



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Research Symposium on English-Speaking Immigration in Quebec

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Acronyms

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| CCHS | Canadian Community Health Survey |
| CMA | Census Metropolitan Area |
| CODE | Canadian Open Data Experience |
| CIC | Citizenship and Immigration Canada |
| CRE | Conférence Régionale des Élus de la Capitale Nationale |
| ESCQ | English-Speaking Communities of Quebec |
| FOLS | First Official Language Spoken |
| ESDC | Employment and Social Development Canada previously <i>previously HRSDC (Human Resources and Skills Development Canada)</i> |
| IMDB | Longitudinal Immigrant Database |
| LICO | Low Income Cut-Off |
| NHS | National Household Survey |
| OLM | Official Language Minority |
| OLMC | Official Language Minority Community |
| PIAAC | Program for the International Assessment of Adult Competences |
| PSOC | Ministère de la Santé et des Services Sociaux |
| PUMF | Public Use Microdata Files |
| QCGN | Quebec Community Groups Network |
| SAWCC | South Asian Women Community Center |
| TBS | Treasury Board Secretariat |
| TCRI | Table de Concertation des Organismes au Service des Personnes Réfugiées et Immigrantes |

Executive summary

The research symposium started with Yvan Déry, from Canadian Heritage, delivering opening remarks that emphasized the importance of developing research projects to better understand how immigration can contribute to the vitality of English-speaking communities in Quebec given their specific challenges and barriers.

The first theme of presentations addressed the socio-economic profile of English-speaking immigrants in Quebec. Jean-Pierre Corbeil, from Statistics Canada, discussed the over-qualification of English-speaking immigrants using the 2011 National Household Survey and the 2011 Program for the International Assessment of Adult Competencies (PIAAC) survey results. His presentation demonstrated empirically the high unemployment rate, the low income, and the over-representation in occupations that require a high school diploma or less of recent immigrants. He also discussed the gender gap and the impact of language proficiency. While French-speaking immigrant men are more likely to be overqualified than their English-speaking counterparts, it is with English-speaking immigrant women that the highest rates of over-qualification are observed in Quebec, in particular with those having obtained their higher university degree outside of Canada or the United States. Questions and the discussion that followed the presentation touched upon the definition of recent and established immigrants, the specific characteristics of PIAAC, de-skilling and over-qualification, the significance of visible minority and religious status, and various challenges surrounding Quebec immigration.

William Floch from Canadian Heritage presented results based on composite indicators created to capture diversity, the socio-economic characteristics, and the degree of retention of immigrants across official language minority communities (OLMCs) in Canada. He found that Quebec has municipal regions along the continuum of diversity from the high end (Montreal, Quebec City, Laval, Montérégie, Outaouais) to the low end (Gaspésie, Côte Nord and Nord du Québec) of the diversity continuum. He also found that immigrants in Quebec have the second-highest level of socio-economic vulnerability, preceded only by New Brunswick. French-speaking and English-speaking immigrants in Quebec are less prone to remain in the province, although, compared to 15 years ago, the rate of retention for some English-speaking immigrants has improved. Questions from the audience, and the discussion that ensued, explored issues related to the analysis of age-specific cohorts, the intention to stay or leave the province, the importance of language, and sense of belonging.

The second theme of the research symposium was about the outcomes of English-speaking immigrants in Quebec. Examining the 2006 census data and 2007-2008 Canadian Community Health Survey, Vicki Esses and Zenaida Ravanera from Western University examined the socio-economic and social integration of immigrants in Quebec. There does not seem to be much difference in economic integration between English-speaking and French-speaking immigrants in Quebec, as indicated by labour force participation and individual income. In contrast, there are some differences in the social integration between English-speaking and French-speaking immigrants in Quebec. Recent English-speaking immigrants are not as well integrated socially, as indicated by life stress and sense of belonging to the local community. Questions from the audience and the ensuing discussion examined income, the contribution that qualitative research can make, the status of immigrants who do not speak English or French, the ethical considerations of research, the importance of examining age-specific cohorts, and the presence or absence of programs to alleviate poverty.

