

Responses to the Question:

Is there anything else about your refugee experience that you want to talk about?

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Q114 Is there anything else about your refugee experience, before or after coming to Canada, that you want to talk about?

1. Refugee camp and flight experiences

A. How experiences affect life in Canada

- 0952 Life in refugee camp in Turkey very horrifying. Our food and water was poisoned. We were afraid to eat or drink too much. We are happy to be in Canada but Canadians must realize we are stateless. The Iraqis tried to kill us. We need all the help we can get. People need to be patient and understanding.
- 1451 Canadians and Canadian society need to be understanding of our horrifying experiences in Iraq by Saddam and at the camps in Turkey. We were hardly fed properly and very oppressed.
- 0350 I feel fortunate to come to Canada as I am from a war torn country and have lived in horrifying conditions in refugee camps in Saudi Arabia.
- 2391 There are lots of things in my mind. I would like to talk about it, but I'd rather not until I can do something about it. Like the horrible life in the refugee camps.
- 0281 I experienced a bad time while I was in a refugee camp in Serbia. We had a hard time living in camp, it was a struggle for our lives.
- 0282 Problems during time in refugee camp, not enough food, no medical care.

B. Information received in refugee camps

- 1090 People should have more information about Canada before they leave the refugee camp.
- 1911 When they interview you in the refugee camps, they talk about training and what would you do in Canada. I have agricultural experience and I thought I was going to find a job in that area. The immigration officers in Kenya

made me feel I could get a job here. But now they are asking for Canadian experience.

0360 When I was in Saudi refugee camp I had a good idea about everything in Canada so I didn't really have problems when I came here.

2. Government

A. Experiences with government services and suggested changes

0020 Discrimination is everywhere - newcomers need help, not discrimination. I was in a refugee camp for 6 years. I was tired and needed to heal. I was told that after 3 months of ESL I must get a job or will not receive money. I am still tired and need to heal. When I was sick they cut my money because I stayed home from ESL.

2402 Let more people come from refugee camps, because they are a hard place to live and Canada is such a big country.

2321 Coming to Canada as an adult with a family I have to support, I went back to school, hoping to further my education and have a training. Unfortunately I have found the two-year upgrading program too short for me (partly because of my limited English). It would be more beneficial if I could finish the program in three years instead.

3080 Refugee programs should be more flexible; programs are outdated - change them by giving more information; profile of immigrants and refugees has changed, so the programs should be more compatible with the today's economic reality; counsellors should be better informed about the world geography, world cultures, to help bridge the gap and involve refugees in real Canadian life as soon as possible

0540 The government should really give people a chance to practise their profession and make a good living.

1570 More job and culture training. More orientation services about how to live in Canada. Train people to be self sufficient and confident.

1120 Want Canadian government to help refugees as soon as they can.

2812 Bring good and honest people to Canada.

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| 3001 | Canadian government should be more picky when getting people to come here. |
| 3141 | The government should trust these people, they're hard working. |
| 2811 | They should be sure the people coming will be able to adjust and are not criminals. |
| 1691 | In an engineering program I took, only 14 people could take it even though over 200 people wanted to come to it. It would help if the government had more programs like this so that people could settle faster. Recognize foreign education and credentials received in other countries. List occupations for each city so that when you are placed in a community you go somewhere where they need your profession. |
| 0962 | Allow people into Canada based on their skills and merit and education. This applies to refugees and immigrants. |
| 0970 | Should be a program for immigrants to educate them how to integrate in Canadian society; to create awareness what government expects from immigrants and what immigrants can expect from government; to improve way of reunion of family - government should make that easy. |
| 0980 | Refugees coming here want to have a job. I think the government should have some kind of plan and agency to help those with skills to get jobs quickly, so they can contribute back to the society. Let them look by themselves, they wouldn't be able to find job. |
| 1270 | Citizenship courses should be free to all applicants - I want to know more about Canada. |
| 1431 | When the Canadian government lets people come it should take care of specific needs of people (people with education and experience should work in their profession) - it's frustrating. If that is not possible, then let them stay where they were. |
| 1942 | No, it's all in the past and I want to move on. But I think that CIC should allow people to work in the first year if they want to. In the first year if you get a job, even part-time, they reduce your allowance. It's really bad. |
| 1991 | This society and its government must understand that these people change and grow, and shouldn't be treated as beginners. Employers often abuse our situation in that way and that's the source of disappointment. The government must be aware of that abuse. |
| 2410 | The process of coming to Canada, even after you have been accepted, is too long. When newcomers come here give them a choice between work and school. |
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| 2561 | I think CIC should realize that people who come here are very different with variety of backgrounds, experiences, and education. |
| 0622 | Government (or settlement agency) should pay attention where to send people according to their profession. |
| 0661 | I think government should adjust settlement programs for various cultural and educational background. (He thinks some of the services were unnecessary and waste of money and energy.) |
| 0663 | Immigration Centre and settlement agencies should hire professionals, some advocate people to work with newcomers especially refugees. |
| 0671 | People generally shouldn't be destined to small towns. It only causes trauma. |
| 0721 | About our first destination Canada - the way how they treated us. Especially, the immigration centre made us leave our first destination in Canada. CIC should provide more information for newcomers. |
| 0820 | In Canada, the government, major companies, schools treat poor people bad. Don't really want to help because I am poor, just put them all on one route. Need to change system to help poor people, change constitutions. Poor need more rights in Canada. They are human. |
| 2910 | I hope this study will help and improve life and experiences of refugees coming to Canada. Moreover, I hope government agencies will hire people who would treat refugees and immigrants better. |
| 0050 | I asked about becoming a machinist again (Canada Employment). I was told I would have to pay for the courses. We are not given full information. |
| 2510 | I think the people who work in agencies such as immigration centre should be more sensitive to newcomers. I could feel that they are there not really to help the newcomers. |
| 0141 | The government should become involved in tensions between groups from former Yugoslavia. |
| 1621 | Canadian Government should help refugees who have mixed marriages more. |
| 2521 | Advice to government: to give people more chance to get a job or people with education should be more encouraged, stimulated; educated people should get a chance to prove themselves. |
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- 1651 The bad thing here about refugees is that they don't have an opportunity to contact Immigration Centre in Calgary directly to get solved some of their problems. Catholic Social Services [CCIS] is the only organization which immigrants can contact and some problems show up on this relation. Some people have to wait to get service for a long time and others get their problems solved in short time.
- 1711 The amount of money for food and children is small (financial assistance).
- 3062 Immigration policy should be to send newcomers to where the jobs are; they'll have to move there anyway.
- 1041 It takes too long before you can apply for Canadian citizenship.

