

**REFUGEE PROJECT - OPEN-ENDED CODING
ADULT QUESTIONNAIRE**

CITY	City of present residence
01	Calgary
02	Edmonton
03	Red Deer
04	Lethbridge
05	Medicine Hat
06	Grande Prairie
07	Fort McMurray
08	Toronto
09	Vancouver
10	Winnipeg
11	Regina
12	Brooks
13	Hamilton
14	Victoria
88	Other Ontario
89	Other British Columbia
90	Other
97	Don't Know
98	No Response
99	Not Applicable (System Missing)

DESTIN City Destined To

7090	Calgary
7198	Edmonton
7248	Fort McMurray
7282	Grand Prairie
7396	Lethbridge
7440	Medicine Hat
7546	Red Deer

Q4b. For those whose marital status had changed since coming to Canada (“yes” to Q4a), Q4b asked “**How has your marital status changed since you came to Canada?**”

- 1 Married
- 2 Separated
- 3 Divorced
- 4 Widowed
- 9 Not Applicable

Q6. What language did you first learn as a child?

- 01 English
- 02 French
- 97 Bosnian
- 98 Croatian
- 99 Serbian
- 101 Russian
- 102 Armenian
- 106 Ukranian
- 109 Serbo-Croatian
- 110 Slovenian
- 111 Macedonian
- 112 Hungarian
- 113 Czech
- 114 Slovak
- 115 Polish
- 116 German
- 119 Albanian
- 120 Spanish
- 122 Portuguese
- 123 Italian
- 130 Greek
- 131 Turkish
- 142 Danish
- 160 Bemba
- 161 Tigrina
- 181 Fukinese
- 199 Other European
- 201 Swahili
- 204 Other African
- 209 Somali
- 218 Oromo
- 223 Farsi
- 250 Arabic
- 251 Persian

252	Kurdish
254	Amharic
255	Assyrian
256	Chaldean
259	Other Middle East
303	Chinese
300	Cantonese
303	Japanese
306	Vietnamese
307	Thai
308	Burmese
312	Laotian
319	Other South East Asian
321	Hindi
325	Urdu
326	Pushtu
329	Pashei
401	Other Western Hemisphere
991	Other
997	Don't Know
998	No Response
999	Not Applicable

Q7b. Q7a asked “Do you speak any other languages?”

- Those who answered “yes” were asked (Q7b) “What languages?”

USE SAME CODES AS FOR Q6

Q8. What language do you speak most often at home?

USE SAME CODES AS FOR Q6

Q9. What language to your children most often speak at home?

USE SAME CODES AS FOR Q6

Q10. What is your ethnic origin (*cultural heritage*)?

- 34 Salvadoran
- 35 Nicaraguan
- 36 Guatemalan
- 38 Central & South American nie
- 45 African nie
- 66 Hungarian
- 69 Slovak
- 72 Albanian
- 74 Croatian
- 76 Serbian
- 77 Slovene
- 78 Yugoslav/Bosnian
- 85 Spanish
- 94 Middle East Arab nie
- 99 Afghan
- 100 Kurd
- 116 Vietnamese
- 132 Muslim
- 140 Ismaili
- 141 Serbo-Croatian
- 142 Iraqi
- 149 Ethiopian
- 151 Somali
- 162 Eritrian
- 170 South Asian nie
- 214 Ukranian
- 215 Chinese
- 218 Polish
- 301 Arab
- 997 Don't Know
- 998 No Response

Q11. In what country were your born?

- 07 Scotland
- 11 Austria
- 14 Czechoslovakia
- 16 Slovakia
- 17 Denmark
- 22 France
- 24 Germany
- 25 Greece
- 26 Hungary
- 28 Italy

37	Spain
40	Sweden
43	Croatia
44	Yugoslavia
45	Turkey
46	Serbia
47	Slovenia
48	Bosnia-Hercegovina
49	Armenia
50	Azerbaijan
56	Russia
59	Ukraine
83	Bulgaria
117	Egypt
112	Zambia
132	Kenya
136	Uganda
153	Botswana
154	Burundi
158	Zaire
159	Congo
161	Ethiopia
162	Eritria
182	Somalia
185	Sudan
202	China
204	Hong Kong
205	India
209	Pakistan
223	Iran
224	Iraq
225	Jordan
227	Philippines
242	Malaysia
252	Afghanistan
255	Brunei
256	Kampuchea
267	Thailand
270	Vietnam
461	USA
501	Mexico
542	Costa Rica
543	El Salvador
544	Guatemala
546	Nicaragua

656 Puerto Rico
998 No country considered home
999 No Response

Q17b. Those who had family members accompany them to Canada were asked (Q17b)
“Which family members came to Canada with you?”

17b.5 Sisters/brothers
17b.6 Grandparents
17b.7 Grandchildren
17b.8 In-laws
17b.9 Aunts/Uncles
17b.10 Nieces/Nephews
17b.11 Cousins
17b.12 Other relatives (Not Specified)
91 Unspecified Number
97 Don't know
98 No response
99 Not Applicable

Q25b. Q25a asked **“NOT COUNTING THE PEOPLE WHO LIVE IN THIS HOUSEHOLD, do you have other family members living in (name current city) now?”**

- Respondents who answered yes were asked (Q25b) **“Who are the other family members living in the same or current city/town?”**

25b.7 Wife/Husband/Fiance
25b.8 Parents
25b.9 Grandchildren
25b.10 Nieces/Nephews
25b.11 Cousins
25b.12 Other relatives (Not Specified)
91 Unspecified Number
97 Don't know
98 No response
99 Not Applicable

Q27a. What is the highest level of education that you finished before coming to Canada?

- 01 No Schooling
- 02 Elementary (grades 1-6) - Incomplete/complete
- 03 Junior High (grades 7-9) - Incomplete/complete
- 04 Senior High (grades 10-11) - Incomplete
- 05 Senior High (grade 12) - Complete
- 06 Non-University - Incomplete (vocational/technical/nursing schools)
- 07 Non-University - Complete (vocational/technical/nursing schools)
- 08 University - Incomplete
- 09 University - Diploma/Certificate (hygienists)
- 10 University - Bachelor's Degree
- 11 University - Professional Degree (vets/drs/dentists/lawyers)
- 12 University - Master's Degree
- 13 University - Doctorate
- 90 Other response
- 97 Don't know
- 98 No response
- 99 Not applicable

Q28e. 1-28e.3 What was the name of the school (agency) where you took the ESL/LINC?

- 01 High School/School/Adult School
- 02 Viscount Bennett School
- 03 George McCillop School
- 04 Grandin School
- 05 Sacred Heart School
- 06 South School
- 07 Victoria School
- 08 Delmar School
- 10 Technical College/Institute of Technology
- 11 NAIT
- 12 SAIT
- 20 Community College
- 21 Medicine Hat Community College
- 22 Lethbridge Community College
- 23 Columbia Community College
- 24 Keyano College
- 25 King Edward College
- 26 Red Deer College
- 27 Mount Royal College
- 28 AVC/Bow Valley College
- 29 Grant McEwan College

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- 30 University
 - 40 English Business Institute
 - 41 Academy of Learning/Canadian Learning Centre
 - 42 H & R Block/Insurance
 - 43 Maple Leaf Academy
 - 44 Driving School
 - 50 Canada Employment/Community Employment Services
 - 51 Catholic Social Services
 - 52 Calgary Catholic Immigrant Society
 - 53 Immigration Centre/Reading Network (Grande Prairie)
 - 54 Lethbridge Immigrant Services Agency
 - 55 Red Deer Immigrant Services: CSS/CARE/500 Gaetz
 - 56 Saamis Immigration
 - 57 Calgary Immigrant Women's Association
 - 58 YWCA
 - 60 Mennonite Centre for Newcomers
 - 61 Flexible Learning Systems
 - 62 Connections Canada (New Home Connections)
 - 63 Annex
 - 70 On the Job training/through employer/private tutor
 - 71 Outside of Alberta
 - 72 Don't remember name
 - 90 Other
 - 97 Don't Know
 - 98 No Response
 - 99 Not Applicable

