



Local Immigration
Partnership

November 2020



Survey of Immigrants Living in Langley: Summary Report

A Project of the Langley Local Immigration Partnership

by PEERs Employment
and Education Resources

Prepared November 2020

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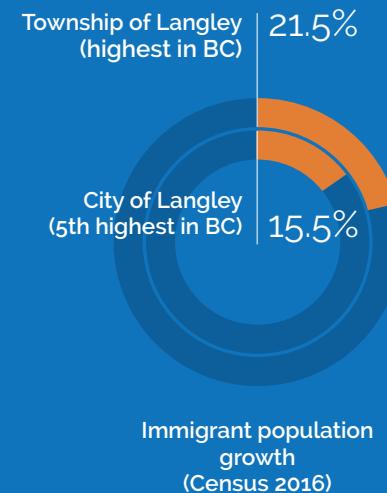
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Executive Summary

Over the last decade the immigrant population of the City and Township of Langley has grown significantly. According to Census 2016 data, the Township had the highest immigrant population growth rate in BC at 21.5%; the City had the 5th highest at 15.5%. Although more recent data on numbers of immigrants to the region will not be available until after the Census 2021, according to population data pulled from BC Stats, the Township is second only to Surrey in overall population growth among communities in Metro Vancouver and the Fraser Valley. Since 2015, the City and the Township have received about seven new residents per day. And, although the pandemic has impacted the number of immigrants welcomed by Canada in 2020, in October, the federal government released its updated 2021 – 2023 Immigration Levels Plan in which it aims to welcome the most immigrants in its history:



In response to this ongoing growth, Langley Community Services Society applied to and was successful in obtaining funding from Immigration, Refugees and Citizenship Canada (IRCC) to establish a Local Immigration Partnership. Local Immigration Partnerships (LIPs) are community planning tables funded by IRCC to develop and implement plans to improve immigrant and refugee settlement and integration.



**City and Township
of Langley
received about**



**7
New residents per day
(2015-2020)**

To inform the work of the newly formed Langley LIP, several research projects and consultations will be conducted. This survey is the first of these projects and was planned and scheduled to ensure that the immigrant voice and perspective would be captured and then used to inform and guide next steps and upcoming research. Other research elements will include focus groups with newcomers, consultations with community service providers and forums with community leaders and will further explore and examine the themes and issues emerging from this project.

This survey was designed to gain an understanding of the immigrant experience in Langley and covered six broad topics:

1. Immigration and Settlement
2. Access to Services
3. Training and Education
4. Employment
5. Volunteering
6. Connection and Belonging

The survey was conducted between September 1st and October 16th, 2020 and was fully completed by 342 immigrants. The survey not only exceeded its target of 200, but also was successful in its aim to obtain input from the diversity of Langley's immigrant communities including different ages, countries of origin, home languages, immigration pathways, occupations, levels of education and lengths of time in Langley and Canada.

Respondents originated from 48 different countries and arrived in Canada from the full spectrum of immigration classes. 242 were women, 96 men, 2 respondents identified as non-binary and 2 preferred not to indicate gender. Most respondents were between the age of 25 to 54 and 77% had lived in Langley for less than five years. Respondents were well-educated: 85% had some type of post-secondary certification and 42% held graduate degrees. When identifying their pre-arrival occupations, 98 different occupations were named by respondents.

PROFILE OF RESPONDENTS

342

Immigrants
completed the survey
(exceeded target of 200)

Respondents
originated from

48

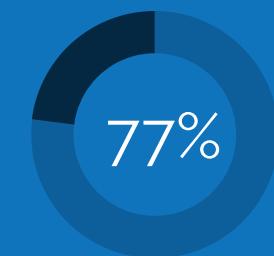
different Countries

96 men

242 women

2 non-binary
2 did not specify

Mostly ages 25 to 54



77%

Percentage of
respondents who have
lived in Langley for
less than 5 years



85%
Percentage of
respondents with
Post-Secondary
Certification



42%
Percentage of
respondents hold
Graduate
Degrees

Key Findings | 1. Immigration and Settlement

The following summarizes the survey's key findings.

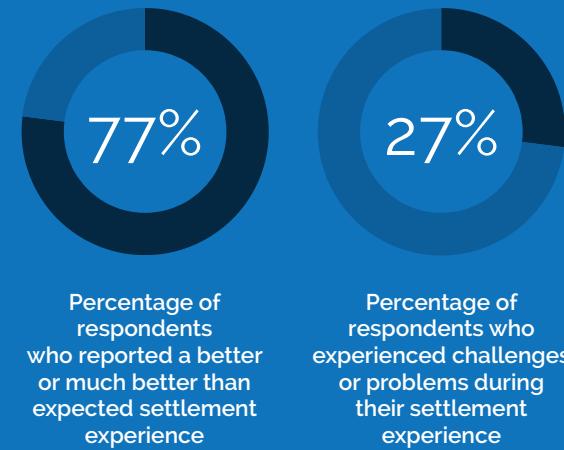
Overwhelmingly respondents indicated choosing Canada and Langley for safety, beauty, acceptance of multiculturalism and inclusiveness. Many were drawn to Langley for affordable housing and for the communities' schools.

Respondents reported being very satisfied with their settlement experience in Langley; 77% stated that the experience was either "better or much better than expected." Only five respondents indicated that their experience was "worse than expected."

However, although the vast majority reported this high degree of satisfaction, 27% reported having had challenges or problems during the experience. About half reported that finding a family doctor (54%) and accessing public transportation (47%) were challenges. The lack of employment programs (26%), affordable housing (23%), English language programs (21%) and settlement support (16%) were other challenges identified by many. Racism / discrimination was identified by 16% of respondents as a problem.

Respondents identified several actions to address these challenges – more affordable housing, English programs and services for immigrants were the top suggestions. Other suggestions included more opportunities for networking and connecting with employers and professionals and with local residents, public education related to the immigrant experience, more translation and interpretation of key information and services, more programs for youth and more opportunities for immigrants to volunteer.

RESPONDENTS' SETTLEMENT EXPERIENCE



CHALLENGES IDENTIFIED BY RESPONDENTS



Key Findings | 2. Access to Services

About three quarters of respondents (254) reported having used some programs or services to assist them settle in Langley and that it was easy or very easy to find the services they needed. Only a very small portion reported it was either difficult (8%) or very difficult (1%).

Those who reported having used settlement services also reported a better settlement experience. 79% of those who had used settlement services felt their settlement experience was better than expected. This rate falls to 69% for those who did not access services.

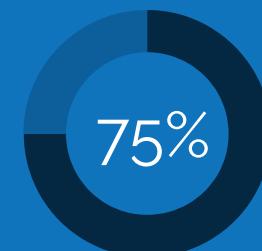
The most common source of information about services was friends and family (62%), followed by internet search (39%) and information from community centres and libraries (33% each).

Common sources of information about settlement services and programs



A variety of reasons were cited by the 87 respondent that did not use services including not knowing that there were services available, not needing help, being confused about where to get help, and language difficulties.

RESPONDENTS ACCESS TO SETTLEMENT PROGRAMS OR SERVICES



Percentage of respondents who had used settlement programs or services in Langley



Percentage of respondents who had used settlement programs or services and reported a better than expected settlement experience



Percentage of respondents who did not use settlement programs or services

Key Findings | 3. Training and Education

Slightly more than half of respondents (54%) reported having taken some training or further education since their arrival in Langley. Time and money were cited as the top two reasons for having not accessed training and about 20% more women than men stated time as a reason. Men (31%) and immigrants (30%) living in Canada for longer than 11 years were more likely to report not needing further training.

English language programs had been accessed by more than 60% of those who accessed services; these included LINC, English courses at colleges, as well as English programs with immigrant service agencies.

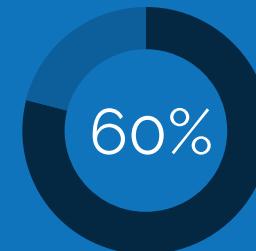
Only about 15% of respondents reported taking employment training workshops, programs and classes.

About 20% have taken courses (not specified) at colleges and post-secondary institutions, including BCIT, SFU, Douglas College, and Kwantlen University.

RESPONDENTS WITH TRAINING AND EDUCATION



Percentage of respondents who have taken some training or further education since their arrival in Langley



Percentage of respondents who accessed services, accessed English language programs



Percentage of respondents who have taken employment training workshops, programs and classes



Percentage of respondents who have taken courses at colleges and post-secondary institutions

Key Findings | 4. Employment

71% of respondents were either employed or self-employed prior to arrival in Canada. Respondents listed 98 pre-arrival different occupations, and more than half (176) were employed within their fields of expertise.

After arrival, only 48% (165) were employed or self-employed and only 66 or 19% were employed in their field. Those employed named a total of 111 different jobs.

Not surprisingly, two thirds of respondents indicated finding a job commensurate with their experience was difficult. English skills, lack of local work experience, lack of job search skills, credential recognition and no local network or references were cited as main challenges. Only one third of respondents had used employment programs or services.



71% Percentage of respondents who were either employed or self-employed prior to arriving in Canada

51% Percentage of respondents employed in their field of interest pre-arrival



67% Percentage of respondents who found it difficult to find a job commensurate with their experience

48% Percentage of respondents who were either employed or self-employed after arrival to Canada

33% Percentage of respondents had used employment programs or services

19% Percentage of respondents employed in their field of expertise in Canada

98 different pre-arrival occupations and more than 1/2 were employed within their fields of expertise. Not surprisingly, after arrival to Canada, 2/3 of respondents indicated finding a job commensurate with their experience as difficult.

EMPLOYMENT
PRE-ARRIVAL



1/2

of respondents were employed within their fields of expertise

EMPLOYMENT
POST-ARRIVAL



2/3

of respondents found it difficult to find jobs in their fields of expertise

Key Findings | 5. Volunteering

About one third (32%) of respondents reported having volunteered for a Langley organization and the majority indicated they did so to help others, connect with and meet people, and build communication skills. Fewer indicated having volunteered to gain work experience and develop job skills.

Those with higher education levels volunteered at a higher rate than those with lower education levels. Of those who volunteered, 40% held a graduate degree, 31% an undergraduate degree and 26% a college diploma. Similarly, those with higher English language skills also reported volunteering at a higher rate than other groups. 64% of those fluent in English and 45% of advanced English speakers reported having volunteered, compared to about one quarter of beginners and intermediate English speakers. Time in Canada also impacted the rate of volunteerism; the longer respondents have lived in Canada, the more likely it is that they have volunteered.

Respondents that had not volunteered cited a lack of time (50%) and English language skills (36%). Of note, a significant number of others reported a lack of information about volunteer opportunities (33%) and 12% indicated that it is difficult to become a volunteer.

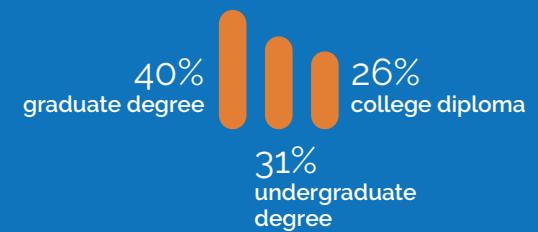
Cross examination of data indicated a positive correlation between volunteer experience and employment status. Respondents who had volunteered were employed at a higher rate than those who had not volunteered. 56% of those that had volunteered were either employed or self-employed and, of those who had not volunteered, only 45% are employed now.

RESPONDENTS WHO VOLUNTEERED



Percentage of respondents who had volunteered for a Langley organization

Respondents with higher education levels and English language skills volunteered at a higher rate



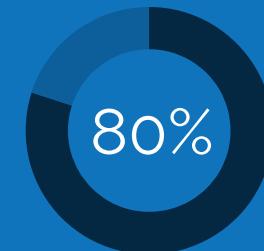
Key Findings | 6. Connection and Belonging

Regardless of their age, gender or backgrounds, the vast majority of respondents reported a sense of feeling welcomed and included in Langley. Respondents indicated that this was about having a good home, friends, connections, and knowing and participating in community. "A good job" was selected by only 17% and "enough money to live well" selected by only 9%.

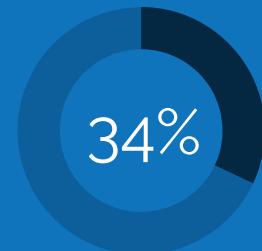
Respondents reported that connecting with people, both from within and outside of their cultural group, was important. The frequency at which respondents reported connecting with their neighbours was broad, from very infrequently to very frequently, and 80% reported being satisfied with the level of contact they had with neighbours.

Slightly more than one-third of respondents reported belonging to a community group or organization, and, in general, the longer they have lived in Canada or Langley, the more likely they are to belong to a group or organization.

The vast majority of respondents reported a sense of feeling welcomed and included in Langley. Respondents indicated that this was about having a good home, friends, connections, and knowing and participating in community.



