

DELTA NEWCOMER AND RACIALIZED RESIDENTS' SURVEY

FINDINGS REPORT

FEBRUARY 2024



Delta

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Disclaimer: While this survey was targeted towards newcomer and racialized residents to better understand resident needs and inform future community priorities, individuals with various backgrounds participated in this survey. This includes individuals who were born in Canada and those who may be immigrants but do not identify as racialized. Therefore, respondents were separated into four respondent groups to provide insight into distinct needs of survey participants, as individuals come from a variety of backgrounds with diverse lived experiences: (1) newcomers; (2) more established immigrants (includes newcomers); (3) racialized residents (includes other three groups); (4) Canadian-born residents (includes racialized residents). For example, an individual was born in Canada, but their parents may have immigrated to Canada from China; hence their responses will be included in both the racialized responses and Canadian-born responses.

EXECUTIVE SUMMARY

In April 2023, the City of Delta launched a new one-year project titled “Delta Collaborates: Building an inclusive, healthy, and just community”, that aims to build a more inclusive Delta for newcomer and racialized residents. This project is in line with Delta’s Social Action Plan, and one of the project’s key objectives is to conduct a needs assessment through a survey to enhance the City’s and community partners’ understanding of immigrant/racialized communities’ current needs.

The survey was conducted for a total of six weeks from September 25th, 2023 to November 6th, 2023 and was available on the *Let’sTalk Delta* platform. In-person outreach was conducted at various locations across the city, such as English-language classes, libraries, places of worship, etc. Three focus groups were also conducted with newcomer and immigrant participants. A total of 802 survey responses were received including survey responses that were entered manually due to paper responses being collected during outreach. Approximately 21% of survey respondents are newcomers (immigrants who arrived to Canada in the last five years), 34% are immigrants, 30% come from a racialized background, and 45% of respondents are born in Canada.

KEY FINDINGS

- **What we love about Delta:** When it comes to living and working in Delta, respondents were not shy in stating that they enjoy living and working in Delta. With one respondent stating that “Delta is one of the best places to live in Greater Vancouver”! Respondents stated that Delta is a beautiful, safe, and friendly community and enjoy the parks, community events, and facilities that Delta has to offer. Regardless of respondent type

(immigrant, Canadian-born, etc.) residents think Delta is a wonderful place to live and enjoy Delta’s sense of community, friendliness, quiet neighbourhoods, multiculturalism, facilities, and the strong feeling of community.

- **What municipal service we use:** Almost all respondents reported using Recreational Centres, around one third utilized Child and Youth programs and 16% participated in Delta’s Volunteer programs; however, a much lower number of newcomer residents reported volunteering with the city (less than 10%) and Canadian-born respondents reported using Seniors Centres at a much higher rate than newcomer/racialized residents.
- **What community services we use:** Library and healthcare services were the two types of community services utilized the most, as reported by all survey respondents (77% and 69%). A much higher percentage of newcomer respondents reported using food emergency supports compared to all respondents (22% compared 6.7%). Less than a half of newcomer respondents suggested that accessing settlement services was easy.
- **How do we learn about services:** In all respondent categories, the most popular ways to learn about services was via online search or through family and friends. Learning about services through municipal facilities was also a common way for Canadian-born and immigrant respondents, but it was not a common method for newcomer respondents (27% and 23%, compared to 4%). Social media was also a commonly used method among all three respondent groups. Newspapers were popular amongst Canadian-born and immigrant respondents, as

well as racialized respondents, but not as popular amongst newcomer respondents. Newcomer respondents also learned about services through settlement workers and flyers.

- **How welcomed we feel in our community:** Most respondents feel welcomed in Delta and have strong community connections. Newcomer respondents feel somewhat more welcomed in Delta than racialized residents (92% compared to 86%), but responses from both groups indicate a high level of feeling welcomed in the community, as did all respondents (83%). Newcomers reported having fewer strong community connections (60% compared to 73% for racialized residents).
- **Have we faced discrimination in Delta?** Across the respondent groups, the majority of survey respondents have not faced discrimination in Delta. However, a higher proportion of Canadian-born and racialized respondents reported having faced discrimination in Delta compared to immigrant and newcomer respondents (25% and 24% vs. 18%, and 11%). Newcomer respondents had the highest percentage of individuals stating that they have not faced discrimination. Those who have faced discrimination state that they have been asked for private information while accessing emergency food supports, have faced racism and racially based comments from neighbours, in school, and from other individuals, when seeking employment and on online groups on social media.
- **What other barriers we face:** Approximately 100 newcomers shared their challenges settling in Delta. The barriers noted mirror the challenges faced by all newcomers in Canada, including barriers to employment which was identified as a one of the key challenges for Delta's newcomers.

- **How can we make Delta a more welcoming place:** Common themes for all respondents were as following:

- More affordable housing
- Better transit frequency and increase in transit routes
- Additional child and youth programs
- Increased sense of community between Delta's three communities
- Additional social and commercial infrastructure
- More multicultural events

Newcomer residents may need further support and services than what is already present, to help them thrive and settle in their home and community. When newcomer respondents were asked about what they need or may be missing in Delta, areas of improvement in their responses included:

- More programs for children and youth; more childcare facilities
- Specialized supports for newcomers, i.e. in-school supports for newcomer children
- Increase in healthcare professionals and walk-in clinics
- Increase in neighbourhood social events and cultural/celebration events
- More benches and spaces for seniors to interact and socialize in parks
- Translation and interpreters in the hospital and health care settings
- More social connection groups for mothers and children, youth and women
- More services (settlement, higher level language classes, job search, etc.)
- A newcomers' guide for settling in Delta

INTRODUCTION

In April 2023, the City of Delta launched a new one-year project, “Delta Collaborates: Building an inclusive, healthy, and just community”, aimed to build a more inclusive Delta for newcomer and racialized residents. The project was funded by the Public Health Agency Canada over a one-year period. This project aims to advance various actions identified in Delta’s Social Action Plan including conducting a needs assessment through a survey to develop a better understanding of immigrant/racialized communities’ needs post COVID-19 pandemic. A project Advisory Group was formed with representation from local health authorities, school district and settlement service agencies.