The third theme was the retention of English-speaking immigrants in Quebec. Michael Haan from Western University examined the individual and collective characteristics likely to indicate whether or not official language minority communities impact immigrant retention in provinces. Using the Longitudinal Immigrant Database (IMDB) over four cohorts: 1990, 1995, 2000, and 2005, he found that older immigrants, married immigrants with children, less-educated immigrants, and family reunification class immigrants in comparison to refugees have low migration rates within Canada. He also found that high homeownership communities, high human capital communities, and OLMCs (as defined for this research project as 10% of the population or 1000 individuals being able to speak the official minority language) are more likely to attract and retain immigrants. Questions and the discussion for this presentation delved into the definitions of OLMCs, potential collaboration with the Canadian Heritage research division for future research projects to share expertise, institutional completeness, and the possibility of the presence of other variables.

The fourth theme addressed settlement and integration strategies and best practices. Michèle Vatz-Laaroussi, from Université de Sherbrooke, presented the results of a research project comparing non-governmental organizations (NGOs) in Quebec City and Sherbrooke. Although both communities have old institutions and a network of organizations, it was found that contrarily to Quebec City, Sherbrooke does not benefit from a recognition of its English-speaking community, a diversity of funding sources for its institutions, and the overt support of the municipality to integrate immigrants. These differences affect the strength and the effectiveness of partnerships and networks, which then contribute to attracting, retaining, and integrating immigrants. Brigitte Wellens from Voice of English-speaking Quebec proceeded to present her organization's mission, programs, network, and challenges. Questions and the discussion that followed pertained to the role of English-speaking organizations in the settlement and integration of immigrants, the importance of assessments/evaluations and the creation of models of best practices, the impact of the Quebec City tourism industry on English-speaking communities, the significance of historical, cultural, and intercultural capital, and the legal and administrative challenges faced by English-speaking communities as they seek to organize themselves to integrate immigrants.

Under the same theme, Sarwat Viqar from the South Asian Women Community Centre and Josée Makropoulos from Immigration, Refugees and Citizenship Canada made presentations. Sarwat Viqar presented the mission, the structure, the funding sources, the programs, and the challenges of the South Asian Women Community Centre, which is a member of Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI). Josée Makropoulos presented research conducted by TCRI that focussed on two parts: the survey with TCRI members and interviews with recently arrived English-speaking immigrant women in Quebec. With respect to promising practices, this study concluded that over 70% of surveyed TCRI organizations offered all of their services in English. About 73% of the English-speaking immigrant women who participated in this study also reported having accessed French training on a full-time or part-time basis. The integration of English-speaking immigrant women in Quebec society was aided by support provided by fellow community members and organizations, as well as individuals and institutional practices offered by the host community. With respect to challenges, this study concluded that over 25% of surveyed TCRI organizations offered no or partial services in English and almost half of these organizations did not provide referrals to English resources. Some interviewed women corroborated by stating that they had faced difficulty gaining access to employability services in English, and many mentioned the challenges of finding work with limited or no French-speaking ability. Not knowing French was also cited as being related to other integration issues such as isolation and discrimination. Questions and discussion pertained to funding requirements, creative strategies to reach isolated communities, and points of entry in the community.

1. Roundtable Introductions (de Chardon) - All Participants

David MacGregor: Thank you for joining today for this research symposium on English-speaking communities of Quebec. My name is David MacGregor, I am joined with Cédric de Chardon, my colleague from Research and Evaluation at Citizenship and Immigration Canada (CIC). Before we start, just make sure that everyone can hear, at any point during the day if you don't hear us, make sure you let us know. If you have trouble seeing in the back, just let us know. Before starting, I will just introduce the Official Language Minorities (OLM) research team at CIC. Obviously, Cédric de Chardon, my colleague Josée Makropoulos, and Anne-Marie Robert is sitting in the back, and Nicolas Garant is besides her. Thank you very much for joining us today. We look forward to interesting dynamic series of conversations about topics of interest to everyone here. I think that we will start just with a very brief introduction of the participants, so we have an idea of who is here.

