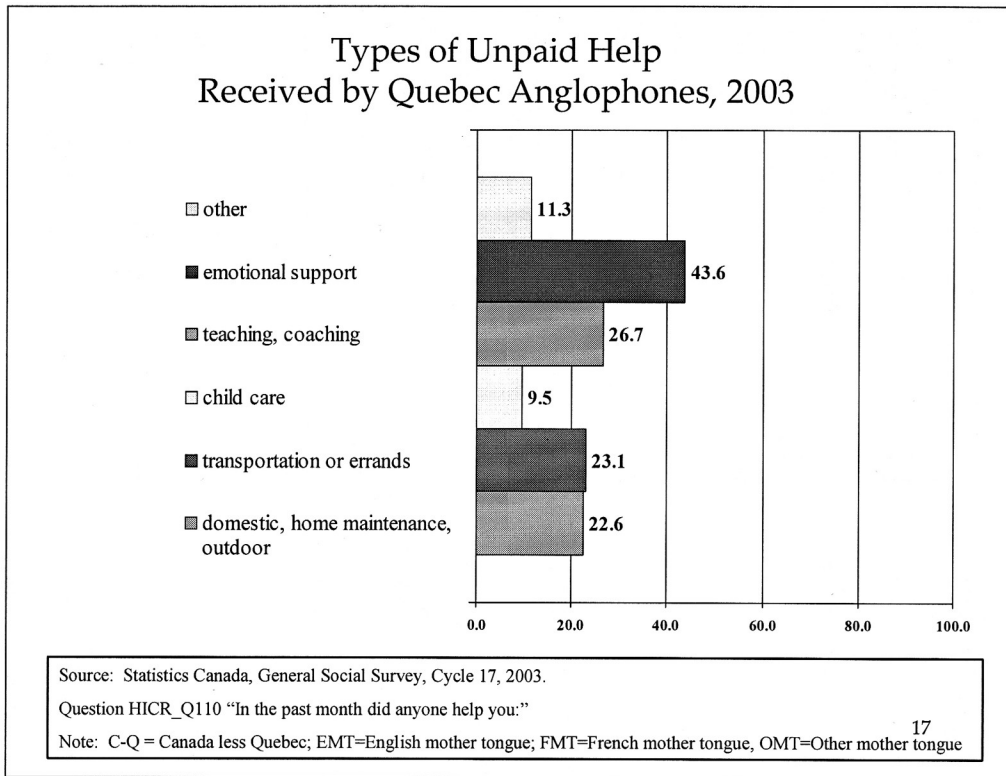
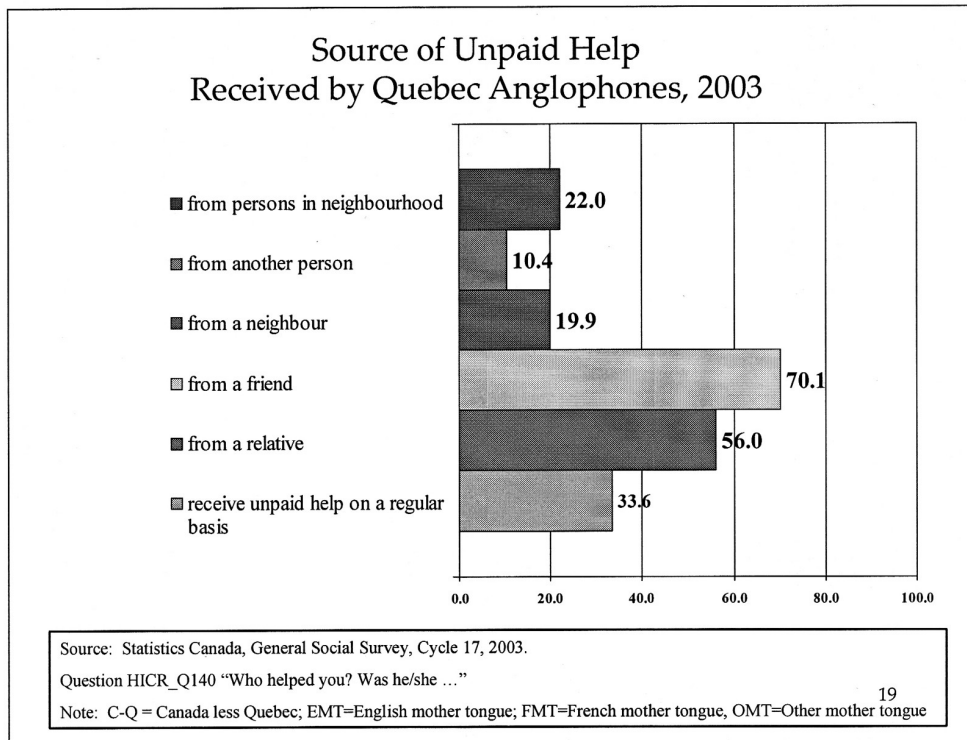


Figure 28: Sources of Unpaid Help, Anglophones Residing in the Province of Québec, 2003



Women and senior citizens are the principal beneficiaries and providers of unpaid help in Anglophone communities across the province. In fact, the English-speaking communities across Québec lead all official language minority communities by a wide margin with respect to the total of unpaid hours of assistance provided to seniors. By far the most sought after assistance is emotional support. In a recent study, nearly 50% of respondents stated that they sought out such help in the previous month before the study.<sup>11</sup> Emotional support can take on a number of forms and to be sure it is closely linked with another important task facing newcomers, building strong social contacts.

As with many of the statistics we have reviewed already in this study, the situation in the Capitale-Nationale HR is unique. Anglophones living in the Quebec City region are less likely to have family members who live close by.<sup>12</sup> The Capitale-Nationale HR ranks highest in the province in terms of referral to community groups for health and social services assistance.

Anglophones in the Quebec City region benefit from a number of community groups, religious organizations and other non-profit entities that provide social assistance services. As the following figure shows, the Capitale-Nationale HR and the Chaudière-Appalaches regions ranked highest in terms of knowledge of community activities, nearly 40% above the provincial average in some instances.

Figure 29: Knowledge of Community Organizations, Anglophones Residing in the Province of Québec, 2001

<b>Knowledge of Community Activities in Selected Sectors</b>				
<b>Region</b>	<b>Health and Social Services</b>	<b>Arts and Culture</b>	<b>Economic Development</b>	<b>Education</b>
Gaspésie – Îles-de-la-Madeleine	36.0%	24.2%	27.9%	42.0%
*Bas-Saint-Laurent	22.0%	23.4%	14.1%	21.6%
Québec – Capitale-Nationale	60.8%	60.6%	36.4%	66.6%
Chaudière-Appalaches	69.1%	52.5%	44.1%	65.4%
Estrie	43.8%	40.8%	20.7%	51.7%
Centre-du-Québec	27.9%	19.3%	15.2%	38.7%
Montréal	18.6%	25.1%	10.9%	33.8%
Montreal (west)	26.4%	38.7%	14.8%	37.6%
Montreal (centre)	16.0%	28.8%	9.1%	29.6%
Montreal (east)	19.4%	19.9%	9.1%	30.1%
Laval	7.0%	9.8%	6.6%	24.7%
Lanaudière	14.8%	20.9%	4.9%	32.0%
Laurentides	14.3%	27.9%	10.0%	38.3%
Outaouais	21.6%	24.0%	14.7%	37.3%
Abitibi-Témiscamingue	28.6%	27.3%	25.1%	51.0%
*Mauricie	1.7%	6.0%	1.8%	24.4%
*Saguenay – Lac-Saint-Jean	41.0%	42.7%	27.7%	19.0%
Côte-Nord	34.8%	16.3%	43.2%	47.5%
*Nord-du-Québec	20.5%	24.5%	54.1%	77.2%
<b>Total</b>	<b>20.5%</b>	<b>28.4%</b>	<b>12.5%</b>	<b>34.5%</b>
<i>Source: CROP/CHSSN Survey on Community Vitality</i>				
<i>38a. Do you know about the activities of a community organization in your region promoting the interests of the English-speaking community in areas such as:</i>				
<i>*Due to the small sample size, data for the indicated regions should be used with caution.</i>				

<sup>11</sup> Warnke, p.56.

<sup>12</sup> Government of Canada, Ministry of Canadian Heritage. Government of Canada Consultations on Linguistic Duality and Official Languages, 2007. p.11

The above constellation of statistics engenders both optimism and concern. There exists a dense infrastructure of community organizations serving the local Anglophone population in the Quebec City region. More than six in ten settled Anglophones living in this region are familiar with these organizations, which is a testament to the efficient communications strategies of these groups. Where cause for concern arises, especially for community organizations, is that typically newcomers are not familiar with existing providers and services. Moreover, a newcomer often arrives knowing few to no members of the community. As has already been established, Anglophones in the Capitale-Nationale HR are less likely to have family close by and more likely to have close social contacts with the majority French community. A unilingual Anglophone arriving on his or her own, or with dependent family members, could potentially have difficulty finding existing services. Any study on newcomers, certainly in the Capitale-Nationale HR, must therefore focus on the effectiveness of communication between community groups and new arrivals.