B. Advice to government about ESL

- 0120 English classes for students who learn faster should be separated from those who need more time. Classes are sometimes wasting time, because they are slow.
- 1090 Government should offer more opportunities to learn English, as this is so important.
- 0672 Should improve ESL training programs and job training programs. Make destination or be aware of difference between different ethnic groups, because they have different levels of knowledge. They should not be showing to people from Europe (former Yugoslavia) things like: traffic lights, how to use a toothbrush. It makes us feel miserable because all that things had been part of our culture before coming to Canada.
- 1762 Poor English classes - only three levels in Red Deer.
- 1812 English classes are not enough; we need highest level.
- 1090 Government should offer more opportunities to learn English as this is so important.
- 3042 Give us language skills to be able to compete.
- 2652 ESL program in small cities should be much better.
- 1661 English classes in Red Deer for refugees are very poor; we need more.

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| 2992 | The program called "workplace", failing to help people to find a job or to learn something about Canadian society. The government should better organize or improve existing programs especially ESL and job training. |
| 3051 | Give assistance in getting education; give us further ESL to complete here. |
| 2980 | CIC should consult newcomers regarding their needs, especially in terms of working within one's field of expertise; CIC should not cut funding for ESL training. |
| 1101 | Need intensive English classes. |
| 1242 | To organize learning English for professionals (to adjust to the needs of certain profession). |
| 2971 | The government should not cut funding for helping us to learn English, get the job training and help with integration. |
| 1861 | Was pulled out of ESL after only 4 months - I was told I had to work. I was scared so I went to work. But I want to learn more English to make my life here. There should be ESL classes on weekend or evenings for those that have to work but want to learn English. |
| 0481 | English language is the key to being successful in Canada for education, jobs, etc. If people get a hold of the language they should go out and look for work. Some may take much longer than others but it is important for those who need it to keep attending these classes. |
| 0490 | It would be much better if ESL is taught by teachers who learned English as second language as well. Some Canadian born speakers could not offer the same understanding, even though some of them are really good teachers. |
| 0651 | She stressed the necessity of free language training once again. |
| 0663 | Improve ESL training. |
| 0721 | ESL training should be changed and improved. |
| 2881 | Allow people to have more ESL training. |
| 0030 | One year of English is not enough. We need better English courses. Help people get job and even have a plan for |
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part time work - part time study.

0040 We need to get higher levels of ESL and to be placed in ESL at the level we need, not at a lower level.

1251 Language training longer.

1332 Have more access to ESL and how to run a business.

1362 It would be nice to do something about ESL program, to improve that program. Right now it is not very helpful, all the time I spent in school for ESL I had feeling that I was wasting my time rather than learning something.

C. Positive experiences of government services

0181 The government helps a lot.

1725 Canada should give more people the opportunity to come here.

0890 CCIS has a very good job finding plan for newcomers. It is very good here as people can and do help each other get jobs.

2872 All the services in Red Deer were very helpful and whole system of the government settlement agencies was well organized.

