

BOW VALLEY INTEGRATION ASSESSMENT REPORT

2019



**BOW VALLEY
IMMIGRATION
PARTNERSHIP**
stronger together

ABOUT THE BOW VALLEY IMMIGRATION PARTNERSHIP

Our Vision: The Bow Valley values diversity and supports the inclusion and integration of all residents.

Our Mission: To educate, collaborate, and bridge community.

The Bow Valley Immigration Partnership (BVIP) is a collaborative community initiative dedicated to improving newcomer inclusion and integration from Lake Louise to Kananaskis. Funded, by Immigration, Refugees and Citizenship Canada (IRCC), the partnership brings together stakeholders from every sector of the community to:

- Measure and describe integration needs and service gaps at the community level;
- From among these, identify the most pressing needs and gaps;
- Develop and implement evidence-based and community supported strategies to address those gaps

BVIP is one of approximately 80 Local Immigration Partnerships (LIPs) across Canada working to facilitate successful settlement and integration of newcomers at the community level.

To learn more about the partnership, please visit www.bvippartnership.com

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INTRODUCTION

EXECUTIVE SUMMARY

This report summarizes research conducted to inform a multi-sector strategic plan to build a more welcoming and inclusive community in the Bow Valley. This mixed methods project drew on a survey of over 700 Bow Valley locals, focus groups, interviews, stakeholder meetings, grey literature review, large data sets, and more to paint a picture of immigrant well-being, participation, and inclusion in our community.

The goal of this project was to help our members make informed decisions about where and how to allocate energy in support of integration over the next four years. For that reason, the project looked for evidence of need by measuring a set of objective indicators in 12 areas of community life and comparing findings with our vision for the community.

Although we were looking for things we can do better, we also found plenty of things to celebrate. For example, foreign-born locals reported a stronger sense of welcome and a stronger sense of belonging in the Bow Valley community than in 2014. Survey and focus group comments reflected an appreciation of both the diversity of our community and of local efforts to promote inclusion. In addition, on some objective measures such as income and housing costs, we see signs of increasing equity between immigrants and non-immigrants.

Results of the research summarized here were first shared with Bow Valley Immigration Partnership members, who used the findings to draft the 2019-2023 Integration Strategy, which identified the following priorities and goals:

2019-2023 Bow Valley Integration Strategy	
Priority	Goals
Workforce Development	<ul style="list-style-type: none">• The region retains a diverse and stable workforce• Immigrants have full and equitable access to suitable job opportunities; underemployment is reduced• Workers are safe, healthy, and connected to community resources• Employment standards are upheld
Welcoming Attitudes & Behaviours	<ul style="list-style-type: none">• Established residents have welcoming attitudes towards newcomers• The diverse cultures of the Bow Valley are seen and celebrated• Newcomers and long term locals have continuous opportunities to build social networks and connect with the community• Immigrants are full and equal participants in recreation and community events
Civic & Political Participation	<ul style="list-style-type: none">• The leadership of our community reflects our diversity• Immigrants are full and equal participants in the political life of the community
Community Readiness	<ul style="list-style-type: none">• Settlement and non-settlement organizations have the knowledge, skills, and resources to meet the needs of current and future newcomers• Settlement services are responsive, adaptive, and able to quickly access specialized services as needed• Newcomers to the Bow Valley connect with the services they need wherever they go (there is "no wrong door" to settlement)• Settlement services in the Bow Valley are sustainable and scalable

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The beginning of each Results and Strategic Priorities sub-section contains a table summarizing findings in that area. Where we have a plan to address needs identified in the assessment, the relevant 2019-2023 Integration Strategy focus area is referenced. To learn more about how these needs will be addressed, please see the detailed strategy at www.bvipartnership.com/strategy2019.

Underlying many of the Integration Strategy actions is a new and lofty goal for the partnership: retention. In the next four years, our members hope to address some of the root causes of outflows from our workplaces and our communities, so that all locals can live, work, and make the Bow Valley their long term home.

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INTRODUCTION

COMMUNITY PROFILE

The demographics of the Bow Valley region – including the communities of Lake Louise, Banff, Canmore, western M.D. of Bighorn, and Kananaskis— are changing. Many new locals who arrived during the height of the Temporary Foreign Worker Program have become Permanent Residents of Canada and settled in the region with their families. Nowhere is this more apparent than in Banff, where between 2006 and 2011, the proportion of foreign-born residents increased from 23% to 35% (Gerrits, Harrison, & Pryor, 2019), making the town one of a handful of non-Census Metropolitan Areas hot spots for recent immigration (Bollman, 2015.) Today, over 30% of students at Banff schools are English language learners.

But the story of immigration in our region is not as simple or predictable as it may at first seem. Although the number of closed temporary work permits issued each year in the Bow Valley has declined in recent years (Employment and Social Development Canada, 2019), low unemployment and an excellent quality of life continue to attract people to the Bow Valley, including foreign workers with open work permits and increasing numbers of refugees. Settlement Services in the Bow Valley's Permanent Resident clients hail from over 60 countries (Gerrits, Harrison, & Pryor, 2019) and the agency reports increasing diversity in the pathways their clients take to move to the region, including an increasing number of secondary migrants—immigrants who land in another part of Canada before relocating to the Bow Valley.

Many of the graphs and charts on the following pages were produced using custom data tabulations gathered for the Calgary Local Immigration Partnership's Local Immigration Partnership dashboard. For more information about these tables and additional immigration data for the Bow Valley, Alberta, and the prairie provinces, please visit: <https://www.calgarylip.ca/dashboard-2>

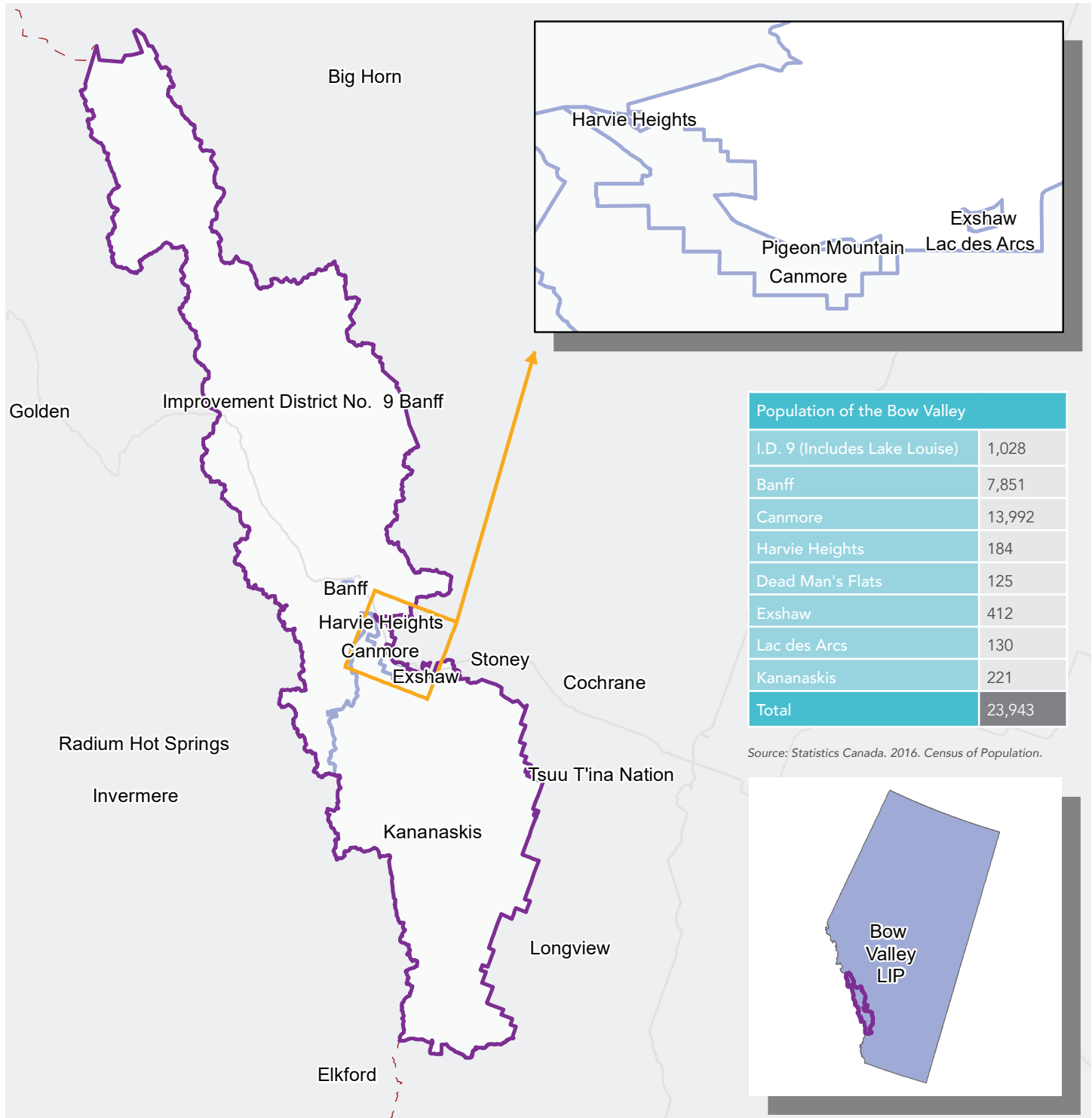
For additional information on immigration in Banff, please see the Bow Valley Community Assessment: <https://banff.ca/243/Community-Social-Assessments>

For additional information on immigration in Canmore, please refer to the Canmore Community Monitoring Report: <https://www.biosphereinstitute.org/canmore-community-monitoring>

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Bow Valley Immigration Partnership Region



Source: Calgary Local Immigration Partnership. Bow Valley Dashboard Boundary. Available at: www.calgarylip.ca/dashboard-2

INTRODUCTION

COMMUNITY PROFILE

DEFINITIONS FOR COMMUNITY PROFILE TABLES & GRAPHS

Immigrant

"Refers to persons who are not Canadian citizens by birth but who have been granted the right to live in Canada permanently by immigration authorities."

Recent Immigrant

"Refers to immigrants who came to Canada up to five years prior to a given census year."

Non-Permanent Resident

"Refers to persons from another country who have a work permit (e.g., temporary foreign workers), a study permit, or who are refugee claimants or asylum seekers."

Economic immigrant

"An admission category that includes immigrants who have been selected to contribute to Canada's economy through their ability to meet labour market needs, including specific provincial or territorial needs; to own, manage, or build a business; to make a substantial investment; or to create their own employment."

Immigrant sponsored by family

"An admission category that includes immigrants who were sponsored by a Canadian citizen or permanent resident and were granted permanent resident status on the basis of their relationship either as the spouse, partner, parent, grandparent, child, or other relative of this sponsor."

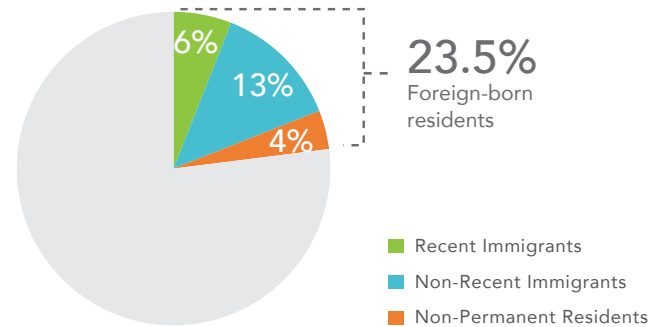
Refugee

"An admission category that includes immigrants who were granted permanent resident status on the basis of a well-founded fear of returning to their home country, such as a fear of persecution for reasons of race, religion, nationality, membership in a particular social group, or for political opinion (Geneva Convention refugees). It also includes persons who have been seriously and personally affected by civil war or armed conflict, or who have suffered a massive violation of human rights."

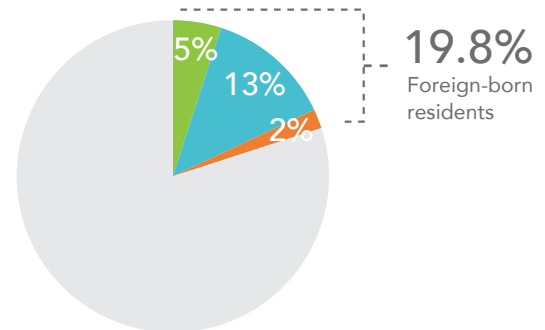
Source: Calgary Local Immigration Partnership. 2018. PNT LIPs Dashboard Dictionary. Available at: www.calgarylip.ca/dashboard-2

Immigrant Status as a Percentage of the Total Population

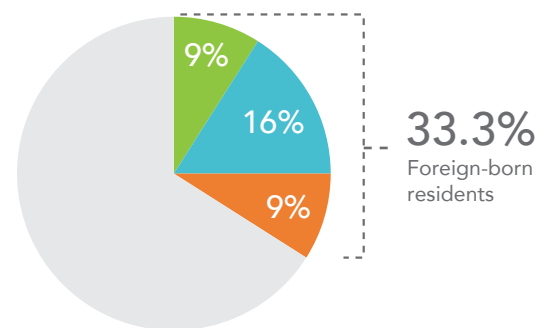
Bow Valley



Canmore



Banff

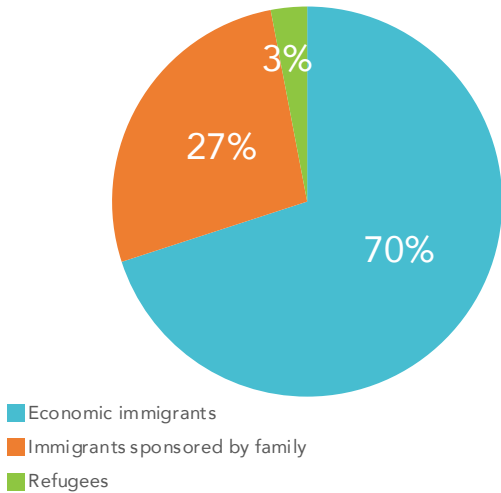


*Custom tabulation for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: calgarylip.ca/dashboard-2
Source: Statistics Canada. 2016. Census of Population.

INTRODUCTION

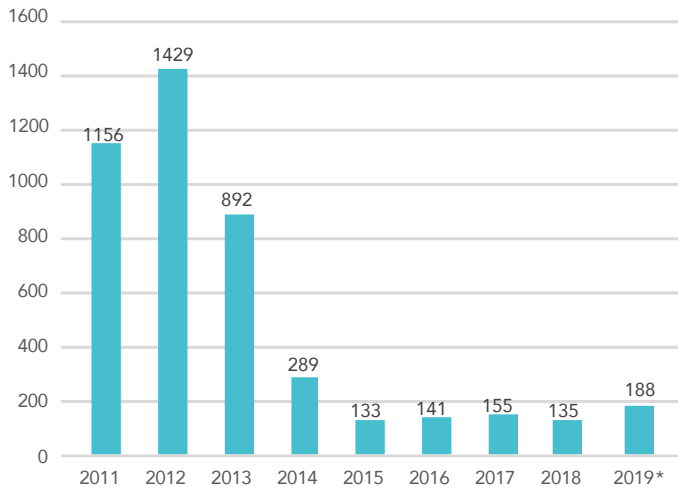
COMMUNITY PROFILE

Admission Categories (All Immigrants)



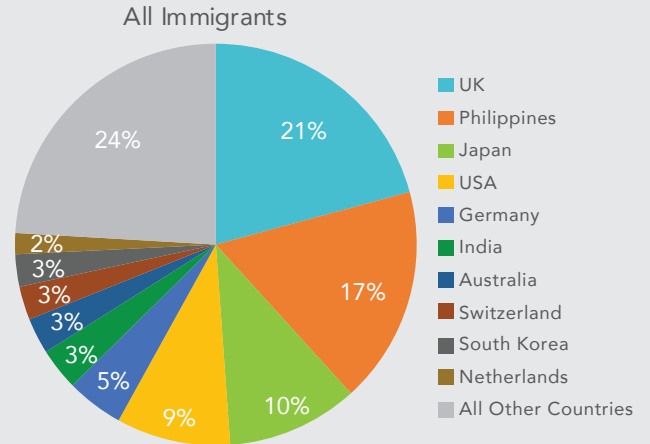
Source: Statistics Canada, 2016, Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2>

Number of Temporary Foreign Worker (TFW) positions on positive Labour Market Impact Assessments (Banff, Canmore, Lake Louise, Kananaskis)

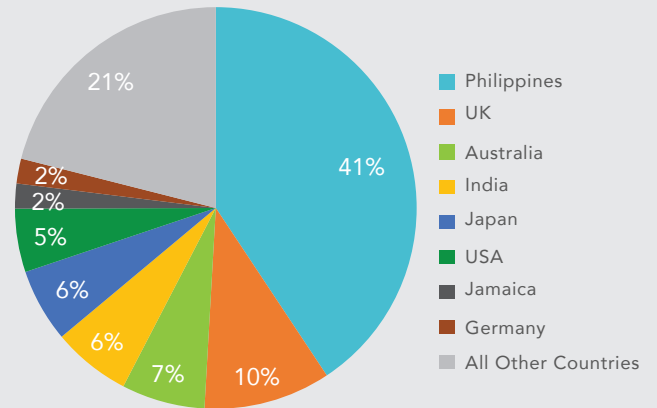


* January - June 2019
Source: Employment and Social Development Canada, 2019. Government of Canada (Open Government). Available at: <https://open.canada.ca/>