Percentage of respondents who were satisfied with the level of contact with neighbours



Percentage of respondents who belonged to a community group or organization

As stated above, this survey and its findings are a first step in research and planning for the Langley LIP. The focus groups, consultations and forums, and the additional research planned will further explore and examine these findings. It is recommended that the following be brought forward for deeper review and consideration:

1. Access to information related to health, transportation, and affordable housing
2. Review of current settlement, employment, and language program offerings to ensure levels meet need
3. Means to promote and raise awareness of immigrant settlement, employment, and language programs
4. Events and public education to increase awareness and understanding of immigrant experiences
5. Understanding and addressing racism and discrimination in Langley
6. The need for and opportunities to translate and provide interpretation of key information
7. Review current immigrant youth related program offerings to ensure levels meet need
8. Means to raise awareness of the tremendous range of skills, experience and expertise held by Langley's immigrant populations
9. Raise awareness amongst immigrant populations of the importance volunteer work in relation to employment
10. Means to facilitate access to volunteer opportunities and encourage participation for newer immigrants
11. Activities that connect newcomers with residents

This survey and its findings are a first step in research and planning for the Langley LIP. The focus groups, consultations and forums, and the additional research planned will further explore and examine these findings.

Acknowledgements

On behalf of the Langley Local Immigration Partnership and the community as a whole, we are very grateful for the funding and support for this work provided by the Government of Canada.

The Langley LIP, through funding from Immigration, Refugees, and Citizenship Canada, has been fortunate to have the opportunity to conduct this research. The ideas, perspectives and learning that has been gained from this project will be shared with the community and will assist the Langley LIP in its planning and the work they do to improve the settlement outcomes of immigrants to Langley and to ensure Langley is welcoming and inclusive of all its residents.

This project would not have been possible without the full support of the membership of the Langley LIP. The membership provided input to the development of the survey and actively distributed, promoted and encouraged its completion.

We would also like to acknowledge the work of PEERs Employment and Education Resources, Jody Johnson and Trevor Van Eerden, who led the development and distribution of the survey, and its analysis and presentation of the findings. They, in turn, would like to express their thorough appreciation of their research lead, Iris Sun, whose expertise was invaluable to this project.

Lastly, we would like to acknowledge the time and consideration given by the hundreds of individuals who participated in this survey. This participation demonstrates their interest and their willingness to be involved in this work.

This project would not have been possible without the full support of the membership of the Langley LIP. The membership provided input to the development of the survey and actively distributed, promoted and encouraged its completion.

Project Background

The Langley Local Immigration Partnership – Overview

The City and the Township of Langley are extremely attractive communities and are growing quickly. The current population of the region is 141,000 and is expected to grow to 249,000 by 2041. Much of this growth will be due to immigration. In 2016, the Township had the highest immigrant population growth rate in BC at 21.5% and the City was 5th at 15.5%. Current overall population data indicates this growth has and will continue. Services, supports, policies and practices need to be reviewed, considered and adapted in an ongoing fashion to meet the ever-changing needs of Langley residents. As the community grows and transforms, it is important to consider how services can be coordinated and that the knowledge and capacity is in place to address the needs of not only the communities' newest residents but also the needs of the longer-term residents who will welcome them.

In April 2020, Langley Community Services Society (LCSS) received five-year funding to establish and coordinate the Langley Local Immigration Partnership. Local Immigration Partnerships (LIPs) are funded by Immigration, Refugees and Citizenship Canada (IRCC) to develop and implement plans to improve immigrant and refugee settlement and integration. LIPs are community planning tables that include community agencies and institutions representing local government, settlement and community agencies, education, business, parks, recreation and culture, policing, libraries, volunteerism and others.

Since 2008, LIPs in Canada have been convened to support community-level research and planning to create more welcoming and inclusive communities where newcomers are connected and have opportunities to participate economically, socially, politically and culturally.

Services, supports, policies and practices need to be reviewed, considered and adapted in an ongoing fashion to meet the ever-changing needs of Langley residents.

Survey of Immigrants Living in the City and Township of Langley – Overview and Purpose

The Survey of Immigrants Living in the City and Township of Langley is part of a larger research and consultation initiative to inform the Langley Local Immigration Partnership's strategic planning. Other elements of this initiative will include consultation with Langley service providers, a leadership forum and two focus groups with immigrants in the City and Township of Langley. This survey is the first element of the research and consultation and has been specifically developed and scheduled to ensure that the immigrant voice and perspective is foundational to the research and planning process.

In 2019, when the application for funding for the Langley Local Immigration Partnership was submitted, it was recognized that a comprehensive review of the needs of newcomers and community immigrant service gaps for the City and Township of Langley may never have been conducted. As a result, this survey was specifically proposed and developed to identify the assets, needs and issues for Langley's diverse immigrant community and to inform the development of the LLIP Strategic Plan (2020 – 2025).

On behalf of the Langley Local Immigration Partnership (LLIP), LCSS contracted a research firm, PEERs Employment & Education Resources (PEERs), to develop a detailed online survey that was broadly distributed throughout the City and Township of Langley. The survey questions were based on similar work conducted in other communities, current demographic data, input collected from stakeholders at the March 2020 Organizing Against Racism & Hate event and with guidance from the Langley LIP membership and from the management team.

The Survey was developed to capture the experience, perspectives, and opinions of Langley's immigrant populations. The survey included topics covering all aspects of immigration and settlement and was organized in six parts:

1. [Immigration and Settlement](#)
2. [Access to Services](#)
3. [Training and Education](#)
4. [Employment](#)
5. [Volunteering](#)
6. [Connection and Belonging](#)

This report provides a summary of survey findings. These findings will be considered in the context of the other research and consultation work led by the LLIP and will inform the development of a Local Immigration Strategic Plan for Langley and guide the work of LLIP.

Survey Approach and Methodology

The Survey of Immigrants Living in the City and Township of Langley was developed based on a review of current Langley demographic data, other related community research and with input from the LLIP membership. The survey was reviewed and finalized by the LLIP management team and was conducted online between September 1st and October 16th, 2020.

The survey was organized in six topic sections and included 37 questions covering immigration and settlement, access to services, training and education, employment, volunteerism, and connection and belonging. The survey was provided to respondents in English, and an intermediate to advanced level of English was required to complete the survey.

Survey Distribution

To ensure a wide distribution and collection of representative input, a comprehensive distribution plan was employed. An inviting promotional flyer with QR (Quick Response) code was designed to support promotional efforts. Using this tool, the survey was distributed electronically through the personal and professional networks of the LLIP membership and its community partners, as well as through the LLIP Immigrant Advisory Council, WorkBC Langley and Langley Library Champions Program. The survey was promoted, and completion encouraged and supported in the higher-level LINC classes of New Directions English Language School, through programs, services and groups run by the libraries and settlement service providers of Langley. The survey was also advertised in the Langley Advanced Times and shared via the social media channels of LLIP member agencies, as well as NewToBC, GetIntheKnow and WorkBC Langley.

As a result of these efforts, the survey received 342 fully completed responses; this number far exceeded the originally proposed target of 100 responses as well the 200 response target set later by the research team with input from the LLIP membership.

Purposeful Sampling Strategy

To maximize efficiency and validity of the research, the research team adopted what is called a "purposeful sampling strategy". Purposeful sampling strategy is widely used in research; and simply put, means the research team, with support from the LLIP membership, purposely reached out to specific communities because the individuals within those communities fit the profile of the people the team wanted input from.

In this survey, the team sought input from immigrants residing in Langley representing a wide range of backgrounds including various countries of origin, genders, ages, educational and occupational backgrounds, and from differing immigration classes, lengths of time in Canada and Langley and English language skill levels. As the demographics collected and presented below demonstrate, the team was successful in its aim of a diverse and representative sample; the 342 respondents largely reflect the diversity of Langley's immigrant population.

Survey Approach and Methodology

However, purposeful sampling strategy comes with inherent bias; that is, survey respondents may not fully represent the entire Langley immigrant population. As the distribution plan leveraged the networks of the Langley LIP and its community partners, certain groups had greater access to the survey, or were more willing and / or more capable to respond to the survey; i.e. many of the respondents had accessed or were accessing language, employment or settlement programs and services. As a result, it was not a surprise that the survey was disproportionately completed by women and / or by immigrants reporting degrees of satisfaction with services. Some questions related to accessing and using services received overwhelmingly positive answers, which might not reflect the experience of the entire immigrant population in Langley.

To address the potential limitations of this sampling strategy, the research team closely monitored the demographics of respondents throughout the survey period and reached out to key stakeholders regularly with requests to engage respondents from under-represented groups, i.e. more recent immigrants, refugees, immigrants with lower English language skills, etc.

Response Bias

"Response bias" is the tendency of a person to answer questions inaccurately or falsely. These biases are prevalent in research involving "self-report" such as surveys and are influenced by a number of factors such as the phrasing of a question or the unconscious desire of participants to be a "good" respondent by providing positive responses. In this survey, responses indicated that respondents may have provided overly positive answers to certain questions. For example, only 1% of respondents indicated that their settlement experience was "worse than expected", which might not truly reflect the sentiments of all immigrants in Langley.

To address this bias, the research team adopted a few techniques to elicit the most honest and thoughtful responses possible.

1. The survey included several multiple-option questions where "primacy bias" can emerge. Primary bias is the tendency for respondents to pick one of the first options presented. To avoid this bias, the order of all options provided were randomized or re-ordered each time the survey was accessed.
2. Skip-logic was also used to ensure only relevant questions were displayed to respondents based on their answer to the previous question. This technique helps minimize biases that might emerge if respondents are asked to provide input to irrelevant questions and helps address respondents' tendency to tire as they move through a lengthy questionnaire.

Data Analysis and Review

At the closure of the survey the research team employed the following methods to review and analyze the data collected.

DATA CLEANING

To ensure a valid set of responses was in place, the survey data was "cleaned" using the following steps:

1. Two screening questions were presented at the beginning of the survey to check respondents for eligibility. These questions focused on status as an immigrant versus Canadian Born, and on residency in Langley. 733 individuals attempted to do the survey; 153 of these did not match the target audience criteria, and therefore they could not proceed further in the survey. These responses were removed from the data set, as they provided no further information.
2. Incomplete survey responses were also removed from the data. A portion (about 40%) of respondents only answered a fraction of the required questions, many giving up somewhere between first and third section. A few respondents only answered the demographic questions at the end of the survey. A preliminary analysis that compared incomplete responses and complete responses showed that some respondents returned to the survey and eventually completed the questions. However, the initial analysis also revealed that those who did not complete the survey provided less complete and less engaged responses than those who had fully completed the survey. Therefore, to ensure a reliable and comparable set of data from respondents, all incomplete surveys were not included in further data analysis.

DATA MONITORING

During the survey data collection period, the team reviewed the data on a weekly basis and provided timely updates to key stakeholders to ensure all efforts were in place to generate data sets from the desired targeted audiences.

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DATA ANALYSIS

The survey was mostly comprised of multi-option questions and Likert-scale questions with only a few narrative questions. The following methods were used to analyze the data.

1. **Frequency analysis:** Each survey question was measured by frequency to identify quantitative tendencies and characteristics of the responses, e.g. greatest challenges, best practices and highest demands, etc.
2. **Cross-tabulation:** Each question was cross-tabulated to draw inferences from the survey demographics (i.e. between genders, between age groups). Cross-tabulations between respondents with different answers to certain questions (i.e. settlement challenges and community connections) were also analyzed to identify correlations between certain dimensions of the survey.
3. **Gap analysis:** To understand the gaps amongst certain respondent groups, respondents were segmented according to their answers. For example, gaps in employment experiences were examined and measured between those who were employed in their professional field before landing and those who reported not being employed in their field now.
4. **Text analysis:** Responses to open-ended questions were thoroughly reviewed, categorized into themes, and these themes reviewed for frequency and relevance of information.

REPRESENTATION AND VISUALIZATION OF THE SURVEY FINDINGS

To assist the research team to thoroughly understand the data, an advanced data analysis software tool, Tableau, was used. This tool takes the data entered and creates a range of graphics to illustrate and analyze findings (bar charts, overlap bar charts, stacked bar charts, donut charts, butterfly charts, dumbbell charts, heat maps and bubble charts, etc.).

The survey was mostly comprised of multi-option questions and Likert-scale questions with only a few narrative questions.

Overview of Survey Respondents

Overview of Survey Respondents

The survey was open and actively promoted between September 1st and October 16th, 2020. A total of 733 individuals responded to the survey. 153 of these respondents were individuals living outside of Langley and were therefore ineligible to complete the survey and were excluded after the first question. Of the remaining 580 respondents from Langley, 342 (about 60%) fully completed the survey. 242 of the respondents were women, 96 men, 2 respondents identified as non-binary and 2 preferred not to indicate gender.

The survey captured input from a broad range of immigrants living in the Township and City of Langley. Respondents represented different countries of origin and home languages, varying lengths of time in Canada and in Langley, a range of ages and levels of education, different levels of English, a range of different immigration classes and a tremendous number of different occupational backgrounds.

Country of Origin

In total, respondents originated from 48 different countries. The full list of countries and the corresponding number of respondents has been included as [Appendix 1](#).