D. Citizenship, travel and visas

1672 Waiting for citizenship is too long - we should only wait for one year.

0900 People shouldn't have to pay to become citizens, we already have to pay a head tax of \$1500. Refugees should be exempt from these payments as they've lost everything

1042 Citizenship: we are so looking forward to becoming citizens and it has become such a long process. We sent our applications the day after being here 3 years. Only because of my wife's employer could we write the test in June. Her name was misspelled on the certificate - now we have to wait.

0852 It takes too long to get travel document if you want to travel without passport.

- 3051 Do not charge us for visas to come to Canada.
- 0612 Canadian government make problems to provide tourist visas for our family who want to visit us. We cannot go there because we have to wait for passport.

E. Landing fees, airfares and destining

- 1711 Landing fees are not necessary – we have had already too much to pay.
- 1222 Coming here is a big loan. (Why we have to pay landing fee? We are not economic immigrants.)
- 1541 I have learned CIC indebts people not only for airfare (with extremely high price) but also collects something called "landing fee". This is disgraceful and should be abolished.
- 1341 It is very difficult to pay back the loan for airfare to Canada - we should not start to pay till second or third year.
- 2251 After a couple of months being here we have got to pay back for the air tickets and landing fee. We should be left alone for at least a year before that.
- 2592 I never found out why we were charged for some "overpayment" and we had to pay back \$2600 while we were still on financial assistance and sponsored by government When we paid back the amt. We were asked to, we had no money left for living costs. It was not fair at all. At the time we are talking about my job as not secure and permanent. When we asked our counsellor to help us, we received no help at all.
- 0701 It would be much easier for refugees if someone could arrange some better ways about returning travel, loans and paying back money for tickets. Even when we send money we are receiving warnings that our account is delinquent and Revenue Canada has not received any money. Nobody has explained to us. Why is that?
- 0681 Why did they have to pay \$975.00 per ticket for each person at time when they arrived (officially named "promised land")? Why?
- 1682 The first day in Canada, from the international airport they took a yellow cab, because nobody waited for them at the airport. The cost of \$130.00 is simply added to the airfare on the list for the travel loan. When they complained that it was not possible for them to pay back all money they have been asked, the answer from Immigration Centre was negative. They also complained about the service and help that they received through Immigration Centre and settlement agencies. So far nobody has responded.

- 1101 We applied to Vancouver but were sent to Calgary.
- 1102 Applied to go to Vancouver but was sent to Calgary.
- 0552 I am confused with government's policies regarding educated people. Why do they send them to places like Lethbridge where they can't do anything worthwhile?

F. Information received abroad from Canadian embassy

- 1692 The procedure of accepting newcomers should be shorter. The communication between embassies in Europe and Immigration Centre in Canada should function better. The organizations such as CIC should be more informed about the life and needs of newcomers.
- 2401 The people in immigration offices in Africa are using hard and sometimes unfair filtering system. I would advice them to be more open, because they are keeping out people who could make it here in Canada.
- 1051 Embassy - more helpful and flexible for people who want to come here for visit (especially in Belgrade).
- 3051 Give us information about survival in Canada before coming.
- 1451 Embassy should provide refugees information about Canada in their language. Have a translator to explain to them the pros and cons about living in Canada.
- 2991 The Canadian embassy in Belgrade and the people who worked there did not make us sure about expectations and our future in Canada. They provided no useful information for us.
- 0640 People in embassy shouldn't lie about how they will get their citizenship (automatically in 3 years). It takes longer. They also shouldn't tell people they'll get a house and can sponsor their family.
- 1381 Consulate officials should tell the truth about Canada.
- 1382 Consulates should give truth about life in Canada.
- 1383 People at the consulate shouldn't lie and mislead people who need safety and security.
- 2292 I was misinformed about Canada and life in Canada.

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| 0101 | Advice to employees in Canadian embassy abroad. They should make more contacts with people, explain to them how Canada is. |
| 1802 | People working in Canadian Embassy should have provided us with more useful information, they should be more informative. |
| 1701 | Before coming we were not told how difficult it was going to be especially for us adults to learn English which would then determine what kind of job we would get. |
| 2800 | The Canadian embassy was very honest about what to expect - they should tell educated people that regaining their profession depends on them and they may have to work in a lower profession for whole life. This should be more clear. |

G. Reunification and recommendations regarding sponsorship

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| 0852 | To make it easier for family reunion; to make sponsorship for family members simpler and shorter. Bureaucracy is too slow and not efficient when it comes to sponsorship. |
| 1902 | I hope that the Canadian Immigration would loosen the regulations. I have applied for my children to come to Canada. They were accepted initially, then because they are over 18 now, they are not allowed to join us, although they don't have their own families yet. |
| 2890 | I have applied to sponsor my family to come to Canada 1.5 years ago. I can never get to talk to a real person at phone. I paid the application fees and now no one talks to me. I even paid the air fare but nothing happens. Things are at the Canadian embassy. |
| 1022 | Don't think embassy is doing a good job to sponsor people. Before coming, the Canadian embassy in Bonn, Germany cheated. We were sponsored but it was only a formal setting. |

3. Settlement agencies

A. General comments

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| 1580 | Initial settlement help is very important, especially for people who don't speak English. |
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- 0531 If a person is aggressive or pushes a lot, he can get what he wants. Rules have to be equal for everybody. Some people are going from town to town, looking for better life.
- 1285 Ismaeli host family did a lot for us during the first year. Really helped us during the first year.
- 2941 People need some more hope.