Q29b. Q29a asked “**Have you had any other (*frmal*) education or training in Canada?**”

- Respondents who answered “yes” were asked (Q29b) “**What kind of education or training was this? (*describe longest program if more than one*)**”

- 01 Academic upgrading
- 02 English courses (10/20/30/13)
- 03 English as a Second Language (ESL)/Advanced Language Training/Reading Network
- 10 High school - unspecified
- 11 High School - currently enrolled
- 12 High School - completed
- 13 College - unspecified
- 14 College - currently enrolled
- 15 College - completed

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- 16 Technical school - unspecified
17 Technical School - currently enrolled
20 University - unspecified/bachelors degree
21 University - currently enrolled/bachelors degree
22 University - complete/bachelors degree
24 University - currently enrolled - graduate program
25 University - complete - graduate program
30 On the job training/informal training
31 Job finding, search course/Job, work placement/Work experience/
Labour Market Language Training/Entrepreneur course
40 Accounting/Business/Business Administration/Management
41 Tax preparing course/Financial planning/Teller training
42 Insurance course/Real Estate course
43 Legal assistant
50 Engineering (various specialties)
51 Computer courses/Computer programming, analyst/Auto CAD
52 Graphics imaging/Printing/Arts design/Drafting
53 Chemical technology/Electronics technician/Piping, Piping design/Bridging
60 Apprenticeship/Trade/Carpenter/Welder/Meat processing
61 Driver's education/Class 1 License
62 Safety programs(WHMIS/H2S)/CPR/First Aid
70 Psychology/Social Worker
71 Nursing Attendant/Personal Care Attendant/Rehabilitation/
Mental handicapped & disabilities/Crisis prevention
80 Fitness instructor/Sports coach
81 Babysitting/Daycare
82 Hairdresser/Electrolysis/Esthetics/Professional make-up
83 Sewing course
84 Casino dealer/Security course
97 Don't Know
98 No Response
99 Not Applicable

Q29f. Q29a asked “**Have your had any other (*formal*) education or training in Canada?**”

- Those who answered “yes” were asked (Q29f) “**What was the name of the school?**”

USE SAME CODES AS FOR Q28e.1 -28e.3]

Q30b. Q30a asked: “Do you plan to get any further education or training here in Canada?”

- Respondents who answered “Yes” were asked (Q30b) “What kind of education do you plan to get?”

- 01 Academic upgrading
- 02 English/English courses/learn to read and write/ESL
- 10 College
- 11 Technical college, school
- 12 Institute/diploma (unspecified)
- 13 University - undergraduate
- 14 University - graduate studies (Master's, PHD)
- 20 Doctor/medical degree/medicine /etc.
- 21 Nursing
- 22 Dental assistant/lab technician
- 23 Health care aid/paramedic/personal support worker
- 24 Psychologist/Psychiatry/Psychology/Social worker
- 25 Babysitting/Childcare/Daycare
- 26 Hairdressing
- 27 Pharmacist
- 30 Education/Teacher
- 31 Upgrade teaching qualifications
- 32 Teacher's Aide
- 33 Translator/Interpreter
- 40 Lawyer
- 41 Legal assistant
- 42 Accounting
- 43 Business/ Administration/Management/MBA
- 44 Insurance/real estate
- 45 Police academy/Police officer
- 46 Security guard
- 50 CAD/drafting/graphic design/design
- 51 Computer Science/Computer Systems/computer programmer
- 52 Engineering (various specialties)/APPEGA
- 53 Chemical technology/Geology/engineering technologist/metallurgy
- 60 Apprenticeship-unspecified
- 61 Apprenticeship/Mechanical Trades (auto/machinist/millwright)
- 62 Apprenticeship - electrician, plumber, carpenter, welder
- 63 Electronics technician
- 64 Heavy duty equipment operator
- 65 Driver's course/Driving/Class 3 license
- 66 Telecommunications/broadcasting
- 70 Chef/Cook
- 71 Dressmaking/Sewing/Tailor

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- 72 Janitorial services
 - 80 Chance to learn more/more part-time courses
 - 90 Other professions (e.g., economist, pharmacist)
 - 97 Don't Know
 - 98 No Response
 - 99 Not Applicable

Q31a.1-31a.4. [CREATE ONE VARIABLE: if multiple responses, code the highest level of education]

- Q31a asked “**What level of education do you want each of your children to get?**”

- 01 High School
- 02 Post-secondary
- 03 Highest Level Attainable - Not Specified
- 10 College/technical college, institute
- 11 University - Diploma
- 12 University - Bachelor's Degree (or unspecified)
- 13 University - Professional Degree (vets/doctors/dentists/lawyers)
- 14 University - Master's Degree
- 15 University - Doctorate
- 88 Child(ren)'s choice
- 89 Child(ren) too young
- 90 Other
- 97 Don't Know
- 98 No Response
- 99 Not Applicable

Q31c.1-31c.4. Q31c asked “What kind of job or occupation do you hope each of your children enters?”

- 1 Senior Management Occupations
- 2 Middle and Other Management Occupations
- 3 Professional Occupations in Business and Finance
- 4 Skilled Administrative and Business Occupations
- 5 Clerical Occupations
- 6 Professional Occupations in Natural & Applied Sciences

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- 7 Technical Occupations Related to Natural and Applied Sciences
 - 8 Professional Occupations in Health
 - 9 Technical and Skilled Occupations in Health
 - 10 Assisting Occupations in Support of Health Services
 - 11 Professional Occupations in Social Science, Education, Government Services and Religion
 - 12 Paraprofessional Occupations in Law, Social Sciences, Education & Religion
 - 13 Professional Occupations in Art and Culture
 - 14 Technical and Skilled Occupations in Art, Culture, Recreation & Sport
 - 15 Skilled Sales & Service Occupations
 - 16 Intermediate Sales and Service Occupations
 - 17 Elemental Sales & Service Occupations
 - 18 Trades and Skilled Transport and Equipment Operators
 - 19 Intermediate Occupations in transport, Equipment Operation, Installation & Maintenance
 - 20 Trades Helpers, Construction Labourers & Related Occupations
 - 21 Skilled Occupations in Primary Industry
 - 22 Intermediate Occupations in Primary Industry
 - 23 Labourers in Primary Industry
 - 24 Processing, Manufacturing & Utilities Supervisors & Skilled Operators
 - 25 Processing & Manufacturing Machine Operators & Assemblers
 - 26 Labourers in Processing, Manufacturing and Utilities
 - 88 Don't Know - Any Job
 - 90 Don't Know - Depends on Child
 - 91 Child already works
 - 92 Good job - specific attributes
 - 96 Homemaker
 - 98 Student
 - 99 Not Applicable
 - 0 No Response

Q. 33b For those with occupational training prior to coming to Canada ('yes' to Q. 33a), Q. 33b asked "**What kind of training**" (*type of occupation*)?"