TOP 10 COUNTRIES OF ORIGIN

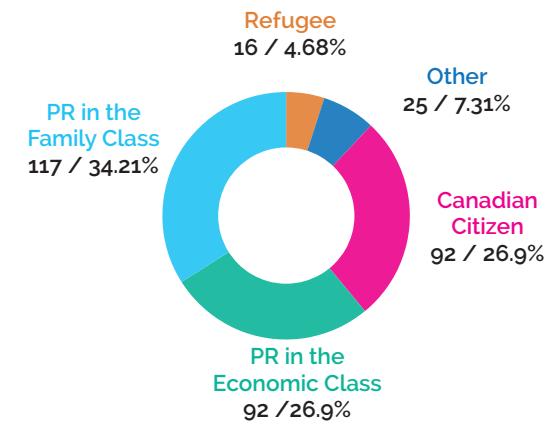
South Korea	86
China	77
Philippines	42
Syria	23
Iraq	12
Mexico	11
India	10
Colombia	9
Iran	7
Taiwan	6

Immigration Class

The survey received responses from immigrants representing all of Canada's major immigration classes as well as a significant number of responses from immigrants who have become Canadian Citizens. Interestingly, the percentage of responses from those in the Economic Class are well below 2016 Census levels for the Township (61.9%) and the City (41.9%), however, this may be accounted for, at least in part, by those who reported as Canadian Citizens.

IMMIGRANT CLASS

(# / % of responses)

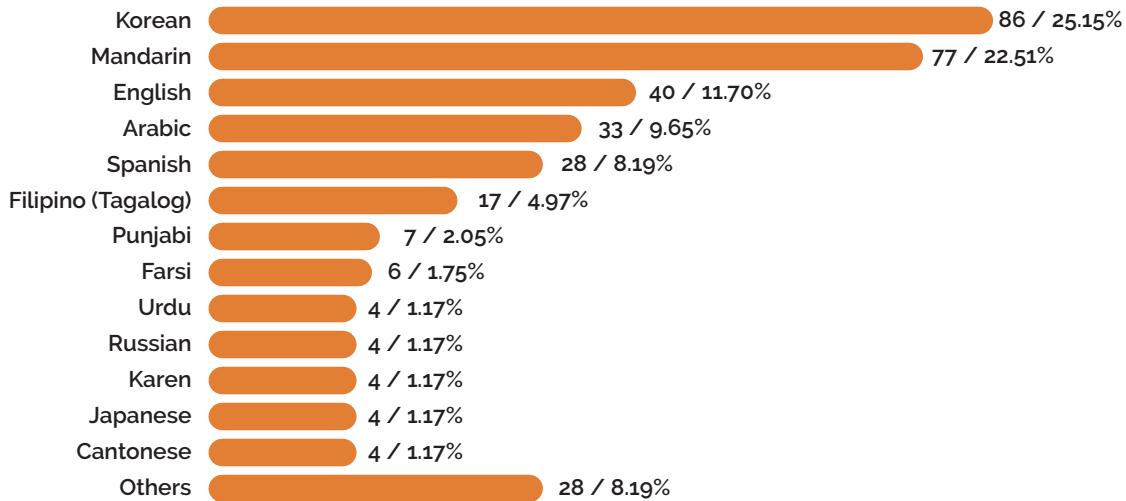


Overview of Survey Respondents

Languages Spoken at Home

The survey received a representative cross section of responses from immigrants by "language most often spoken at home". The non-official languages (e.g. Korean, Mandarin, Spanish, Tagalog, Arabic, Punjabi) spoken by the majority of Langley's total immigrant population are represented in the responses when compared with the 2016 Census data. The chart below lists the respondents' 13 most spoken home languages as well as the number and percentage of "Other Languages" represented.

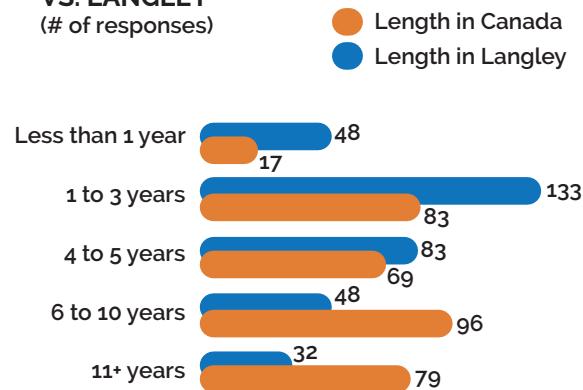
HOME LANGUAGE
(# / % of responses)



Length of time in Langley and in Canada

The majority of survey respondents, 264 of the 344 (77%), have lived in Langley for five years or less, 14% for six to ten years and the remaining 9% has lived in Langley for more than 11 years. 49% have lived in Canada for less than five years and 51% for six or more years.

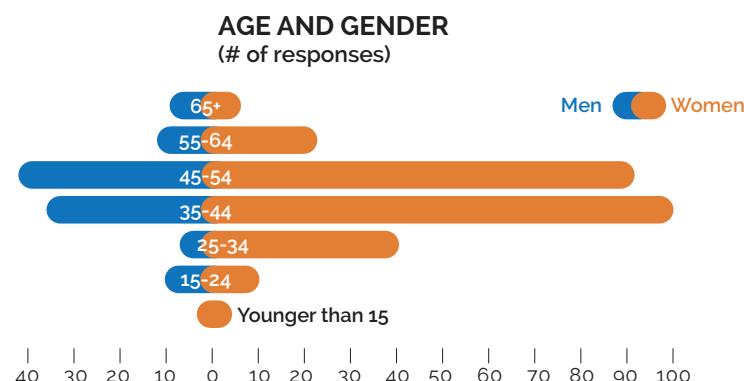
**LENGTH IN CANADA
VS. LANGLEY**
(# of responses)



Overview of Survey Respondents

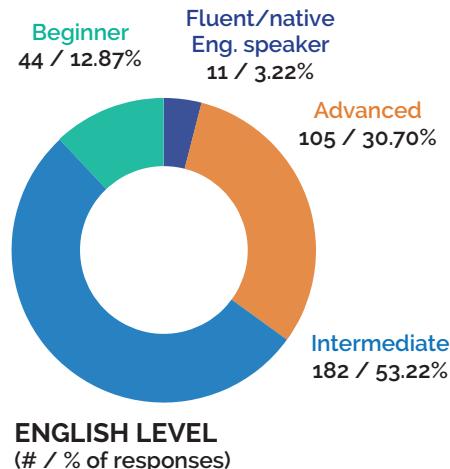
Age and Gender of Respondents

The survey received a far greater response from women than any other gender. 242 respondents were women, 96 men, 2 respondents identified as non-binary and 2 preferred not to indicate gender. The greatest number of respondents were working age (between the ages of 25 to 54), but the survey received responses from all age categories including youth and seniors.



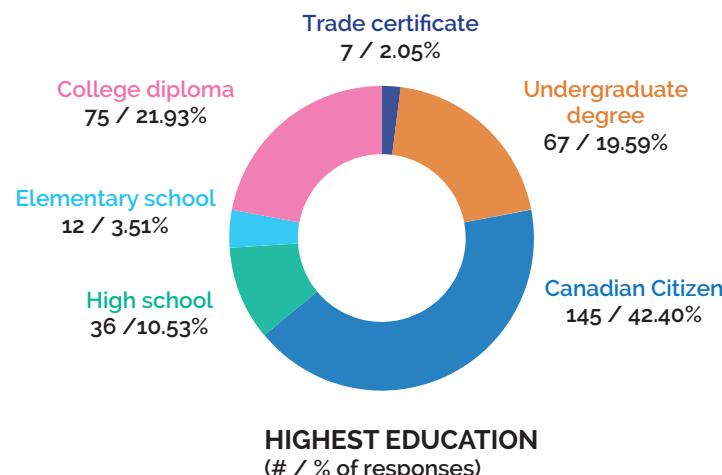
English Language Levels

The vast majority of respondents reported Intermediate (53.2%) or Advanced (30.7%) English language abilities. About 13% identified as beginners and only 3% as being fluent.



Highest Level of Education

Respondents to the survey were typically very well educated. 294 or 85% of the respondents held a trade certificate, college diploma, undergraduate or graduate degree.



Occupations Held in Country of Origin

Respondents named 98 different occupations held in their home countries. The following lists the top 15 occupations held by respondents. The full list of occupations has been included as [Appendix 4](#).

Teacher – 36	Chemical Engineer – 6
Administrator – 14	Human Resource Manager – 5
Accountant – 13	Electrician – 5
Sales – 12	Doctor – 5
Manager – 11	Chef – 5
Instructor / Professor – 7	Business Owner – 5
Software Engineer – 6	Banking – 5
Engineer – 6	

Part 1: Immigration and Settlement

Reasons for Choosing Canada

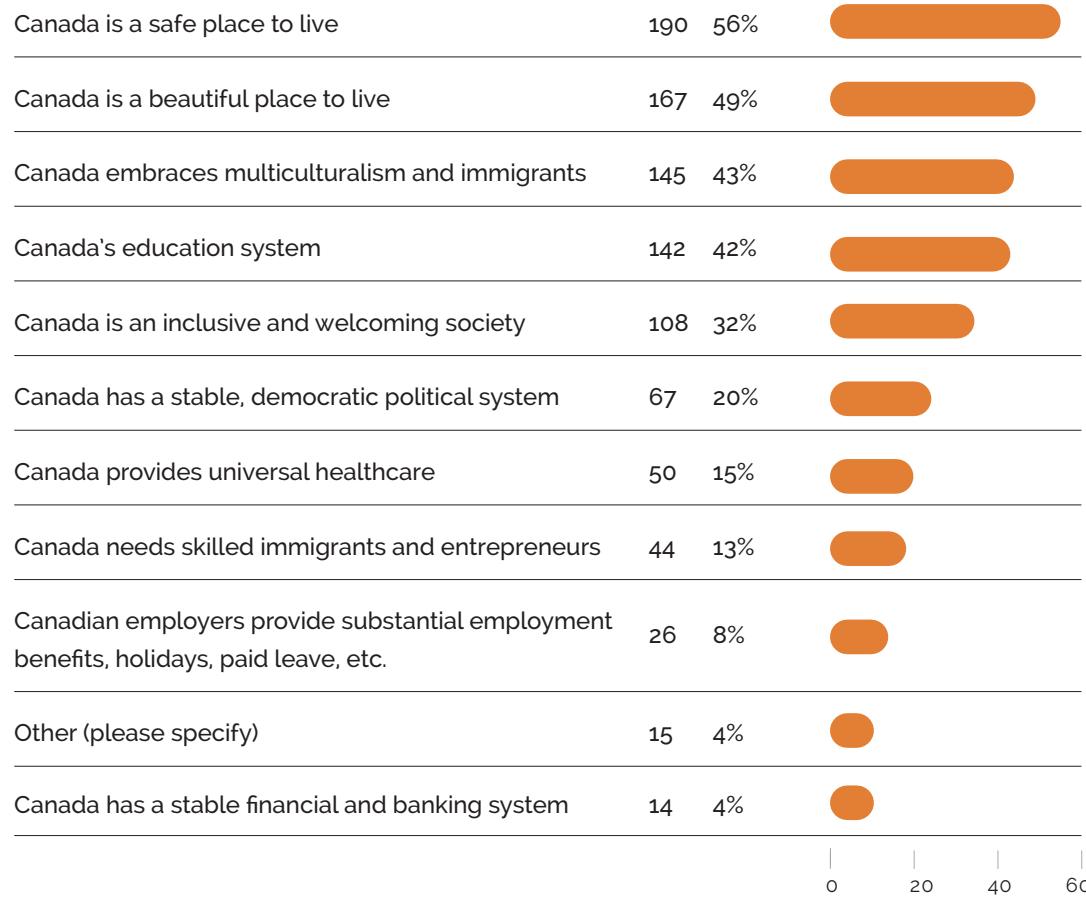
The survey provided respondents a list of options from which to select the top three reasons they chose to immigrate to Canada. The top five reasons selected were:

1. Canada is a safe place to live (56%)
2. Canada is a beautiful place to live (49%)
3. Canada embraces multiculturalism and immigration (43%)
4. Canada's education system (42%)
5. Canada is an inclusive and welcoming society (32%)

It is interesting to note that only a small portion of survey respondents indicated that they came to Canada for career or business development; 13% came for employment opportunities and 8% for substantial employment benefits. Men and youth (under 24 years old) were more likely to state that they came to Canada for career and business development than other groups. Other reasons for choosing Canada included family reunification or marriage, refugee resettlement, Canada's recognition for being a good place to raise a family, and for respondents from the Philippines, a large pre-existing Filipino community. 63% of respondents originally from Korea indicated choosing Canada for its education system.

WHY DID YOU CHOOSE CANADA TO IMMIGRATE TO?

