



# **Bow Valley Immigration Partnership** Integration Assessment 2014: Building A Welcoming Community

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# Executive Summary

In February 2014, organizations in the Bow Valley received funding from Citizenship and Immigration Canada (CIC) to form a Local Immigration Partnership and produce a settlement and integration strategy for the region. Working backwards from a vision of full inclusion and integration, the Bow Valley Immigration Partnership stakeholders sought to identify and measure relevant local indicators of integration using a report for CIC, *The Characteristics of a Welcoming Community* (Esses et al. 2010), as a framework.

This report offers a common language and understanding of the current state of integration in the Bow Valley in order to support the BVIP Council and Immigrant Advisory Group as they work to develop an action plan.

The information compiled here is drawn from other community reports (page 122-123), Statistics Canada data, interviews with 19 key stakeholders, notes from 7 community engagement events, a survey of 168 Canadian-born residents, and a detailed survey of 145 foreign-born residents.

The focus of this report is measures of integration at the individual level, which is summarized in a scorecard (pages 16-17), followed by a detailed discussion of indicators in two categories. Indicators relating to levels of inequality reveal that immigrants struggle with affordability and housing at comparable rates to Canadian-born residents, but may face greater obstacles in overcoming these challenges because of numerous limitations to career development. Indicators relating to social prosperity, while largely positive, revealed some animosity towards immigrants, perceived segregation between ethno-cultural groups, as well as a desire to bridge these gaps.

The Council and Immigrant Advisory Group's next steps will be to identify which integration outcomes to prioritize and to identify best practices to improve these outcomes. To assist with that step and help make use of existing assets, we have included a table of local programs and processes that support each outcome (pages 37-39).

Funded by:

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Immigration Canada



# Glossary

## Abbreviations

### BVIP

Bow Valley Immigration Partnership

### LIP

Local Immigration Partnership

### CIC

Citizenship and Immigration Canada

### BLHMA

Banff Lake Louise Hotel Motel Association

### FBS

Foreign-born Resident Survey

### CBS

Canadian-born Resident Survey

The following terms have been defined and interpreted in many ways and cannot be properly summarized in a few short sentences. The definitions given here explain how these terms are used in this report only and are intended to offer BVIP members a common vocabulary.

### The Bow Valley

Lake Louise, Banff, Canmore, western M.D. of Bighorn (Exshaw, Dead Man's Flats, Lac Des Arcs, and Harvie Heights), and Kananaskis.

### Immigrant

Any foreign-born resident of the Bow Valley, regardless of visa class, date of arrival in Canada, or settlement stage. This may include citizens, permanent residents, individuals with temporary work permits, refugees, and students.

### Newcomer

Although often used synonymously with immigrant, here we use 'newcomer' to refer to any resident of the Bow Valley engaged in the process of settlement and integration. This can include both immigrants and migrants from other parts of Canada. BVIP is mandated to address immigrant integration so this report does not directly address integration challenges of Canadian-born newcomers. However, in planning to reduce hurdles to integration, BVIP hopes to benefit all newcomers and the community as a whole.

### Settlement

The process of meeting short-term newcomer needs, such as employment, housing, food, education, and language training.

### Integration

The "gold standard of settlement" (Wilkinson 2013, 1) integration is measured in terms of inclusion and participation in the civic and political, social, and economic dimensions of a community. Integration is often described as a 'two way street' because to be successful, both newcomers and established communities must adapt to one another.

### Social Capital, Cohesion, and Prosperity

The social ties and networks of individuals and groups are called social capital, a name meant to convey that social networks have measurable value. Social cohesion refers to harmony or 'closeness', or the strength of these ties. Note that social cohesion can also have negative consequences, as extremely tight knit groups can be unwelcoming to outsiders. We use 'social prosperity' to refer to the overall social health of the Bow Valley.

### Established Community

The fully integrated and/or locally born segment of the community. In other contexts, the terms 'host community' or 'receiving community' are sometimes used to describe this evolving concept.

### Discrimination

Unfair treatment of individuals on the basis of ethnicity, culture, race, skin colour, language, accent, religion, gender, sexual orientation, disability, age, or other characteristic.

## Welcoming Communities

The term 'welcoming communities' has been defined in a number of ways but each definition goes to the role communities can play in aiding newcomer integration and share "...a common understanding is that a welcoming community is a healthy community." (Esses et al. 2010, 9) In the 'two way street' model of integration, both newcomers themselves and the established community must take steps to accommodate one another and help all residents to feel valued and included.

The definition we use combines those of the National Working Group on Small Centre Strategies' *Attracting and Retaining Immigrants: A Toolbox of Ideas for Smaller Centres* and *The Characteristics of a Welcoming Community*:

*"A place where there is a strong desire to receive and include newcomers in community life." (National Working Group on Small Centre Strategies 2007, 65)*

*To be a welcoming community, a location must also have the capacity to "...meet the needs and promote inclusion of newcomers" (Esses et al. 2010, 9).*

This definition conveys the equal importance of attitude and capacity. Although welcoming attitudes are important, it is not enough for a place to be free of discrimination and inviting of newcomers if policies, programs, and processes are not in place to help new residents become active members of the community. The term 'welcome-ability' has been used to describe a measure of that capacity of a community to promote newcomer integration (Ravanera, Esses, Rajulton 2013)

**B**oth newcomers themselves and the established community must take steps to accommodate one another and help all residents to feel valued and included.

# Project Background

## Changing Immigration Patterns

Bow Valley employers have long depended on a largely seasonal workforce drawn from around the country and the world, but by 2008 community leaders, employers, and educators had noticed a change in both the volume and types of immigration to the valley. With the introduction of the low skilled stream of the Temporary Foreign Worker Program, the number of new residents arriving in search of a better life seemed to have surpassed those motivated by travel and life experience.

These newcomers brought with them new talents and perspectives as well as new challenges for the receiving community. Schools were called upon to provide support for large numbers of English language learners, employers faced cross-cultural communication challenges, and service providers found themselves responding to new kinds of social needs.

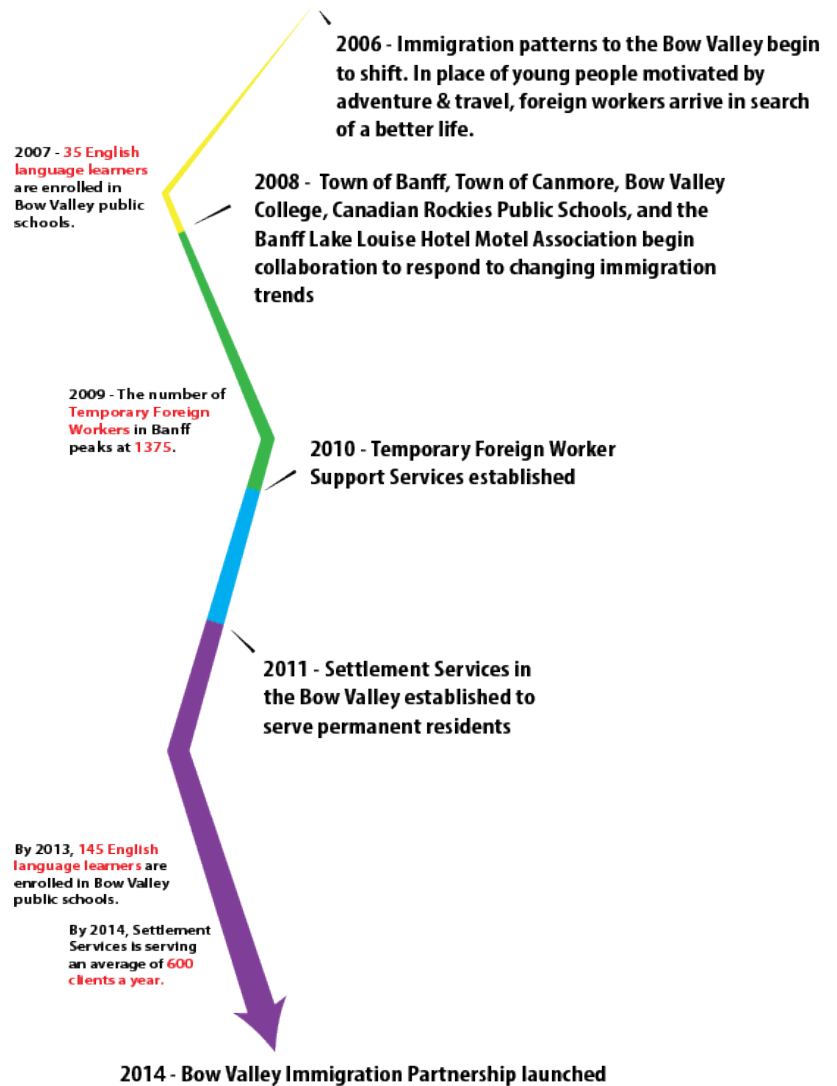
## Planning for Settlement

In 2008, the Family and Community Support Services departments at the Town of Banff and Town of Canmore, Canadian Rockies Public Schools, Bow Valley College, and the Banff Lake Louise Hotel Motel Association teamed up with stakeholders in the valley to launch a coordinated response to these challenges.

The first step was to secure front line support for immigrants facing settlement challenges, so in 2010 Temporary Foreign Worker Support Services was established. In 2011, Settlement Services in the Bow Valley was established to support the many foreign workers who had transitioned to permanent residency.

## Planning for Integration

With front line settlement services in place, the working group turned its attention to community level planning to promote full inclusion and participation of immigrants in the Bow Valley. By this time, Citizenship and Immigration Canada had helped 37 communities to establish a Local Immigration Partnership (LIP), each one tackling unique local priorities. In February 2014, the partners received funding to form a Bow Valley LIP and the Bow Valley Immigration Partnership was launched. In October 2014, new partners joined the effort to create a strategic settlement & integration strategy for the valley.



# About the Partnership

## Mission & Objectives

We believe the successful integration of immigrants is vital for the health and prosperity of the Bow Valley. Building on existing strengths in our communities, BVIP will facilitate maximum quality of life and community participation by all immigrants in the Bow Valley. We will achieve this by:

- Developing a multi-sectoral community council to integrate immigrant needs into community planning
- Engaging mainstream community and service providers in the active inclusion of immigrants
- Strengthening local capacity to integrate and retain immigrants
- Increasing knowledge about immigrants, their needs, and strategies to support them
- Increasing the economic, social, political and civic participation of immigrants
- Promoting welcoming attitudes in the Bow Valley

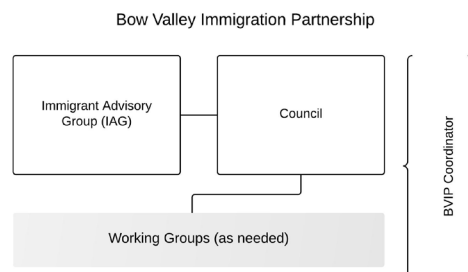
## Partners

A great strength of the Bow Valley is the many passionate and committed community organizers and organizations who work closely in partnership with one another. Many stakeholders have stepped forward to show support for the initiative, some of whom joined the BVIP Council in October 2014.

Following a review of Bow Valley priorities and a study of other LIPs, the steering committee agreed to keep the BVIP council to a maximum of 15 organizations. Current council members include representatives from: Town of Banff, Town of Canmore, Canadian Rockies Public Schools, Bow Valley College, Banff Lake Louise Hotel Motel Association, Settlement Services in the Bow Valley, Citizenship and Immigration Canada, Parks Canada, Job Resource Centre, Banff Ministerial Association, Alberta Health Services, and Alberta Parks. Additional stakeholders will be invited to participate in the partnership through ad hoc working groups and other mechanisms.

## Governance Model

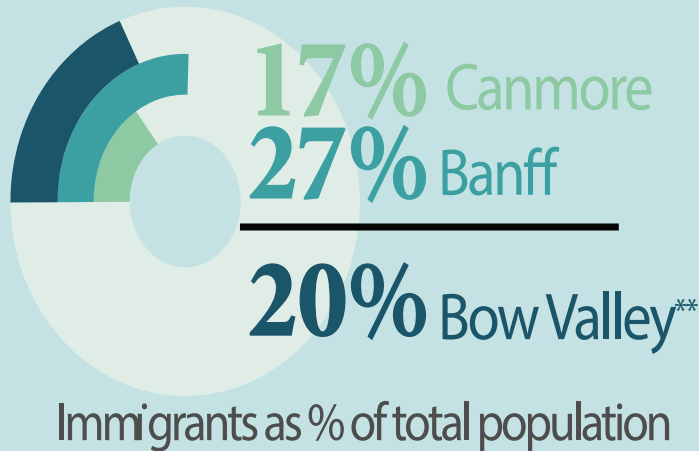
The BVIP governance model will evolve with direction from the council. In October 2014, an Immigrant Advisory Group (IAG) was established alongside the BVIP council to provide guidance and feedback on the work of the council and amplify the voice of immigrants in BVIP decision making. Membership to the IAG is open exclusively to immigrants. Working groups may be established by the council to provide focused guidance on particular objectives. Bow Valley Immigration Partnership | Integration Assessment 2014



# BOW VALLEY IMMIGRATION

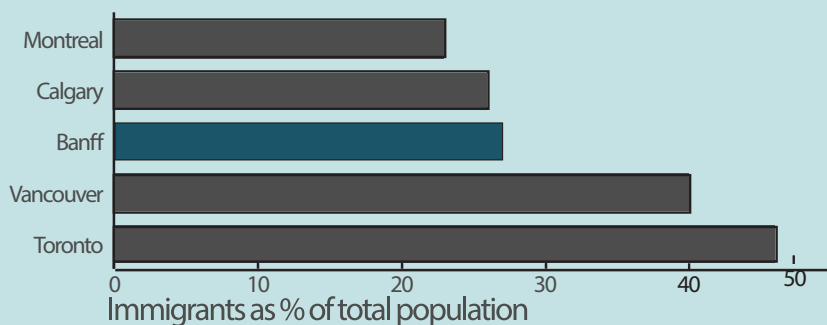
## By the Numbers

More than **1 in 5\*** Bow Valley residents was born abroad.



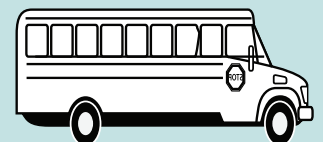
That's up **25%** overall **68%** in Banff since the last census

**91%** of newcomers to Canada settle in **large urban centres**



Yet Banff has higher proportion of immigrants than many big cities

**38%** of Banff Elementary students are **English Language Learners**



Sources: 2006 Census of Canada, 2011 National Household Survey, Canadian Rockies School Board. \*1 in 5 Bow Valley permanent residents & citizens was not born in Canada, that number is higher if non-permanent residents are counted. \*\*2011 Statistics Canada data for Bighorn No. 8 & Kananaskis is not available, so the Bow Valley measures for 2006 & 2011 include only Lake Louise, Banff, and Canmore.



# Settlement Services in the Bow Valley

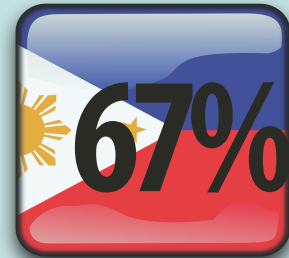
Serve about 600 permanent resident clients per year, of whom:



Are economic class immigrants. Most arrived as temporary foreign workers.



Have completed post-secondary education.



Are Filipino. Others come from more than 50 countries.



Temporary foreign workers live in the valley, including Working Holiday Visa holders.



While they wait for residency, Families are separated for an average of 4.3 years



# Methodology

## The Four Questions We Asked

Beginning with a vision of an inclusive and prosperous community, we worked backwards to identify and measure conditions that support this vision.

### 1. What conditions would we like to see?

BVIP began with a commitment to promoting the full integration of immigrants<sup>1</sup>, but there are many ways to imagine integration success with no agreed upon definition of the concept. In fact, some argue that “some aspects of integration may be society specific” (Wilkinson 2013, 4).

We found a report for CIC, *The Characteristics of a Welcoming Community* (Esses 2010), particularly helpful for our context. Advantages of the report included its multi-dimensional (social, economic, and civic/political) approach and focus on integration at the community level. It had also been used with success by other LIPs and we found it a useful framework for our research.

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<sup>1</sup> As reflected in our council objectives, listed in the About the Partnership section on page 7

### 3. What are the current conditions?

Data on 57 indicators in our integration scorecard was gathered from:

- Existing community research (see Recommended Reading, page 121)
- Statistics Canada’s census (2006) and National Household Survey (2011)
- 19 key informant interviews
- 7 community engagement events
- Surveys of 168 Canadian-born residents focusing on questions of attitudes and perceptions around immigration
- Surveys of 145 foreign-born residents, expanding on the Canadian-born resident survey to include questions relating to individual indicators of settlement and integration

## Remaining Questions

The questions answered here were adapted from the Results Based Accountability™ process (Friedman 2012). The remaining questions: “What works to do better, including no and low cost ideas?” And “What do we propose to do?” are briefly touched on in the Next Steps section but remain for the BVIP Council and Immigrant Advisory Group to address.

### 2. What would these conditions look like?

*The Characteristics of a Welcoming Community*, provided a useful outline of the types of features communities would need to support integration. However, we needed to know more about how to measure those characteristics locally.

After a scan of literature on measuring integration and integration indexes in use, we opted to develop our indicators from the outcomes described in *The Characteristics of a Welcoming Community*, with help from a follow-up to that report titled *Integration and Welcome-ability Indexes: Measures of Community Capacity to Integrate Immigrants* (Ravanera et al. 2013). The indicators in our scorecard are a work in progress and will be refined by the council in the months and years to come.

### 4. Who are the partners who can make a difference?

This question was given careful consideration by the BVIP Steering Committee. On the advice of other LIPs, we have elected to keep council membership small, and other stakeholder involvement will be sought as we move forward. Current council members were selected because they have been identified as key influencers of integration.

Of course immigrants themselves have an important role to play in this process, and for that reason an Immigrant Advisory Group was launched in October 2014.

# The 17 Characteristics of a Welcoming Community

The *Characteristics of a Welcoming Community* (Esses, 2010) compiles current knowledge on the programs, policies, and practices believed to support immigrant integration across 17 community characteristics. It also outlines some broad benchmarks for communities to aspire to and suggested a five-stage approach for attaining those goals-- beginning with the evaluation process undertaken in this report.

The table below lists the 17 Characteristics of a Welcoming Community according to the categories we have used in our Integration Assessment. Characteristics relating primarily to the social dimension of integration and those relating to reducing inequality have been treated in separate sections.

The focus of this report is on how well immigrants in our community are actually integrating-- not on the structures that support those outcomes. Accordingly, the characteristics we've labeled 'linking structures' are not dealt with in our narrative report but are listed in the table of local programs and process that contribute to social prosperity on page 37.

Note that in the remainder of the report the term 'newcomer', as used in *The Characteristics of a Welcoming Community*, has been replaced by 'immigrant' to reflect the usage of these terms preferred by BVIP.

INEQUALITY	SOCIAL PROSPERITY
Employment Opportunities	Fostering of Social Capital
Affordable and Suitable Housing	Positive Attitudes Toward Immigrants, Cultural Diversity, and the Presence of Newcomers in the Community
Educational Opportunities	Presence of Diverse Religious Organizations
Accessible and Suitable Health Care	Social Engagement Opportunities
Available and Accessible Public Transit	Opportunities for Use of Public Space and Recreation Facilities
Political Participation Opportunities	Favourable Media Coverage and Representation
Positive Relationships with the Police and the Justice System	
Safety	
LINKING STRUCTURES	
Presence of Newcomer Serving Agencies that Can Successfully Meet the Needs of Newcomers	
Links Between Main Actors Working Toward Welcoming Communities	
Municipal Features and Services Sensitive to the Presence and Needs of Newcomers	



# Integration Assessment




# Integration Assessment

## Social Prosperity & Inequality Scorecard Overview

The next two pages present an at-a-glance look at the state of integration in the valley, as measured across 15 categories of indicators. These tables are designed to give the BVIP Council and Immigrant Advisory Group a quick reference guide for identifying where integration work is most needed.

The indicators are presented in two sections: ‘inequality’ (opportunity or economic/functional measures) and ‘social prosperity’ (measures relating to the strength and quality of social bonds.) They are then sub-categorized according to *The 17 Characteristics of a Welcoming Community* (Esses et al. 2010), with some adaptation to the wording used to account for their use here as categories of measures, rather than community characteristics.

Each indicator is identified with a symbol representing an overall status. These symbols or ratings represent an interpretation of the available data for each indicator and are subject to revision as new information becomes available. The symbols also do not tell the whole story. For example, a red circle may indicate an area in need of BVIP attention or it may refer to a challenge that is better addressed by other community partners. Finally, the symbols measure population indicators-- in other words, how well people are doing-- they do not tell us anything about the supports that are available or being planned for to address these needs. To better understand the ratings given here, please refer to the analysis in the pages that follow. To learn more about what is currently being done to address each need, please refer to the Capacity Indicators section.

LEGEND	
There may be more to be done but this is not an obvious priority area for BVIP.	
More information about this indicator is required OR this indicator may warrant BVIP attention.	
This is an area of concern for the community and/or a likely priority area for BVIP.	



# Inequality Scorecard

## LEGEND

- Not an obvious priority area for BVIP.
- ▨ More information required or may warrant BVIP attention.
- Area of concern for the community and/or a likely priority area for BVIP.

EMPLOYMENT		EDUCATION	
<b>Unemployment rates</b>	Unemployment rate: overall	<span style="color: green;">●</span>	<b>Language skills that support social and economic integration</b>
	Unemployment rate: immigrants	<span style="color: green;">●</span>	Immigrant feedback re: language barriers
<b>Wages</b>	Wages: overall	<span style="color: yellow;">▨</span>	<b>Enrollment in high school equivalency courses and post-secondary institutions</b>
	Wages: immigrants	<span style="color: yellow;">▨</span>	Immigrant feedback re: language barriers
	Immigrant underemployment rate	<span style="color: yellow;">▨</span>	Immigrant reported participation (past or current enrollment rates)
	Immigrant reported employment discrimination	<span style="color: yellow;">▨</span>	Attendance rate: immigrants compared to overall
			<i>Not available</i>
			<i>Not available</i>
			<i>Not available</i>
HOUSING		HEALTH CARE	
<b>Access to suitable/appropriate housing</b>	Rental vacancy rates	<span style="color: red;">○</span>	<b>Health status</b>
	Immigrant feedback re: suitable appropriate housing	<span style="color: red;">○</span>	Immigrant reported health status
<b>Housing affordability</b>	Percentage of income spent on housing: overall	<span style="color: red;">○</span>	<b>Satisfaction with health care services</b>
	Percentage of income spent on housing: immigrants	<span style="color: yellow;">▨</span>	Immigrant reported health status
	Service provider observations re: homelessness	<span style="color: yellow;">▨</span>	Health service provider observations re: immigrant health status
<b>Homelessness rates</b>	Immigrants reported experience of discrimination in access to housing	<span style="color: yellow;">▨</span>	Immigrants reported satisfaction with health care
			<span style="color: green;">●</span>
			<span style="color: yellow;">▨</span>
POLITICAL PARTICIPATION		PUBLIC TRANSIT	
<b>Immigrant involvement in political participation</b>	Immigrant voting rates	<span style="color: yellow;">▨</span>	<b>Ridership levels reported by immigrants</b>
	Immigrant political party or interest group membership or volunteerism	<span style="color: red;">○</span>	Immigrant reported satisfaction with service quality
<b>Political representation among immigrants</b>	Immigrant representation in municipal roles	<span style="color: yellow;">▨</span>	
			<span style="color: green;">●</span>
		RELATIONSHIPS WITH THE POLICE & THE JUSTICE SYSTEM	
			<span style="color: yellow;">▨</span>
			<span style="color: green;">●</span>
			<span style="color: green;">●</span>
		SAFETY	
<b>Crime rates</b>		<span style="color: yellow;">▨</span>	<b>Perceptions of safety</b>
			<span style="color: green;">●</span>
<b>Injury rates</b>	Not available	N/A	



# Social Prosperity Scorecard

SOCIAL CAPITAL			ATTITUDES TOWARDS IMMIGRANTS, CULTURAL DIVERSITY, AND THE PRESENCE OF IMMIGRANTS IN THE COMMUNITY		
<b>Social capital within immigrant groups</b>	Participation in ethno-cultural groups		<b>Support for immigration</b>	Established community expressed support for immigration	
	Participation in programs that support connections between immigrants			Public commentary in support of immigration	
<b>Connections between immigrants and established community</b>	Socializing among immigrants of the same culture		<b>Support for immigrants and diversity</b>	Established community expression of support for immigrants & diversity	
	Sense of belonging (immigrants)			Immigrant reported sense of welcoming	
	Socialization between immigrants and non-immigrants			Immigrant reported experiences of discrimination	
	Sense of connections (immigrants & established community)			Police observations re: discrimination	
			<b>Social Cohesion</b>	<i>Not available</i>	<i>N/A</i>
SOCIAL ENGAGEMENT			RELIGIOUS ORGANIZATIONS		
<b>Involvement between immigrants and the community</b>	Participation in social clubs or teams		<b>Increased social networks</b>	Reported social networking via religious organizations	
	Volunteerism			<b>Presence of diverse religious organizations</b>	
<b>Intercultural understanding</b>	Immigrant involvement in mainstream social activities		<b>PUBLIC SPACE &amp; RECREATION FACILITIES</b>		
	Immigrant perception of intercultural understanding		<b>Usage rates among immigrants</b>	Reported usage rates of programs and facilities	
	Established community perception of intercultural understanding			Reported participation in outdoor recreation	
	Service provider observations re: intercultural understanding		<b>Satisfaction with programs and facilities</b>	Reported satisfaction with programs and facilities	
				<b>Sense of inclusion</b>	<i>Not available</i>
MEDIA COVERAGE & REPRESENTATION					
<b>Portrayal of immigrants in the media</b>			<b>Availability of media for immigrant groups</b>		

# Inequality Indicators

**“I think that in theory we are welcoming as we realize that we need newcomers to help fill key roles in our workforce. However, when it comes to making room for newcomers in terms of housing and supports we are a little lacking.”**

Survey participant

The indicators in this section relate to “...the goal of promoting equal opportunities and reducing disparities and divisions within a society” (Berger-Schmitt 2002, 406). These are the measures we typically think of in terms of prosperity and power and include many essential needs like access to suitable employment, housing, education, and health care.

Some of these basic needs were flagged by our survey participants as integration gaps. When asked if the Bow Valley is a welcoming community, some Canadians said that while we have a welcoming culture, the infrastructure that would allow newcomers to call the Bow Valley home is lacking. Immigrant survey respondents echoed this observation with comments pointing out that social and recreational activities are luxuries for many newcomers holding down one or more low wage job.

# Employment

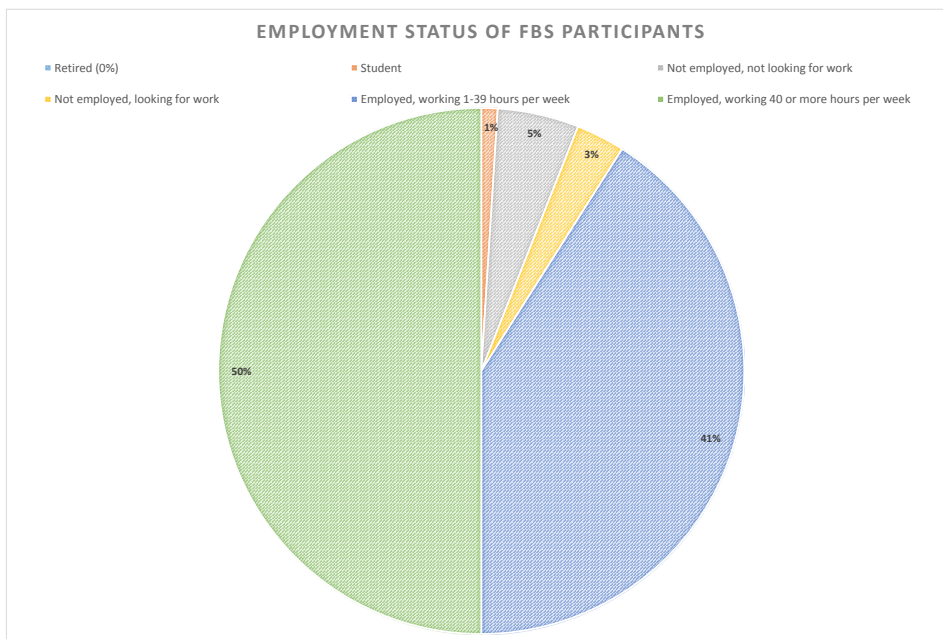
Outcome Indicators	Status
<b>Unemployment rates</b>	
Unemployment rate: overall	●
Unemployment rate: immigrants	●
<b>Wages</b>	
Wages: overall	●
Wages: immigrants	●
<b>Underemployment rates</b>	
Immigrant underemployment rate	●
Immigrant reported employment discrimination	●

“Wages are low, hours are long, rents are high.”

Survey participant

Overall, the Bow Valley has a very high employment and a very low unemployment rate. Averaged across the districts of Canmore, Banff, and Improvement District No.9 (Lake Louise), the employment rate at the time of the 2011 National Household Survey was 82.2% and unemployment was 3.9%. Recent data is not available for the M.D. of Bighorn, but the 2006 census showed a 69.3% employment rate (note that only the western hamlets are included in BVIP’s mandate.) Canada’s employment rate in 2011 was 60.9% (Statistics Canada 2013).

Not surprisingly, the FBS did not reveal any gaps in the employment rate of immigrants in the valley, with over 94% reporting employment. This corresponds to the Job Resource Centre’s Spring 2014 Labour Market Review, which reported an increase in job orders of 41% over the same period last year and a regional unemployment rate of 3.8%.



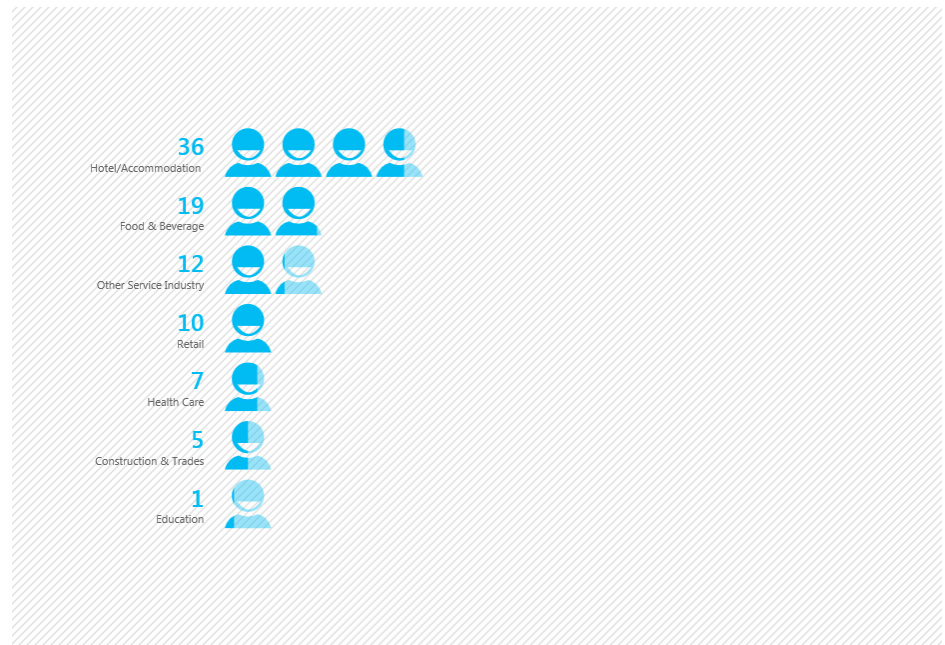
“Everyone makes sacrifices to be here. Good jobs are limited & trade offs with wages & job promotions are made to live here.”

Survey participant

The most frequently mentioned theme in our surveys and notes from stakeholder engagement is affordability. The Job Resource Centre (2014) reported that wages increased an average of 5.6% from last year, compared to a provincial average of 2.5% Consumer Price Index change from July 2013-2014. However, as rental vacancy rates in the valley dropped to 0% this year (Alberta Municipal Affairs 2013), so has the average cost to rent an apartment climbed by 25% compared to 2013 (Job Resource Centre 2014).

The impact of this housing crisis is felt by the 54% of Banff residents, 29% of Canmore residents, and 63% of Lake Louise residents who rent (Statistics Canada, 2011) . If we can reasonably conclude that those in the lowest paid positions are most likely to rent, this should raise serious concerns for the welfare of immigrants in the Bow Valley. As the profile of immigrants who completed our FBS survey illustrates, the majority of residents who arrived in Canada within the last 10 years are largely employed in service industries.

### RECENT IMMIGRANT RESPONDENTS BY SECTOR



Another important indicator of equality is underemployment, or the employment of individuals in positions that require fewer skills, experience, or education than they possess. Anecdotally, the Bow Valley is said to be place where people trade losses in career development for lifestyle gains, a place where people ‘work to live’. Given Canadian trends, it is likely that immigrants make greater sacrifices in this regard than Canadian-born migrants. 40% of immigrant survey respondents disagreed with the statement “my current job fits my education and experience.” Unfortunately, no comparable statistics are available for the Canadian-born population, but researchers agree that “...lack of Canadian work experience, Canadian cultural competence, soft skills, career-specific language, professional social networks, and foreign qualification recognition”(Lodermeier 2012, 22) hold immigrants back.

One of the consequences of this gap is a loss of earnings potential.

