

## Questionnaire for Settlement Agency Workers

Name of agency

Address:

Name/position of interviewee:

Tel. no.:

Fax:

e-mail:

1. How long have you worked at the agency?
2. What are your responsibilities in terms of assisting with the settlement of refugees?
3. Did you work in some capacity with refugees prior to your job here? (elaborate if yes)
4. How long have you lived in this community?
5. What sorts of changes have you seen to the population in general since you first came here/over the past 15 years?
6. Could you describe the size and structure of your agency? What range of programs do you provide?
7. How many people in the agency deal with the same individuals? Are refugee clients assigned to a particular settlement worker, or do they see whoever is available when they come in?
8. How long do you serve a refugee client (less than a year, one year, more than a year)?
9. Can you give us an example - like a case study - of what you and others in your agency do from the time a refugee or refugee family arrives? Just take us through, step by step. (probes: housing, school for kids, adult language training [LINC], jobs, health, transportation)
10. Who are the people with whom you network in assisting refugees and what are their roles? (e.g., health care workers? school teachers/guidance counsellors? churches? private sponsors? service clubs? police? other?)
11. Are there people who should be involved but who aren't?  
Are there other settlement agencies who work with the same refugees? If so, how do you keep in touch?
12. Are you also working with immigrants? Are there differences in their needs?  
(elaborate, if yes)

13. To your knowledge, how long have refugees been destined to your community?
14. Are there quite a few privately sponsored refugees, or are they primarily government sponsored? 15. In your opinion, does govt. versus private sponsorship make a difference in the way that they settle?
16. Have you noticed any differences between privately sponsored and government sponsored refugees?
17. In the last five years where have the refugees come from who have been sent to your community?
18. On average, how long do refugees stay in your community?
19. Have some groups left before their first year is up? Elaborate - What percentage leaves (by group)?
20. How long did they stay before leaving? (a week, a month, ten months?)
21. Do you think people should stay longer in the first host community in order to integrate better?
22. What are the factors, in your mind, that contribute to a refugee's decision to stay or to leave? Please answer this separately for different nationalities (i.e., do different groups leave for different reasons?)
23. Do you think that people who leave stay longer in your community than they would have had they settled first in another community?
24. Do any refugees come back after leaving? (elaborate)
25. 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).
26. 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)?
27. What other factors contribute to integration, in your opinion?
28. Are there any characteristics of the refugees who stay that are common across nationalities?
29. What sorts of jobs do your clients find (women/men)?
30. Has this changed over the last few years? (elaborate)

31. Do the clients who get entry level jobs stay in them, or are they able to find other things once they have been in the community longer?
32. What kind of recreational and cultural activities do members of the refugee community typically participate in?
33. Do refugees participate in these activities with the mainstream community, or do they stay within the refugee/immigrant community?
34. 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).
35. 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.)
36. What would the pros and cons be of settling all Alberta-destined refugees in Calgary and Edmonton?
37. Do you think it would be reasonable to settle people in communities smaller than yours?
38. Are some communities better for seniors, families versus singles, etc.?
39. What capacity for refugees do you think your community has? Could double the number be settled annually, for instance?
40. Do you think there is an optimal size for a particular refugee group (i.e., from a single nationality)?
41. Do you have some suggestions for a better refugee-destining policy?
42. Is there anything else you can tell us about your refugee clients?
43. We may have some additional questions. Can we contact you if we need clarification or additional information?