(# / % of responses)



Part 1: Immigration and Settlement

Reasons for Choosing Langley

Respondents were asked to select, from a list of options, the top three reasons they chose Langley as their home. 20% or more of respondents chose these seven reasons:

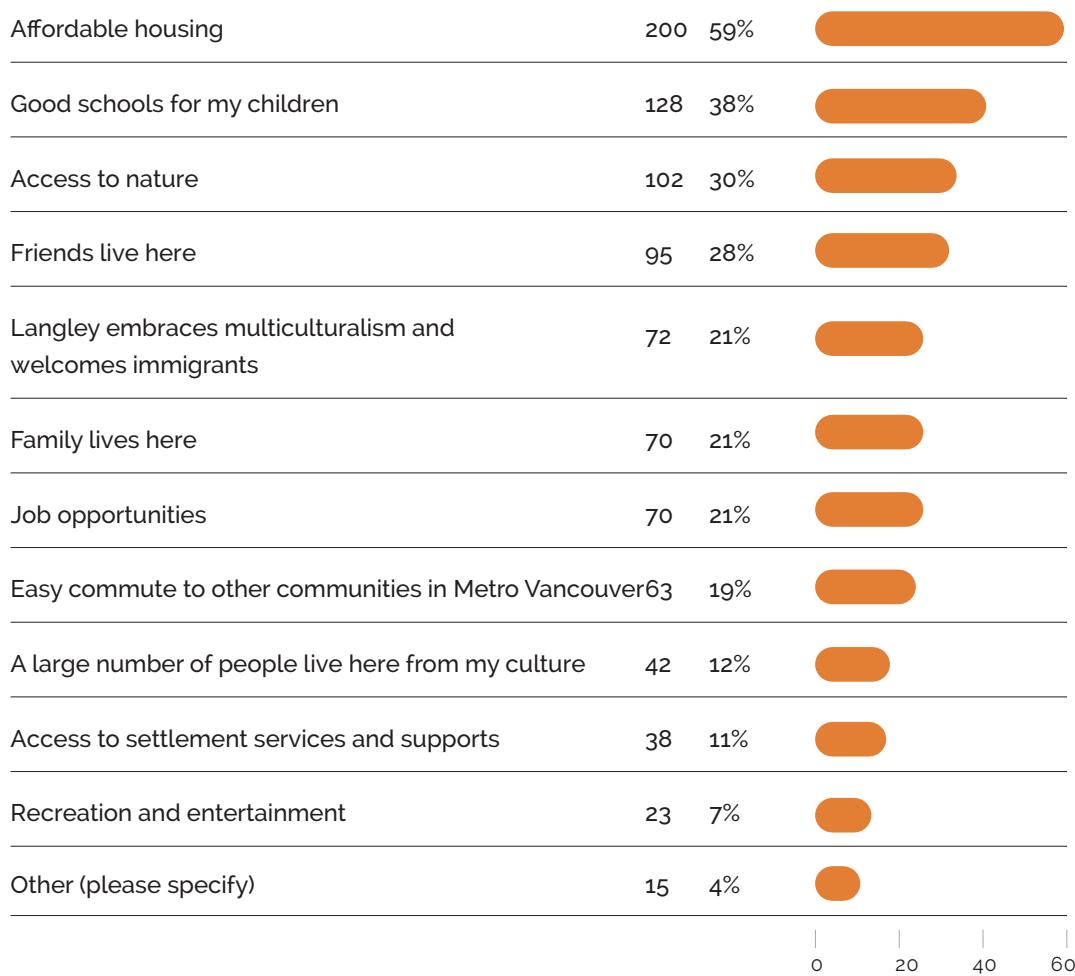
1. Affordable housing (59%)
2. Good schools for my children (38%)
3. Access to nature (30%)
4. Friends live here (28%)
5. Langley embraces multiculturalism and welcomes immigrants (21%)
6. Family lives here (21%)
7. Job opportunities (21%)

Clearly affordable housing is a key draw to Langley; close to 60% chose Langley because of affordable housing, more than 20% higher than the second most frequently selected reason – “good schools for children”.

Other reasons provided by respondents included access to university, the number of people from my culture living here, family oriented nature of Langley, its a “nice place” compared to some other communities / “more modern, clean and neat”, “services think always about the kids and moms – we are not worried to go places with kids”.

WHY DID YOU CHOOSE LANGLEY?

(# / % of responses)



Respondents Settlement Experience in Langley

Respondents reported being very satisfied with their experience settling in Langley. In fact, 77% stated that the experience was "better than expected" or "much better than expected". Another 22% reported that it was "about what I expected". Only five respondents (1%) said their settlement experience in Langley was "worse than expected". Respondents living in for Langley less than one year were the least likely to rate their settlement experience much better than expected: 21% versus 35% overall.

Although the vast majority reported a high degree of satisfaction with their experience settling in Langley, more than one quarter (27%) reported challenges or problems during the experience. When compared across education levels respondents with a college diploma (37% of responses) were the most likely to report having challenges or programs settling in Langley.

Respondents who had been in Canada for less than 1 year were much more likely to report having challenges or problems settling in Langley: 53% vs. 27% of overall respondents.

Respondents from Mainland China and South Korea (the two largest immigrant populations in Langley) reported having challenges and problems settling in Langley at a higher rate than the overall percentage: 41% of Chinese and 34% of Korean reported challenges.

Youth under the age of 24 also reported experiencing challenges or problems settling in Langley at a higher rate than the overall: 40% of youth respondents vs. 27% overall.

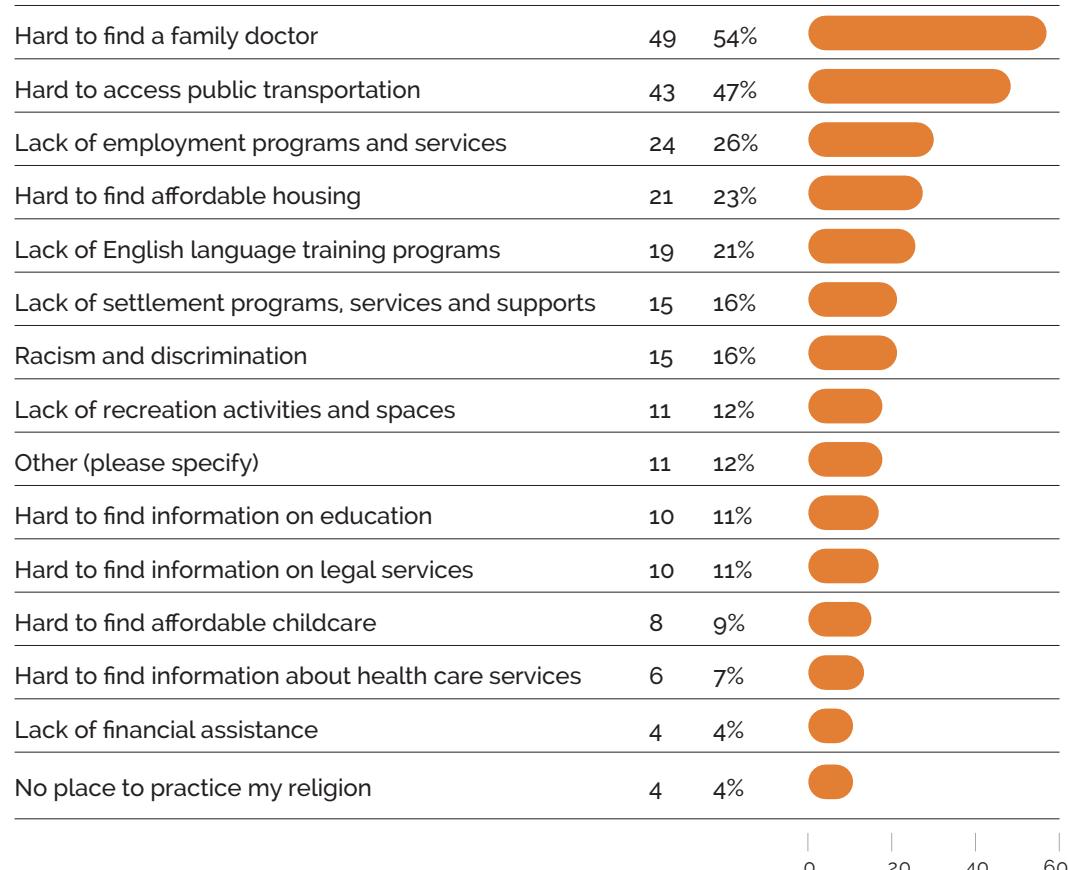
Respondents reported being very satisfied with their experience settling in Langley. In fact, 77% stated that the experience was "better than expected" or "much better than expected".

Challenges Faced by Immigrants Settling in Langley

Those respondents who reported challenges were asked to identify the types of challenges / problems they had faced. These are listed and ranked in the chart to the right. Deeper analysis of their input revealed the following:

- Seniors (55+) reported finding a family doctor as challenging at a higher rate than other age groups: 88% of seniors vs. 54% overall.
- Men (40%) reported the lack of employment services as a challenge at a higher rate than women (21%).
- Respondents with a graduate degree reported a lack of employment services as a challenge at a higher rate than those with lower levels of education: 39% vs. 26%.
- 75% of respondents living in Canada for less than one year reported that accessing public transportation was their greatest challenge. Finding a family doctor was their second greatest challenge (63%) and finding employment services ranked 3rd (50%).
- Although a small number, all refugees (3 or 100%) who reported challenges in settling in Langley cited finding affordable housing as the greatest challenge.

IF YES, WHICH OF THESE CHALLENGES / PROBLEMS DID YOU HAVE? (# / % of responses)



Making Settlement in Langley Easier

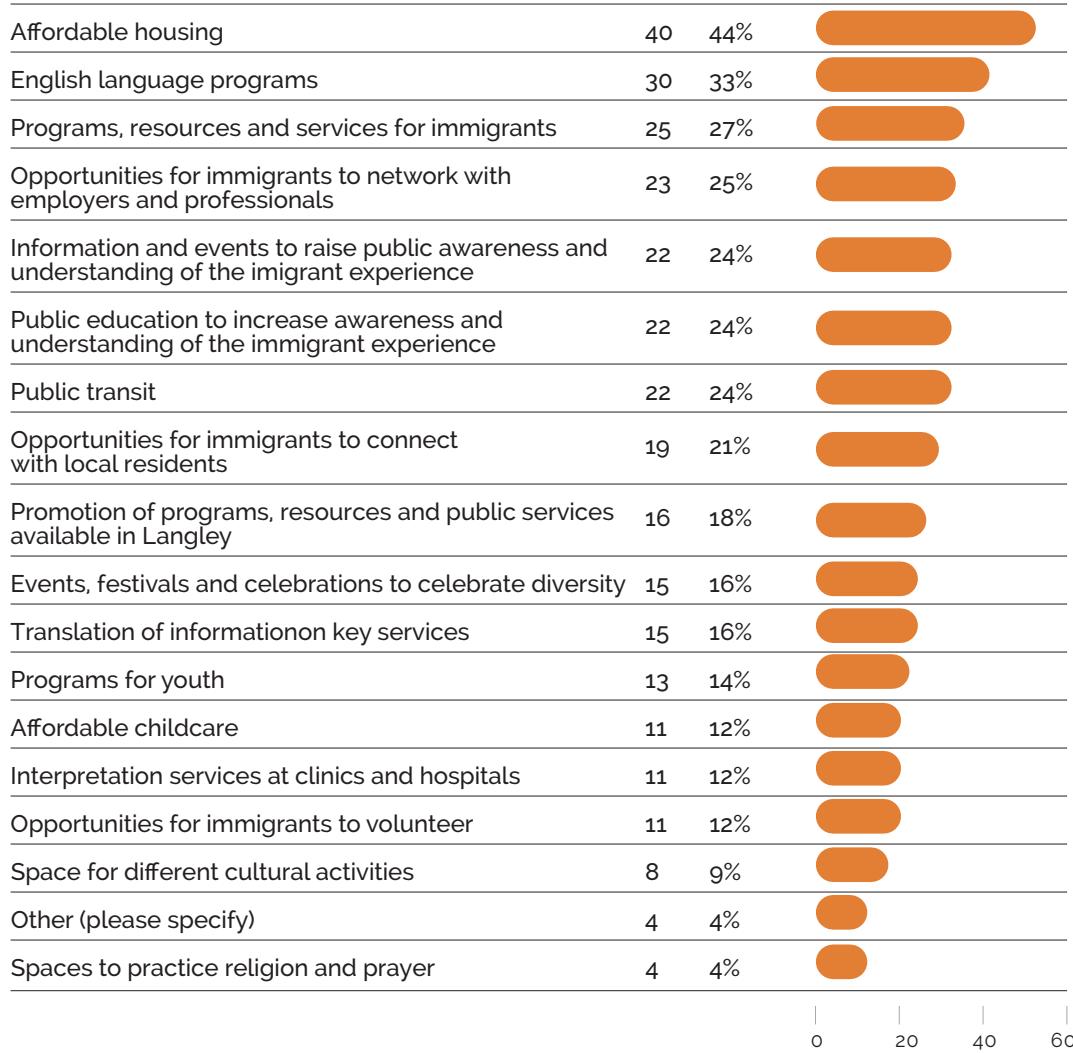
Survey respondents were asked for their input on what would make settling in Langley easier for immigrants. Affordable housing was cited as the number one solution towards making settling in Langley easier for immigrants.