B. Satisfaction with services

- 0611 About settlement agencies: some of them very helpful but some of them are not. For example, Flexibility Learning System was more helpful than expected and at the time when they first arrived that was very important.
- 0612 I want to thank Flexibility System for all help.
- 0202 Saamis is very good organization. They helped me a lot.
- 2871 All the services in Red Deer were very helpful and whole system of the government settlement agencies was well organized. I want to thank especially Maria Theresa of the Red Deer's CSC.

C. Dissatisfaction with services

- 1502 When we came here we did not get many services as a family, that way not good. But we got over it.
- 2732 Again: much more information. People don't know where to look for information. It's very important for the newcomers.
- 3091 Did not really receive any assistance from any agency because she was not sponsored. It would have been helpful if an agency contacted her and explained what life would be like and where to look for a good job and what courses she needs to take.

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- 2441 Very dissatisfied with the first destination in Canada. Received very little help and services through settlement agencies. On the other hand, a family helped us to understand and to adjust to Canadian society. Did not have any information. We were even without information such as how health care system works in Canada. ESL program in schools did not help us at all. We did not learn too much. We felt coming to Canada for the first time when we moved to Edmonton where we found better schools, more opportunities for jobs and settlement agencies are very helpful both in services and people who work there were very helpful and they helped us to adjust to the city and Canadian society in general.
- 3031 Most of the information we needed was not accessible to us while we were living in Grande Prairie. One time our social assistance cheque was late and we didn't have enough money to buy food; at the same time we received a letter from Revenue Canada asking us to pay back our travel loan immediately. Our English was very poor, it was hard for us to explain the situation we were in, but nobody would help.
- 1661 Organization of our coming to Calgary was terrible; nobody met us at the airport.
- 0500 Canadian services should pay more attention to see if people know how to access services. There's also no follow-up on those who are settled here.
- 0731 I am very disappointed with some services and help from settlement agencies.
- 0820 In Canada, government, major companies, schools treat poor people bad. Don't really want to help because I am poor, just put them all on one route. Need to change system to help poor people, change constitutions. The poor need more rights in Canada. They are human.
- 1491 He believes that the settlement agency official committed fraudulent deal with the furniture dealer.
- 0302 First days in Canada felt was treated like by one standard. Wasn't treated like separate individual - all refugees were in the same basket. Those helping did not understand our different backgrounds.
- 1652 One translator at Catholic Social Services is not enough. When people don't know English language, a translator may translate sometimes wrong or misunderstand so that the immigrant or refugee gets wrong information or feels like not treated okay or well compared to others.
- 2861 Life in camp was hell. We couldn't leave, there were always soldiers around us. I couldn't phone my family in Iraq. When I left my wife was pregnant and my son two years old. I haven't seen my family for six years. When I came here, the people at the reception house weren't much help. Iraqis have always been put in bad apartments with
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- broken furniture and bugs and no doors. Other refugees were put in nice clean places. Why is that so?
- 1672 Financial advisor for people when they first come. Settlement agency should provide this. Not how to do taxes but how the Canadian banking system works.
- 0252 I don't like the way Saamis works, they help some people a lot and others not at all.
- 2992 ESL training in Lethbridge did not help us to improve our English, neither did the program called "workplace", failing to help people to find a job or to learn something about Canadian society.
- 0732 Workplace, community development place; volunteer programs; these services in Lethbridge were not very helpful.
- 2972 The government should not cut funding for the helping agencies. I am concerned about those cuts to services.
- 3072 Make programs more flexible; match services to varying needs of refugees; agencies should be more willing to listen to comments and concerns of refugees.