According to a 2012 report for Statistics Canada, by 2010 average wages for immigrant and native born Canadian workers had moved closer to convergence after a wide gap was observed in the 1980s into the mid-2000s, but immigrant men were earning an average annual wage that is equal to 86% of the annual wage of non-immigrants and for women the ratio was 93% (Morisette and Sultan, 2).

The final indicator relating to employment opportunities is reported discrimination. FBS respondents revealed that this may be an area of concern. 70% of respondents who told us they have experienced discrimination in the Bow Valley in the past five years reported that discrimination was work related. In total, 28% of immigrants who answered the question "...Do you feel you have experienced discrimination in the Bow Valley in the past five years" said they'd felt discriminated against at or looking for work.







**I hope that every employer [would offer] training even [if] we start in a low position.**

Survey participant

“I think we have amazing and welcoming people, but that we do not necessarily have the infrastructure in place to support that. Housing, both the cost and availability, is a huge struggle for people trying to settle into our community.”

Survey participant

# Housing

Outcome Indicators	Status
<b>Access to suitable/appropriate housing</b>	Rental vacancy rates 
	Immigrant feedback re: suitable appropriate housing 
<b>Housing affordability</b>	Percentage of income spent on housing: overall 
	Percentage of income spent on housing: immigrants 
<b>Homelessness rates</b>	Service provider observations re: homelessness 
<b>Discrimination in access to housing</b>	Immigrants reported experience of discrimination in access to housing 

The housing availability and affordability challenges in the Bow Valley have been well documented elsewhere and are the subject of serious review by municipal authorities and other stakeholders. Nonetheless, some of the most pertinent facts bear repeating for context:

- The latest numbers show that rental vacancy rates in the Bow Valley are at or near 0% (Banff Community Housing Strategy Committee 2014, 7)
- From spring 2013 to 2014, the average cost of a rental on the private market in Banff increased by 25% and in Canmore by 13% (Job Resource Centre 2014)
- According to the most recent National Household Survey, an average of 49% of Banff, Canmore, and Lake Louise residents rent (Statistics Canada 2011)
- In Banff, renters are 60% more likely to experience affordability challenges than homeowners, and median market home ownership is affordable to about 10-25% of Banff’s population. (Town of Banff *Community Social Assessment* 2014, 15)
- The online survey portion of the 2012 Banff Housing Needs Study concluded that “approximately 61% of Banff households are paying 30% or more of their gross income on their housing, including 28% who are paying 40% or more.” (Banff Community Housing Strategy Committee 2012, B:10)
- Local and regional media are reporting staff shortages, in some cases resulting in reduced hours of operation. Business owners partially attribute the shortage to lack of affordable housing for employees. (Gilchrist 2014, Foubert 2014)

All of these trends are reflected in the feedback we heard from

immigrants, immigrant serving agencies, and other stakeholders. Housing was the third most mentioned topic in both surveys, after affordability and language. When asked if they feel the Bow Valley is a welcoming community, many Canadian-born residents expressed that while the willingness to be welcoming exists, we lack the capacity to help newcomers integrate, naming housing and affordability as the main gaps. Immigrants echoed these sentiments, commenting about costs, availability and suitability of housing that some said were forcing them to consider leaving the valley.

On the other hand, immigrants who completed our survey were paying a smaller portion of their income on housing than the Banff average. 52% of FBS participants pay more than 30% of their gross income on housing and 23% pay 40% or more. These statistics may need further investigation, but compared to the 61% and 28% of Banff Housing Study survey participants, it appears that immigrants may be doing slightly better than non-immigrants. Corroborating this is the satisfaction rating immigrants gave their current residence. Although comments indicated that participants have deep concerns about the availability of appropriate and suitable housing, 60% indicated that they are satisfied or very satisfied with their current residence.

According to the January 2014 Banff Community Social Assessment, “An ‘unsuitable’ dwelling is defined as a dwelling that is crowded because there were not enough bedrooms based on the National Occupancy Standard. Banff’s housing unsuitability is higher than the provincial and national average based on the number of renters that identified living in unsuitable dwellings” (Town of Banff *Community Social Assessment* 2014, 15). For residents in the process of transitioning to permanent residency or citizenship, a critical part of putting down roots is reuniting with children, spouses, or other family members who have been living overseas which means the requirement to move out of staff accommodation. Settlement Services in the Bow Valley reports that the availability of suitable housing for these newcomers is “...a major factor affecting the ability of immigrants in Banff to integrate and settle into the community” (Settlement Services in the Bow Valley 2014).

There is very little visible or absolute homelessness in the Bow Valley, but key informant interviews indicate that some residents are unable to access suitable or long-term accommodation. Local organizations work alone and in cooperation (like the Homeless to Housing Initiative in Banff) to respond to these needs. In a recent Rocky Mountain Outlook Article, Canmore Community Housing Corporation executive director, Jennifer Bisley pointed out that “...there is an informal rental market... where people know people and that seems to be very active and many of the longer term residents find housing even for temporary purposes through that informal market” (Foubert, 2014). It is possible that this informal market, which is most accessible to long term residents with well-developed social networks may be a barrier to newcomer integration.

Of the 50 immigrants who indicated they have experienced some form

“I do find that there is an imbalance between my apartment and the apartments of Canadian-born residents. We have certain restrictions which other residents don’t have. I feel that they look at our apartment as a bunch of annoying transient /foreign workers - which we aren’t, we have all lived here for 3+ years and are all in the process of becoming permanent residents.”

Survey participant

“Starting in the schools is key for integration of kids and families.”

Survey participant

of discrimination in the Bow Valley in the past five years, 8 (16%) had experienced that discrimination while looking for housing. Anecdotes shared by key informants to this study suggest that some landlords may be prioritizing non-immigrants when selecting renters.

## Education

Outcome Indicators		Status
<b>Language skills that support social and economic integration</b>	Immigrant feedback re: language barriers	
	Established community feedback re: language barriers	
<b>Enrollment in high school equivalency courses and post-secondary institutions</b>	Immigrant reported participation (past or current enrollment rates)	
<b>Academic engagement</b>	Attendance rate: immigrants compared to overall	N/A
<b>Secondary school completion rates</b>	Graduation rate: immigrants compared to overall	N/A
	Drop-out rate: immigrants compared to overall	N/A

After affordability, ‘language barriers’ was the most commonly identified barrier to integration in our surveys, meeting notes, and informant interviews. While this establishes language education as a shared community priority, more information is required to understand precise learning needs, best delivery methods, etc.

FBS participants were asked to rate their experiences with 8 different types of education in the Bow Valley, including Language Instruction for Newcomers to Canada (free English language classes for permanent residents), other English language classes, technical and skilled trades classes, foreign credential recognition programs, high school diploma (GED) programs, professional development programs, post-secondary education, and children’s schools. Across all categories, the majority of participants indicated that they had not made use of these opportunities, either because they were not aware of them or for other reasons. Several participants left comments indicating that transportation, affordability, or time constraints kept them from pursuing adult educational opportunities locally. The LINC program and children’s education received the highest ratings while participants expressed the most interest in expanded English language, technical or skilled trades, professional development, and post-secondary education offerings.




Several CBS respondents expressed a desire to see increased support for English language learners in the primary and secondary school system. CBS respondents also spoke to the need for integration programs in the schools and shared concerns about the social segregation of different ethno-cultural student groups. Interestingly, other CBS respondents saw



schools as examples of best practices in integration or at least an ideal launching pad for building community-wide connections.

Canadian Rockies Public Schools board is currently investigating indicators relating to immigrant participation rates and this report will be updated if and when that information becomes available.

## Health Care

Outcome Indicators	Status
Health status	Immigrant reported health status 
	Health service provider observations re: immigrant health status 
Satisfaction with health care services	Immigrants reported satisfaction with health care 

Overall satisfaction with health status and health care services among immigrants is very high. 96% of FBS participants told us they are in good health, overall, and 97% were enrolled with the Alberta Health Care plan. 72% have insurance covering supplementary health care (84% of permanent residents and citizens.)

When asked to rate various health services in the Bow Valley, most gave good ratings to all services, but 46% of comments in that section of the survey complained about the costs of dental and specialized care. Health service providers also pointed to oral health as gap in services for immigrants, noting that some residents elect to wait for visits to their home country to obtain less expensive services.

Special attention by health care providers is also being paid to the provision of childhood and urgent mental health care for immigrants. The Primary Care Network has suggested that there may also be gap in sexual health education for young adult immigrants. A sexual health study of young people in Banff that is currently underway should help shed light on that topic.

Finally, health service providers shared anecdotes that indicated an overuse of emergency services for minor complaints by immigrants. It is unclear at this time whether that trend relates to a shortage of family doctors, information barriers, cultural differences, or an affordability issue.

## Public Transit

Outcome Indicators	Status
Ridership levels reported by immigrants	
Immigrant reported satisfaction with service quality	

Our survey did not ask about car ownership and the topic was not raised at other community engagement events. However, anecdotally we've heard

“I would like to go to a dentist, but they charge too much to afford, so I cannot get treatment. Same as optometrist.”

Survey participant

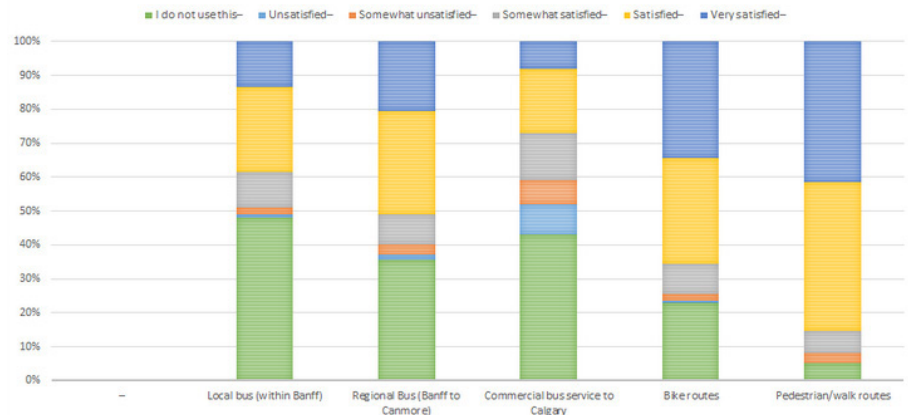
“While education, political interest, and socioeconomic status are all predictors of electoral participation among established Canadians, this is not the case with newcomers. Instead, voting behaviour among newcomers is associated with learning, access to information, and political awareness.”

Esses et al., 2010: 73

numerous reports that car ownership is low among Bow Valley newcomers in general and immigrants in particular. For this reason, and because services and opportunities in the valley are spread over a wide area, these groups’ successful integration depends in part on robust and affordable public transportation systems.

Public transit ridership among the immigrants who completed our survey is very high. For example, 65% of FBS participants said they use the regional Banff-Canmore bus. The need for a regional bus was identified in Bow Valley College’s *A Chance for a Better Life* report on the educational needs of rural immigrants (Lodermeier 2012, 33) and the new service has certainly helped fill that gap.

FRS RESPONDENT SATISFACTION WITH PUBLIC TRANSPORTATION



However, while satisfaction with existing public transportation and walk and bicycle routes were very high, FBS participants identified regional transit as a barrier to accessing education, services, and affordable goods. Residents of Lake Louise feel particularly under served by the existing infrastructure, but immigrants from across the valley told us more affordable routes to Calgary are desired.

## Political Participation

Outcome Indicators	Status
Immigrant involvement in political participation	Immigrant voting rates
	Immigrant political party or interest group membership or volunteerism
Political representation among immigrants	Immigrant representation in municipal roles

78% of the immigrants who completed our survey are not eligible to vote in Canada. Of those who were eligible to vote, 87% have voted in a municipal election in the Bow Valley, 91% in a provincial election, and 70% in a federal election. (For comparison’s sake, the average voter turnout for the last three federal elections is 62%.)

Although this participation rate among eligible votes is high, fewer than

1% of FBS respondents are members of or volunteers for a political party or interest group. Recently, an immigrant successfully lobbied the Town of Banff council to allow non-permanent residents on municipal committees. The BVIP council may wish to encourage civic and political engagement through education/ empowerment or other mobilization efforts.

## Relationships With the Police & the Justice System

Outcome Indicators	Status
Relationships with the police	Police commentary re: relationship with immigrants 
Police understanding of diverse communities	Immigrant reported discrimination by police or within justice system 
Effective communication with police and the justice system	

Key informants from the Banff and Lake Louise RCMP detachments reported an overall good rapport with immigrants and newcomers. However, some cross-culture issues have caused what they consider minor relationship hurdles:

- Immigrants from countries where police corruption or abuse of power are high are less likely to seek assistance from police;
- Some immigrants have an expectation that police will intervene in non-criminal matters. So far, police have had the resources to help refer those residents to the appropriate authorities.
- Interpretation services have sometimes been needed. Currently a telephone interpretation service is used in all areas, with occasional supplementation by informal translators in Lake Louise.

## Safety

Outcome Indicators	Status
Crime rates	Police reported crime rate 
Perceptions of safety	Immigrant reported perception of safety 
Injury rates	Not available N/A

The overwhelming majority (92%) of immigrants surveyed reported that they feel “safe” or “very safe” in the Bow Valley. Among those who were unsure or feel unsafe in the valley, concerns about wildlife and the visibility of drug and alcohol use were mentioned. Although feedback from other detachments was not obtained, the Banff RCMP reported that Banff crime rates are comparable to similar sized communities in Alberta, and “in fact, in a lot of ways, [Banff] might be safer.”

A measurement of injury rates was not available but has been included in this report for consideration for future research.

“As a mother I can feel that safety of my kid is compromised. You cannot walk to relax and pass by a dark street without fear that [an intoxicated] person is roaming around. Hopefully our community can set an example that we are living healthy and disciplined manner.”

Survey participant

**“People and groups with extensive social connections linking them to people with diverse resources tend to be more hired, housed, healthy, and happy.”**

**Canada, Policy Research Initiative 2005, 1**







# Social Prosperity Indicators

As many who contributed to this report acknowledged, personal connections— or who you know locally—can have an enormous impact on the success of newcomers to our community. This is true everywhere, but the feedback we received indicates that the practical importance of family, friends, and acquaintances is acutely felt in the Bow Valley. However, some informants expressed doubts about the role institutions can or should play in influencing these networks.

In 2003, the federal government’s Policy Research Institute set out to investigate whether or not, and in which circumstances it may be appropriate for government to undertake work with a social capital focus. It was found that government influence on social capital is inevitable whether planned for or not, but with consideration can have “particularly fruitful” effects in a few policy areas, including the integration of immigrants (Canada, Policy Research Initiative 2005, 8).

The following sections address the characteristics of our community that support the building up of these vital personal connections.

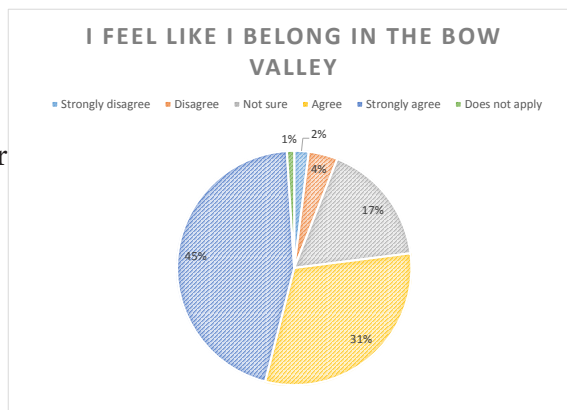
# Social Capital

Outcome Indicators	Status
<b>Social capital within immigrant groups</b>	Participation in ethno-cultural groups 
	Participation in programs that support connections between immigrants 
	Socializing among immigrants of the same culture 
<b>Connections between immigrants and established community</b>	Sense of belonging (immigrants) 
	Socialization between immigrants and non-immigrants 
	Sense of connections (immigrants & established community) 

This category deals with two types of social capital: bonding and bridging. Bonding capital refers to the strong ties between groups of similar people such as families, while bridging capital refers to links in more diverse groups.<sup>1</sup>

When we think of helping immigrants integrate the tendency is to focus on the value of building connections between the established community and newcomers. Undoubtedly, these bridging connections are extremely important as they help new residents to feel a part of the community and access a wider array of resources. However, strong ties within ethnic, cultural, or linguistic groups can also help newcomers become settled and may reduce cultural or linguistic barriers to accessing resources. Bonding capital is also a factor in individual's decisions to move to a new city or province (Esses et al. 2013, 47). Ultimately, the social health of a community requires the right balance of bonding and bridging capital. How we are doing with regard to these two sets of indicators and the importance of each depends on who you ask.

A key indicator of social cohesion is the degree to which residents feel a sense of belonging in their community. More than 75% of the immigrants who completed our survey said they agree with the statement "I feel like I belong in the Bow Valley."



<sup>1</sup>A third type, linking capital, or links to people in power, relates to the programs and policies we've referred to 'linking structures' in the table on page 37. Bow Valley Immigration Partnership | Integration Assessment 2014

"I'm here since two years, I feel I'm a local yet I don't know why I don't feel fully integrated. Maybe because of my schedule and working weekends and holidays."

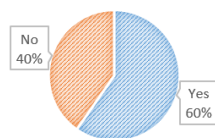
Survey participant

“Nothing more like home [than] when you wake up in the mountains.”

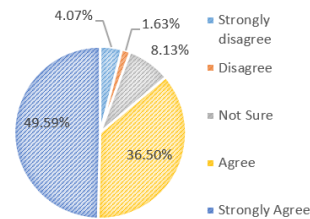
Survey participant

The foreign-born resident survey also asked participants whether or not they spend time with immigrants from their home country and Canadian born residents. While these questions were rudimentary and ignored the possibility of immigrants from different parts of the world socializing together, they did address the question of bonding vs. bridging capital and give us some sense of the degree of social distance between immigrants and Canadian-born residents. Immigrants who commented on this section indicated a preference for socializing outside of their ethnic or cultural group and only 10% indicated that they participate in ethnic or cultural organizations.

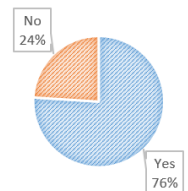
I SPEND SOME OF MY FREE TIME WITH IMMIGRANTS FROM MY HOME COUNTRY OR CULTURE



I HAVE MADE FRIENDS IN THE BOW VALLEY



I SPEND SOME OF MY FREE TIME WITH PEOPLE WHO WERE BORN IN CANADA



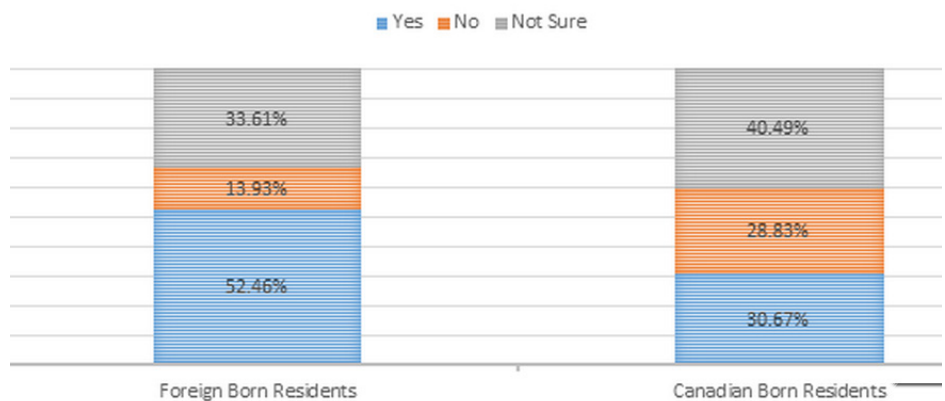
Canadian-born residents who completed our survey were less optimistic. Although many expressed empathy for newcomers and speculated about the reasons immigrants may ‘stick to their own’, Canadians made 39 references to social isolation and fractures along ethnic or cultural lines, making observations like:

*There is not a lot of ‘mixing’ between cultures...Each community sticks to their own community. [It’s] a cultural thing.*

“Everyone assumed I was here temporarily, and made assumptions about me based on my nationality.”

Survey participant

OVERALL, DO YOU FEEL IMMIGRANTS AND LONG TERM RESIDENTS OF THE BOW VALLEY ARE CONNECTING WITH ONE ANOTHER?



Interestingly, schools were repeatedly mentioned as both a site of segregation and an example successful integration, though the majority of comments referred to a disconnect between cultures among both children and parents.

Overall, both Canadian-born residents and immigrants were ambivalent about the strength of our social capital. In many cases, this uncertainty was expressed in terms of the quality or depth of connections between newcomers and long-term residents. Although the Bow Valley was described as at least a superficially friendly place, several obstacles to building social networks were mentioned:

- Suspicion of transience— Locals are reluctant to get to know newcomers until they have proven they intend to stay in the community. One survey respondent indicated that time frame is said to be 6-9 months.
- ‘Cliquishness’ – Respondents described an intangible feeling of ‘us’ and ‘them’, snobbery, standoffishness, or cliquishness. Some pointed to the active outdoor culture of the valley as a source of alienation. In other words, the close bonding ties of the long-term community may make it more difficult for newcomers to connect.
- Class divisions— 21 survey comments mentioned class or economic divisions as a source of social strain. Home ownership and employment sector were cited as identifiers of class, with some respondents claiming that service workers and renters are seen as a unified group of ‘transients’ who are not welcomed by the ‘home owner’ class.







“**T**he fact that it is such a highly transient place, people put up walls to not make the effort to get to know people. .”

Survey participant

# Social Engagement

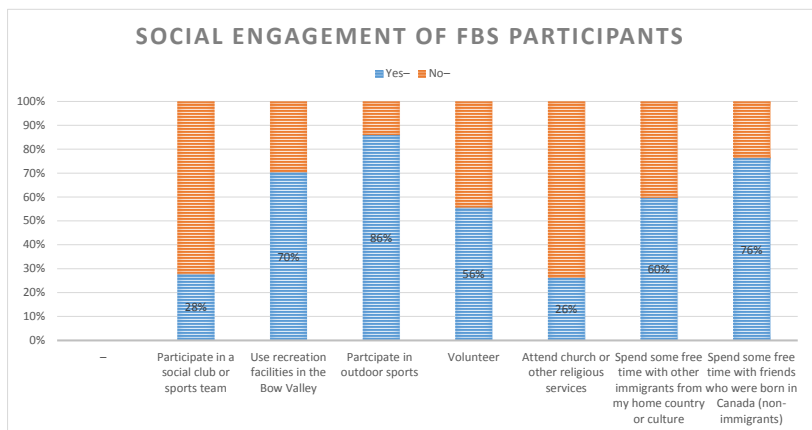
“Immigrants we are usually in entry level/ worse paid jobs and our worries are of more basic, existential nature. We attend free yoga, go to thrift shops, do out door activities that don’t cost too much money. Long term residents hold much better jobs and all that comes with higher income.”

Survey participant

Outcome Indicators	Status
<b>Involvement between immigrants and the community</b>	Participation in social clubs or teams 
	Volunteerism 
	Immigrant involvement in mainstream social activities 
<b>Intercultural understanding</b>	Immigrant perception of intercultural understanding 
	Established community perception of intercultural understanding 
	Service provider observations re: intercultural understanding 

Only 28% of FBS participants indicated that they participate in a social club or team. However, 86% participate in outdoor sports and 70% use recreation facilities in the Bow Valley. In the context of our outdoor oriented community, these participation levels are likely healthy, but council could select increased participation in organized sports or social clubs as a strategic priority because of the benefit such activities have for expanding social networks.

Encouragingly, although some participants indicated that financial concerns and busy work schedules kept them from participating in many social activities, 56% found the time to volunteer. Not surprisingly, volunteering was cited by people of all backgrounds as an effective means of connecting with the local community. Research backs this up: people who are active in voluntary organizations tend to have more diverse social networks (Canada 2005, 11)









At this stage, we do not have a reliable measure of the level of intercultural understanding in the Bow Valley. However, service providers, key informant interviewees, Canadian born survey participants, and some immigrant survey participants expressed concerns



about cultural differences in a number of ways. In our survey, participants spoke about differences between Canadian-born and immigrant parenting styles, social and recreational behaviours, spending, and communication style. It was also pointed to as a problem in education and service provision, where the cultural differences between client and provider may create a barrier to access resources.

Esses et al. point out that “social engagement of newcomers within a community does not function in isolation of the locals’ willingness to explore the lives of newcomers in return” (2010, 69.) Fortunately, our Canadian-born informants and participants showed a great appetite for learning about the cultures of new residents and sharing Canadian culture in return. Both immigrants and Canadians called for multicultural events and sharing of cultures. (Though some suggested that, while community events would be beneficial, events should not be targeted to particular cultural groups— saying events like Highline Magazine’s Know Your Neighbour Night has the right, inclusive message.)

## Attitudes Towards Immigrants, Cultural Diversity, and the Presence Of Newcomers In The Community

Outcome Indicators	Status
<b>Support for immigration</b>	Established community expressed support for immigration 
	Public commentary in support of immigration 
<b>Support for immigrants and diversity</b>	Established community expression of support for immigrants & diversity 
	Immigrant reported sense of welcoming 
	Immigrant reported experiences of discrimination 
	Police observations re: discrimination 
<b>Social Cohesion</b>	<i>Not available</i> N/A

Instead of directly asking participants to rate their levels of support for immigration and diversity, the CBS asked open-ended questions around these topics for which we were able to gather many detailed and often nuanced comments. Both the survey comments and key informant interviews made clear that work needs to be done in this area.

Although the majority of feedback we heard reflected welcoming attitudes on the part of Canadian-born residents, many comments revealed the existence of:

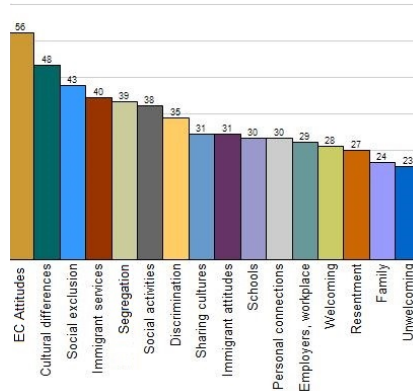
“As a long term, Canadian born resident, I am beginning to feel marginalized. There are nowhere near the resources for me, that there are for “new comers”. The increase in the use of TFW exacerbates the housing crisis. Several venues are so excessively staffed or utilized by TFW, that one feels displaced and may as well be in a foreign marketplace”

Survey participant

“**H**as anyone asked me as a local, long term resident, whether I think it is necessary and or desirable to have a massive percentage of local jobs doled out to immigrants? And therefore are they welcome? Should they be welcome?”

Survey participant

- Some resentment of immigrants, particularly the perceived levels of support for immigrants as compared to long term locals
- Fear and anxiety related to job scarcity and downward pressure on wages, housing scarcity, and ‘drains’ on social services
- Concerns about the existence of prejudice, stereotyping, and discrimination



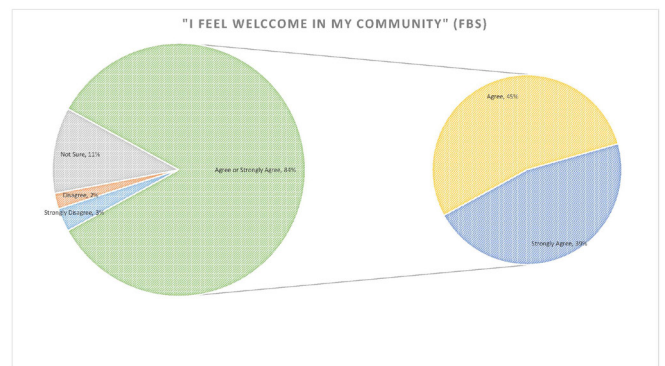
**Left:** Excerpt from the Canadian-born Resident Survey Comments by Theme chart on page 44. “EC attitudes” includes all comments about attitudes of established community members towards immigrants and newcomers. Note the number of comments relating to discrimination and segregation, and those expressing or commenting on resentment and unwelcoming attitudes towards immigrants.

Worth noting is that the survey was heavily distributed through our agency and employer networks, so one might expect that results would be biased towards support for immigration.

On the other hand, public commentary in the Bow Valley continues to reflect at least a lack of opposition to local immigration. Despite recent media attention on the Temporary Foreign Worker Program and federal changes to immigration policies, the anti-immigration comments on news stories, letters to the editor, and even pamphlet distribution that has occurred in some other parts of the country is not happening here. RCMP detachments in Lake Louise and Banff report that they are seeing no incidences of hate-motivated crimes or discrimination.

The feedback we heard from immigrants was also mixed. Encouragingly, 85% told us they feel

welcome in their community. On the other hand, 40% of immigrants surveyed reported that they have experienced discrimination in the last 5 years in the Bow Valley. When filtered for respondents born



in countries where English is not a primary language, that number rose to 47%. The top three perceived reasons for that discrimination were (in order): language and accent, ethnicity or culture, and race or skin colour. 41% said they had witnessed discrimination in the last 5 years in the Bow Valley, citing (in order) ethnicity or culture, language or accent, then race or skin colour as the main targets of the discrimination. In comparison,

27% of Canadian-born residents surveyed reported experiencing discrimination. The top three grounds for this discrimination for Canadian-born residents were gender, age, or other characteristic such as socio-economic class.

*The Characteristics of a Welcoming Community* suggests that social cohesion, or closer and more harmonious social ties, is an outcome of welcoming attitudes towards immigrants and newcomers. Although that is a priority for BVIP, but we have not attempted to measure social cohesion as an independent measure in this report.

## Media Coverage & Representation

### Outcome Indicators

### Status

Portrayal of immigrants in the media



Availability of media for immigrant groups



Local newspapers, radio stations, magazine, and a community newsletter (Lake Louise Live) have all shown a keen interest and support for the work of immigrant serving agencies, BVIP, and community development in the Bow Valley. A scan of media coverage relating to immigration in the valley for the past year reveals only positive stories, despite the “bad press regarding foreign workers” (survey participant) in national media.

However, some survey participants suggested that local media be used as a tool to share stories of individual immigrants to help foster cross-cultural understanding. One participant suggested that local media should “...cover more stories that include immigrants in every day Bow Corridor life. Not articles about immigrants but articles that happen to include immigrants.”

No available traditional media for newcomer groups or multi-lingual traditional media was found. A Facebook group for Working Holiday Visa holders living in Banff and Lake Louise shares local news in Mandarin, Cantonese, and English, but no other multilingual social media was found.

## Religious Organizations

### Outcome Indicators

### Status

Increased social networks      Reported social networking via religious organizations



Presence of diverse religious organizations



For a community of its size, the Bow Valley offers a good number of religious services, including three ministries with outreach to immigrant groups: a Korean ministry at St. Paul’s Presbyterian Church in Banff, a Japanese ministry at the Banff Full Gospel Church, the Lake Louise Bible Study Group, and the Overseas Filipino Ministry offered in Canmore and Banff by the River of Life Alliance Church. We are not aware of non-Christian religious services in the area, but also heard no feedback that this is a gap immigrants would like to see addressed. In the 2011 National Bow Valley Immigration Partnership | Integration Assessment 2014

“Cover more stories that include immigrants in every day Bow Corridor life. Not articles about immigrants but articles that happen to include immigrants.”

Survey participant

“Any integration that highlights our beautiful area could be a good idea. In some cultures, ‘outdoor activities’ are not valued as they are here.”

Survey participant

Household Survey, just over 3% of Banff, Canmore, and Lake Louise residents indicated that they are affiliated with a non-Christian religion.

Several Canadian-born informants of this study pointed to the role churches have to play in helping newcomers to develop social networks, and indeed 24% of FBS participants said they attend church in the Bow Valley, much higher than the attendance by non-immigrants anecdotally reported by local clergy.

Some churches in the Bow Valley play a cooperative role in the integration of immigrants; The Full Gospel Church in Banff, for example, is a member of the Homelessness to Housing Initiative, which helps source temporary housing for those in need, often newcomers. The Full Gospel Church pastor and spokesperson for the Banff Ministerial Association will join BVIP as a council member this fall. Likewise, the St. Michael’s Anglican Church in Canmore has helped spread the welcoming communities message at its weekly Community Food & Friends night free community dinner. Finally, representatives of the River of Life Alliance Church’s Overseas Filipino Worker Ministry have been active in planning for settlement with local government and social agencies

## Public Space & Recreation Facilities

Outcome Indicators		Status
Usage rates among newcomers	Reported usage rates of programs and facilities	
	Reported participation in outdoor recreation	
Satisfaction with programs and facilities	Reported satisfaction with programs and facilities	
Sense of inclusion	Not available	

The category of indicators relating to public space and recreation facilities could have been grouped with economic/opportunity indicators, but has been placed here because of the particular social significance participation in sports has in the Rockies. Sport and outdoor recreation as a shared value and mechanism for building social connections was mentioned by Canadians in the survey 15 times and was brought up repeatedly by employers, service providers, and at community engagement events.

More investigation of newcomer needs relating to sports, recreation, and use of public spaces is required. Although 70% said they use recreation facilities like skating rinks and pools (a distinction between public and private facilities was not made) and 86% said they participate in outdoor recreation, many also mentioned affordability barriers to participation.

Comments from the CBS and service provider interviews corroborate this; there is a concern among service providers, employers, and Canadian-born residents that recent immigrants are either not interested in outdoor recreation or cannot afford the time or money to partake. This topic may warrant more investigation with foreign-born residents.

# Capacity Indicators

## Overview

So far, we've looked at measures that tell us how well immigrants are integrating, but we have not touched on the programs and processes in place in the Bow Valley that support integration. In keeping with our use of *The Characteristics of a Welcoming Community*, the following tables lay out some of the types of programs and practices that report offered as examples of best practices for building a welcoming community (Esses et al. 2010). For each program or policy type, we've noted some of the key local assets that are acting in that role. As in the Integration Indicators section, the programs and practices in these tables have been divided into two groups: those relating to reduction of inequality, and those relating to the social dimension of integration.