It is noteworthy, that programs and services, networking opportunities with employers, events and public education to increase awareness and understanding of immigrant experiences were also recommended by about a quarter of respondents as actions that would make settling easier.

Although nearly 90% of respondents speak non-official languages most often at home, only 21% of respondents reported a lack of English training services as a challenge. Nonetheless, when asked for suggestions, 33% indicated that English language programs would make settling in Langley easier for immigrants. Men (50%) made this suggestion more than women (27%).

WHAT DO YOU THINK WOULD MAKE SETTLING IN LANGLEY EASIER FOR IMMIGRANTS?

(# / % of responses)



Part 2: Access to Services

About three quarters of survey respondents reported having used some programs or services to assist them settle in Langley and that it was easy or very easy to find the services they needed. Only a very small portion reported it was either difficult (8%) or very difficult (1%). Further analysis of input revealed the following:

- A slightly greater percentage of women (77%) than men (68%) indicated use of services.
- Younger respondents, 25 to 34, reported greater use of services: 93% vs. 74% overall.
- Those with lower education levels, high school diploma or lower, reported a high user rate at 90%.
- A greater proportion of respondents with beginner or intermediate English language levels reported having used settlement services than those with advanced English skills: 82% for both beginner and intermediate groups vs. 45% for fluent or native English speakers.
- Respondents living in Canada for longer than 11 years were the least likely to report that they had used some settlement services.
- In contrast, about 30% of the respondents living in Canada for less than five years indicated that it was very easy to find services, significantly higher than the number for long time Langley residents.
- Respondents who reported having used settlement services also reported a better settlement experience. 79% of those who had used settlement services felt their settlement experience was better than expected. This falls to 69% for those who did not access services.
- Respondents who reported that it was easy to access services, also indicated that their settlement experience was better than expected.

Younger respondents, 25 to 34, reported greater use of services: 93% vs. 74% overall.

Finding and Accessing Settlement Services

Regardless of gender, age group, education background and length of time in Canada, friends or family were reported as the most common source of information about services. 62% of the respondents cited friends or family as the source of service information, followed by internet search (39%), and community centres and the library (33% each). Refugees were even more likely to get information about services from friends and family members. 86% (or 12) of the refugee respondents reported obtaining information on services through this channel.

Common sources of information about settlement services and programs



Several other sources of service information were identified by respondents including:

- The SWIS Program
- School
- Social worker
- Online community
- Newcomer's Guide to resources and services
- New Directions
- LINC
- Korean community portal (Vanchosun)
- Email

Regardless of gender, age group, education background and length of time in Canada, friends or family were reported as the most common source of information about services.

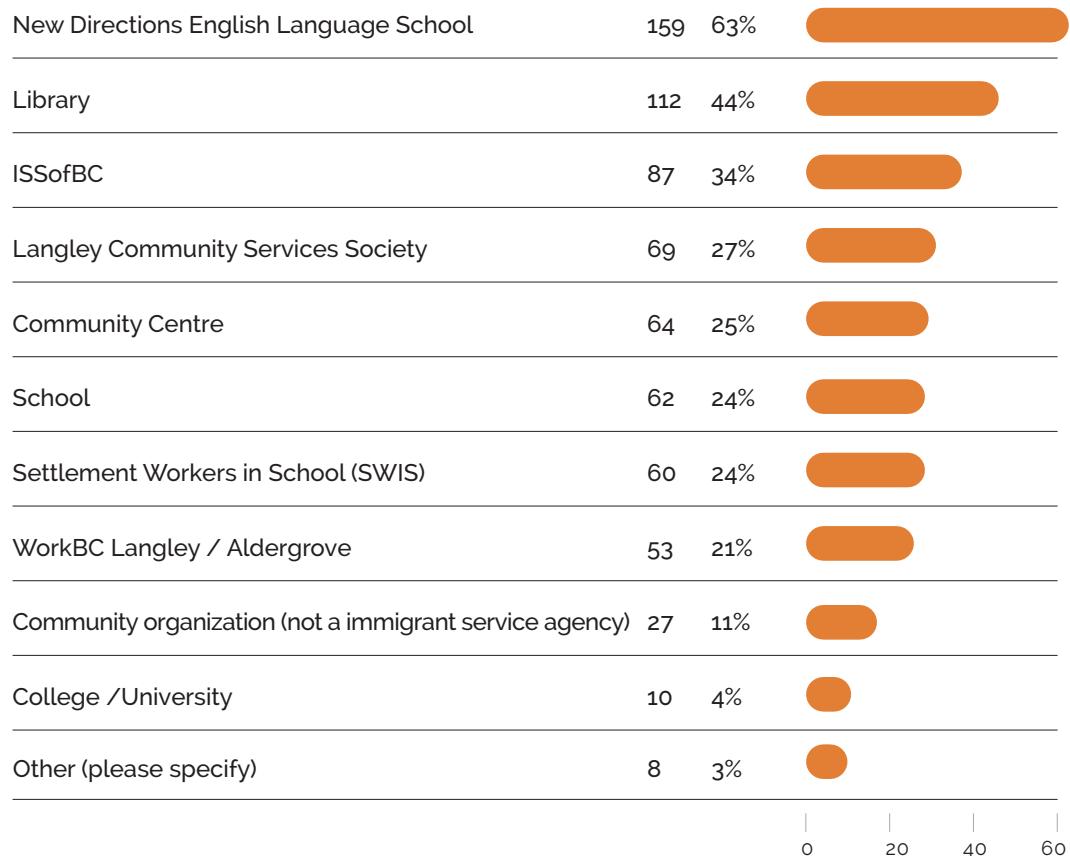
Part 2: Access to Services

Those who indicated having received services were asked to identify the agencies from which they received services from a list of key settlement service providers in Langley. In addition to the list to the right, S.U.C.C.E.S.S., the Langley Music Academy, the Karen Initiative, Encompass Support Services, and Churches were also identified.

As indicated in the chart, close to two-thirds of the respondents received services at New Directions, followed by 44% that were helped by libraries, 34% by ISSofBC and just over a quarter had received services through LCSS.

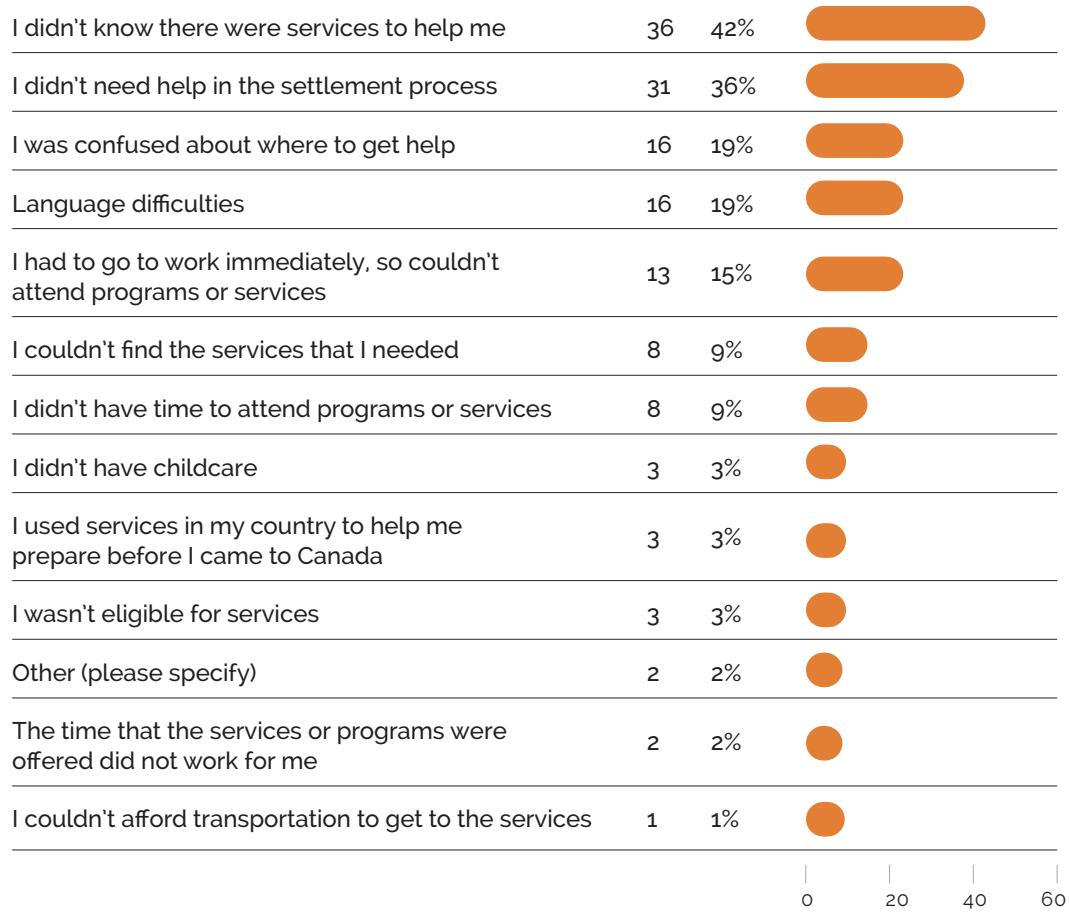
WHERE DID YOU GET THESE SERVICES?

(# / % of responses)



Part 2: Access to Services

About one third of respondents reported not accessing settlement related services and a variety of reasons for not doing so were cited by respondents. A significant portion indicated that they were not aware of, were confused about or could not find settlement services. Slightly more than one-third (36%) of the respondents that did not use settlement services indicated that they did not need settlement assistance.

IF YOU ANSWERED NO, WHY DIDN'T YOU ACCESS SETTLEMENT SERVICES?
(# / % of responses)

Part 3: Training and Education

Typical of immigrants to Canada and BC, respondents to the survey reported having high levels of education. As outlined in the Respondents section of this report, nearly 62% of respondents have completed a university degree (Bachelor's or higher) and another 24% have completed a college certificate or trades diploma. Of note, these levels are significantly higher than those of the Canadian born population for both the Township and the City of Langley.

Slightly more than half of the survey respondents (54%) reported having taken some training or further education since their arrival in Langley. Cross tabulation of the survey results revealed that:

- 86% of those aged 24 or younger had taken some training or further education, about 30% higher than any other age group.
- Respondents with a high school diploma or less education engaged in training or further education at a higher rate than those with college diplomas or higher levels of education.
- People living in Canada for 6-10 years (64% of them) were most likely to report they had taken some further training or education.
- A larger percentage of refugees (69% or 11 respondents) had taken some further training and education, followed by family sponsored permanent residents (61% or 71 of them).

Time and money were cited as the top two reasons for having not accessed training or further education and about 20% more women than men indicated time as a reason. Men (31%) and immigrants (30%) living in Canada for longer than 11 years were more likely to report not needing further training.

Types of Training and Education Providers

English language programs were the most often cited type of training or education. English language classes had been taken by more than 60% of those who accessed services, these included LINC, English courses at colleges, as well as English programs with immigrant service agencies. About 15% of respondents reported taking employment training workshops, programs, and classes.

New Directions (36.6%), Langley Education Centre (10.4%) and Kwantlen University (6.0%) were listed as the most frequently accessed education providers, although 7.1% of respondents simply listed Langley as the location of their education or classes. About 20% of the respondents had taken courses (not specified) at colleges and institutes, including BCIT, SFU, Douglas College, and Kwantlen University. The full list of programs and institutes by respondents has been included with this report as [Appendix 2](#) and [Appendix 3](#).

Part 4: Employment

Part 4: Employment

The majority of respondents, 71%, were either employed or self-employed prior to arrival in Canada and more than half were employed within their occupational fields. Only 4% were unemployed and looking for work. The remainder were homemakers, students, retired or not looking for work. Perhaps not surprisingly, only a limited proportion of the refugee respondents (31%) reported working in their occupational field before coming to Canada.

Respondents named **98 different occupations** held in their home countries. The following lists the top 15 occupations previously held by respondents. It is interesting to note that the education and skill level of these occupations is high. The full list of occupations has been included as [Appendix 4](#).

1. Teacher – 36
2. Administrator – 14
3. Accountant – 13
4. Sales – 12
5. Manager – 11
6. Instructor / Professor – 7
7. Software Engineer – 6
8. Engineer – 6
9. Chemical Engineer – 6
10. Human Resource Manager – 5
11. Electrician – 5
12. Doctor – 5
13. Chef – 5
14. Business Owner – 5
15. Banking – 5

Respondents named 98 different occupations held in their home countries. The following lists the top 15 occupations previously held by respondents. It is interesting to note that the education and skill level of these occupations is high.

Finding Commensurate Employment

Following their arrival in Canada, the respondents overall employment levels declined from 71% pre-arrival to 48% and the percentage working in their field dropped from 52% to 19%. Newer immigrants, respondents who had been in Canada less than three years, reported the greatest decline from 57% working in their field before arrival to 15% currently. Almost two-thirds (69%) of respondents regardless of their employment status reported having difficulty finding commensurate employment.