- 01 University degree (occupation unspecified)
- 02 University/college diploma/training (occupation unspecified)
- 03 Secondary technical school diploma/training (occupation unspecified)
- 04 Management/administration
- 05 Accounting/bookkeeping/business school
- 10 Engineer (various specialties)/geologist/metallurgist
- 11 Economist/sociologist/psychologist
- 12 Lawyer/law school/legal training
- 13 Teaching/physical education
- 14 Social work
- 15 Medical school/doctor
- 16 Nursing
- 17 Veterinarian training/pharmacy/chiropractic
- 18 Journalist/photographer
- 30 Lab/medical technician
- 31 Legal assistant
- 32 Waitress/waiter/retail training (various kinds)
- 33 Hairstylist/barber
- 34 Secretary/receptionist/typist
- 40 Trade school/apprenticeship (occupation unspecified)
- 41 Electronics/radio/television technician
- 42 Agricultural/chemical/metal technician
- 43 Drafting/printing/architecture
- 44 Computer training/computer programming
- 45 Plumber/electrician/welder/locksmith
- 46 Machinist/mechanic/automotive technician
- 47 Carpentry/construction
- 48 Seamstress/textiles/textile technician
- 49 Cook
- 50 Police/army/firefighter training
- 51 Transportation (truck driver; heavy equipment)
- 52 Agriculture/fishing/forestry training
- 90 Other types of formal training
- 97 Don't know
- 98 No response
- 99 Not applicable

Q. 33d For those with occupational training prior to coming to Canada ('yes' to Q. 33a), Q. 33c asked "**Have you had any difficulty getting recognition or credit for this training (or credentials) since you came to Canada?**"

- If R answered "have not tried" (code 1 for Q. 33c), she or he was asked Q. 33d: "**Why not?**"

- 01 Too soon to apply/only recently arrived in Canada
- 02 Have applied (and waiting to hear)
- 03 Waiting for papers/credentials to arrive from home country
- 04 Papers/credentials left behind/lost due to war/etc.
- 05 Training not completed before R had to leave home country
- 10 Takes too long/don't want to start over/would need more education
- 11 Not worth it/won't get recognition
- 12 Would need Canadian experience as well
- 13 Too expensive to apply/need \$ now for family/etc.
- 14 Need to improve English before applying
- 15 No time
- 20 No jobs in R's field of work
- 21 Want to change careers anyway
- 22 Found (other type of) job without credentials
- 23 No one asked for papers/credentials
- 30 Family/personal reasons
- 90 Other reasons
- 97 Don't know
- 98 No response
- 99 Not applicable

Q. 33e For those with occupational training prior to coming to Canada ('yes' to Q. 33a), Q. 33c asked "**Have you had any difficulty getting recognition or credit for this training (or credentials) since you came to Canada?**"

- If R answered "yes" (code 3 for Q. 33c), she or he was asked" Q. 33d: "**Tell me about the problems you encountered.**"

- 01 Still waiting to see if credentials approved
- 02 Don't have original credentials/papers - left behind due to war/etc.
- 03 Credentials not recognized (no additional details provided)
- 04 Credentials not recognized by employers
- 05 Credentials not recognized by educational institutions
- 06 Only given partial credit for previous education/credentials downgraded
- 07 Credentials recognized by some (employers/schools) but not others
- 08 Employer/schools can't understand the credentials
- 20 Costs too much/too difficult to get credentials recognized/translated
- 21 Too many requirements from professional association (e.g., APEGGA)
- 22 Need to return to school to get recognition/have to start over

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- 23 Need Canadian experience/residency as well as credentials
 - 24 Useless to try and get recognition
 - 30 Told to go back to school to upgrade/redo training
 - 31 Told not to present higher credentials (e.g., university degree)
 - 32 Told that R would not find employment in field/would not get recognition
 - 40 Credentials OK, but English language problems
 - 41 Job requirements are different here
 - 90 Other reasons
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

Q. 36f For those currently employed ('yes' to Q. 36a), ' Q. 36e asked **"How did you get this job?"**

- 01 Applied/by myself/held job before
- 02 Self-employed/created own job
- 03 Filled in applications
- 04 Cold calls/applied in person
- 05 Distributed resumes
- 06 Newspaper advertisements
- 07 Yellow Pages
- 08 Internet
- 20 Through friends/other members of ethnic community
- 21 Through family members
- 22 Host/sponsor helped find job
- 23 Recommendation/tip from former job/employer
- 24 Networking (no further details provided)
- 30 Through educational/training program
- 31 Through ESL program
- 32 As a result of a job placement/work experience
- 33 Canada Employment Centre
- 34 Other employment centre or agency
- 35 Through social service agency
- 36 Immigration centre
- 37 Through union
- 40 By accident/good luck/being in the right place
- 90 Other reasons
- 97 Don't know
- 98 No response
- 99 Not applicable

Q. 36j For currently employed ('yes' to Q. 36a), ' Q. 36i asked "are you over-qualified for the job you have now?"

- If R answered "yes" (code 2 for Q. 36i), she or he was asked (Q. 36j) **"Please tell me why you feel you are over-qualified for the job you have now."**

- 01 R has more education/credentials than job requires
- 02 Co-workers are much less educated/non-literate
- 03 No qualifications required/anyone can work there
- 04 Current job is temporary/summer/student job
- 05 Current job is not in R's field
- 10 R has more skills/knowledge than this job requires
- 11 R works harder/faster/better than others in same job
- 12 Could do better, but English is holding R back
- 20 Had much more responsibility/status in job in home country
- 21 Want better job/higher pay/more responsibility
- 40 Current job is actually OK/don't feel over-qualified
- 90 Other reasons
- 97 Don't know
- 98 No response
- 99 Not applicable

Q. 37c For those currently unemployed ('yes' to Q. 37a), ' Q. 37c asked **"Why do you think it is difficult to find a job?"**

- 01 No jobs (no further details provided)
- 02 Hard to find job in area of training/skill; over-qualified
- 10 English language problems
- 11 Lack of Canadian experience
- 12 Don't have Canadian credentials
- 13 Don't have network/connections/knowledge needed to find jobs
- 20 Discrimination against refugees/immigrants/non-Canadians
- 21 Too old
- 30 Family reasons (e.g., childcare)
- 90 Other reasons
- 97 Don't know
- 98 No response
- 99 Not applicable

Q40 Asked of all respondents, except those who are retired - **“People want jobs for different reasons. For you, what is the most important thing about having a job here in Canada? Anything else?”**

- 01 Make money
- 02 Money to send to family in home country
- 03 Money to sponsor other family members
- 04 Money to travel to home country
- 05 To survive/live/pay bills/to exist/make a living
- 06 To buy house/car/to get ahead/to be successful
- 07 Employment benefits (e.g., health care)
- 08 To take care of family/children
- 09 Money to send children to school
- 10 For secure future/retirement/savings
- 11 Don't want to be on social assistance
- 12 Independence
- 20 Personal satisfaction/human need to work/like to work
- 21 A chance to learn/gain experience
- 22 Like specific occupation
- 23 To keep busy/accustomed to work
- 24 Chance to be creative/make something out of my life/self-improvement
- 25 To help people/be useful/improve society
- 26 To meet people
- 27 To learn English
- 90 Other reasons
- 97 Don't know
- 98 No response
- 99 Not applicable

Q41 Asked of respondents no longer living in the community to which they were initially sent: **“You said earlier that when you came to Canada, you were first sent to _____ (name of first city in Canada). Why did you leave _____ (name of first city)?” [PROBE]**

- 01 Never actually went to 1st city
- 02 Prefer/accustomed to living in larger city
- 03 Prefer/accustomed to living in smaller community
- 04 People are not as welcoming in smaller city
- 05 People are/life is too impersonal in larger city
- 10 Not satisfied with settlement agencies in 1st city
- 11 Not satisfied with education system in 1st city
- 12 Not satisfied with health care system in 1st city
- 13 Not satisfied with transportation system in 1st city
- 14 Not satisfied with housing quality/costs in 1st city

