

## Questionnaire for Health Care Providers

Name of hospital/clinic:

Address:

Name/position of interviewee:

Tel. no.:

Fax:

e-mail:

1. How long have you worked here?
2. Did you work in some capacity with refugees prior to your job here? (elaborate if yes)
3. How long have you lived in this community?
4. What sorts of changes have you seen to the population in general since you first came here/over the past 15 years?
5. Could you describe the size and structure of your place of employment? What range of programs do you provide?
6. Does everyone here work with refugee patients? Are they treated differently than other patients?
7. What sorts of medical problems do refugees typically have? (survivors of torture, TB & other diseases, anxiety over family members, war, job prospects etc., other)
8. Do you think the health needs of refugees are adequately met in your community?
9. Who are the people with whom you network in assisting refugees and what are their roles? (e.g., settlement agencies? school teachers/guidance counsellors? churches? private sponsors? service clubs? police? other?)
10. Are you also working with immigrants? Are there differences in their needs? (elaborate, if yes)
11. To your knowledge, how long have refugees been destined to your community?
12. Are there quite a few privately sponsored refugees, or are they primarily government sponsored?
13. Have you noticed any differences between privately sponsored and government sponsored refugees?

14. In your opinion, does govt. versus private sponsorship make a difference as to whether someone stays in the community (why do you think that is/is not the case)?
15. In the last five years where have the refugees come from who have been sent to your community? (Vietnamese, Bosnians, Serbs, Kurds, Ethiopians etc. - press for a full list)
16. On average, how long do refugees stay in your community?
17. Have some groups left before their first year is up? Elaborate - What percentage leaves (by group)?
18. How long did they stay before leaving? (a week, a month, ten months?)
19. Do you think people should stay longer in the first host community in order to integrate better?
20. What are the factors, in your mind, that contribute to a refugee's decision to stay or to leave? (Do different groups leave for different reasons?)
21. Do you think that people who leave stay longer in your community than they would have had they settled first in another community?
22. Do any refugees come back after leaving? (elaborate)
23. What about the people who stay? Do they fit in to the mainstream community or do they keep to themselves quite a bit? (Press for examples and details).
24. What sorts of differences have you noticed in the degree to which various groups of refugees integrate into the community (age, gender, marital status, education, occupation, size of compatriot community, language proficiency)?
25. What other factors contribute to integration, in your opinion?
26. Are there any characteristics of the refugees who stay that are common across nationalities?
27. What kind of recreational and cultural activities do members of the refugee community typically participate in? (e.g., hockey, curling, dancing, drinking, swimming, gambling, school-related activities, other)?
28. Do refugees participate in these activities with the mainstream community, or do they stay within the refugee/immigrant community?
29. What role do religious institutions play in the refugees' lives? (both their own religion, and the role of people from other religious institutions who may be offering assistance)

30. In your opinion, what are the pros and cons of destining refugees to your community? (attitudes in the receiving community, costs, nature of service, jobs, etc.)
31. What would the pros and cons be of settling all Alberta-destined refugees in Calgary and Edmonton?
32. Do you think it would be reasonable to settle people in communities smaller than yours? Is there an optimal size of community for settling refugees?
33. Are some communities better for seniors, families versus singles, etc.?
34. What capacity for refugees do you think your community has? Could double the number be settled annually, for instance?
35. Do you think there is an optimal size for a particular refugee group (i.e., from a single nationality)?
36. Do you have some suggestions for a better refugee-destining policy? That is, are there certain criteria that should be taken into account when developing a rationale for sending people to your community?
37. Is there any specialized training for health workers to help them deal with refugee patients?
38. Is there anything else you can tell us about your refugee patients?
39. We may have some additional questions. Can we contact you if we need clarification or additional information?