## **Section II: The VEQ Newcomers Study**

### **Introduction**

The issue of newcomers touches directly on three core areas of VEQ's mandate. First, VEQ helps English-speaking residents of Quebec City find existing services and programs that address matters of everyday life such as health and social issues, schooling, and employment. Secondly, VEQ is charged with representing and acting on behalf of the English community's longer term or inter-generational interests, as newcomers represent a core demographic that will impact the long-term viability of the community. Finally, VEQ facilitates partnerships between the local English-speaking community and the majority French-speaking population in the Quebec City region. Thus, VEQ not only helps newcomers settle into their new living situation but also works diligently to build the local English-speaking community and encourage individuals to participate in life in the Quebec City region.

When considered from the perspective of newcomers, the above three issues may be re-framed as:

1. Address the personal needs of newcomers.
2. Enhance the vitality of the English-speaking community by engaging newcomers in activities and events
3. Facilitate the integration of newcomers into the majority culture, its institutions and its public life.

This study is participant oriented, and is grounded in a philosophy that favors the personalization of care model. VEQ believes that each newcomer has a unique set of lived experiences, and that to properly manage newcomers' services it must implement a program that demonstrates flexibility in order to correspond with the circumstances of individual clients. Moreover, such a philosophy considers the integration of newcomers into the majority culture as an important outcome. VEQ strives to facilitate the active participation of newcomers into the social, political and economic life of their new community, and the organization understands that this encompasses both the English-speaking community as well as the majority French community.

The previous section of this report addressed the second and third issues mentioned above. We learned that newcomers fulfill a very important role in the local English-speaking community, a rejuvenating role that fills basic demographic gaps left by the high rate of out-migration of native Québec English speakers. We saw that since at least the middle of the 1970s, newcomers have actively contributed to

the social, economic and political wellbeing of the community, and they have sought out and developed wider bonds with the surrounding French culture.

The rest of this study is devoted to the first issue, the perceived needs of the newcomers. To properly evaluate its newcomers' services, VEQ drafted a questionnaire to allow our clients the opportunity to express the issues as they see them. We wanted to know how recent newcomers would describe their transition into Québec society and how they felt the existing support infrastructure helped or hindered this process of integration. Above all, we wanted to know what challenges exist for those who choose Quebec City as their "next" home. Why did they come? How long do they plan to stay? What do they hope to achieve while they are here? These are some of the key questions that only the newcomers themselves can answer.

The following represents a comprehensive review of the results of the newcomer's questionnaire. We will first sort and analyze the collected data. Following a review of the survey's results, we will analyze the data more closely and put forth a series of recommendations to improve on the current provision of services addressing newcomers' issues.

## **VEQ Newcomers Study 2008-2009**

### **Background Information**

The VEQ Newcomers Study, in both the drafting and the implementation stages, drew upon a wide network of contacts that VEQ has developed over the past 27 years. VEQ sought out and received assistance from professionals who have experience drafting surveys and from individuals with experience working with newcomers. The VEQ newcomers study is thus grounded in an interdisciplinary approach. This reflects the nature of the subject, for newcomers' issues involve a number of variables that cross many disciplines. In addition to being methodologically sound, the study needed to be relevant to newcomers. The questionnaire needed to probe directly into the issues newcomers face, and it needed to hit upon their various needs. Several members of the VEQ Board of Directors were particularly instructive in the drafting of the questionnaire. The result was a 37-question survey divided into three sections: background information, pre- and post-arrival, and settlement in Quebec City.

To ensure a large number of responses, VEQ distributed the questionnaire in a number of locations in both hard copy and electronic forms. The organization began by sending electronic copies of the study to its newcomers' database, which today comprises more than 250 individuals. VEQ also distributed copies at local events in the English-speaking community, including a number of newcomer activities it organizes as part of its mandate. It was also distributed at various partner organizations such as APEAL, the Phoenix Centre, the Eastern Québec Learning Centre, and Centre Louis-Jolliet, as well as at a number of local religious organizations.

Participants could choose whether to fill out the survey on-line or work from a hard copy. The on-line version ultimately proved to be more popular. Only 50 completed hard copy surveys were returned to VEQ by the deadline, whereas more than 150 on-line surveys contributed to the final results. The on-line version was a fast, user-friendly form that participants could fill out in a matter of minutes. The on-line template also permitted an "add skip logic" which helped assure that participants would only be asked questions relevant to their personal experience. The on-line option was especially convenient because answers to questions were automatically sent and stored to an on-line database. Participants were not required to email, print or send their responses by any other means as long as they filled out

the questionnaire on-line.

It is important to note that whether a participant filled out a hard copy or on-line survey they were not obliged to provide any personal information. In the introduction to the survey participants were informed that strict confidentiality would be observed and that the use of names was prohibited.

## **Methodology**

The VEQ Newcomers Study is a statistical survey. The bulk of the data is quantitative, meaning that a statistical analysis of the aggregate of all given responses is used for most of the questions. Certain questions allowed for additional comments. In such questions, if participants could not find an appropriate response they were asked to fill in the answer. At the end of the second and third sections participants were also afforded the opportunity to submit information under the heading “General Comments.” Under these headings, participants added details about their experiences moving to Quebec City, details of their personal situation, and provided any other information they felt was relevant.

Arriving at the final body of responses was not a straightforward process, because a number of partially completed on-line surveys were originally registered in the results. Upon investigation, it was discovered that the majority of these partially completed surveys were on-line respondents who had either deactivated from the program before completing the survey or had their Internet connection disrupted and were forced to do the questionnaire a second time. It was decided that partially completed surveys should not be included in the final results. To cull them from the final tabulations only those surveys that had responses in all three sections were considered in the final analysis. Once the process of removing partially completed surveys was done, VEQ was left with a remaining total of 192 surveys rather than the original 230.

It is also worth noting that the VEQ questionnaire consisted of four different types of questions. As previously noted, the questionnaire included qualitative responses provided at the end of sections two and three when participants were asked to input general comments, and also in certain “open-ended” questions when participants were allowed to refuse the answers offered and fill in an alternative response. In addition to these, participants had to answer three other types of questions. The first type was a straightforward, single response question such as:

### **1. Please indicate your gender**

- a) Male**
- b) Female**

Secondly, there were questions allowing for multiple responses:

### **13. Which resources did you consult before you arrived in Quebec City? Please Specify the Sources.**

- Internet
- Spoke with local groups in Quebec City or government agencies
- Information referral from friends and/or family
- Information packages/ pamphlets
- Other, please specify

And finally, several sliding scale questions were contained in the questionnaire:

**25. My confidence has \_\_\_\_\_ concerning my employment prospects in the region:**

1-----2-----3-----4-----5  
**Decreased                      Stayed the Same                      Increased**

The qualitative responses were compiled and analyzed separate from the quantitative data. Unless otherwise noted, all percentages cited in this report are of the quantitative data only. The calculation of all the sliding scale questions (questions 14, 25, 34 and 35) was according to a rating score which calculated a weighted average of all the responses (sum of responses/total number of responses).

### **Limitations**

Several limitations to the VEQ newcomers study are worth noting. First, as with any survey it is difficult to gauge how representative the sample is of the wider reality. As was previously mentioned, VEQ relied upon its network of contacts to carry out this project. Whereas VEQ benefits from a strong reputation and a rich number of contacts, the organization is by no means ubiquitous. If we consider that VEQ's membership is less than 10% of the English-speaking population of Quebec City,<sup>13</sup> it becomes evident that many English speakers fall outside VEQ's channels. What makes matters more difficult is that little data exists on newcomers in Quebec City. Even if discrepancies were to arise between the sample cited here and the situation on the ground it would be unlikely that we could define them clearly. The aggregate of responses to several of the questions, however, does suggest that the data might be worth questioning. For example, less than 30% of the respondents to the questionnaire were male. Though no statistics presently exist to indicate otherwise, it seems unlikely that such a wide discrepancy would exist between the number of male and female newcomers. It is possible that VEQ's contact list is weighted towards females, or perhaps a significant number of males refused to participate in the questionnaire.

It is also worth noting that on-line surveys have typically skewed samples towards a younger demographic. The success of on-line surveys often comes at the expense of older respondents who might not have as much access to a computer or might be less comfortable using the Internet. However, this was addressed by providing paper copies of the study to the community as well.