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- 15 High cost of living in 1st city
 - 16 No jobs/poor jobs/low-paying/part time jobs in 1st city for R
 - 17 No jobs/poor jobs/low-paying jobs in 1st city for other family members
 - 18 Did not like climate in 1st city
 - 19 No one/few people from home country in 1st city/felt lonely
 - 20 Few/no opportunities in 1st city
 - 21 Few/no opportunities for children in 1st city
 - 22 Not satisfied with Immigration Officers/Agencies
 - 30 Immigration officials/sponsors suggested moving to 2nd city
 - 31 Friends/others from ethnic community in 2nd city
 - 32 Family member(s) already in 2nd city
 - 33 Found job/better job in 2nd city
 - 34 Cheaper/better housing in 2nd city
 - 35 More opportunities (unspecified) for children in 2nd city
 - 36 More opportunities for ESL in 2nd city
 - 37 R or other family member(s) wanted to attend university/college
 - 38 Better quality of life in 2nd city
 - 39 More job opportunities in 2nd city
 - 90 Other reasons
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

Q43B Q. 43 asked “**Did anyone else in your family want to stay in (first community)?**”

- Those who answered “yes” were asked (Q43b) “**Why?**”

- 01 Did not want to leave friends
- 02 Liked size of original city
- 03 Like original city
- 04 Enrolled in educational institution in original city
- 05 Had employment in original city
- 10 Had to adjust to new city
- 97 Don't know
- 98 No response
- 99 Not applicable

Q. 48c Q48 asked “**Do you still use any of the settlement agency services in this community?**”

- Those who responded “Yes” were asked (Q48c) “**What services to you still use?**”

- 01 Application for Canadian Citizenship
- 02 Filling out forms/photocopying

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- 03 Sponsorship of family members
 - 04 Courses: ESL/upgrading/occupational training
 - 05 Translation/interpretation
 - 06 Health services
 - 07 Personal counselling
 - 08 Banking
 - 09 Transportation
 - 10 Employment services/seeking employment/resume writing
 - 11 Money
 - 12 Legal assistance
 - 13 Help with children's school
 - 20 Unspecified assistance from refugee serving agency
 - 90 Other
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

Q49b Q49a asked “**Thinking back over your settlement experiences in Canada, are there any services that YOU DID NOT GET that would have been helpful?**”

- If R answered “yes” (Q49a), she or he was asked: “**What would have been helpful?**” [PROBE]

- 01 Everything/did not get any help/etc.
- 02 Better treatment by CIC/settlement agencies/personnel
- 03 Destination communities chosen on the basis of occupational shortages
- 04 Orientation re. values of Canadian society/how to live here
- 05 Orientation/information about specific community
- 06 Introduction to Canadians/host family (to make friends/get advice)
- 07 Social activities
- 10 Job search/job training assistance/computer training
- 12 Financial assistance
- 13 Housing assistance
- 14 Educational/ESL assistance
- 15 Clothing
- 16 Transportation assistance (e.g., bus passes)
- 17 Translation assistance
- 18 Assistance in getting educational/professional credentials assessed/recognized
- 19 Assistance re. financial matters (e.g., banking, income tax)
- 30 Information services (general)
- 31 Information about services provided in own language
- 32 Information about opportunities in different communities
- 33 Information about legal system/human rights laws/etc.
- 34 Information/advice on sponsoring family members

- 35 Information about access to/costs of education/training/apprenticeships
 36 Information about health/pharmacy services
 40 Healthcare
 41 Dental services
 42 Social work/counseling services
 43 Daycare services
 90 Other services
 97 Don't know
 98 No response
 99 Not applicable

Q56b and Q56c Q56a asked: **“Do you think that newcomers to Canada (refugees and other immigrants) should have to pay for ESL/LINC training?”**

- Those who answered “no” (code 1 for Q56a) were asked **“Why not?”** (Q56b) and those who answered “yes” (code 2 for Q56a) were asked **“Why?”** (Q56c)
- 01 NO: No money/can't afford to pay
 02 NO: Government's responsibility to pay
 03 NO: In government's best interest for newcomers to learn English/
 English is essential
 04 NO: Newcomers bring other things of value to Canada
 05 NO: Newcomers will pay it back later through taxes
 06 NO: Education is free for Canadians - why not ESL?
 07 NO: Necessary for integration into society
 10 YES: Newcomers should pay only if they can afford it
 11 YES: Newcomers should only pay part of the costs
 12 YES: Newcomers should pay - they benefit
 13 YES: Canada is the only country where you don't pay for such training
 90 Other answers
 97 Don't know
 98 No response

Q60b and Q60c Q60a asked: **“Right now, the government or private sponsors are responsible for settlement costs for the first year a refugee is in Canada. Do you think refugees should receive financial assistance for longer than a year?”**

- Respondents who answered “no” were asked **“why not?”** (Q60b) while those who answered “yes” were asked **“why?”** (Q60c)
- 01 One year is long enough (no further explanation)
 02 One year is long enough to find a job
 03 One year is long enough to learn English

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- 04 One year is long enough to adjust/settle/get established in Canada
05 One year is long enough to find a job and learn English/adjust
10 \$ for more than one year would spoil people/no incentive to look for work
11 You can get social assistance after a year
12 Even if they paid for longer, you can't live on what you get
13 \$ received is not enough
20 Should pay longer for the sick/disabled
21 Should pay longer for single parents/elderly
22 Should pay longer if you can't find a job
23 Should pay longer for those who have trouble learning English/are not literate
24 Should pay longer if you are continuing in school
25 Should pay longer if you come from a very different kind of country
26 Should pay longer if needed (no explanation)
30 One year is not long enough (no further explanation)
31 One year is not long enough to find a job/become financially stable
32 One year is not long enough to learn English
33 One year is not long enough to adjust to Canada
34 One year is not long enough to find a job and learn English/adjust
35 One year is not long enough if profession/education/experience is not recognized
36 One year is not long enough for families
90 Other responses (one year is enough)
91 Other responses (one year is not enough)
97 Don't know
98 No response
99 Not applicable

Q64 What would you say is the BEST THING about living here? [PROBE]

- 01 Jobs/employment opportunities/strong economy
02 Low cost of living/cheap to live here/low taxes
03 Good/affordable housing
04 Good public transportation
05 Good shopping
06 Lots of cultural events
07 Lots of leisure/recreational activities
08 Educational opportunities/good schools/chance to learn English
09 Good health care system
10 Good life/good opportunities in general
20 Good/kind/welcoming/friendly people
21 People don't bother you/leave you alone
22 Friends live here
23 Family/relatives live here
24 Others from ethnic community live here
25 Good place for children

-
- 26 Good place for seniors
 - 30 Nice/attractive/beautiful/clean/new city/little pollution
 - 31 Parks/nature/close to mountains
 - 32 Good climate/weather
 - 40 Democracy/freedom/no political unrest/peace/independence
 - 41 No wars or famine/won't starve here
 - 42 Multicultural/don't feel like a foreigner/no racism or discrimination/tolerance
 - 43 Safe city/little crime/security/good police
 - 50 Everything you need is here/city is well organized
 - 51 Cosmopolitan city/full of life/vibrant
 - 52 City reminds R of home community/European cities
 - 53 Small/quiet/peaceful /not crowded/not stressful/easy to get around
 - 60 Everything/I like everything
 - 61 Nothing
 - 90 Other responses
 - 97 Don't know
 - 98 No response

Q65 What would you say is the WORST THING about living here? [PROBE]