(All the participants introduced themselves)

David MacGregor: We will start with Yvan, with opening remarks.

2. Opening Remarks - Yvan Déry/Senior Director, Canadian Heritage

Yvan Déry: Merci. Yvan Déry from Canadian Heritage. Some people have asked me, why is it us that are making the opening remarks for this research symposium? I think it's because it is an important session, everything that has to do with official language minorities, everything that has to do with community vitality and English-speaking communities are part of that. We did a lot of research about the notion of community vitality and basically, it boils down to three things. You need a) a sense of cohesion; b) members of the community need to live with good socio-economic conditions with access to services and experience prosperity; and c) the number of members need to be maintained and grow. Nowadays, many see immigration as the way or the only way to grow and maintain numbers. It is true for Canada as a whole and immigration is key for Quebec as a whole, for Quebec society. Immigration is crucial for minority communities, French-speaking and English-speaking communities alike. The challenges are very different, but some challenges are the same. However, there is a little twist for the English-speaking communities of Quebec, you also have institutional barriers that other minority communities do not face.

We all know about the 1991 Canada-Quebec Accord, which makes the province of Quebec the sole responsible governmental entity for the selection and recruitment and integration of immigrants. It is a barrier for the type of support the federal government can provide to the English-speaking communities for attracting and retaining immigrants. There is another barrier in the constitution, Section 23 says that in Quebec, unlike the rest of Canada, immigrant parents with English as a mother tongue cannot send their children to English-speaking schools. So, we cannot use the strong network of school systems to attract, welcome and integrate potential immigrants in English-speaking communities. This will not change in the foreseeable future and these are factors that we have to work with. That does not mean that nothing can be done, that immigration is not important. In order to plan ahead, to do a better job in welcoming and supporting newcomers, to grow and maintain numbers, there are large numbers of Canadians that have access to section 23 rights who could send their children to English language schools that we could consider in the future.

I see today as a first step in sharing knowledge. In order to be able to do something, we have to understand that there is English-speaking immigration in Quebec. Who are they? Where do they settle? Why is it they do not stay and tend to leave for another province? What are the challenges they face? The more we know and share knowledge, the more we will be able to see what could be done in the construct that I described earlier. Immigration is crucial for English-speaking communities.

There is a stigma in Quebec about English-speaking education. We have perception problems. There are a lot of stereotypes and false ideas about English-speaking immigrants in Quebec. "They are rich, they don't want to integrate, they do not care about French or they are a threat to French in Quebec." Most of these ideas are not true and we have to look into that. We have to look into what immigration brings to Quebec and use that as a tool to talk to Francophone Quebecers. Quebec spends a lot of money attracting immigrants who do not stay. If a proportion of these people were integrated in English-speaking communities of Quebec (ESCQ), knowing quite well that in order to live in Quebec they would need to send their children to schools in French, these individuals would represent a strong capital. We have to look, document and showcase this richness. The new government has requested that we present a new plan for official language minorities. Therefore, this is the right time to bring things forward because everything we say now will be material brought

into discussions. So I am going to stop here. Thank you for your presence here, let us see what the day brings.

Cédric de Chardon: Thank you Yvan. It is a first step today, it is the first symposium, at least at CIC, on English-speaking communities in Quebec. We hope to be able to do more. Now, we have two presenters who will address the topic of socio-economic profiles of English-speaking immigrants. I think everybody knows Jean-Pierre Corbeil from Statistics Canada.