Survey Design

The survey was designed to better understand the experiences, needs, and barriers that Delta’s newcomer and racialized residents may be facing. The survey ran from September 25th to November 6th, 2023 and consisted of a total of 25 questions, of which 5 questions were mandatory and 10 questions focused on demographics. The first section of survey questions focused on newcomer and racialized residents’ experience living/working in Delta, services and programs accessed, barriers to employment, instances of discrimination, and needed community supports.

The demographic section of the survey focused on area of residence, number of years residing in Delta, age group, ethnicity, immigration category, etc. The survey was not translated into other languages as past survey experiences have shown low resident uptake of translated surveys. However, the project coordinator utilized diverse community outreach methods to engage with newcomer and racialized residents. The survey questions are attached in Appendix 1.

Community Engagement Methods

The target population of this survey was newcomer and racialized residents. Traditionally, this has been a hard to reach population, and previous surveys have yielded a lower response rate and engagement from newcomer and racialized Delta residents.

The survey aimed to engage the target population through a variety of outreach and engagement methods. Community engagement around the survey included focus groups, outreach, social media ads, tabling at community events, survey copies at recreation centres and Delta Libraries, and emails sent through *Let’s Talk Delta* mailing lists and Delta School District newsletters. Finding residents where they are was the outreach method that proved to be the most effective reaching the targeted population.

A community survey with a target population of newcomer and racialized residents residing in Delta was hosted online on the *Let’sTalk Delta* platform. The online survey can be found here, <https://letstalk.delta.ca/inclusivedelta>.

Engagement Methods	No of Participants
Let’sTalk Delta Online Survey	600
Surveys: Focus Groups	56
Surveys: Outreach	~200

* All surveys were entered on the Let’sTalk Delta online platform.

A total of 802 responses were collected on *Let’sTalk Delta*. This includes approximately 200 responses that were collected during community outreach in North Delta.

- Three focus groups were conducted: two at Delta Community College with newcomer adult students with approximately 20 students in each focus group and one focus group at Kennedy Seniors Centre with 16 South Asian Immigrant Women
- In-person outreach was conducted at George Mackie Library, Northside Community Church, Sungod Recreation Centre, and Delta Community College.
- Hard copies of the survey were also placed at recreation centres, senior centres, and libraries throughout Delta.
- Outreach was also conducted at the *Run for Delta* event in North Delta.
- Social media ads were run for approximately 3 weeks on Instagram and Facebook targeting Delta residents.
- Survey information was also disseminated to community partners, including settlement agencies to share with their clients. Delta School District included survey information and a link for all parents in their newsletter.

Outreach at George Mackie Library and Delta Community College (provides English as a Learning Language classes) resulted in the largest number of newcomer responses and engagement. Surveys placed at libraries and recreation centres did not attract residents to complete the survey, but in-person outreach conducted at various Delta facilities attracted more residents to complete the survey. Emails sent through the *Let'sTalk Delta* mailing list were highly effective in garnering resident engagement, but the majority of responses were not from the survey's target population.

Methodology

Results presented are based on responses by survey participants. For questions that have quantifiable results, the results have been presented in a chart format. Please note that the percentages on the charts have been rounded to the nearest percentage. For

questions that are open ended, there is a short summary of responses provided by respondents. Survey gaps are described in Appendix 2.

Terminology

For the purpose of this report, **newcomer respondents** are defined as those who have lived in Canada for 5 years or fewer, and those who have lived in Delta for 5 years or fewer, and who self-identify as first generation immigrants (i.e. born outside of Canada).

For the purpose of this report, **immigrant respondents** are defined as those who have been in Delta/Canada longer than 5 years and came here from another country. Survey results were filtered for Delta residents who were born outside of Canada, and have lived in Canada or Delta for longer than 5 years.

For the purpose of this report **Canadian-born respondents** are defined as those individuals who were born in Canada.

For the purpose of this report **racialized respondents** are individuals who reside in Delta and self-identify as coming from a racialized background.

SURVEY DEMOGRAPHICS

See Appendix 3 for detailed charts

Residing in Delta (N=802): over 96% of survey respondents reside in Delta. 110 or 84% of newcomer respondents reside in North Delta.

Respondent Type (N=802): 350 respondents identified as first generation immigrants; 243 survey participants have racialized background; 18 identified as Indigenous and 310 as 'Other'.

Relation to Delta (N=802): Over 94% of respondents live in Delta, 19% - work in Delta and 35 respondents provided other reasons why they participated in the survey.

Respondents by Community (N=797): Over 53% of responses came from North Delta's residents; 22% - from Ladner, 19% - from Tsawwassen and about 5% from Rural Delta and "Other".

Years in Delta (N=790): Close to 46% of respondents lived in Delta longer than 10 years, 12% lived for 6-10 years and one third of all respondents lived in Delta for less than 5 years. About 7% of survey participants were born in Delta.

Age (N=798): Over 50% of respondents were between 35 and 59 year old. More younger newcomer respondents participated in the survey (90 or close to 70% of them are 24 to 44 year old).

Years in Canada (N=795): 45% of all respondents were born in Canada, 102 have resided in Canada for one to five years and 65 respondents settled in Canada less than one year ago.

Immigration class (N=410): A big portion of respondents (27%) came to Canada through family sponsorship, 8% came to Canada as refugees, 11% as international students and about 3% as temporary workers. Almost 25% selected "Other" answer to this question.

Annual Household Income (N=778): Almost 30% of respondents chose "Prefer not to say" option to this question. One third of respondents make above \$90,000 a year (43% for Canadian-born) and about 9% of all respondents have a household income of less than \$30,000 a year. This number is significantly higher for newcomer respondents (29%), slightly less for immigrants (6%) and considerably less for Canadian-born respondents (3%).