- 01 Not enough jobs/employment opportunities/low-paying jobs/no job security
- 02 Not enough jobs/good jobs for women
- 03 High cost of living/high taxes
- 04 High cost/poor quality of housing
- 05 Poor public transportation system
- 06 Poor/limited shopping
- 07 Few/no cultural events
- 08 Not enough leisure/recreational activities
- 09 Not enough educational opportunities/high cost of education/few chances to learn English
- 10 Poor quality of healthy care system
- 11 Inability to speak English/poor English
- 20 People are not friendly/welcoming/considerate
- 21 Being away from friends
- 22 Being away from family/children/relatives
- 23 No one from same ethnic community/no mosque
- 24 Miss home country/community/culture
- 25 Not enough social activity/time for family
- 26 No place of worship in community (mosque/church)
- 30 Pollution/dirty
- 31 Climate (unspecified)
- 32 Climate (winter; cold)
- 33 Climate (too windy)
- 34 Geography (e.g., flat land; middle of nowhere; too spread out)

-
- 40 Government officials/agencies are not helpful/errors in system
 41 Discrimination/racial tension
 42 Conflict between ethnic communities
 43 Crime/not safe/drugs/prostitution/gambling
 44 High level of alcohol use/rowdiness/young people out of control
 50 Not cosmopolitan enough/no people in the streets/city closes down
 51 Boring/dead/isolated/nothing going on/community is too small
 52 City is too large/crowded/too much traffic
 53 Cultural shock (e.g., “cowboy mentality”; open displays of affection;
 children have too much freedom; unmarried mothers)
 54 Distance/too much time spent getting around
 60 Everything is bad
 61 Nothing is bad/everything is good
 90 Other responses
 97 Don’t know
 98 No response

Q. 67 Q66 asked “How long do you plan to live in this city?”

- Those who answered “less than five years” were asked (Q. 67) “**Why do you think you will move somewhere else?**”

- 01 Employment/better employment
 02 Educational opportunities for self/spouse/children
 03 Change of climate
 04 To be closer to family/friends
 05 To return to country of origin
 06 For affordable housing
 10 Don’t like present location
 11 Present location too small
 12 Present location too large
 13 For a change/better opportunities/better living
 90 Other
 97 Don’t know
 98 No response
 99 Not applicable

Q71b 71b Asked of all respondents who follow the news from their home country. -
 “How do you find out what is happening?”

-
- 01 Media (unspecified)
 - 02 Newspapers/magazines (source unspecified)
 - 03 Newspapers/magazines from Canada/USA
 - 04 Newspapers/magazines from ethnic community
 - 05 Newspapers/magazines from home country
 - 06 Radio
 - 07 Ethnic radio
 - 08 Internet
 - 09 Television
 - 20 Telephone
 - 21 Family members
 - 22 Friends/others in ethnic community
 - 23 Letters from home country
 - 24 Co-workers
 - 25 Teachers/classroom
 - 90 Other sources
 - 91 I don't find out
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

Q76b Q76 asked “**Do you follow what is happening in the news HERE IN CANADA? (political/economic issues)**”

- Those who answered ‘yes’ were asked (Q76b) “**How do you find out what is happening?**”

USE SAME CODES AS FOR Q71B

Q77d Q77a asked: “**Since you arrived in Canada, have you ever experienced discrimination or racism?**”

- Respondents who answered “yes” were asked “**How often has this happened?**” (Q77b) and “**Did this racism or discrimination have anything to do with employment?**” (Q77c)
- Those who answered “yes” were asked (Q77d) “**Tell me about it.**”

- 01 Discrimination occurred (no further details provided)
- 02 Discrimination by members of other refugee/ethnic communities
- 03 Subtle discrimination/hard to “pinpoint”
- 04 Lack of understanding
- 05 People think refugees don't want to work

- 10 Comments about “our country”/“your country”
- 11 Comments/beliefs about “taking our jobs”
- 12 Negative comments/beliefs about R’s home country/culture/refugee status
- 30 Avoided/ostracized by coworkers/customers/clients/employers
- 31 Laughed at/mockered/harassed/criticized because of inadequate English
- 32 Overlooked for job/promotion because of inadequate English
- 33 Overlooked for job/promotion because of being a refugee/foreigner/non-white
- 34 Get harder/poor/dirty jobs while Canadians get better jobs
- 35 Educational credentials not accepted
- 36 Not trusted by employers/coworkers/customers/clients
- 37 Paid less/unfairly
- 38 Not considered for jobs/under-represented in
- 90 Other responses
- 96 “Don’t want to talk about it”
- 97 Don’t know
- 98 No response
- 99 Not applicable

Q77f Q77a asked: “**Since you arrived in Canada, have you ever experienced discrimination or racism?**”

- Respondents who answered “yes” were asked “**How often has this happened?**” (Q77b), “**Did this racism or discrimination have anything to do with employment?**” (Q77c), and “**Did it have anything to do with housing?**” (Q77e)
- Those who answered “yes” were asked “**Tell me about it.**” (Q77f)

- 01 Problems (unspecified) with landlords/realtors
- 02 Problems (unspecified) with neighbours
- 10 Negative comments from neighbours about R’s home country/culture/
refugee status/language
- 20 Avoided/ostracized by neighbours because of language/ethnicity/refugee status
- 21 Given poor/worst apartments because of language/ethnicity/refugee status
- 22 Turned down for apartment because of language/ethnicity/refugee status
- 23 Less understanding from landlord because of language/ethnicity/refugee status
- 90 Other responses
- 96 “Don’t want to talk about it”
- 97 Don’t know
- 98 No response
- 99 Not applicable

Q77h Q77a asked: “**Since you arrived in Canada, have you ever experienced discrimination or racism?**”

- Respondents who answered “yes” were asked “**How often has this happened?**” (Q77b), “**Did this racism or discrimination have anything to do with employment?**” (Q77c), and “**Did it have anything to do with housing?**” (Q77e), and “**Have you experienced racism or discrimination in other areas?**” (Q77g)

- Those who answered “yes” were asked “**Tell me about it.**” (Q77h)

- 01 Behaviour/comments (unspecified)
- 02 Discriminated against/derided on the basis of religion
- 03 Discriminated against/derided on the basis of colour
- 04 Discriminated against/derided because of English language problems
- 05 Children discriminated against in school
- 10 People don’t talk to you/ignore you/treat you like an outsider
- 11 People are suspicious of you/patronizing
- 12 People don’t want their children to associate with yours
- 14 Attitude of people in agencies/ESL classes - treat you rudely/as illiterate/ignorant/unlikely to succeed/patronize you/etc.
- 15 Attitude of people in stores/banks/etc. - treat you rudely/as illiterate/ignorant/unlikely to succeed/patronize you/etc.
- 16 Told to “go back to your country”/“taking our jobs”/“speak English”/“Canadians are paying for you”/etc.
- 20 Information/services withheld by agencies
- 21 Not served/ignored in stores/by taxi/bus/etc.
- 22 Educational credentials not recognized [*should have been a response to Q. 77d*]
- 23 Paid less/not hired [*should have been a response to Q. 77d*]
- 24 Discriminated against/not trusted by police/security guards
- 30 Violence against respondent/property damaged
- 90 Other responses
- 95 Comments indicating that discrimination did not occur
- 96 “Don’t want to talk about it”
- 97 Don’t know
- 98 No response
- 99 Not applicable

Q78b. Q78 asked “Have you ever felt that being a refugee in Canada GAVE YOU AN ADVANTAGE over other Canadians or immigrants?”

- If R answered ‘yes’, they were asked “Can you give me any example?”