Finally, we should acknowledge that 25% of respondents to this questionnaire indicated that they have resided in Quebec City for longer than three years. Clearly, these respondents would fall outside of any strict definition of a newcomer. And yet these responses contribute to the final tabulations. Why? On the one hand, many of the most important questions in the questionnaire are not time specific. That is, respondents can still provide helpful answers even though they have settled already. It was also hoped that these respondents would reflect upon the changes in service provision over time, to help us understand whether the situation has been improving or not.

---

13

A recent study has estimated the population of English-speakers in Quebec City at 11,870. Warnke, Jan. "English Mother Tongue by Health Regions in Québec." Community Health and Social Services Network. Version of June 2008.



## Survey Results

Before we try to understand the issues that affect newcomers we need to establish basic facts about who they are, where they have come from, and what kinds of skills and experiences they bring with them. The first section of the questionnaire was dedicated to such information.

The respondents to the questionnaire were overwhelmingly female, with most of them falling into 25-44 age range.

### Gender indicated by respondents:

<b>Female</b>	<b>Male</b>
<b>66%</b>	<b>31%</b>

### Age Range:

<b>15-25</b>	<b>13%</b>
<b>25-34</b>	<b>42%</b>
<b>35-44</b>	<b>22%</b>
<b>45-54</b>	<b>13%</b>
<b>55+</b>	<b>9%</b>

More than half of the respondents to the questionnaire were under the age of 35 and, more importantly, more than 60% were between the ages of 25 and 44. Less than 10 percent were over the age of 55.

While the gender statistics are surprising, the age range seems to follow the trends in migratory patterns as we reviewed them in the first section. Generally speaking, newcomers are younger, working-aged individuals between the ages of 25 and 44.

There were a small number of respondents that fell outside the VEQ definition of a newcomer. However, the respondents deemed themselves newcomers despite their length of time in Quebec City so their responses were included in the analysis.

### How long have you lived in the region?

<b>Less than 6 months</b>	<b>26%</b>
<b>6 months-1 year</b>	<b>15%</b>
<b>1-3 years</b>	<b>31%</b>
<b>3-10 years</b>	<b>16%</b>
<b>Over 10 years</b>	<b>10%</b>

More than four in 10 respondents to the questionnaire moved to Quebec City sometime over the past year, and more than 70% of respondents have been in Québec for less than three years.

### **Citizenship status upon arrival in Quebec City**

<b>Canadian Citizen</b>	<b>61%</b>
<b>Landed Immigrant</b>	<b>19%</b>
<b>Refugee</b>	<b>0</b>
<b>Other</b>	<b>18%</b>

The majority of the sample, approximately six in 10 respondents, indicated they were Canadian citizens upon their arrival in Quebec City. The remaining respondents, 37%, were immigrants, and predominantly landed immigrants. Of those who indicated “other” to this question, a range of answers were provided including visitor, permanent resident, and exchange student, temporary resident and foreign national.

These results substantiate the trends we saw in the first section, which showed that between 1971 and 2001, inter-provincial migration had become the most prominent form of migration into the Quebec City region.

The number of foreign nationals, consisting of 37% of the sample, is not an insignificant number either. Individuals arriving from other countries often require the greatest amount of assistance, and they are entitled to a number of services offered by the federal government that are not available to Canadians moving from one province to another. These results show first hand the complexities that surrounds newcomers, both from the perspective of the newcomers themselves and from the standpoint of the organizations needed to assist them.

### **Where did you reside prior to your move to Quebec City?**

<b>Another Region of Québec</b>	<b>16%</b>
<b>Another Province in Canada</b>	<b>51%</b>
<b>United States</b>	<b>12%</b>
<b>Other</b>	<b>20%</b>

Again, a majority of respondents indicated that they traveled to Québec from another region inside Canada. If we add together inter- and intra-provincial migration, almost seven in 10 respondents moved to Québec from another part of the country. Of the 32% who indicated another country, the United States was well ahead of all other responses, followed by Germany and the United Kingdom, Venezuela, Poland, Mexico, Thailand, South Korea, and Uganda.

In addition to basic demographic data it is also important to note what kind of lifestyle newcomers were accustomed to before their change in location. For example, were newcomers more likely to arrive single and unattached, or do they exhibit a tendency to family life?

### **Who relocated with you?**

<b>By myself</b>	<b>37%</b>
<b>With a spouse/partner</b>	<b>38%</b>
<b>With a spouse and child(ren)</b>	<b>20%</b>
<b>With a spouse, child(ren) and other family members</b>	<b>3%</b>

The respondents in this survey were less likely to arrive alone than with other family members. If we combine the number of respondents who arrived with a spouse and those who came with children, we are at 58%. Moreover, the results show that very few newcomers arrived with family members other than a spouse or a child.

In the first section of this paper we learned that two other crucial demographic categories in migration studies in Quebec City are newcomers' levels of employment and education. Those who arrived with more education and work experience generally have fewer problems integrating into their new surroundings.

**Highest level of education achieved prior to arriving**

<b>No diploma</b>	<b>3%</b>
<b>High School Diploma or Equivalent</b>	<b>12%</b>
<b>Professional or Vocational Training</b>	<b>9%</b>
<b>College or CEGEP</b>	<b>12%</b>
<b>Bachelor's degree</b>	<b>45%</b>
<b>Master's degree</b>	<b>10%</b>
<b>PhD</b>	<b>5%</b>

If we combine the three last categories, six in 10 newcomers who responded to the questionnaire indicated a university level education. Only 15% indicated no college, professional or university training of any kind.

**Were you employed before you moved to Quebec City?**

<b>Full-time (35 hours+ per week)</b>	<b>60%</b>
<b>Part-time</b>	<b>15%</b>
<b>Contract</b>	<b>5%</b>
<b>No</b>	<b>18%</b>

In terms of work experience, 80% of respondents were employed at some level before moving to Quebec City. At first glance the 18% of respondents who answered “no” to this question may cause alarm, as this is far higher than the national unemployment rate which normally hovers between 6 and 8% percent. It must not be forgotten, however, that respondents who were full-time students might have chosen this response. A shortcoming of this particular question was that the survey did not provide an “other” category to help better understand the degree to which “no” in this case translates into unemployment as it is commonly understood. For example, it is likely given the migration trends during these 30 years that some immigrants were already retired once they arrived.

The employment figures become better contextualized if we consider the income levels of the respondents:

## Gross family income the year before you moved to Quebec City

<b>Less than \$20,000</b>	<b>26%</b>
<b>\$20,000-\$39,000</b>	<b>20%</b>
<b>\$40,000-\$59,999</b>	<b>13%</b>
<b>\$60,000-\$79,999</b>	<b>16%</b>
<b>Over \$80,000</b>	<b>19%</b>

Whereas the figures are spread out rather evenly across the various income brackets, the spike in the number of respondents figuring into the lowest income level is noteworthy.

If we keep in mind that the poverty line for a family size of one, the smallest family size a respondent could have, hovers around \$20,000,<sup>14</sup> then the results of this question become significant. According to these figures, over one-quarter of newcomers were living close to, if not below, the poverty line the year before they moved to Quebec City.

At the same time these results show that more than one-third of respondents (35%) enjoyed family incomes above \$60,000.

## Language and Employment

Two of the most important factors to influence the settlement of newcomers into Quebec City are language and employment. More than any other variables, these two affect the integration of newcomers into the dominant French culture. They are also indicative of participation rates in the overall civic, economic, and social fabric of the region.

### Language

In Quebec City there are political, legal and demographic expediencies that require English-speakers to adopt French, at least in public, as the basic language of communication. This proves to be a formidable task, even for those who arrive with a good understanding of the language. The questionnaire posed several questions on the issue of language abilities. It included a series of questions on the French skills of newcomers before they arrived, the degree to which they use French now, and the steps they were taking to improve these skills.

### What is your mother tongue?

<b>English</b>	<b>68%</b>
<b>French</b>	<b>4%</b>
<b>Other</b>	<b>26%</b>

As would be expected, the majority of respondents indicated English as their mother tongue. The 4% of respondents who chose French as their mother tongue should not necessarily be discounted from the study, because it is possible they are fluently bilingual (and use English more often than French in the present). In the other category, 10 languages were listed including Spanish, German, Portuguese,

---

<sup>14</sup>

Calculating poverty levels is a highly contentious field of study. For this study we have used data provided by the Canadian Council on Social Development: [www.ccsd.ca](http://www.ccsd.ca)

Polish, Dutch and Mandarin. Overall, 30% of the respondents to this survey had a mother tongue other than English.