Ethnic Background (N=797): Over 42% of respondents were White/Caucasian. About a quarter of all survey participants were of South Asian descent. About 13% or 100 respondents reported East Asian background (China, Japan, Thailand, etc.) Approximately 46% of newcomer respondents who answered the question identified as South Asian (59).

Living situation (N=792): Over 62% reported owning their own home and 10% of all respondents live with their family and friends. Only 11 newcomer respondents reported owning their homes and 83 respondents or 65% of this response group rent their homes. A higher number of newcomers live with their families or friends (16%). Notably, about 86% or 119 immigrant respondents own their homes which is greater in comparison to 76% of Canadian-born respondents who own their homes in Delta.

Learned about the survey (N=783): over 22% of respondents learned about the survey through social service organizations; 15% - through social media and another 11% - through City of Delta's newsletter; 38% of respondents chose "Other" option to this question. Over 26% or 37 immigrants learned about the survey through City of Delta's *Let'sTalk Delta* page. "Library" was a source of learning about the survey for 18% of newcomer respondents.

SURVEY RESULTS – COMPARATIVE ANALYSIS

This section summarized responses from all respondents and provides comparative analysis. In total, 812 responses were provided. Survey demographics are attached in Appendix 3.

Experience Residing/Working in Delta

[Q.3, N=717]

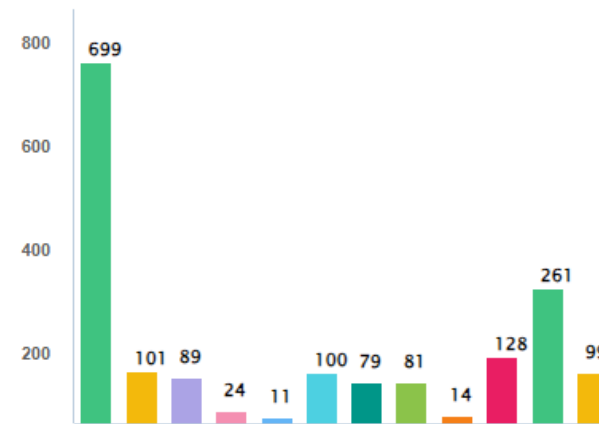
When it comes to living and working in Delta, respondents were not shy in stating that they enjoy living and working in Delta. With one respondent stating that they find that “Delta is one of the best places to live in Greater Vancouver”! Respondents find that Delta is a beautiful, safe, and friendly community and enjoy the parks, community events, and facilities that Delta has to offer. Regardless of respondent type (immigrant, Canadian-born, etc.) residents think Delta is a wonderful place to live and enjoy Delta’s sense of community, friendliness, quiet neighbourhoods, multiculturalism, facilities, and the strong feeling of community.

Municipal Services/Programs Use

[Q.4, N=802, Newcomers=130; Racialized=233; Canadian-born=347]

Almost all respondents reported using Recreational Centres, around one third utilized Child and Youth programs and 16% participated in Delta’s Volunteer programs (Chart 1). A comparable proportion of newcomer/racialized/Canadian-born respondents reported taking advantage of Delta’s recreational facilities and child/youth programs; however, a much lower number of newcomer residents reported volunteering with the city (less than 10% compared to 18% for Canadian-born respondents). Canadian-born respondents reported using Seniors Centres at a much higher rate than newcomer/racialized residents (19% vs. 6% and 6%).

Chart 1: Which municipal services/programs have you used in Delta or Departments you have interacted with? Q.4



Question options
(Click items to hide)

- Recreational Centres
- Seniors Centres
- Leisure Access Assistance Program (a subsidy to access recreational activities)
- Seniors Bus Program
- Seniors Supports Coordinator
- Emergency Supports
- Emergency Supports
- Business Licensing Office
- Development Department
- Citizens Advocate
- Volunteering Program
- Child and Youth Programs
- Other

Community Services/Programs Use

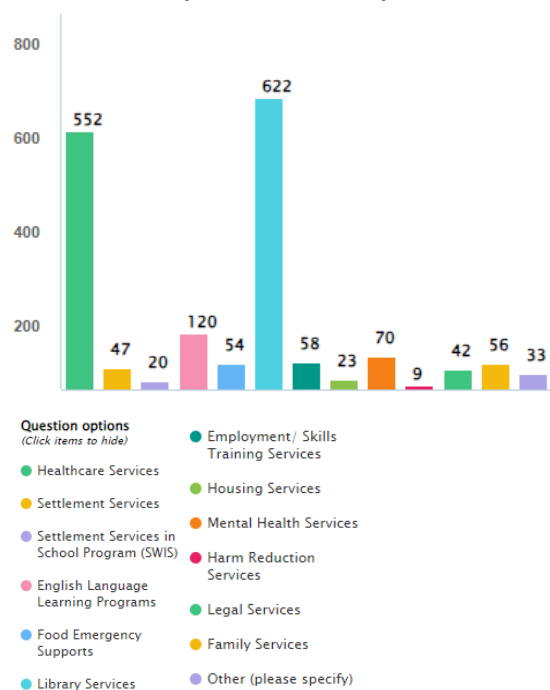
[Q.5, N=802; Newcomers=167; Racialized=243; Canadian-born=191; Q6, N=494]

Library and healthcare services were the two types of community services utilized the most (Chart 2), as reported by all survey respondents (77% and 69%). A much higher percentage of newcomer respondents reported using food emergency supports

compared to all respondents (22% compared 6.7%). Less than a half of newcomer respondents suggested that accessing settlement services was easy. A number of agencies were mentioned by **newcomer** respondents:

- Deltassist
- DIVERSEcity
- PICS
- MOSAIC
- ISSofBC
- Options
- WorkBC
- Guru Nanak Food Bank
- REACH
- Ministry of Child and Family Development
- North Delta Public Health Unit
- Career Paths
- LINC classes at Delta Community College
- Northside Church and Food Bank