- 01 funded education (ESL/occupational/upgrading)
- 02 financial assistance from government

- 03 assistance from settlement agencies
- 04 assistance from sponsors
- 05 subsidized or funded health services
- 06 people were friendly and helpful
- 07 employment advantages
- 10 brought unique knowledge/skills/education/language/culture
- 11 felt equal to others
- 90 other reasons
- 97 don't know
- 98 no response
- 99 not applicable

Q79b Q79a asked "Do you participate in any SPORTS OR RECREATIONAL ACTIVITIES? (*soccer, bowling, tennis*).

- If respondent answered "yes" he/she was asked "**What kind of sports or recreational activities do you participate in?**"

- 01 Fitness - indoor (Aerobics/Exercise/Gym/Lift Weights/Stationary Bike/ Workout/YMCA/swimming)
- 02 Fitness - outdoor (jogging, running)
- 03 Fitness - unspecified
- 04 Martial arts (karate/kung fu)
- 10 Individual sports (badminton, squash, ping pong, tennis, billiards, boxing, bowling, golf)
- 11 Team sports (basketball, volleyball, soccer, hockey, field hockey, water polo)
- 12 Winter recreation (skating, skiing)
- 13 Sports (unspecified)
- 20 Camping/Fishing
- 21 Walking/Hiking
- 22 Biking/Roller-blading
- 23 Picnics/barbecues/go to the park
- 30 Dances
- 90 Other Activities
- 97 Don't Know
- 98 No Response
- 99 Not Applicable

Q80b Q80a asked "Do you GO OUT FOR OTHER ACTIVITIES such as eating out, going to a bar, going to a concert, or watching your children in sports or school activities?"

- If respondent answered "yes" he/she was asked "**What kinds of activities?**"
- 01 Restaurant/café/coffee places/dine out/eat out

-
- 02 Bar/clubs
 - 03 Dancing
 - 04 Library
 - 05 Church/cultural group activities
 - 10 Visit friends/go to their homes/parties
 - 11 Shopping/go to the mall
 - 12 Watching children/taking them to activities
 - 13 Picnics/Barbecues/to park/to lake
 - 20 Concerts/plays
 - 21 Galleries/museums
 - 22 Movies/cinema/theatre
 - 23 Watching sports
 - 90 Other Activities
 - 91 Going Out - not specified
 - 97 Don't Know
 - 98 No Response
 - 99 Not Applicable

Q81 Q81 asked “**What kind of things do you do at home for recreation or entertainment when you have free time?**”

- 01 Handicrafts/Hobbies-non specific
- 02 Sewing/needlework/knitting/crocheting
- 03 Art/painting/drawing
- 04 Writing/journaling
- 05 Studying/language acquisition/homework
- 06 Reading
- 10 Baking/cooking
- 11 Gardening
- 12 Home repairs/maintenance
- 13 Housework/house cleaning
- 14 Auto repairs/maintenance
- 15 Computer/internet/computer games/video games
- 16 Job searching/planning future
- 20 Eating/drinking
- 21 Resting/sleeping
- 22 Watching television/videos
- 23 Listening to music
- 24 Playing musical instrument
- 25 Time with family/friends
- 26 Games/puzzles
- 27 Talking on phone
- 80 No free time (due to children/job)
- 90 Other things

- 97 Don't know
 98 No Response
 99 Not Applicable

Q82b.1-82b.3 Q82 asked “Do YOU participate in any VOLUNTEER ACTIVITIES in the community or your cultural group (*include voluntary activities for religious organizations, participating on committee boards, etc.*)?”

- If respondent answered “yes” he/she was asked “**What kinds of volunteer activity?**”

- 01 Services to Newcomers (ESL/hosting/driving/integration)
 02 Services to Children (Big Brothers/Sisters)
 03 Emergency Services (Red Cross/Food Bank)
 04 Services to the Disabled
 05 Cultural organizations (Bosnian Club)
 06 Health organizations (hospital, nursing aide, Aids Society)
 07 Services to seniors/senior's organizations
 10 School/daycare events
 11 Community events (dances, concerts, social gatherings)
 12 Church/mosque related activities (Ismaili Community)
 13 Recreational/sports groups
 14 Bingo/Casino/Fundraising
 20 Various types of volunteer work/job experience (e.g., carpentry, cleaning/housework, sewing, office work, kitchen help)
 90 Other Volunteerism
 97 Don't Know
 98 No Response
 99 Not Applicable

Q84b. What kind of place of worship (type of religious organization)?

- 01 Church - Christian denomination unspecified
 02 Church - Protestant (Baptist/United/Anglican)
 03 Church - Roman Catholic (Croatian/Polish/Ukrainian)
 04 Church - Orthodox (Serbian Orthodox)
 05 Kingdom Hall - Jehovah's Witness
 06 Assyrian Eastern Old Church
 07 Bahai Centre
 08 Buddhist Temple
 09 Mosque - Muslim - unspecified
 10 Mosque - Ismaili Muslim (Al Jamatkhana)
 11 Mosque - Shia Muslim (Pakistani)

-
- 12 Mosque - Sunni
 - 20 No place of worship available
 - 21 Have altar at home/Pray at home/Read Bible/Have religious faith but don't go to church
 - 97 Don't Know
 - 98 No Response
 - 99 Not Applicable

Q86b.1-86b.2 Q86a asked: “WHEN YOU FIRST ARRIVED, did you have physical or mental health problems that needed attention?”.

- If respondent answered “yes” he/she was asked: “**What kind of health problems did you have?**”

- 01 Cold/Flu
- 02 Allergies
- 03 Respiratory Problems/Asthma
- 10 Skin /Dermatitis/boils/wounds
- 11 Dental/decay/toothaches
- 12 Eyes/vision
- 13 Hearing
- 20 Back pain/herniated disc
- 21 Broken bones
- 22 Muscles/Ligaments: inflammation/sprains
- 30 Diabetes
- 31 Coronary/irregular heart/hypertension
- 32 Stomach/intestinal
- 40 Headaches
- 41 Insomnia/ties easily/lack of energy
- 42 Psychological/stress/depression/sadness
- 43 Culture/climate shock/adjustment to new country
- 50 Reproductive health
- 51 Pregnancy
- 60 Pain - problem unspecified
- 61 Surgery - unspecified
- 90 Other health problems
- 97 Don't Know
- 98 No Response
- 99 Not Applicable

Q90d.1-90d.2 Q90a asked “Did you talk about these feelings with anyone”

-
- If respondent answered “yes” he/she was asked **“With whom did you talk to about these feelings?”**

- 01 Spouse/partner
- 02 Children - unspecified
- 03 Son
- 04 Daughter
- 05 Parents/in-laws
- 06 Father
- 07 Mother
- 08 Brother
- 09 Sister
- 10 Sibling
- 11 Aunts/Uncles
- 12 Cousins
- 13 Family/Relatives (Not Specified)
- 14 Friends
- 15 Canadian friends
- 16 Friends from same culture
- 17 Boyfriend/girlfriend
- 20 Counselor/Settlement Counselor/Immigration Office, Centre/CIC, CSS/SAAMIS/
- 21 Host family/sponsor
- 22 Social Worker/Social Services/Welfare Services/Agency/Family Centre
- 23 Psychologist/psychiatrist
- 24 Hospital/clinic
- 25 Doctor/nurse
- 26 Government agency/employment office
- 27 Teacher/principal/professor
- 30 Bank/student finance counselor
- 31 Lawyer/police/authorities
- 32 Boss/employer/manager
- 33 Co-worker/colleagues/classmates/roommates
- 34 Labour union
- 35 Teacher
- 36 Religious leader/community
- 37 God
- 38 Neighbours
- 39 Community member/leader
- 50 With whoever I could/can everyone/anyone
- 51 No one/Nobody/Keep it to myself/Try to resolve it myself/Don't have anyone
- 52 Didn't/don't have such (work/health/personal) problems
- 53 Would change jobs
- 90 Other response
- 97 Don't know/No idea/Would find out where to go
- 98 No (second) response