According to Statistics Canada, only 38% of long-term immigrants (in Canada over 10 years) were employed in jobs matching their education. In comparison, 59% of Canadian-born workers are employed in jobs that match their education.

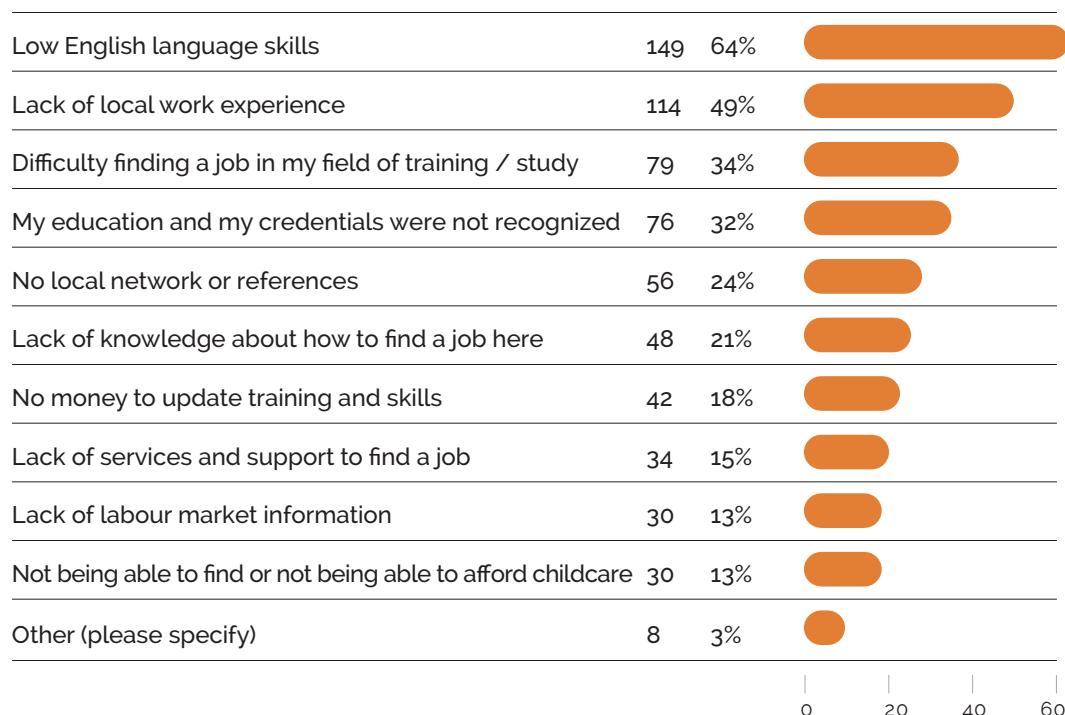
According to the survey, women seem to experience more challenges than men in finding commensurate jobs. 57% of male respondents were working in their field before landing; this dropped sharply to 27%. Women experienced an even more dramatic decline from nearly 50% to 16%. Many women reported becoming homemakers after arriving in Canada; 31% indicated being homemakers now compared to 14% prior to arrival.

Survey results also indicated that the higher the education level the greater difficulty respondents experienced finding commensurate work: 78% of those with graduate degrees, 69% for those with a college diploma and 43% for the high school graduates.

It is interesting to note, that respondents originally from the Philippines were the least likely to report difficulties in finding a job in line with their experience and education. However, 40% of Filipinos respondents reported they are not employed in their occupational field, compared to the corresponding figure at only 8% before landing.

According to Statistics Canada, only 38% of long-term immigrants (in Canada over 10 years) were employed in jobs matching their education. In comparison, 59% of Canadian-born workers are employed in jobs that match their education.

Part 4: Employment

IF YES: WHAT CHALLENGES DID YOU HAVE FINDING A JOB IN CANADA?
 (# / % of responses)


The survey asked respondents to identify the specific challenges they faced in finding a job. As indicated in the chart on the left, the top three challenges in finding a job were: low English skills (64%); lack of local work experience (49%); and lack of foreign credential recognition (32%).

Further examination of these results showed that:

- More than 80% of respondents with intermediate or lower English skills reported their English skills was a challenge to finding work, compared to 30% of advanced English speakers.
- 58% of the respondents with advanced or higher English skills reported that the lack of local experience was the greatest challenge to finding work.
- Respondents with a graduate degree were more likely to be challenged by the lack of foreign credential recognition and less likely to be challenged by low English skills.

Part 4: Employment

Non-Commensurate Employment

Although 165 respondents (48%) were employed at the time of the survey, compared to the jobs they held before coming to Canada, a much greater number are now employed in jobs requiring less education and less experience. As indicated in the chart to the right, not only are far fewer Langley immigrants working in their occupational field, but more than three times the number are unemployed and looking for work now compared to their pre-arrival experience.

A total of **111 different current jobs** were listed by respondents. The following lists the top 26 occupations (those with multiple responses) currently held by respondents. The full list of occupations has been included as [Appendix 5](#).

- | | |
|----------------------------------|----------------------------|
| 1. Teacher - 13 | 14. Tailor - 2 |
| 2. Delivery - 7 | 15. Systems Analyst - 2 |
| 3. Sales - 5 | 16. Self-employed - 2 |
| 4. Software engineer - 4 | 17. School worker - 2 |
| 5. Manager - 4 | 18. Retail store - 2 |
| 6. Childcare provider - 4 | 19. QA Analyst - 2 |
| 7. Accountant - 4 | 20. Project Manager - 2 |
| 8. Web application Developer - 3 | 21. Production worker - 2 |
| 9. Social worker - 3 | 22. Insurance broker - 2 |
| 10. Office clerk - 3 | 23. Health care worker - 2 |
| 11. Homemaker - 3 | 24. Hair stylist - 2 |
| 12. Early Childhood educator - 3 | 25. Custodian - 2 |
| 13. Waitress - 2 | 26. Business owner - 2 |

EMPLOYMENT STATUS (BEFORE VS. NOW)

(# of responses)



Employment programs, services and resources used by respondents in their job search

Approximately one third of respondents (33%) reported having accessed employment programs and services. In total, respondents listed a broad range of 39 separate employment support services and resources. Respondents had availed themselves of provincial and federal employment services, immigrant and community service providers' programs, but also online employment resources and private placement services. The list to the right, lists the top 15 responses along with the number of respondents. The full list is included as [Appendix 6](#).

1. WorkBC - 33
2. ISSofBC - 12
3. Indeed - 9
4. Langley Community Services Society - 8
5. SUCCESS - 4
6. New Directions - 3
7. MOSAIC - 3
8. Job training - 3
9. Vansky - 2
10. Skills to Success - 2
11. Skills Connect - 2
12. School SWIS - 2
13. Job Bank - 2
14. Employment services - 2
15. Career Paths - 2

Part 5: Volunteering

A significant number of the survey respondents, nearly one third (32%), reported having volunteered for a Langley organization. Of those that affirmed they had volunteered, respondents aged 45 or older volunteered at a greater rate than other age groups. Respondents with higher education levels reported volunteering at a higher rate than other groups. Of those who volunteered, 40% hold a graduate degree, 31% an undergraduate degree and 26% have a college diploma.

Those with higher English language skills also reported volunteering at a higher rate than other groups. 64% of those fluent in English and 44% of advanced English speakers reported having volunteered, compared to about one quarter of beginners and intermediate English speakers.

Time in Canada also impacted the rate of volunteerism; the longer respondents have lived in Canada, the more likely they are to have volunteered. Whereas 13% of recently arrived newcomers reported volunteering, 59% of those who have lived in Canada for 11+ longer stated that they had volunteered.

Respondents that had not volunteered cited a lack of time (50%) and English language skills (36%) as barriers to volunteering. Of note, a significant number of others reported a lack of information about volunteer opportunities (33%) and 12% indicated that it is difficult to become a volunteer.

The survey indicated a positive correlation between volunteer experience and employment status. Respondents who had volunteered were employed at a higher rate than those who had not volunteered. 56% of those that had volunteered were either employed or self-employed; of those who had not volunteered, 45% are employed or self-employed now.

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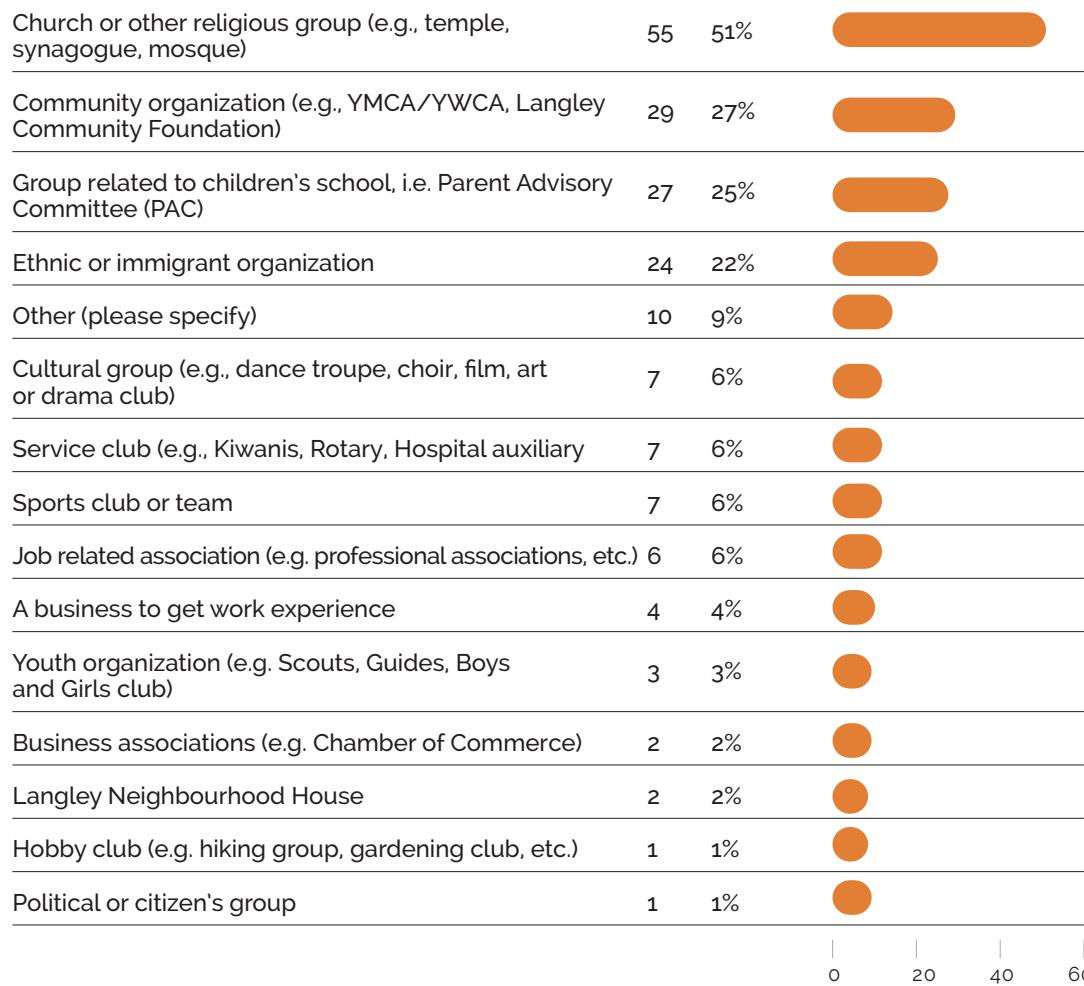
Part 5: Volunteering

Those who have volunteered have done so at a range of organizations with more than half (51%) reporting having volunteered at their place of worship (See list to the right). Other organizations cited by respondents included:

- Library Champions Program (Public Library InterLINK / FVRL program)
- Fraser Valley Regional Library
- Thrift store
- Food Bank

About 50% of those who reported volunteering do so one or more times per week. The other half volunteer one or two times per month (28%) and a smaller portion yet volunteer one to two times per year (21%).