Rather than emphasize the language identity of newcomers, it is more helpful to know their abilities to speak and understand French.

**Knowledge of French before arrival**

<b>True beginner</b>	<b>40%</b>
<b>Basic French</b>	<b>19%</b>
<b>Functional</b>	<b>17%</b>
<b>Fluent</b>	<b>10%</b>
<b>Bilingual</b>	<b>13%</b>

The majority of respondents, 59%, fell in the bottom two categories of language ability. A true beginner was described as “having little or no ability to communicate in French.” A person with basic French was described as someone who “can ask simple questions and usually understand the reply if person speaks slowly.” The difference between the top two categories, at least as they were described in the survey, is that bilingual implies ease in writing French, whereas fluent refers more directly to ease in speaking and reading the language. It is worth noting that the totals for true beginners, that is people with very limited French language skills, matches exactly the number of individuals who arrived with what they characterized as functional or better skills.

Given the number of respondents who have arrived with insufficient French language skills, it is important to note the effort newcomers make to improve their French once they are settled here.

**Have you pursued formal French language training since arriving?**

<b>Yes</b>	<b>48%</b>
<b>No</b>	<b>49%</b>

Nearly half of all respondents reported receiving some type of formal French language training since they arrived. Respondents who answered “yes” to this question were also asked to specify where they sought out French classes. The questionnaire then asked respondents whether this fact translated into a marked improvement in French language skills.

**What is your current level of French language skills?**

<b>True beginner</b>	<b>13%</b>
<b>Basic French</b>	<b>14%</b>
<b>Functional</b>	<b>24%</b>
<b>Fluent</b>	<b>27%</b>
<b>Bilingual</b>	<b>20%</b>

Clearly there has been some improvement. The totals of the highest three categories have all risen substantially, whereas the bottom two categories have dropped from 59% to 27%.

It is equally important to note that formal language training is not the only factor for the improvement of French language skills. Social contacts are another important variable, and so too is participation in public life. Language is a profoundly social activity, so any form of contact in French is likely to have a positive impact on newcomers' abilities to use and understand French. For example, researchers have routinely demonstrated that intimate relationships, especially exogamous ones, have had the greatest effect on language usage and skills.

**What language is spoken more frequently in your home?**

<b>English</b>	<b>54%</b>
<b>French</b>	<b>7%</b>
<b>Mixture of English and French</b>	<b>21%</b>
<b>Another language</b>	<b>15%</b>

Almost 30% of respondents reported speaking French as much if not more than English at home. We also see that other languages continue to hold relevance even after newcomers arrive.

**Employment**

The issue of employment is crucial to the integration process. Employment is directly linked to emotional, psychological and physical well-being. It is the foundation of an individual's ability to maintain a reasonable standard of living, and it is a prime indicator of the level of participation in the local social, economic and political life of the community. Given that the majority of respondents indicated they were of prime working age (more than 75% were between the ages of 25 and 54), employment figures are also of prime importance to our study.

In the section above we established that respondents indicated a high level of employment in the year prior to arriving in Quebec City, with 80% working in some capacity, and 60% percent stating that they were engaged in full-time employment. Did these high rates of employment carry over to Quebec City?

**Did you have full-time employment arranged prior to your arrival?**

<b>Yes</b>	<b>25%</b>
<b>No</b>	<b>72%</b>

Nearly 70% of respondents did not have full-time employment arranged prior to arrival, though we also learned that 60% of respondents indicated they were working full-time the year prior to moving to Quebec City. If we consider these two questions together, it appears that newcomers experience a drop in employment upon arrival in Quebec City.

**Have you obtained subsequent professional training or certification since arriving?**

<b>Yes</b>	<b>15%</b>
<b>No</b>	<b>81%</b>

Relatively few respondents have obtained professional training or certification since arriving in the region. Those who did respond “yes” to this question were also asked to specify what kind of training they undertook. A range of responses was provided, but degrees from Laval University were most commonly cited.

In terms of present employment statistics, the results appear as follows:

**Are you currently employed?**

<b>Full-time (35 hours per week)</b>	<b>38%</b>
<b>Part-time</b>	<b>9%</b>
<b>Contract</b>	<b>10%</b>
<b>No</b>	<b>30%</b>
<b>Currently not seeking employment</b>	<b>10%</b>

A majority of respondents, 57%, indicated employment of some kind, with another 10% indicating that they were not currently seeking employment.

Those who answered “no” to the above question were asked in a subsequent question to rate their confidence in obtaining future employment in the region. The question was presented as follows:

**My confidence has \_\_\_\_\_ concerning my employment prospects in the region:**

1    ----    2        ----    3        ----    4        ----    5  
**Decreased**                      **Stayed the Same**                      **Increased**

On a scale of one to five (one signifying decreased confidence, three corresponding to an unchanged level of confidence, and five corresponding to increased confidence) the arithmetic mean, or average, was 2.5. This means that newcomers’ perceptions about their job prospects on average stayed relatively the same compared to the perceptions they had when they arrived.

How do the trends in employment affect the standard of living of newcomers? The questionnaire asked respondents to estimate their present gross family income.

**Current Gross Family Income**

<b>Less than \$20,000</b>	<b>19%</b>
<b>\$20,000- \$39,999</b>	<b>20%</b>
<b>\$40,000-\$59,999</b>	<b>22%</b>
<b>\$60,000-\$79,000</b>	<b>13%</b>
<b>Over \$80,000</b>	<b>21%</b>

When comparing the respondents’ income levels the year before they arrived in the region it appears that the standard of living, when calculated narrowly as a function of family income, improved, especially for those who were in the lower economic brackets. In the highest two brackets there appears to be no change (32% both prior to and after arriving in Quebec City). Yet, the greatest bulge occurs in the middle two categories (\$20,000-\$59,000), with 31% falling in either category before

moving to Quebec City and 39% indicating such income levels afterwards. The number of respondents who indicated income levels below the poverty line reduced from 24% in the year before moving to the region to 18% in the present period.

### **The Moving Process**

Indicators such as language competency and employability are crucial to understanding the process of moving to and integrating into a new location where the majority language is different from a person’s mother tongue. They hardly cover the entirety of issues newcomers face, however. The reasons for moving to another location are numerous and complicated. As a result, each individual arrives with a unique situation and particular needs.

The third and final objective of this questionnaire was to better understand the range of motives, needs and experiences of newcomer English-speakers moving to Quebec City. We also wanted to find out whether the present offering of services met the most pressing needs of newcomers.

### **What brought you to Quebec City?**

<b>Employment</b>	<b>20%</b>
<b>Spouse/ Partner</b>	<b>38%</b>
<b>Military Posting</b>	<b>8%</b>
<b>Education</b>	<b>8%</b>
<b>Desire to learn/ improve French</b>	<b>10%</b>
<b>Other reason</b>	<b>13%</b>

A few important results are contained within this figure. First, the most significant motive of newcomers in moving to Quebec City is to be with a spouse or partner. In the “other” category, family was listed most often as the reason for moving. As a result, more than four in 10 respondents to the questionnaire listed some variation of “family relations” as their reason for relocating.

Given that a military posting is a form of employment, the second most significant motive, representing more than one-quarter of respondents, was employment. The remaining two categories show almost 20% of newcomers are focused on educational achievement or French language studies.

To what extent did the respondents have a social network beyond their basic family contacts?

### **Did you have an established social network in Quebec City when you arrived?**

<b>Yes</b>	<b>18%</b>
<b>No</b>	<b>80%</b>

According to these results, 80% of respondents arrived with no established social network. This is a significant statistic if we keep in mind that informal social contacts factor heavily into the well-being of newcomers.

Social contacts have also traditionally played an important role in the period prior to arrival. Current residents familiar with the existing administration and institutional landscape of the region can provide valuable advice to those coming from away. Given that so many newcomers arrive without the luxury



of having established contacts in the region, let's explore the resources they do use to prepare for their move.

**What resources did you consult before you arrived in Quebec City?**

<b>Internet</b>	<b>61%</b>
<b>Government agencies or local groups</b>	<b>12%</b>
<b>Information referral from friends and family</b>	<b>44%</b>
<b>Information packages/ pamphlets</b>	<b>14%</b>
<b>Other</b>	<b>15%</b>

**Note: Respondents were allowed to mark down as many responses as they deemed appropriate. However, the percentage of answers was calculated using the overall number of respondents NOT the overall number of responses.**

More than 60% of respondents used the Internet to find information on the Quebec City region. Again, family and social contacts prove significant, with close to 45% of respondents citing either family or friends as their main resource. In relation to the prior question concerning a social network, respondents seemed to discount family as a social network prior to moving. This number is augmented further by similar responses in the “other” category. 27% of respondents listed formal resources such as government agencies or pamphlets, though some of those who used the Internet may have found the information on-line instead of contacting these resources directly. The following is a breakdown of what organizations were identified as being consulted prior to moving to Quebec City.