It's important to note that, as Esses et al. and others acknowledge, there is no 'one size fits all' solution for any community, and some of the recommended practices in this section may not be beneficial in the Bow Valley. As we move into our action planning phase, the BVIP Council and Immigrant Advisory Group will decide as a group which practices are best suited for our community.

## Linking Structures

The following programs and processes as described in the *Characteristics of a Welcoming Community* (Esses et al. 2010) have not been included in the 'inequality' or the 'social prosperity' tables that follow (pages 38-39) because they don't belong entirely in either category. These important mechanisms contribute to both reduction of inequality and promotion of social prosperity, so we have listed them here as 'linking structures'.

### LINKING STRUCTURES

	LINKING STRUCTURES			
PRESENCE OF IMMIGRANT-SERVING AGENCIES THAT CAN SUCCESSFULLY MEET THE NEEDS OF IMMIGRANTS	Local Assets			
		Settlement Services in the Bow Valley	Temporary Foreign Worker Support Services	
	Recommended Processes & Structures			
	Innovative partnerships designed to locate services where they are especially likely to be accessed	●	●	
	Assessment of agencies and their services	●	●	●
	Funding from government and other sources			
LINKS BETWEEN MAIN ACTORS WORKING TOWARD WELCOMING	Local Assets			
		Bow Valley Interagency	Banff Action Group	BVIP
	Recommended Processes & Structures			
	Structures that promote cooperation and reduce competition between agencies	●	●	●
	Structures that promote cooperation between different levels of government and community agencies			
MUNICIPAL FEATURES AND SERVICES SENSITIVE TO THE NEEDS OF IMMIGRANTS	Local Assets			
		BVIP's Municipal Partnerships	Town of Banff & Town of Canmore Family & Community Support Services	
	Recommended Processes & Structures			
	Structures that ensure that cities are responsive to the needs and interests of newcomers	●	●	
	Holistic planning	●	●	●
	Stability of funding			●

# Local Programs & Processes That Reduce Inequality

	Local Assets									
EMPLOYMENT	Workplace Communication for Rural Immigrants	Directions for Immigrants (Calgary based)	Immigrant Action Fund (Calgary based)	Settlement Services in the Bow Valley	The Job Resource Centre					
	Recommended Processes & Structures									
	Immigrant councils/ networks	⊕		⊕	⊕					
	Credentialed recognition and bridging programs		⊕		⊕	(Refers to Calgary)				
	Programs that valorize foreign work experience			⊕						
	Programs that support entrepreneurial opportunities					(Refers to Calgary)				
Programs that seek to create inclusive workplaces										
HOUSING	Local Assets									
	The Banff Housing Corporation	Banff Community Housing Strategy Committee	Settlement Services in the Bow Valley	Honestness to Housing Initiative	YWCA	Carriac Community Housing Commission	Bow Valley Regional Housing	Mountain Haven Housing Cooperative	Employer supported staff housing	
	Recommended Processes & Structures									
	City planning that seeks to address newcomers' housing needs	⊕	⊕							
	Services that collect and disseminate housing information pertaining to newcomer needs			⊕						
	Information sharing that facilitates newcomers' access to shelters			⊕	⊕					
Temporary shelters sensitive to the needs of newcomers					⊕					
EDUCATION	Local Assets									
	Language Instruction for Newcomers to Canada (LINC)	Bow Valley College	NOW Peer Leader Program	Canadian Rockies Public Schools English Language Learning Assistant	English Language Learning Advisory Committee	Settlement Services in the Bow Valley	Community class funding assistance (Banff)			
	Recommended Processes & Structures									
	Comprehensive language assessment and instruction systems	⊕								
	Hybridized equilateral, bilinguist and non-secondary institutions		⊕							
	Integration programs			⊕	⊕					
Inclusive education programs										
HEALTHCARE	Local Assets									
	Alberta Health Adult & Child Health Benefit Plans	Alberta Health Services dental screening clinics	Alberta Health Link	Alberta Health Services interpretation services for caregivers	Alberta Health Services Community Health Clinics	Settlement Services in the Bow Valley	Banff Life	The Primary Care Network	Bow Valley Parentlink	Right From the Start
	Recommended Processes & Structures									
	Services that remove financial barriers to healthcare	⊕	⊕							
	Services that remove linguistic barriers to healthcare			⊕	⊕					
	Services that remove information barriers to healthcare			⊕		⊕	⊕	⊕	⊕	⊕
Health care facilities that provide culturally sensitive care										
PUBLIC TRANSIT	Local Assets									
	ROAM Transit Banff	ROAM Transit regional	Pedestrian and bicycle routes	Commercial regional bus services						
	Recommended Processes & Structures									
	Readily available information about service (and in multiple languages)		⊕							
	Systems that are easy to understand (e.g. effective signage at bus stops)	⊕								
	Systems that provides access to low costs and services	⊕								
Affordable transit (e.g. availability of subsidies)	⊕	⊕								
Presence of multi-mode approaches		⊕								
Transit is considered when developing new public facilities and commercial projects			⊕							
Infrastructure supports transit between cities										
POLITICAL PARTICIPATION	Local Assets									
	Banff Ideas Bank	Municipal Committees								
	Recommended Processes & Structures									
Political encouragement										
Direct assistance with Political Mobilization										
RELATIONSHIPS WITH THE POLICE AND JUSTICE SYSTEM	Local Assets									
	Settlement Services	Lake Louise staff orientation	RCMP phone interpretation service	Informal (community) interpreters - Lake Louise RCMP	Legal Aid Alberta Duty Counsel telephone interpretation service					
	Recommended Processes & Structures									
	Processes that facilitate wide distribution of public legal education and information									
	Newcomer outreach programs that educate immigrants about their rights and responsibilities in Canada	⊕	⊕							
	Community-police advisory committees									
Cultural sensitivity/ diversity training provided to members of the legal community and law enforcement										
Increased representation of newcomers in legal and policing professions										
Availability of interpreters for police and in various aspects of the justice system			⊕	⊕	⊕					

# Local Programs & Processes That Contribute to Social Prosperity

SOCIAL CAPITAL	Local Assets							
		Japanese Society of Banff	Filipino Cultural Association (Lake Louise)	Filipino Basketball League (Banff)	Franco de la Bow	Workplace Communication for Rural Immigrants	NOW/Peer Leadership Program	Banff Life
	Recommended Processes & Structures							
	Programs that foster networks within newcomer groups							
	Programs that encourage local community members and newcomers to reach out and connect with one another							
	Language Instruction for Newcomers to Canada	Bow Valley College	Community classes	Bow Valley Literacy	Private language schools (2)	Settlement Services in the Bow Valley	Temporary Foreign Worker Support Services	
	Language training							
	Newcomer serving agencies							
SOCIAL ENGAGEMENT	Local Assets							
		Banff Life	Banff SHINE	Mayor's Award for Exshaw Volunteer Excellence (Canmore)	Community Relationship Committee volunteer awards			
	Recommended Processes & Structures							
	Programs that promote newcomer volunteerism in the community							
	Awards that recognize the contribution of immigrants to the community							
	Programs that facilitate opportunities for engaging in cultural celebrations							
ATTITUDES TOWARDS IMMIGRANTS, DIVERSITY, AND THE PRESENCE OF NEWCOMERS IN THE COMMUNITY	Local Assets							
		Settlement Services in the Bow Valley	The Bow Valley Immigration Partnership					
	Recommended Processes & Structures							
	Programs that build an understanding of factors affecting attitudes toward immigrants and diversity							
	Initiatives promoting positive relationships between immigrants and local communities							
MEDIA COVERAGE AND REPRESENTATION	Local Assets							
		Bow Valley Crag & Canyon	Rocky Mountain Outlook	Mountain FM	Banff Centre Radio			
	Recommended Processes & Structures							
	Processes that encourage communities to challenge negative media coverage of newcomers							
	CRTC guidelines and regulations							
	Programming in a variety of languages							
RELIGIOUS ORGANIZATIONS	Local Assets							
		Homeless to Housing Initiative	Banff Ministerial Association	Canmore ministerial collaboration				
	Recommended Processes & Structures							
	Faith-based programs that assist newcomers with the settlement process							
	Strong relationships between municipalities and religious organizations							
	Collaboration between religious organizations							
PUBLIC SPACE AND RECREATION FACILITIES	Local Assets							
		Everybody Gets to Play	Every Senior Gets to Play	Kidsport	Campership Subsidy Fund	Banff Life	Sports Equipment Lending Program (Banff)	Parts Canada Learn to Camp program
	Recommended Processes & Structures							
	Presence of inclusive public spaces							
	Diversity of recreational opportunities							
	Culturally sensitive programs and services							
	Structures that reduce financial barriers							



# Next Steps

## Identify Priorities

Using the information in this report, together with the collective knowledge and expertise of members, the BVIP Council and Immigrant Advisory Group will work together to determine priorities to be addressed in BVIP's strategic action plan, to be completed by March 2015.

Based on the results of the surveys as well as feedback from one on one interviews and stakeholder meetings, the following priority areas are recommended for consideration of the council. Note that some of the challenges mentioned here affect Canadian-born residents as well as immigrants and are being addressed by the work of other groups. It will be for the council and Immigrant Advisory Group to determine what BVIP's role will be in tackling these issues.

- Language training
- Affordability & housing
- Established community attitudes towards immigration, diversity, and the presence of newcomers in the community
- Cross cultural understanding
- Bridging capital – building social ties between newcomers and established community
- Addressing myths and misconceptions about immigration in the valley

Other priorities may include:

- Availability of multi-lingual community resource information
- Professional development and/or leadership capacity development
- Civic/political involvement
- Public awareness of available services & events for immigrants and non-immigrants
- Parks & wildlife awareness



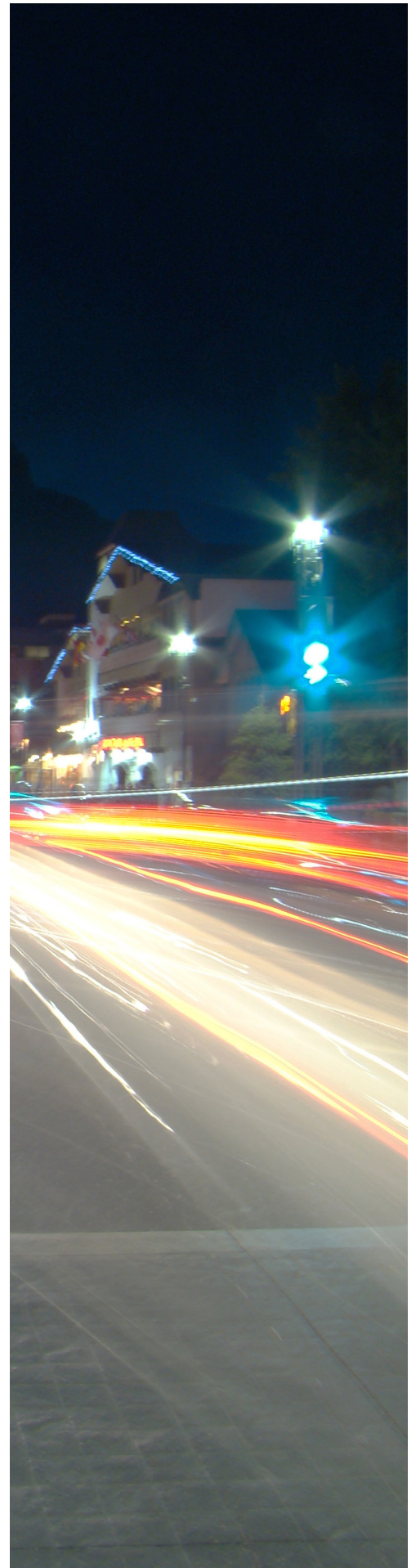
## Develop an Action Plan

The BVIP Council is committed to an action-oriented focus and will be looking for achievable community changes that can make a large impact for integration. Our plan for addressing integration gaps will be unique to our community, and will reflect the values and priorities identified by the BVIP Council and Immigrant Advisory Community. This is in keeping with the recognition of the vital role that communities play in the settlement and integration of newcomers that lead Citizenship and Immigration Canada to create the Local Immigration Partnerships initiative, as well as research that shows that factors contributing to integration are at least partially “society specific” (Wilkinson 2013, 4).

Fortunately, BVIP will not have to start this plan from zero; the community has already offered program and policy suggestions in our initial consultation phase. These suggestions can be explored and expanded on at a later date, but some of the most commonly mentioned ideas include:

- Community events – multicultural themed or simply inclusive
- Welcome packages or other orientation on arrival tools— offering newcomers important information, resources, and a message of welcoming immediately on arrival in the valley
- Mentorship & matching programs— pairing newcomers with integrated immigrants or non-immigrants
- A communications campaign to improve cross-cultural understanding and attitudes towards diversity and the presence of newcomers in the community

As we enter our action planning phase, BVIP will also look to other communities and other Local Immigration Partnerships for examples of best practices that can be successfully replicated here.





# Appendix: Detailed Survey Results

# Survey Comment Themes

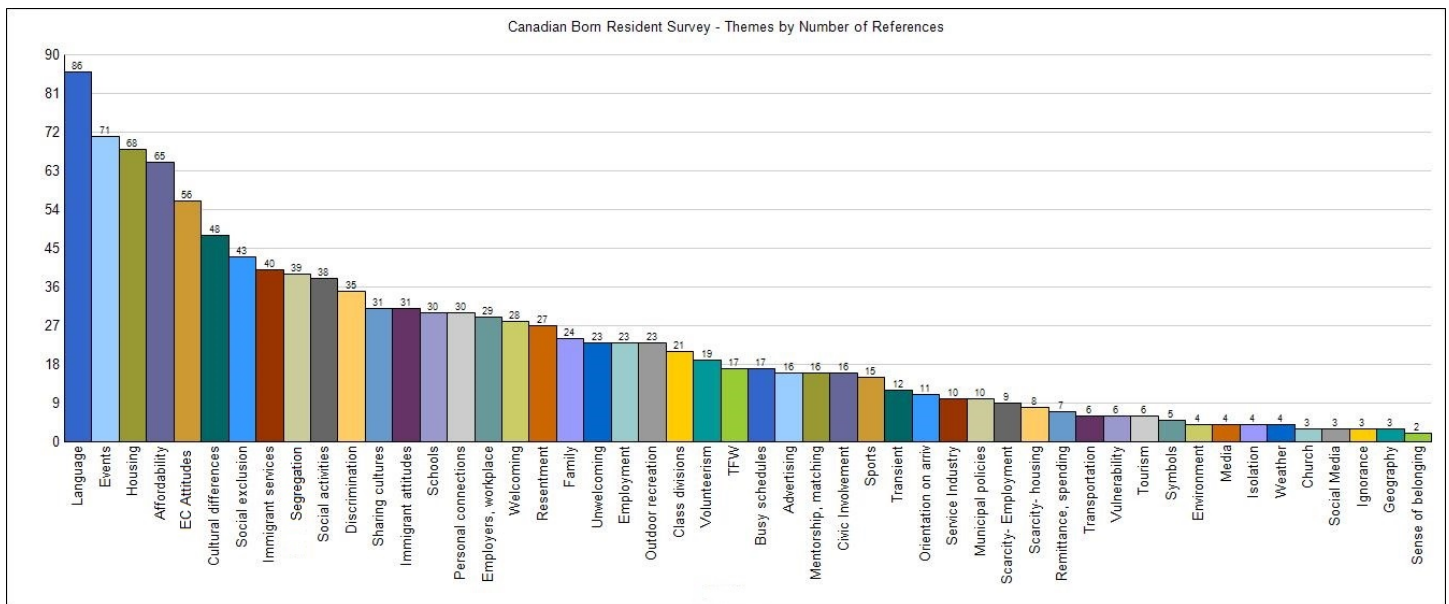
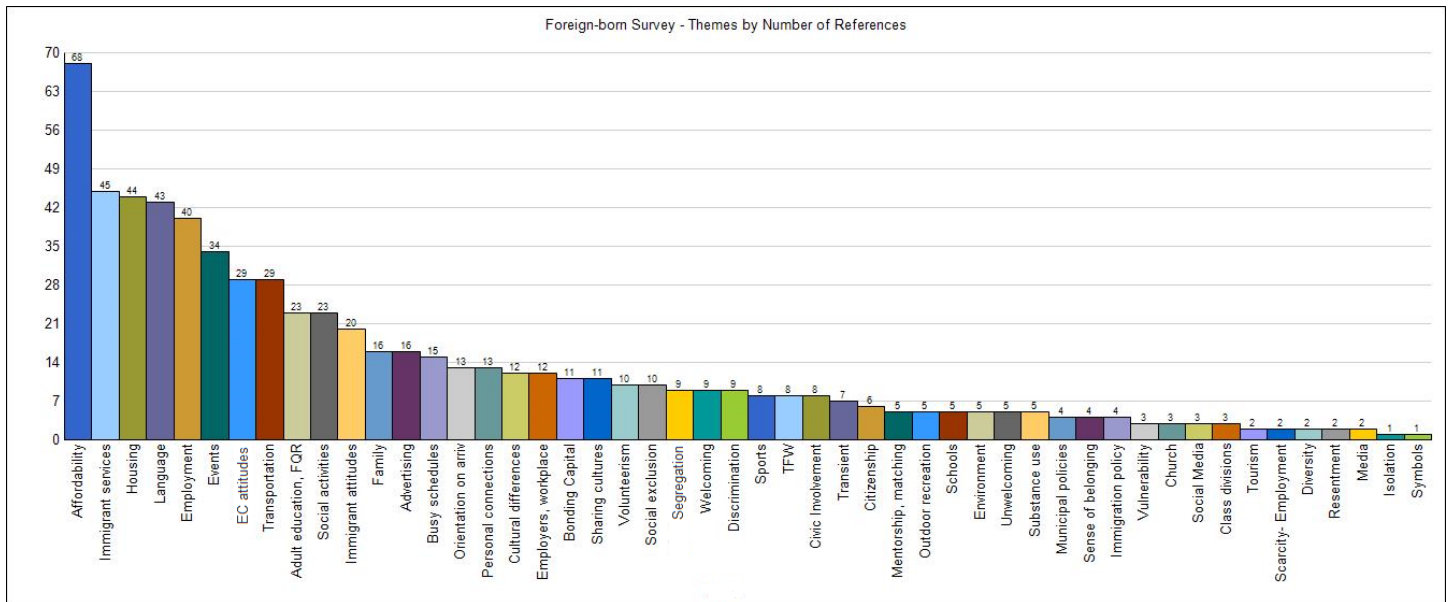
Our two surveys provided a wealth of information about the state of integration in the Bow Valley, including quantitative data not available elsewhere. But some of the most valuable information we gathered were the thoughtful and extensive comments participants shared with us.

To help us see the big picture in all of these responses, comments and answers to open ended questions were combed through and coded by the subjects and themes they touched on.

Combining answers from both surveys, the top 10 themes mentioned were:

1. Affordability
2. Language
3. Housing
4. Events
5. Established community attitudes
6. Immigrant services
7. Employment
8. Social activities
9. Cultural differences
10. Social exclusion

Some of these themes-- in particular affordability and housing-- are reflected in other community reports that have been produced in recent years. For more information about these overall community trends, please refer to the reports described on pages 122-123.



**Shorthand Used**

*Adult education*, Adult upgrading, education, and foreign credential recognition (FQR)

*EC Attitude*- Attitudes within the established community

*Orientation on Arriv*- Comments about newcomer welcome packages or other orientation upon arrival in the Bow Valley

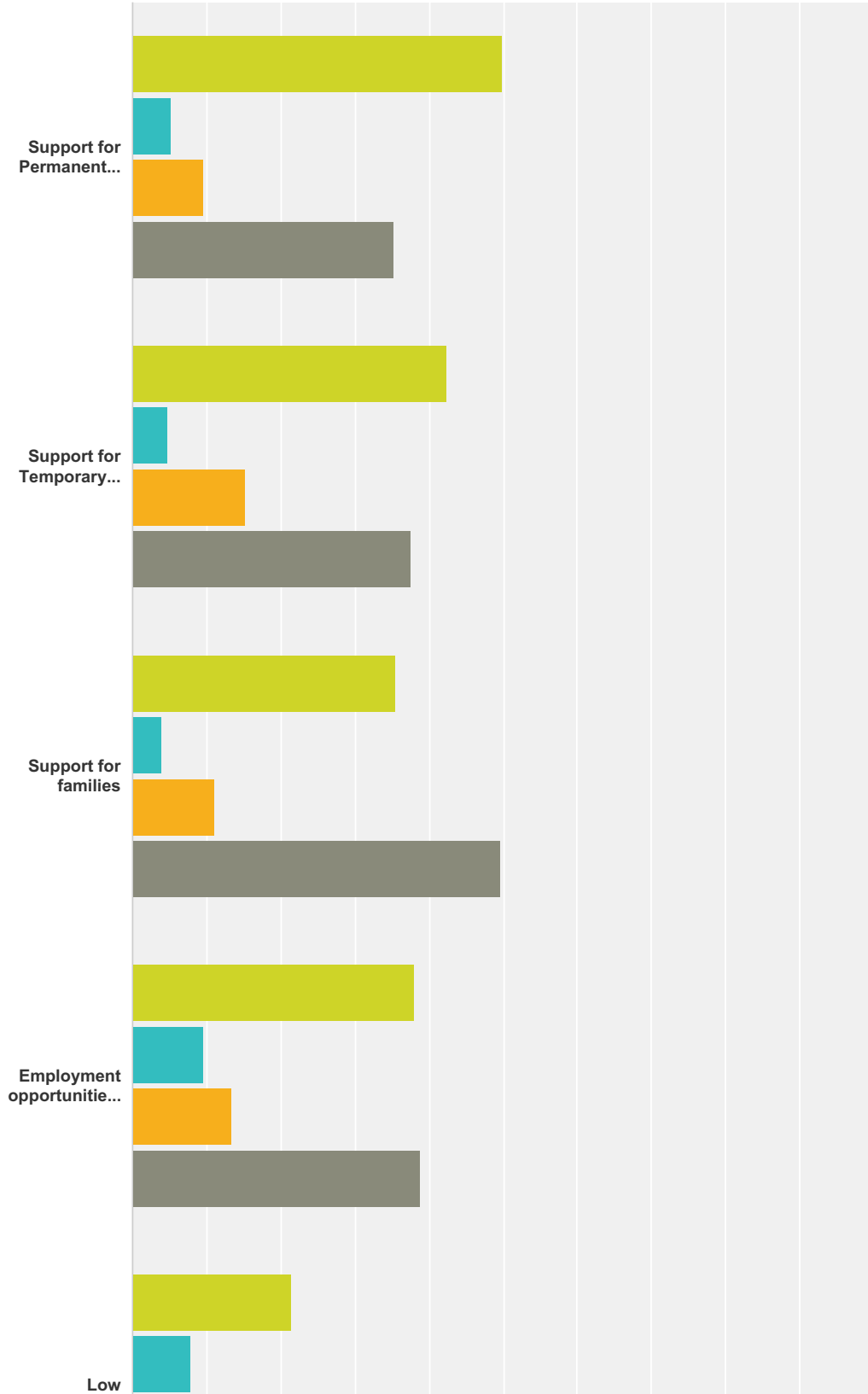
*Remittances*- Money sent by foreign workers or immigrants to friends and family in their country of origin

*TFW*- The Temporary Foreign Worker Program or Temporary Foreign Workers

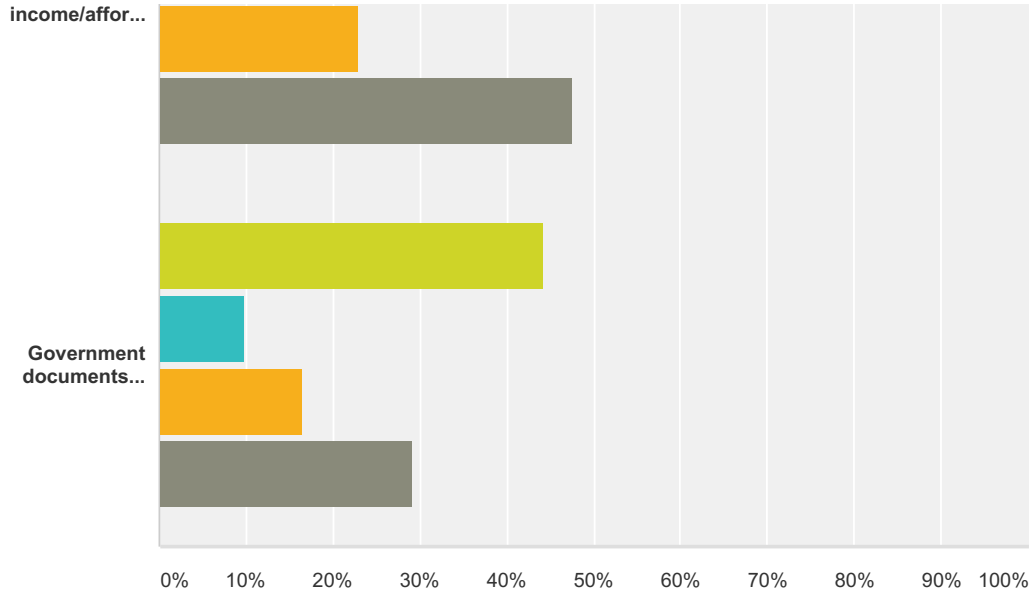
# Foreign-born Resident Survey

**Q1 Since arriving in the Bow Valley, have you received information about or services for any of the following topics?**

Answered: 141 Skipped: 4



## Bow Valley Immigration Partnership - Immigrant Survey 2014



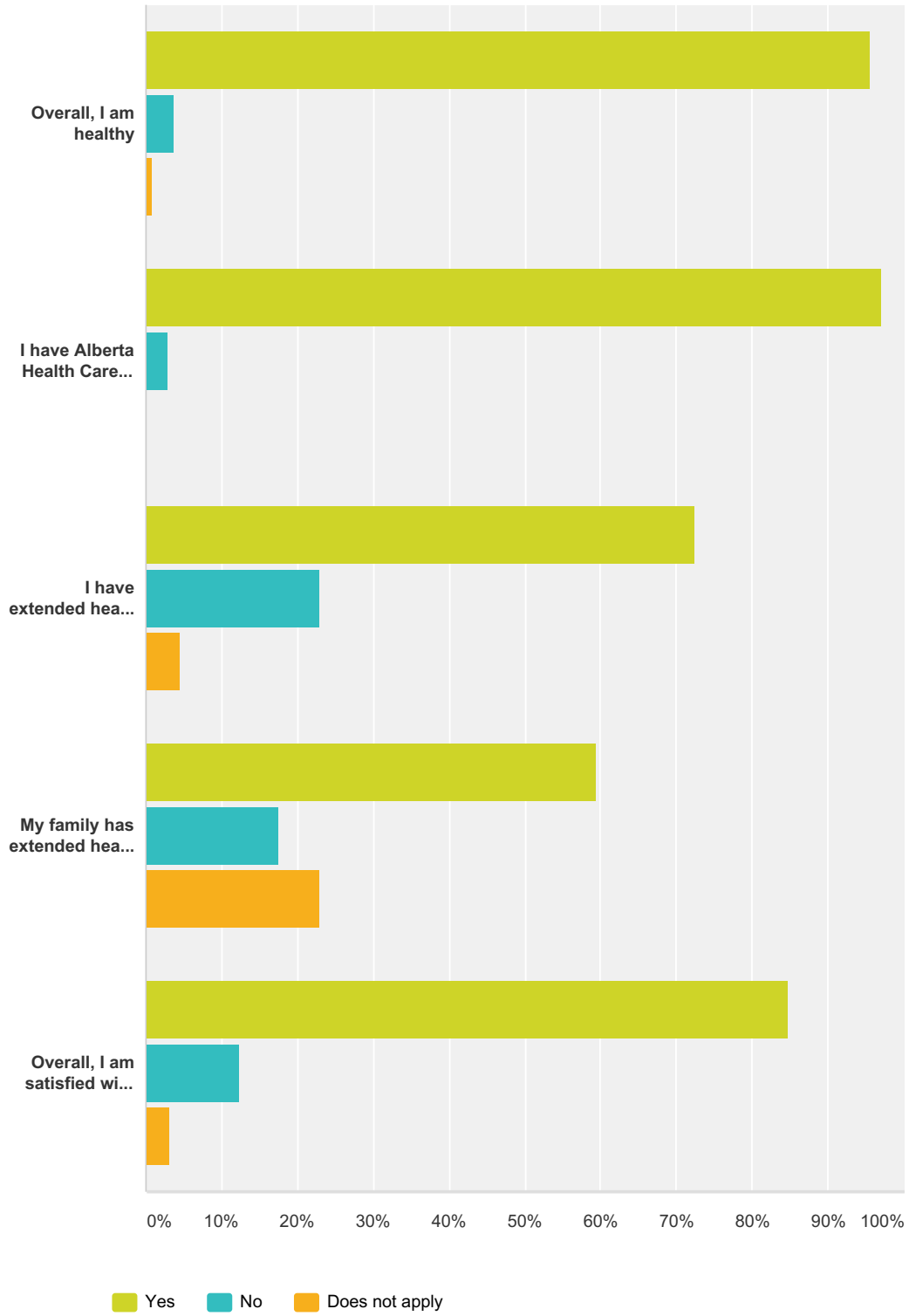
- Yes, I have received help with this topic and I was satisfied with the service/inform...
- Yes, I have received help with this topic but I was unsatisfied with the service/info...
- No, I have not received help with this topic because I do not know where to get help with ...
- No, I have not received help with this topic for other reasons

	Yes, I have received help with this topic and I was satisfied with the service/information I received	Yes, I have received help with this topic but I was unsatisfied with the service/information I received	No, I have not received help with this topic because I do not know where to get help with it	No, I have not received help with this topic for other reasons	Total
Support for Permanent Residents	50.00% 68	5.15% 7	9.56% 13	35.29% 48	136
Support for Temporary Foreign Workers	42.40% 53	4.80% 6	15.20% 19	37.60% 47	125
Support for families	35.43% 45	3.94% 5	11.02% 14	49.61% 63	127
Employment opportunities/ job search assistance	38.06% 51	9.70% 13	13.43% 18	38.81% 52	134
Low income/affordability challenges	21.43% 27	7.94% 10	23.02% 29	47.62% 60	126
Government documents (licenses, work permits, travel documents etc.)	44.36% 59	9.77% 13	16.54% 22	29.32% 39	133



### Q2 Health

Answered: 138 Skipped: 7



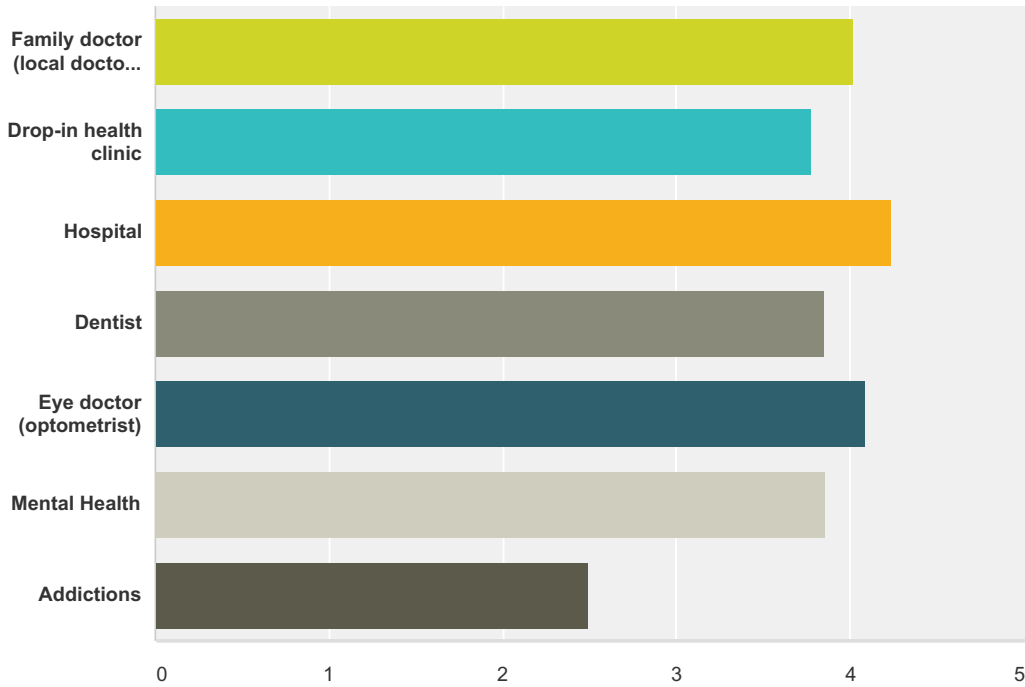
	Yes	No	Does not apply	Total
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## Bow Valley Immigration Partnership - Immigrant Survey 2014

Overall, I am healthy	<b>95.52%</b> 128	<b>3.73%</b> 5	<b>0.75%</b> 1	134
I have Alberta Health Care coverage	<b>97.08%</b> 133	<b>2.92%</b> 4	<b>0.00%</b> 0	137
I have extended health insurance (Great West Life, Blue Cross Sun Life, Manulife etc. - coverage for dental, eye care & other health care expenses)	<b>72.52%</b> 95	<b>22.90%</b> 30	<b>4.58%</b> 6	131
My family has extended health insurance	<b>59.54%</b> 78	<b>17.56%</b> 23	<b>22.90%</b> 30	131
Overall, I am satisfied with my health care coverage	<b>84.73%</b> 111	<b>12.21%</b> 16	<b>3.05%</b> 4	131

### Q3 In the last 12 months, which health services have you used in the Bow Valley and how satisfied with the service were you?