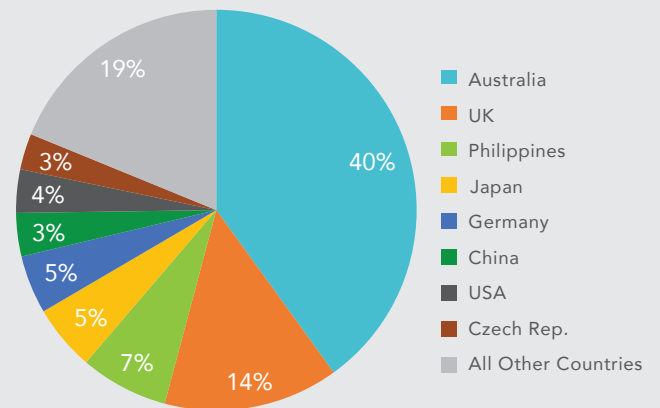
Countries of Birth



Recent Immigrants



Non-Permanent Residents

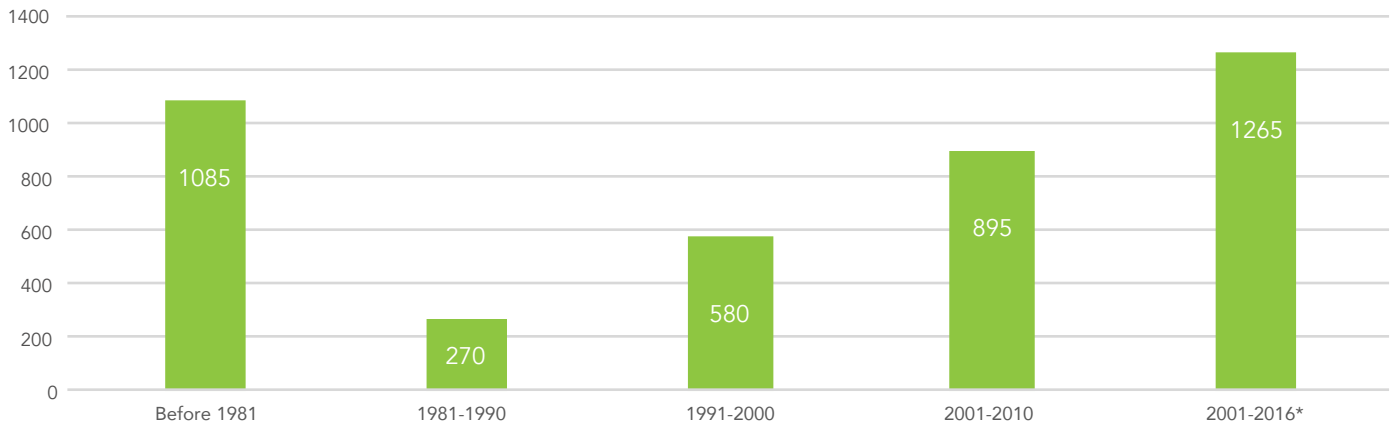


Source: Statistics Canada, 2016, Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2>

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COMMUNITY PROFILE

Period of Immigration



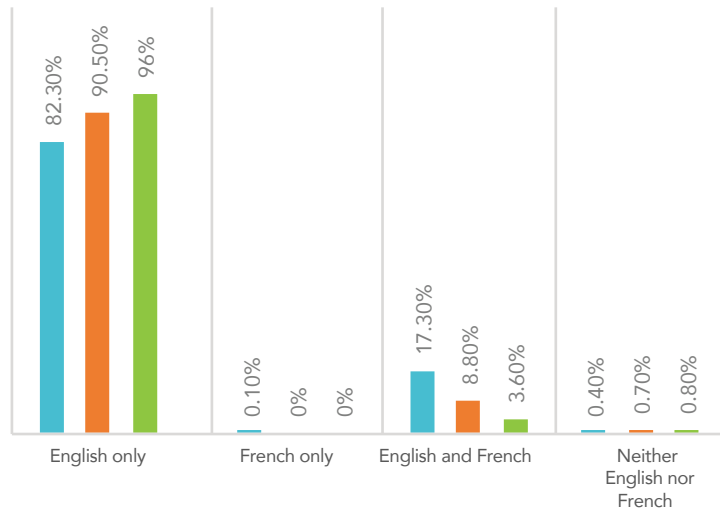
* This is a time period of only five years

Source: Statistics Canada, 2016. Census of Population. Custom tabulations for Calgary

Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2>

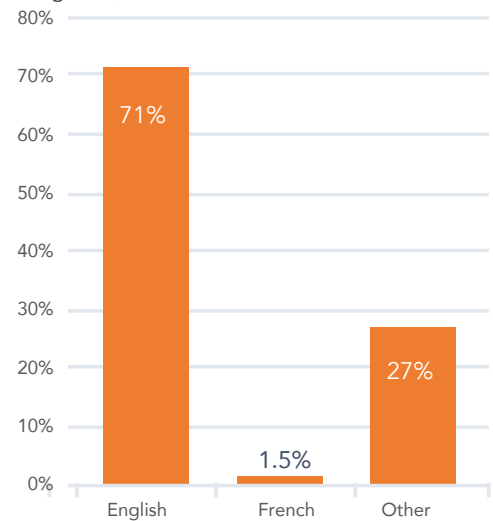
Knowledge of Official Languages

■ Total Population ■ All Immigrants ■ Recent Immigrants

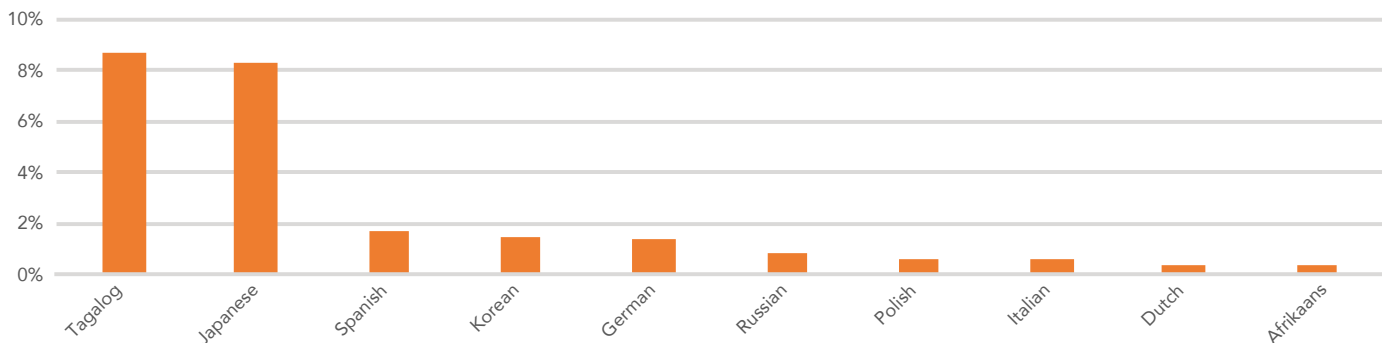


Language Spoken Most Often at Home

(All immigrants)



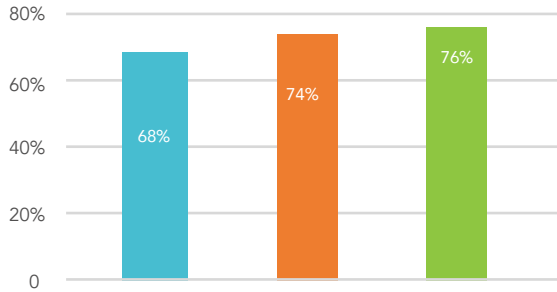
Top Non-Official Languages Spoken at Most Often at Home (All immigrants)



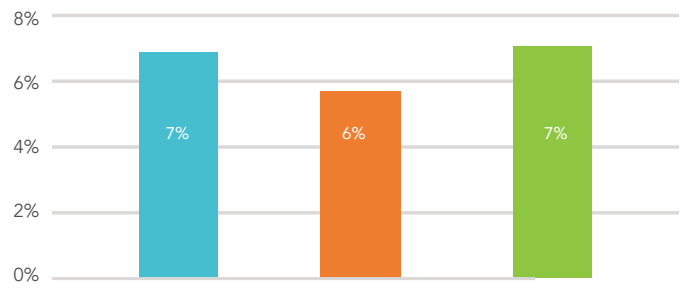
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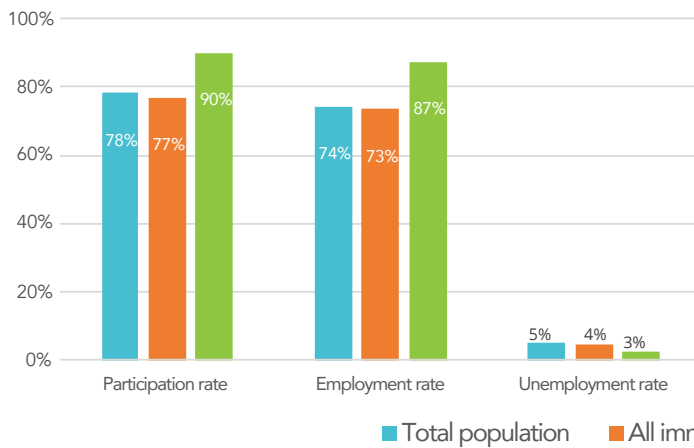
Completed Post Secondary Education, Age 15+



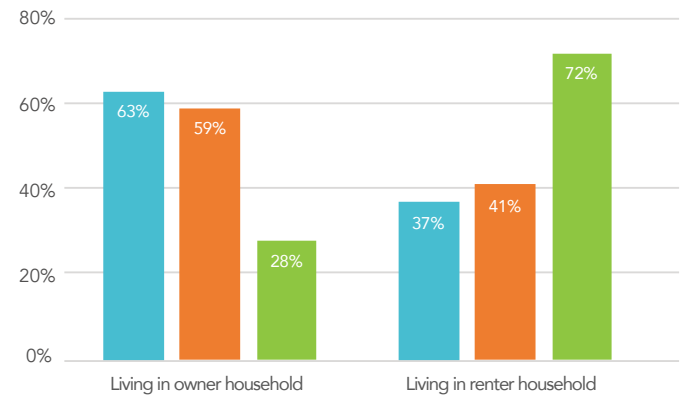
Prevalence of Low Income (LICO-BT)



Labour Force Activity, Age 15+



Housing Tenure



Source: Statistics Canada, 2016. Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2>

Settlement Services in the Bow Valley - Client Profile

Settlement Services in the Bow Valley provides free settlement support services to Permanent Residents and residents transitioning to permanent status in the Bow Valley. For more information about Settlement Services in the Bow Valley, please visit banff.ca/settlement.

Most common client countries of origin

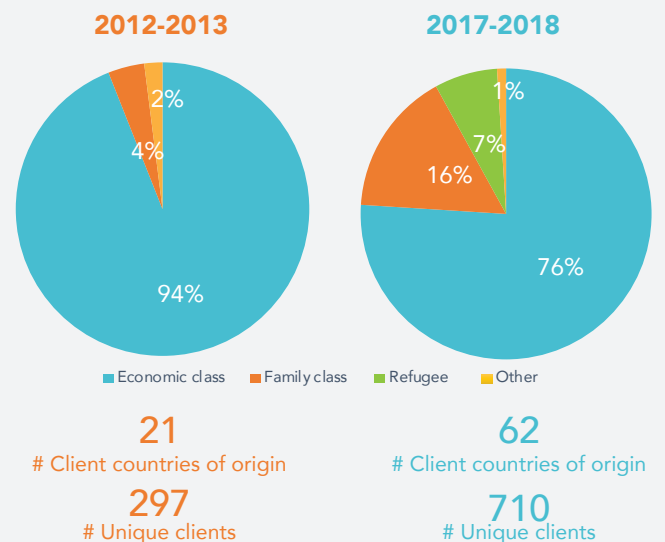
2012 - 2013

Philippines (74%)
India (7%)
Japan (4%)
Germany (2%)
Jamaica (2%)
South Korea (2%)

2017 - 2018

Philippines (56%)
India (8%)
Japan (6%)
Mexico (3%)
Ethiopia (2%)
China (2%)

Then & Now



*Source: Gerrits, A., Harrison, J., & Pryor, R. (2019). Banff Community Social Assessment. Available at <http://banff.ca/index.aspx?NID=243>

INTRODUCTION

RESEARCH METHODS

PURPOSE

The information in this report was gathered to inform the 2019-2023 Bow Valley Integration Strategy, our multi-agency, multi-sector plan to ensure all Bow Valley residents can participate, contribute, and know they belong. It is also a point-in-time measure of integration in the Bow Valley, designed to help track trends and measure the effectiveness of integration strategies over time.

APPROACH & METHODS

Results-based Planning

For the Bow Valley Integration Strategy to be effective, it must be evidence based and thoughtfully designed. Since 2014, BVIP has followed a Results-Based Accountability™ approach to planning. That means we begin by articulating in plain language the conditions we would like to see for people in our community. Then we work backwards to determine the means we will use to achieve those conditions by working through a set of seven questions (Table 1).

Table 1: The 7 Population Accountability Questions in Results Based Accountability (Friedman, 2012)

1. What are the quality of life conditions we want for the children, adults and families who live in our community?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better, including no-cost and low-cost ideas?
7. What do we propose to do?

The 2019 Integration Assessment was designed with this approach in mind, as was the previous 2014 Integration Assessment and its quick reference 'Integration Scorecard'. However, four years after completing our first integration needs assessment, we felt better prepared to describe the conditions we would like to see in our community, select indicators of those conditions, and source reliable data for those indicators.

Beginning in early 2018, a series of stakeholder meetings was held to work through the first three Results-Based Accountability questions in several domains. These meetings contributed to a long list of conditions, concepts, and indicators we might measure, as well as ideas for new sources of data for those indicators. Next, the suggested concepts, indicators, and data sources were evaluated together with indicators from the 2014 Integration Assessment. Final indicators and data sources were selected according to data quality criteria including availability, usability, and reliability. Comparability with the 2014 Integration Assessment was considered, as was comparability with future assessments and measures used at other geographies, such as the Canadian Index for Measuring Integration (CIMI).

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RESEARCH METHODS

The Characteristics of a Welcoming Community

The 2010 report *Characteristics of a Welcoming Community* (Esses et al., 2010) was our starting point for envisioning the conditions we want for our community. This important report provided a detailed description of the key characteristics of a welcoming community, including suggested indicators and promising practices for each area (Table 2).

Table 2 The 17 characteristics of a Welcoming Community (Esses et al., 2010)

1. Employment Opportunities
2. Fostering of Social Capital
3. Affordable and Suitable Housing
4. Positive Attitudes toward Immigrants, Cultural Diversity, and the Presence of Newcomers in the Community
5. Presence of Newcomer-Serving Agencies that Can Successfully Meet the Needs of Newcomers
6. Links between Main Actors Working toward Welcoming Communities
7. Municipal Features and Services Sensitive to the Presence and Needs of Newcomers
8. Educational Opportunities
9. Accessible and Suitable Health Care
10. Available and Accessible Public Transit
11. Presence of Diverse Religious Organizations
12. Social Engagement Opportunities
13. Political Participation Opportunities
14. Positive Relationships with the Police and the Justice System
15. Safety
16. Opportunities for Use of Public Space and Recreation Facilities
17. Favourable Media Coverage and Representation

Population vs. Performance Measures

In 2013, Esses co-authored paper that describes two distinct categories of integration measures: “[a] welcome-ability index, to measure the capacities of communities to welcome and integrate newcomers, and... [an] *integration index*, to measure economic, social, and political integration of individuals” Ravanera et al, 2013.

Similarly, Results-Based Accountability™ groups results in two distinct categories: results relating to the well-being of whole *populations* and results that describe the *performance* of particular programs, services, or service systems (Image 1).

This report focuses primarily on population results, or the ultimate outcomes we are trying to achieve as a partnership. These are reflected in Immigration, Refugees, and Citizenship Canada’s Settlement Logic Model: “Successfully integrated clients [immigrants] benefit Canada” (Table 3).

For more information on how we are working to understand and improve performance results please see Next Steps.

