

Using Surveys of Immigrants to Measure Welcoming Communities

**Goodnews Oshiogbele, Western University
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Important Considerations

- Defining the population of interest: who should be included
 - e.g., immigration status, years in Canada, years in target location
- Representative sample
 - Random selection of eligible participants with targets for basic characteristics such as sex and age based on proportions in population
- Overall sample size: depends on the size of the population of interest
 - For many communities, a rule of thumb would be 300-400 respondents
 - For communities with very few immigrants, the targeted sample size might be 80-100

Important Considerations

- Straightforward, neutrally worded questions
- Survey administered in multiple languages reflecting the top languages of your community/region
- The dos and don'ts of disaggregation: comparing different subgroups
 - Rule of thumb is a minimum cell size of 10

Survey Items that Assess the Indicators for Each Characteristic of a Welcoming Community

Surveys used for this presentation:

1. London and Middlesex Local Immigration Partnership 2025 Survey
2. Surrey Local Immigration Partnership 2025 Survey
3. Waterloo Immigration Partnership 2023 Survey

Access to Affordable, Adequate, and Suitable Housing

- How challenging has it been for you to find suitable housing in London and Middlesex? ¹

1 = Not at all to 7 = Extremely

- What challenges have you faced when looking for a place to live? ¹

Checklist: e.g., High rental costs, Limited availability of housing, Discrimination or bias, Poor condition of available housing, Lack of knowledge

- Do you rent or own your dwelling (the place where you live)? ¹

Checklist: e.g., Rent, Own with mortgage, Own without mortgage

Access to Affordable, Adequate, and Suitable Housing (cont.)

- Please select the statement that best describes your housing costs (mortgage/rent, utilities, insurance, property taxes). ²

Checklist: e.g., Less than 30% of household's total income, Between 30-50% of household's total income, Greater than 50% of household's total income

- Thinking about your current housing needs, please tell us how much you agree with these statements. ²

- My current housing meets my needs today.
- My current housing will meet my needs for the next 10 years.
- My current housing needs improvements or repairs to remain livable.
- I do not currently have permanent housing.

Strongly disagree to Strongly agree

Employment and Entrepreneurship Opportunities

- What are the biggest challenges you or your family have experienced in the last year in Waterloo Region? ³

Checklist: e.g., Finding work, Starting a new business

- How difficult have you found it to get a job in London and Middlesex that makes use of your qualifications? ¹

1 = Not at all *to* 7 = Extremely

- Why do you think it has been difficult? ¹

Checklist: e.g., Lack of information, Employers do not accept your qualifications, Discrimination

Employment and Entrepreneurship Opportunities (cont.)

- What is your current employment status? ¹
Checklist: e.g., Employed full-time, Employed part-time, Self-employed, Unemployed – looking for work, Unemployed – not looking for work
- How satisfied are you with your current job? ¹
1 = Not at all to 7 = Extremely

Access to Suitable Health Care, Including Mental Health Care

- Over the past year, what are some of the biggest challenges you or your family have experienced in Surrey? ²
Checklist: e.g., Finding health care, Finding mental health care
- Why would you leave London and Middlesex? ¹
Checklist: e.g., Inability to obtain appropriate health care
- Please rate your experience with the following community services in the last 12 months in Waterloo Region. ³
 - Health
 - Mental healthPoor to Excellent

Positive Attitudes Toward Immigrants of All Racial, Cultural, and Religious Backgrounds

- Please rate your level of satisfaction with the following related to your sense of belonging. ²
 - The respect and value that community members have given to immigrants in Surrey
 - Connections between immigrants and longtime residents of Surrey

Very dissatisfied to Very satisfied
- In the past three years (or since you came to London & Middlesex if you have been here less than three years), to what extent have you experienced discrimination or been treated unfairly in London and Middlesex because of who you are? ¹

1 = Not at all to 7 = To an extreme extent

Access to Immigrant-Serving Agencies that Meet Immigrants' Needs

- Overall, how easy has it been for you to get the services you need to settle in London and Middlesex? ¹

1 = Not at all easy to 7 = Extremely easy

- Have you experienced any of the following problems or difficulties in getting the help you need to settle in London and Middlesex? ¹

Checklist: e.g., Lack of information or awareness of services, Lack of services in your local community, Language difficulties, Lack of childcare

- How well have these settlement services met your needs – List of settlement services? ²

Did not meet my needs to Fully met my needs (for each service)

Access to Immigrant-Serving Agencies that Meet Immigrants' Needs (cont.)