D. ESL, education, health

- 2660 The program to help us learn English and go to school is great.
- 2001 I hope to get more assistance to learn more English. Since my English is very poor, it's hard for me to get the job that I like.
- 0962 There should be more ESL programs that focus on pronunciation.
- 1662 ESL program is poor in Red Deer.
- 3112 I only need more English classes. I want to work. I am a hard worker but I need to talk and read very well.
- 0161 We need better English classes.
- 0050 English classes are so simple we do not benefit at that level.
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- 0301 English classes for immigrants are very poor.
- 0141 Language teachers should speak both languages. One teacher at the college was very good.
- 3170 Speaking English is very important for me and I'll try my best.
- 0431 Also English is very hard for me.
- 0931 My teacher wouldn't give me my certificate because I was an Arab Muslim. I only missed 2 days of class because I was moving apartment and she said if I didn't come to class I wouldn't get my certificate. I went the next day even though I was feeling ill and I finished the course and passed all the required exams but I still didn't receive a certificate. Because of her refuse to get a job in Canada.
- 1901 I hope I have good conditions to continue my studies, head into university and have the chance to serve the community later.
- 1062 I applied to SAIT to take accounting courses, but they never phoned back to tell me when to write the exam. It seems like they don't want newcomers to succeed and do well in Canada.
- 0271 As a newcomer, I want to get ahead with my education. But because I have to pass the TOEFL in order to get into university, I feel that it is a hurdle.
- 2051 University is well organized.
- 0350 I had a big dream and pictures of Canada; but I am being more realistic now. People here especially at schools and settlement agencies need to always encourage refugees to try everything whether it's school or work. I was told that I would not be able to complete any degree and should just get a job. I didn't listen to the counsellor and after one year, for my classes, I was the top student.
- 0162 No opportunity for learning language; classes are not good enough. There is not enough information about education or upgrading.
- 0181 We need more study opportunities.
- 2941 More schools and education opportunities.
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- 1432 The immigration authority should think about specific programs for educated professionals, faster, shorter (a year is way too much) - with coop practice in companies.
- 1722 People should take the opportunity to learn English - especially the young.
- 1911 My kids had no schooling in the refugee camp and now they want to put them in their age level grade.
- 1701 We weren't given a choice of what school my kids could attend. They had to go to Catholic school. We aren't religious. My daughter got scolded for not being baptized. There was peer pressure from school friends for her to have her first communion.
- 0251 I don't like that you have to pay for children's education.
- 2182 However, kids have enough chances to get good education, to make something of their lives, and I like that.
- 0962 Welfare benefits should be limited with dollars being spent on programs.
- 0921 Two of my children have had surgery in Canada; one needs another surgery. We were told we would have this done last summer but this has not been done yet.
- 2291 Having in mind that we knew Canada was a multicultural country we didn't expect any kind of discrimination. We are disappointed. We have not been treated as other Canadians. My experience with doctors in Edmonton is very bad. I wouldn't expect such things happening here. Being unable to get medical help here in Edmonton I was forced to go to Toronto to prove my concerns about health. My doctor here in Edmonton didn't refer me to a specialist so I went to Toronto, got examined by another doctor and come back with a proof that I was sick. Three weeks ago I had a surgery - my condition was pre-cancerous, but doctors were are not concerned about their patients.
- 1201 Health care: family doctor is not what I need; if I need a specialist family doctor does not let me do that; expensive medicines.
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4. Employment

A. General comments

- 2141 This is a nice country. But, as I have said, there should be more security for working people. It sometimes seems to me that they don't want you to make a start.
- 1231 Everything is so unstable - jobs, life, cannot plan. If I plan, I have to be afraid all my life (mortgage, loans, jobs).
- 3191 The hard time it was when I didn't have a job. I am happy now; I have a job.
- 0801 I'd like a new job because in my country I never painted.
- 1712 No demand for that occupation.
- 1801 I want to stress the importance of work, to put people to work as soon as possible.
- 1812 To help us more in finding a job.
- 2351 I hope that I can find a job and wish Canadians would give me a chance to show them I can do the job.

B. Recognition of credentials/experience

- 0941 How to start a job in a profession without school; for diplomas to be recognized.
- 1780 When I applied for jobs here, on my resume it says I am a doctor. Then nobody will hire me. They tell me to go to the hospital. I had to take it off my resume that I am a doctor. I wrote that I cleaned the hospital, then the lodge gave me a cleaning job. I feel humiliated and depressed. All my years of education mean nothing at all in this country.
- 1160 I would like to put a stress on diploma recognition / credit problem. I can't believe that experience of some engineer or doctor from my country is that worthless.
- 1061 It is unfair that people who have professional degrees come to Canada and are not assisted in pursuing their profession. It is also unfair that people who are illiterate in Canada get good paying jobs and people that are well educated get only minimum wage positions. The professional associations should have courses for newcomers to prepare them for APEGGA exams. I applied to SAIT to do a diploma in engineering and was told I could not do a