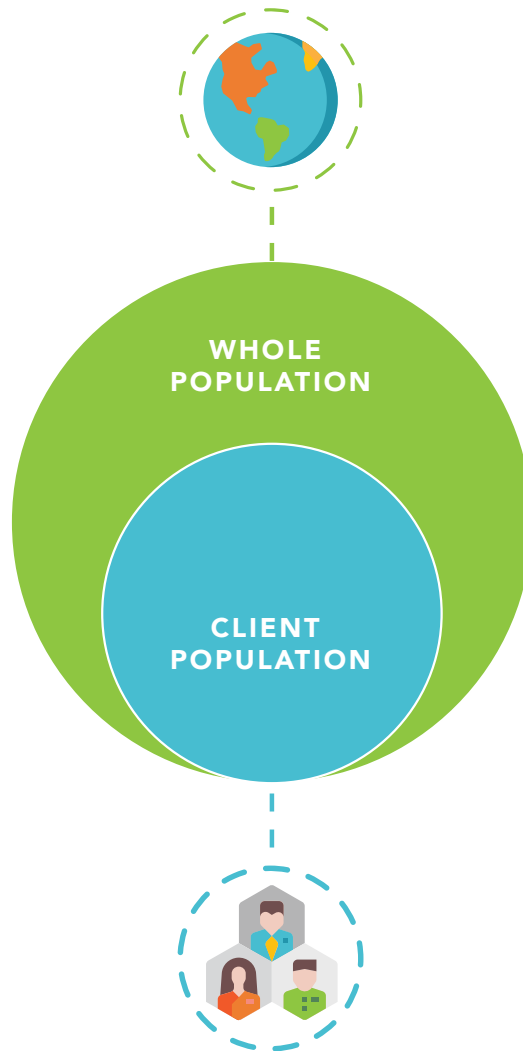
¹ Ravanera, Zenaida R.; Esses, Victoria; and Fernando, Rajulton (2013) “Integration and “Welcome-ability” Indexes: Measures of Community Capacity to Integrate Immigrants,” *Population Change and Lifecourse Strategic Knowledge Cluster Discussion Paper Series/ Un Réseau stratégique de connaissances Changements de population et parcours de vie Document de travail*. Vol. 1 : Iss. 1 , Article 6. Available at: <https://ir.lib.uwo.ca/pclc/vol1/iss1/6>

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Image 1: Results Based Accountability(TM): Population vs. Performance Measures

Population Accountability
The well-being of **Whole Populations**
Communities, Cities, Counties, States, Nations



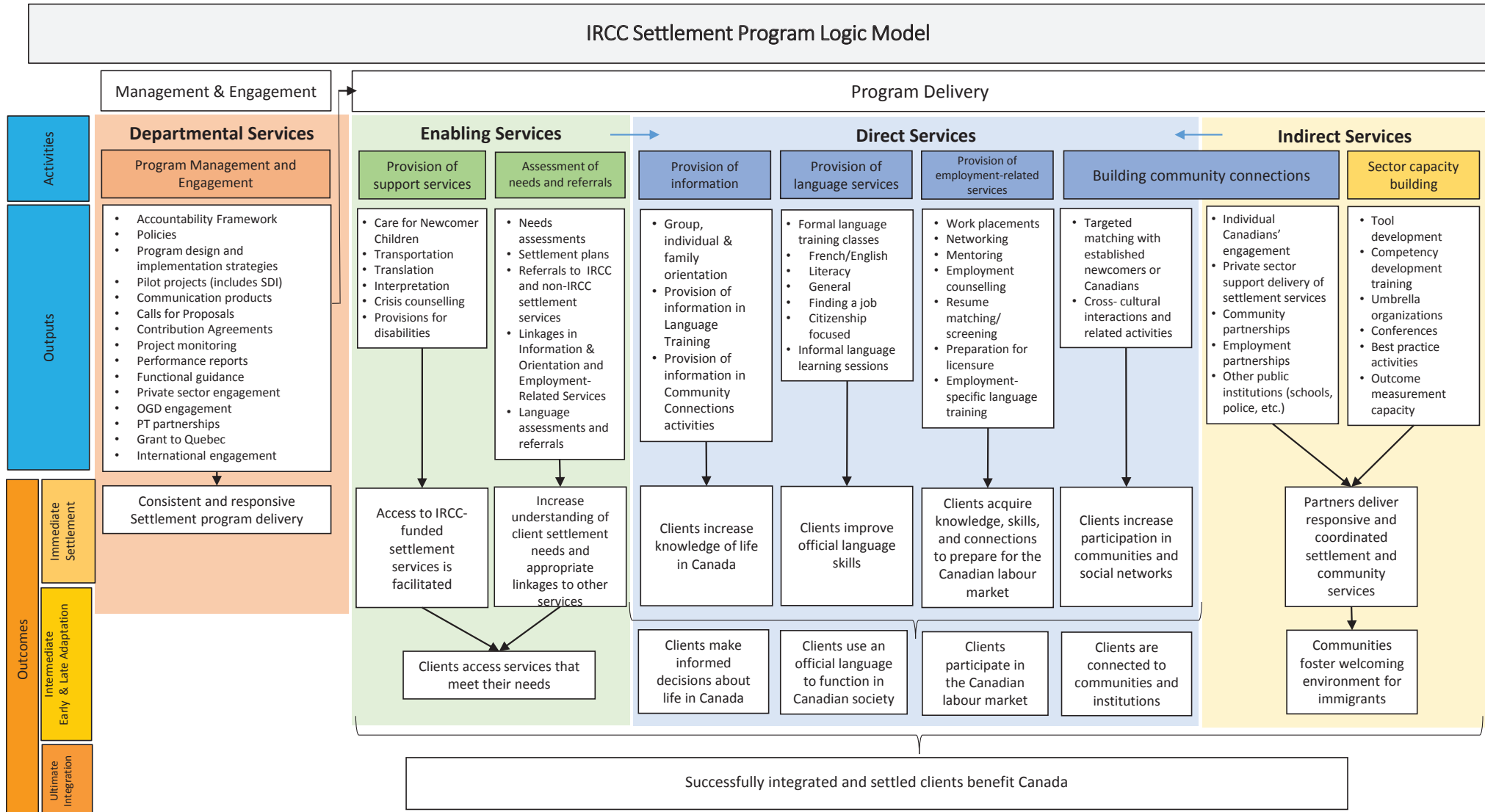
Performance Accountability
The well-being of **Client Populations**
Programs, Organizations, Agencies, Service Systems

Source: Based on image by Clear Impact www.clearimpact.com

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Table 3: IRCC Settlement Program Logic Model (IRCC, 2017).



INTRODUCTION

RESEARCH METHODS

Research Questions

To identify the most pressing integration needs in the Bow Valley, we looked at two sets of questions:

1. Are immigrants and non-immigrants

- a. Healthy and well? Is there any evidence of barriers for some groups in our community?
- b. Participating in (active in, present in, and represented in) all of our community's institutions, spaces, processes? Is participation even? Equal? Is anyone underrepresented in certain areas?

2. As a community,

- a. Do we have a sense of connectedness and solidarity?
- b. Do we have welcoming and inclusive attitudes and beliefs?
- c. Do we have the knowledge, skills, and attitudes to connect with people from different cultures than our own?

Data Sources

• 2019 Inclusion Survey:

Available in plain English, French, Japanese, Tagalog, and Amharic, the 2019 Inclusion Survey was open to all Bow Valley residents in order to observe differences in outcomes between immigrants and non-immigrants as well as immigrants who had accessed settlement services and those who had not. To maximize responses from all groups, the initial survey design included three distinct sampling techniques: a simple random sample of active Settlement Services in the Bow Valley clients, a snowball sample of foreign-born locals who had never accessed settlement services, and a public non-probability (convenience) sample.

Participants in the convenience sample were recruited via in person promotion at local grocery stores, strategic distribution of multi-lingual posters and flyers, social media advertising, and email recruitment by BVIP members and partner agencies. The survey questionnaire was available online and in print at the Town of Banff, Town of Canmore, MD of Bighorn, and Lake Louise Recreation Centre. One Bow Valley College Language Instruction for Newcomers to Canada (LINC) class completed the survey during class time. A sample of 300 active Settlement Services in the Bow Valley clients were invited to participate through multilingual recruitment emails sent directly from the agency. Unique web links were used to distinguish Settlement Services in the Bow Valley client from non-client responses. A prize draw for a grocery store gift card was offered as an incentive. Care was taken to collect contest entrants' information separately from survey responses using a web form that also provided an opportunity to opt in to future research by the partnership.

Unfortunately, the response rate for the Settlement Services in the Bow Valley client sample was low (12%) and efforts to recruit snowball sample 'seeds' (initial sample members) through BVIP member referrals were unsuccessful. Nevertheless, the survey successfully reached all three target groups: 703 locals completed the 2019 Inclusion Survey, including 293 Canadian-born respondents and 410 foreign-born residents from 51 countries. 51% of foreign-born respondents reported they had never accessed a settlement agency in the Bow Valley, offering valuable insights into the needs and outcomes of immigrants who are not yet connected with a settlement provider.

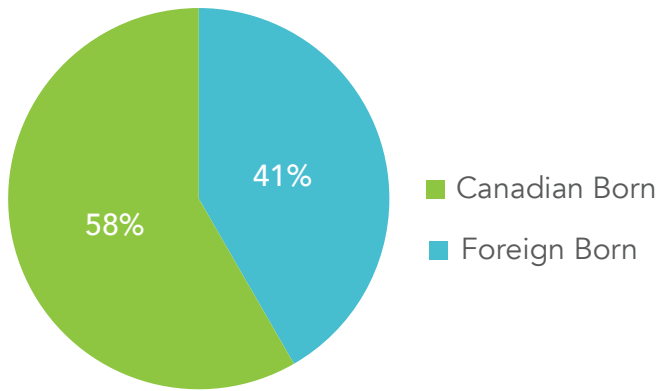
The charts on the following pages illustrate key respondent characteristics. Quantitative survey results are reported in the scorecards at the beginning of each Results and Strategic Priorities sub-section. The survey also yielded hundreds of comments and suggestions whose themes are summarized in Results and Recommendations narrative sections.

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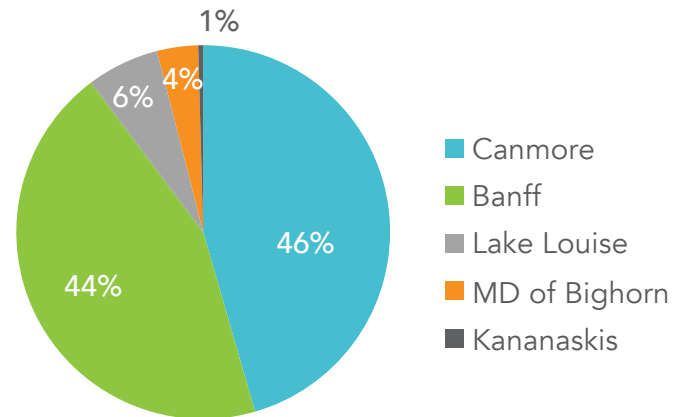
RESEARCH METHODS

2019 BOW VALLEY INCLUSION SURVEY RESPONDENT PROFILE

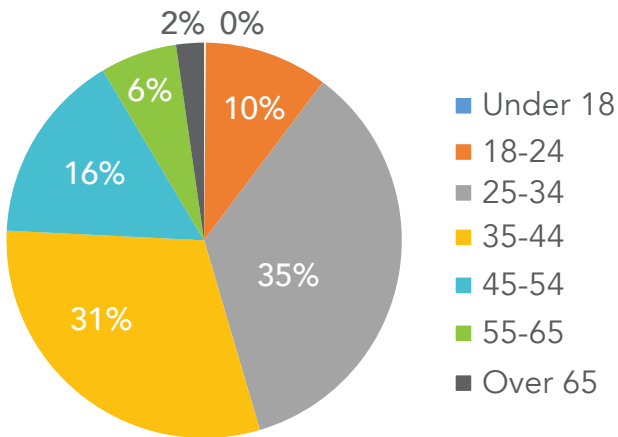
2019 Inclusion Survey Respondents by Immigration Status



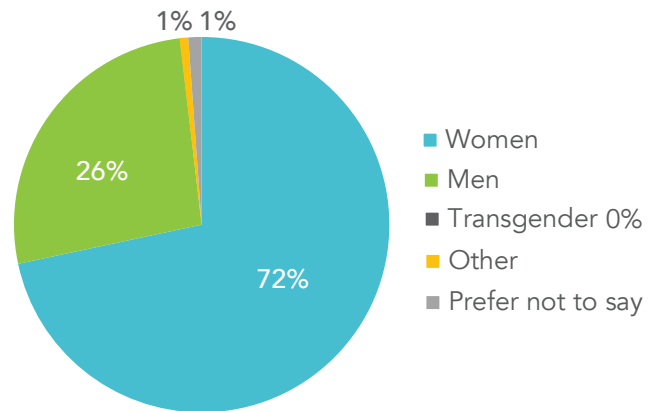
2019 Inclusion Survey Respondents by Location



2019 Inclusion Survey Respondents by Age



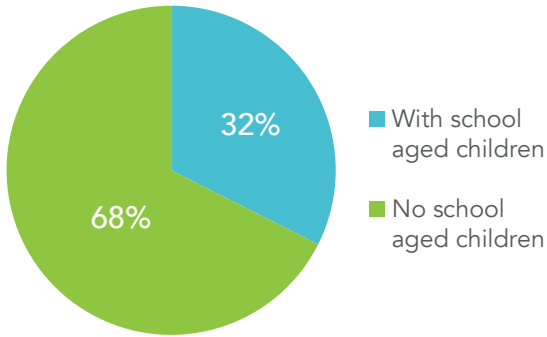
2019 Inclusion Survey Respondents by Gender



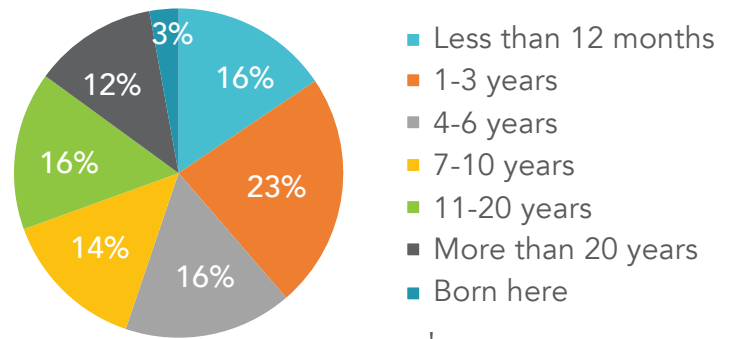
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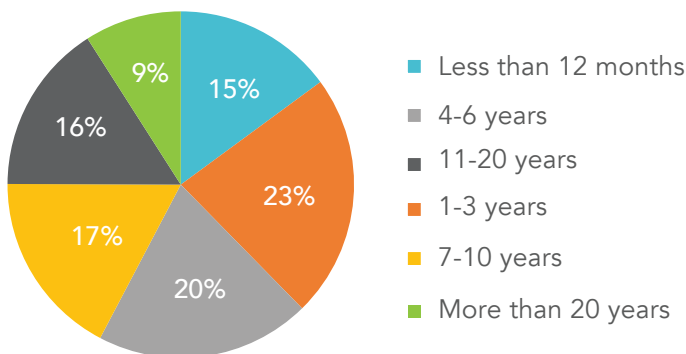
2019 Inclusion Survey Respondents by Family Status



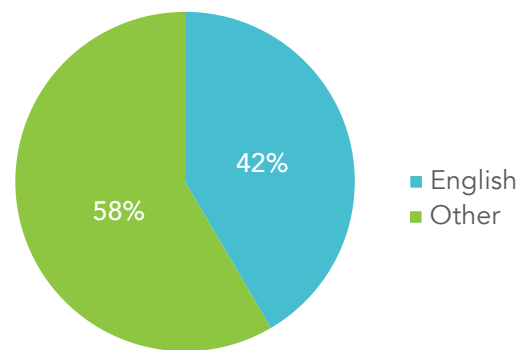
2019 Inclusion Survey Respondents By Time in Bow Valley



2019 Inclusion Survey Foreign Born Respondents by Time in Canada



2019 Inclusion Survey Foreign-born Respondents by First Language



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- **Contributing Studies by the Bow Valley Immigration Partnership:** As our members implemented the 2015-2018 Integration Strategy, we became aware of challenges and barriers for foreign-born locals that were not identified or explained by the 2014 Integration Assessment. These challenges were identified as areas of special focus for partnership research. Adult education needs were examined between Integration Assessments; health needs were incorporated into 2018-2019 Integration Assessment. Key results of these studies are summarized throughout this report, but more detailed reports are also available.
 - » **2016 Bow Valley Adult Learner Needs Assessment (Bow Valley Immigration Partnership, Bow Valley Learning Council, Bow Valley College):** A joint project that sought to describe the learning needs of adults living in the Lake Louise to Kananaskis region. The study included in person survey questionnaires, focus groups, and key informant interviews. Survey results were disaggregated by three respondent groups: Canadian-born Indigenous (n=82), Canadian-born non-Indigenous (n=90), and foreign-born (n=182).
 - » **2018-2019 Integration Assessment - Health Module:** A researcher with expertise in health care provision and public health was hired to lead 2018-2019 Integration Assessment data collection and analysis in areas related to health outcomes. This included a case study on the health of immigrant hospitality workers, design and analysis of 2019 Inclusion Survey health questions, analysis of custom cross-tabulated data from the Canadian Community Health Survey, as well as surveys of health care providers and practitioners in the Bow Valley (n=16). Data sources for this module are listed in the sections below.
- **Administrative Data:** De-identified and summary data was provided by:
 - » Canadian Rockies Public Schools
 - » Bow Valley College/Immigrant Language and Vocational Assessment – Referral Centre (ILVARC)
 - » Settlement Services in the Bow Valley (reported in the Banff Community Social Assessment)
 - » Canmore RCMP detachment
- **Existing data sets:**
 - » **Statistics Canada**
 - o **2016 Census of Canada** – Several census products were accessed via the Community Data Portal. Sources are referenced in the Results and Strategic Priorities section.
 - o **Canadian Community Health Survey (Health Module)** – Custom cross-tabulation including pooled 2009-2014 data for Census Division 4815.
 - o **Labour Force Survey** – Unemployment and employment rates accessed via the Alberta Regional Dashboard.
 - » **Employment and Social Development Canada** – Number of temporary foreign worker (TFW) positions on positive Labour Market Impact Assessments (LMIAs) by urban area and province/territory between 2011 and 2018 and Q1-Q2 2019.
 - » **Canadian Rockies Public Schools/ The Learning Bar Inc.** – Selected summary results of the 2016 and 2017 OurSCHOOL secondary student survey.
 - » **Workers Compensation Board of Alberta (Health Module):** 1) De-identified WCB Alberta claims data for January 1, 2016 -December 8, 2017 filings, and 2) Employer record data for 2012-2016 lost time claim and disabling injury rate claims for businesses classified as 'Hotels and Convention Centres' and 'Restaurant and Catering' in Banff, Canmore, and Kananaskis.

INTRODUCTION

RESEARCH METHODS

- **Interviews & focus groups:**

- » **Key informants:** 12 key informant interviews (4 front-line workers, 8 employers and service providers) were interviewed for the case study on workplace health.
- » **Stakeholder meetings:** Sector experts were consulted throughout the design and implementation of the study through partnership and stakeholder meetings, through attendance and presentations at non-BVIP meetings, and through informal consultation as needed. Finally, approximately 40 stakeholders reviewed initial findings of the 2019 Inclusion Survey, providing context for survey results and informing the draft 2019-2023 Integration Strategy at four thematic stakeholder meetings and via an online collaboration platform.
- » **Focus groups:** In person and 'e-focus groups' were convened to explore initial Integration Assessment findings and gather feedback on the draft 2019-2023 Integration Strategy. Bilingual facilitators gathered responses through in person meetings and electronic correspondence (instant messenger services and email) in English (n=4), French (n=4), Spanish (n=8), and Japanese (n=12)

This report also reflects findings from the focus group held as part of the 2016 Adult Learner Needs Assessment (n=24) and immigrant specific 2018 Banff Community Social Assessment conversation groups (n=90).