Chart 2. Have you accessed any of the following services? Q.5



Learning About Services

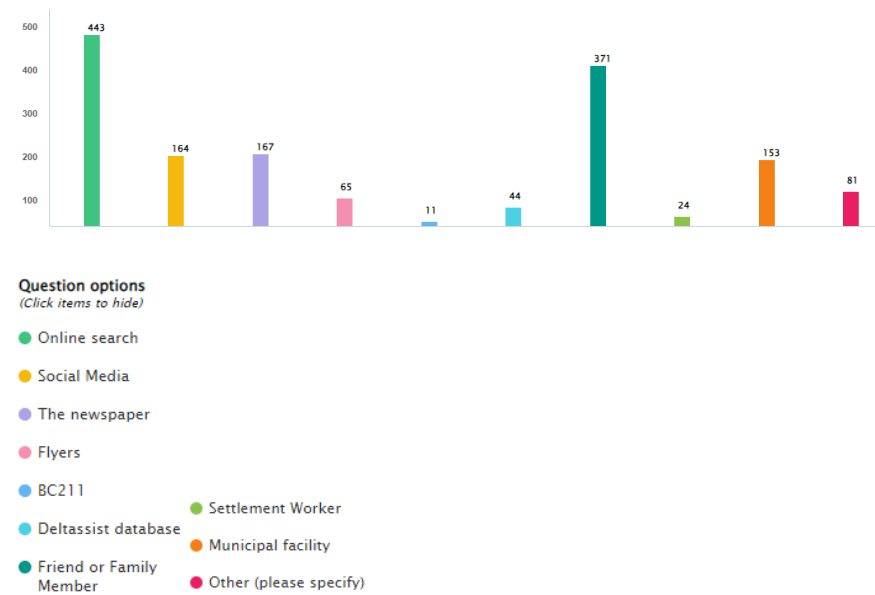
[Q.7, N=802, Newcomers=167; Racialized=243; Canadian-born=358]

In all respondent categories the most popular way for survey respondents was to learn about services via online search or through family and friends (Chart 3). Learning about services through municipal facilities was also a common way for Canadian-born and Immigrant respondents, but it was not a common method for newcomer respondents (27% and 23%, compared to 4%). Social media was also a commonly used method among all three respondent groups. Newspapers were also popular amongst Canadian-born, immigrant and racialized respondents but not as popular amongst newcomer respondents. Newcomer respondents also learned about services through settlement workers and flyers.

The results indicated that online search and asking friends or family would be the first choice of respondents to learn about services. This indicates that it is important to keep online information accurate and it should be checked on a routine basis. Additionally, outreach efforts should also be maintained to get the word out so that residents can share with family or friends. Social media ads may also be a successful way to reach Delta residents.

Newspapers are still an adequate method to reach immigrant, racialized, and Canadian-born residents, and this may be due to the fact that this is an older population in comparison to newcomer residents. During outreach, respondents also mentioned having advertising in places other than City readerboards and in different languages so that more people may understand and be aware of services, programs, and supports available to them. It is valuable to use different methods so that the number of residents reached is as high as possible.

Chart 3. How did you learn about the services you used? Q.7



Feeling Welcomed in Delta

[Q.8, N=802; Newcomers=167; Racialized=243; Canadian-born=358]

Most respondents feel welcomed in Delta and have strong community connections. Newcomer respondents feel somewhat more welcomed in Delta than racialized residents (92% compared to 86%), but responses from both groups indicate a high level of feeling welcomed in the community, as did all respondents (83%). Newcomers reported having fewer strong community connections (60% compared to 73% for racialized residents).

About one third of newcomer respondents felt that they have received all the support they need and they have received services in a culturally-appropriate way. Less than a quarter of newcomer respondents reported receiving a free interpreter when they need

one (“Definitely Agree”) and most newcomer respondents reporting having a hard time accessing services in Delta (had to travel to other cities).

Facing Discrimination in Delta

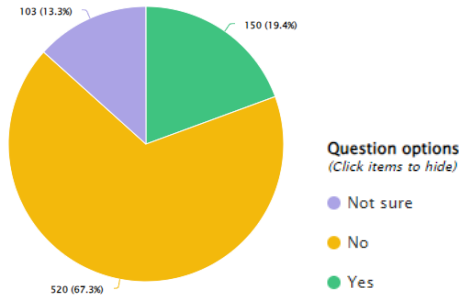
[Q.11, N=773; Newcomers=152; Racialized=226; Canadian-born=350; Q.12, N=216]

Across the respondent groups, the majority of survey respondents have not faced discrimination in Delta (Chart 4). However, a higher proportion of Canadian-born and racialized respondents have faced discrimination in Delta in comparison to immigrant and newcomer respondents (25% and 24% vs. 18%, and 11%). A significant number of newcomers were not sure how to answer. Those who have faced discrimination state that they have been asked for private information while accessing emergency food supports, have faced racism and racially based comments from neighbours, in school, and from other individuals, when seeking employment and on online groups on social media.

Respondents faced discrimination at grocery stores, by neighbours, at work, or by strangers. Survey participants also talked about how they were impacted by microaggressions..

Note: Microaggression is “a comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group (such as a racial minority)” [Mariam Webster Dictionary]

Chart 4. Have you faced discrimination in Delta? Q.11

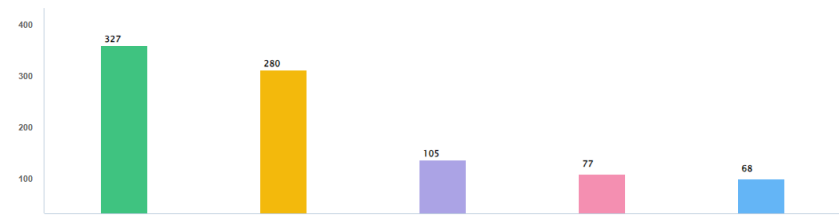


Facing Other Barriers

[Q.9, N=499; Newcomers=130; Racialized=160; Canadian-born=207; Q.10, N=406; Q.13, N=426]

Having to travel outside of Delta to access services was identified as one of the common barriers shared by all respondents (65%). Examples include accessing health care, social services, peer support groups, and supports in finding employment. Over half of all respondents stated that they had to face long waiting times to access services. A considerable proportion of newcomer respondents stated that they faced language barriers compared to a much lower proportion of newcomer respondents who felt that they were not able to receive the support they needed or were bounced from one agency to another (41% vs. 19% and 12%). Approximately 100 newcomers shared the challenges they faced while settling in Delta. The barriers noted mirror the challenges faced by all newcomers in Canada, including barriers to employment which was identified as one of the key challenges for Delta’s newcomers (their foreign credentials are not adequately recognized, lack of “Canadian experience”).