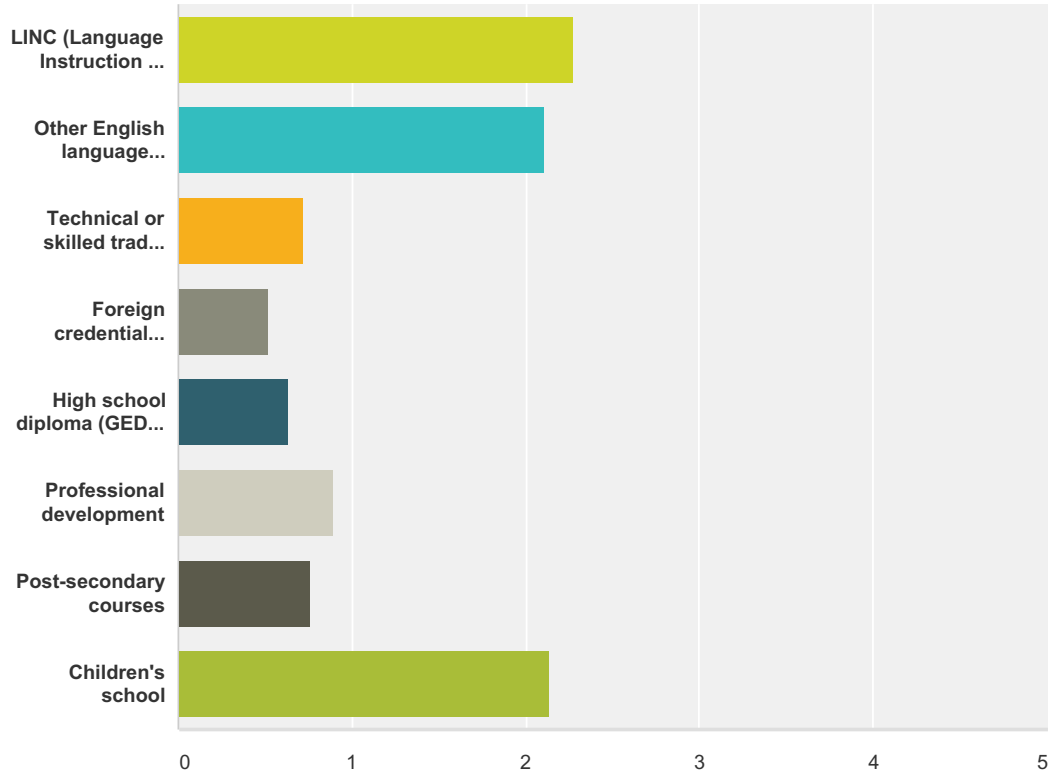
Answered: 139 Skipped: 6



	Unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Satisfied	Very satisfied	Did not use	Total	Average Rating
Family doctor (local doctor's office that I'm registered at)	5.22% 7	4.48% 6	11.94% 16	17.91% 24	38.06% 51	22.39% 30	134	4.02
Drop-in health clinic	3.97% 5	3.17% 4	12.70% 16	14.29% 18	19.05% 24	46.83% 59	126	3.78
Hospital	3.76% 5	0.75% 1	7.52% 10	18.80% 25	36.09% 48	33.08% 44	133	4.24
Dentist	6.06% 8	5.30% 7	10.61% 14	12.12% 16	29.55% 39	36.36% 48	132	3.85
Eye doctor (optometrist)	2.34% 3	0.78% 1	8.59% 11	11.72% 15	21.09% 27	55.47% 71	128	4.09
Mental Health	1.61% 2	0.81% 1	3.23% 4	4.84% 6	7.26% 9	82.26% 102	124	3.86
Addictions	1.68% 2	0.00% 0	0.84% 1	0.00% 0	0.84% 1	96.64% 115	119	2.50

**Q4 Overall, how satisfied are you with the following education opportunities in the Bow Valley (Banff, Canmore, Lake Louise, Kananaskis, West M.D Bighorn):**

Answered: 135 Skipped: 10



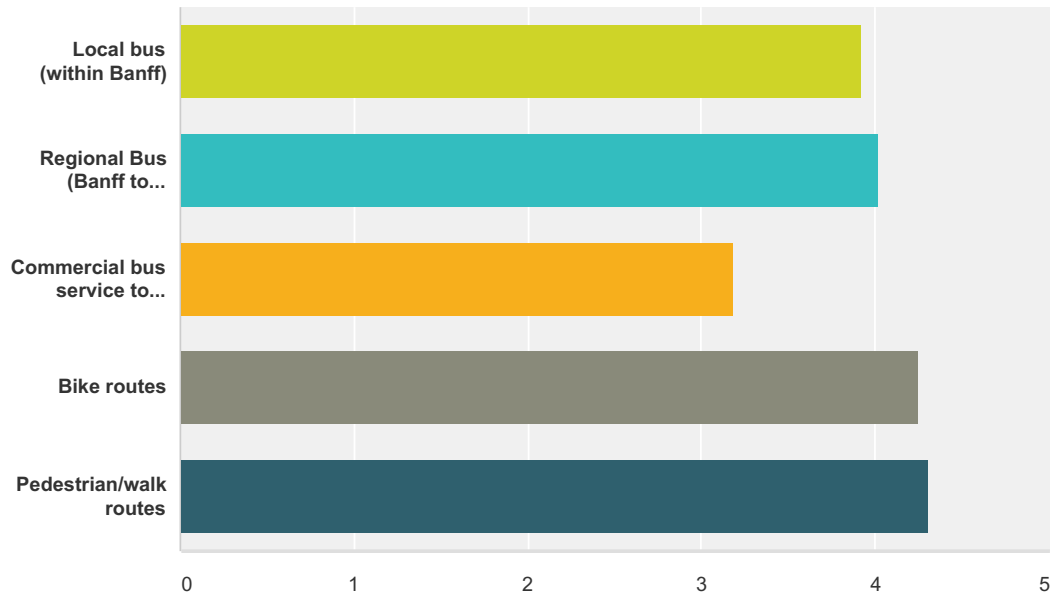
	Unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Satisfied	Very satisfied	Did not know about this	Know about this but have not used	Total	Average Rating
LINC (Language Instruction for Newcomers to Canada) Program (available to permanent residents)	0.76% 1	2.29% 3	3.05% 4	6.87% 9	15.27% 20	23.66% 31	48.09% 63	131	2.28
Other English language classes	3.15% 4	2.36% 3	6.30% 8	7.87% 10	6.30% 8	16.54% 21	57.48% 73	127	2.11
Technical or skilled trades classes	4.84% 6	1.61% 2	2.42% 3	3.23% 4	3.23% 4	45.97% 57	38.71% 48	124	0.72
Foreign credential recognition programs	3.25% 4	1.63% 2	0.81% 1	2.44% 3	2.44% 3	48.78% 60	40.65% 50	123	0.52
High school diploma (GED) programs	2.44% 3	1.63% 2	0.81% 1	2.44% 3	2.44% 3	37.40% 46	52.85% 65	123	0.64
Professional development	3.94% 5	4.72% 6	2.36% 3	3.15% 4	5.51% 7	48.03% 61	32.28% 41	127	0.90

**Bow Valley Immigration Partnership - Immigrant Survey 2014**

Post-secondary courses	<b>3.97%</b> 5	<b>3.97%</b> 5	<b>2.38%</b> 3	<b>2.38%</b> 3	<b>2.38%</b> 3	<b>38.10%</b> 48	<b>46.83%</b> 59	126	0.76
Children's school	<b>2.40%</b> 3	<b>4.00%</b> 5	<b>5.60%</b> 7	<b>4.80%</b> 6	<b>16.00%</b> 20	<b>26.40%</b> 33	<b>40.80%</b> 51	125	2.14

### Q5 How satisfied are you with transportation options in the Bow Valley?

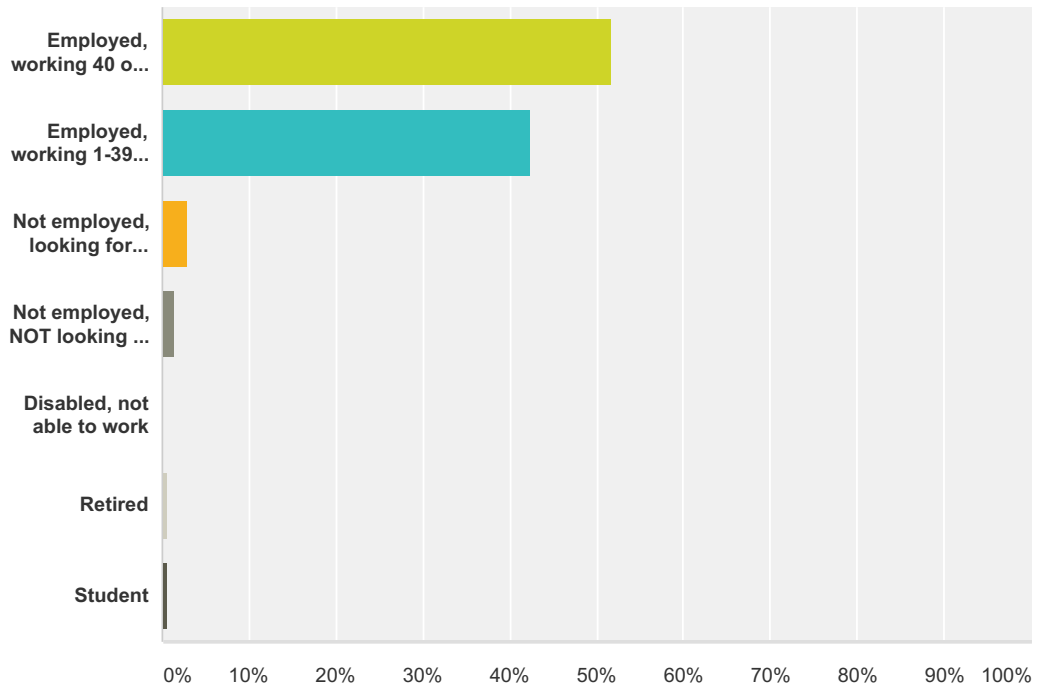
Answered: 138 Skipped: 7



	Unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Satisfied	Very satisfied	I do not use this	Total	Average Rating
Local bus (within Banff)	0.74% 1	2.22% 3	10.37% 14	25.19% 34	13.33% 18	48.15% 65	135	3.93
Regional Bus (Banff to Canmore)	1.46% 2	2.92% 4	8.76% 12	30.66% 42	20.44% 28	35.77% 49	137	4.02
Commercial bus service to Calgary	8.76% 12	7.30% 10	13.87% 19	18.98% 26	8.03% 11	43.07% 59	137	3.18
Bike routes	0.74% 1	2.21% 3	8.82% 12	30.88% 42	34.56% 47	22.79% 31	136	4.25
Pedestrian/walk routes	0.00% 0	2.92% 4	6.57% 9	43.80% 60	41.61% 57	5.11% 7	137	4.31

### Q6 Which of the following categories best describes your employment status?

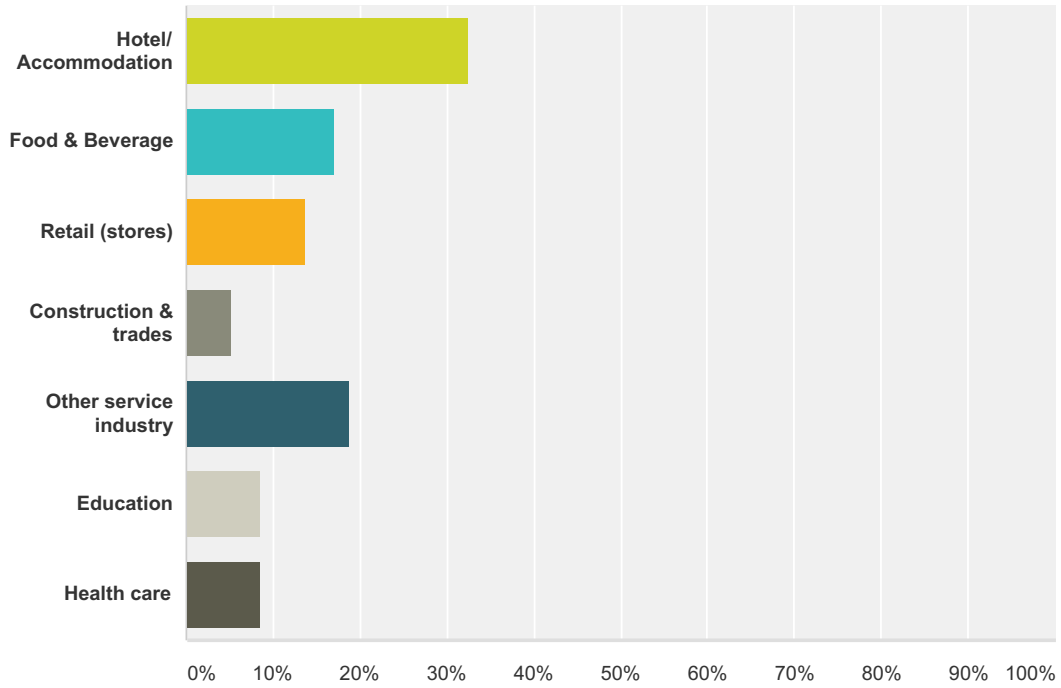
Answered: 139 Skipped: 6



Answer Choices	Responses
Employed, working 40 or more hours per week	51.80% 72
Employed, working 1-39 hours per week	42.45% 59
Not employed, looking for work	2.88% 4
Not employed, NOT looking for work	1.44% 2
Disabled, not able to work	0.00% 0
Retired	0.72% 1
Student	0.72% 1
<b>Total</b>	<b>139</b>

### Q7 What sector do you work in?

Answered: 117 Skipped: 28

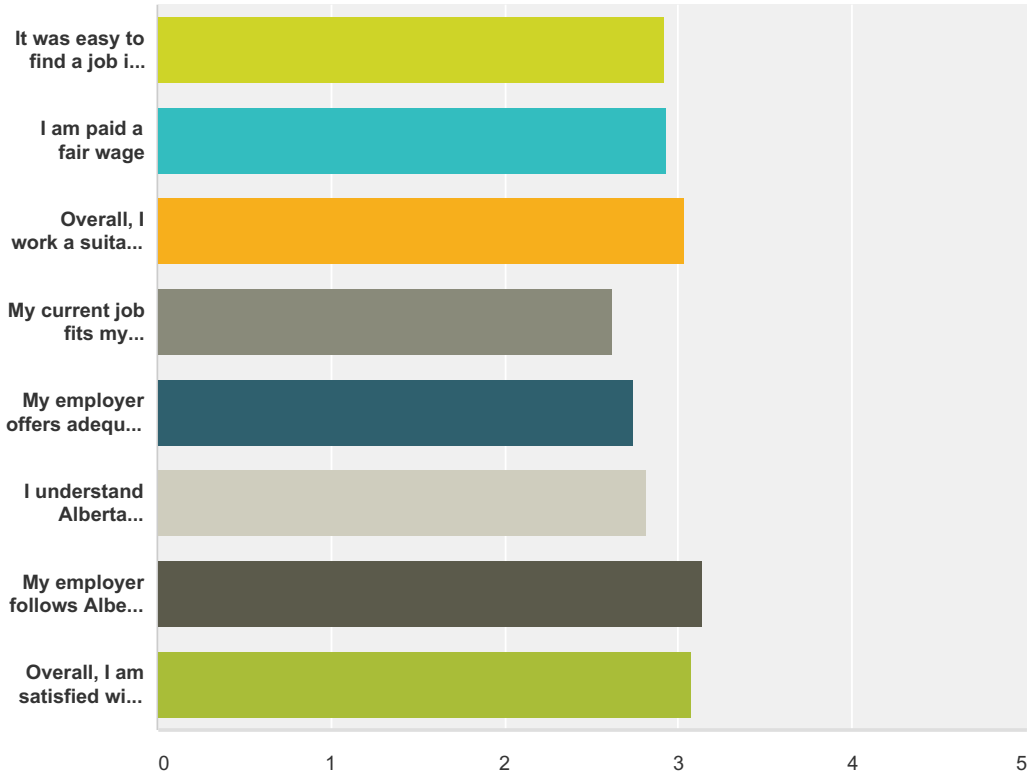


Answer Choices	Responses
Hotel/ Accommodation	32.48% 38
Food & Beverage	17.09% 20
Retail (stores)	13.68% 16
Construction & trades	5.13% 6
Other service industry	18.80% 22
Education	8.55% 10
Health care	8.55% 10
<b>Total Respondents: 117</b>	



**Q8 Work - Please rank your agreement with the following statements on a scale from 1 (strongly disagree) to 5 (strongly agree)**

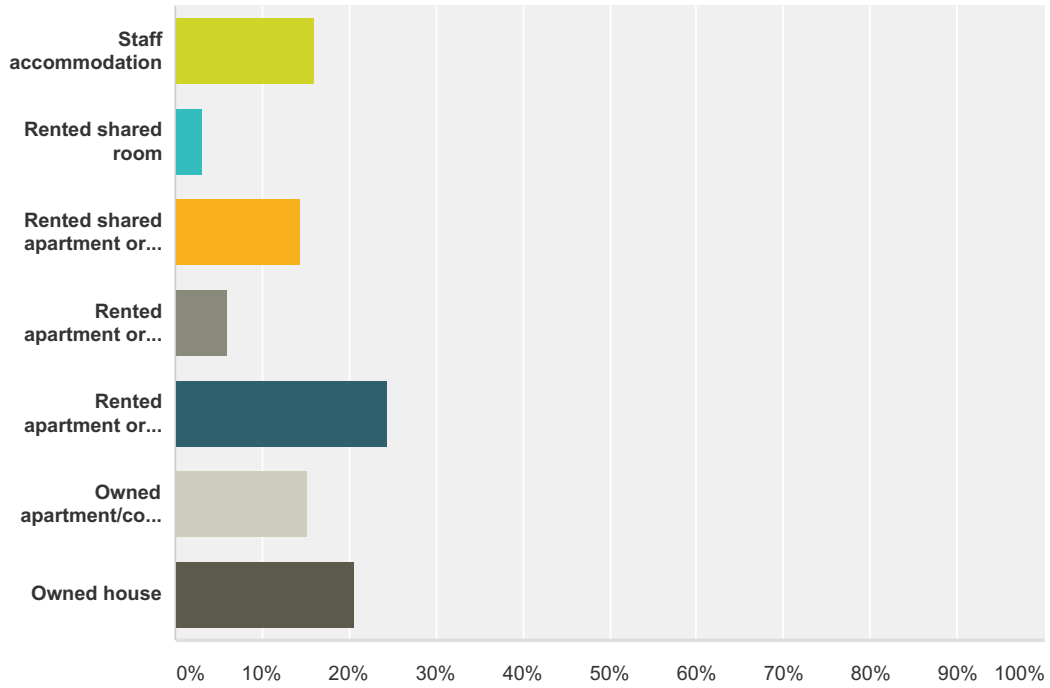
Answered: 132 Skipped: 13



	Strongly disagree	Disagree	Agree	Strongly Agree	Does not apply	Total	Average Rating
It was easy to find a job in the Bow Valley	6.06% 8	18.94% 25	41.67% 55	24.24% 32	9.09% 12	132	2.92
I am paid a fair wage	6.06% 8	20.45% 27	44.70% 59	25.76% 34	3.03% 4	132	2.93
Overall, I work a suitable number of hours per week (not too much, not too little)	3.03% 4	13.64% 18	56.82% 75	23.48% 31	3.03% 4	132	3.04
My current job fits my education and experience	18.32% 24	19.85% 26	35.88% 47	20.61% 27	5.34% 7	131	2.62
My employer offers adequate training opportunities	11.54% 15	20.00% 26	33.85% 44	21.54% 28	13.08% 17	130	2.75
I understand Alberta employment standards, and my rights and responsibilities	12.12% 16	17.42% 23	43.18% 57	24.24% 32	3.03% 4	132	2.82
My employer follows Alberta employment standards	3.08% 4	11.54% 15	44.62% 58	30.00% 39	10.77% 14	130	3.14
Overall, I am satisfied with my current job	5.34% 7	14.50% 19	45.80% 60	33.59% 44	0.76% 1	131	3.08

### Q9 Housing - Where do you live?

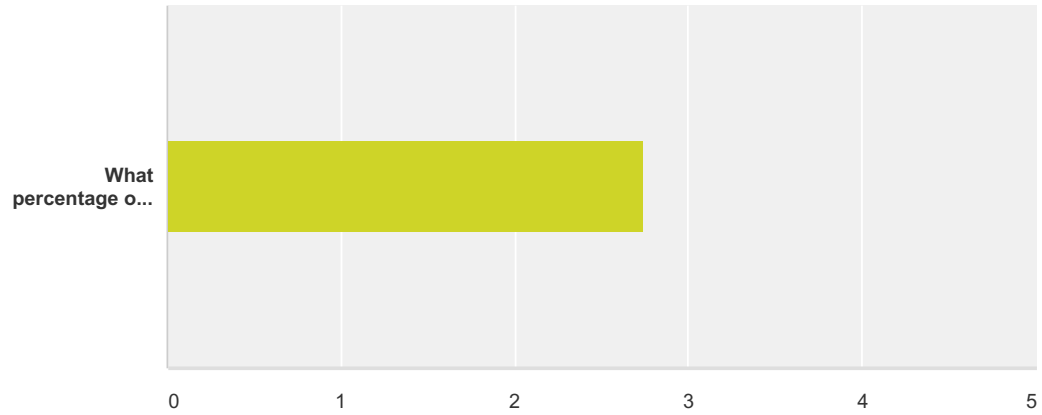
Answered: 131 Skipped: 14



Answer Choices	Responses
Staff accommodation	16.03% 21
Rented shared room	3.05% 4
Rented shared apartment or house (own room)	14.50% 19
Rented apartment or house- living alone	6.11% 8
Rented apartment or house- with family	24.43% 32
Owned apartment/condominium	15.27% 20
Owned house	20.61% 27
<b>Total</b>	<b>131</b>

### Q10 Cost of housing

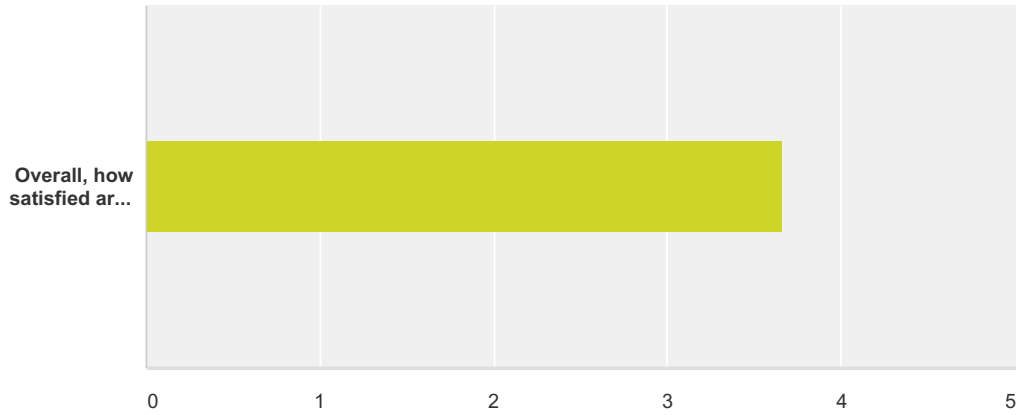
Answered: 133 Skipped: 12



	0%-20%	20%-30%	30%-40%	40%-50%	More than 50%	Does not apply	Total	Average Rating
What percentage of your before tax monthly income do you estimate you spend on housing (rent or mortgage and basic utilities) each month? (For example, if you make \$2,000 per month before tax and your rent and utilities add up to \$700/month, you spend about 35% of your income on housing.)	12.78% 17	30.83% 41	28.57% 38	14.29% 19	9.02% 12	4.51% 6	133	2.75

### Q11 Satisfaction with housing

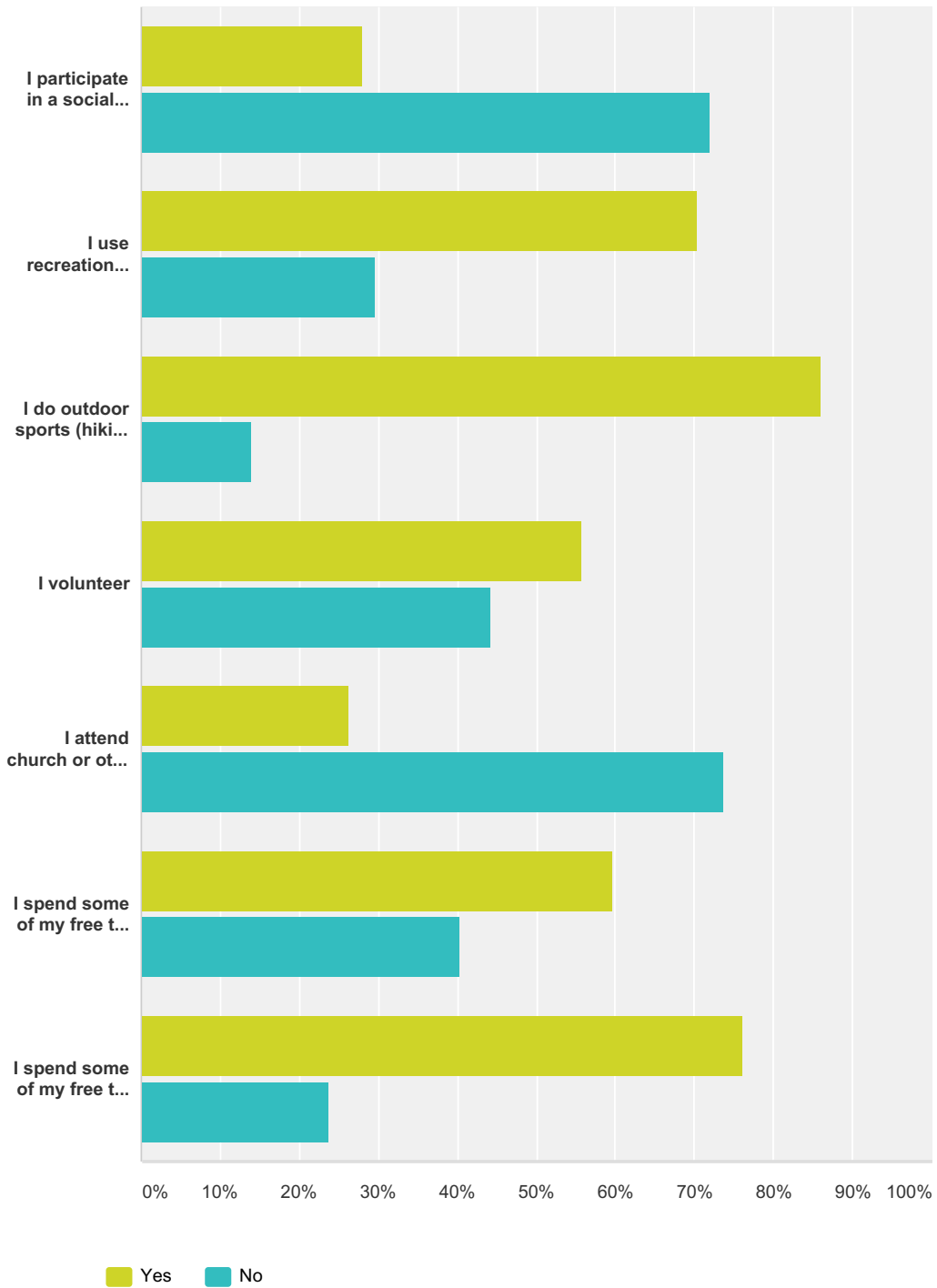
Answered: 132 Skipped: 13



	Unsatisfied	Somewhat unsatisfied	Somewhat satisfied	Satisfied	Very satisfied	Does not apply	Total	Average Rating
Overall, how satisfied are you with the room, apartment, or house where you live?	9.85% 13	9.85% 13	18.18% 24	25.76% 34	34.09% 45	2.27% 3	132	3.66

### Q12 Social Life in the Bow Valley

Answered: 136 Skipped: 9



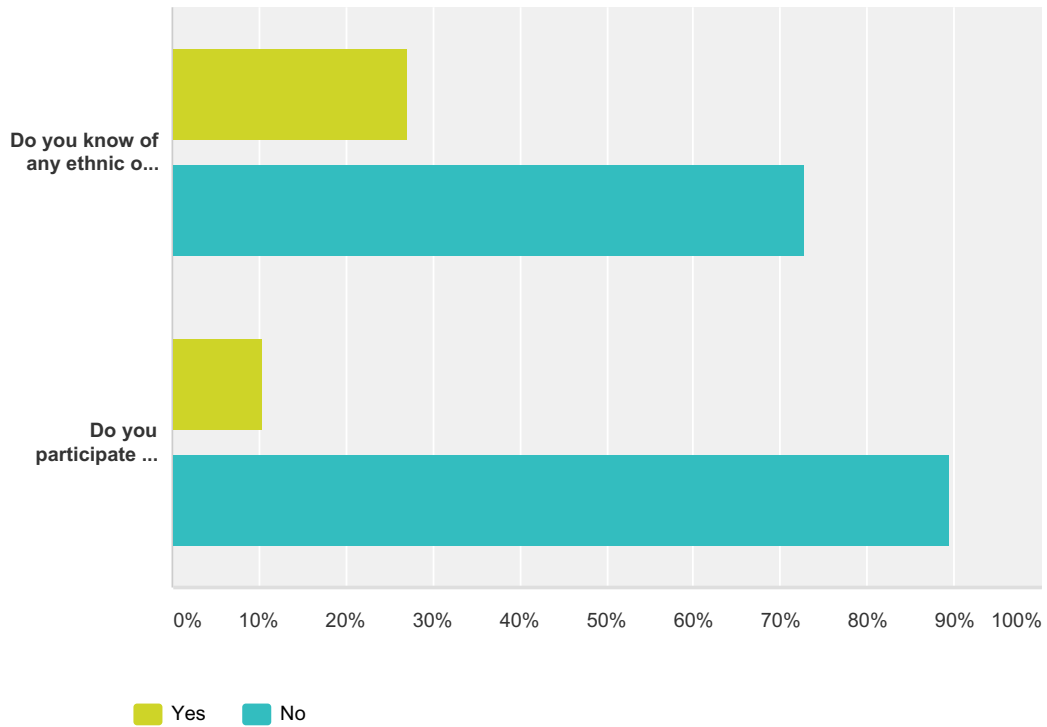
	Yes	No	Total
I participate in a social club or sports team	27.94% 38	72.06% 98	136
I use recreation facilities in the Bow Valley (skating rinks, playing fields, tennis courts, pools etc.)	70.37% 95	29.63% 40	135

## Bow Valley Immigration Partnership - Immigrant Survey 2014

I do outdoor sports (hiking, mountain biking, skiing etc.)	<b>85.93%</b> 116	<b>14.07%</b> 19	135
I volunteer	<b>55.64%</b> 74	<b>44.36%</b> 59	133
I attend church or other religious services	<b>26.32%</b> 35	<b>73.68%</b> 98	133
I spend some of my free time with other immigrants from my home country or culture	<b>59.70%</b> 80	<b>40.30%</b> 54	134
I spend some of my free time with friends who were born in Canada (non-immigrants)	<b>76.30%</b> 103	<b>23.70%</b> 32	135

**Q13 An "ethnic or cultural association" is a group or club which is formed by people who have similar ethnic or cultural origins to socialize, carry on customs and traditions, or carry out other activities which are felt to be important by members.**

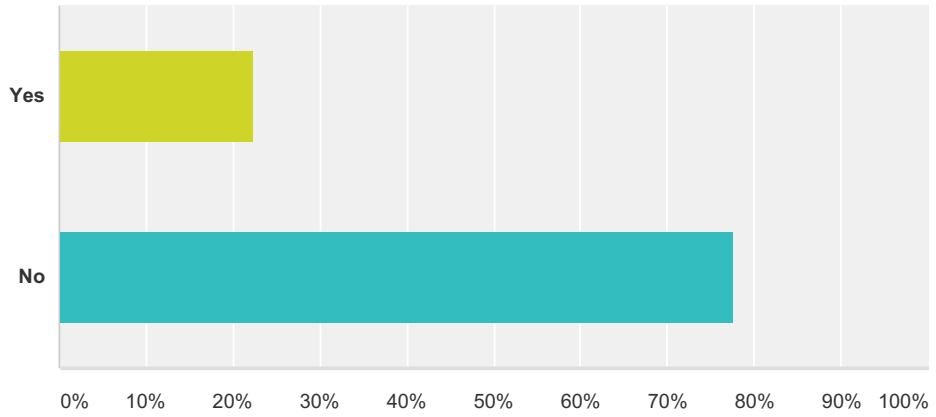
Answered: 136 Skipped: 9



	Yes	No	Total
Do you know of any ethnic or cultural associations (groups) in the Bow Valley?	27.21% 37	72.79% 99	136
Do you participate in any ethnic or cultural associations (groups) in the Bow Valley?	10.37% 14	89.63% 121	135