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- diploma in a certain field of engineering because I already have a degree in engineering. They said I should do something else, so I did hairdressing and because I had an exam at the same time as the APEGGA exam I then asked APEGGA if I could write the exam at a later date. They have not yet gotten back to me. It seems they don't want me to become an engineer and be successful in Canada.
- 1221 Lots of people come with experience and diplomas. Here, everybody asks for Canadian experiences - we can't have that when we came.
- 1361 People with education coming from my country should work better jobs than they are doing now (diplomas to be recognized).
- 1363 I think it's absolutely disgraceful for this country to waste so many excellent professionals by thwarting them in all possible ways.
- 1431 When Canadian Government let people come it takes care specific needs of people (people with education and experience should work in their profession) - it's frustrating. If that is not possible, then let them stay where they were.
- 1992 Government should take better care of professional people with higher education, work experience from home country is not appreciated. Other than that, people who want to come to Canada should come very young.
- 2671 Problem: newcomers search for job - the question of Canadian experience - newcomers cannot have Canadian experience. Experience is experience – it's the same all over the world.
- 2271 Canada should accept people who have had a good education in their country and help them to work in that profession here. The USA is doing that.
- 2561 They should have better programs for those who are highly qualified.
- 3042 Provide jobs so refugees can work and pay taxes; recognize our past educational backgrounds; give us help to start small businesses.
- 3051 Acknowledge and recognize education from our own countries.
- 3032 If someone could help me find a job in Grande Prairie I would move back there because I think Grande Prairie was a
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- small and nice community. I made some friends when I was there. Here, in Ontario I don't belong anywhere.
- 3161 Make a system that will value education from other countries, use these people they have something valuable to offer.
- 3162 Not recognizing our professional studies from back home; it's taking a long time to translate our papers and tell us where we are; I want to be a lawyer in this country, this is who I am.
- 0390 Wants to know why it's so difficult to get certificate - approved/qualified. They should provide an exam to test what people know - it is the judge.
- 0462 Issue about work experience and education from other countries very important to newcomers to Canada.
- 0482 People who have had good education in their home country as soon as possible should get help to have their credentials assessed so they can work in their chosen field.
- 0663 Very important issue is recognition of our training and diplomas.
- 0750 Problems with recognition papers and documents from home country are making a real trouble for refugees in getting job.
- 2542 To change attitude against educated people; to accept them as equal.
- 1731 It is too bad that our people with a high education and big experience don't get a chance to show what they know. Our diplomas have no value here.
- 1732 Very disappointed in knowledge of an average Canadian. They know nothing about education and system in other countries. Very disappointed in institutions such as settlement agencies or Immigration Centre. None of them provide some information about how to get recognition.
- 1741 Issue such as not recognizing our education and work experience. Is very important in new life in Canada.
- 1742 Canadian society should change something about issues such as recognizing diplomas and certificates from other countries.
- 1863 Immigrants and refugees should receive more credit for their professions. Their credentials should be recognized.
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- 2781 My expectations for finding a job were too high, so I think something should be done about recognition of our diplomas.
- 2831 This is a very nice country, but there is a problem with jobs. They don't trust our foreign certificates and experience. I see no justification for that.

C. Difficulty finding jobs

- 1342 It is difficult for jobs. We need help to start business.
- 0040 Jobs - we want to work and need help to get good jobs in Canada.
- 0301 Very bad experience with Employment Centre.
- 0151 There are few job choices here. We were not given information about student loan options. We were treated as if we knew nothing. There is immense pressure to work at Lakeside Meat Packing Plant, which is a place that Canadians do not want to work in.
- 0302 Not enough help in job seeking.
- 0162 It is hard to find a decent job for a woman. Money I got for this interview is the money I got the easiest way.
- 2681 Help us get job, recognize and let me upgrade my education.

D. Job training and work experience

- 2312 Volunteer job experience program - she cooked in a kitchen of a restaurant and washed vegetables in cold working condition - became ill from doing this for two weeks. This did not help her to find a job.
- 1110 Should improve job training service; I am very dissatisfied with that service.
- 1642 In my opinion some job-training programs are useless and job-training counsellors are inadequate but everything else related to services and help from settlement agencies was okay.

5. Private sponsorship

- 1022 One out of 5 sponsors helped us out a little bit and showed up at the airport, the others just said they'd be our sponsor so they could get some of our money. It was very degrading to beg for sponsors just to come to Canada. It was the worst experience.
- 1511 Private sponsors should help refugees more. Rent and a bit of money for food is not enough.
- 1780 Church sponsors need to take better care of the refugees they are sponsoring. They only pay my rent. How am I supposed to eat and have clothes for myself? Social services can't even support me properly because I am single. I am still learning English.

6. Discrimination and racism

- 0451 There are too many issues that make our adjustment to Canada harder and slower such as discrimination.
- 3132 The experience with a friend of our building manager is the only bad experience that we have had in Canada, The only discrimination that we have ever experienced in Canada. On the other hand, we have very positive experience with teachers in schools; they are very helpful.
- 1110 Discrimination exists in field of job search. Canadians are always privileged.
- 0050 People here are afraid of Iraqis and won't hire us.
- 0141 Here we are treated like we come from a country with no electricity. They think we come from a jungle.
- 1701 There was a fire in the apartment building where we live and no one has come to clean it up as we are 'low budget' tenants, refugees, etc. And no one cares. I feel discriminated - lower quality of life.
- 1863 I was told that I couldn't finish school because I was 19. This is discrimination. I had to start working because I couldn't get into college.
- 1252 There is an age discrimination. Very upset with problem of aging, getting older. I think that Canadians are taking advantage of young people, and as old people they don't need more even if they had been working for 15 years. That is discrimination. Would that mean that I am not good to be hired because I am not very young?