Chart 5: Please share with us if you experienced any of the following? Q.9



Question options
(Click items to hide)

- Bouncing from one agency to another
- Language barriers
- Not able to receive support I needed
- Long wait times
- Had to travel outside of Delta to access services

More Services and Information

[Q.14, N=454; Q.15, N=289]

When asked about what additional services and supports are needed, common themes for all respondents were as following:

- More affordable housing
- Better transit frequency and increase in transit routes
- Additional child and youth programs
- Increased sense of community between Delta’s three communities
- Additional social and commercial infrastructure
- More multicultural events

Newcomer residents may need further support and services than what is already present, to help them thrive and settle in their home and community. When newcomer respondents were asked about what they need or may be missing in Delta, areas of improvement in their responses included:

- More programs for children and youth; more childcares
- Specialized supports for newcomers, i.e. in-school supports for newcomer children
- Increase in healthcare professionals and walk-in clinics
- Increase in neighbourhood social events and cultural/celebration events
- More benches and spaces for seniors to interact and hangout in parks
- Translation and interpreters in the hospital and health care settings
- More social connection groups for mothers and children, youth and women
- More services (settlement, higher level language classes, job search, etc.)
- A newcomers' guide for settling in Delta

There were similarities in how racialized residents answered this question (n=126):

- More childcare facilities and spots for children
- Better transit frequency and increase in transit routes
- Bigger and additional libraries
- Increase in the availability of healthcare services and in healthcare professionals
- Support for unhoused individuals and affordable housing units
- Increase in parks and facilities in North Delta
- Increase in youth programs
- Increase of community cultural celebrations
- Increase of employment opportunities in Delta

Residents were asked if there was anything they would like to learn more about in Delta (municipal services, settling in Delta, etc.). Many respondents chose not to answer this question. The following themes have emerged from newcomer responses (n=83):

- Employment services
- Housing assistance
- Community agencies and services
- Municipal services
- Waste disposal
- Filing taxes
- The Canadian education system, educational programs for adults
- The City of Delta Leisure Access Assistance Program
- Canadian Law and Government Structures

Racialized respondents in Delta encompass individuals from the other three respondent groups (Canadian-born, immigrants and newcomers); thus, responses encompass a variety of topics. Based on individual responses, racialized individuals would like to learn about the following:

- Delta's plan for Truth and Reconciliation
- Delta's plan for combatting Homophobia/Transphobia
- Accessing rental and housing supports
- Accessing disability services and income supports
- Free community programs
- Children and youth activities
- Employment opportunities
- Customs and traditions in Canada
- Self-filing taxes
- The Leisure Access Assistance Program
- Settling in Canada

MOVING FORWARD

This survey has engaged over 800 respondents. Survey responses provide a valuable insight into the lives and needs of local diverse residents. These insights can be incorporated into funding proposals by social service agencies to bring more services to Delta and inform programming offered by community partners and the City. Valuable residents' input can inform how we interact and outreach to various resident groups and develop new communication strategies.

APPENDIX 1: SURVEY QUESTIONS

SURVEY

The City of Delta is conducting a survey to better understand the unique needs and experiences of newcomer and racialized residents residing in Delta. If you are an immigrant or racialized community member who lives, works, plays in Delta, please take a survey. This survey will run for six weeks starting September 25, 2023, and should not take more than 15 minutes to complete. You can find an online version on letstalk.delta.ca/inclusivedelta.

- **Survey:** you can pick up and drop off a printed version of the survey at any City's facilities, including Recreational Centres, Seniors Centres and Libraries.
- **Confidential:** The results will be shared in an aggregated (summarized) manner on the City of Delta website in 2024. The responses are voluntary and confidential (no individual results will be posted).
- **Definitions:** There may be questions in the survey where you may be unfamiliar with a certain word and its meaning. Please see the document of Key Terms and Definitions attached to the end of this survey.
- **Gift Cards:** By participating in this survey you will have the option to be entered into a draw to win one of the five \$50 gift cards to local businesses by entering your email and phone number. All information will be kept confidential.

If you have any questions about the survey, please contact the Diversity and Inclusion Coordinator, Noor Bajaj at nbajaj@delta.ca. If you have any questions about the project, please contact the Social Planning Manager, Olga Shcherbina at oshcherbina@delta.ca.

Thank you for your time and input!

1. Do you currently reside in the City of Delta? *

- Yes
- No

2. Please select all statements that apply to you. *

- I identify as a first generation immigrant (I was born outside of Canada)
- I come from a racialized background
- I identify as Indigenous
- None of the above

3. Please share with us, what is your experience living/working in Delta?

4. What municipal services/programs have you used in Delta or Departments you have interacted with? Please select all that apply. *

- | | |
|--|--|
| <input type="checkbox"/> Recreational Centres | <input type="checkbox"/> Business Licensing Office |
| <input type="checkbox"/> Seniors Centres | <input type="checkbox"/> Development Department |
| <input type="checkbox"/> Leisure Access Assistance Program (a subsidy to access recreational activities) | <input type="checkbox"/> Citizens Advocate |
| <input type="checkbox"/> Seniors Bus Program | <input type="checkbox"/> Volunteering Program |
| <input type="checkbox"/> Seniors Support Coordinator | <input type="checkbox"/> Child and Youth Programs |
| <input type="checkbox"/> Emergency Supports | <input type="checkbox"/> Other (please specify) |