### Q14 Are you eligible to vote in Canada?

Answered: 134 Skipped: 11

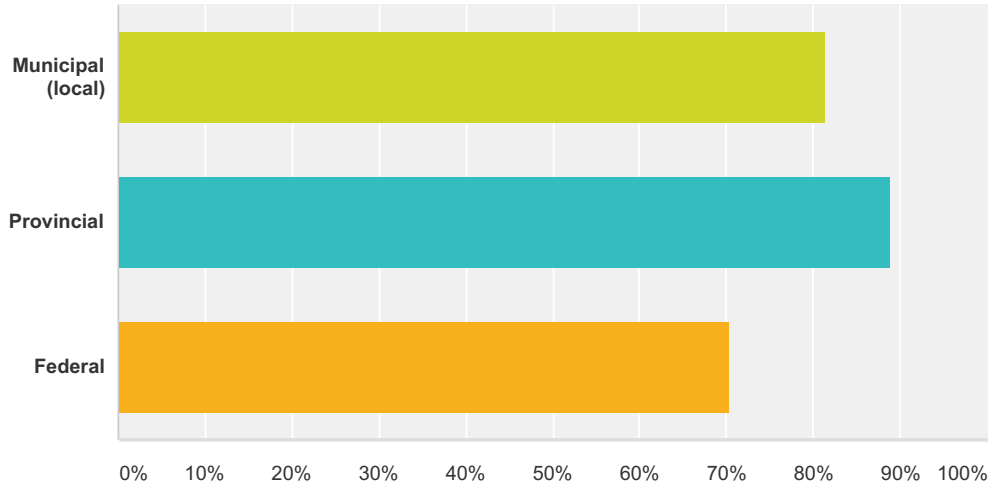


Answer Choices	Responses	
Yes	22.39%	30
No	77.61%	104
<b>Total</b>		<b>134</b>



### Q15 Which of the following elections have you voted in since arriving in the Bow Valley?

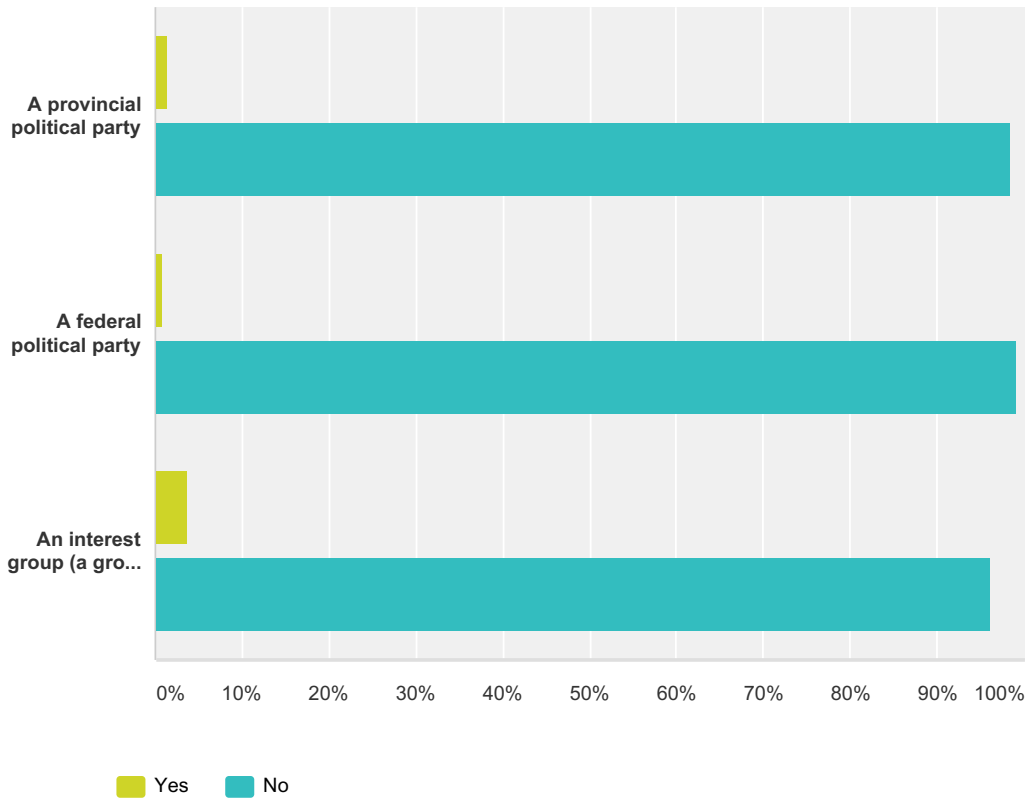
Answered: 27 Skipped: 118



Answer Choices	Responses	Count
Municipal (local)	81.48%	22
Provincial	88.89%	24
Federal	70.37%	19
<b>Total Respondents: 27</b>		

### Q16 Are you a member or volunteer for any of the following groups or political parties?

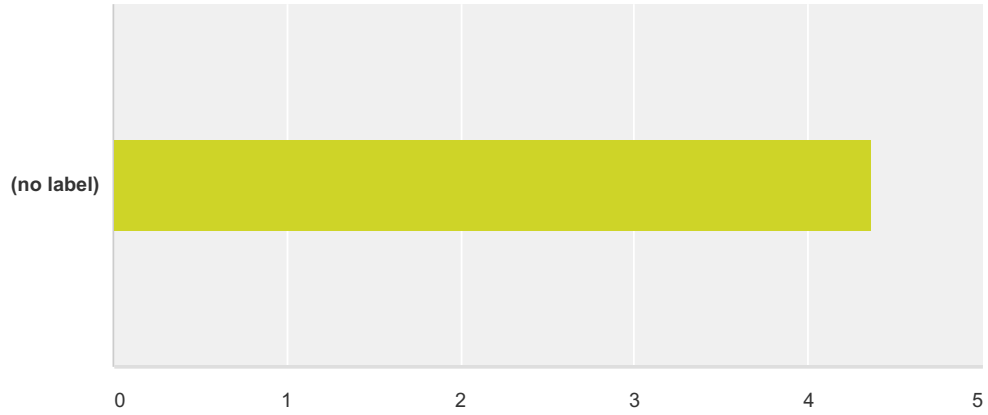
Answered: 133 Skipped: 12



	Yes	No	Total
A provincial political party	1.50% 2	98.50% 131	133
A federal political party	0.76% 1	99.24% 131	132
An interest group (a group or organization that tries to influence government policy)	3.85% 5	96.15% 125	130

### Q17 Overall, how safe do you feel in the Bow Valley?

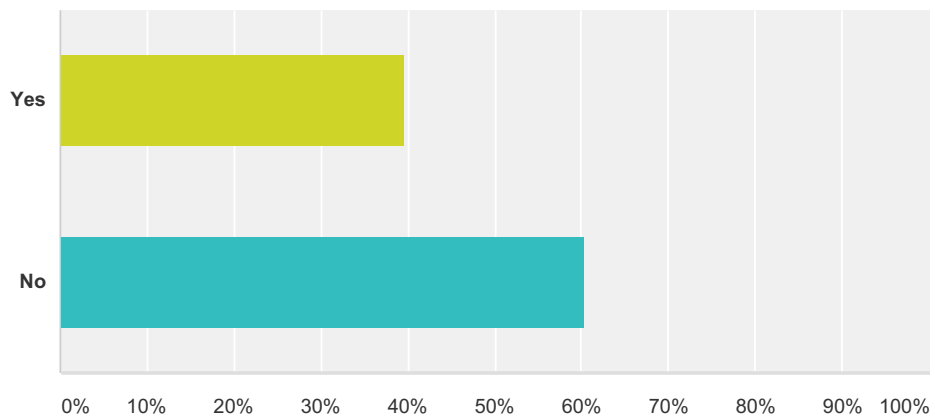
Answered: 129 Skipped: 16



	Very unsafe	Unsafe	Not sure	Safe	Very safe	Total	Average Rating
(no label)	3.10% 4	0.78% 1	3.88% 5	41.09% 53	51.16% 66	129	4.36

**Q18 Discrimination may happen when people are treated unfairly because they are seen as being different from others. In the past 5 years in the Bow Valley, do you feel you have experienced discrimination or been treated unfairly by others on the basis of your ethnicity, culture, race, skin colour, language, accent, religion, gender, sexual orientation, disability, age, or other characteristic.**

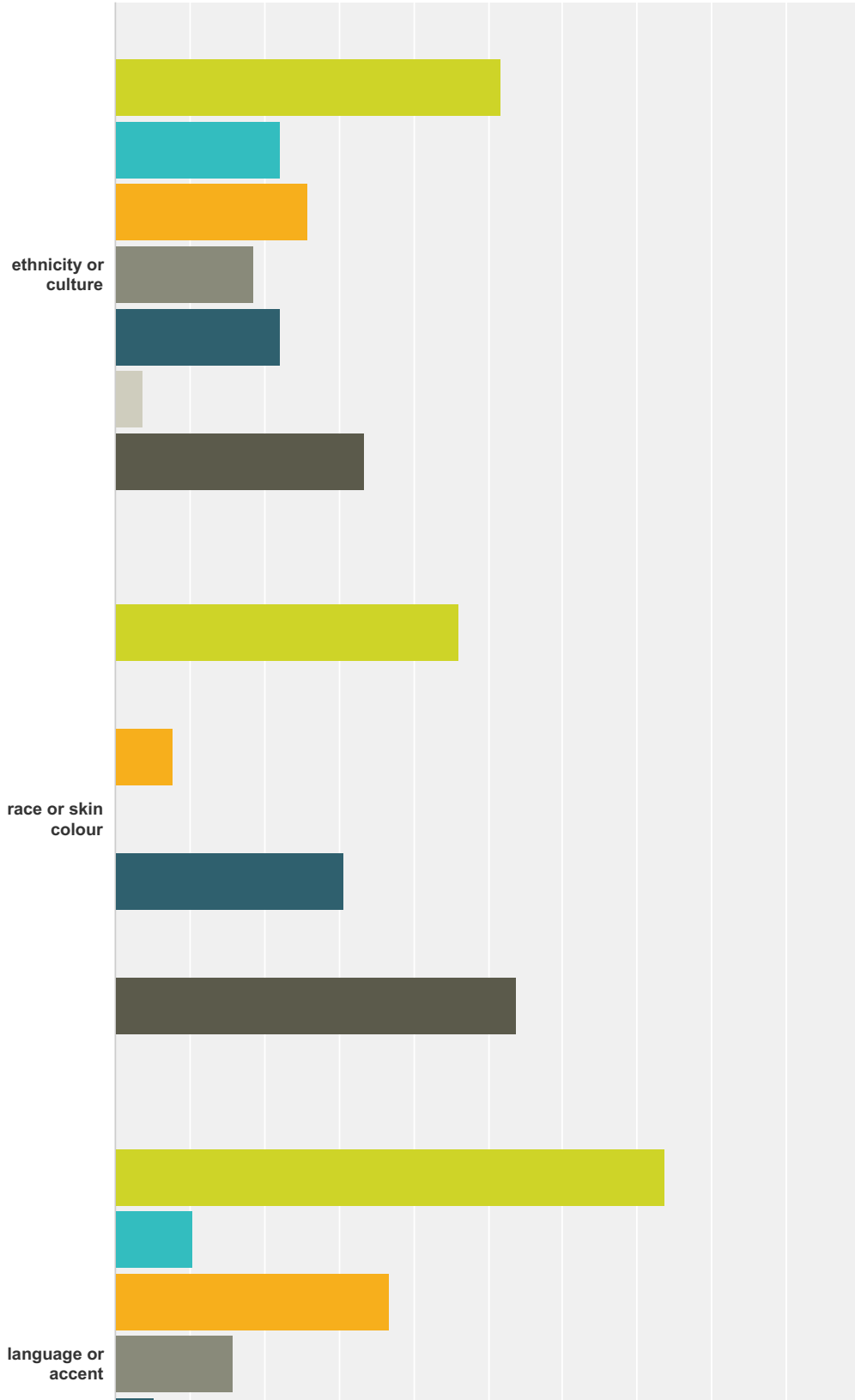
Answered: 126 Skipped: 19



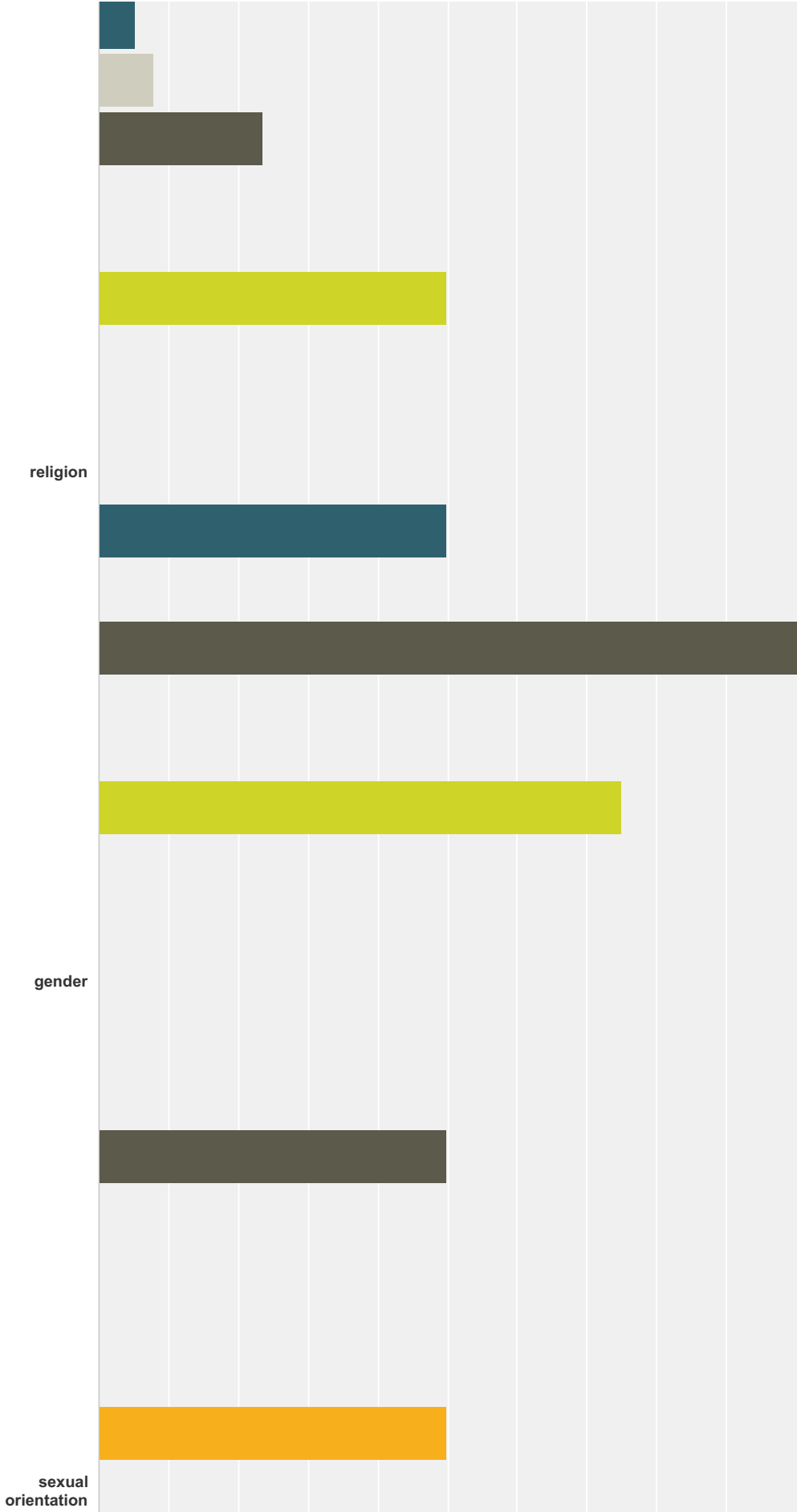
Answer Choices	Responses	
Yes	39.68%	50
No	60.32%	76
<b>Total</b>		<b>126</b>

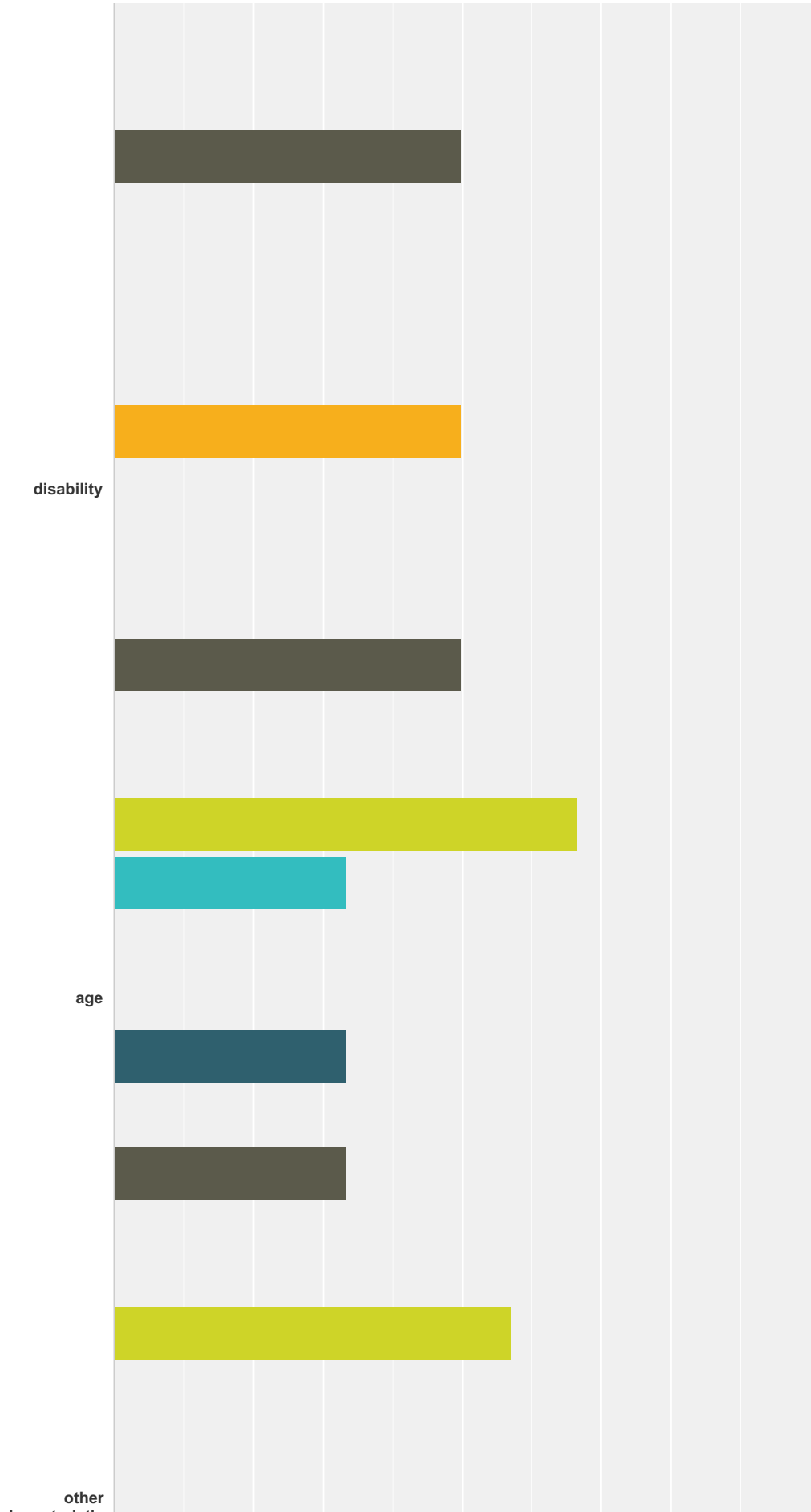
### Q19 Where did the discrimination you experienced occur and what do you think was the reason for the discrimination?

Answered: 49 Skipped: 96

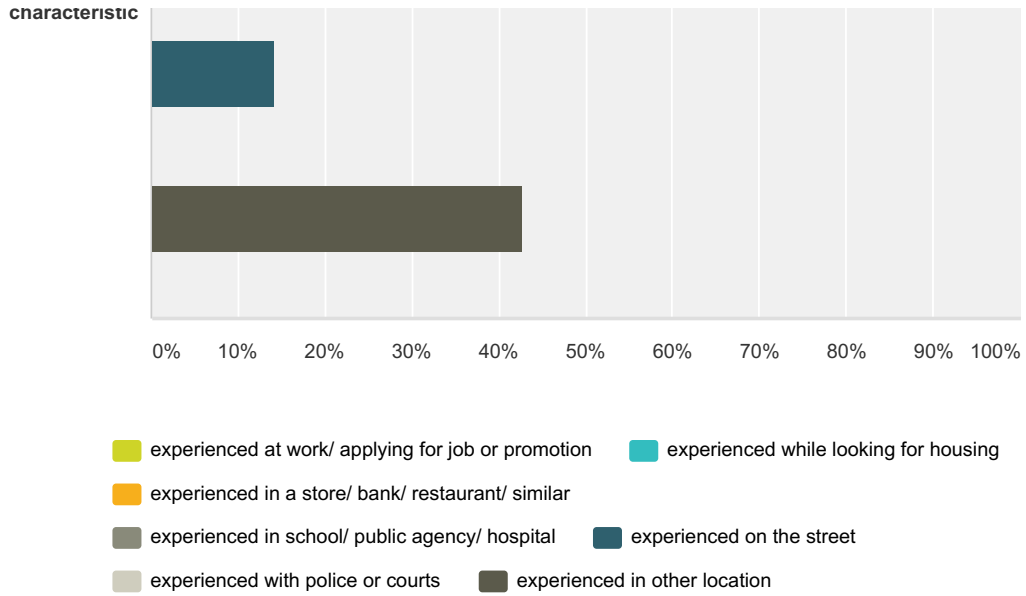


Bow Valley Immigration Partnership - Immigrant Survey 2014





# Bow Valley Immigration Partnership - Immigrant Survey 2014

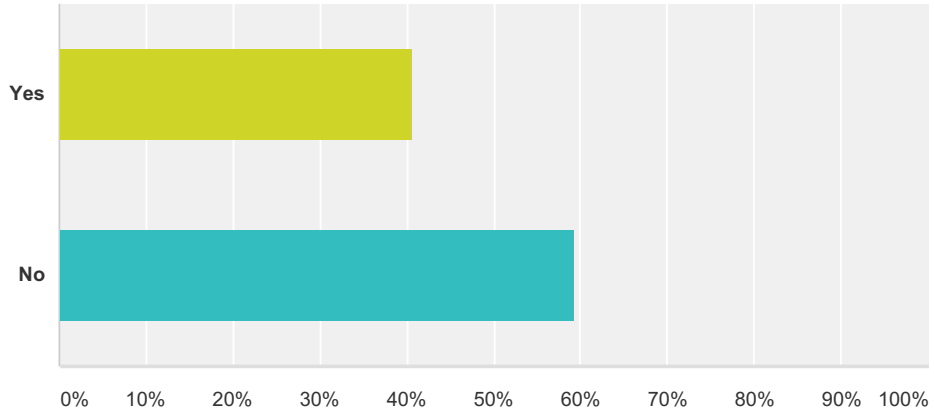


	experienced at work/ applying for job or promotion	experienced while looking for housing	experienced in a store/ bank/ restaurant/ similar	experienced in school/ public agency/ hospital	experienced on the street	experienced with police or courts	experienced in other location	Total Respondents
ethnicity or culture	51.85% 14	22.22% 6	25.93% 7	18.52% 5	22.22% 6	3.70% 1	33.33% 9	27
race or skin colour	46.15% 6	0.00% 0	7.69% 1	0.00% 0	30.77% 4	0.00% 0	53.85% 7	13
language or accent	73.68% 28	10.53% 4	36.84% 14	15.79% 6	5.26% 2	7.89% 3	23.68% 9	38
religion	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	100.00% 2	2
gender	75.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 2	4
sexual orientation	0.00% 0	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	2
disability	0.00% 0	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	2
age	66.67% 2	33.33% 1	0.00% 0	0.00% 0	33.33% 1	0.00% 0	33.33% 1	3
other characteristic	57.14% 4	0.00% 0	0.00% 0	0.00% 0	14.29% 1	0.00% 0	42.86% 3	7



**Q20 In the past 5 years in the Bow Valley, do you feel you have witnessed discrimination on the basis of another person's ethnicity, culture, race, skin colour, language, accent, religion, gender, sexual orientation, disability, age, or other characteristic.**

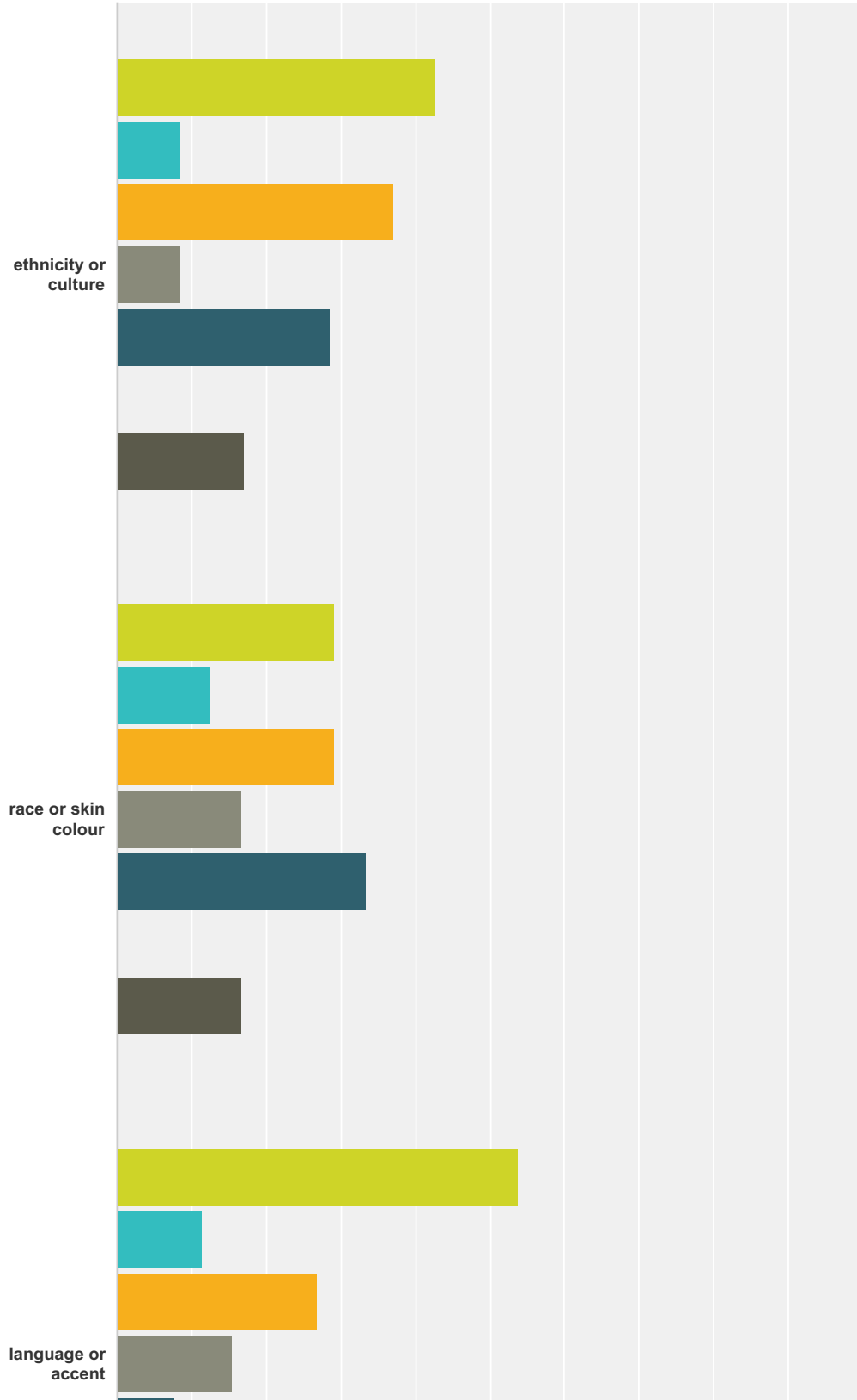
Answered: 123 Skipped: 22

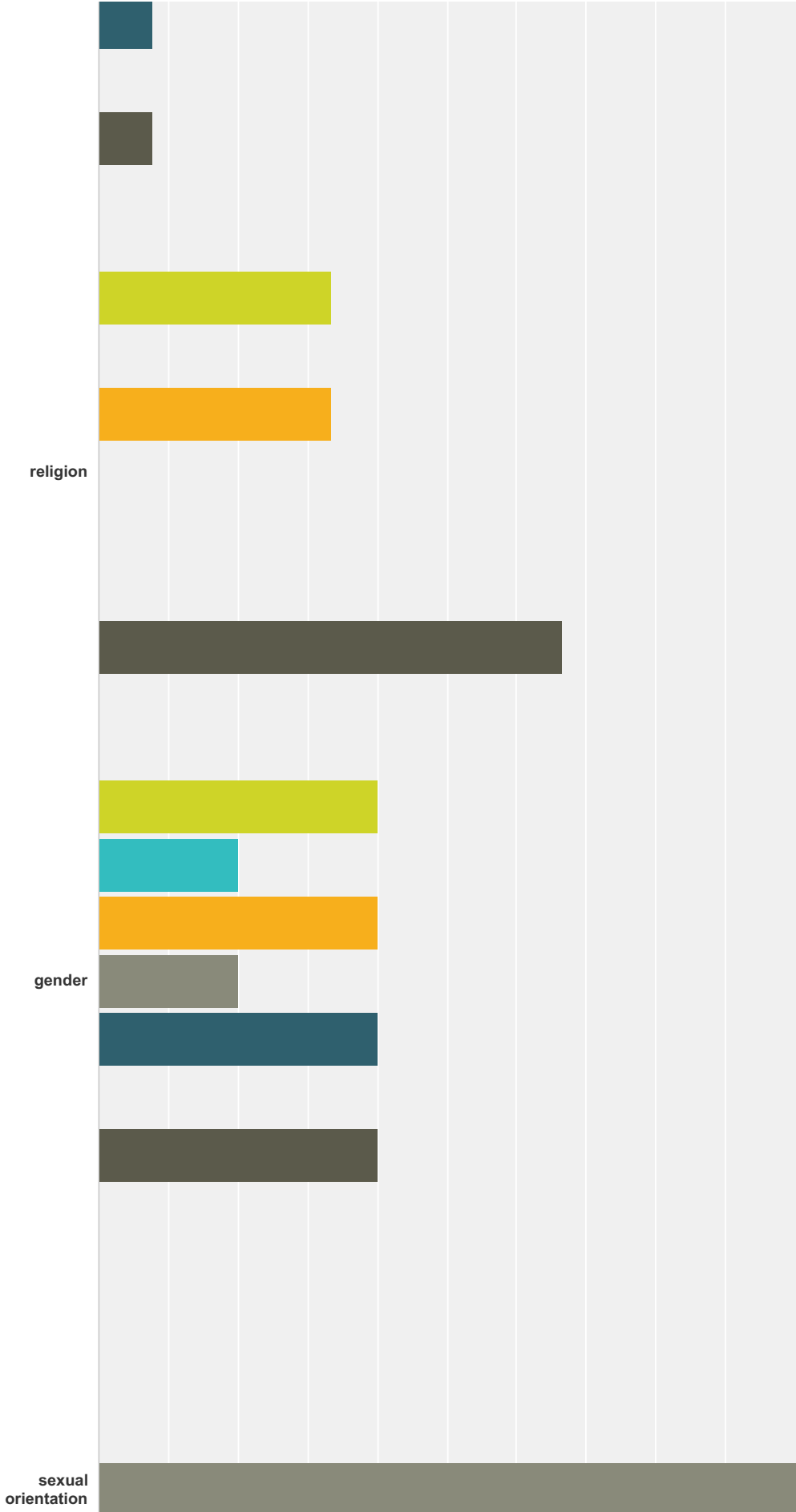


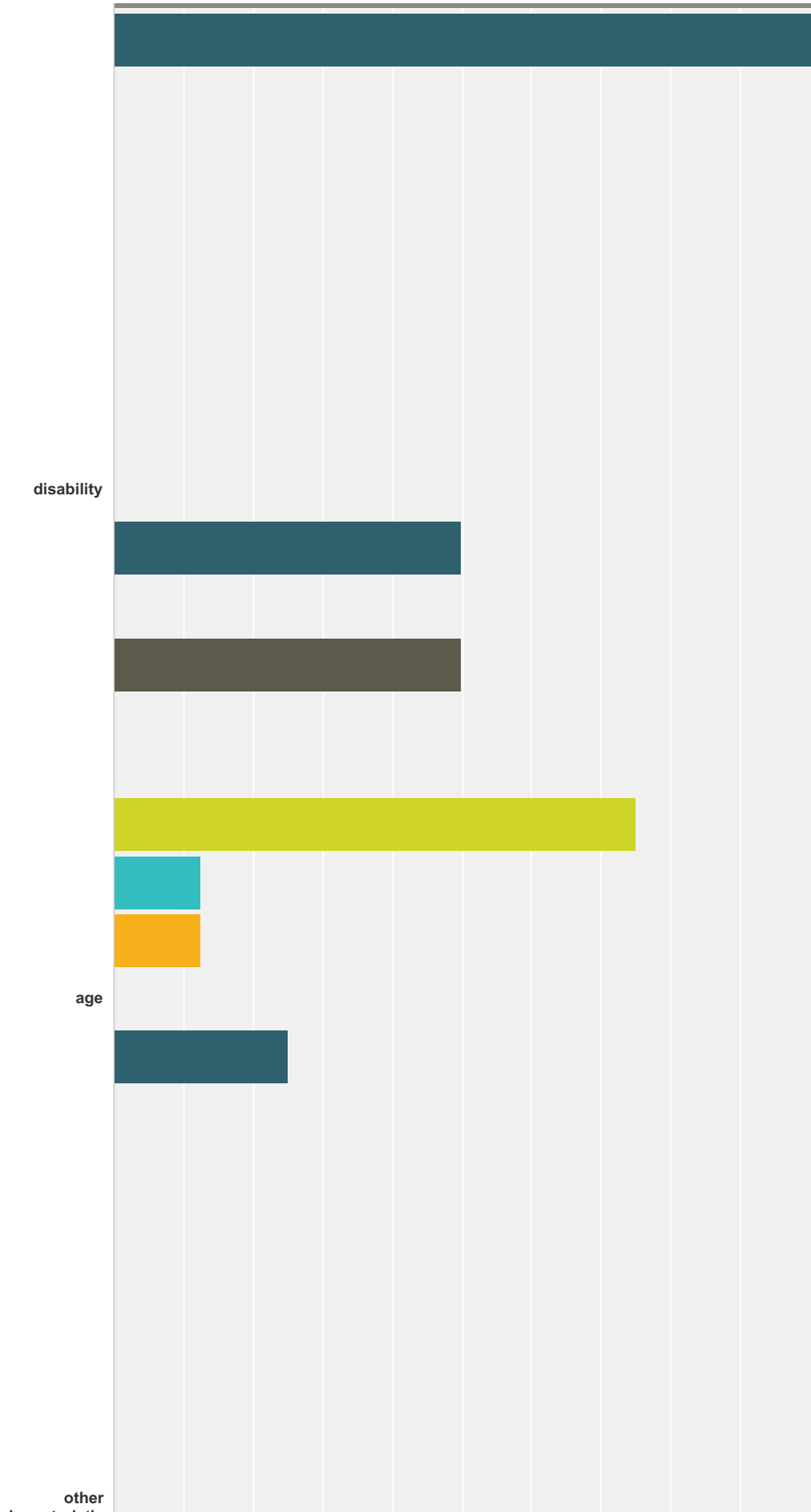
Answer Choices	Responses
Yes	40.65% 50
No	59.35% 73
<b>Total</b>	<b>123</b>