**Which of the following organizations did you consult prior to your move to Quebec City?**

School Board(s)	13%
Voice of English-speaking Québec	17%
City of Quebec	16%
Churches	7%
Jeffery Hale Community Services	7%
Université Laval	22%
Société Assurance Automobile Quebec	6%
Valcartier Family Centre (Military Family Centre)	9%
FORT Program	4%
Eastern Québec Learning Centre	3%
Cégep Champlain - St. Lawrence	2%
Immigration Québec	21%
Morrin Centre	3%
Other	18%

**Note: Respondents were allowed to mark down as many responses as they deemed appropriate. However, the percentage of answers was calculated using the overall number of respondents NOT the overall number of responses.**

Four organizations were cited the most: Université Laval, Immigration Québec, Voice of English-speaking Québec, and the City of Quebec.

The questionnaire then asked participants to evaluate their experience receiving the information they required from the various organizations. Participants were asked simply to state “yes” or “no” in each case. A response of “yes” was given a value of one, whereas a response of “no” was scored as two.

The results were then tabulated as averages.

**Did you feel you had adequate information on the following English-language services prior to arriving in Quebec City?**

<b>Health and Social Services</b>	<b>1.7</b>
<b>Family Services</b>	<b>1.8</b>
<b>Employment</b>	<b>1.7</b>
<b>Education</b>	<b>1.6</b>
<b>Culture/Heritage</b>	<b>1.7</b>
<b>Financial Services</b>	<b>1.7</b>
<b>Political Issues</b>	<b>1.7</b>
<b>Activities</b>	<b>1.8</b>
<b>Local English Media</b>	<b>1.7</b>
<b>Religious/ Spiritual Organizations</b>	<b>1.7</b>

Overall, respondents expressed dissatisfaction with the information they gathered prior to arriving, with family services and activities scoring the lowest and education ranking highest. These results should be further researched to discover if the information gathered was incomplete or if information was available but respondents could not find it.

The next set of questions focus on respondents' experiences immediately upon arriving in the region. We will look at what needs newcomers arrived with or developed after arrival, and how satisfied they were with the English services in these need areas.

**Upon arriving and settling in Quebec City, in which of the following areas did you require help?**

<b>Health and Social Services</b>	<b>64%</b>
<b>Family Services (i.e. child care)</b>	<b>18%</b>
<b>Employment</b>	<b>51%</b>
<b>Education</b>	<b>45%</b>
<b>Culture and Heritage</b>	<b>21%</b>
<b>Financial Services</b>	<b>33%</b>
<b>Civic/Political issues</b>	<b>13%</b>
<b>Activities (i.e. sports)</b>	<b>35%</b>
<b>Local Media</b>	<b>16%</b>
<b>Religious/Spiritual Organizations</b>	<b>16%</b>
<b>Other</b>	<b>9%</b>

**Note:** Respondents were allowed to mark down as many responses as they deemed appropriate. However, the percentage of answers was calculated using the overall number of respondents NOT the overall number of responses.

It is clear from the table that newcomers require particular assistance with health and social services, employment, education and activities. These are not surprising answers when framed in the context of settling in a new area.

Participants were then asked to list any services they still required.

**On which of the following English-language services do you still require more information?**

<b>Health and Social Services</b>	<b>38%</b>
<b>Family Services (i.e. child care)</b>	<b>13%</b>
<b>Employment</b>	<b>33%</b>
<b>Education</b>	<b>25%</b>
<b>Culture and Heritage</b>	<b>14%</b>
<b>Financial Services</b>	<b>14%</b>
<b>Civic/Political Issues</b>	<b>11%</b>
<b>Activities (i.e. sports)</b>	<b>31%</b>
<b>Local Media</b>	<b>14%</b>
<b>Religious/Spiritual Organizations</b>	<b>8%</b>
<b>Other</b>	<b>7%</b>

**Note:** Respondents were allowed to mark down as many responses as they deemed appropriate. However, the percentage of answers was calculated using the overall number of respondents NOT the overall number of responses.

Again, health and social services, employment, activities and education were rated as the areas where respondents have the highest need for further information. We can extrapolate from these numbers that newcomers are either finding the service delivery provided prior to arrival and during settlement lacking or they cannot find the service/information when they are seeking it out. This means there is a requirement for increased promotion of the service delivery.

We then asked participants to rank their overall satisfaction with the English-language services on offer to them. We wanted to know whether these services met their needs, and whether these services mitigated the hurdles they listed above. The question was presented like this:

**I am satisfied with the amount of services available to me in English in Quebec City?**

**1    --    2    --    3    --    4    --    5**  
**Very unsatisfied    moderately satisfied    very satisfied**

The arithmetic mean of all the responses was 2.8, a score that expresses slight pessimism.

We will now look at what hurdles newcomers are directly facing during the adaptation process after arriving and settling in the Quebec City region. The process of relocating and settling can be long and stressful, sometimes much longer and more stressful than anticipated. To help better understand the strains of relocating to the region, we asked participants to list the most pressing issue they face as they try to integrate into their new community.

**What hurdles are you presently facing in the adaptation process?**

<b>Language</b>	<b>55%</b>
<b>Feelings of Isolation</b>	<b>41%</b>
<b>Need for Employment</b>	<b>25%</b>
<b>Strained Finances</b>	<b>24%</b>
<b>Other</b>	<b>19%</b>

**Note:** Respondents were allowed to mark down as many responses as they deemed appropriate. However, the percentage of answers was calculated using the overall number of respondents NOT the overall number of responses.

Language and feelings of isolation were listed as the largest hurdles in the adaptation process with need for employment and strained finances also having a significant impact on a newcomer’s adaptation process. In the “other” category, six respondents indicated that they had no hurdles at the present time.

The questionnaire then asked respondents to estimate the length of their stay in Quebec City. Despite the various hurdles and the mild pessimism showed for both improving their employment possibilities and for the present service offering in English, the respondents expressed a strong desire to remain in the region for the long term, with the majority of respondents, 59%, indicating that they intended to stay longer than three years.

**How long do you plan to stay in the Quebec City region?**

<b>Less than 6 months</b>	<b>2%</b>
<b>6 months to 1 year</b>	<b>7%</b>
<b>1 year to 3 years</b>	<b>16%</b>
<b>3 years +</b>	<b>19%</b>
<b>Permanently</b>	<b>40%</b>
<b>Other</b>	<b>13%</b>

Finally, we asked respondents what VEQ services they felt were useful when they were making the transition into Quebec City. The results read as follows:

**Which of the following VEQ services or tools are you aware of? How useful did you find the services?**

**Please rate the usefulness of the services on a scale of 1 (not useful) to 5 (very useful)**

	<b>N.A</b>	<b>Not Useful</b>	<b>Somewhat Useful</b>	<b>Moderately Useful</b>	<b>Useful</b>	<b>Very Useful</b>	<b>Average</b>
<b>Job Bank</b>	<b>39%</b>	<b>13%</b>	<b>18%</b>	<b>13%</b>	<b>31%</b>	<b>24%</b>	<b>3.4</b>
<b>Community Connection Directory</b>	<b>34.00 %</b>	<b>6%</b>	<b>14%</b>	<b>17%</b>	<b>32%</b>	<b>31%</b>	<b>3.7</b>
<b>Newcomer’s Package</b>	<b>36%</b>	<b>8%</b>	<b>13%</b>	<b>9%</b>	<b>29%</b>	<b>42%</b>	<b>3.8</b>
<b>Information Referral</b>	<b>52%</b>	<b>11%</b>	<b>17%</b>	<b>13%</b>	<b>31%</b>	<b>28%</b>	<b>3.5</b>
<b>Finding your niche</b>	<b>61%</b>	<b>10%</b>	<b>21%</b>	<b>16%</b>	<b>24%</b>	<b>29%</b>	<b>3.4</b>
<b>Community Portal</b>	<b>56%</b>	<b>12%</b>	<b>22%</b>	<b>24%</b>	<b>18%</b>	<b>24%</b>	<b>3.2</b>
<b>VEQ website</b>	<b>27%</b>	<b>8%</b>	<b>20%</b>	<b>18%</b>	<b>34%</b>	<b>20%</b>	<b>3.4</b>

Each respondent was allowed to mark down a response in whichever box he or she deemed applicable. An option of “not applicable” was also available for each category. The responses in the “not applicable” category were not included in the average as seen above. The percentage of the overall responses has been included to highlight that there are newcomers who are not aware of VEQ services.