5. Have you accessed any of the following services (check all that apply)? *

- | | |
|---|--|
| <input type="checkbox"/> Healthcare Services | <input type="checkbox"/> Employment/Skills Training Services |
| <input type="checkbox"/> Settlement Services | <input type="checkbox"/> Housing Services |
| <input type="checkbox"/> Settlement Services in School Program (SWIS) | <input type="checkbox"/> Mental Health Services |
| <input type="checkbox"/> English Language Learning Programs | <input type="checkbox"/> Harm Reduction Services |
| <input type="checkbox"/> Food Emergency Supports | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Library Services | <input type="checkbox"/> Family Services |
| | <input type="checkbox"/> Other (please specify) |

6. Please share with us which community services agencies have you used in Delta

7. How did you learn about the services you have used? *

- | | |
|--|--|
| <input type="checkbox"/> Online search | <input type="checkbox"/> Deltassist database |
| <input type="checkbox"/> Social media | <input type="checkbox"/> Friend or Family Member |
| <input type="checkbox"/> The newspaper | <input type="checkbox"/> Settlement Worker |
| <input type="checkbox"/> Flyers | <input type="checkbox"/> Municipal facility |
| <input type="checkbox"/> BC211 | <input type="checkbox"/> Other (please specify) |

8. Please indicate to what degree you agree with the following statements: *

	Definitely Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Definitely Disagree
I feel welcomed in Delta					
I have strong community connections in Delta					
I received all the support I needed in Delta					
I received all services in a culturally-appropriate way					
I was provided a free interpreter if I needed it					
I feel that the settlement services I connected with helped me appropriately					
I feel that settlement service offices were easy to get to via transportation					
I feel that accessing settlement services was easy					

9. Please share with us if you experienced any of the following? Select all that apply.

- Had to travel outside of Delta to access services
- Long wait times
- Not able to receive support I needed
- Language barriers
- Bouncing from one agency to another

10. Have you faced barriers/difficulties finding employment? If yes, could you please describe them?

11. Have you faced discrimination in Delta? Discrimination is when someone treats you unfairly because of your age, language skills, race, etc. We are asking this question so we may understand barriers Delta residents are facing.

- Yes
- No
- Not Sure

12. If you answered yes to Question 11, please share your experience with us, if you can.

13. Are you facing any other difficulties/barriers in Delta?

14. What services or support do you think are needed to help you thrive in our community?

15. What are some things you would like more information/knowledge about such as municipal services, other programs, or anything in general about settling in Canada?

Demographic Questions

16. Please select what best describes your relation to Delta. Please select all that apply: *

- I currently live in Delta
- I currently work in Delta
- Other, please explain

17. Which area of Delta do you currently reside/work in?

- North Delta (Close to Surrey)
- Ladner
- Tsawwassen
- Rural Delta
- Other (please specify)

18. How long have you lived in Delta?

- I was born here
- Less than 1 year
- 1-5 years
- 6-10 years
- Longer than 10 years

19. Which age group do you belong to?

- Under 19
- 19-24
- 25-34
- 35-44
- 45-59
- 60-74
- 75+
- I prefer not to say

20. How long have you lived in Canada?

- I was born here
- Less than 1 year
- 1-5 years
- 6-10 years
- Longer than 10 years

22. What is your total annual household income?

- Under \$30,000
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$69,999
- \$70,000-\$79,999
- \$80,000-\$89,999
- Above \$90,000
- I prefer not to say

21. If you were not born in Canada, under what immigration category did you come here?

- Economic Class (Federal Skilled Worker, Canadian Experience Class, etc.)
- Family Sponsorship
- Refugee
- Temporary Foreign Worker
- Displaced person entry (example, CUAET visa for Ukrainians)
- International Student
- Other (please specify)

23. What cultural background/ethnicity do you most closely identify with? Check all that apply:

- Indigenous: First Nations, Metis, or Inuit
- Black or African Descent
- Pacific Islander
- South Asian (India, Pakistan, Sri Lanka etc.)
- East Asian (China, Japan, Thailand etc.)
- Middle Eastern
- Hispanic or Latino
- White/Caucasian
- I prefer not to say
- Other, please specify

24. What best describe your living situation.

- I rent my home
- I live in supportive or subsidized housing
- I own my home
- I live in a boat, RV, or etc.
- I live with family or friends
- Other arrangements
- I prefer not to say

26. If you would like to be entered into a draw of prizes, please provide your contact information. Your name, email, and phone number:

Name:

Email:

Phone Number:

25. How did you hear about this survey?

- City of Delta's Let's Talk Delta Page
- City of Delta Newsletter
- Social Media
- Newspaper
- Library
- Poster
- Social Service Organization
- Other, please specify

APPENDIX 2: SURVEY GAPS

While this survey provided valuable insight and statistics, there are gaps present.

Localized Resident Engagement

As the target population group of the survey was newcomer and racialized residents of Delta, outreach efforts were focused in North Delta as it is the community where the majority of newcomers in Delta reside. However, there are newcomer residents who reside in South Delta communities. While the survey was advertised on social media, a cultural newspaper, and an email was sent out to Delta residents, no outreach was conducted in South Delta communities. This may have left out valuable insight that could have been provided by newcomers, immigrants, and Canadian-born residents who reside in South Delta.

Survey Language Used

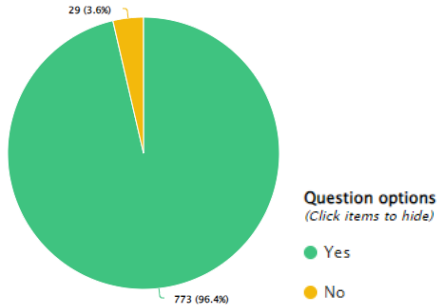
Survey language could have been more meticulous and better explained. For example, in the question around discrimination, over 10% of residents in each subgroup were not sure if they have faced discrimination. This may have been due to residents not fully understanding what discrimination means or entails.