### Q21 Where did the discrimination you witnessed occur and what do you think was the reason for the discrimination?

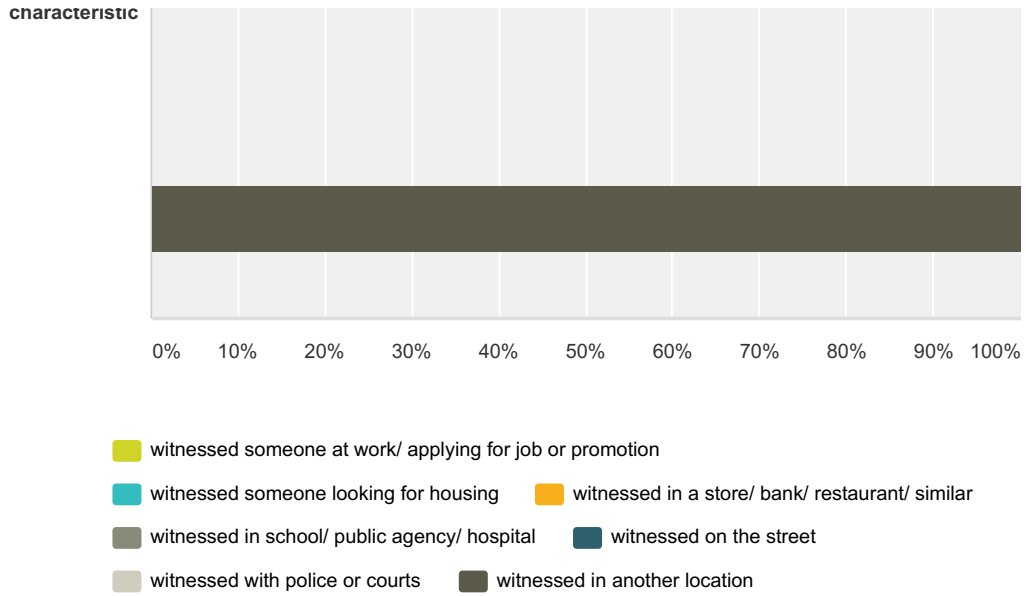
Answered: 46 Skipped: 99







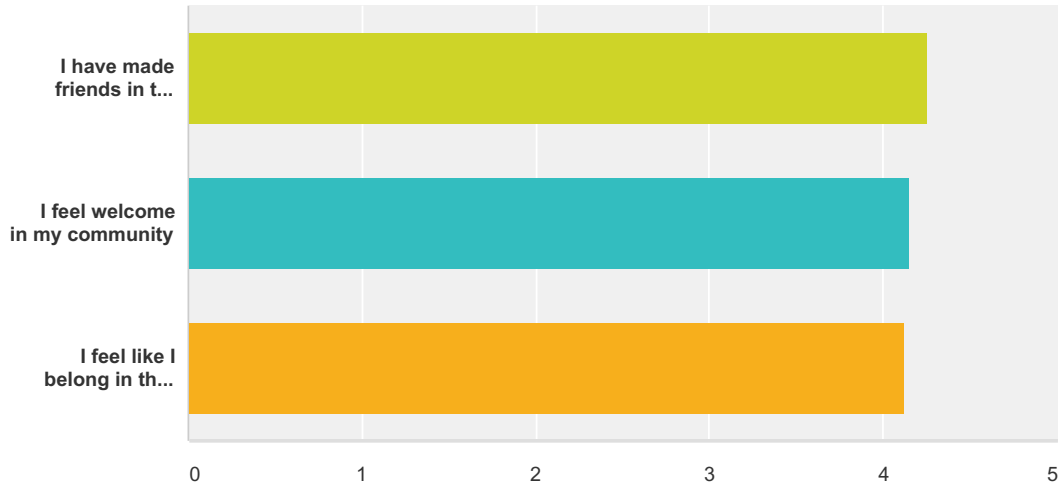
# Bow Valley Immigration Partnership - Immigrant Survey 2014



	witnessed someone at work/ applying for job or promotion	witnessed someone looking for housing	witnessed in a store/ bank/ restaurant/ similar	witnessed in school/ public agency/ hospital	witnessed on the street	witnessed with police or courts	witnessed in another location	Total Respondents
ethnicity or culture	42.86% 15	8.57% 3	37.14% 13	8.57% 3	28.57% 10	0.00% 0	17.14% 6	35
race or skin colour	29.17% 7	12.50% 3	29.17% 7	16.67% 4	33.33% 8	0.00% 0	16.67% 4	24
language or accent	53.85% 14	11.54% 3	26.92% 7	15.38% 4	7.69% 2	0.00% 0	7.69% 2	26
religion	33.33% 1	0.00% 0	33.33% 1	0.00% 0	0.00% 0	0.00% 0	66.67% 2	3
gender	40.00% 2	20.00% 1	40.00% 2	20.00% 1	40.00% 2	0.00% 0	40.00% 2	5
sexual orientation	0.00% 0	0.00% 0	0.00% 0	100.00% 1	100.00% 1	0.00% 0	0.00% 0	1
disability	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2
age	75.00% 6	12.50% 1	12.50% 1	0.00% 0	25.00% 2	0.00% 0	0.00% 0	8
other characteristic	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1

### Q22 Belonging

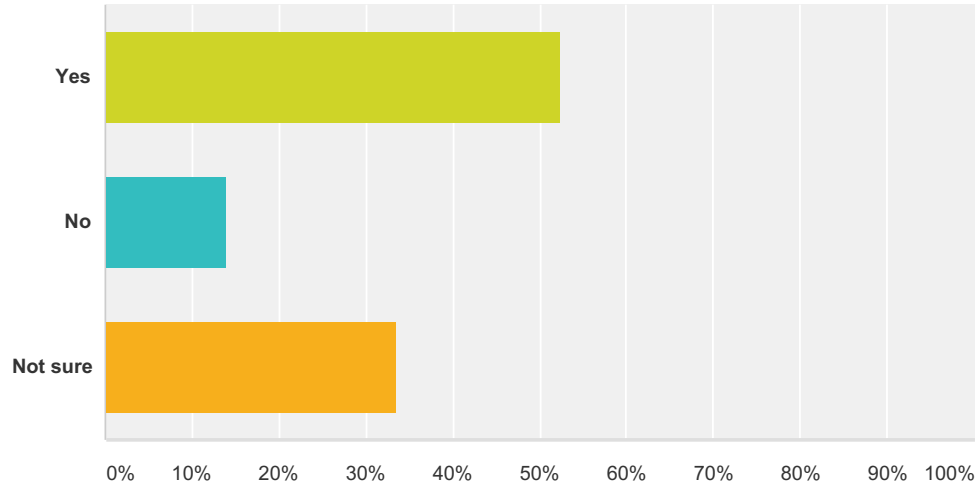
Answered: 123 Skipped: 22



	Strongly disagree	Disagree	Not sure	Agree	Strongly agree	Does not apply	Total	Average Rating
I have made friends in the Bow Valley	4.07% 5	1.63% 2	8.13% 10	36.59% 45	49.59% 61	0.00% 0	123	4.26
I feel welcome in my community	2.44% 3	2.44% 3	11.38% 14	44.72% 55	39.02% 48	0.00% 0	123	4.15
I feel like I belong in the Bow Valley	2.44% 3	4.07% 5	17.07% 21	30.89% 38	44.72% 55	0.81% 1	123	4.12

**Q23 Overall, do you feel immigrants and long term residents of the Bow Valley are connecting with one another?**

Answered: 122 Skipped: 23



Answer Choices	Responses	Count
Yes	52.46%	64
No	13.93%	17
Not sure	33.61%	41
<b>Total</b>		<b>122</b>

**Q24 In your opinion, how can immigrants  
and long term residents better connect with  
one another?**

Answered: 69 Skipped: 76



**Q25 What (if any) barriers or challenges do you think make it difficult for you or other newcomers/immigrants to feel welcome in the Bow Valley?**

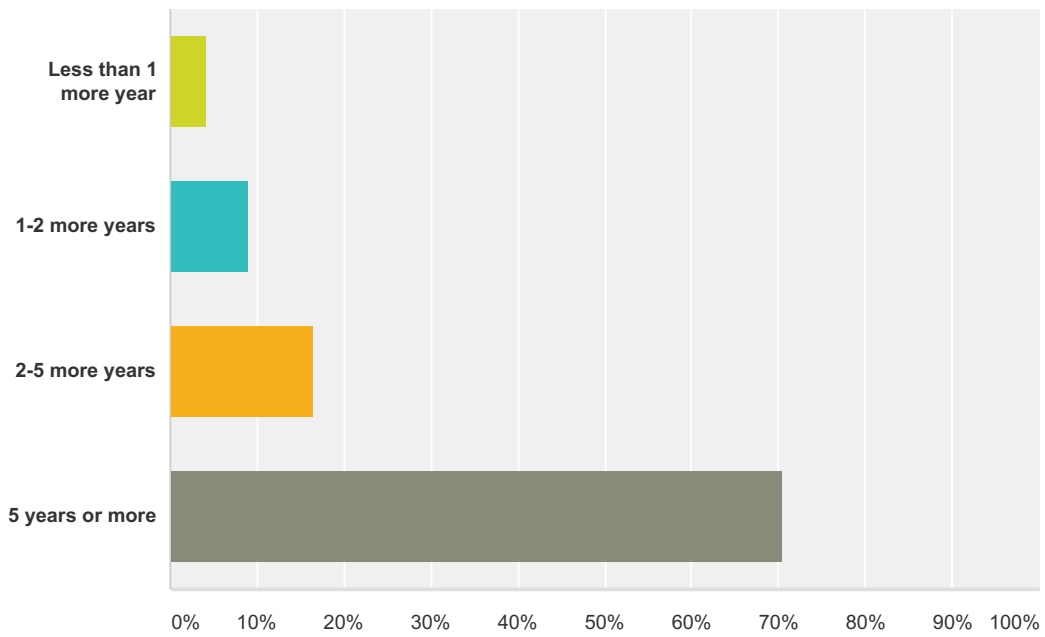
Answered: 67 Skipped: 78

**Q26 What do you think would make you or other newcomers/immigrants feel more welcome in the Bow Valley?**

Answered: 62 Skipped: 83

### Q27 If you could choose, how much longer would you like to live in the Bow Valley?

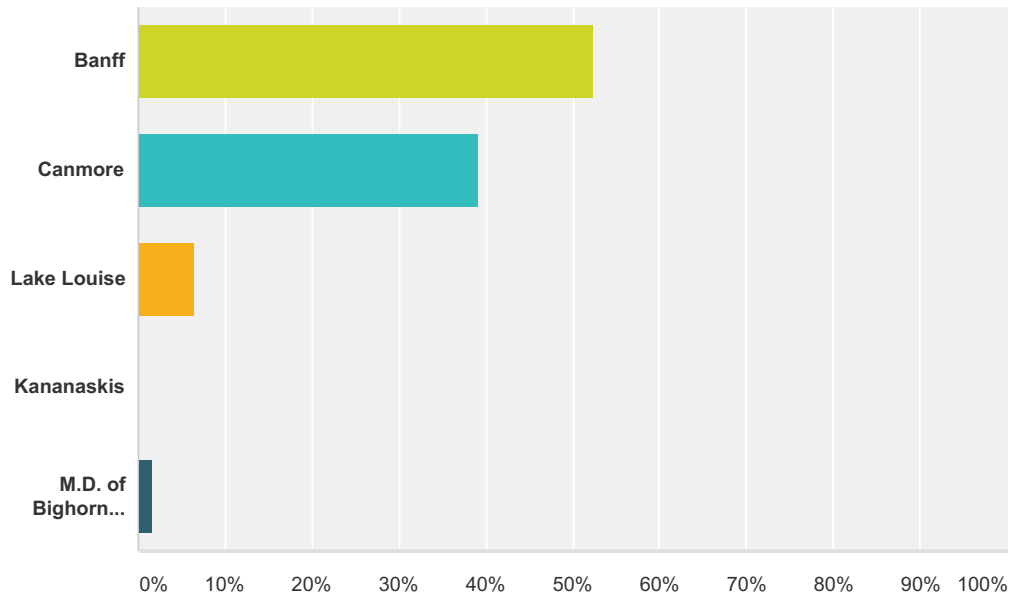
Answered: 122 Skipped: 23



Answer Choices	Responses
Less than 1 more year	4.10% 5
1-2 more years	9.02% 11
2-5 more years	16.39% 20
5 years or more	70.49% 86
<b>Total</b>	<b>122</b>

**Q28 In what city or town do you live now?  
(ex. Banff, Canmore, Lake Louise)**

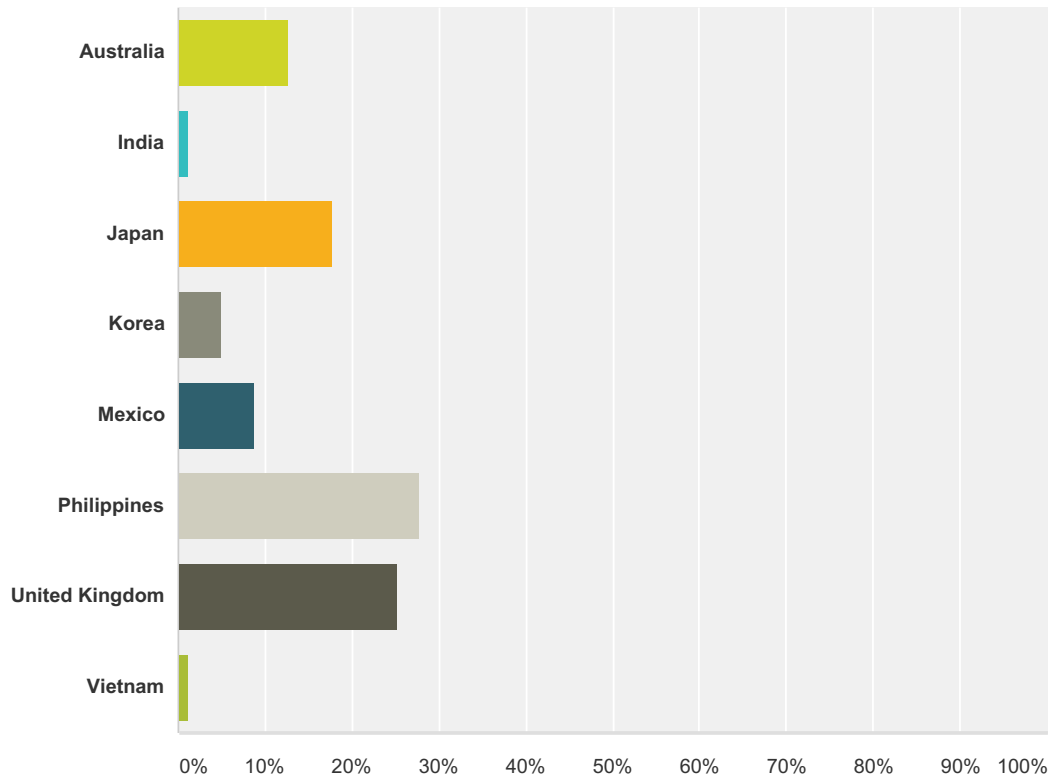
Answered: 122 Skipped: 23



Answer Choices	Responses
Banff	52.46% 64
Canmore	39.34% 48
Lake Louise	6.56% 8
Kananaskis	0.00% 0
M.D. of Bighorn (Exshaw, Dead Man's Flats, Harvie Heights)	1.64% 2
<b>Total</b>	<b>122</b>

### Q29 Where were you born?

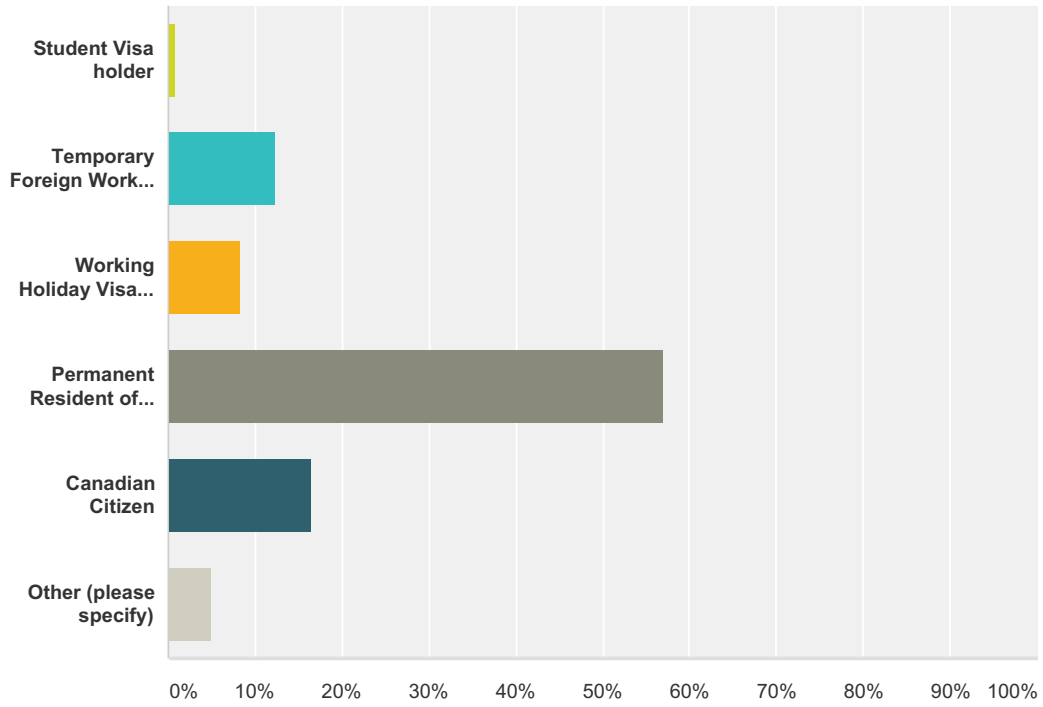
Answered: 79 Skipped: 66



Answer Choices	Responses
Australia	12.66% 10
India	1.27% 1
Japan	17.72% 14
Korea	5.06% 4
Mexico	8.86% 7
Philippines	27.85% 22
United Kingdom	25.32% 20
Vietnam	1.27% 1
<b>Total</b>	<b>79</b>

### Q30 What is your status in Canada?

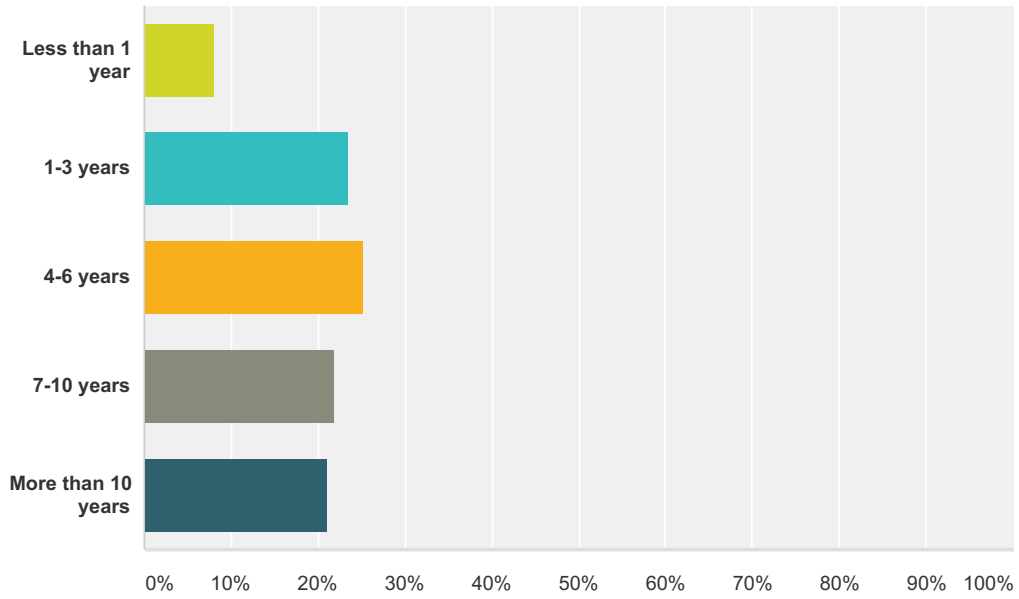
Answered: 121 Skipped: 24



Answer Choices	Responses
Student Visa holder	0.83% 1
Temporary Foreign Worker (arrived via the TFW Program)	12.40% 15
Working Holiday Visa holder	8.26% 10
Permanent Resident of Canada	57.02% 69
Canadian Citizen	16.53% 20
Other (please specify)	4.96% 6
<b>Total</b>	<b>121</b>

### Q31 How long have you lived in Canada?

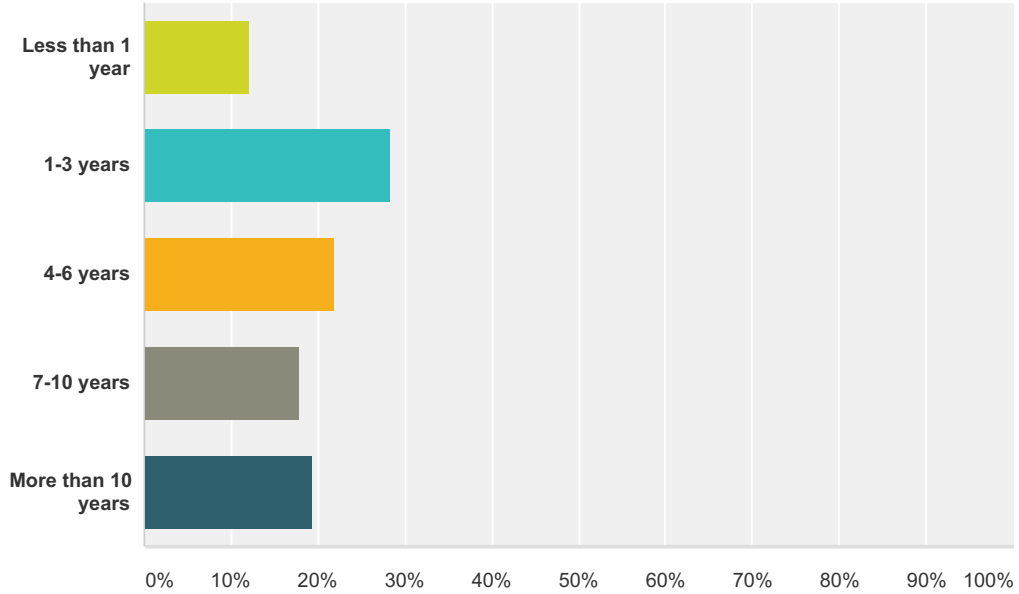
Answered: 123 Skipped: 22



Answer Choices	Responses	
Less than 1 year	8.13%	10
1-3 years	23.58%	29
4-6 years	25.20%	31
7-10 years	21.95%	27
More than 10 years	21.14%	26
<b>Total</b>		<b>123</b>

**Q32 How long have you lived in the Bow Valley? (Banff, Canmore, Lake Louise, Kananaskis, Western M.D. of Bighorn)**

Answered: 123 Skipped: 22

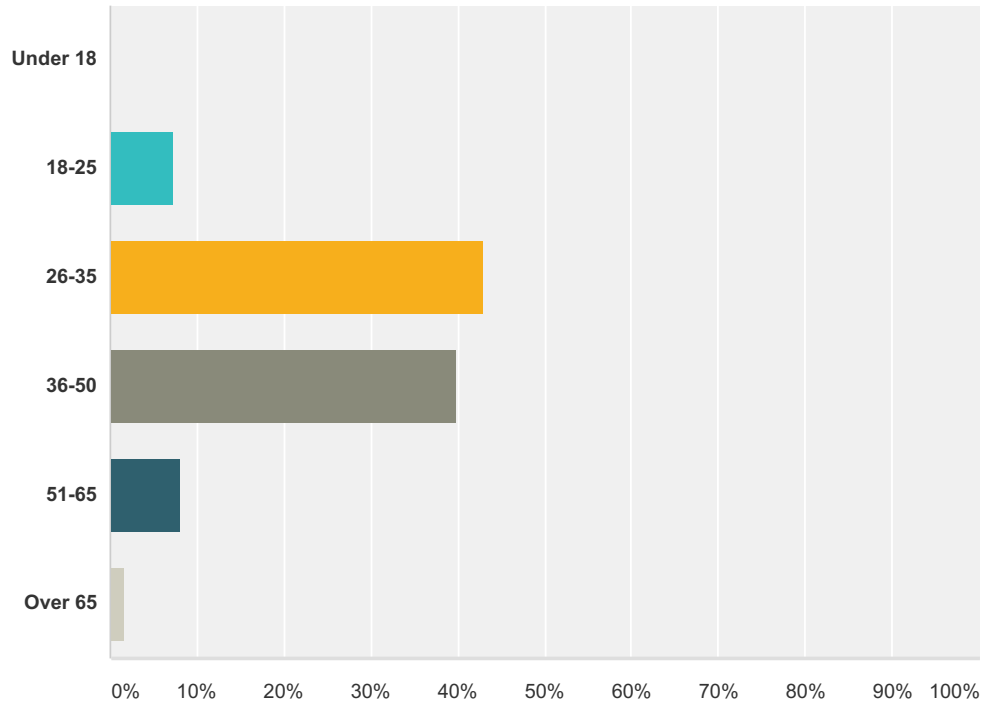


Answer Choices	Responses	
Less than 1 year	12.20%	15
1-3 years	28.46%	35
4-6 years	21.95%	27
7-10 years	17.89%	22
More than 10 years	19.51%	24
<b>Total</b>		<b>123</b>



### Q33 How old are you?

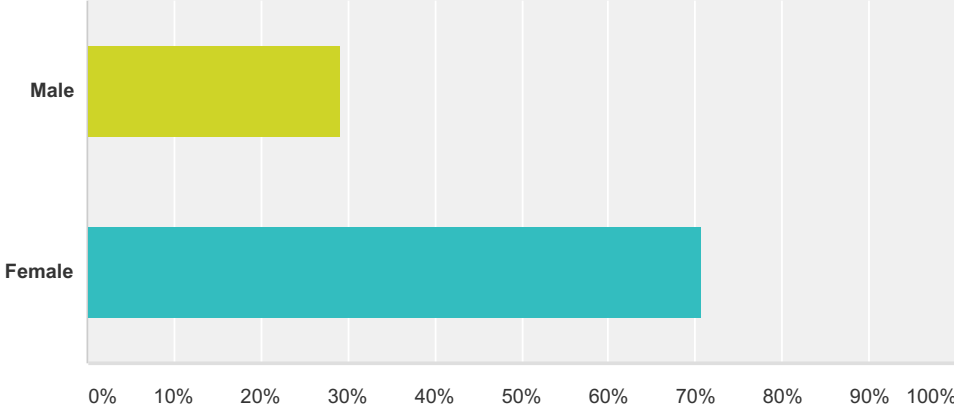
Answered: 123 Skipped: 22



Answer Choices	Responses
Under 18	0.00% 0
18-25	7.32% 9
26-35	43.09% 53
36-50	39.84% 49
51-65	8.13% 10
Over 65	1.63% 2
<b>Total</b>	<b>123</b>

### Q34 Are you male or female?

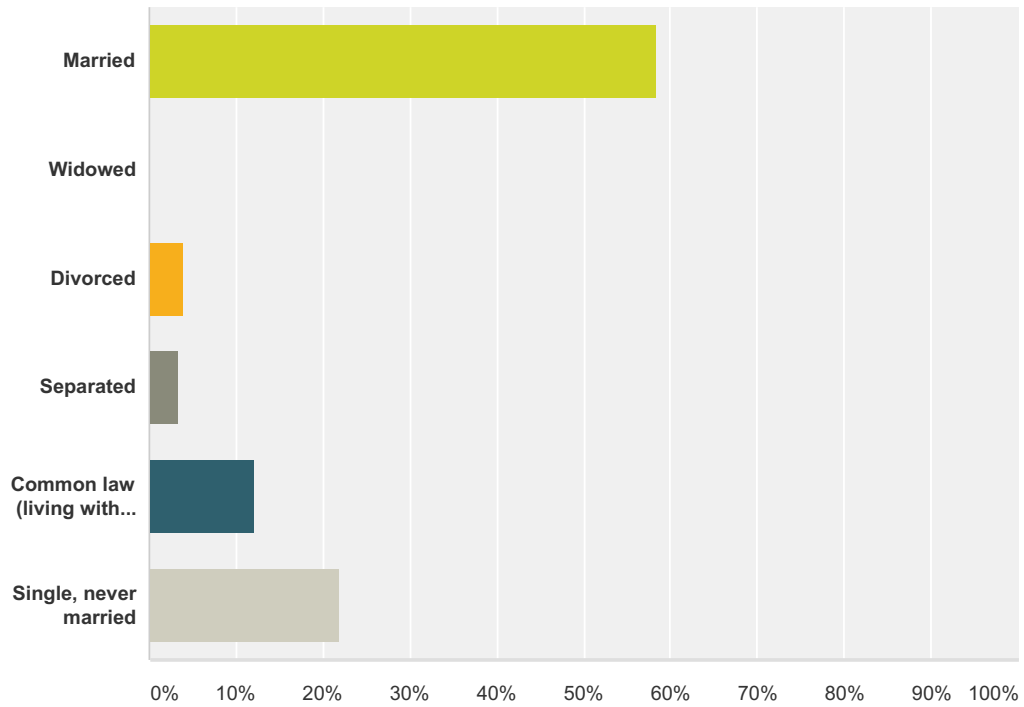
Answered: 123 Skipped: 22



Answer Choices	Responses	
Male	29.27%	36
Female	70.73%	87
<b>Total</b>		<b>123</b>

### Q35 Which of the following best describes your current relationship status?

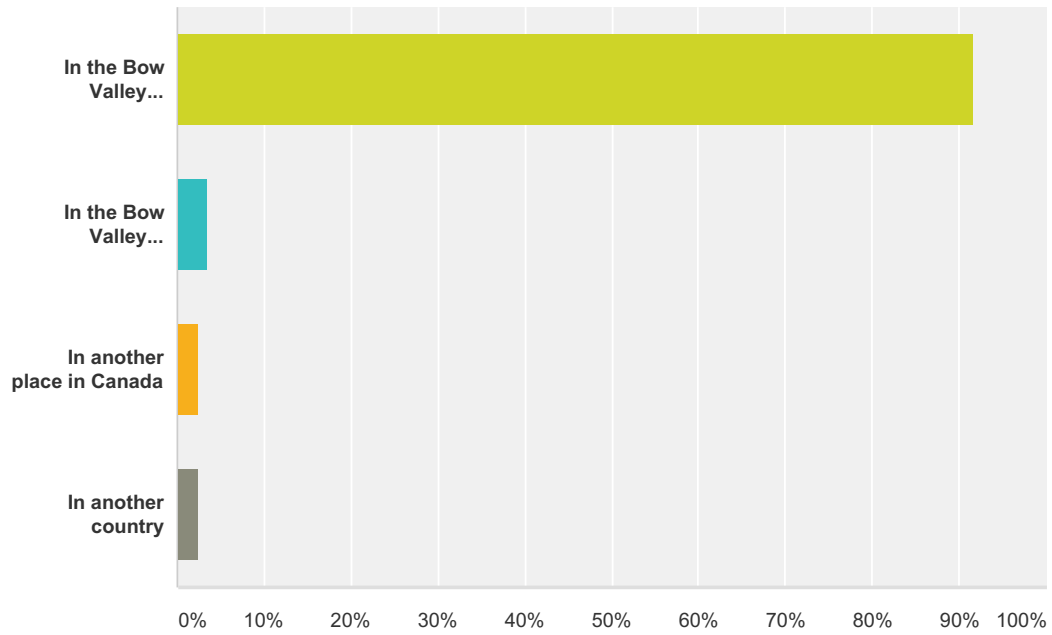
Answered: 123 Skipped: 22



Answer Choices	Responses
Married	58.54% 72
Widowed	0.00% 0
Divorced	4.07% 5
Separated	3.25% 4
Common law (living with a significant other but not legally married)	12.20% 15
Single, never married	21.95% 27
<b>Total</b>	<b>123</b>