- **Local Document Review, including:**

- » **Banff Community Social Assessment (Town of Banff, 2018):** Designed with input from the Bow Valley Immigration Partnership and with the 2019 Integration Assessment in mind. Includes quantitative and qualitative reporting on quality of life, services, and community priorities in Banff. 90 immigrants including BVIP Immigrant Advisory Group members participated in 'Community Conversations' (self-administered focus groups), providing rich qualitative responses that have been drawn on for this report.
- » **Canmore Community Monitoring Report (Biosphere Institute of the Bow Valley, 2016):** Includes quantitative and quality of life, services, and community needs in Canmore, including measures of immigration trends.
- » **Bow Valley Homelessness Estimation Count Spring 2018 (Homeless to Housing Coalition, 2018):** The first report in what will be a series of monitoring reports tracking homelessness rates in the Bow Valley.
- » **Labour Market Reviews – Spring & Fall 2018 (Job Resource Centre):** A twice annual report on employment, housing, and development trends in the Bow Valley.
- » **Annual Education Results Report 2017-2018 Three Year Education Plan 2018-2021 (Canadian Rockies Public Schools):** Includes information on completion rates as well as insights that complement and expand on OurSCHOOL Survey findings.
- » **Bow Valley Non-Profit Survey results (Town of Banff, 2015):** A 2015 survey of 88 non-profit organizations designed to create a "'snapshot in time' of the overall health of our non-profits and community groups in terms of current human, financial and operational resources." The survey included questions on foreign-born staff and volunteer representation.

- **Service Provider Surveys**

- » Although the focus of this research was on population outcomes, health care provider and practitioner surveys (n=16) were administered as part of the assessment's health module, which represented a first step towards performance measurement in other sectors. See Next Steps for more information about performance measurement.

INTRODUCTION

RESEARCH METHODS

A Word of Caution (Limitations)

This is not an academic report.

The information in this report was gathered to help Bow Valley Immigration Partnership members make informed decisions about where to focus energy and resources over the next four years, to guide implementation of work on the priorities selected, and to track the effectiveness of that work.

There is no global consensus on how to measure concepts like integration, inclusion, and “welcome-ability” (Ravanera et al, 2013). Here in the Bow Valley, the question of what and how to measure is even more challenging because we have limited access to existing data sets.

Although every effort was made to choose quality indicators and data sources and to treat data with care, this report includes many unscientific inferences and comparisons that should be read with caution. Some specific limitations and methodological concerns are identified in narrative sections of the report, but the full list of limitations is likely too long to list.

Trend arrows throughout the report offer a quick reference guide to changes in our community by comparing, for example, results of our 2019 Inclusion Survey and 2014 Foreign-born Resident Survey. This is an important area to read with caution. Wording and reference periods for most survey questions changed in 2019. These changes are the result of improved knowledge of how to measure and track integration over time, but they pose comparability challenges that should be considered. For more information on which sources are being compared, please refer to the footnotes for each scorecard.

² Ravanera, Zenaida R.; Esses, Victoria; and Fernando, Rajulton (2013) “Integration and “Welcome-ability” Indexes: Measures of Community Capacity to Integrate Immigrants,” *Population Change and Lifecourse Strategic Knowledge Cluster Discussion Paper Series/ Un Réseau stratégique de connaissances Changements de population et parcours de vie Document de travail*: Vol. 1 : Iss. 1 , Article 6. Available at: <https://ir.lib.uwo.ca/pclc/vol1/iss1/6>

TERMS USED IN THIS REPORT

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.

In this study, integration is considered in terms of well-being, opportunity, and participation.

Welcoming Community

A place where there is “...a strong desire to receive newcomers and to create an environment in which they will feel at home” (Intercultural Association of Greater Victoria, 2007, 65). To be a welcoming community, a location must also have the capacity to meet immigrant and newcomer needs and promote inclusion.

Immigrant

A person who was not born in Canada but who lives in Canada now. When used by BVIP, this includes foreign workers, students, asylum seekers, Permanent Residents of Canada (including refugees), and Canadian citizens who were not born in Canada. Definitions will vary for some of the results reported here. For example, Statistics Canada typically categorizes immigration status by immigrant, non-immigrant, and non-permanent resident.

Newcomer

A person who is new to the Bow Valley, including those arriving from other parts of Canada.

Local

A person who lives in the communities of the Bow Valley, regardless of place of origin, immigration status, length of time in the Bow Valley, or any other characteristic. Learn more at www.meetthelocals.ca.

[#MeetTheLocals](https://twitter.com/MeetTheLocals)

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants are full and equal participants in the labour market.	Employment	Employment rate	73.4%	-	74.2%	↘1	N/A	2016 Census of Canada (Bow Valley, Custom Geography)
	Unemployment	Unemployment rate	4.6%	-	5.3%	↗1	N/A	
Immigrants have equitable access to suitable and fulfilling job opportunities.	Underemployment & Misemployment	Proportion of respondents who have completed post-secondary education	85%	81%	84%	↗2	Workforce Development	2016 Bow Valley Adult Learner Needs Assessment. ¹
		Proportion of respondents who report using education/training in current job	45%	43%	44%	N/A		2016 Bow Valley Adult Learner Needs Assessment. ¹
		Proportion of respondents whose pre-move job required no formal education.	10%	18%	12%	N/A		2016 Bow Valley Adult Learner Needs Assessment. ¹
		Proportion of respondents whose current job requires no formal education.	44%	10%	32%	N/A		Based on National Occupation Classification (NOC) system.
		Proportion of employed respondents working fewer than 35 hours per week	24%	18%	21%	N/A		2019 Inclusion Survey.
	Overemployment	Proportion of employed respondents with multiple jobs (moonlighting)	30%	29%	29%	N/A	Workforce Development	2019 Inclusion Survey.
		Proportion of employed respondents working more than 44 hours per week	48%	59%	53%	N/A		2019 Inclusion Survey.
	Satisfaction	Proportion of employed respondents interested in changing jobs	71%	58%	61%	↗3	Workforce Development	2016 Bow Valley Adult Learner Needs Assessment. ¹
	Compensation	Proportion of wage earners who earned less than \$30,000 in 2015	33%	33%	34%	N/A	N/A	2016 Census - Statistics Canada (Community Data Program)
		Proportion of full-time employed respondents with no non-wage employment benefits	19%	13%	17%	N/A	Workforce Development	2019 Inclusion Survey.
Average number of non-wage benefits for respondents with full-time employment		3.5	5.6	4.4	N/A	2019 Inclusion Survey.		

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrant workers are safe.	Injury rates	Workplace injury rate	--	--	See narrative	N/A	Workforce Development	WCB 2012-2016 Disabling Injury Rates: Hotels & Convention Centres. ²
Immigrants are treated fairly and equitably in the workplace.	Exploitation	Proportion of respondents who experienced one or more employment standards violations in previous 12 months	54%	64%	58%	N/A	Workforce Development	2019 Inclusion Survey.
	Discrimination	Proportion of respondents who experienced discrimination at work or while applying for work in the previous 12 months	15%	9%	13%	↘ ⁴	Workforce Development, Welcoming Attitudes & Behaviours	2019 Inclusion Survey.

Trend based on comparison with: (1) 2006 Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2> (2) 2014 Settlement Services in the Bow Valley Clients data. (3) 2014 Foreign-born Resident Survey: Proportion of respondents satisfied with current job. (4) 2014 Foreign-born Resident Survey: Proportion of respondents who experienced discrimination at work or while applying for work in previous 5 year period.

¹ The 2016 Bow Valley Adult Learning Needs Assessment reported results for three groups: immigrant adults, non-Indigenous Canadian-born adults, and Indigenous adults. Indigenous participants in this study were recruited from communities outside of the BVIP mandate and as such the 'non-Immigrant' results reported here include only non-Indigenous respondents. For full results of this study, please visit www.bvipartnership.com

² See Narrative for description of data source and results.

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

EMPLOYMENT & UNEMPLOYMENT

- **The Bow Valley unemployment rate remains below national and provincial rates despite regional increases in recent years.**
- **There is no evidence of significant differences in the employment or unemployment rates of immigrants and non-immigrants in the Bow Valley.**

Unemployment in the Banff Jasper Rocky Mountain House economic region increased in the 2011-2016 period (Biosphere Institute, 2017) and has not yet fully recovered (Alberta Regional Dashboard, 2019). However, the Bow Valley has been insulated from declines in other parts of the region as tourism visitation remained high (Rocky Mountain Outlook, 2018). Job postings at the Banff and Canmore Job Resource Centre between August 2018 and January 2019 increased by 9% compared to the previous year (Job Resource Centre, 2019). In January 2019, the Banff-Jasper-Rocky Mountain House region's unemployment rate was 4.8%, compared to 6.8% provincially.

// Not easy to find jobs in your own field. As the experience from your country of origin does not count here. Due to this you take up a job that is not related to your field and end up working there as you need to pay the bills.

//

//

Work is always here in the Bow Valley.

//

MISEMPLOYMENT

- **Immigrants are more likely to be employed in jobs requiring no formal education than non-immigrants, despite high levels of education and previous experience in work requiring formal education or training.**

Participants in the 2016 Bow Valley Adult Learning Needs Assessment survey who were not born in the Bow Valley were asked to name the job they held prior to moving to the region or to Canada, as well as the job they held at the time of the survey. These positions were matched with National Occupation Classification (NOC) system classifications to compare the education and skill level required for pre-move and post-move jobs. While respondent numbers were low, the difference in employment type pre-move and post-move for foreign-born respondents was notable, with many respondents having left higher skill jobs in their country of origin for labour positions in the Bow Valley. Settlement Services in the Bow Valley reports that the Temporary Foreign Worker Program, which offers work permits for difficult to fill, low skill positions, has been the most common pathway to permanent residency in the Bow Valley in recent years. Anecdotally, the program draws participants with a variety of skill levels for whom a work permit for a low skilled job can be the first step to permanent residence in Canada.

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

Table 4: National Occupation Classification (NOC) Skill Levels (2016 Bow Valley Adult Learner Needs Assessment)

1. Skill Type 0 (zero): Management jobs (e.g., restaurant managers, accommodation services managers)
2. Skill Level A: Professional jobs (engineers, teachers, accountants) – usually require a degree from a university.
3. Skill Level B: Technical jobs and skilled trades (e.g., chefs, cooks, plumbers, electricians) – usually require a college diploma or to train as an apprentice.
4. Skill Level C: Intermediate jobs (e.g., food and beverage servers, truck drivers, butchers) – usually need high school and/or job-specific training.
5. Skill Level D: Labour jobs (e.g., cleaning staff, oil field workers, fruit pickers) – on-the-job training is usually provided.

Table 5: Occupation by Skill Level Pre and Post Move to the Bow Valley (2016 Bow Valley Adult Learner Needs Assessment)

Adult Learner Group	Skill Level Prior to Move	Current Skill Level
Foreign-Born (n=113)	<ul style="list-style-type: none"> • Level C (31.9%) • Level B (31.0%) 	<ul style="list-style-type: none"> • Level D (43.9%) • Level C (33.8%)
Canadian-Born ³ (n=82)	<ul style="list-style-type: none"> • Level C (35.4%) • Level B (30.5%) 	<ul style="list-style-type: none"> • Level C (37.4%) • Level B (31.9%)

Also noteworthy is the high level of education of foreign-born respondents who participated in the 2016 Bow Valley Adult Learning Needs Assessment. Immigrants were more likely to have completed undergraduate or graduate studies than non-immigrants. Interestingly, in the same survey, immigrants were slightly more likely than non-Indigenous Canadian-born residents to report that they were using their training and education in their current job.

Table 6: Adult Learner Demographics - Level of Education (2016 Bow Valley Adult Learner Needs Assessment)

	Foreign-born (n=179)		Non-Indigenous Canadian-born (n=88)	
	# of Responses	% Total Respondents	# of Responses	% Total Respondents
Undergraduate degree	87	48.6	31	35.2
College/vocational training	42	23.5	31	35.2
High school/GED ¹	25	14.0	17	19.3
Graduate degree	22	12.3	4	4.5
Trades certificate or ticket	2	1.1	5	5.7
Elementary school	1	0.6	0	0
No formal education	0	0	0	0
Total	179	100*	88	100*

*Does not total 100% due to rounding error.

³ In this table, 'Canadian-born respondents' includes both Indigenous and non-Indigenous respondents.

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT



The shoulder season is a very difficult time for many! A lot of us are only just making enough for rent!



UNDEREMPLOYMENT

- **Tourism and hospitality workers are vulnerable to seasonal fluctuations in hours of work.**
- **Immigrants are more likely than non-immigrants to average fewer than 35 hours of work a week.**

20% of immigrant respondents and 15% of non-immigrant 2019 Inclusion Survey respondents reported working fewer than 35 hours in a typical week. This difference in incidence of part time or part year work is also reflected in 2016 census data (Table 7). 20% of part-time workers who responded to our survey held two or more part-time jobs (the ratio was the same for immigrants and non-immigrants). The survey did not ask respondents if they were satisfied with their hours of work. However, given the overwhelming number of comments about cost of living, affordability challenges, wages, and the need to hold multiple jobs to make a living, it is likely that at least some workers are involuntarily limited to part-time hours. Eight 2019 Inclusion Survey respondents commented specifically on the difficulty of securing adequate or stable work hours during the tourism low season, a sentiment that was repeated in multilingual focus groups.

Table 7: Full and Part-time Work, Age 15+

	Total population	All immigrants	Recent immigrants
Full year, full time	37.5%	31.2%	31.9%
Part year and/or part time	44.9%	48.6%	58.7%

Source: Statistics Canada. 2016. Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: <https://www.calgarylip.ca/dashboard-2>

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

OVEREMPLOYMENT

- **One third of all locals have two or more jobs and more than half work more than 44 hours a week**

Although immigrants and non-immigrants are moonlighting at about the same rate, non-immigrants appear to be working more hours per week than immigrants. It is difficult to draw conclusions about this, but one theory is that non-immigrants are more likely to be employed in management or salaried jobs where weekly hours of work may be more predictable and, on average, greater. Support for this theory is offered by differences in the number of individuals in both groups who are working part-time or who do not receive medical and other non-wage benefits from their work. On the other hand, the 2016 Census reveals that 16% of immigrants (excludes non-permanent residents) are employed in management in the Bow Valley, compared to 14% of the total population.

//

[I]t is impossible to live here without two jobs.

//

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

SATISFACTION

- **Immigrants are less likely than non-immigrants to be satisfied in their current job.**

Data for this indicator was drawn from the 2016 Bow Valley Adult Learner Needs Assessment, which asked participants if they would like to work in a different job. “The majority of foreign-born respondents (70.8%), who were employed, said that they would. On the other hand, the majority of Canadian-born learners (57.9%) indicated that they did not want to change jobs” (Glacken, 2016, 29). Since the question was asked in this study in order to understand education and training needs, participants’ were not asked why they’d like to change jobs. However 2019 Inclusion Survey respondents mentioned challenges related to wages, job stability, foreign credential recognition, and opportunities for career development.

In stakeholder meetings, service providers drew attention to the fact that Canadian-born newcomers to the Bow Valley may be less constrained by their choices in where to live and work in Canada, and therefore more likely to have knowingly chosen to move to the Bow Valley for the lifestyle benefits offered. Settlement Services in the Bow Valley reports that some immigrants seek work in Canada due to economic need and are given job placements in the Bow Valley by placement agencies that do not offer a choice of destination within Canada. Initially, closed work permits limit these workers from seeking different job opportunities. By the time they receive permanent residency, many foreign-trained professionals who arrived via the Temporary Foreign Worker Program have formed attachments to the community, but without Canadian experience in their field, continue to face employment mobility challenges.

//

I believe that there are many people in the Bow Valley that are underemployed and underpaid, but accept work outside of their professional training or that do not provide personal and professional growth opportunities or employment stability, in order to live here. It is a conscientious trade-off with a wide range of motivations, depending on their reason for moving to the Bow Valley.

//

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

COMPENSATION

- **The wage gap between immigrant and non-immigrant earners in the Bow Valley is small compared to the Canadian average.**
- **Recent immigrants made the largest income gains of all immigration categories since 2005.**
- **Inclusion Survey respondents cited low wages as a source of stress**
- **Immigrants average fewer non-wage benefits than non-immigrants**

Taken together, wages, housing costs, cost of living, and affordability were the most frequently referenced challenges in the 2019 Inclusion Survey. It is outside the scope of this report to attempt to untangle the interplay of wages, cost of living, and housing, but affordability challenges are well documented in the 2016 Canmore Community Monitoring Report and 2018 Banff Community Social Assessment. Of relevance to this report is whether or not we see clear differences in the compensation rates of immigrants and non-immigrants.

Table 8 lists median income for the total population, immigrants, and recent immigrants in 2005 and 2015 (census years 2006 and 2016, respectively). The graph illustrates the 2015 income distribution for all three groups. Notably, in 2005 the median income of recent immigrants was 33% lower than the median income of the total population; in 2015, that gap had shrunk to 15%. While, on the other hand, the gap between all immigrants and the total population increased slightly, the immigrant income gap in the Bow Valley remains smaller than the Canadian average. In Canada, the median income of recent immigrants is 67% of that of the total population (versus 85% in the Bow Valley) and the median income of all immigrants is 87% of the median for the total population (versus 96% in the Bow Valley).

However, as reported in the Employment scorecard above, foreign-born 2019 Inclusion Survey respondents with full-time employment were more likely to report that their job offered no non-wage benefits, and they averaged fewer total benefits than non-immigrants.