Another question that could have been improved in regards to language is Question 8 and the statement of whether or not residents received service in a culturally appropriate manner. It may not have been clear that the question was referring to culturally appropriate services for respondents' culture and there are a variety of interpretations of what this fully entails. It would have also been beneficial for there to be space for residents to provide comments about the statements in Question 8, rather than just the Likert scale being present.

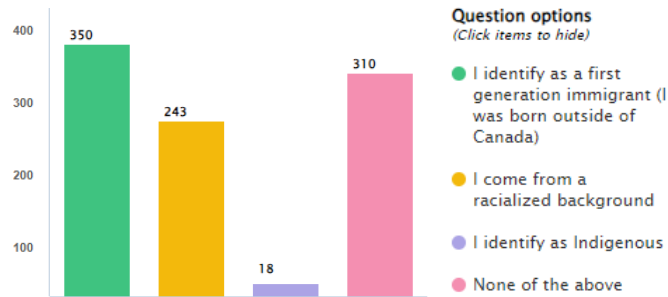
Lastly, residents were not asked follow-up questions to questions where it may have been beneficial. For example, residents were asked if they had to go outside of Delta to access services, but residents were not asked where they went to access services they needed. Improving survey language and questions could have resulted in more information that could prove important to know about newcomer and racialized residents in Delta.

APPENDIX 3: SURVEY DEMOGRAPHICS

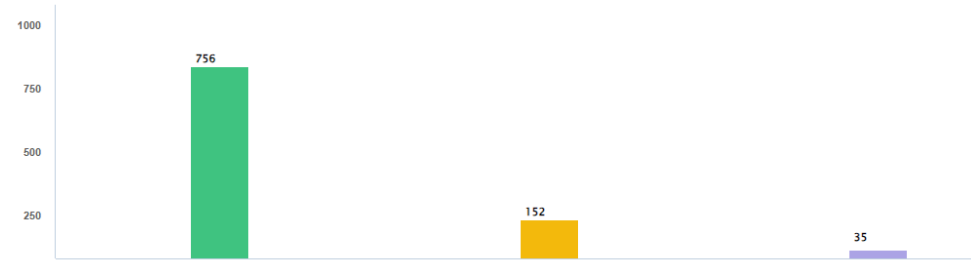
Q.1 Do you currently reside in the City of Delta? N=802



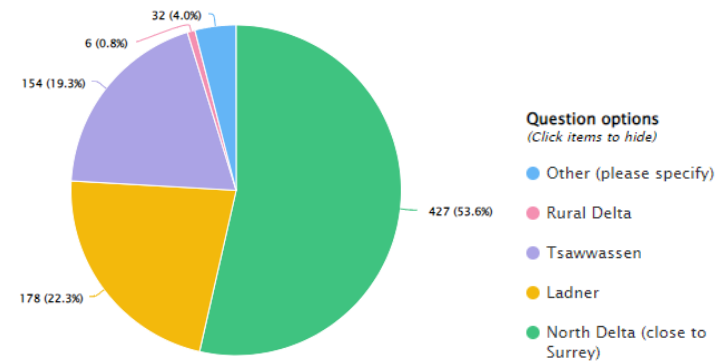
Q.2. Please select all the statements that apply to you. N=802



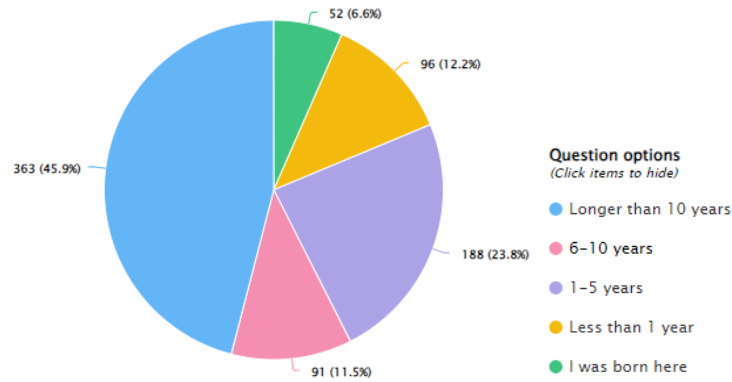
Q.16 Please select what best describe your relation to Delta. Please select all that apply. N=802



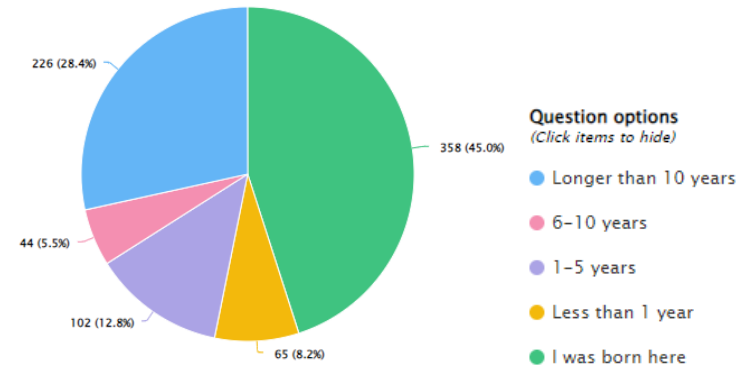
Q.17 Which area of Delta do you currently reside/work in? N=797



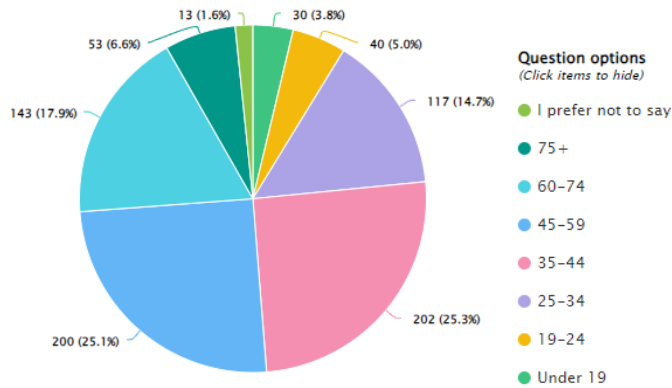
Q.18 How long have you lived in Delta? N=790