3. Socio-Economic Profile of English-Speaking Immigrants

Presenters - Jean-Pierre Corbeil/Statistics Canada, and William Floch/Canadian Heritage

Objective: Present summary of most recent socio-economic information/outcomes compared to previous statistical profile (CIC). Discussion will permit participants to identify key issues of interest for future research

Jean-Pierre Corbeil: Good morning everyone. I would like to thank CIC for inviting me to present some results. Brutally, I am going to talk about the overqualification of immigrants, university degree holders, because I think that it is a real challenge. My presentation focuses on the results of work in progress of an exploratory nature. It is part of a broader analytical project undertaken by Statistics Canada on demographic socio-economic linguistic characteristics.

Most of you know that, based on the 2011 National Household Survey (NHS), 81% of the English-speaking community of Quebec lived in Montreal, about 6% in the Outaouais region. Anglophone defined by first official language spoken represented 23% of the Montreal CMA population, about 18% of the Outaouais region population and we know that in 2011, we have about 350 000 English-speaking immigrants in Quebec. They represented 34% of the overall immigrant population of Quebec, close to 40% of the Montreal CMA immigrant population. Given the limited time that I have, I am going to skip many of the first slides since my presentation will be available.

As you know, immigrants in Canada face several challenges in regards to their integration and full participation to society as citizens. In Quebec for instance, one often hears the following question: "How do immigrants contribute to the vitality of the English-speaking minority community?". We know that the immigrant population has a high unemployment rate. We know that the Canadian born French-speaking population has an employment rate of 6%, but let's focus on immigrants and recent immigrants (those who arrived between 2006 and 2011).

The unemployment rate of recent immigrants was 16%, much higher than the French-speaking population. We know that this population is highly educated. For instance, we know that 45% of recent immigrants in the English-speaking community has a university degree. If we focus on the Montreal CMA, we know that among recent immigrants in the English-speaking population, 56% have a university degree. You see that these rates are fairly high.

Let's look at income, in 2011, 30 000\$ for French-speaking non-immigrants, 29 000\$ for Anglophones, but look at recent immigrants, 19 000\$-18 000\$ for French-speaking immigrants. These immigrants have low income and we know that they are highly educated. Now, let's look at Montreal and look at median employment income with a university degree by first official language spoken. Despite being highly educated, their median employment income barely changes. It was 18 000\$, it increases to 20 000\$. You see that the gap is close to 32 000\$ between French-speaking recent immigrants and French-speaking non-immigrants and here it is 24 000\$ between English-speaking recent immigrants and the English-speaking non-immigrant population. There is certainly an issue here. We know that part of the story can be illustrated through the notion of overqualification, so in order to get at this notion of overqualification, let's look at occupational groups focusing on Montreal CMA for a population aged 25 and over.

We know that 92% of the English-speaking immigrant population lives in Montreal. The skill-based qualification system was created by HRSDC, now Employment and Social Development Canada. Occupations can be classified by occupational groupings based on a certain set of educational attainment and experience. The first grouping is composed of professionals who hold a university degree, occupations which require a college diploma or an apprenticeship, occupations that require

high school education or less and there is a fourth one which is management occupations to which we don't associate a specific educational attainment because it varies from one occupation to the other. What happens with immigrants in Quebec? We know that 39% in both cases, English or French, of immigrants work in occupations usually requiring a high school diploma or less. You see the proportion is fairly stable across all groups as regard to the professional occupation. We know that almost 4 in 10 immigrants work in these occupations requiring very few skills.

Let's focus on the male population, it's still higher for the Canadian-born and established immigrants compared to recent immigrants. Let's look at women, recent English-speaking immigrant women almost 1 in 2 has an occupation requiring a high school diploma or less and we can see the difference with the Canadian-born population. Let's look at overqualification among university graduates.