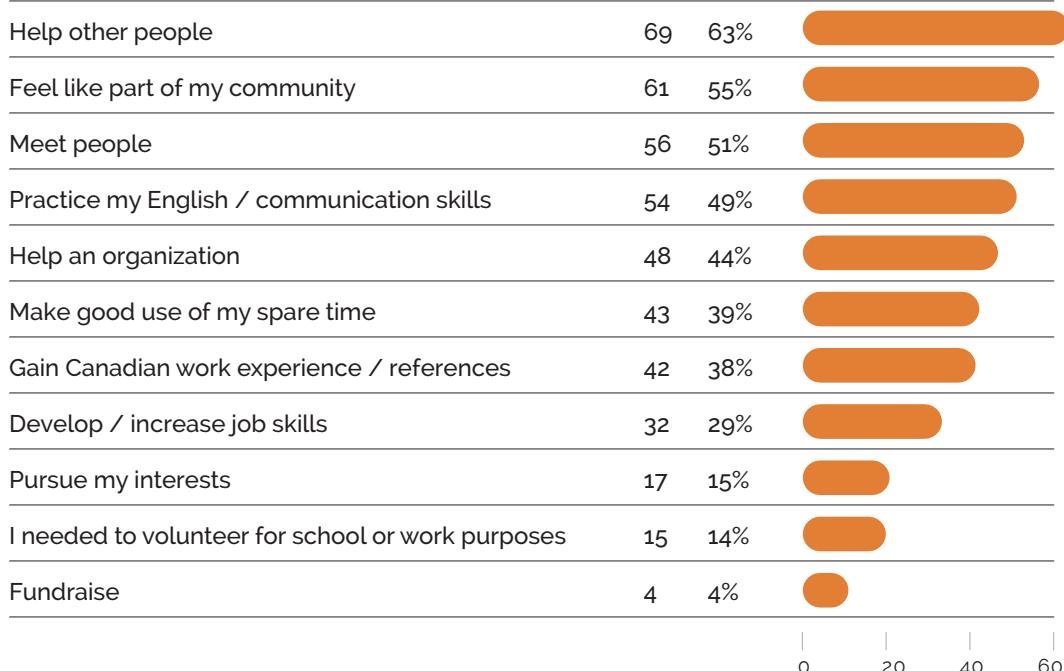
IF YES, WHAT ORGANIZATION(S) HAVE YOU VOLUNTEERED FOR? (# / % of responses)



Although a significant number of respondents (38%) cited gaining work experience as a reason to volunteer, the top reasons cited were related to helping, connecting and building communication skills. Not surprisingly, new immigrants (living in Canada for less than three years) were less likely volunteer due to lack of information and opportunities.

(IF YES) WHY DID YOU BECOME A VOLUNTEER?

(# / % of responses)



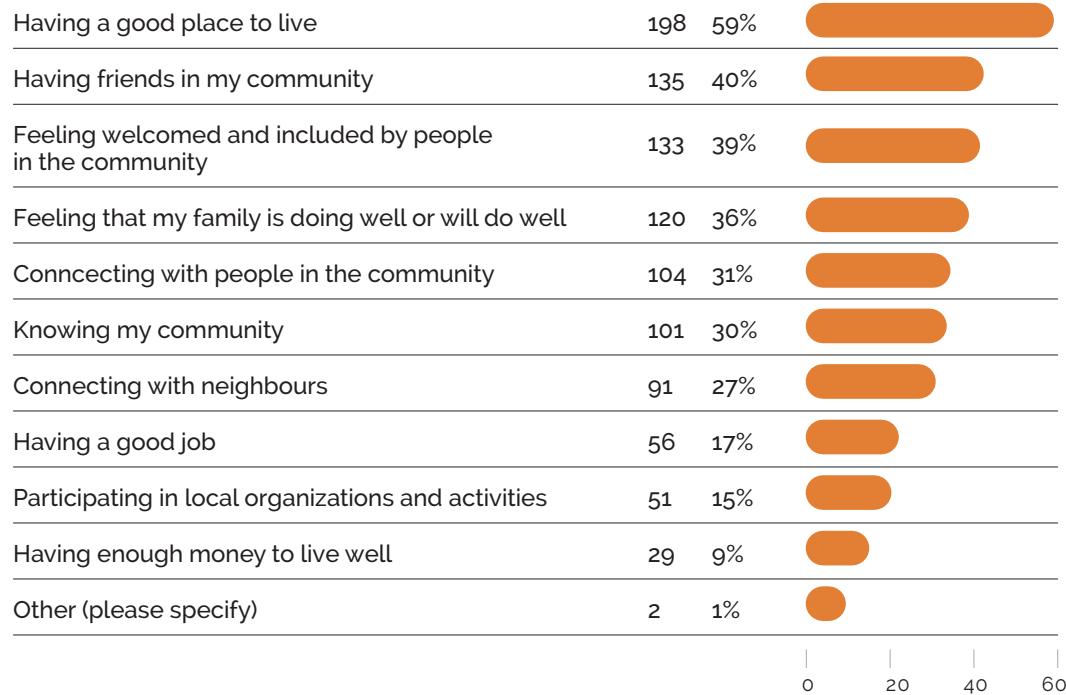
Part 6: Connection and Belonging

The vast majority (93%) of respondents reported a sense of feeling welcomed and included in Langley. Regardless of their age, gender or backgrounds, respondents indicated that a sense of being welcome and included was about having a good home, friends, connections, and knowing and participating in community. "A good job" was selected by only 17% and "enough money to live well" selected by only 9%.

The importance of connections with others from their cultural group and with people who are not from the same cultural group were reported as being equally important at 85% and 87%.

When asked about connecting with neighbours, about half reported rarely to occasionally and about half frequently or very frequently. When asked if they were satisfied with the level of contact, 80% reported they were.

WHAT MAKES YOU FEEL WELCOMED AND INCLUDED IN LANGLEY (# / % of responses)

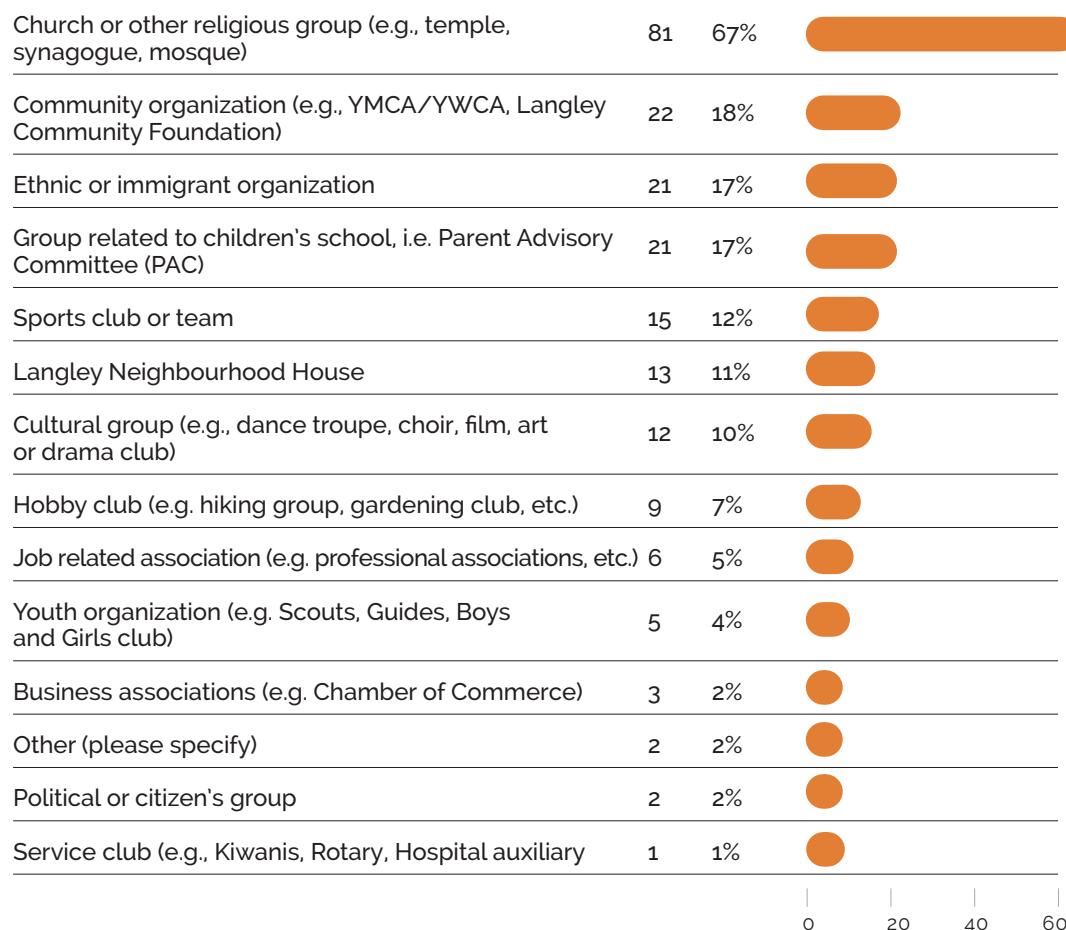


Part 6: Connection and Belonging

Slightly more than one-third of respondents reported belonging to a community group or organization in Langley and, in general, the longer they had lived in Canada or Langley, the more likely they were to belong to a group or organization. It is interesting to note, that respondents from Syria (59%) and the Philippines (50%) reported belonging to a community group or organization at a higher rate than other cultural backgrounds.

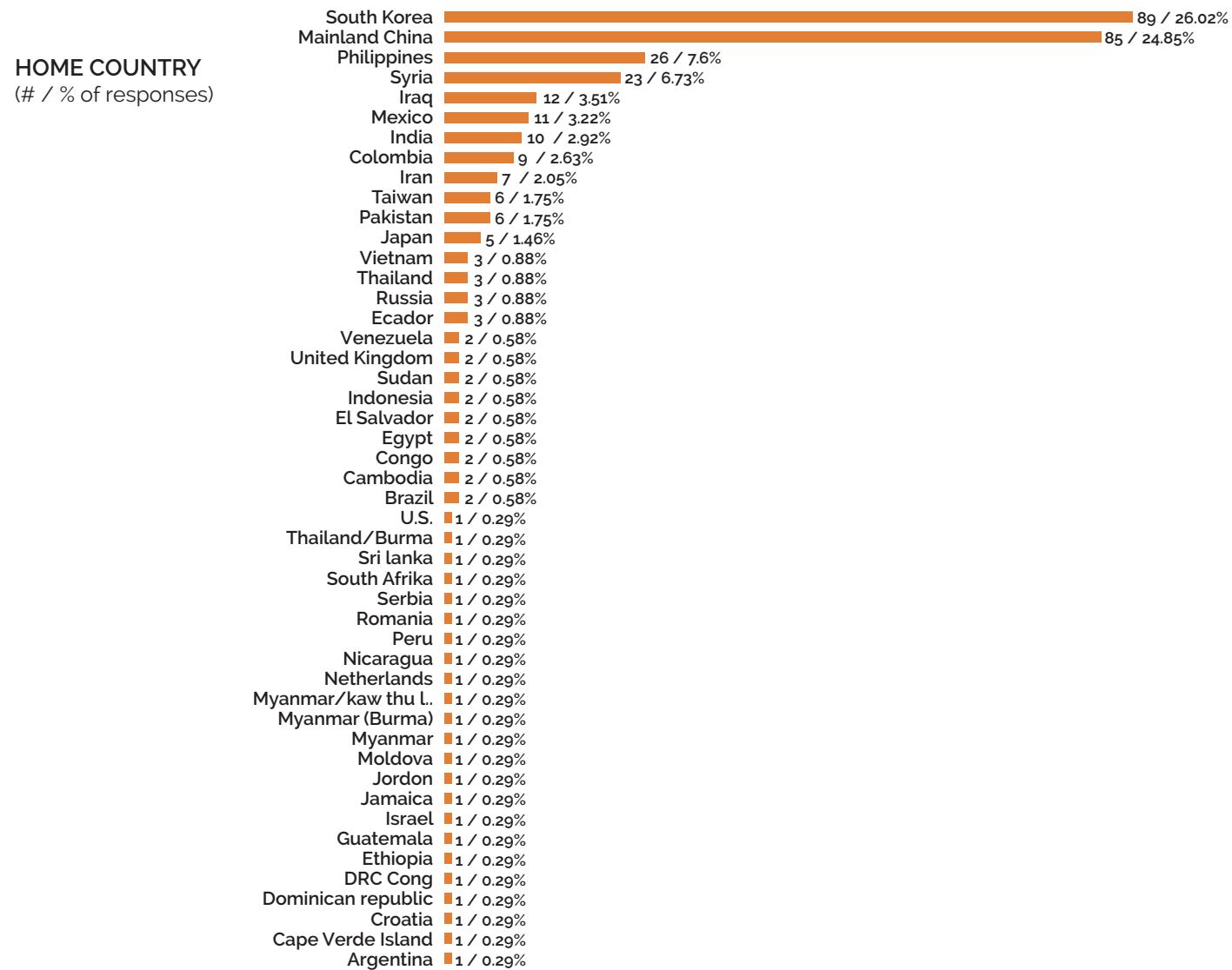
About two-thirds of respondents that indicated they had belonged to community group or organization in Langley, belonged to a church or a religious group. Community service agencies, ethnic or immigrant organizations and groups related to children and school were other organizations respondents participated in. Respondents also indicated active involvement with 74% reporting being active one or more times per week.