99 Not applicable

Q90g Q90a asked: “**In the first year, how happy or sad did you feel?**”

- Respondents who expressed some degree of sadness were asked “**Did you talk about these feelings with anyone?**” (Q90c) - Those who answered “yes” were asked “**With whom?**” (Q90d) and “**Did it help to talk about these feelings?**” (Q90e) - Those who said “yes” were asked “**Why?**” (Q90g)

01 Helped a bit, but not much
 02 Felt better/more positive talking to someone (unspecified)
 03 Became more relaxed/relieved/less stressed
 04 Helps to share feelings/”get it off your chest”/”out of your system”
 05 Having someone be sympathetic/understanding/supportive
 06 Helps to be able to cry and then get over it
 07 Can start to laugh about it
 10 Hearing from someone else with similar feelings/experiences/opinions
 11 Talking to someone like yourself/support each other
 20 Received useful advice
 21 Received assistance/service/medicine
 22 Invited to get involved in activities/stay busy
 90 Other responses
 95 Comments indicating it DID NOT HELP to talk about it
 97 Don’t know
 98 No response
 99 Not applicable

Q94d.1-94d.2 With whom have you talked to about these feelings?

[USE SAME CODES AS FOR Q 90d]

Q95. 1-95.3 If you had a serious money problem, who could you talk to about it, if you wanted to?

[USE SAME CODES AS FOR Q 90d and Q 94d]

Q96.1-96.3 If you had serious problem with your job, who could you talk to about it, if you wanted?

[USE SAME CODES AS FOR Q 90d, Q 94d, and Q 95d]

Q97.1-97.3 If a serious health problem (for you or your family) came up, who could you talk to about it, if you wanted to?

[USE SAME CODES AS FOR Q 90d, Q 94d, Q 95d, and Q 96d]

Q98.1-98.3 If you had a serious personal problem, who could you talk to about it, if you wanted to?

[USE SAME CODES AS FOR Q 90d, Q 94d, Q 95d, Q 96d and Q 97d]

Q94g Q94a asked: “Overall, how happy or sad have you felt in the past month?”

- Respondents who expressed some degree of sadness were asked “**Have you talked about these feelings with anyone?**” (Q94c) - Those who answered “yes” were asked “**With whom?**” (Q94d) and “**Did it help to talk about these feelings?**” (Q94e) - Those who said “yes” were asked “**Why?**” (Q94g)

USE SAME CODES AS FOR Q90g

105b Q105a asked: “**Have you applied for citizenship, or become a citizen?**”

- Respondents who answered “no” were asked: “**Why not?**”

- 01 not enough money
- 02 have not had time
- 03 have not been here long enough
- 04 no reason/planning to
- 90 other reasons
- 97 don’t know
- 98 no response
- 99 not applicable

Q105c Q105a asked: “**Have you applied for Canadian citizenship, or become a citizen?**”

- Respondents who said “yes” were asked “**Why did you decide to become a Canadian citizen?**”

- 01 Want to be a Canadian/feel Canadian

-
- 02 My home now/will stay here always
 - 03 Free/good/democratic/best country
 - 04 Want to vote/get involved in Canada/have an impact on country
 - 05 Want same rights as other Canadians
 - 06 I like/love/value Canada
 - 10 That's why I/we came here
 - 11 I don't have a home country/need a country/need citizenship
 - 12 Need passport/documents; easier to travel with Canadian citizenship
 - 13 Home country is in turmoil/couldn't stay in home country/
want to forget home country
 - 14 Should take out citizenship if living here/a formality
 - 20 For my children's future/children born here
 - 21 To be more accepted in Canada/not feel like a foreigner
 - 22 More security/safety here
 - 23 Better future/chances for jobs/can start a business/can buy a house
 - 24 Good health care/education system
 - 25 To sponsor family members/relatives
 - 90 Other responses
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

106b Q106a asked: **“Did you take (*are you taking*) a citizenship course?”**

- Respondents who answered “No” were asked (106b) **“Why not?”**

- 01 Didn't need it (no further explanation)
- 02 Did not know about a course
- 03 Course not available in my community
- 04 Did not have time to take a course
- 05 Planning to attend a course
- 10 Self studies from books
- 11 Learned from other outside sources (library/agency/ESL)
- 12 Studies with friends/family
- 90 Other responses
- 97 Don't Know
- 98 No Response
- 99 Not Applicable

106c Q106a asked: **“Did you take (*are you taking*) a citizenship course?”**

- Respondents who answered “Yes” were asked (106c): **“Why?”**

- 01 Part of the program I am enrolled in
- 02 Needed assistance with English translation/understanding
- 03 Wanted to learn more/ do well on exam
- 04 The course if offered through my community
- 05 To study in my first language
- 90 Other responses
- 97 Don't Know
- 98 No Response
- 99 Not Applicable

Q107c Q107a asked: **“Do you plan to become a Canadian citizen in the future?”**

- Respondents who said “yes” were asked (Q107c) **“Why?”**

USE SAME CODES AS FOR Q105c

Q108b Q108a asked: **“Do you think most Canadian-born people value their Canadian citizenship?”**

- Respondents who said “no” were asked (Q108b): **“Why not?”**

- 01 Question repeated (no further comment)
- 02 Younger Canadians don't value their citizenship
- 10 Don't value their freedom
- 11 Don't know how bad things are elsewhere/unaware of what happens elsewhere
- 12 Don't know what it is like to not have a country
- 13 Most take it for granted/don't think about it/were born with it
- 14 Don't appreciate what you don't have to earn/get for free
- 15 Don't express their pride/patriotism/feelings for Canada
- 20 Unaware of Canadian history/culture/politics
- 21 If they did, they would treat the country better/not break the law/not abuse welfare
- 22 Have heard Canadian-born complaining about taxes/politics/weather
- 90 Other responses
- 97 Don't know
- 98 No response
- 99 Not applicable

Q108c Q108a asked: **“Do you think most Canadian-born people value their Canadian citizenship?”**

- Respondents who said “yes” were asked **“Why?”**

-
- 01 They do value it (no further details)
 - 02 They live here/were born here/it's normal to value citizenship
 - 03 Responses about how good Canada is (quality of life/rights/welcoming/etc.), rather than on whether Canadians value their citizenship
 - 04 They should value it, since Canada is a good country
 - 05 They are taught that it is a good country
 - 10 They know Canada is a good country/best in the world/etc.
 - 11 They seem to love their country/take pride in their heritage
 - 12 They seem to appreciate that it is a peaceful/secure country
 - 13 The national anthem (Oh Canada) is important to them
 - 14 Flags are prominent for holidays
 - 15 They emphasize not being Americans
 - 16 They take pride in hockey
 - 90 Other responses
 - 97 Don't know
 - 98 No response
 - 99 Not applicable

Q109b Q109a asked: **“Do you think that the experiences of refugees and immigrants in Canada differ, or are they much the same?”**

- Respondents who thought the two groups had “different experiences” were asked **“How do you think they are different?”** (Q109b)