An example is the more than 61% of respondents who answered “not applicable” for the Finding your Niche service despite the fact that it is a service specifically targeted to newcomers. It must be recognized, that not all newcomers require all of VEQ's services and therefore may have chosen “not applicable” for various services.

The Newcomer’s Package scored highest followed by the Community Connections Directory, and then all other VEQ services coming close behind. These satisfaction levels show us a larger majority of users find the current service delivery moderately to very useful overall. This is not to say there is not room for improvement. For example, the job bank is one of the most visited pages on the VEQ website yet is rated lower than other services. We can extrapolate that the service should be continued because it is found useful, but different approaches could be researched to make it more useful.

## **Conclusions on the VEQ Newcomers Study**

In general, the results that come out of this study reveal some interesting trends, such as the fact that the majority of participating newcomers / immigrants are young, educated, learn French and are interested in staying in the region. Indeed, 77% of respondents were under the age of 45, nearly 60% had a university degree and over 59% wished to stay in the region for at least 3 years. The results also indicate a slight improvement in French skills. It is important to point out that a majority of newcomers didn’t move alone to the region. About 58% of them moved with at least one member of their family (partner or child).

Newcomers / immigrants thus establish themselves as important economic and community forces in the region. In order to do so, we must maximize out regional recruitment and retention capacities. We have observed how difficult the adaptation to a new region can be.

Remember than this study was based on achieving two major goals. Firstly, we wanted to increase our knowledge of the chief challenges faced by newcomers during the integration process. Secondly, we wanted to analyze whether the services currently available were designed to adequately answer the identified challenges. Therefore, the following section presents a series of recommendations for each challenge identified in this study. We will first present general recommendations, these exceed the predominant problems, and we will then address specific solutions. Even though these recommendations are focused on our organization and specific clientele, they are valuable for any organization dedicated to immigrants and newcomers.

## **Section III: Recommendations**

### **I. General Recommendations**

#### **1. Integrate newcomers in all phases of development and application of services**

##### **Observed Challenge**

This point is crucial when working in the field of newcomer/immigrant integration. In order to offer effective and useful services, it is fundamental to implement a system that allows for feedback from clients and includes them in the working committees. As much as possible, we must also ensure that an adequate proportion of staff members have themselves been faced with the challenge of integrating into a new environment.

## Recommendation

- By integrating newcomers in all phases of development and application of services our organization would ensure their needs would be addressed in all phases of a project, from its development to its implementation. Moreover, this study represents a convincing example of the benefits of this approach. The idea to undertake this study grew out of newcomers' suggestions. The survey was developed by a working committee composed mostly of employees and volunteers born outside of the region (immigrants or Canadians born elsewhere in Canada), and individuals born outside of the region also directly contributed to the writing of this report.

## 2. Focus on the flexibility of services

### Observed Challenge

It is imperative that we do not consider all newcomers as a homogeneous group facing the same challenges of integration. Newcomers come to the region with unique backgrounds and at different times of their lives. They can face multiple hurdles at different phases of their integration and adaptation process.

This study's results have clearly established this point. Indeed, newcomers can be in-migrants, immigrants, professionals recruited elsewhere, individuals looking for employment, students, partners following a loved one, single persons or young families, members of the armed forces, etc. These different profiles often imply different needs. A young family coming from Toronto and having moved for professional reasons will have different needs than a single immigrant looking for work. On the other hand, it is possible that certain challenges are shared such as the need for information on health care or the automobile insurance system.

### Recommendations

- **Flexibility of services to maximize their usefulness.** It is important to be flexible not only in the implementation of services, but also in the eligibility criteria. If we generally define a newcomer as an individual who has arrived in the region in the last three years, it is crucial not to rigidly apply this definition. Indeed, if an individual who has resided in Quebec City for four years still faces integration problems, it is important to offer him services even though he does not fit the official definition. In the same way, some services offered exclusively to immigrants should be extended to in-migrants. For example, VEQ would not only offer the newcomers' package solely to newcomers, but adapt it depending on potential needs (immigrants, in-migrants, families, job hunters, etc.).
- **Offer a comprehensive package of services answering immediate needs as well as recurring needs.** It is critical to understand the difference between these two types of needs and to adjust the services we offer. The first months following a newcomer's arrival are crucial, but it is essential to ensure long-term follow-up in order to facilitate integration.

## 3. Reinforce partnerships in order to offer better services

### Observed Challenge

Unfortunately, we too often see a tendency in organizations serving the English communities or newcomers to work in isolation. The lack of information about the different services offered presents a major concern. The lack of communication between the various organizations is also a considerable problem.

## Recommendation

- **Increased communications between organizations offering newcomers' services.** It is essential that the exchange of information is increased among the various organizations working with newcomers so they are better equipped to refer clients or employees to other services providers. This collaboration is necessary among organizations serving the English community as well as those providing services to both linguistic communities.

## II. Main Challenges and Targeted Recommendations

As mentioned earlier, four major challenges have been identified by the study. They have been highlighted through direct questions as well as through the open questions and the comments sections.

### 1. Linguistic Barrier

#### Observed Challenge

Considering the fact that our study was focused exclusively on Anglophone and Allophone newcomers, it is not surprising that one of the dominant issues is the linguistic barrier. This problem has a direct impact on other major challenges, particularly levels of employability, therefore, it is crucial to promote French-language training to newcomers.

More than half of the respondents indicated that the linguistic barrier represented the biggest challenge to their integration process. However, it is encouraging to see the improvement in French skills after analyzing questions about the levels of French prior to and after arrival. The proportion of individuals answering *True beginner* or *Basic French* went from 59% to 27% whereas those who answered *Fluent* or *Bilingual* went from 23% to 47%. Despite these numbers, this remains an important issue since improvement usually happens in the mid- to long-term, whereas some other challenges associated with adaptation and integration are short-term.

Another important aspect which seemed to affect in-migrants more than immigrants is that many indicate they had overestimated their skills in French. Their transition to their new environment was harder than expected since they encountered difficulties when trying to create a social network or find suitable employment.

#### Recommendations

- **Coherently and comprehensively present the various possibilities to improve or to learn French:** Numerous and diversified linguistic services are offered regionally, whether referring to available learning models or associated costs. Organizations dealing with newcomers must be able to provide guidance about a wide variety of available classes (short-term intensive classes, nights and days, fully or partially financed, etc.). This way, newcomers will be able to make educated decisions about this key element of their integration.
- **Develop twinning projects for English-speaking newcomers/immigrants and Francophone residents:** It is important to keep encouraging French language education through traditional routes such as language schools. It is equally important to promote initiatives offering development opportunities outside of the institutional framework. Projects pairing newcomers and Francophone residents would have the advantage of improving linguistic skills for both parties. The promotion of volunteering with newcomers could also contribute to this objective.
- **Establish partnerships in order to offer services that are currently only provided in French:** Certain services such as guided tours and welcome sessions offered by the City would

be very useful but are currently not available in English. Many newcomers who would benefit from these services may not have a sufficient mastery of the French language upon arrival. Increased partnerships between certain organizations would be useful to allow time for newcomers to attain an adequate language level, one which would allow them to fully establish themselves in our region.

## 2. Social Isolation

### Observed Challenge

The study's results show that 80% of newcomers had no social network upon arriving in the region. It is an important issue since the establishment of a social circle can be as influential in the process of integration as finding employment. Indeed, the feeling of isolation can lead to greater problems, such as anxiety or depression. This is reinforced by the linguistic barrier, discussed above, which seriously impairs the capacity to interact with the new environment.

Social isolation can also manifest itself in the newcomers' partners. Partners of employees who have been recruited outside the region or of military personnel transferred to the base in Valcartier are often left without social networks, while also being confronted with a linguistic barrier. Their levels of bilingualism are in fact usually lower than the employed partner. More than 58% of respondents arrived in the region in a relationship and/or with kids. If the partner or children do not adapt to the new Francophone environment, the whole family will be at risk of leaving Quebec City.

Finally, several respondents have pointed to the rarity of opportunities to socialize in English in the Québec region. Others have said that the lack of diversity in the offered activities was problematic. Therefore, the absence of opportunities to socialize in their mother tongue reinforced for them the feeling of isolation.