How do we define overqualification? There are subjective measures. For instance, with the Program for the International Assessment of Adult Competences (PIAAC) survey, participants are asked: "When you look at your job, what is the level of education required to do your job?". This is a subjective assessment but there are alternative measures and this is the one that I am going to use based on the groupings of occupations according to skill levels which can then be matched to the educational attainment of survey respondents. There are two measures that are considered here. Individuals with university degrees working in jobs that do not require a university degree, whether they are working in a job requiring a high school diploma or less or working a job that requires a college education or less. There are two ways to look at overqualification. We make the distinction here between immigrants who acquired their university degree from Canada or U.S. and those who acquired their university degree outside of Canada and the U.S. Among the English-speaking immigrant population, 34% of women who acquired their university degree outside of Canada or the U.S. are considered overqualified in contrast with 23% for men. Let's look at men's overqualification rates by field of study. What is interesting is that overqualification rates are very high in the humanities, social sciences, law, business management, public administration, and lower in the scientific fields. Among the male population, it is still higher for the French-speaking population. On the reverse, when you look at female workers, it's pretty impressive, now you see these overqualification rates are very high but when you look at mathematics, computer and information sciences, physical sciences, these rates are higher than for the male population. Both for male and female populations, you see that the overqualification rates for the English-speaking population in the field of education is very high. When we distinguish the Canadian-born population with the immigrant population within the English-speaking population, overall the overqualification rates are higher for the immigrant populations. Now, let's look at the concentration. When we say that the immigrant population is overqualified, in which fields specifically and where are they concentrating? When we look at the Canadian-born English-speaking population, 70% of those who are overqualified work in the humanities, social and behavioural sciences and another 15% in the physical and life sciences and technology. How do immigrants contribute to the vitality of the population? If you have such a large pool of qualified workers who work in occupations that do not require these high qualifications, there is a risk of erosion of competencies.

In the PIAAC survey conducted in 2011, when we look at English-speaking immigrants in Quebec with a university degree, like in the rest of Canada, they fare lower than the Canadian-born population. Level 3 is the basic level considered essential to be functional in everyday life for literacy skills. There is a statistically significant gap between Canadian-born and immigrant Canadians. Even established immigrants do not fare well in this survey.

What are the answers? Why do we observe these high overqualification rates? First, there is the foreign acquired credentials. Second, there is certainly a language proficiency issue. Surprisingly, we have been conducting these surveys in North America and internationally for the last 30 years and we don't have a good measure of language proficiency. We are measuring numeracy and literacy skills. We know that when immigrants land in Vancouver, based on CIC data, close to 30% of them are not able to speak English or French. We conduct our National Household Survey or census, and it goes down to 15% or 18%. We know that although participants say they can speak English, this does not mean that they are able to function very well in the labour market. It is certainly a good question, but we don't have an answer to that. The erosion of competencies following a long period of underutilization of skills is also a factor. Some studies indicate that overqualified persons tend to have a lower skill level than qualified or underqualified persons. The PIAAC results show that immigrants are much more likely to have a lower skill level and make little use of literacy skills at work than their Canadian-born counterparts.

We have to further our analysis by isolating the impact of various factors. We started to do that using multivariate analysis to explain the overqualification rates among immigrants. The assessment of language proficiency in English and French is key. In fact, more objective measures of proficiency will help us better understand the role of proficiency levels and the likelihood of being overqualified. We have to further the analysis with the complex interaction between overqualification and competencies.

Language does not completely explain overqualification. We know that immigrants are more overqualified in general. Among men, French-speaking immigrants are more overqualified. We know that language proficiency certainly plays a role and recognition of foreign credentials also contributes to overqualification rates across Canada. Finally, the difference between male and female within the English-speaking population is important. Thank you very much. If you have any questions, please ask them.

Cédric de Chardon: If you have questions, it could be now or we may take the questions after both presentations, as you wish.

Joanne Popock: How do you distinguish established and recent immigrants?

Jean-Pierre Corbeil: Recent immigrants are those who arrived 5 years prior to the National Household Survey. For the PIAAC, those who arrived in the last 10 years are recent immigrants.

Vicki Esses: Have you looked at the role of prejudice in the overqualification? There is a literature showing deskilling is a function of religious and racial background.