### Q36 If you are in a relationship where does your partner or spouse live?

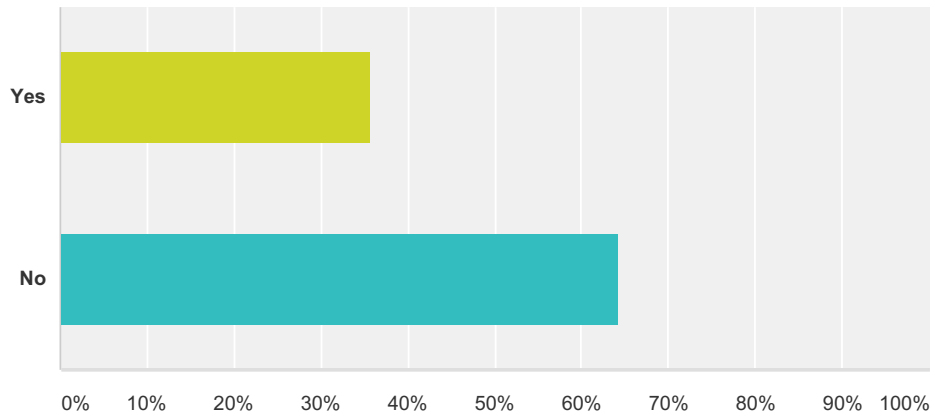
Answered: 83 Skipped: 62



Answer Choices	Responses
In the Bow Valley (full-time)	91.57% 76
In the Bow Valley (part-time)	3.61% 3
In another place in Canada	2.41% 2
In another country	2.41% 2
<b>Total</b>	<b>83</b>

### Q37 Do you have any children who are younger than 18 years old?

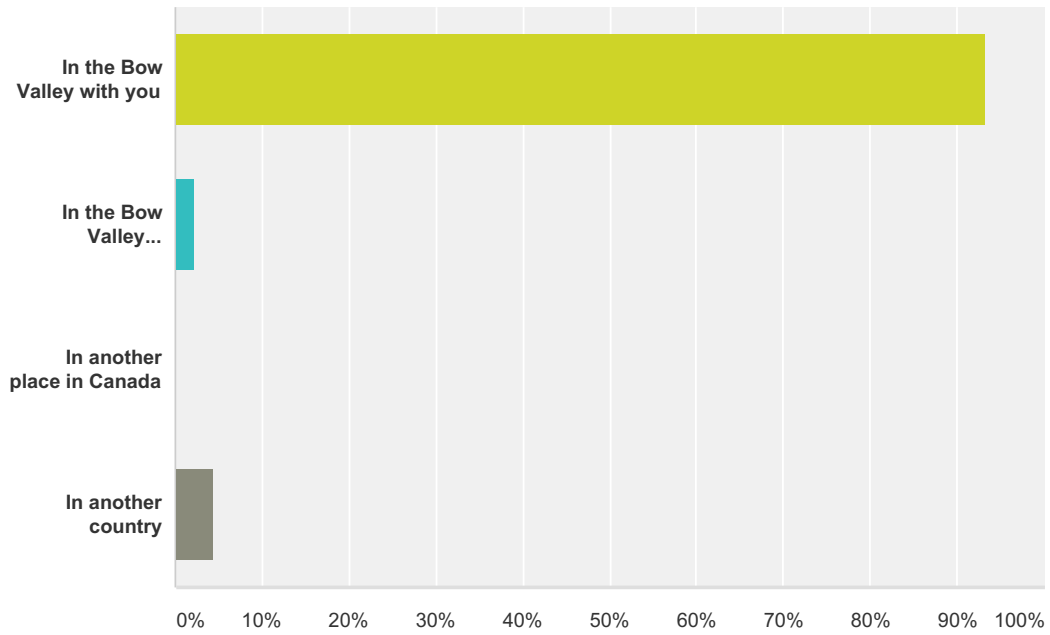
Answered: 123 Skipped: 22



Answer Choices	Responses	
Yes	35.77%	44
No	64.23%	79
<b>Total</b>		<b>123</b>

### Q38 If you have any children under 18, where do your children live?

Answered: 45 Skipped: 100

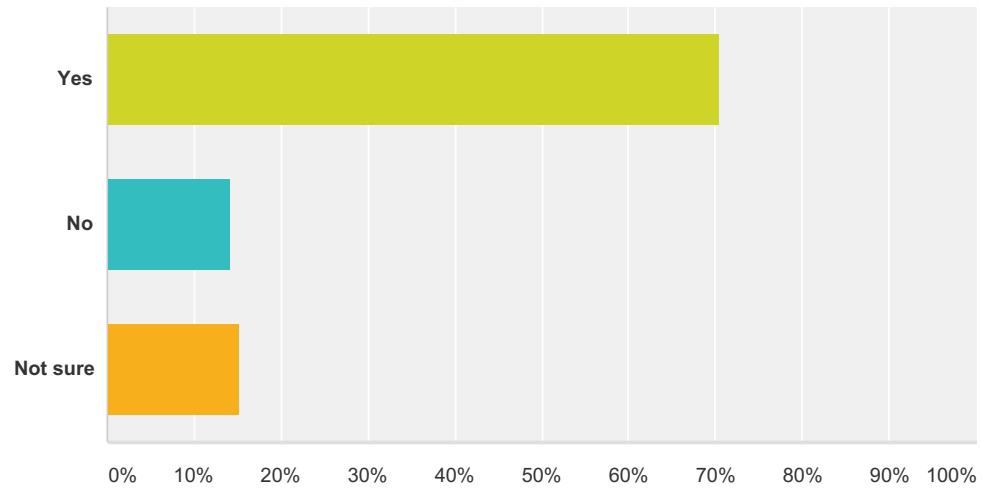


Answer Choices	Responses	Count
In the Bow Valley with you	93.33%	42
In the Bow Valley separately	2.22%	1
In another place in Canada	0.00%	0
In another country	4.44%	2
<b>Total</b>		<b>45</b>

# Canadian-born Resident Survey

**Q1 A welcoming community is a place where there is a strong desire to receive and include newcomers in community life. To be a welcoming community, a location must also have the capacity to meet newcomer needs and promote inclusion. Overall, do you feel the Bow Valley is a welcoming community?**

Answered: 163 Skipped: 5

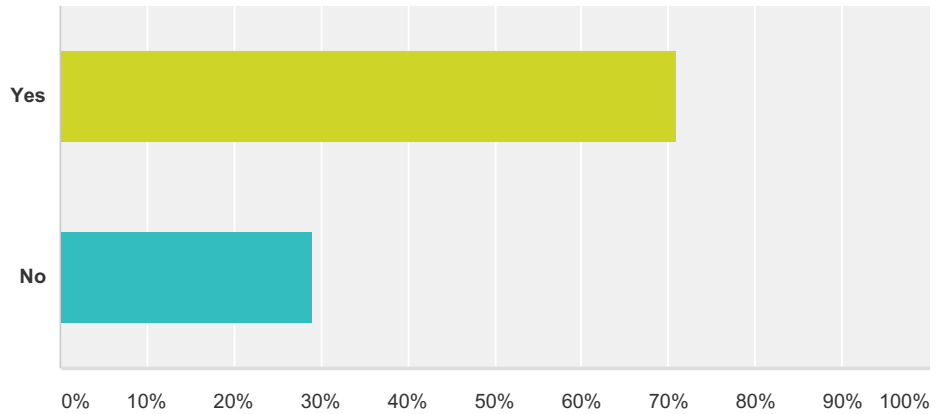


Answer Choices	Responses	
Yes	70.55%	115
No	14.11%	23
Not sure	15.34%	25
<b>Total</b>		<b>163</b>



**Q2 A social relationship describes a strong association between people. In your opinion, do you have any social relationships with immigrants in the Bow Valley?**

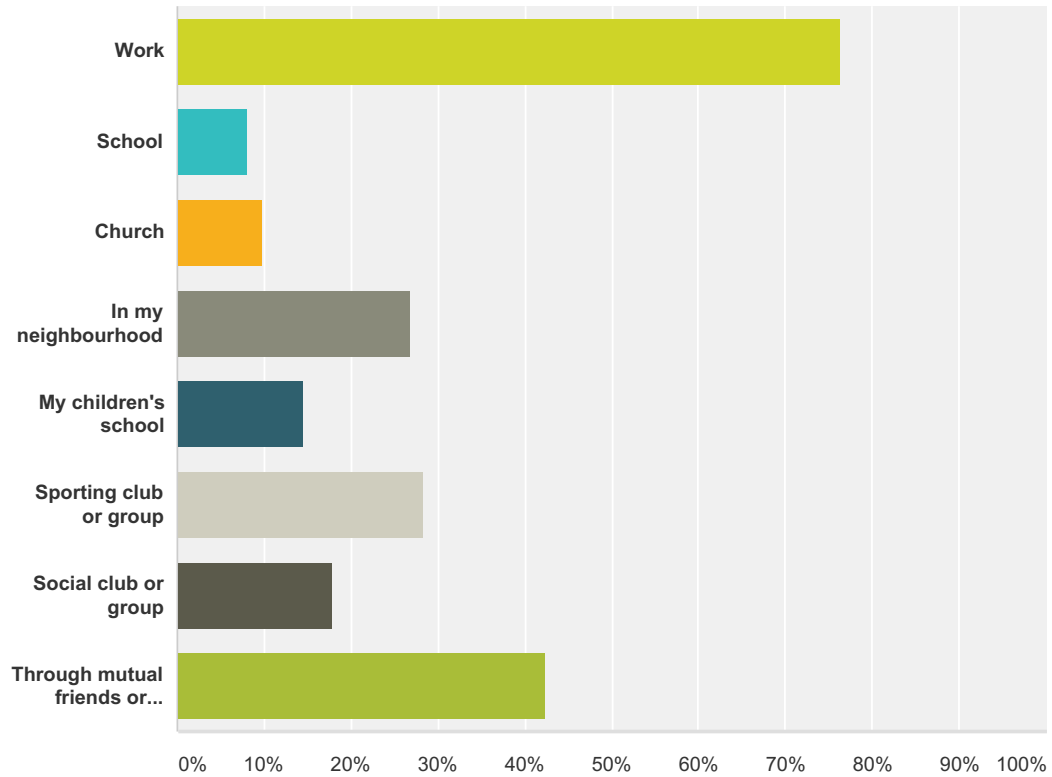
Answered: 162 Skipped: 6



Answer Choices	Responses
Yes	70.99% 115
No	29.01% 47
<b>Total</b>	<b>162</b>

**Q3 If you have social relationships with immigrants to the Bow Valley, where are you forming those relationships? (Choose all that apply)**

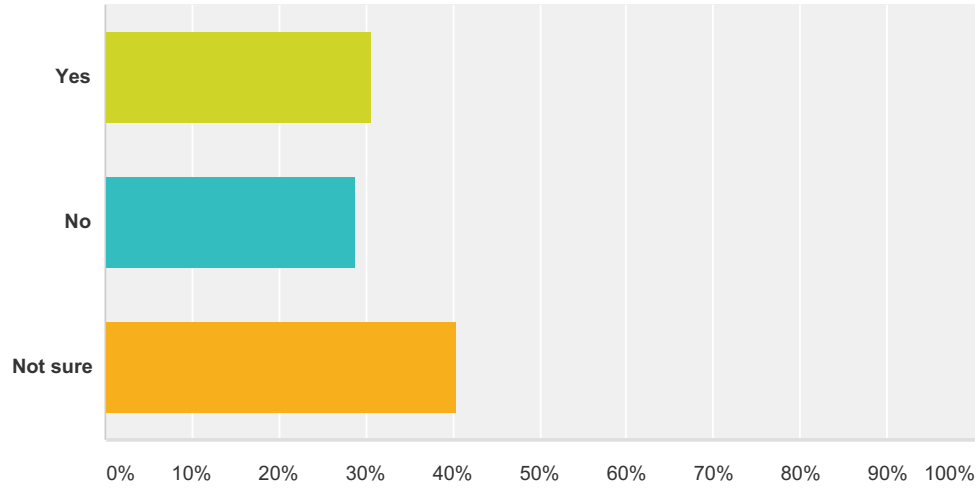
Answered: 123 Skipped: 45



Answer Choices	Responses
Work	76.42% 94
School	8.13% 10
Church	9.76% 12
In my neighbourhood	26.83% 33
My children's school	14.63% 18
Sporting club or group	28.46% 35
Social club or group	17.89% 22
Through mutual friends or acquaintances	42.28% 52
<b>Total Respondents: 123</b>	

**Q4 Overall, do you feel immigrants and long term residents of the Bow Valley are connecting with one another?**

Answered: 163 Skipped: 5



Answer Choices	Responses
Yes	30.67% 50
No	28.83% 47
Not sure	40.49% 66
<b>Total</b>	<b>163</b>

**Q5 In your opinion, how can immigrants  
and long term residents better connect with  
one another?**

Answered: 114 Skipped: 54

**Q6 What (if any) barriers or challenges do you think make it difficult for newcomers/immigrants to feel welcome in the Bow Valley?**

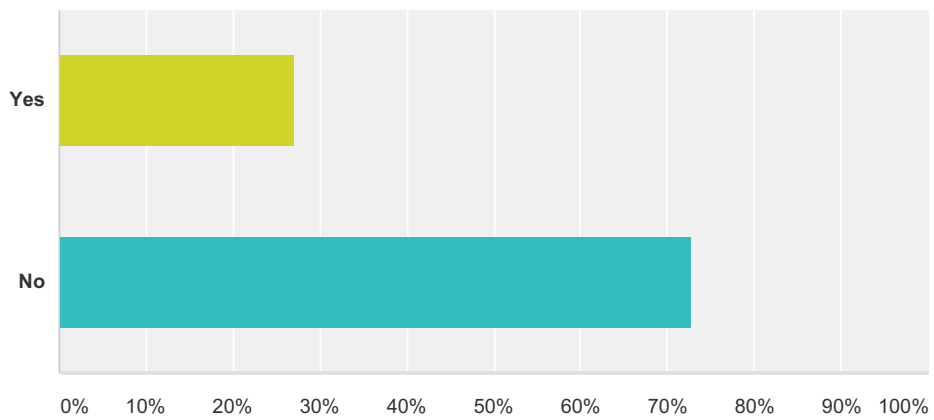
Answered: 125 Skipped: 43

**Q7 What do you think would make newcomers/immigrants feel more welcome in the Bow Valley?**

Answered: 111 Skipped: 57

**Q8 Discrimination may happen when people are treated unfairly because they are seen as being different from others. In the past 5 years in the Bow Valley, do you feel you have experienced discrimination or been treated unfairly by others on the basis of your ethnicity, culture, race, skin colour, language, accent, religion, gender, sexual orientation, disability, age, or other characteristic.**

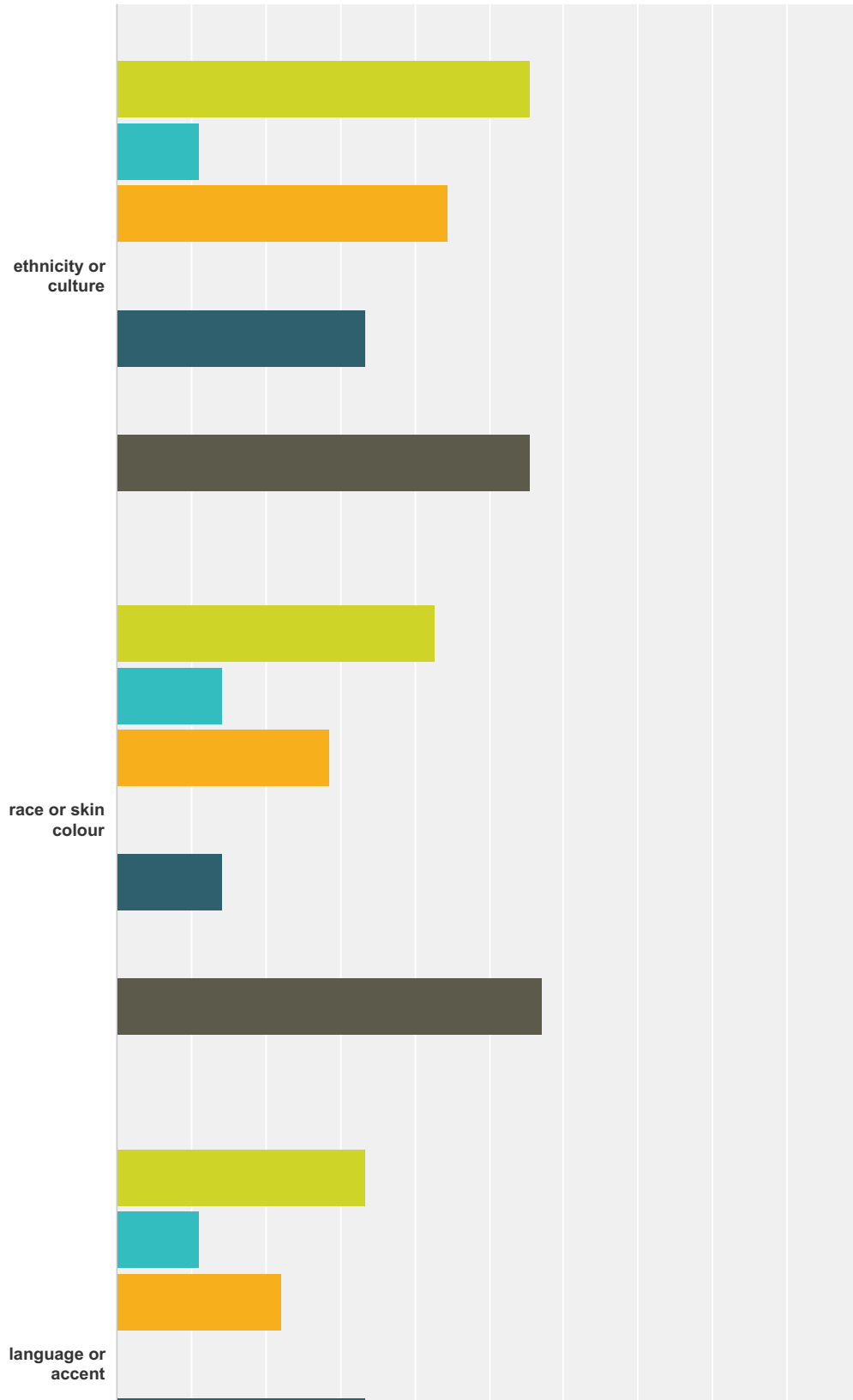
Answered: 162 Skipped: 6



Answer Choices	Responses
Yes	27.16% 44
No	72.84% 118
<b>Total</b>	<b>162</b>

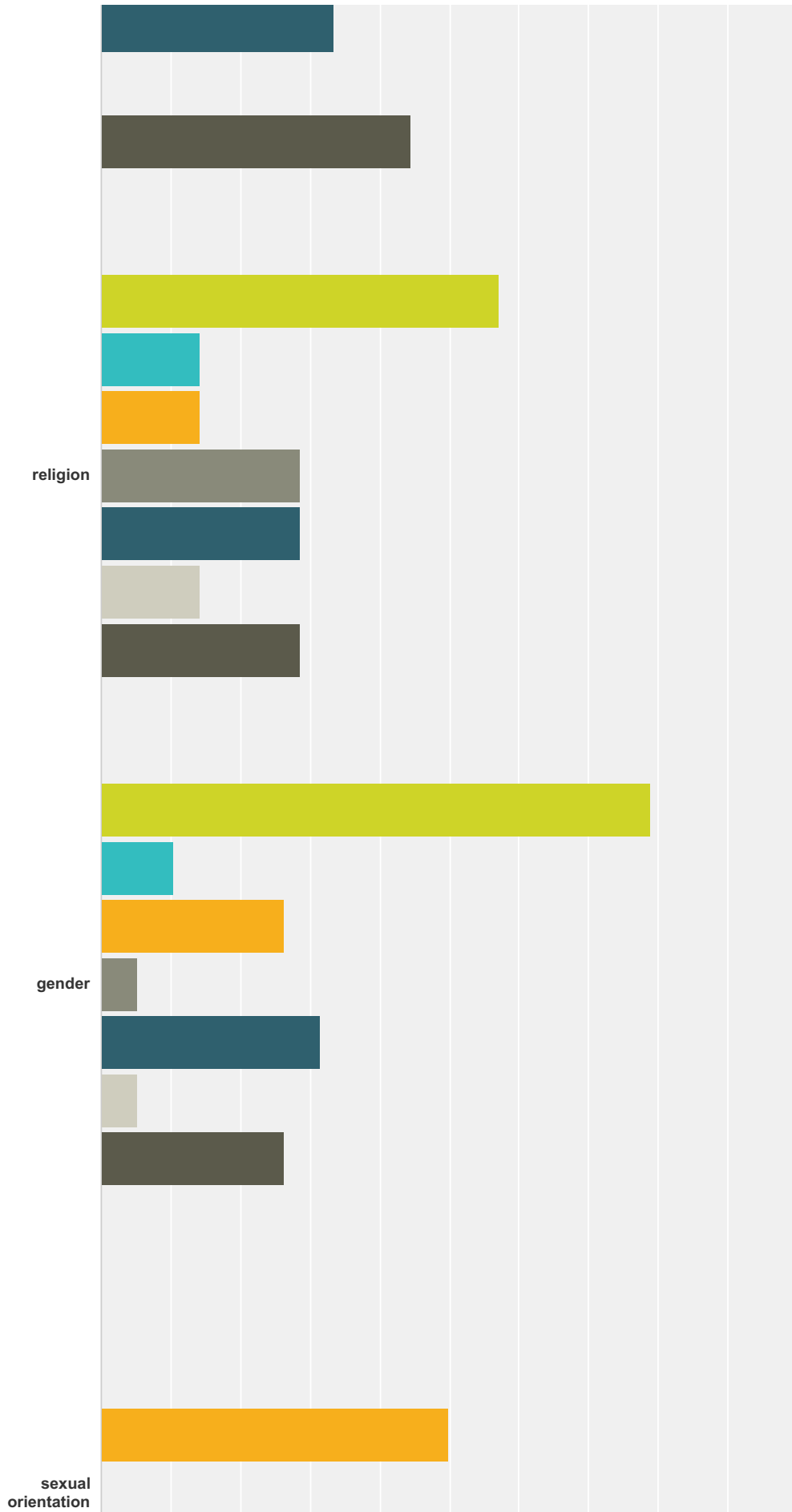
### Q9 Where did the discrimination you experienced occur and what do you think was the reason for the discrimination?

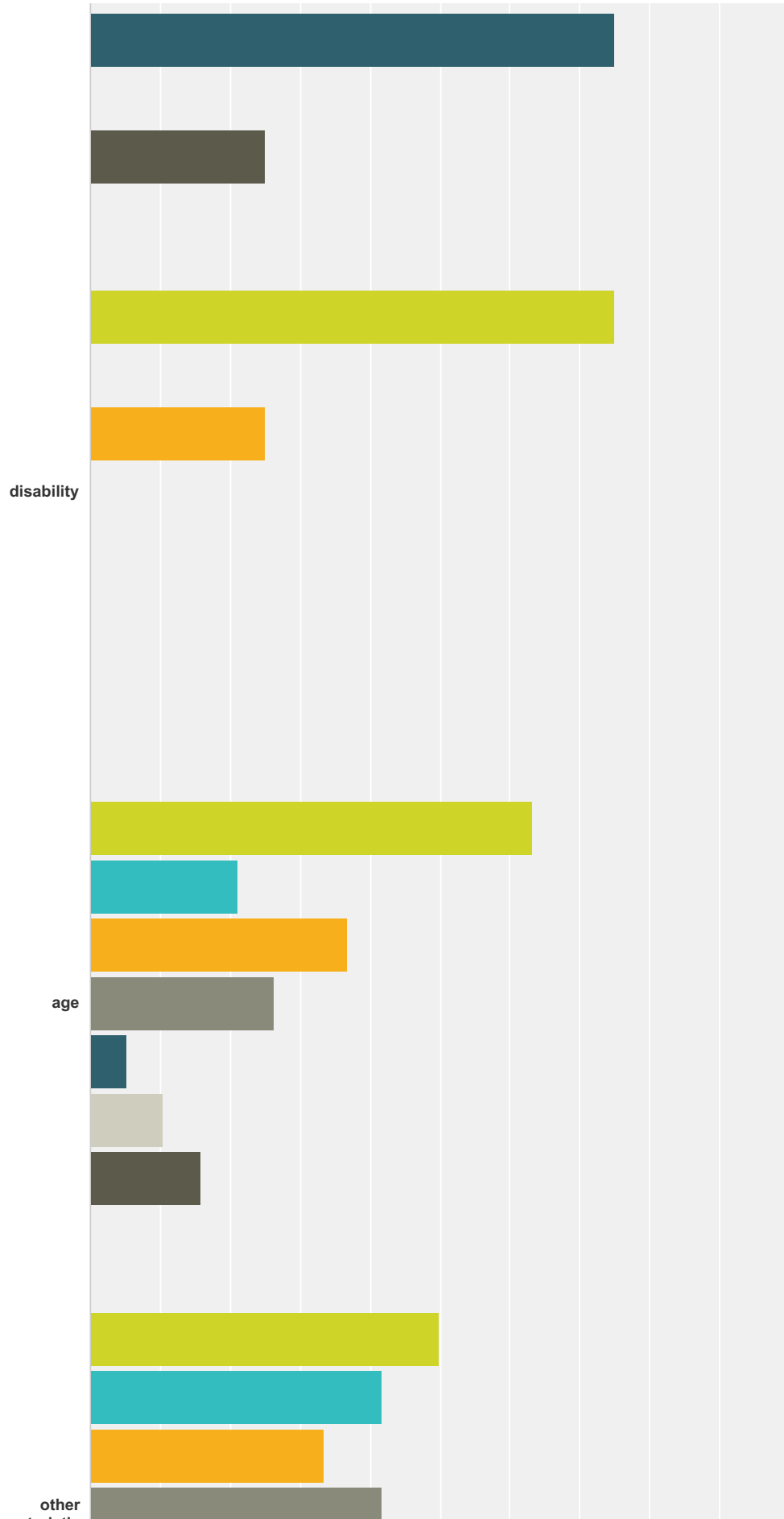
Answered: 46 Skipped: 122



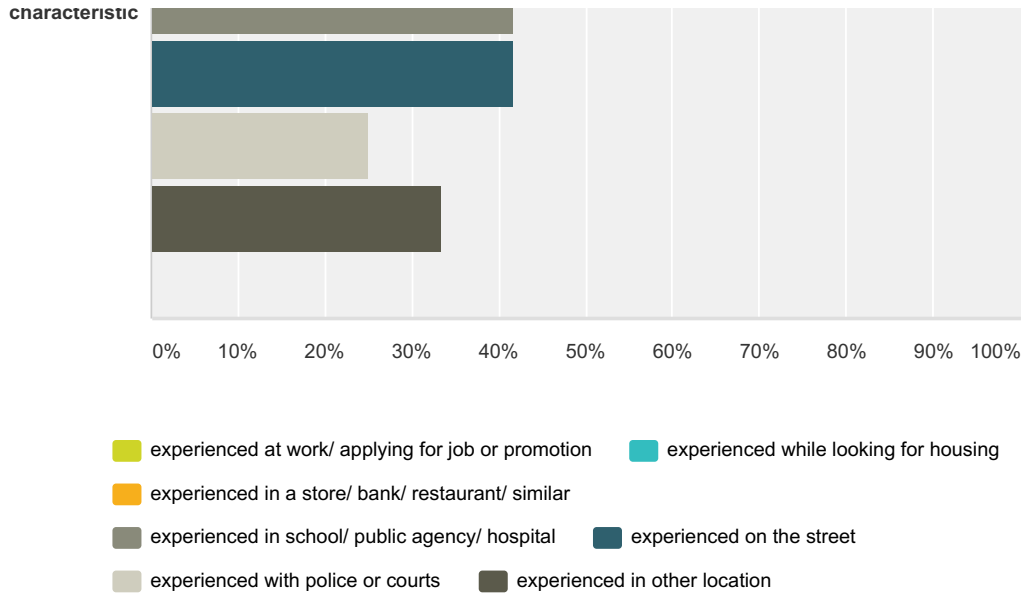


Bow Valley Immigration Partnership - Community Feedback 2014





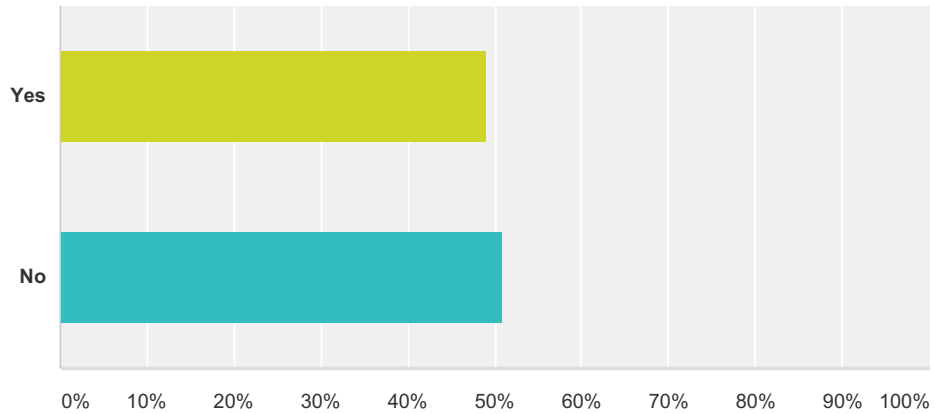
## Bow Valley Immigration Partnership - Community Feedback 2014



characteristic	experienced at work/ applying for job or promotion	experienced while looking for housing	experienced in a store/ bank/ restaurant/ similar	experienced in school/ public agency/ hospital	experienced on the street	experienced with police or courts	experienced in other location	Total Respondents
ethnicity or culture	55.56% 5	11.11% 1	44.44% 4	0.00% 0	33.33% 3	0.00% 0	55.56% 5	9
race or skin colour	42.86% 3	14.29% 1	28.57% 2	0.00% 0	14.29% 1	0.00% 0	57.14% 4	7
language or accent	33.33% 3	11.11% 1	22.22% 2	0.00% 0	33.33% 3	0.00% 0	44.44% 4	9
religion	57.14% 4	14.29% 1	14.29% 1	28.57% 2	28.57% 2	14.29% 1	28.57% 2	7
gender	78.95% 15	10.53% 2	26.32% 5	5.26% 1	31.58% 6	5.26% 1	26.32% 5	19
sexual orientation	0.00% 0	0.00% 0	50.00% 2	0.00% 0	75.00% 3	0.00% 0	25.00% 1	4
disability	75.00% 3	0.00% 0	25.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4
age	63.16% 12	21.05% 4	36.84% 7	26.32% 5	5.26% 1	10.53% 2	15.79% 3	19
other characteristic	50.00% 6	41.67% 5	33.33% 4	41.67% 5	41.67% 5	25.00% 3	33.33% 4	12

**Q10 In the past 5 years in the Bow Valley, do you feel you have witnessed discrimination on the basis of another person's ethnicity, culture, race, skin colour, language, accent, religion, gender, sexual orientation, disability, age, or other characteristic.**