### Recommendations

- **Organize pairing projects between newcomers and English-speaking residents who have successfully integrated:** This type of initiative would allow newcomers' families to be individually supported by individuals who have faced the same barriers and challenges they are experiencing. It would be an excellent way to break the isolation cycle in an informal way while promoting personal exchanges. Such a service would pair users according to their needs, (ex. families would be paired with families, couples with couples, etc.).
- **Offer businesses an information session for employees and their families:** As previously explained, this initiative would also contribute to breaking the isolation cycle for partners because it would increase their chances of fully benefiting from services offered in English. By receiving information about the social and cultural activities available in the region upon arrival, these families would be better equipped to participate in the community.
- **Organize a wide variety of social activities in English:** Whether they are festive nights, family days or guided tours, it is important to offer a variety of activities that will promote networking among newcomers and established members of the community who have shared similar challenges. Moreover, beyond the number of organized activities, it is crucial to diversify them in order to be relevant to the different needs and interests of newcomers (young professionals, families, retired individuals, etc.).



### 3. Employability

#### Observed Challenge

Employment is an important factor in the decision to come to the region, and remains a determining factor in the retention of these individuals. More than 28% of respondents reported that they came to Quebec City for reasons directly linked to employment. Also, the most frequently mentioned factor contributing to uncertainty about the length of their stay was the inability to find an interesting job. Again, this problem is reinforced by the linguistic barrier. The lower the level of French, the lower the chances a newcomer has to find a rewarding job, thus, French training is essential.

Beyond financial security, a job also allows newcomers to directly contribute to their new community. Considering almost 64% of respondents were between the ages of 25 and 44, and more than 81% possessed at least a post-secondary degree, it is clear that integration into the workforce represents a key factor in achieving full integration. This is particularly the case since the lack of qualified resources in the labour force is still a reality in our region.

Moreover, several respondents mentioned the lack of reliable tools that present bilingual job opportunities in the region. The results revealed a slight decrease in confidence for newcomers toward their employment prospects post-settlement.

#### Recommendations

- **Coherently present the variety of tools that assist with integration into the workforce:** It is critical for any organization dealing with in-migrants and immigrants to present all the employment assistance services available. There are numerous but somewhat unknown programs and services available. Thus, it is important to consistently promote bilingual job banks and other organizations offering resume translating services, interview trainings, etc. There should also be an increase in communication between organizations offering employment services to English speakers and local employers in order to make the most of existing bilingual job banks. Such an approach would benefit both bilingual job hunters and employers looking for bilingual employees.
- **Increase resources for organizations offering employability services to newcomers:** Organizations such as the Centre de la Famille Valcartier or Service d'Orientation et d'Intégration des Immigrants au Travail (SOIIT) have a direct impact on our capacity to regionally integrate newcomers into the workforce. Our study's results have clearly demonstrated that a significant proportion of newcomers, whether in-migrants or immigrants, still face serious challenges in their process of integration into the workforce. Thus, it is important to allow for more resources for organizations working toward a betterment of this situation.
- **Offer more business services to employers recruiting newcomers:** The cost attached to recruitment and retention of newcomers is significant. Therefore, it is fundamental to further support the employers who provide them with work. Business info-sessions are a good example of what can be done to support employers. Many employers are aware of the importance of promoting the integration of their employees and their families. However, time, financial resources, even expertise are barriers to providing this service internally. Organizations helping newcomers would benefit from offering as many services as possible directly within the businesses in order to promote a successful integration of the employees and their families.

#### 4. Significant lack of information on available services

##### Observed Challenge

The lack of information about available services is one of the main challenges facing newcomers. This element is important in so much as it directly affects all other hurdles identified in the study. This issue is illustrated in the survey question where participants were specifically asked about VEQ's services. We have observed that beyond the positive reviews of those services, this question revealed a significant number of participants who were not aware of our services.

This situation is not unique to VEQ. Our region has several organizations offering useful services to newcomers. However, too often these services are not discovered when they are needed the most – during the first months following arrival. Without knowledge of the available services, newcomers do not benefit from key information that assists in successful integration such as health care, social services, workforce, education or social activities.

Several questions have demonstrated that the lack of information in these key sectors represented a barrier before as much as after a newcomer's arrival. This situation gets more complex for immigrants who must interact with three levels of government, each with a stake in immigration. Even for in-migrants, it is not easy to quickly grasp the numerous differences between Québec and the rest of Canada when it comes to service offered by the provincial level of government. Our study reveals that in several instances in-migrants simply assumed that their previous province's laws were the same as Québec's laws. Difficulties getting a driver's license or a health-care card were also cited several times.

##### Recommendations

- **Significantly increase the visibility of organizations such as VEQ which offer services to newcomers/immigrants:** The results could not be clearer: the region and the English community specifically benefit from excellent services for newcomers. However, these services are not sufficiently known. Since the first months are important to start on the path of successful integration and adaptation, it is fundamental to increase the visibility of our services which directly address the problems expressed in the study. A publicity campaign through the Anglophone and Francophone media outlets, the distribution of more material outlining our services, and the consolidation of partnerships with other organizations would all be positive initiatives. Of the available funding, too often insufficient dollars are allocated to increasing awareness of services offered. It is important to address this problem in order to reach more newcomers.
- **Create electronic versions of all available tools:** Such an approach allows an increase in the number of services offered even before arrival. The study reveals that prior to arrival the internet is the primary resource used to locate information on available services. For example, VEQ would create an electronic version of the newcomers' package. Newcomers could then have direct access to the information prior to their arrival.
- **Offer businesses an information session for employees and their families:** Companies recruiting newcomers often invest considerably in out-of-Québec recruitment and in retention of their employees, but do not necessarily have the resources to adequately inform their employees about the services offered in English in the region. Organizations working with newcomers would benefit from developing such a service since it would serve newcomers and their families as much as employers.

# **Annex A**

## Questionnaire

# NEWCOMERS STUDY 2008

Thank you in advance for your participation in the 2008 VEQ Newcomers Study!

This questionnaire will take you five to eight minutes to complete.

**ALL information provided in this questionnaire is strictly confidential.** We do not ask you for your name, the names of family members, or the name of any other individual in this questionnaire.

**Submitted questionnaires will be used to complete the final report for this study ONLY.** They will not be used for any other purpose or provided to any third party not associated directly with VEQ.

### **Why we are asking these questions:**

Voice of English-speaking Québec (VEQ) will use the results of this questionnaire to report on the pre-arrival and post-arrival experience of newcomers to the Quebec City region. This will allow VEQ to identify any service or program gaps experienced pre- and post-arrival by English speakers to this region. After these gaps have been identified, appropriate measures can be taken to address them.

### **We want to hear from you!**

Please share with us your experience and feel free to be as detailed as possible. This is a chance for you to tell us directly, in a secure and confidential manner, what issues and challenges you faced when settling in Quebec City.

We appreciate your time and thank you again for your input. The five to eight minutes you have taken today will help us to provide practical and efficient services and programs for you and others like you who have chosen to relocate to the Quebec City region.

Sincerely,



John Klassen, President  
Voice of English-speaking Québec

This questionnaire is divided into three sections: **Background**, **Pre-arrival**, and **Post-arrival**. The first section is designed to help VEQ understand the background of newcomers who chose to move to Quebec City. The second section is concerned with matters associated with the pre-arrival stage. The last section is focused on the issues and challenges that newcomers face once they have arrived in the region. All three sections are composed of multiple choice and short answer questions.

Please answer all questions. If none of the available answers is applicable to your situation, please simply choose the answer that comes closest to your preferred response. The second and third sections contain a general comments section at the end. Please provide as much information here as you see fit. The general comments section is a chance to provide additional information that you feel VEQ should know concerning the process of moving to Quebec City. In addition, please remember that this is a wonderful opportunity to mention helpful advice or service that you have received.