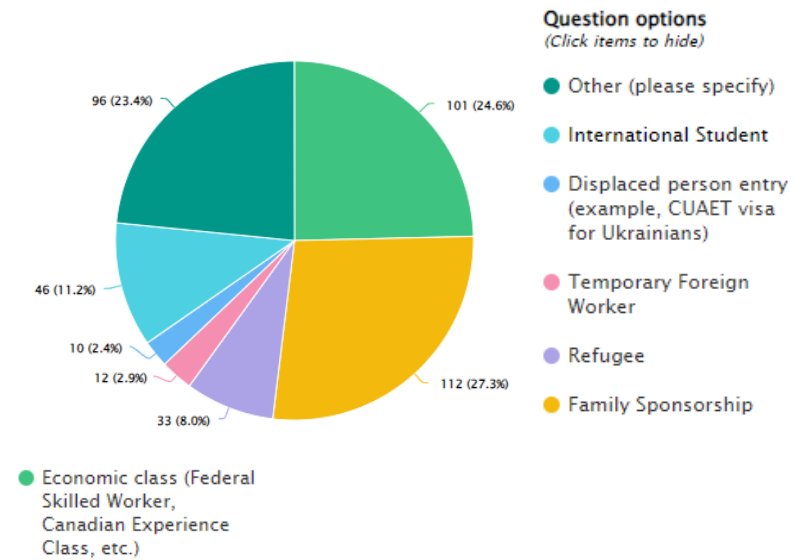
Q.20 How long have you lived in Canada? N=795



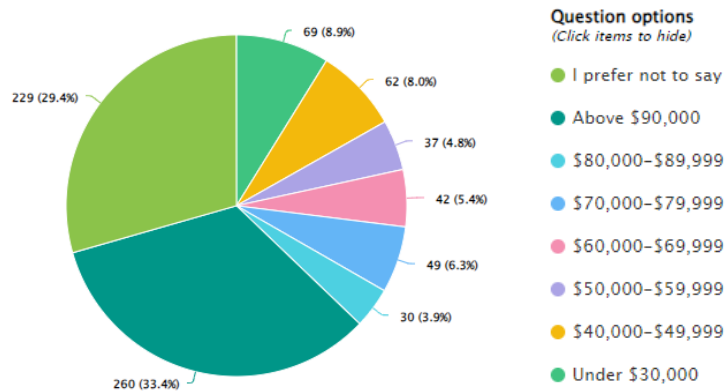
Q.19 Which age group do you belong to? N=798



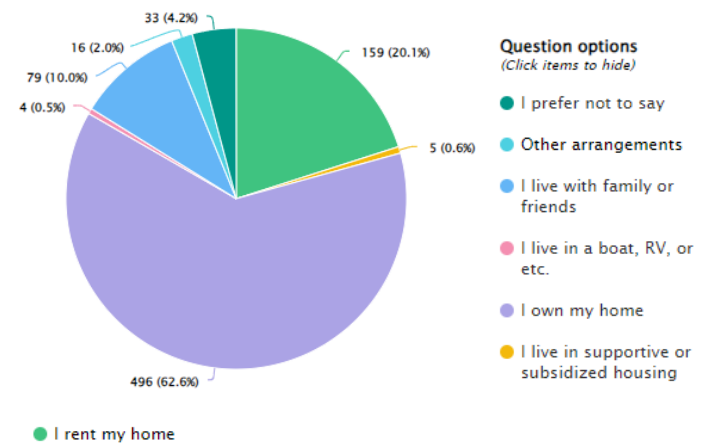
Q.21 If you were not born in Canada, under what immigration category did you come here? N=410



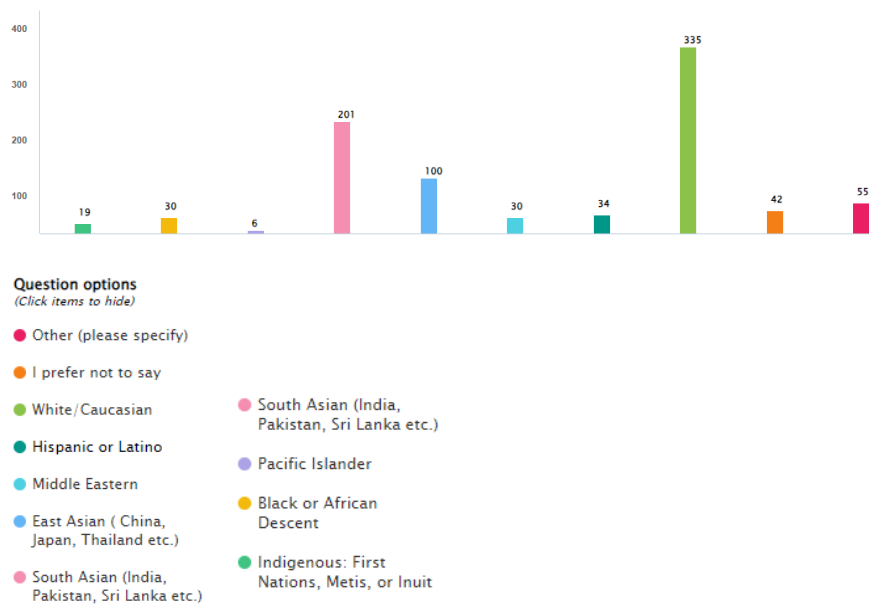
Q.22 What is your total annual household income? N=778



Q.23 What best describes your living situation? N=792



Q.23 What cultural background/ethnicity do you most closely identify with? Check all that apply. N=793



Q.25 How did you hear about the survey? N=792