WHAT KIND OF COMMUNITY GROUPS OR ORGANIZATIONS HAVE YOU BELONGED TO? (# / % of responses)



Appendices

Appendix 1 – Countries of Origin of Respondents



Appendix 2 – Training Accessed After Arrival in Langley

TRAINING	#	%
English	114	62.6%
Employment workshops	8	4.4%
High school courses	6	3.3%
Accounting	4	2.2%
Master's degree	3	1.6%
Human resources management	3	1.6%
Skill to Success program	2	1.1%
Early childhood Education	2	1.1%
Building service worker certificate course	2	1.1%
Working skills	1	0.5%
University	1	0.5%
Special Education Assistance	1	0.5%
Saving energy by BC Hydro	1	0.5%
Plumbing	1	0.5%
Office helper	1	0.5%
Motive Power Trades program	1	0.5%
Masters degrees and a doctorate	1	0.5%
LMF	1	0.5%
Joinery Level 1 at BCIT	1	0.5%
Government funding Training	1	0.5%
Forclift driving trainin)	1	0.5%
Food safe	1	0.5%
First Aid Level 1	1	0.5%
Environment management and Assessment.		
Construction safety officer.	1	0.5%
Employment Counselling	1	0.5%

TRAINING	#	%
Employment Counselling	1	0.5%
Employment and Education Access for Women at Kwantlen University, Langley	1	0.5%
Drum and guitar lesson.	1	0.5%
Douglas college	1	0.5%
Diploma degree	1	0.5%
Dental reception program	1	0.5%
Degree in TWU	1	0.5%
Day care , nurse, or baking	1	0.5%
Computer	1	0.5%
Community support service	1	0.5%
Certificate	1	0.5%
Career exploration & Life Planning for Women (Kwantlen)		
Teaching English as a Second Language (Douglas)	1	0.5%
Career Choice and Life Success	1	0.5%
Canadian Vocational Training Centre	1	0.5%
Business Skills	1	0.5%
BCIT	1	0.5%
Basic worker services	1	0.5%
Bachelor degree	1	0.5%
Automotive training center	1	0.5%
Adult daycare course	1	0.5%
2 courses	1	0.5%
1- Safe food 2- Child care 3- First aid		
4-Customers service	1	0.5%
Network Administration Courses	1	0.5%

Appendix 3 – Location of Training / Further Education

INSTITUTE	#	%
New Directions	67	36.6%
Langley Education Centre	19	10.4%
Langley	13	7.1%
Kwantlen University	11	6.0%
Online	6	3.3%
Langley Community Services Society	6	3.3%
LINC	5	2.7%
BCIT	5	2.7%
WorkBC	4	2.2%
SWIS	4	2.2%
School	4	2.2%
ISSofBC	3	1.6%
Trinity Western University Langley	2	1.1%
Surrey	2	1.1%
ESL	2	1.1%
Douglas College	2	1.1%
Continuing education	2	1.1%
Western School of Business	1	0.5%
Univ. of Fraser Valley	1	0.5%

INSTITUTE	#	%
UBC	1	0.5%
Toronto	1	0.5%
SFU	1	0.5%
Saskatoon	1	0.5%
Royal Roads University - Victoria, BC	1	0.5%
Options	1	0.5%
Niagara College and Universal health	1	0.5%
New Westminster	1	0.5%
My employer	1	0.5%
Library	1	0.5%
Langley	1	0.5%
Langley School District	1	0.5%
Langley Music Academic	1	0.5%
Langley College	1	0.5%
Langley Campus and after Covid outbreak online.	1	0.5%
Colombia	1	0.5%
City of Langley	1	0.5%
Church	1	0.5%
Academy of Learning	1	0.5%
A Spanish University and an American University	1	0.5%

Appendix 4 – Occupations Prior to Arrival in Canada

OCCUPATIONS	#	%
1. Teacher	36	14.8%
2. Administration	14	5.8%
3. Accountant	13	5.3%
4. Sales	12	4.9%
5. Manager	11	4.5%
6. Instructor / Professor	7	2.9%
7. Software Engineer	6	2.5%
8. Engineer	6	2.5%
9. Chemical Engineer	6	2.5%
10. Human Resource Manage	5	2.1%
11. Electrician	5	2.1%
12. Doctor	5	2.1%
13. Chef	5	2.1%
14. Business owner	5	2.1%
15. Banking	5	2.1%
16. Early Childhood Educator	4	1.6%
17. Social worker	3	1.2%
18. Marketing	3	1.2%
19. Hair Stylist	3	1.2%
20. Welder	2	0.8%
21. Tailor	2	0.8%
22. Researcher	2	0.8%
23. Real estate	2	0.8%
24. Part time easy job	2	0.8%
25. Nurse	2	0.8%

OCCUPATIONS	#	%
26. Journalist	2	0.8%
27. Financial manager	2	0.8%
28. Dental technician	2	0.8%
29. Civil servant	2	0.8%
30. X-ray tech	1	0.4%
31. Writer	1	0.4%
32. Web and Graphic Designer	1	0.4%
33. Waiter, in construction field	1	0.4%
34. Voluntarily guidance	1	0.4%
35. Vice president	1	0.4%
36. Validation Department Director	1	0.4%
37. Ultrasound technician	1	0.4%
38. Travel agency	1	0.4%
39. Translator	1	0.4%
40. Trading company	1	0.4%
41. Systems Analyst	1	0.4%
42. Social worker at the refugee camps	1	0.4%
43. Service (Hotelier)	1	0.4%
44. Service	1	0.4%
45. Secretary	1	0.4%
46. Seamstress	1	0.4%
47. Quality control	1	0.4%
48. Purchasing	1	0.4%
49. Public servant	1	0.4%
50. Psychological counselor	1	0.4%

Appendix 4 - Occupations Prior to Arrival in Canada

OCCUPATIONS	#	%	OCCUPATIONS	#	%
51. Protection Organization	1	0.4%	75. Fine-arts Supervisor	1	0.4%
52. Project management	1	0.4%	76. Finance	1	0.4%
53. Programmer	1	0.4%	77. Fashion designer	1	0.4%
54. Production worker (food processing factory)	1	0.4%	78. Esthetician	1	0.4%
55. Pilot	1	0.4%	79. Editor	1	0.4%
56. Pharmacist	1	0.4%	80. Driver	1	0.4%
57. Mortgage advisor in Credit Union	1	0.4%	81. Domestic helper	1	0.4%
58. Midwife	1	0.4%	82. Customer service	1	0.4%
59. Medical office clerk	1	0.4%	83. Contractor	1	0.4%
60. Medical assistance	1	0.4%	84. Constructions	1	0.4%
61. Mechanical engineer	1	0.4%	85. Computer programmer	1	0.4%
62. Mechanic	1	0.4%	86. Civil Engineer	1	0.4%
63. Meat cutter	1	0.4%	87. Carpenter	1	0.4%
64. Jewelry business	1	0.4%	88. Cake making	1	0.4%
65. IT	1	0.4%	89. Cabin crew	1	0.4%
66. Information Technology (Programmer)	1	0.4%	90. Butcher	1	0.4%
67. Information System specialist	1	0.4%	91. Business Consultant/Analyst	1	0.4%
68. Industry Design	1	0.4%	92. Better than expected	1	0.4%
69. Industrial Pharmacist	1	0.4%	93. Barista	1	0.4%
70. Import export assistant	1	0.4%	94. Assistant manager	1	0.4%
71. Health care aide	1	0.4%	95. Animal husbandry	1	0.4%
72. Graphic Designer	1	0.4%	96. Analyst	1	0.4%
73. Forestry engineering	1	0.4%	97. Adviser	1	0.4%
74. Floor laboratory engineering	1	0.4%	98. Acupuncturist	1	0.4%

Appendix 5 – Occupations of Respondents After Arrival in Canada

CURRENT OCCUPATION	#	%	CURRENT OCCUPATION	#	%
1. Teacher	13	7.6%	27. Yoga instructor	1	0.6%
2. Delivery	7	4.1%	28. X ray tech	1	0.6%
3. Sales	5	2.9%	29. Writer	1	0.6%
4. Software engineer	4	2.3%	30. Work production (Assembly)	1	0.6%
5. Manager	4	2.3%	31. Wood worker	1	0.6%
6. Childcare provider	4	2.3%	32. Welder	1	0.6%
7. Accountant	4	2.3%	33. Warehouse worker	1	0.6%
8. Web application Developer	3	1.7%	34. University professor	1	0.6%
9. Social worker	3	1.7%	35. Trade company clerk	1	0.6%
10. Office clerk	3	1.7%	36. Tech	1	0.6%
11. Homemaker	3	1.7%	37. SWIS	1	0.6%
12. Early Childhood educator	3	1.7%	38. Store associate	1	0.6%
13. Waitress	2	1.2%	39. Settlement Worker	1	0.6%
14. Tailor	2	1.2%	40. Service person	1	0.6%
15. Systems Analyst	2	1.2%	41. Sales manager	1	0.6%
16. Self-employed	2	1.2%	42. Safety coordinator	1	0.6%
17. School worker	2	1.2%	43. Roofer	1	0.6%
18. Retail store	2	1.2%	44. Restoration	1	0.6%
19. QA Analyst	2	1.2%	45. QA Technician	1	0.6%
20. Project Manager	2	1.2%	46. Pulp relief	1	0.6%
21. Production worker	2	1.2%	47. Project manager assistant	1	0.6%
22. Insurance broker	2	1.2%	48. Project Assistant	1	0.6%
23. Health care worker	2	1.2%	49. Programmer	1	0.6%
24. Hair stylist	2	1.2%	50. Professional Engineer	1	0.6%
25. Custodian	2	1.2%	51. Pharmacist	1	0.6%
26. Business owner	2	1.2%	52. Pharmacy assistant	1	0.6%

CURRENT OCCUPATION	#	%	CURRENT OCCUPATION	#	%
53. Pharmacy	1	0.6%	83. Fabricator	1	0.6%
54. Performance Analyst	1	0.6%	84. Executive Director	1	0.6%
55. Packing associate	1	0.6%	85. Engineer	1	0.6%
56. Outreach support worker	1	0.6%	86. Drafter in engineering company	1	0.6%
57. Operating a matchmaker website	1	0.6%	87. Dietary	1	0.6%
58. Operating	1	0.6%	88. Dental ceramist	1	0.6%
59. Millwright	1	0.6%	89. Dealer	1	0.6%
60. Marketing consultant	1	0.6%	90. Data analyst	1	0.6%
61. Marketing	1	0.6%	91. Customer Service	1	0.6%
62. Market Research Interviewer	1	0.6%	92. Custodian - Langley School District	1	0.6%
63. Maintenance	1	0.6%	93. Costs saps	1	0.6%
64. Machineries and Test bakery	1	0.6%	94. Cook	1	0.6%
65. Library staff	1	0.6%	95. Consultant	1	0.6%
66. Inventory associates	1	0.6%	96. Constructions	1	0.6%
67. International logistics coordinator	1	0.6%	97. Community support worker	1	0.6%
68. Interior designer	1	0.6%	98. Client Services	1	0.6%
69. Instructor	1	0.6%	99. Church Piano Accompanist	1	0.6%
70. Inspector	1	0.6%	100. Chef	1	0.6%
71. Innofoods	1	0.6%	101. Cashier	1	0.6%
72. Industrial butcher	1	0.6%	102. Carpenter	1	0.6%
73. I paint glasses in industry	1	0.6%	103. Career coach	1	0.6%
74. I am working at the CKF / packaging supply	1	0.6%	104. Cabinets maker	1	0.6%
75. HR	1	0.6%	105. Bus driver	1	0.6%
76. Housekeeping	1	0.6%	106. Barista (Starbucks)	1	0.6%
77. House Cleaning Business	1	0.6%	107. Banquet server	1	0.6%
78. Greenhouse worker	1	0.6%	108. Baker	1	0.6%
79. Geochem lab technician	1	0.6%	109. Auto repair	1	0.6%
80. Freight Associate	1	0.6%	110. Asset Analyst	1	0.6%
81. Farm worker	1	0.6%	111. Restaurant server	0	0.0%
82. Farm supervisor	1	0.6%			

Appendix 6 – Employment Program, Services and Resources Used by Respondents

EMPLOYMENT SERVICE OR RESOURCE	#	%
1. WorkBC	33	29.2%
2. ISSofBC	12	10.6%
3. Indeed	9	8.0%
4. Langley Community Services Society	8	7.1%
5. SUCCESS	4	3.5%
6. New Directions	3	2.7%
7. MOSAIC	3	2.7%
8. Job training	3	2.7%
9. Vansky	2	1.8%
10. Skills to Success	2	1.8%
11. Skills Connect	2	1.8%
12. School SWIS	2	1.8%
13. Job Bank	2	1.8%
14. Employment services	2	1.8%
15. Career paths	2	1.8%
16. YMCA employment program	1	0.9%
17. Volunteer program	1	0.9%
18. Triangle something	1	0.9%
19. Training package	1	0.9%
20. Super market	1	0.9%

EMPLOYMENT SERVICE OR RESOURCE	#	%
21. PICS	1	0.9%
22. Mentoring connect	1	0.9%
23. Mainly library services to sharpen my skills	1	0.9%
24. LinkedIn	1	0.9%
25. LINC	1	0.9%
26. Job search program through Douglas college	1	0.9%
27. Job placement agency	1	0.9%
28. Job fair	1	0.9%
29. Industrial sewing training program	1	0.9%
30. Immigration program	1	0.9%
31. ESL	1	0.9%
32. Employment centre in Langley City	1	0.9%
33. Do not remember the name	1	0.9%
34. DiverseCity	1	0.9%
35. CVTC	1	0.9%
36. Change Nam's	1	0.9%
37. Career Choice and Life Success	1	0.9%
38. Career Bridge Service	1	0.9%
39. BC government website	1	0.9%