“ It took me two years in the Bow Valley to get a well paid, stable job. ”

Total Income Distribution of Individuals (Before Tax), Age 15+

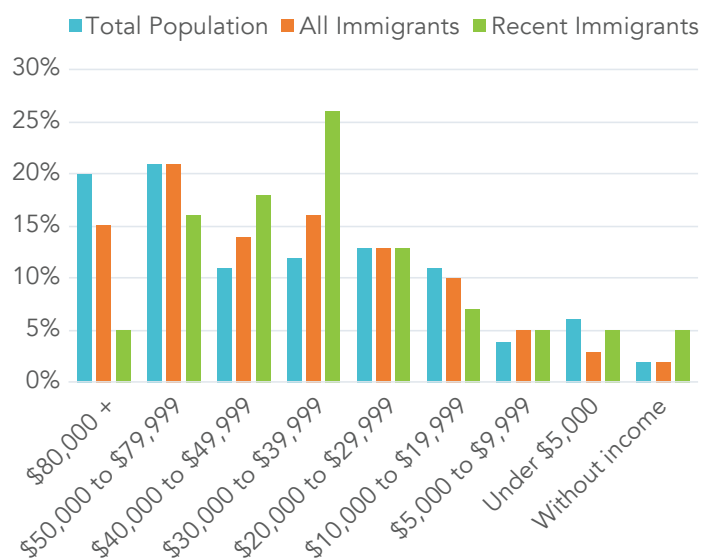


Table 8: Total Median Income of Individuals (Before Tax), Age 15+ (2015 constant dollars)*

	2005	2015	% change
Total population	\$34,358	\$42,830	24.7%
All immigrants	\$34,318	\$40,946	19.3%
Recent immigrants	\$23,031	\$36,422	58.1%

* Adjusted using annual, Canada-level Consumer Price Index.

Source: Statistics Canada. 2016. Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard. Available at: calgarylip.ca/dashboard-2

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

WORKPLACE HEALTH AND SAFETY

- **Workers report experiences of stress and mental health challenges. For newcomers to the community, isolation and family separation pose additional challenges.**
- **Workplace injury rates require further exploration.**

According to the Census of Canada, 33% of the total population, 39% of all immigrants, and 52% of recent immigrants in the Bow Valley were employed in sales and service occupations in 2016 (Statistics Canada, available at <https://www.calgarylip.ca/dashboard-2>). In our 2019 Inclusion Survey, 53% of foreign-born respondents and 32% of Canadian-born respondents reported employment in the hospitality industry. Accordingly, the case study on workplace health prepared by Dr. Vamini Selvanandan for BVIP focused on hospitality occupations. The case study included in-depth interviews, document review, and analysis of Workers Compensation Board of Alberta data for 2012-2017. The study described physical health problems experienced by workers including strains, sprains, cuts, and contusions. Housekeepers, cooks, and servers were the occupations most commonly reporting work injuries. The rate of Disabling Injury (illness or injury resulting in time off work or modification of duties) for the period of analysis was 48% higher in the Bow Valley than the average for similar employers in Alberta. While this difference was statistically significant (p-value = <0.0001), the reasons for the difference are not yet understood, so these results should be interpreted with caution until they can be further explored as part of the 2019-2023 Bow Valley Integration Strategy.

Case study and BVIP Population Survey participants also reported mental health and social challenges including stress, anxiety, bullying, and discrimination. For newcomers to the community, social isolation and the stress of family separation were additional factors.

//

Whether they are nurses, teachers or accountants, they are doing these [frontline] jobs for the first time... Most have not done these jobs in the past... The jobs that are available are very physical. Light duty housekeeping, dishwashing, food and beverage attendant - physically demanding jobs where you are on your feet. //

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

EMPLOYMENT STANDARDS

- More than half of all Inclusion Survey respondents reported at least one experience that violated employment standards in the preceding 12 months.
- Non-immigrants were more likely than immigrants to report having experienced an employment standards violation.

Employment standards questions in the Inclusion Survey were inspired by a telephone survey designed to assess prevalence of employment standards violations, evasion, and erosion in Ontario “without requiring that respondents have any pre-existing legal knowledge” (Noack, A. M., Vosko, L. F. & Grundy, J., 2015, 1). While a survey of the scale and quality of the Ontario project were not feasible, the Inclusion Survey questions were likewise designed to measure respondents’ experiences in the workplace without requiring knowledge of Alberta labour law. This section of the survey included eight questions chosen for their relationship to different categories of employment standards rules (minimum wage, hours of work and rest, payment of earnings, and overtime) and simplicity of interpretation. (That is, questions about rules that involve many exemptions were avoided).

Canadian-born participants in the Inclusion Survey were more likely than foreign-born respondents to report having experienced an employment standards violation in the previous 12 months, but more than half of both groups reported at least one infraction.



Managers are under very stressful situations. It doesn't justify their behaviour when they treat employees bad, but sometimes they do.



Table 9: Most Common Employment Standards Violations Reported (Inclusion Survey 2019)

Foreign-Born Respondents (n=350)	Canadian-Born Respondents (n=246)
Worked more than 6 days in a row at the same job (35%)	Worked more than 6 days in a row at the same job (35%)
Worked in job for which breaks were not regularly scheduled for shifts over 5 hours (20%)	Worked more than 12 hours in a day at the same job (37%)
Worked more than 44 hours in a week for the same job without an overtime or averaging agreement (18%)	Worked in job for which breaks were not regularly scheduled for shifts over 5 hours (27%)

RESULTS & STRATEGIC PRIORITIES

EMPLOYMENT

DISCRIMINATION

- **The workplace is the most common place where discrimination is experienced in the Bow Valley. (This includes interactions with clients and customers as well as colleagues and managers.)**
- **Immigrants more likely than non-immigrants to have experienced workplace discrimination in the past year.**

26% of immigrants and 22% of non-immigrants reported that they experienced discrimination in the Bow Valley in the 12 months preceding the 2019 Inclusion Survey. For both groups, the most common response to “where did the discrimination that you experienced occur?” was “at work or while applying for a job or promotion” (58% of foreign-born and 42% by Canadian-born responses). In total, 15% of foreign-born respondents and 9% of Canadian-born respondents said they had experienced discrimination in the workplace. In comments, some respondents noted that the perpetrators of the discrimination they experienced were not employers or colleagues, but rather customers. However, other survey commenters and case study participants shared feelings of having been discriminated against by colleagues or management.

//

I have only received discrimination from guests while I was working and I always had my employers' support. //

//

In my experience, they are telling us, we are not belong here, we are taking their jobs from them. //

RESULTS & STRATEGIC PRIORITIES

EDUCATION

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants possess official language skills to support participation in the economic, social, civic, and political life of the Bow Valley. A24:A33	English language fluency	Proportion of Bow Valley College and Bow Valley Learning Council students assessed with at least one CLB score of 4 or lower in previous 12 months	47%	-	-	N/A	Community Readiness	Immigrant Language and Vocational Assessment (ILVARC) administrative data 2018-2019.
	Language as a barrier to economic integration	Proportion of respondents who cited language as a barrier to changing jobs.	24%	4%	18%	N/A	Community Readiness, Workforce Development	2016 Bow Valley Adult Learner Needs Assessment. ²
	Language as a barrier to social integration	Proportion of respondents with no close friends in the Bow Valley	3% (ELL) ¹	5% (Non-ELL) ¹	4%	N/A	N/A	2019 Inclusion Survey.
		Proportion of respondents with more than a few close friends in the Bow Valley	46% (ELL) ¹	58% (Non-ELL) ¹	53%	N/A	N/A	2019 Inclusion Survey.
Immigrant adults have adequate and equitable access to education opportunities.	Access to adult education	Proportion of adult learners who report existence of barriers to accessing adult education opportunities in the Bow Valley	69%	74%	68%	N/A	Community Readiness	2016 Bow Valley Adult Learner Needs Assessment. ²
Immigrant children are prepared to start school.	Early childhood education	Proportion of kindergarten students receiving one or more 'not ready' evaluations.	N/A	N/A	N/A	N/A	Community Readiness	Kindergarten report cards (Data not available).
Immigrant secondary students successfully transition to post-secondary education and employment opportunities.	Academic engagement	Composite score: institutional engagement measures	72%	73%	-	↘ ¹	Community Readiness	2017/2018 OurSCHOOL Secondary School Survey, Canadian Rockies Public Schools. ³
		Composite score: intellectual engagement measures	50%	52%	-	↘ ¹	Community Readiness	2017/2018 OurSCHOOL Secondary School Survey, Canadian Rockies Public Schools. ³
	Social engagement	Composite score: social engagement measures	49%	52%	-	↔ ¹	Community Readiness	2017/2018 OurSCHOOL Secondary School Survey, Canadian Rockies Public Schools. ³
	Secondary school completion	4 year high school completion rate	See narrative	-	71%	N/A	Community Readiness	Canadian Rockies Public Schools, Annual Education Results Report 2017-2018.

Trend based on comparison with: (1) 2016 OurSCHOOL Secondary School Survey.

¹ Compares respondents for whom English is a first language vs. respondents whose first language(s) is/are not English

² The 2016 Bow Valley Adult Learning Needs Assessment reported results for three groups: immigrant adults, non-Indigenous Canadian-born adults, and Indigenous adults. Indigenous participants in this study were recruited from communities outside of the BVIP mandate and as such the 'non-immigrant' results reported here include only non-Indigenous respondents. For full results of this study, please visit www.bvipartnership.com

³ Immigrant results reported here exclude recent immigrants (students who arrived in Canada within last 5 years).

RESULTS & STRATEGIC PRIORITIES

EDUCATION

ENGLISH LANGUAGE FLUENCY & LANGUAGE AS A BARRIER TO INTEGRATION (ADULTS)

- **Language remains a barrier to integration for many adults, particularly with regard to employment outcomes and job mobility**

About two thirds of students who completed Language Instruction for Newcomers to Canada (LINC) placement tests at Bow Valley College in 2018-2019 exceeded the language requirement to receive Canadian citizenship by receiving scores of 5 or higher in the listening and speaking sections of the test. About half of assessed students received at least one score within the beginner range (CLB 4 or lower) in listening, speaking, reading, or writing. On its own, this information is not an indicator of fluency in the general population, but when tracked over time can offer a clue about changing needs. To date, just three calendar years of CLB placement data are available for the region (see Table 10). In time, this data may begin to reveal a trend.

Table 10: Proportion of Bow Valley College Students Assessed at Banff Campus Who Received at Least One Score of CLB 4 or Lower (By Calendar Year)

	2016	2017	2018
Proportion of learners who received at least one CLB score of 4 or lower	39%	44%	51%
Proportion of learners who received a CLB score of 4 or lower in listening or speaking	18%	25%	21%

Source: Immigrant Services Canada, Immigrant Language and Vocational Assessment - Referral Centre (ILVARC)/ Bow Valley College

A second indicator of changing English fluency levels in the Bow Valley is enrollment in pre-benchmark (pre-beginner) English classes. Although the Bow Valley Learning Council has provided support to literacy and language learners of all levels for 30 years, a dedicated pre-benchmark class was not offered in the Bow Valley until 2016. Since then, the class has enrolled approximately 10 learners each year. In 2018-2019, the Bow Valley Learning Council introduced a companion

//

Even after 20 years living in the valley, some of my friends are not that comfortable spending time talking in English. Language barrier is lot higher than you think. //

3 week program to support learners who had graduated from the pre-benchmark class but who were not ready for a beginner LINC class. During this same period of time, Settlement Services in the Bow Valley has observed an increase in the number of refugee clients arriving as secondary migrants, including clients with very limited English language fluency.

24% of foreign-born participants in the 2016 Bow Valley Adult Learner Needs Assessment indicated that language barriers prevented them from changing jobs. Some 2019 Inclusion Survey participants also mentioned language as a barrier to job change or career advancement, commenting, for example, that workplace language and accent expectations can "...very stressful sometimes no matter how skilled and talented you are."

2019 Inclusion Survey respondents for whom English is a first language did not show a marked difference in social capital measures (number of close friends in the Bow Valley) than English language learners, but comments revealed that a language barrier to social integration exists for many. Foreign-born Inclusion Survey respondents alone specifically mentioned language as a barrier to integration 45 times. These comments varied: some English language learners emphasized the need for additional English classes while others emphasized the effect being a language learner has on a person's confidence to socialize or get involved in the community. Several respondents whose first language was not English mentioned a feeling of 'otherness' in the community and spoke about the difficulty of making friends with Canadian-born locals without specifically mentioning language. Of course, it may also be that those most at risk of social isolation were less likely learn about and complete the survey due to language, technological, or other barriers.

RESULTS & STRATEGIC PRIORITIES

EDUCATION

ACCESS TO ADULT EDUCATION

- Many immigrants and non-immigrants face barriers to accessing adult education opportunities, chiefly affordability and availability of free time

Participants in the 2016 Bow Valley Adult Learner Needs Assessment were asked if there was anything that might make it difficult for them to take a course in the Bow Valley and the majority (72%) said there was. This rate was highest for Indigenous respondents (77%), followed by Canadian-born non-Indigenous respondents (74%), and finally immigrant respondents (69%). In both surveys and focus groups, participants "...identified course cost, schedule and level of instruction (e.g., English language skills do not match level of instruction) They also mentioned a number of work-related barriers. Conflicting work and program schedules was identified as a significant barrier. As well, lack of employer support was mentioned. For example, some employers are unwilling to rearrange the work schedule or give time off to take a course." (Glacken, 2016, 32).

Table 11: Most Common Barriers to Accessing Adult Education (2016 Bow Valley Adult Learner Needs Assessment)

Adult Learner Group	Barriers to Access
Foreign-Born	<ul style="list-style-type: none"> • Cost of course (52.0%) • Location of course (46.3%) • Too busy to take course (40.7%)
Canadian-Born (non-Indigenous)	<ul style="list-style-type: none"> • Cost of course (52.0%) • When course is offered (43.8%) • Too busy to take course (43.8%)

The 2016 Bow Valley Adult Learning Needs Assessment reported results for three groups of learners: immigrant, non-Indigenous Canadian-born, and Indigenous. Indigenous participants in this study were recruited from communities outside of the BVIP mandate and as such the Canadian-born results reported here include only non-Indigenous respondents.

//
Lots of great opportunities. I don't seem to have the time and childcare to take advantage of all the things I would like to try! //

RESULTS & STRATEGIC PRIORITIES

EDUCATION

EARLY CHILDHOOD EDUCATION

- **No reliable data on preparedness to start school or other early childhood development indicators is available.**

Work to identify the best indicator and data source to measure foreign-born children's preparedness to start school is a continuing effort. Early Development Instrument (EDI) data is available, but the number of foreign-born children evaluated is too small to report on. This is an area of focus for the 2019-2023 Integration Strategy (Community Readiness). However, some 2019 Inclusion Survey commenters did mention availability of child care services as a barrier to integration.

//

I cannot work because there is no daycare for my child.

//

//

[A]s a nanny, I'm amazed by the amount of child-friendly activities and support systems in place such as Parent Link.

//

RESULTS & STRATEGIC PRIORITIES

EDUCATION

YOUTH EDUCATION

- **Secondary school outcomes for foreign-born students are on par or higher than Canadian-born students, but decline over time in Canada.**
- **Key informants report that youth arriving in the later years of high school are less likely to graduate or pursue post-secondary education than Canadian-born peers or those who arrive at an earlier age.**

The OurSchool Survey is a student survey developed by the Learning Bar Inc. and administered to students in the Canadian Rockies Public Schools division annually during class time from grades 7 to 12. The survey measures student social-emotional outcomes, academic outcomes, and drivers of both sets of outcomes. This assessment draws results from the survey's:

- **Institutional engagement** measures including 'homework behaviour', 'positive behaviour at school', attendance, and 'values school outcomes.'
- **Intellectual engagement** measures including interest, motivation, and effort.
- **Social engagement** measures including sports participation, club participation, sense of belonging, and positive relationships.

Results for each category of indicators are reported here as a single composite score. Results shown for foreign-born students include only students who had been in Canada for five years or longer before completing the survey to account for the effects of language and cultural barriers on results. (The survey is completed in English only during class time, which stakeholders agree presents challenges for English language learners and recent arrivals.) It is worth noting, however, that recent immigrants outperformed non-immigrants and non-recent immigrants in most of the OurSchool measures. It is unclear at this time whether the declines after five years are the result of changes in actual student outcomes or changes in the way students complete the survey.

//

I think this multicultural environment is good for child education. I am glad that my child can share different cultures.

//

High school completion rate data also offer more questions than answers. Data for the cohort of students entering grade 10 at one local high school in 2013/2014 shows a 100% rate of completion with diploma for students whose records are coded as foreign-born English language learners. In contrast, the reported 4 year completion rate for the same period at the district level is 71%. This result also does not align with key informant reports that some foreign-born students have been unable to complete high school before 'aging out' of the secondary school system. One possible explanation is changes over time in how the student records of foreign-born English language learners are coded. Work to understand these results is ongoing and will continue as part of the 2019-2023 Integration Strategy.

//

It is very difficult to get integrated in the Valley. After three years, my two teenagers still haven't made any good friends.