## **Section 1: Background Information**

*Please provide answers in the space provided. For multiple choice questions, please circle the answer that is most representative of your personal situation.*

### **1. Please indicate your gender.**

- a) Male
- b) Female

### **2. Please indicate your age range.**

- a) 15-24
- b) 25-34
- c) 35-44
- d) 45-54
- e) 55 +

### **3. Where did you reside prior to your move to Quebec City?**

- a) Another region of Quebec: \_\_\_\_\_
- b) Another province in Canada: \_\_\_\_\_
- c) United States: \_\_\_\_\_
- d) Other: \_\_\_\_\_

### **4. What was your citizenship status when arriving in Quebec City?**

- a) Canadian Citizen
- b) Landed immigrant
- c) Refugee
- d) Other: \_\_\_\_\_

**5. What is your mother tongue?**

- a) English
- b) French
- c) Other: \_\_\_\_\_

**6. What language is spoken more frequently in your home?**

- a) English
- b) French
- c) Mixture English / French
- d) Another language: \_\_\_\_\_

**7. Who relocated with you to Quebec City?**

- 1. By myself
- 2. With a spouse/ partner
- 3. With a spouse and child(ren)
- 4. With a spouse, child(ren) and other family members

## ***Section 2: Pre-Arrival***

**8. Please indicate your knowledge of the French language before arriving to Quebec City.**

- a) **True Beginner:** Little or no ability to communicate in French
- b) **Basic French:** Can ask simple questions and usually understand the reply if person speaks slowly
- c) **Functional:** Can speak basic French, can read simple texts, and can write simple sentences
- d) **Fluent:** Understand most spoken and written French; can carry on a conversation easily in French
- e) **Bilingual:** At ease speaking, writing and reading in French

**9. Please indicate your highest level of education prior to arriving to Quebec City.**

- c) No diploma
- d) High school diploma or equivalent
- e) Professional or vocational training diploma
- f) College or Cégep diploma
- g) Bachelor's degree
- h) Master's degree
- i) PhD/Doctorate

**10. Were you employed the year before you moved to Quebec City?**

- a) Full-time (35 hours per week or more)
- b) Part-time
- c) Contract
- d) No

11. Please indicate your gross family income the year before you moved to Quebec City.

- 1. Less than \$20, 000
- 2. \$20, 000- 39,999
- 3. \$40,000- 59,999
- 4. \$60,000- 79,999
- 5. over \$80,000

12. Did you have full-time employment arranged prior to your arrival?

- a) Yes
- b) No

13. Which resources did you consult before you arrived to Quebec City? Please specify the sources.

- Internet \_\_\_\_\_
- Spoke with local groups in Quebec City or government agencies \_\_\_\_\_
- Information referral from friends and/or family \_\_\_\_\_
- Information packages/pamphlets \_\_\_\_\_
- Other, please specify \_\_\_\_\_

14. Do you feel you had adequate information on the following English-language services prior to arriving to Quebec City?

- |     |    |                                    |     |    |                                     |
|-----|----|------------------------------------|-----|----|-------------------------------------|
| Yes | No | Health and Social Services         | Yes | No | Financial Services                  |
| Yes | No | Family Services (i.e., child care) | Yes | No | Civic / Political Issues            |
| Yes | No | Employment                         | Yes | No | Activities (i.e. sports)            |
| Yes | No | Education                          | Yes | No | Local English Media                 |
| Yes | No | Culture / Heritage                 | Yes | No | Religious / Spiritual Organizations |

Other, please specify:

\_\_\_\_\_

15. Which of the following organizations did you consult prior to your move to Quebec City?

_____	School Board(s)	_____	Valcartier Family Center (Military Family Resource Center)
_____	Voice of English-speaking Québec	_____	FORT Program
_____	City of Quebec	_____	Morrin Centre
_____	Church(es)	_____	Eastern Quebec Learning Centre
_____	Jeffery Hale Community Services	_____	Cegep Champlain - St. Lawrence
_____	Université Laval	_____	Immigration Québec
_____	Société Assurance Automobile Québec		

Other \_\_\_\_\_

**16. General Comments**

*Please provide any other general comments that relate to the period prior to your arrival to Quebec City.*

---



---



---

**Section 3: Arrival and Settlement in Quebec City**

*Please provide answers in the space provided. For multiple choice questions, please circle the answer that is most representative of your personal situation.*

**17. How long have you lived in the region?**

- a) Less than 6 months
- b) 6 months - 1 year
- c) 1 – 3 years
- d) 3 – 10 years
- e) Over 10 years

**18. In what period of the year did you arrive?**

- a) January – March
- b) April – June
- c) July – September
- d) October - December



**19. What brought you here initially?**

- a) Employment**
- b) Spouse / partner**
- c) Military posting**
- d) Education**
- e) Desire to learn / improve French**
- f) Other reason: \_\_\_\_\_**

**20. Did you have an established social network in Quebec City when you arrived?**

- a) Yes**
- b) No**

**21. Have you taken part in formal French language training since moving to Quebec City?**

- a) Yes, please specify: \_\_\_\_\_**
- b) No**

**22. What is your current level of the French language?**

- a) True Beginner: Little or no ability to communicate in French**
- b) Basic French: Can ask simple questions and usually understand the reply if person speaks slowly**
- c) Functional: Can speak basic French, can read simple texts, and can write simple sentences**
- d) Fluent: Understand most spoken and written French; can carry on a conversation easily in French**
- e) Bilingual: At ease speaking, writing and reading in French**

**23. Have you obtained subsequent professional training or certification since arriving in Quebec City?**

- a) Yes, please specify title and institution:**
- b) No**

**24. Are you currently employed?**

- 1. Full-time (35 hours per week or more)**
- 2. Part-time**
- 3. Contract**
- 4. No**
- 5. Currently not seeking employment**

**IF you have answered NO to question 24, please answer the following question.**

**25. My confidence has \_\_\_\_\_ concerning my employment prospects in the region:**

1-----2-----3-----4-----5  
*Decreased                          Stayed                          Increased*  
*the same*

**26. Please indicate your current gross family income.**

- 4. Less than \$20, 000**
- 5. \$20, 000- 39,999**
- 6. \$40,000- 59,999**
- 7. \$60,000- 79,999**
- 8. over \$80,000**

**27. Do you have a child /children?**

- a) Yes**
- b) No**

**If you responded NO to the last question, go directly to question 30.**

**28. Does(do) your child(ren) have access to daycare?**

- a) Yes**
- b) No**
- c) N/A**

**29. Does / do your child / children attend French or English school?**

- a) French**
- b) English**
- c) N/A**
- d) Other \_\_\_\_\_**

**30. Upon arriving and settling in Quebec City, in which of the following areas did you require help? Please select all that apply.**

<input type="checkbox"/> <b>Health and Social services</b>	<input type="checkbox"/> <b>Civic / Political Issues</b>
<input type="checkbox"/> <b>Family Services</b>	<input type="checkbox"/> <b>Activities (i.e. sports)</b>
<input type="checkbox"/> <b>Employment</b>	<input type="checkbox"/> <b>Local Media</b>
<input type="checkbox"/> <b>Education</b>	<input type="checkbox"/> <b>Religious / Spiritual</b>
<input type="checkbox"/> <b>Culture / Heritage</b>	<input type="checkbox"/> <b>Organizations</b>
<input type="checkbox"/> <b>Financial Services</b>	

**Other, please specify: \_\_\_\_\_**

31. On which of the following English-language services do you still require more information? Please select all that apply.

- \_\_\_\_\_ Health and Social services
- \_\_\_\_\_ Family services
- \_\_\_\_\_ Employment
- \_\_\_\_\_ Education
- \_\_\_\_\_ Culture / Heritage
- \_\_\_\_\_ Financial services
- \_\_\_\_\_ Civic / Political issues
- \_\_\_\_\_ Activities (i.e. sports)
- \_\_\_\_\_ Local Media
- \_\_\_\_\_ Religious / Spiritual Organizations Other, please specify:  
\_\_\_\_\_

32. What hurdle(s) are you presently facing in your adaptation process?

- a) Language
- b) Feelings of isolation
- c) Need for employment
- d) Strained finances
- e) Other: \_\_\_\_\_

33. Had you previously heard about the Voice of English-speaking Québec? If yes, how did you hear about us? For example in the newspaper, from a friend etc.

- a) Yes. Please specify where you heard about us \_\_\_\_\_
- b) No

34. Which of the following VEQ services or tools are you aware of? How useful did you find the services or tools?

Please rate the usefulness of the services on a scale of 1 – (not useful) to 5 –(very useful.)

- |  |                                   |
|--|-----------------------------------|
| a) Job Bank                              | N/A-----1-----2-----3-----4-----5 |
| b) Community Connection Directory        | N/A-----1-----2-----3-----4-----5 |
| c) Newcomer's Package                    | N/A-----1-----2-----3-----4-----5 |
| d) Information Referral                  | N/A-----1-----2-----3-----4-----5 |
| e) Finding Your Niche Newcomers Sessions | N/A-----1-----2-----3-----4-----5 |
| f) Community Portal                      | N/A-----1-----2-----3-----4-----5 |
| g) VEQ Website                           | N/A-----1-----2-----3-----4-----5 |

35. I am satisfied with the amount of services available to me in English in Quebec City:

1-----2-----3-----4-----5  
*Very Unsatisfied*                      *Moderately Satisfied*                      *Very Satisfied*

36. How long are you planning to stay in the Quebec City region?

- a) Less than 6months
- b) 6 months to 1 year
- c) 1 year to 3 years
- d) 3 years +
- e) Permanently

37. General Comments

*Please provide any other general comments that relate to your period of transition and settlement in Quebec City. What issues arose that you did not anticipate? What help did you require that was not available? What help did you receive from organizations serving the local English-speaking community?*

*Please write on the back of this sheet if you require more space.*

---

---

---

---

---

---

---

---

---

---

THANK YOU!