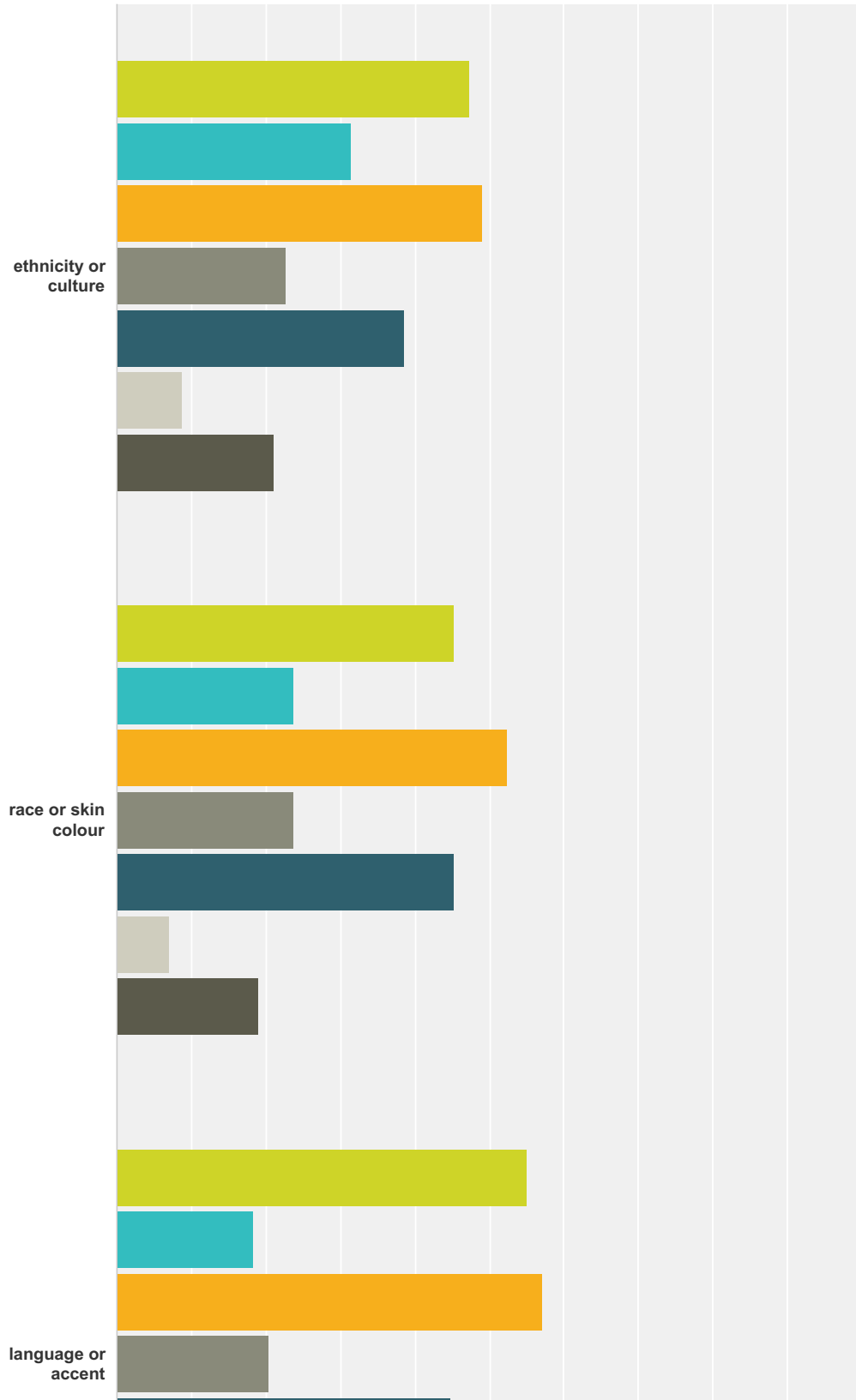
Answered: 159 Skipped: 9

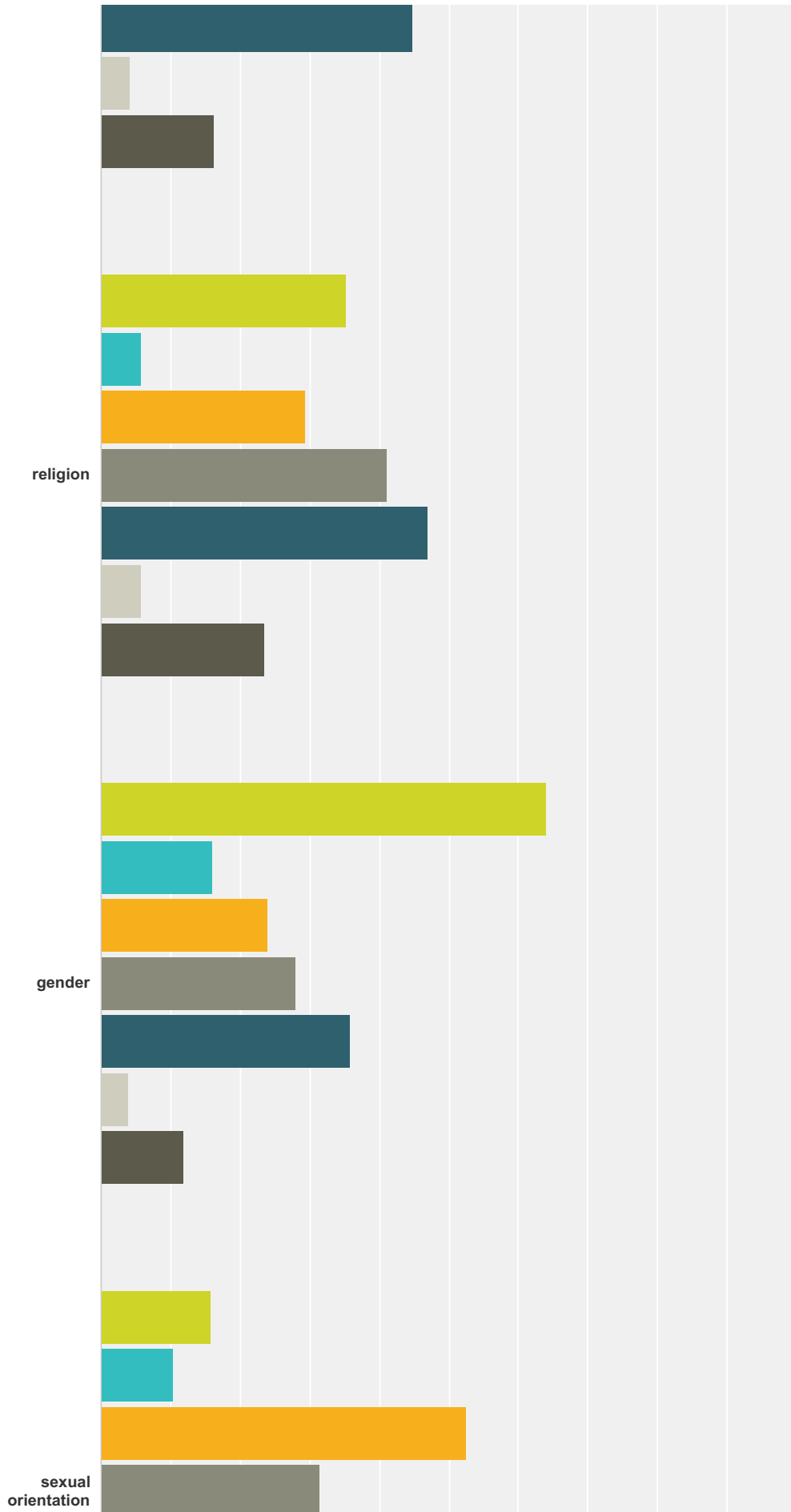


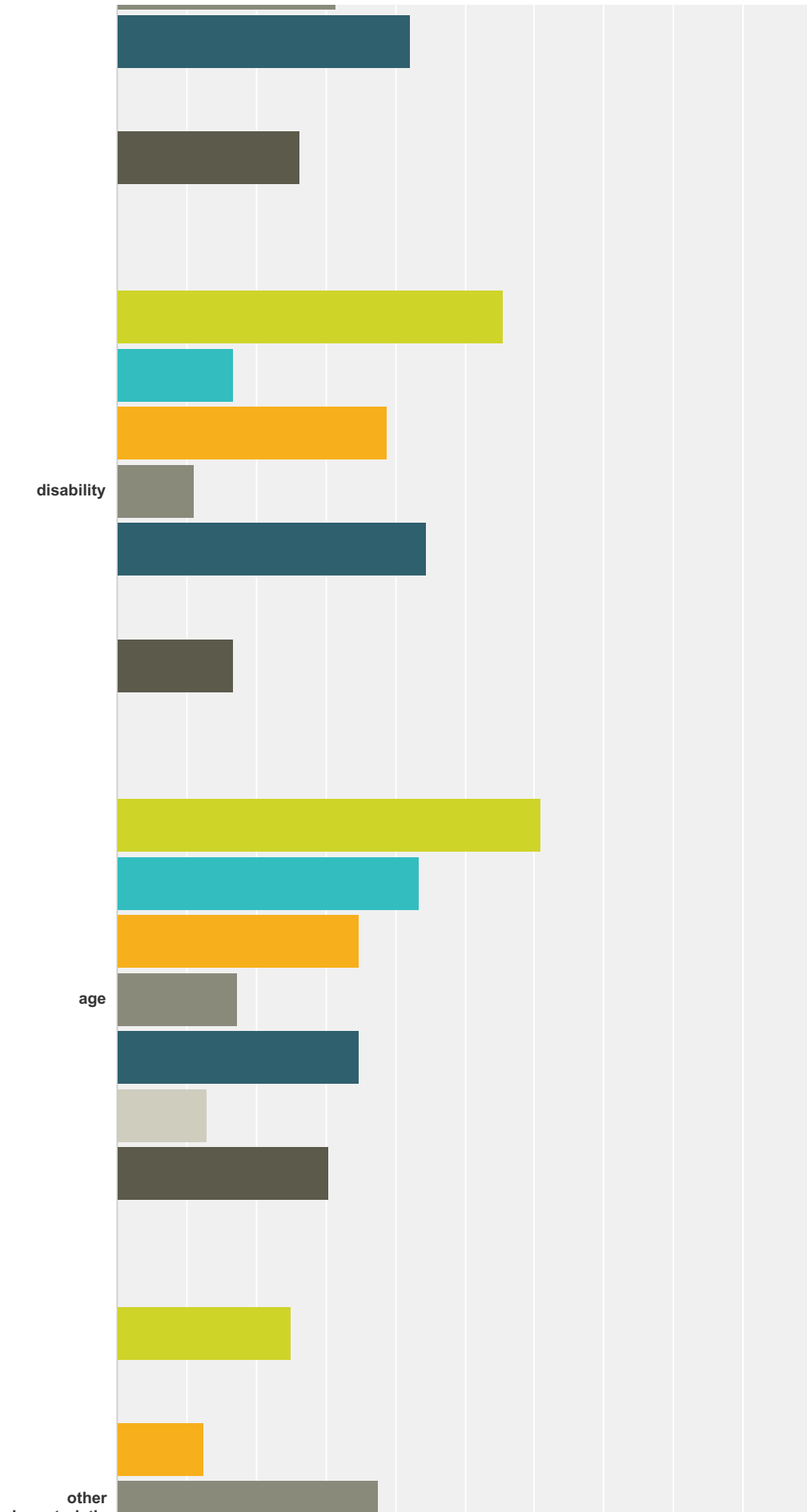
Answer Choices	Responses
Yes	49.06% 78
No	50.94% 81
<b>Total</b>	<b>159</b>

### Q11 Where did the discrimination you witnessed occur and what do you think was the reason for the discrimination?

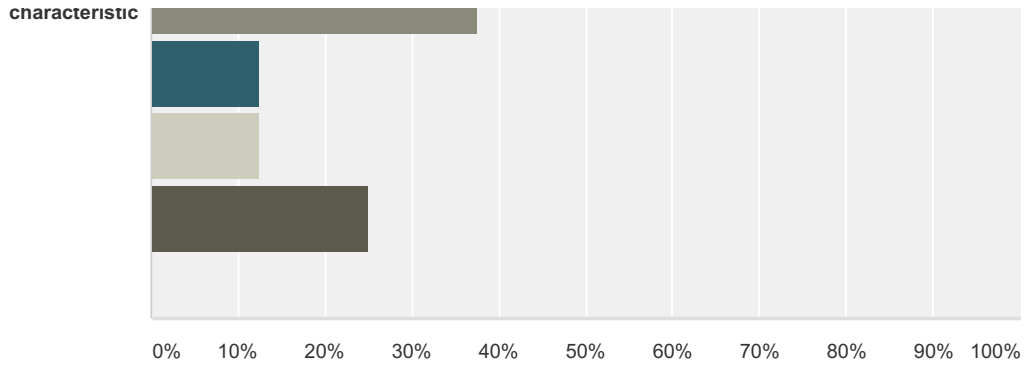
Answered: 73 Skipped: 95







## Bow Valley Immigration Partnership - Community Feedback 2014



- witnessed someone at work/ applying for job or promotion
- witnessed someone looking for housing
- witnessed in a store/ bank/ restaurant/ similar
- witnessed in school/ public agency/ hospital
- witnessed on the street
- witnessed with police or courts
- witnessed in other location

	witnessed someone at work/ applying for job or promotion	witnessed someone looking for housing	witnessed in a store/ bank/ restaurant/ similar	witnessed in school/ public agency/ hospital	witnessed on the street	witnessed with police or courts	witnessed in other location	Total Respondents
ethnicity or culture	47.37% 27	31.58% 18	49.12% 28	22.81% 13	38.60% 22	8.77% 5	21.05% 12	57
race or skin colour	45.24% 19	23.81% 10	52.38% 22	23.81% 10	45.24% 19	7.14% 3	19.05% 8	42
language or accent	55.10% 27	18.37% 9	57.14% 28	20.41% 10	44.90% 22	4.08% 2	16.33% 8	49
religion	35.29% 6	5.88% 1	29.41% 5	41.18% 7	47.06% 8	5.88% 1	23.53% 4	17
gender	64.00% 16	16.00% 4	24.00% 6	28.00% 7	36.00% 9	4.00% 1	12.00% 3	25
sexual orientation	15.79% 3	10.53% 2	52.63% 10	31.58% 6	42.11% 8	0.00% 0	26.32% 5	19
disability	55.56% 10	16.67% 3	38.89% 7	11.11% 2	44.44% 8	0.00% 0	16.67% 3	18
age	60.87% 14	43.48% 10	34.78% 8	17.39% 4	34.78% 8	13.04% 3	30.43% 7	23
other characteristic	25.00% 2	0.00% 0	12.50% 1	37.50% 3	12.50% 1	12.50% 1	25.00% 2	8

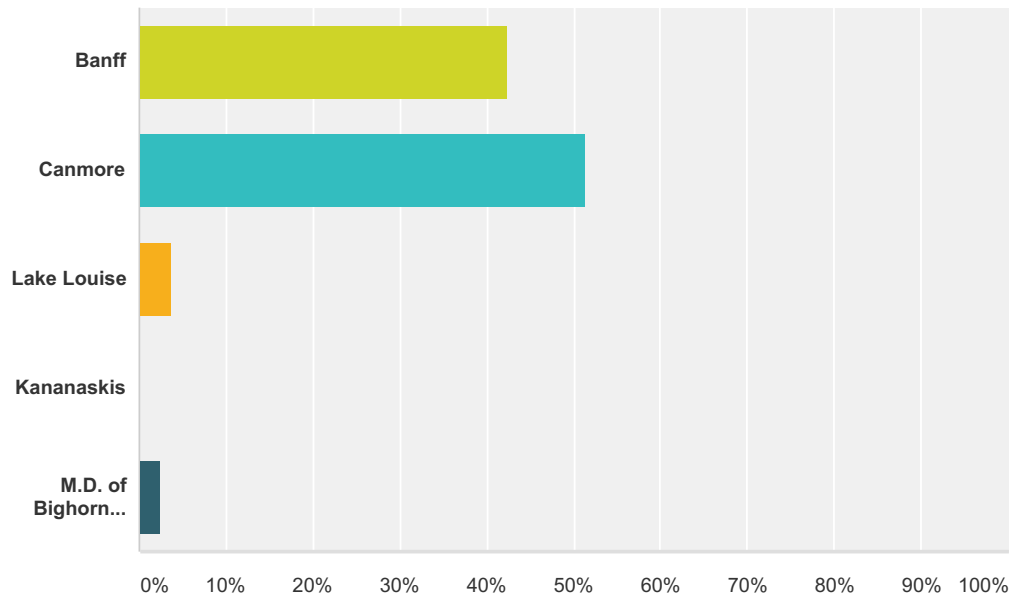


**Q12 Are there any other priorities concerning immigration and integration that you would like to see the Bow Valley Immigration Partnership work on?**

Answered: 64 Skipped: 104

### Q13 Where do you live?

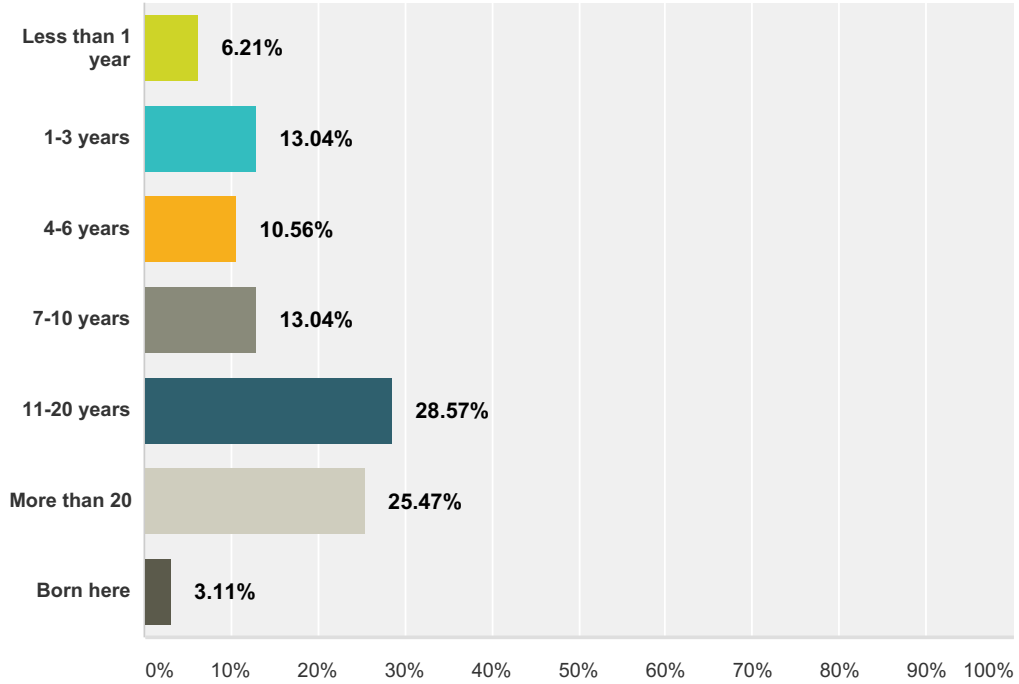
Answered: 158 Skipped: 10



Answer Choices	Responses
Banff	42.41% 67
Canmore	51.27% 81
Lake Louise	3.80% 6
Kananaskis	0.00% 0
M.D. of Bighorn (Exshaw, Dead Man's Flats, Harvie Heights, Lac Des Arcs)	2.53% 4
<b>Total</b>	<b>158</b>

### Q14 How long have you lived in the Bow Valley? (Banff, Canmore, Lake Louise, Kananaskis, West M.D. of Bighorn)

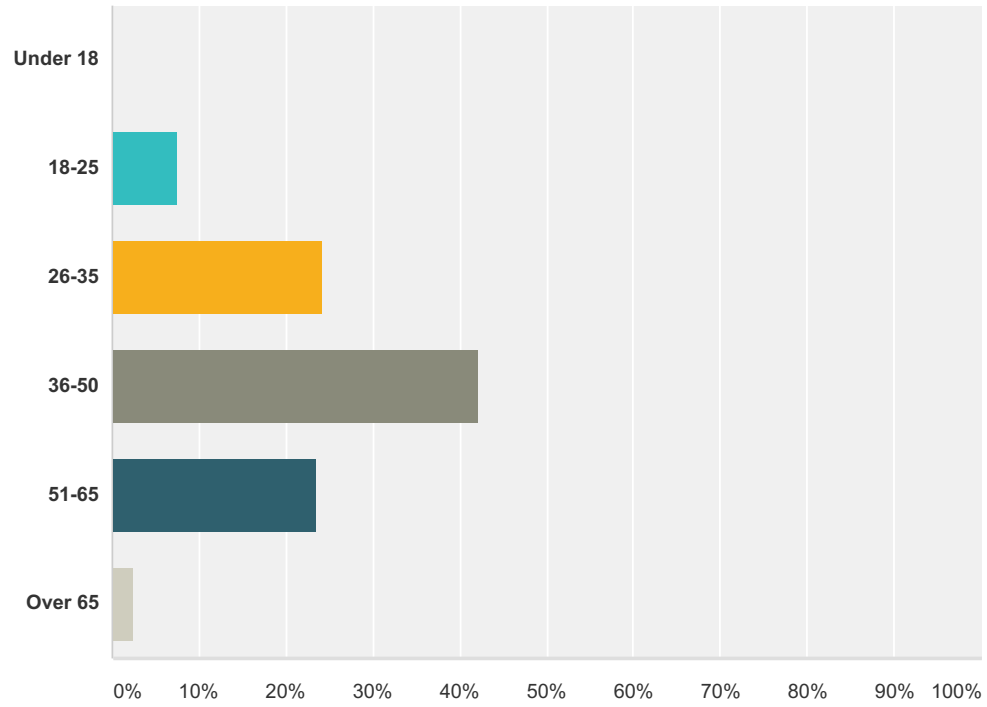
Answered: 161 Skipped: 7



Answer Choices	Responses	
Less than 1 year	6.21%	10
1-3 years	13.04%	21
4-6 years	10.56%	17
7-10 years	13.04%	21
11-20 years	28.57%	46
More than 20	25.47%	41
Born here	3.11%	5
<b>Total</b>		<b>161</b>

### Q15 How old are you?

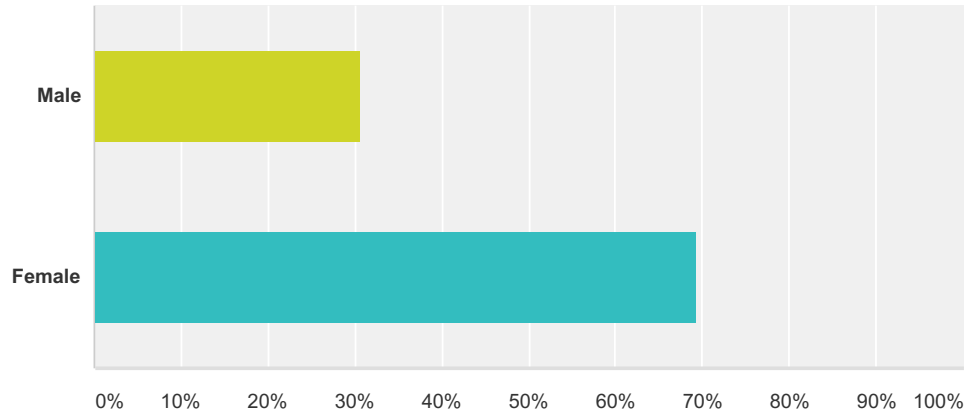
Answered: 161 Skipped: 7



Answer Choices	Responses
Under 18	0.00% 0
18-25	7.45% 12
26-35	24.22% 39
36-50	42.24% 68
51-65	23.60% 38
Over 65	2.48% 4
<b>Total</b>	<b>161</b>

### Q16 Are you male or female?

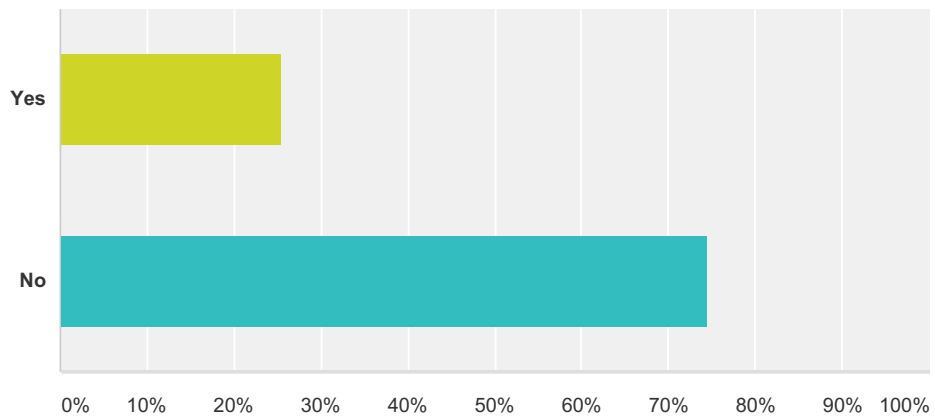
Answered: 160 Skipped: 8



Answer Choices	Responses
Male	30.63% 49
Female	69.38% 111
<b>Total</b>	<b>160</b>

### Q17 Do you have school aged children? (k-12)

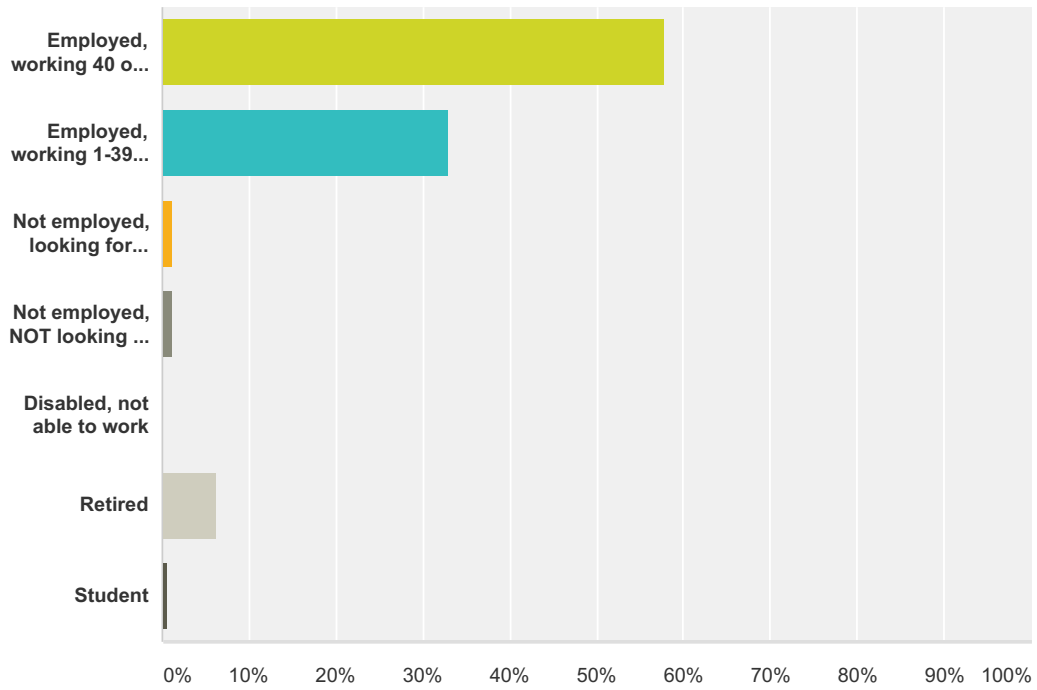
Answered: 161 Skipped: 7



Answer Choices	Responses
Yes	25.47% 41
No	74.53% 120
<b>Total</b>	<b>161</b>

### Q18 Which of the following categories best describes your employment status?

Answered: 161 Skipped: 7



Answer Choices	Responses
Employed, working 40 or more hours per week	57.76% 93
Employed, working 1-39 hours per week	32.92% 53
Not employed, looking for work	1.24% 2
Not employed, NOT looking for work	1.24% 2
Disabled, not able to work	0.00% 0
Retired	6.21% 10
Student	0.62% 1
<b>Total</b>	<b>161</b>

# Acknowledgments

We would like to extend our sincere gratitude to the numerous organizations and individuals from across the Bow Valley and beyond who gave generously of their time, expertise, and insight, to complete this report.

The organizations listed below provided information used in this report, helped to distribute our surveys, provided support to our community engagement events, advised on the planning process, or did all of the above. In several cases more than one individual or department assisted.

A special debt of gratitude is owed to Victoria Esses, Leah K. Hamilton, Caroline Bennet-AbuAyyash, and Meyer Burnstein, whose research we leaned on so heavily in this report, and to our funder, Citizenship and Immigration Canada.

Alberta Health Services	Lake Louise Human Resources Committee
Alberta Parks	Lake Louise Sports & Recreation Centre
Alberta Urban Municipalities Association	M.D. of Bighorn
The Banff Centre	Mountain FM
Banff Centre Radio	North Bay Newcomer Network & Local Immigration Partnership
Banff Full Gospel Church	Pacific Centre for Leadership
Banff Ideas Bank	Parent Link
Banff Lake Louise Hotel Motel Association	Parks Canada
Banff Life	Pathways to Prosperity
Banff Ministerial Association	Primary Care Network
Banff Public Library	RCMP Banff detachment
Banff Springs Hotel	RCMP Canmore detachment
Bow Valley College	Rimrock Resort Hotel
Bow Valley Crag and Canyon	Rocky Mountain Outlook
Bow Valley Literacy	Saint Michael's Anglican Church, Canmore
Brewster	Settlement Services in the Bow Valley
Calgary Local Immigration Partnership	Starbucks Banff
Canadian Rockies Public Schools	Temporary Foreign Worker Support Services
Canmore Business and Tourism	Tibet Resettlement Project
Canmore Food & Friends Night	Timmins Local Immigration Partnership
Canmore General Hospital	Town of Banff
Caribou Properties	Town of Canmore
Chateau Lake Louise	Waterloo Region Immigration Partnership
Five Eastern Counties Immigration Partnership	YWCA Banff
Franco de la Bow	Zenev and Associates
Grand Erie Immigration Partnership	
Guelph & Wellington Local Immigration Partnership	
The Job Resource Centre	



# Further Reading & References

# Further Reading: Bow Valley Community Reports

With 17 categories of integration indicators to discuss, this report glossed over much of the in-depth information available about the social and economic welfare of the Bow Valley. Those interested in learning more should consult:

## [Banff Citizen Satisfaction Study](#)

Ipsos Reid for Town of Banff, 2013.

<https://banff.ca/DocumentCenter/View/1751>

Ipsos Reid conducted a random telephone survey combined with an online survey of Banff residents addressing a number of questions relating to satisfaction with quality of life and municipal services in Banff. Participants expressed very high levels of satisfaction, but among concerns expressed social issues, transportation, the economy, and the environment were most frequently mentioned.

## [Banff Community Social Assessment](#)

Town of Banff Family and Community Support Services, 2014.

<http://banff.ca/DocumentCenter/View/1752>

Using a combination of quantitative data from Statistics Canada and local community statistics, as well as qualitative findings from focus groups and a review of documents from other community engagement events, this report offered a detailed “snapshot in time of [Banff’s] social well being” (1). Recommendations included improved communication to increase awareness of social programs and services, improving social connections, and addressing affordability issues.

## [Banff Draft Housing Strategy](#)

Town of Banff Community Housing Strategy Committee, 2014.

<http://www.banff.ca/DocumentCenter/View/2153>

## [Banff Housing Needs Assessment](#)

Housing Strategies for the Banff Housing Corporation, 2012.

<http://www.banff.ca/DocumentCenter/View/1358>

Housing Strategies. *Banff Housing Needs Study*. Report prepared for the Banff Housing Corporation, 2013. The 2012 Housing Corporation study assessed the town’s current housing situation and made initial recommendations to address supply and affordability gaps. The Banff Housing Strategy (currently in draft form) outlines numerous recommendations to address these gaps on a number of fronts including development and provision of housing, monitoring of supply, tenant and landlord advocacy, bylaw enforcement, and communication.

## [Bow Valley Labour Market Reviews](#)

Job Resource Centre. “Spring 2014 Labour Market Review.” Banff, AB, 2014. <http://jobresourcecentre.com/pdf/Fall2014LMR.pdf>

The Job Resource Centre reports on Bow Valley labour market statistics twice a year. Trends mentioned in the Spring 2014 Labour Market Review include a marked increase in job orders from 2013, as well as a housing

shortage and increase in rental rates in Banff and Canmore.

### [A Chance for A Better Life](#)

Lodermeier, Vanessa J. Report prepared for Bow Valley College;s Regional Stewardship Department, 2012.  
<https://bowvalleycollege.ca/Documents/Regional%20Stewardship/Final%20Report.pdf>

This report summarizes the results of a research project looking at the workforce development needs of rural communities served by Bow Valley College. In Banff and Canmore, the two Bow Valley communities studied, needs identified included a wider range of language courses, including advanced offerings, and support for foreign credential recognition. The study also found that “workforce development and settlement services are interrelated” (3), and touched on challenges around transportation, housing, and affordability, when evaluating Bow Valley Communities. To support the workforce development needs of rural communities, the Workforce Communication for Rural Immigrants program was launched by Bow Valley College as a result of this study. The program provides a blend of online study materials and in person mentoring to support the communication skills development of rural immigrants.

### [Canmore Community Monitoring Report](#)

The Biosphere Institute, 2012.

<http://www.biosphereinstitute.org/wp/wp-content/uploads/CCMP2012.pdf>

This biannual report monitors economic, social, civic/political, and environmental trends in Canmore in order to act as an “early detection system” for threats to the community (3) and monitor progress towards the community’s vision. Of particular relevance to this report, the 2012 Community Monitoring Report noted an increase in the number of non-native English speakers in the community (143-144).

### [Canmore Sense of Community Report](#)

HarGroup Management Consultants, Inc. for The Town of Canmore, 2013.

[http://www.canmore.ca/index.php?option=com\\_docman&task=doc\\_download&gid=4052](http://www.canmore.ca/index.php?option=com_docman&task=doc_download&gid=4052)

Surveys were conducted in 2008 and 2013 to measure Canmore “ residents’ feelings of community, belonging, efficacy, neighborliness, safety, civic pride and satisfaction” (i). Participants indicated that Canmore continues to be a socially prosperous community, but recommended more events and other opportunities to help residents connect with one another and get involved in the community.

### [Destination Labour Attraction & Retention Strategy Report](#)

Banff Lake Louise Hotel Motel Association, 2014.

<http://www.blhhma.com/main.php?p=1102>

This report represents an employer body’s response to social and economic challenges to labour retention in the Bow Valley and includes significant input from employees, including temporary foreign workers and immigrants, as well as immigrant serving and social agencies. The report includes recommendations for improving attraction and retention that are aimed at member organizations, as well as some aimed at municipalities and other community partners. Strategy areas include cost of living, transit and parking, labour poaching, service culture, and incentives.

# References

Reports in the Further Reading section (pages 123-124) are not listed again here.

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