//

RESULTS & STRATEGIC PRIORITIES

HOUSING

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants have full and equitable access to suitable and affordable housing.	Homelessness	Homelessness estimation count	22% of respondents	78% of respondents	61	N/A	N/A	Bow Valley Homeless to Housing Coalition (H2HC) Spring 2018 Homelessness Estimation Count.
	Adequacy	Proportion of population living in housing in need of major repairs	4%	5%	5%	N/A	N/A	2016 Census - Statistics Canada (Community Data Program) Banff, Canmore, Bighorn Census Subdivisions.
	Suitability	Proportion of population living in overcrowded housing	15%	6%	9%	N/A	Not assigned	2016 Census - Statistics Canada (Community Data Program) Banff, Canmore, Bighorn Census Subdivisions.
	Affordability	Proportion of population spending more than 30% of income on shelter costs	21%	19%	20%	N/A	Workforce Development	2016 Census - Statistics Canada (Community Data Program) Banff, Canmore, Bighorn Census Subdivisions.
	Core Housing Need	Proportion of population living in housing that doesn't meet adequacy, suitability, or affordability criteria	35%	28%	31%	N/A	N/A	2016 Census - Statistics Canada (Community Data Program) Banff, Canmore, Bighorn Census Subdivisions.
	Discrimination	Proportion of adults who experienced discrimination while looking for housing or speaking to a landlord in previous 12 months	5%	1%	4%	↘ 1	Welcoming Attitudes & Behaviours	2019 Inclusion Survey

Trend based on comparison with: (1) 2014 Foreign-born Resident Survey: Proportion of respondents who experienced discrimination while looking for housing in previous 5 year period.

RESULTS & STRATEGIC PRIORITIES

HOUSING

HOMELESSNESS

- **Newly available data will make it possible to track this indicator over time**

2018 marked the first year of a new data collection process for the Bow Valley Homeless to Housing Coalition (H2HC). The Spring 2018 point in time homelessness estimation will be repeated annually and will provide results disaggregated by immigration status that can be tracked over time. It is difficult to say what the initial results mean for the Bow Valley Immigration Partnership, but we will continue to follow these results.

CORE HOUSING NEED

- **Immigrants and non-permanent residents are more likely to live in overcrowded housing than non-immigrants.**
- **Non-permanent residents are the group most likely to live in unaffordable housing.**

Core Housing Need is an indicator developed by Statistics Canada and the Canadian Mortgage and Housing Corporation (CMHC). Statistics Canada explains the indicator this way: “A household in core housing need is one whose dwelling is considered unsuitable, inadequate or unaffordable and whose income levels are such that they could not afford alternative suitable and adequate housing in their community” (‘Core housing need, 2016 census’). Inadequate housing refers to dwellings in need of major repairs. Unsuitable housing has fewer bedrooms per individual than deemed suitable according to the National Occupancy Standard (NOS). Unaffordable housing exceeds a shelter-to-income cost ratio of 30%.

As Table 12 illustrates, recent immigrants and non-permanent residents are the groups most likely to live in housing that does not meet national housing standards in the Bow Valley. Notably, the share of non-permanent residents living in unaffordable housing is more than twice the rate for the total population.

//

I think the difficulty to find a place to live. It's easier when you have lived here for over a year and a half, but when I first got here it was hard and expensive.

//

Table 12: Core Housing Need

	Total population	All immigrants	Recent immigrants	Non-permanent residents
Needs major repairs	5%	3%	2%	2%
Overcrowded	9%	15%	27%	34%
Unaffordable	20%	21%	21%	50%
Does not meet one or more standard	30%	35%	43%	66%

Source: Statistics Canada. 2016. *Census of Population. Custom tabulations for Calgary Local Immigration Partnership (CLIP) PNT LIPs Dashboard*. Available at: <https://www.calgarylip.ca/dashboard-2>

RESULTS & STRATEGIC PRIORITIES

HOUSING

DISCRIMINATION

- **Although its rare, immigrants are five times more likely than non-immigrants to have experienced housing related discrimination in the past year**

Immigrants were five times more likely to report having experienced discrimination while looking for housing or speaking to a landlord in the past year. While no specific strategies have been designed to address this, reduction of discrimination is a core focus of the 2019-2023 Integration Strategy.

SUMMARY

- **Housing needs were not identified as a priority for the 2019-2023 Integration Strategy, but may be revisited.**

Numerous 2019 Inclusion Survey comments referenced housing challenges including affordability, availability, and instability due to short term leases. These challenges have also been described in the 2018 Banff Community Social Assessment, the 2016 Canmore Community Monitoring Report, BVIP's 2014 Integration Assessment, the 2019 Bow Valley Regional Housing Study, media reports, and elsewhere.

Housing challenges in the Bow Valley are complex, difficult, and a current focus of municipalities and organizations with housing expertise. BVIP partners see their role in this work to explore and address challenges that affect immigrants disproportionately or differently than non-immigrants. Some of the data reported in this section was not available in an earlier draft of this report, but we now have evidence of difference between immigrant and non-immigrant populations with respect to housing related discrimination, crowding, and—in the case of non-permanent residents— affordability. The 2019-2023 Integration Strategy includes efforts to reduce discrimination, but no strategies to directly address crowding or affordability have been drafted at this time. The partnership will work to better understand the story behind this data and implement interventions as needed.

“
Housing is difficult.
”

RESULTS & STRATEGIC PRIORITIES

HEALTH

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrant adults are healthy.	Physical health status	Proportion of adults reporting very good or excellent health.	77%	71%	72%	N/A	N/A	Canadian Community Health Survey, 2009-20141
	Mental health status	Proportion of adults who say they are very satisfied with their lives	82%	96%	92%	N/A	Workforce Development, Community Readiness	Canadian Community Health Survey, 2009-20141
	Risk factors	Proportion of adults who report being quite a bit or extremely stressed	29%	17%	20%	N/A	Workforce Development	Canadian Community Health Survey, 2009-20141
		Normal BMI	63%	50%	54%	N/A	N/A	Canadian Community Health Survey, 2009-20141
		Fruit & veg ≥ 5/day	48%	56%	54%	N/A	N/A	Canadian Community Health Survey, 2009-20141
		Physically active	69%	73%	72%	N/A	Welcoming Attitudes & Behaviours	Canadian Community Health Survey, 2009-20141
		Not a current smoker	87%	75%	78%	N/A	N/A	Canadian Community Health Survey, 2009-20141
Immigrant children are healthy.	Physical & mental health status	Composite score: EDI Physical Health and Wellbeing dimensions	N/A	N/A	N/A	N/A	Community Readiness	Disaggregated data not available.
Immigrants have full and equitable access to health care.	Attachment to medical doctor	Proportion of adults who have a regular medical doctor	N/A	N/A	N/A	N/A	Community Readiness	Data not available for Bow Valley geography.
	Cost as a barrier	Proportion of adults who report cost as a barrier to accessing health care	2%	2%	2%	N/A	Workforce Development	2019 Inclusion Survey.
	Unmet needs	Proportion of respondents who report having an unmet health care need in previous 12 months	8%	10%	9%	N/A	N/A	2019 Inclusion Survey.
	Discrimination	Proportion of respondents who experienced discrimination at a health care provider in previous 12 months	3%	1%	2%	N/A	Welcoming Attitudes & Behaviours, Community Readiness	2019 Inclusion Survey.

¹Canadian Community Health Survey (CCHS) custom cross-tabulation. Pooled data for 2009-2014. Census division 4815.

RESULTS & STRATEGIC PRIORITIES

HEALTH

ADULT HEALTH & ACCESS TO HEALTH CARE

- **Mental health including stress are the most pressing health challenges for adult immigrants in the Bow Valley, who report lower life satisfaction than non-immigrant locals**
- **Satisfaction with health care is high, but some locals face affordability challenges related to health care costs that are not publicly funded**

In recognition of a knowledge gap on the health of immigrants in the Bow Valley, adult health outcomes were a focus of this Integration Assessment. The attached Health Module Report (See Appendix) presents the findings in detail. Key findings include:

- *Both immigrants and non-immigrants have relatively high levels of self-reported health with a trend for immigrants to self-report better health. Strategies to prevent attenuation of the healthy migrant effect [the tendency for immigrants to arrive in Canada in very good health that declines over time in Canada]... need to be developed in order to preserve health in newcomers.*
- *There is a trend for immigrants to be less likely to report high levels of life satisfaction and this result requires consideration in developing an integration strategy for the Bow Valley.*
- *In terms of lifestyle risk factors for non-communicable diseases (cardiovascular diseases, diabetes, cancers), there was a trend for immigrants to be more likely than non-immigrants to report life as being quite or extremely stressful and not consuming the recommended 5 or more servings of vegetable per day or being physically active. On the other hand, immigrants were also more likely to report normal BMI and not smoking.*

//

I believe there needs to be more services for the wide array of mental health and addiction challenges that exist in the Bow Valley. //

The Health Module also assessed performance measures related to quality of health care, overall health care in the Bow Valley meets standards of accessibility and acceptability, but the module includes recommendations on how to improve the appropriateness of services for foreign-born locals. These recommendations will be explored by a new BVIP Health Committee (See 2019-2023 Integration Strategy).

Six 2019 Inclusion Survey comments—some in urgent tones—reference the need for additional mental health support in the Bow Valley. A number of stakeholders are collaborating on strategies in this area, including the Bow Valley Primary Care Network, health sector representative on the BVIP Partnership Council. The partnership will continue to engage with this work and help to support engagement of foreign-born locals in addressing these complex challenges, including through our new Health Committee.

RESULTS & STRATEGIC PRIORITIES

HEALTH

CHILDREN'S HEALTH

- **No reliable data on immigrant children's health in the Bow Valley is available.**

Early Development Instrument (EDI) data on the physical health of young children in the Bow Valley is available, but the number of foreign-born children evaluated is too small to report on. This is an area of focus for the 2019-2023 Integration Strategy (Community Readiness).

RESULTS & STRATEGIC PRIORITIES

PUBLIC TRANSPORTATION

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants have equitable access to public transportation	Ridership	Proportion of individuals who use public transportation to commute to work.	3%	3%	3%	N/A	N/A	Target group profile of population by main mode of commuting to work, Census, 2016 (Community Data Program)
	Discrimination	Proportion of individuals who experienced discrimination while accessing public transportation in the previous 12 months	3%	1%	2%	N/A	Welcoming Attitudes & Behaviours	2019 Inclusion Survey

RIDERSHIP

- Available ridership data and survey comments indicate similar use of public transportation for immigrants and non-immigrants

DISCRIMINATION

- Although incidents are rare, immigrants were more likely than non-immigrants to report having experienced discrimination using public transportation.

//
New beginnings can be overwhelming. It was difficult at the beginning for us in Lake Louise without a car, but now with the Roam bus, its way easier to feel connected. //

SUMMARY

Our research did not reveal pressing integration gaps related specifically to public transportation. However, some survey respondents indicated that they experienced or witnessed discrimination while using public transportation. Reduction of discrimination is a core focus of the 2019-2023 Integration Strategy.

RESULTS & STRATEGIC PRIORITIES

SAFETY

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants are safe in our community.	Crime	Number of crimes of all types	-	-	2474	↘ 1	N/A	2017. Adapted from Statistics Canada, table 3510018301.1 (Alberta Regional Dashboard)
		Crime severity index	-	-	100.98 (See narrative)	↔ 2	N/A	2018. Adapted from Statistics Canada, table 35-10-0190-012
		Number of hate crimes reported	-	-	See narrative	N/A	Welcoming Attitudes & Behaviours	RCMP correspondence
Immigrants feel safe in our community.	Sense of safety	Proportion of individuals who say they feels quite safe or very safe in the Bow Valley.	96%	96%	96%	↔ 3	Workforce Development	2019 Inclusion Survey

Trend based on comparison with: (1) 2013-2016 Incident-based crime statistics, by detailed violations and police services, Alberta for: Banff, Canmore, Improvement District 9, Kananaskis (Statistics Canada - Alberta Regional Dashboard), (2) 2013-2017 Crime severity index and weighted clearance rates, police services in Alberta for: Lake Louise, Banff (municipal), and Canmore (rural and municipal) RCMP Detachments (Statistics Canada) (3) 2014 Foreign-born Resident Survey: comparable question

¹ Incident-based crime statistics, by detailed violations and police services, Alberta for: Banff, Canmore, Improvement District 9, Kananaskis (2013-2017)

² Crime severity index and weighted clearance rates, police services in Alberta for: Lake Louise, Banff (municipal), and Canmore (municipal) RCMP Detachments.

RESULTS & STRATEGIC PRIORITIES

SAFETY

SAFETY

- **Most locals consider the Bow Valley to be a safe place to live**

Almost everyone who completed the 2019 Inclusion Survey said they feel safe in the Bow Valley, though some comments mentioned late night partying, street lighting, location of bus stops, and domestic violence as areas of concern.

Although crime rates have fluctuated a little in recent years (Biosphere Institute, 2017), rates for the Bow Valley are low and decreased over 23% from 2013 to 2017 (Statistics Canada, Table 3510018301). The Crime Severity Index (CSI) is an indicator that weighs both severity and frequency of crime. Reported here is the average of the 2018 Crime Severity Index for Lake Louise, Banff, and Canmore. The Alberta Crime Severity Index for 2018 was 112. No official records on reported hate crimes or hate incidences were obtained, but personal correspondence from a staff member at the Canmore RCMP detachment confirmed that no hate crimes have been reported in the region in recent years.

//

It is all of our responsibility to make our community a safe and inclusive place to live.

//

RESULTS & STRATEGIC PRIORITIES

POLICING AND JUSTICE

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants trust and feel comfortable with the police and justice system.	Trust	Proportion of respondents who feel comfortable contacting the police.	94%	96%	95%	N/A	N/A	2019 Inclusion Survey
	Confidence							
	Comfort							
	Fear							
	Discrimination	Proportion of individuals who experienced discrimination in court or from police	1%	1%	1%	↔ 1	Welcoming Attitudes & Behaviours, Community Readiness	2019 Inclusion Survey

Trend based on comparison with: (1) 2014 Foreign-born Resident Survey: comparable questions.

POLICING AND JUSTICE

- **Most locals, including newcomers, feel comfortable with the police and justice system**

Nearly every 2019 Inclusion Survey respondent said they would feel comfortable contacting police if they needed help. This was used as a rough measure of sense of trust, confidence, and comfort with the police. Rates of reported discrimination in the police and justice system were also low. Nevertheless, police and justice organizations will be included in work to improve service provider cultural competence planned for in the 2019-2023 Integration Assessment.

RESULTS & STRATEGIC PRIORITIES

POLITICAL PARTICIPATION

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants are full and equal participants in the political life of the Bow Valley.	Participation	Proportion of respondents who voted in most recent municipal election	22%	68%	34%	↘ 1	Civic & Political Engagement	2019 Inclusion Survey. Excludes respondents who were not eligible to vote.
		Proportion of respondents who voted in most recent provincial election	19%	72%	52%	↘ 1	Civic & Political Engagement	2019 Inclusion Survey. Excludes respondents who were not eligible to vote.
		Proportion of respondents who voted in most recent federal election	24%	83%	61%	↘ 1	Civic & Political Engagement	2019 Inclusion Survey. Excludes respondents who were not eligible to vote.
		Proportion of respondents with political party or interest group involvement in previous past 12 months.	2%	8%	5%	↔ 1	Civic & Political Engagement	2019 Inclusion Survey. Excludes respondents who arrived in Canada within last 12 months.
	Representation	Proportion of foreign-born to Canadian born municipal elected officials.	See narrative.			N/A	Civic & Political Engagement	See narrative.

Trend based on comparison with: (1) 2014 Foreign-born Resident Survey; comparable questions.

RESULTS & STRATEGIC PRIORITIES

POLITICAL PARTICIPATION

PARTICIPATION

- Self-reported voting rates are much lower for eligible foreign-born voters than Canadian-born voters

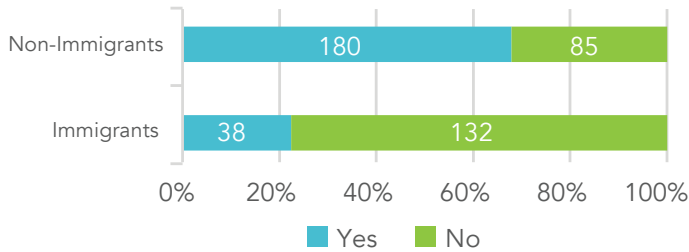
2019 Inclusion Survey respondents were asked in three separate questions if they voted in the most recent municipal, provincial, or federal election. Dates of each election were provided. Answer choices were 'yes', 'no', and 'no, because I was not yet living in Canada or not eligible to vote in Canada at the time.' The following tables summarize responses to these questions, excluding respondents who said they were not eligible to vote at the time of the election.



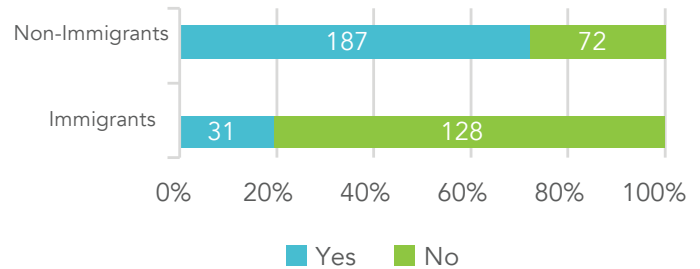
I think, for the case of us temporary foreigners, perhaps space hasn't been created in order for us to participate, overall I have the feeling that most of us don't really know if we have the right to do so since we are 'temporary workers.' And we don't know about the general situation of Canada in political terms.