- Thinking about your experience with agency staff, please tell us how much you agree with the following statements. ²
 - Staff show respect for cultural differences
 - Staff are patient with language barriers
 - Staff are sensitive to religious needs

Strongly disagree to Strongly agree

- How often have the following supports been available when you have used services – List of supports (e.g., Childcare, Interpretation, Accessibility)? ²

Never to Always (for each support)

Access to Transportation

- Over the past year, what are some of the biggest challenges you or your family have experienced in Surrey? ²
Checklist: e.g., Transportation
- Why would you leave London and Middlesex? ¹
Checklist: e.g., Poor public transportation
- Please rate your experience with the following community services in the last 12 months in Waterloo Region? ³
 - Transportation servicesPoor to Excellent

Access to Services and Supports for French-Speaking Immigrants by French Speakers

When asked of French-speaking immigrants:

- Overall, how easy has it been for you to get the services you need to settle in London and Middlesex? ¹

1 = Not at all easy to 7 = Extremely easy

- Have you experienced any of the following problems or difficulties in getting the help you need to settle in London and Middlesex? ¹

Checklist: e.g., Lack of information or awareness of services, Lack of services in your local community

- How well have these settlement services met your needs – List of settlement services? ²

Did not meet my needs to Fully met my needs (for each service)

Access to Services and Supports for French-Speaking Immigrants by French Speakers (cont.)

When asked of French-speaking immigrants:

- Thinking about your experience with agency staff, please tell us how much you agree with the following statements. ²
 - Staff show respect for cultural differences
 - Staff are sensitive to religious needs

Strongly disagree to Strongly agree

- How often have the following supports been available when you have used services – List of supports (e.g., Childcare, Accessibility)? ²

Never to Always (for each support)

Opportunities to Form and Join Social and Community Networks

- Within the last year (or since you came to London and Middlesex if you have been here less than one year), were you a member or participant in ...? ¹
Checklist: e.g., Sports/recreational club or organization; hobby club or organization, service club, youth club or group, seniors club or group
- To what extent have you encountered challenges in building relationships in London and Middlesex? ¹
1 = Not at all to 7 = Extremely
- How much have you felt isolated or alone over the last 12 months in Waterloo region? ³
Not at all to A great deal

Opportunities to Form and Join Social and Community Networks (cont.)

- To what extent do you feel a sense of belonging to your neighbourhood / London & Middlesex? ¹
1 = Not at all to 7 = Extremely
- Please rate your level of satisfaction with the following related to your sense of belonging. ²
 - Availability and quality of local events and activities in Surrey
 - Availability, quality and openness of social and community networks in Surrey

Very dissatisfied to Very satisfied

Access to Inclusive Public Spaces, Facilities, and Programs

- Over the past year, what are some of the biggest challenges you or your family have experienced in Surrey? ²

Checklist: Finding programming in local community centres, arts and culture spaces, libraries, etc.; Finding culturally appropriate programming

- Please rate your experience with the following community services in the last 12 months in Waterloo Region. ³

– Recreation services

Poor to Excellent

- If you experienced discrimination in the last 12 months, in what types of situations has this happened? ²

Checklist: e.g., While using libraries, community/recreational centres, arenas; while using public areas such as parks or sidewalks

For More Information

To access the full surveys used in this presentation:

- London & Middlesex: <https://london.ca/sites/default/files/2025-08/LMLIP%20-%20Survey%20of%20Newcomers%20to%20London-Middlesex%20Part%20A%20-%20final.pdf>
- Surrey: <https://www.surreylip.ca/wp-content/uploads/2025/04/Final-SLIP-Newcomer-Needs-Assessment-Report-2-compressed-1.pdf>
- Waterloo: <https://www.immigrationwaterlooregion.ca/en/resources/Surveys/IS2023-fullsurvey-print.pdf>