- 01 Experiences are different (differences unspecified)
- 02 Experiences are different for the first few years only
- 03 Depends on individual differences/case by case/everyone has their own story
- 04 Depends on where you are sent in Canada
- 05 Depends on age on arrival/whether you arrive with family
- 06 Depends on whether other family members already in Canada
- 07 Depends on how people face their problems/deal with their past
- 08 Depends on individuals' ambition/goals/hopes
- 09 Depends on individuals' education/training/occupation/English language ability
- 10 Depends on cultural/religious/national background
- 11 Depends on amount/type of support/sponsorship received in Canada
- 20 Harder for refugees/easier for immigrants (reasons unspecified)
- 21 Immigrants find jobs more easily/better opportunities
- 22 Immigrants can go back to their home country
- 23 Immigrants have their own money on arrival/refugees have no money
- 24 Immigrants have access to more services while refugees have to rely on agencies
- 25 Refugees had no/little choice about leaving home country but immigrants chose
- 26 Refugees did not know what to expect on arrival in Canada
- 27 Refugees come for safety/security while immigrants come for economic reasons
- 28 Refugees may have spent time in refugee camp/suffered more in home country

- 29 Refugees have less choice about where they go in Canada/have to do what the government tells them
- 30 Refugees have more trouble with English language
- 40 Easier for refugees/harder for immigrants (reasons unspecified)
- 41 Refugees get more assistance from government/agencies/sponsors
- 42 Refugees get more assistance in finding jobs/housing
- 43 Refugees have more choices to learn about/appreciate Canada more
- 90 Other responses
- 97 Don't know
- 98 No response
- 99 Not applicable

Q110b Q110a asked: **“What about refugees coming to Canada, as compared to refugees going to other countries like the United States, Australia, or European countries? Do you think their experiences are different or much the same?”**

- Respondents who thought these groups had “different experiences” were asked **“How do you think they are different?”** (Q110b)

- 01 Each country/society is different (no comment on one being better or worse)
- 11 Canada is best for refugees (reasons unspecified)
- 12 Canada is best - better quality of life/less crime/safer
- 13 more/longer support from government
- 14 better health care/education systems
- 15 more choice/opportunities
- 16 quicker/easier citizenship
- 17 less discrimination/racism
- 18 more/better jobs/
- 20 Australia better (only two years to become citizen/free education/better social services/etc.)
- 30 Europe is better (higher standard of living/better social services/more jobs/government assistance for longer/etc.)
- 40 USA is better (more jobs/make more money/education recognized/more government assistance for refugees/etc.)
- 50 Other (unspecified)countries better (less racism/more assistance for refugees/don't restrict entry for health reasons/easier to sponsor family/etc.)
- 90 Other responses
- 97 Don't know
- 98 No response
- 99 Not applicable

Q111 Q111 asked: “**What advice would you give other refugees coming to Canada about how to integrate successfully into Canadian society? Anything else? [PROBE]**”

- 01 Don't come/think twice before coming/go back home (various reasons)
- 02 Canada is a good country/life is good here
- 10 Accept/adapt to Canada as your country/accept its laws and customs
- 11 Don't compare Canada to your home country/don't complain about what you left behind/forget the past/don't listen to others complaining
- 12 Take the good with the bad/be flexible/accept that there will be problems
- 13 Have a positive attitude/don't give up/try to be happy/stay hopeful
- 14 Don't expect that life will be easy here/don't expect too much
- 15 Work hard/be persistent
- 16 Look for a job as soon as possible/don't rely on government support
- 17 Try to get used to the weather/bring warm clothes/don't come in winter
- 20 Decide in advance which city you want to go to
- 21 Try to settle in a smaller community
- 22 Try to settle in a bigger community
- 23 Find out as much as possible about Canada before coming/ASAP after arrival
- 24 Bring your documentation/credentials
- 25 Bring as much money as you can
- 30 Learn English (before/after you come)
- 31 Get more education/training/computer training/ESL
- 32 Encourage your children to do well in school
- 33 Take any job you can get/be realistic/be prepared to start over
- 34 Try to get a job that fits your training/education
- 40 Try to make new friends/get involved/be friendly/volunteer
- 41 Link up with others from your home country/help other refugees
- 42 Take the advice given by agencies/sponsors
- 43 Ask for/demand help from agencies/sponsors; know/demand your rights
- 50 Become a citizen/don't leave before you become a citizen
- 51 Don't lose your heritage/culture/language
- 90 Other responses
- 97 Don't know
- 98 No response

Q112.1 &112.2 Q112 asked: “**What advice would you give to Canadians about helping refugees adjust to life in Canada? Anything else? [PROBE]**”

- 01 Canadians are already doing enough/what they can; they are OK
- 02 More assistance (unspecified)
- 10 Provide more financial/housing/clothing support
- 11 Provide more information/integrational support to refugees
- 12 Provide more help to learn English

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- 13 Provide more/better employment/training/job-search assistance
 - 14 Provide more educational assistance
 - 15 Help them adjust to the Canadian climate
 - 20 Be more friendly/welcoming/accepting
 - 21 Become more involved with refugees (volunteer in Host Program)
 - 22 Be more understanding/compassionate/patient//sympathetic/respectful/trusting
 - 24 Give refugees a chance
 - 25 Treat refugees as equals/as Canadians
 - 26 Don't pity/patronize refugees/view them as ignorant; ask for their opinions
 - 27 Don't discriminate against refugees/don't be racist
 - 28 Don't be afraid of refugees/see them as taking away jobs
 - 30 Respect/accept refugees' cultural background/be open-minded
 - 31 Don't force/expect refugees to give up their culture/language
 - 32 Recognize differences among refugees/they are not all the same
 - 40 Accept refugees' educational credentials
 - 41 Don't make refugees wait three years to become citizens
 - 42 Recognize refugees experience/knowledge
 - 50 Work harder at making Canada a multi-cultural society/
 - 51 Become more globally aware/learn about the rest of the world
 - 52 Accept more refugees/immigrants to Canada
 - 90 Other responses
 - 97 Don't know/no advice to give
 - 98 No response
 - 99 Not applicable

Q113a Q113a asked: **“Thinking back to before you came to Canada, what were your hopes and expectations for your future and the future of your family?”**

- 01 Did not expect much/had no/few hopes or expectations
- 02 Expected a hard life/transition; expected discrimination
- 03 Had realistic expectations (unspecified)
- 04 Had high hopes/expectations; expected a lot (unspecified)
- 05 Expected a wealthier/more advanced society
- 10 Normal life
- 11 Safer/peaceful life; no fighting/war
- 12 Freedom/democracy
- 13 Family could get back together again
- 20 To be able to fit into Canadian society
- 21 Canadian citizenship
- 30 Good/better life/future
- 31 Good/better life/future for children
- 32 Happier/healthier life
- 33 Better education system/go to school

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- 34 Health care
 - 40 Find employment
 - 41 Find employment in own field of training
 - 42 Find a better job/become self-employed
 - 43 Higher standard of living/own house/car/etc.
 - 44 Become financially secure
 - 45 To learn English
 - 46 To receive Government support
 - 90 Other responses
 - 97 Don't know
 - 98 No response

Q113b Q113a asked: **“Thinking back to before you came to Canada, what were your hopes and expectations for your future and the future of your family?”**

- Q113b then asked: **“To what extent have these hopes and expectations been realized?”**

- 1 Not at all (0%)
- 2 Hardly at all (1 to 29%) [include: *less than expected*]
- 3 To some extent (30 to 59%) [include: *partly; in some ways, yes, in others, not; for one person, yes, for other(s) not; getting better; in process*]
- 4 To a considerable extent (60 to 99%) [include: *pretty much; more than I thought; feel safe; satisfied; enough*]
- 5 Completely (100%) [include: *it came true*]
- 6 Did not have any hopes/expectations
- 7 Other answers (don't really answer the question)
- 8 Don't know
- 9 No response