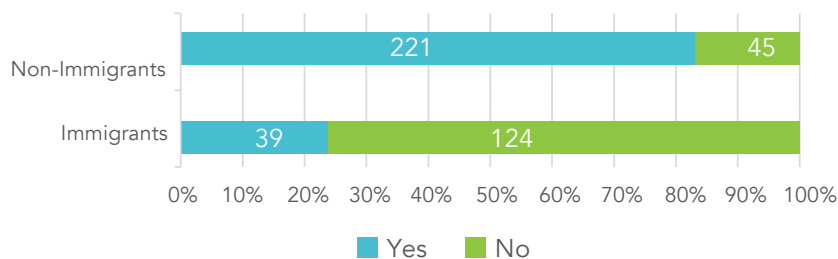
Municipal Voting Rates
(Excludes Ineligible Voters)



Provincial Voting Rates
(Excludes Ineligible Voters)



Federal Voting Rates
(Excludes Ineligible Voters)



RESULTS & STRATEGIC PRIORITIES

POLITICAL PARTICIPATION

There are likely several methodological challenges that should be considered here. For example, foreign-born respondents may have answered 'no' where 'no, because I was not eligible to vote' was the accurate response choice. In addition, the sample size in the charts above is lower than other reported survey results reported here because of non-response rates and the exclusion of those who said they were not eligible to vote. Finally, self-reported voting rates by Canadian-born residents are higher than historical voter turnout rates based on Canadian polling data. This could reflect an unusually high level of political engagement by our survey respondents, the social desirability effect that high self-reported voting rates are often attributed to elsewhere (Jedwab, 2006), or some combination of the two.

One of the barriers foreign-born survey respondents described was uncertainty about rights in Canada. This may help explain why foreign-born respondents were also less likely than Canadian-born respondents to report participation in political parties or interest groups, which non-citizens can legally participate in. Since many Permanent Residents now living in the Bow Valley first arrived in Canada with temporary work permits, this uncertainty about political rights is not surprising, but the effect is that a large proportion of the Bow Valley population is not engaged in the political life of our community. Some respondents also mentioned that the timing of municipal meetings and hearings made it difficult to attend.

RESULTS & STRATEGIC PRIORITIES

POLITICAL PARTICIPATION

REPRESENTATION

No formal analysis of the demographic makeup of municipal leadership was performed, but it has been observed anecdotally that the immigrant to non-immigrant ratio on municipal town councils does not reflect the demographic makeup of the Bow Valley community. This is also true for representation in board leadership positions, which is reported on in the next section.

//
Encourage more immigrants to run for town councils. Hire more immigrants for positions in a local government.
//

RESULTS & STRATEGIC PRIORITIES

COMMUNITY ENGAGEMENT

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants are full and equal participants in community organizations, events, and activities.	Community involvement	Proportion of respondents who participated in a club, team, religious organization, or other group or club in previous 12 months.	53%	55%	54%	N/A	N/A	2019 Inclusion Survey
		Proportion of respondents who attend community events at least once a year	86%	91%	88%	N/A	N/A	2019 Inclusion Survey
	Representation	See narrative						
	Volunteerism	Volunteerism rate (formal)	41%	56%	47%	↘ 1	Civic & Political Engagement	2019 Inclusion Survey
		Informal helping rate	72%	83%	76%	N/A	N/A	2019 Inclusion Survey

Trend based on comparison with: 2014 Foreign-born Resident Survey (comparable question, but note that 2014 Foreign-born resident survey did not ask about formal vs. informal volunteering)

RESULTS & STRATEGIC PRIORITIES

COMMUNITY ENGAGEMENT

COMMUNITY INVOLVEMENT

- Immigrant and non-immigrant locals are involved in clubs, teams, and community groups and attend community events at about the same rates.
- Locals value the many opportunities to get involved in the Bow Valley, but face barriers including availability of free time and language skills

The 2014 Foreign-born Resident Survey asked about club and group membership in a way that makes comparison to the 2019 Inclusion Survey nearly impossible. However, it is possible to compare participation in ethnocultural associations, which rose slightly from 10% to 12%. Overall, immigrants and non-immigrants indicated similar participation rates, with some differences in the types of group involvement. Table 13 illustrates these differences by proportion of survey respondents who indicated involvement in each group.

Table 13: Proportion of 2019 Inclusion Survey Respondents Who Participate in Clubs, Teams, or Community Groups

Immigrant		Non-Immigrant	
Sports	18%	Sports	25%
Ethnocultural	12%	Cultural	18%
Cultural	10%	School	15%
Young Adult	10%	Other	8%
School	9%	Young Adult	8%
Religious	8%	Service	7%
Service	4%	Religious	5%
Other	4%	Senior	5%
Youth	2%	Youth	5%
Senior	1%	Ethnocultural	1%

//

I wanted to [get] involved at some point but I am shy and do not know who to talk to. //

Most comments in this section from foreign-born respondents praised the abundance of community events and opportunities to get involved in the Bow Valley such as regular community dinners and lunches in Banff and Canmore. However, some foreign-born respondents mentioned barriers to involvement including language skills, social barriers such as shyness, and availability of free time.

//

It is really good to think that you can be involved into a community...and being part of [it] even if you are a foreigner. //

RESULTS & STRATEGIC PRIORITIES

COMMUNITY ENGAGEMENT

VOLUNTEERISM

- **Immigrants are underrepresented in non-profit organizations.**
- **Immigrant volunteering rates may have declined since 2014.**

In a 2015 survey of local non-profit organizations, “40% of survey respondents reported 0% of their volunteers were foreign born and 65% reported 0% of paid staff were foreign born” (Town of Banff and Town of Canmore, 2016, 5). In addition, the self-reported volunteering rate of foreign-born 2019 Inclusion Survey respondents was lower than rates from Canadian-born Inclusion Survey respondents (56%), the rate reported in the 2013 Canmore Sense of Belonging Survey (57%) (Biosphere Institute of the Bow Valley, 2017, 37), and BVIP’s 2014 Foreign-born Resident Survey (56%). One area in particular where foreign-born residents may be underrepresented is involvement in their children’s schools. Foreign-born parents with school aged children reported membership in a school group (including parent councils) at a rate of 17%, while 32% of Canadian-born parents said they were involved in a school group.

Since volunteering and board membership can support social, civic, and economic integration outcomes of adults and youth, this is an area of focus for the 2019-2023 Integration Strategy.

//

I want to...volunteer but I wonder if I can do it even though I am not good at English.

//

RESULTS & STRATEGIC PRIORITIES

RECREATION & PUBLIC SPACE

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/Notes
Immigrants are full and equal users of public spaces and facilities.	Usage of recreation facilities and programs	Proportion of individual who report using recreation facilities (including as part of a recreation program) once a month or more.	45%	60%	51%	↗ 1	Welcoming Attitudes & Behaviours	2019 Inclusion Survey
	Usage of parks and public space	Proportion of individual who report using parks and public spaces once a month or more.	64%	85%	73%	N/A	Welcoming Attitudes & Behaviours	2019 Inclusion Survey

Trend based on comparison with: 2014 Foreign-born Resident Survey: (1) "I use recreation facilities in the Bow Valley (skating rinks, playing fields, tennis courts, pools etc.)"

RESULTS & STRATEGIC PRIORITIES

RECREATION & PUBLIC SPACES

USAGE OF RECREATION FACILITIES & PROGRAMS

- Immigrant usage of recreation and facilities and programs may have increased since 2014, but frequency of use is lower than non-immigrants.
- Indoor spaces for year round leisure and recreation may be a gap, especially for families.

The 2014 Foreign-born Resident Survey included a question about use of recreation facilities, but not about recreation programs or frequency of use. Therefore, it is difficult to compare the two surveys. However, in 2014 70% of respondents selected the “I use recreation facilities in the Bow Valley (skating rinks, playing fields, tennis courts, pools etc.)” answer choice in a question related to use of free time. In 2019, 82% of respondents said they use recreation facilities and programs “a few times a year” or more. This rate is not far from the 90% of Canadian-born residents who use local recreation facilities and programs, but differences are apparent for very high and very low frequency of use, as illustrated in Table 14.

Survey respondents mentioned free time and affordability as some of biggest barriers to participation in sport and recreation. As echoed in the 2018 Banff Community Social Assessment, nine comments (six by foreign-born respondents) emphasized the need for additional indoor recreation, leisure, and multipurpose spaces. Commenters said this is especially important for families from countries with warm climates.

//

It would be a more welcoming community if we have enough indoor sports facility where you do not have to travel to other places just for bowling and basketball.

//

Table 14: 2019 Inclusion Survey Self-Reported Use of Indoor Recreation Spaces

	Immigrant	Non-Immigrant	All
Never	19%	10%	15%
A few times a year	37%	30%	34%
Once a month	14%	13%	14%
More than once a month	31%	47%	38%

RESULTS & STRATEGIC PRIORITIES

RECREATION & PUBLIC SPACES

USAGE OF PARKS & PUBLIC SPACE

- Immigrants and non-immigrants both use parks and public spaces, but Canadian-born residents do so more frequently. Less than half of foreign-born survey respondents reported they use parks and public spaces more than once a month (compared to 72% of Canadian-born respondents).

In 2014, 86% of Foreign-born Survey respondents said “I do outdoor sports (hiking, mountain biking, skiing etc.)” In 2019, the question included use of walking trails, picnic areas, and other spaces not necessarily dedicated to sport. 94% of respondents said they use these spaces at least “a few times a year”, almost as high as the 98% of Canadian-born residents who do so. However, here too there are differences for very low frequency and high frequency of use, with immigrants more likely than non-immigrants to say they never use parks and public spaces.

Table 15: 2019 Inclusion Survey Self-Reported Use of Parks & Public Spaces

	Immigrant	Non-Immigrant	All
Never	5%	2%	4%
A few times a year	30%	13%	23%
Once a month	18%	14%	16%
More than once a month	46%	72%	57%

“

I like to spend most of my time outdoors, enjoying the park and the mountains whenever possible. There are so many trails to explore.

”

SOCIAL CAPITAL

INTRODUCTION TO SOCIAL CAPITAL

- **Results throughout this section are mixed. Quantitative results are mostly encouraging, but comments reveal challenges for new locals.**

The term social capital refers to the idea that social networks have value. That is, social connections can enrich lives in terms of happiness, health, and economic outcomes. For example, 'who you know' can make a difference for finding housing and work (source) and spending time with friends can improve a person's quality and length of life (source). For immigrants and newcomers to the Bow Valley, there are two sub-categories of social capital that are important:

- **Bonding capital** refers to "...connections within a group or community characterised by high levels of similarity in demographic characteristics, attitudes, and available information and resources. Bonding social capital exists between 'people like us' who are 'in it together' and who typically have strong close relationships" (Claridge, January 6, 2018).
- **Bridging capital** "...connections that link people across a cleavage that typically divides society (such as race, or class, or religion). It is associations that 'bridge' between communities, groups, or organisations" (Claridge, January 7, 2018).

As we reported in 2014,

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.

⁷ What is Bridging Social Capital What is Bonding Social Capital Tristan Claridge Social Capital Research and Training 2018
<https://www.socialcapitalresearch.com/what-is-bridging-social-capital/>

RESULTS & STRATEGIC PRIORITIES

SOCIAL CAPITAL

SOCIAL CAPITAL

Questions in the social capital section of the 2019 Inclusion Survey were roughly modelled on questions in the 2013 General Social Survey of Canada. However, different answer choices were offered, which created an analysis challenges. Originally intended to measure and compare the average number of close friends for respondents by immigration status, the answer choices in this section were re-written to accommodate plain language and ease-of-use considerations. The answer choices were: "none", "a few", "some" and "many." As one respondent observed, "[t]here should be a 'one' option... it goes from none to 'a few'... that's a big difference."

On the other hand, while "[i]t is difficult, if not impossible, to determine the 'ideal' or desirable number of close friends...having no close friends is probably not a desirable situation for most people" (Turcotte, 2015, 5). Fortunately, we were able to measure the number of Bow Valley locals with no close friends in the region. Rates for foreign-born locals (4%), Canadian-born locals (3%), and locals whose first language is not English (5%) are all below the Canadian rate in 2013 (6%) (Turcotte, 2015, 5). Some survey comments underline these results, saying that is "easy to make friends in Banff" and "I have a great group of friends that really helps each other when needed and I can [rely] on them. I am glad we moved to Canmore because if we hadn't we may never have met the people we have as friends today."

//
People are very nice in the Bow Valley which is the main reason I stayed. //

Despite these encouraging results, other focus group and survey comments revealed that some people struggle to make friends in the Bow Valley. Comments echoed themes in the 2014 Integration Assessment: Canadians are friendly, but making good friends is difficult. There's a sense that long term locals socialize in 'cliques' (this term was used 8 times in survey comments). Length of tenure in the Bow Valley is referred to as a status symbol and residents are told they must meet a minimum length of stay before calling themselves locals. Newcomers are sometimes viewed with distrust. People with a work permit, an accent, or another marker that they might be 'transient' have an especially difficult time making friends. All of these sentiments are reminiscent of writing about the 'Seattle Freeze' – "a widely held belief that it is especially difficult to make new friends in the city of Seattle, Washington, particularly for transplants from other cities" (Wikipedia contributors, 2019)

RESULTS & STRATEGIC PRIORITIES

SOCIAL CAPITAL

The 'Bow Valley Freeze' as described by Integration Assessment participants, appears to have another component: a specific sense of exclusion from sporting communities. As one respondent put it "[i]f you're not part of the sporting community (skiers, climbers, cycling etc) it seems hard to break into cliques" As another respondent explained, even athletes can experience this sense of exclusion:

I've found it harder to make friends here than any other country or city I've lived in. I don't know whether it's being an immigrant, or just the fact that there are so many people who pursue the things I'm passionate about that it no longer becomes something that ties people together - for example, I've lived in a big city in another foreign country where I quickly became good friends with a group of rock climbers - here, huge numbers of people rock climb, so you don't get adopted into a circle of friends just because you share a niche interest.

Although social capital questions were asked differently in the BVIP 2014 Foreign-born Resident Survey and not asked at all in our 2014 Canadian-born Resident Survey, comparisons of similar question and answer pairings are possible, as illustrated in Table 16. Depending on how these results are interpreted, it may be argued that the 2019 Inclusion Survey provides some weak evidence of the beginning of a 'Bow Valley Thaw.'

Table 16: 2019 Inclusion Survey Self-Reported Number of Close Friends in the Bow Valley

	Immigrants	Non-Immigrants
None	4%	3%
A few	46%	40%
Some	32%	25%
Many	18%	33%

”

Hard to meet people, everyone has two jobs and little time. After six months here, I don't know anyone aside from my coworkers.

”

RESULTS & STRATEGIC PRIORITIES

SOCIAL CAPITAL

BONDING CAPITAL

- **Opportunities for foreign-born locals to connect with people who share a common language or culture are improving, but additional supports here can help prevent isolation**

1 in 5 foreign-born locals have no local friends who were born in the same country as them and in 1 in 10 have no friends who speak the same first language as them. With locals from over 60 countries (Harrison & Pryor, 2019), this is not surprising, but for vulnerable newcomers facing language, social, and cultural obstacles to integration, connecting with people who share a history, culture, or language, can be an important support. For that reason, the 2019-2023 Integration Strategy includes efforts to build the capacity of ethnocultural associations.

//

I purposefully came to Canada to meet Canadians so in first years here kept away from people from my birth country. Partly it was about helping our integration - over the years I have a few friends from my home country & I enjoy the shared understanding of childhood, history, humour, values etc that don't need explaining.

//

RESULTS & STRATEGIC PRIORITIES

SOCIAL CAPITAL

BRIDGING CAPITAL

- **Newcomers and long terms residents, immigrants and non-immigrants are connecting and getting to know one another more than in 2014, but there are opportunities to build on this success.**

Results for questions about bridging capital did not reveal a major integration gap. Not surprisingly, immigrants tended to report having more friends who were born in a different country or spoke a different language, but most non-immigrants also had friends from other countries. In fact, just 12% of Canadian-born residents said they have no close friends who were born in a different country than them. In 2014, 29% of Canadian-born survey respondents said they had no social relationships with immigrants.

Still, throughout the assessment locals from all over expressed an interest in creating new opportunities for immigrants and non-immigrants to meet and get to know one another. “Host events where people can make friends and learn about different cultures of the Bow Valley” was one of the most popular 2019-2023 Integration Strategy ideas in our multilingual focus groups on the draft strategy. Foreign-born respondents also suggested that they’d like an opportunity to share their languages and cultures with Canadian-born community members.

//

I find Canadians to be friendly but closed. It takes a long time for people to warm up and truly welcome new people into their inner circle. //

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

Goal	Concept	Indicator	Immigrants	Non-Immigrants	All	Trend	Strategic Priority	Source/ Notes
Bow Valley residents have welcoming attitudes.	Support for immigration	(Not measured)	N/A	N/A	N/A	N/A	Welcoming Attitudes & Behaviours, Community Readiness	2019 Inclusion Survey
Immigrants feel welcome in the Bow Valley	Sense of welcome	Proportion of respondents who agree or strongly agree with the statement "I feel welcome in the Bow Valley."	93%	92%	93%	↗ 1	Welcoming Attitudes & Behaviours	2019 Inclusion Survey
	Discrimination	Proportion of respondents who experienced discrimination in the previous 12 months.	26%	22%	24%	N/A 2	Welcoming Attitudes & Behaviours	2019 Inclusion Survey
Bow Valley residents have beliefs, attitudes, knowledge, and skills to connect with people from cultural backgrounds that are different than their own.	Intercultural understanding	Average composite score: cultural understanding self-assessment questions (see Narrative)	2.9	2.9	2.8	N/A	Welcoming Attitudes & Behaviours, Community Readiness	2019 Inclusion Survey
Bow Valley residents have a sense of shared identify and connectedness (social cohesion).	Sense of connectedness	Proportion of respondents who agree or strongly agree with the statement "I feel connected to my community"	79%	76%	78%	N/A	Workforce Development, Welcoming Attitudes & Behaviours, Civic & Political Engagement, Community Readiness	2019 Inclusion Survey
		Proportion of respondents who agree or strongly agree with the statement "It is easy to make friends in the Bow Valley"	74%	70%	70%	N/A		2019 Inclusion Survey
		Proportion of respondents who agree or strongly agree with the statement "People in the Bow Valley help one another."	95%	90%	93%	N/A		2019 Inclusion Survey
	Sense of belonging	Proportion of respondents who agree or strongly agree with the statement "I feel I belong in the Bow Valley"	87%	89%	88%	↗ 1	Welcoming Attitudes & Behaviours	2019 Inclusion Survey
	Trust	Proportion of respondents who agree or strongly agree with the statement "Most people in the Bow Valley can be trusted."	84%	84%	84%	N/A	N/A	2019 Inclusion Survey

Trend based on comparison with: 2014 Foreign-born Resident Survey: (1) comparable questions. (2) Respondents who experienced discrimination in previous 5 years.