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| 1261 | I feel I am too old to find a job. |
| 1822 | Older people have hard time here - talking about find a job, younger people get a job easier. |
| 2693 | Older people should get some pension, earlier than determined [by Canadian law] right now. There should be no discrimination or racism because there's a place for everyone here. |
| 0191 | There should be more human rights because discrimination is the same thing as making someone die a slow death. The government treats refugees like a business. After the first year they get all their money back. |

7. Gratitude

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| 2481 | I'm very thankful to Canada for being here. |
| 0082 | I want to thank the Government that I could come to Canada. |
| 0131 | Before coming, I thought we would be forced to stay in Canada and be treated like a slave. Now I know we can leave and go to other cities. |
| 0211 | I feel very thankful for the opportunity I got here for the peace we have here. I regret that we didn't make (my first country) things the way Canada does. |
| 0500 | Feel free here - highly consider Canadian services - no one is concerned about my life. |
| 0202 | I'm very thankful to Canadian Government that it accepted us for coming here. Community Employment Services helped me a lot. I'm very satisfied with working environment in my work place (Walmart). Saamis is very good organization. They helped me a lot. |
| 1284 | Canada is a good place for women to live. |
| 1482 | I'm happy about being here and I'd like to help newcomers that are coming here because I believe that to find true happiness is to help others. |
| 1662 | I'm happy here - thanks. |
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- 1723 I love Canada, I love the culture, the people. Canada is a good country.
- 1752 We are thankful to Canada for giving us a chance to come here.
- 1850 I'm very happy to be here!
- 2213 It's nice of Canada to accept people and help them.
- 1720 I have a nice experience here in Canada.
- 3101 I feel that Canada is the best place for immigrants and refugees.
- 0781 I wish to thank the government for everything they gave us.
- 0782 No. I only wish to thank Canada for accepting us with open heart. I will never forget it.
- 1052 I wish to thank the government sponsoring us.
- 1270 The Canadian government has done a good job.
- 2220 Thank them for having me here. I hope I'll get an opportunity to prove that I am a good citizen.
- 2331 I want to thank the CSS for their help.
- 2522 I'm very happy to be here.
- 2703 Nothing, I am happy to be here.
- 2631 We are very happy to be here.
- 2571 I'm very happy in Canada.
- 2631 We are thankful to Canadian government for it!
- 2772 I'm grateful to Canadian government for letting us come here and for supporting us.
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2782 Canada is the best place, country on the world. I'm very grateful to Canadian government for what they did for us.

8. Money

1251 The government is decreasing funding for refugees - I am worried about that - the money should be increased.

2260 It was quite hard to survive through the first year with \$395 a month.

2352 I hope the government could give me a little more money. It's hard for a woman of my age (or any age) to survive on \$450 a month.

0841 Allowance given to refugees, especially those with families, needs to be increased. A flat of pop cost \$2.99 in 1993 and now it costs \$5.99 - cost of groceries and overall living is higher, but support money given to refugees remains the same.

0900 When people move to Canada as refugees they need help and the money they get for one year is not enough to support 1 person/family. Everything is very expensive here but the support money remains the same.

0951 Need to increase money to refugees - Alberta is oil rich yet the refugees have to struggle when they come here. Money given is decreased and cost of living increased.

0952 Money given to refugees needs to be increased, as do social service or welfare benefits. The prices for food and living have increased but the money received remains the same or is decreased.

1512 Increase money given to refugees - the cost of living is high.

0462 Amount of money given to refugees for a year is not enough for families.

0040 We need more money to get started.

2381 I miss my family from back home and am worried about my financial situation.

2382 To increase wages and cut back the administration.

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| 0422 | Better wages - this is enough just for surviving. I will lose my health for nothing. People deserve better wages. |
| 0451 | Many issues that make our adjustment to Canada harder and slower such as lack of understanding in Canadian income tax system; travel loan money misunderstanding on relationship between Ottawa (Revenue Canada) and newcomers about paying back travel loan. |

9. Life in Canada

A. Relationships/contact with Canadians

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| 2301 | I would like to tell Canadians that multicultural society is very important and they should not undervalue that. |
| 2111 | I would like to stress that people here should really accept us with open heart. People like us really need home. |
| 1721 | People need to be sensitive to refugee needs and experience. They have been through so much and the smallest comment could harm their confidence and self-esteem. Be patient, understanding and considerate. |
| 2182 | Canadians should give us a chance to show what we know. |
| 2302 | I would tell Canadians to accept more about different countries. I am telling about Canadians in general. |
| 0181 | All people in Canada should help each other and be one united group. |
| 3142 | It's very important to make friends with Canadians. |
| 2501 | Canadian family volunteer will be very helpful. |
| 3062 | Being in a small town first makes it easier to become familiar with Canadian way of life - people can be more helpful. |
| 1501 | People coming to Canada should have contact with people who speak the same language - to reassure and comfort. |