(2) 2014 Foreign-born Survey respondents who experienced discrimination in previous 5 years: 27%

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

SENSE OF WELCOME

- Most residents feel welcome in the Bow Valley.
- Immigrant sense of welcome has increased in the last 5 years.

In 2014, 84% of foreign-born survey respondents told us they felt welcome in the Bow Valley. That rate has increased to 93%. Despite the challenges many face to connect, participate, and thrive in the Bow Valley, most people agree that there is a strong sense of welcoming towards newcomers in the Bow Valley. Commenters credited the warmth of long term locals for this sense of welcome, but also identified specific organizations and programs— including the settlement sector—that contributed to this sense of welcome.

Table 17: 2019 Inclusion Survey Self-Reported Sense of Welcome in the Bow Valley

	Immigrant	Non-Immigrant	All
Strongly disagree	0%	1%	1%
Disagree	7%	6%	7%
Agree	70%	63%	67%
Strongly agree	23%	29%	26%

//

It's amazing to feel so welcomed here and discover this big sense of community! It's pretty rare and definitely not happening everywhere in the world.

//

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

DISCRIMINATION

- **Discrimination rates are high for both immigrants and non-immigrants.**

Despite a strong sense of welcome and positive attitudes towards the presence of immigrants in the community, locals report that they are experiencing discrimination at an alarming rate. In the 2014 Canadian General Social Survey, 17% of immigrants and 12% of non-immigrants reported experiencing discrimination in the 5 years preceding the survey (Ibrahim, 2018). Our 2019 Inclusion Survey asked respondents to report on just the past 12 months in the Bow Valley, yet 26% of immigrants and 22% of non-immigrants reported they had experienced discrimination. For immigrants, discrimination was usually experienced on the basis of country of origin, ethnicity, race, language, and other characteristics related to ancestry or country of birth. For non-immigrants, the most common basis of discrimination was gender.

While there may be a methodological explanation for why these quantitative results are so high, comments reinforced the finding. Respondents shared stories of racism, prejudice, and discrimination experienced and witnessed in all areas of community life, including a public incident that unfolded while the survey was being collected. For this reason, anti-discrimination work is a focus of the 2019-2023 Integration Strategy.

In addition, some respondents shared stories about experiences they were reluctant to call discrimination, but that were no doubt alienating. These included reports by people from English speaking majority countries of being frequently subjected to what one commenter called “socially acceptable” stereotyping. Asked “what would make you feel more welcome in the Bow Valley?” another commenter offered the following suggestion: “An ‘Australians are people too’ campaign?”

Similar sentiments were shared by people who see themselves as temporary residents in the Bow Valley, saying, for example “I understand that there are a lot of people from all over the globe here BUT travelers can be scared, homesick and vulnerable - not all travelers are the stereotypical party animals!”

//

It sometimes feels that there are perpetuated stereotypes that lead to discrimination against immigrants with origins of non-Caucasian countries. I feel that a sense of unwillingness to be interested in, open to and accepting of the changes occurring in the valley by these long term residents presents a strong barrier towards successful integration of immigrants into the community.

//

//

I understand that there are a lot of people from all over the globe here BUT travelers can be scared, homesick and vulnerable - not all travelers are the stereotypical party animals!

//

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

INTERCULTURAL UNDERSTANDING

- **Results for 2019 Inclusion Survey questions on intercultural competence are difficult to analyze, but other sources are mostly encouraging.**

Intercultural competence is a complex concept and difficult enough to measure at an individual level, let alone the community level, but an attempt was made in the 2019 Inclusion Survey. To get a sense of whether locals have skills, attitudes, and knowledge that support building connections with people from different backgrounds than their own, the survey included five questions that were intended to function as a kind of self-assessment of cultural competency.

There are many cultural competence self-assessment tools and frameworks, but the questions in the 2019 Inclusion Survey were modeled on the Intercultural Knowledge and Competence VALUE Rubric from the Association of American Colleges and Universities with input from a Jeanie Godfrey, a local cross-cultural trainer. The questions selected are outlined in Table 18.

“

I want Canadian to know that some immigrants are very appreciative [of] Canada and want to contribute more and more. I want also know how Canadians feel about immigrants. If there are any problems, please share with us. We can make... better places together.

”

Table 18: 2019 Inclusion Survey Cultural Competence Self-Assessment Questions

Concept	Question
Cultural self- awareness	• The culture I grew up in influences my values, the way I behave, and the way I communicate.
Knowledge of cultural worldview frameworks	• It is easy to understand why people from other cultures communicate and act differently than me.
Empathy	• I have expectations for how everyone should behave and communicate in Canada, no matter where they are from.
Curiosity	• I seek out opportunities to learn about other cultures in the Bow Valley, such as by attending cultural events.
Openness	• When I meet people from other cultures, I ask questions to try to learn about their traditions, values, and perspectives on the world.

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

No question was asked related to “verbal and nonverbal communication” skills, the sixth area of the Intercultural Knowledge and Competence VALUE Rubric.

Answer choices in this section were given a score of 1-4, with 4 representing the most desirable answer from a cultural competency point of view. An average score for all five categories is reported in the score card for this section. A ‘perfect’ score would be 4.0.

The questions in these section were not well liked by survey participants, some of whom left comments that revealed a range of interpretation of the meaning and intent of these questions. For that reason, our members were advised to disregard results for this section when reviewing initial results of the Integration Assessment.

While this leaves questions about the cultural knowledge and skills of Bow Valley locals, comments throughout the assessment indicate that most locals have a strong sense of empathy and openness towards other cultures, as reported in other sections of this report (i.e. Sense of Welcome, Social Cohesion), and a growing sense of curiosity about the many cultures of the Bow Valley. For example, very large crowds have attended recent community dinners in Banff and Canmore that were hosted by ethnocultural associations. Comments by foreign-born locals indicate both an interest in sharing their own culture and in learning about Canadian culture, including Indigenous history, culture, and rights.

//

The free events displayed during New Years, the Christmas Train, and Canada Day help new members in our society to belong in our community and to understand Canadian culture.

//

RESULTS & STRATEGIC PRIORITIES

SOCIAL INCLUSION

SOCIAL COHESION

- Overall, social cohesion is high. Most of all, Bow Valley locals share a sense of pride in our community.
- Some perceive fractures between demographic and socio-economic groups.

Overall, Bow Valley locals feel a strong sense of belonging, trust one another, and feel connected as a community. Underlying many comments is a sense of pride in our community and shared values.

2019 Inclusion Survey comments reflect that a sense of pride in the diversity of the Bow Valley is one of these shared values and becoming embedded in the culture of our community. This aligns with findings of the 2018 Banff Community Social Assessment, which reported that:

Diversity was identified by almost every community conversation group as a unique asset in Banff. While the main attention was on the diversity of such a wide range of nationalities and cultures, there was also reference to a diverse range of life experiences which has resulted in a broad range of interests, skills and knowledge throughout the community (Gerrits and Pryor, 2019, 57).

However, there is room for improvement. For some, there is a sense that the community is fractured along lines of socio-economic status, occupation, age, family status, immigration status, and even country or region of origin. In addition, of the 22% of locals who don't feel connected to their community and the 30% who find it difficult to make friends here, many were born in Canada. As some commenters, including foreign-born locals told us, to preserve and strengthen our sense of cohesion, it is important that inclusion efforts consider the needs of and involve the whole community.

//
The Bow Valley is a place for everyone. //

Table 19: 2019 Inclusion Survey Self-Reported Sense of Belonging in the Bow Valley

	Immigrant	Non-Immigrant	All
Strongly disagree	3%	1%	2%
Disagree	11%	10%	10%
Agree	66%	56%	62%
Strongly agree	20%	33%	26%

Table 20: 2019 Inclusion Survey Self-Reported Sense of Connection to Community

	Immigrant	Non-Immigrant	All
Strongly disagree	1%	3%	2%
Disagree	19%	21%	20%
Agree	65%	54%	61%
Strongly agree	14%	21%	17%

NEXT STEPS

SUMMARY

This report was compiled for members of the Bow Valley Immigration Partnership to guide development of a three year strategy to improve inclusion and integration in the Bow Valley. The Strategic Priorities referenced in the Results and Strategic Priorities Scorecards at the top of each section correspond with goals and actions that are laid out in the 2019-2023 Integration Strategy. Like any good strategic plan, this is a 'living document' that will be frequently updated to reflect emerging needs, best practices, and lessons learned. For the latest copy of the 2019-2023 Bow Valley Integration Strategy, please visit www.bvipartnership.com/strategy2019

A NOTE ABOUT PERFORMANCE MEASURES

All of us contribute to creating a community where all locals can participate, contribute, and know they belong. Facilitators of integration are complex and can be found in every sector, as can barriers to success. Although facilitators and barriers have been touched on throughout this report, the focus of this project was on the ultimate outcomes we are trying to achieve:

- Immigrants are full and equal participants in the economic, civic, political, and social life of the Bow Valley, and
- As a community, we feel connected, healthy, strong, and welcoming of new locals

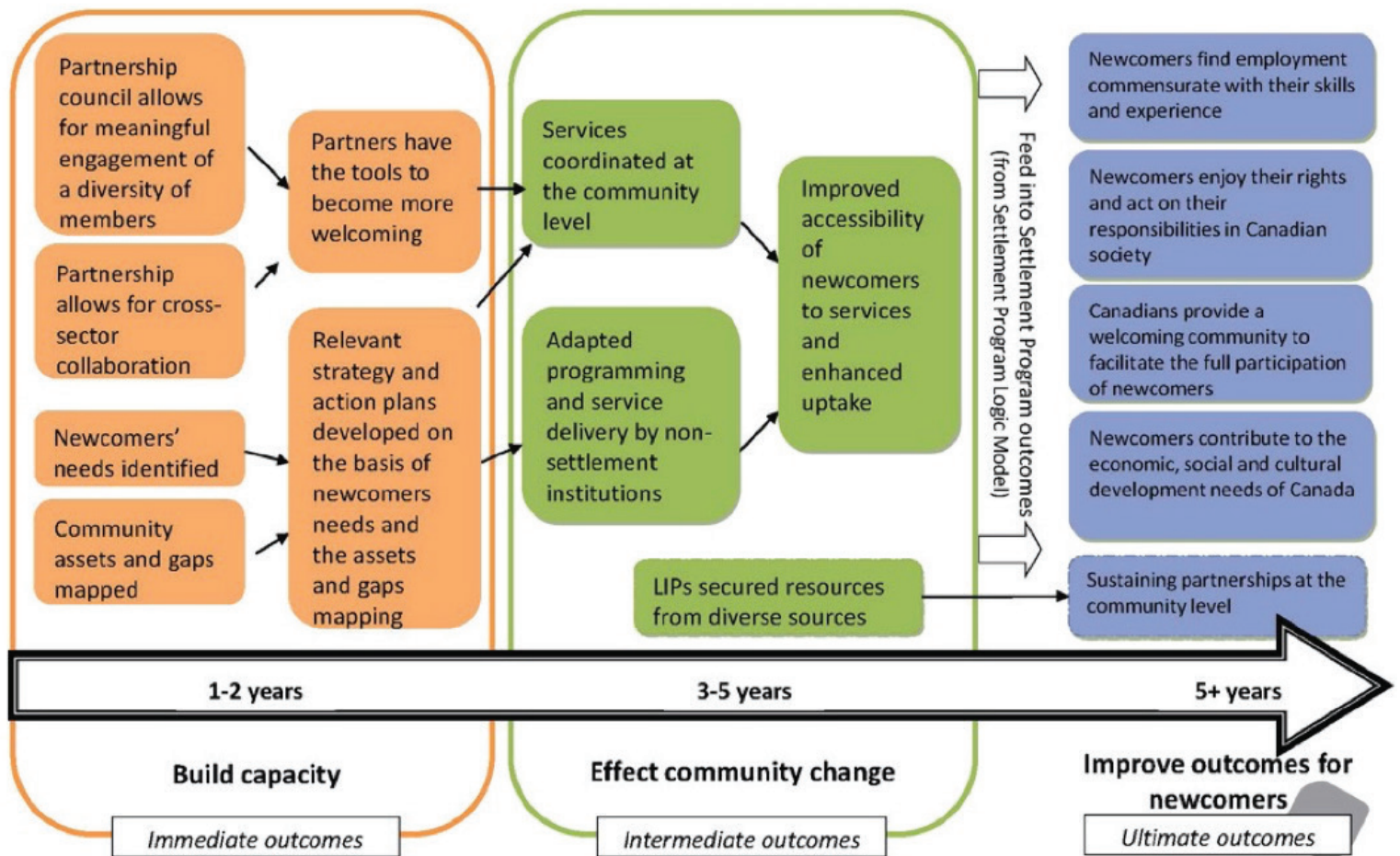
To better understand how all of the stakeholders involved in this work can best contribute, we need to look at how each of our organizations is serving our client populations. That is, in Results-based Accountability™ terminology, we need to look at performance measures. The health practitioner and health provider surveys reported on in the Health Module of this assessment (see Appendix) represent the partnership's first attempt to measure the capacity of a specific sector to meet newcomer needs. A similar methodology was used to draft secondary school staff surveys that have not yet been administered. What we learned from this process is that to meaningfully measure the capacity of each sector to meet immigrant and newcomer client needs, we need input from both settlement experts, who can suggest the types of policies and practices to look for, and the sector itself, who can ensure evaluation tools reflect realities 'in the field.' In short, this is a difficult process and to get it right, the work can't be rushed.

It is also important that we evaluate the effectiveness of the Bow Valley Immigration Partnership itself. How is the partnership supporting our clients—our partner organizations – to improve integration outcomes in the community? As a five year old Local Immigration Partnership, we are now accountable for changes in the total population, but we remain accountable for improving service coordination and community capacity, as laid out in the Local Immigration Partnership Theory of Change (Table 25) below. We have evaluated the partnership annually in the past, but improving how we do so going forward is a critical piece of the 2019-2023 Integration Strategy.

NEXT STEPS

SUMMARY

Table 25: Local Immigration Partnerships (LIPs) Theory of Change (Immigration, Refugees, and Citizenship Canada)



NEXT STEPS

2019-2023 INTEGRATION STRATEGY AT A GLANCE

Priority Areas, Goals, & Targets		Key Actions	
	Year 1	Year 2	Year 3+
Workforce Development			
Illuminate new and existing pathways to career development for underemployed immigrants	Coding for Newcomers class	Career development workshops	Newcomer talent networking event
Improve health and wellness outcomes in the workplace	Healthy Workplaces Task Force	Health & employer sector partner project(s)	
Support workplace connections to settlement and community resources	Workplace Inclusion Charter 2.0	Workplace Inclusion Charter 3.0	Workplace Inclusion Charter 4.0
Target: reduce employee turnover in key positions by 10%			
Welcoming Attitudes and Behaviours			
Build community sense of pride in diversity	Multicultural calendar	#MeetTheLocals relaunch	Welcome Event
Create additional opportunities for new locals to build social connections	Multicultural celebrations		
Create additional inclusive leisure and recreation opportunities	Try-it sports events	Indoor recreation space (pilot)	
Target: Reduce discrimination rates by 7%			
Civic and Political Engagement			
Improve board diversity		Develop board diversity strategy	
Target: Increase immigrant voting rates by 15%	Get out the vote campaign (federal)	Connect to Community guidebook	Get out the vote campaign (federal)
Community Readiness			
Support development of ethnocultural associations	BVIP recruitment	Grant writing workshop(s)	
Improve access to itinerant services		Develop service map	
Strengthen non-settlement organizations' capacity to meet newcomer needs	Settlement trends bulletin	Intercultural competency training for businesses & organizations	
Address gaps in services for: youth, at-risk workers, refugees, francophones, and immigrants in remote communities	Youth Task Force	Pre-beginner English classes Mobile health care clinics	
Improve availability and accessibility of settlement resources in the community	Connect to Community videos	Connect to Community guidebook	Welcome Event resource fair
Support ongoing collaboration among local stakeholders	BVIP restructure	Expand and maintain engagement	

To view the full 2019-2023 Integration Strategy, please visit bvipartnership.com/strategy2019

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Our funder, Immigration, Refugees and Citizenship Canada (IRCC).

Every person who took the time to complete our Inclusion Survey or health care surveys, attend a focus group, or participate in a stakeholder planning meeting.

The volunteer members of our Immigrant Advisory Group (IAG) whose guidance helped shape this study. For a list of current and past members, please visit www.bvipartnership.com/iag.

The members of our Partnership Council, who steered the overall direction of the 2019 Integration Assessment and who partnered to gather information cited in this report, including representatives of the Town of Banff, Town of Canmore, Canadian Rockies Public Schools, Bow Valley Primary Care Network, Banff Ministerial Association, Settlement Services in the Bow Valley, Bow Valley College, Banff and Canmore Job Resource Centre, Banff Lake Louise Hospitality Association, and Innovate Canmore.

Many additional partner organizations contributed and continue to contribute to this work. For a complete and up to date list of our members, please visit www.bvipartnership.com

Finally, thanks to the Biosphere Institute of the Bow Valley, Jody Glacken Consulting, Dr. Vamini Selvanandan, Statistics Canada, and the staff of Local Immigration Partnerships (LIPs) across Canada who consulted or offered guidance on this project. In particular, the Calgary Local Immigration Partnership's work to develop the PNT Data Portal (<https://www.calgarylip.ca/dashboard-2>) facilitated access to much of the data used in this report.

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