B. Comments regarding success in Canada

- 2722 I found the place to live!
- 1283 It wasn't that easy to settle down into Canadian society at first.
- 2361 I overlooked what it feels to be alone with no relatives to turn to.
- 0081 When I came people here did not know how to help refugees, but it is better now, e.g., I had to pay for everything in hotel, no help reading menu). I am glad it is better now.
- 3191 The hard time it was when I didn't have a job. I am happy now; I have a job.
- 0172 My expectations about life in Canada were much higher than the reality. However, I'm still very happy with my life now.
- 1071 Everything is possible if you work hard. You have to accept that when you first come here it will be hard but if you are patient and work hard you will get there.
- 3181 I have felt confident about my life since my arrival in Canada. In the refugee camp I was depending on others but now I can support myself and my family. Canada has been very good for us.
- 0382 Canada is better than home country.
- 0710 It's been a good ride.

C. Culture and culture shock

- 2881 We should keep our own cultures but also be part of one large Canadian culture.
- 1481 I would like other people to come in Canada. I'm worried about future for kids - too much freedom. Need more family values - families are suffering - not having time for each other.
- 1263 Too much affection in public. Too many young women having babies (in Canada) and not being married.
- 1264 There are too many single females having sex and babies before they are married. Canadian law doesn't do anything
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about this. Stop smoking and drinking in Canada.

D. Concern for children

- 2771 I'm happy to be here. My children have good opportunities to make something of their lives here.
- 0461 He is especially concerned for children.
- 0431 I don't like the weather, especially in winter -- I'm scared for my children when they have to walk 3-5 blocks. I worry about their safety.
- 0571 After 4 months, 3 a.m. in the morning somebody broke my window (we don't know who and how) - my little kid (4 years old) was hurt - we called police, they came next morning - never found out who did it - I was pregnant then, I could lose my baby due to shock.
- 1711 They don't care of children as children in this society. Are looked at as if they are just obligation rather than necessity or pleasure in life.
- 1741 I think that Canadian society appreciates and respects more having pets than children.

10. Reunification

- 0852 To make it easier for family reunion; to make sponsorship for family members simpler and shorter. Bureaucracy is too slow and not efficient when it comes to sponsorship.
- 1270 Make it easier to bring my family to Canada. It would be good for me and for the government - we would all work.
- 2150 Problems with bringing family over.
- 2561 Help people to reunite with families.
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- 1890 Why do we have so much difficulties when we want to bring any other family members, especially parents?
- 1392 Why are we facing huge problems such as sponsoring for members of our (immediate) family? Whenever we asked for help we never got it.
- 0513 Embassy in Hungary (Canadian) promised me that all family will come with me to Canada. I am still waiting for my son and nobody is helping me to bring him here.
- 0760 Before coming to Canada, my sister and I applied for our mother to come to Canada together as family. We were told that our mother is too old (at that time she was in her late forties). We were told that it would be much easier to sponsor our mother from Canada and that is not true. I feel like deceived. If we had known how difficult it would be for us to bring her here, we wouldn't have come to Canada ever. We wouldn't have left her there.
- 0511 I want my son to be here. He is refugee in Sweden.
- 1600 Try to keep families together and help me to bring my children to Canada.
- 1661 Is there anybody that can help me to bring my sister and her family here?
- 2091 Immigration should make it easier for families to reunite, e.g., I applied to sponsor my husband and children 8 months ago, didn't receive any reply. This is after many years of trying to relocate them. If I had my husband here he could help me with kids.
- 1570 I would suggest that they bring people in as groups so that they can adjust together, instead of alone. That way we can help each other learn.
- 1960 My mom and dad were not able to come with me. Government told me to pick one parent, so I decided to come alone and brought them later. Please, keep families together.
- 1671 Trying to find friends who we knew were in Canada. Went to an immigration agency and Vienna embassy, but they would not help us locate them. Would suggest a service that would contact friends and family through, without breaking any privacy laws.
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11. Other comments

- 0462 It is very good that purpose of this study is to find about the settlement experience of refugees, and I believe that everybody (Canadians and newcomers) will have benefits from this study.
- 0421 Canada - it's not too much to have 100 million people. With 30 million, people could be just farmers. More people - more possibility for expansion.
- 2201 I think that women work too hard here and have no time for family.
- 0521 Feel secure and protected by Canadian government, but not from certain group of people from same or similar cultural background, don't feel secure saying and declaring self as Serbian or Yugoslavian, or speaking Serbo-Croatian language.
- 1460 In Italy they treat refugees poorly. No social or financial support is given.
- 1202 He would like more information about how to secure his pension and other senior support when the time comes.
- 2431 As I have said, give them a chance.
- 2820 People should let time do what it has to do. Don't think the first impression is the only thing you can get here.
- 1771 I would like to stress that people should never give up to depressing feelings or other problems.