Jean-Pierre Corbeil: To be honest, we had intense discussions among ourselves at Statistics Canada because the key question is: how do you measure discrimination? We know with the Ethnic Diversity Survey that there were questions on discrimination. There is one in the social identity cycle of the General Social Survey (GSS). It becomes very difficult to distinguish but we certainly have to find a way to measure because there is certainly discrimination. Does that mean that all this overqualification is solely related to discrimination? Certainly not.

Vicki Esses: You were talking about the objective measures of overqualification, but there is a literature that indicates that subjective measures of overqualification provide better indication for retention for example. What is more important, is how you feel about it and your attachment to the community. This is something to explore.

Jean-Pierre Corbeil: We were able to link the National Household Survey to census data with the PIAAC surveys and we will compare these self-assessments to examine the subjective measure.

There is a strong link between the type of job you do and how well people do in the PIAAC. Participants who work in sectors where they don't use their literacy skills tend to succeed less because their jobs do not require that level of competencies.

Michael Haan: Using PIAAC, it would be interesting in the future to find points of convergence between Canadian-born and immigrants. If there is convergence, it would be interesting to decompose the source of that convergence.

Jean-Pierre Corbeil: Good point. This is part of a broader project and we are examining perhaps 10 to 20 different ways of looking at this issue but certainly, convergence is a good suggestion.

Joanne Popock: I just wanted to underline that it is blaring that you overlooked race. I think that you need to bring in visible minority since in the Canadian literature, race stands out as an area where the socio-economic inequalities are even more dramatic perhaps than immigrant and Canadian-born. I see now with gender, that it is quite dramatic.

Jean-Pierre Corbeil: It is a good point. I only had 20 minutes and probably I went beyond 20 minutes. I refrain from using the visible minority group as if it was homogenous so we are creating a new vismin variable where we distinguish those who are Black from the Caribbean, Black from Africa, because we see that where you obtain your degree changes dramatically the outcome, whether it is Eastern Europe, Western Europe, South Africa and sub-Saharan Africa. Certainly, it is very important. For example, I noticed that those who received their degree in North Africa are six times more likely to be overqualified controlling for other variables. We will be looking at this but I do not want to look at the visible minority category per say.

Joanne Popock: The literature also indicates that generation of course plays an important role besides recent and established immigrant status. You can start looking at first, second and third generation. It would be very helpful.

Yvan Déry: You call this overqualification and somehow, it is like blaming the immigrant for having diplomas that they do not need. I see a waste of human capital. I am not saying that you are, I am commenting on the notion of being "overqualified". Overqualified, why? Is it because we do not have the positions that would require those skills? No, we do have positions that would require those skills. Immigrants cannot access these jobs. This data indicates gender bias and it is very telling. I was just annoyed because the notion of "being overqualified" seems to place the burden on the immigrant in the labour market.

Jean-Pierre Corbeil: I fully understand but what is interesting is the message that we always hear that we need qualified and educated immigrants.

Sarah Boily: Do you observe similar results with overqualification for Francophone immigrants in the rest of the country?

Jean-Pierre Corbeil: It's basically the same story, but in Quebec, immigrants tend to have higher unemployment rates and higher overqualification rates.

Stephen Thompson: It is really good to see a gender perspective because we start to see the socio-economic situation of the community. I would like to add that there are English-speaking communities outside of Montreal whose realities are quite different. Joanne wants visible minority and I would agree. When I look at the data on the table, I would add one step further, which is to separate Montreal CMA from the rest of Quebec to get a clear picture of what is happening in other communities.

Jean-Pierre Corbeil: That is a good suggestion. I fully agree.

Lorraine O'Donnell: Can you explain a little more the literacy question? Were you talking about French language or English language competency?

Jean-Pierre Corbeil: Until the end of the 80s internationally, we used to measure the literacy level based on the ability to read. You were either illiterate, functionally illiterate or you can read and write. Experts started to develop the notion of a continuum of literacy since everyone can function in society, but people have different levels of skills. Instead of just being able to read something, the test explores different levels of complexity with an exam based on literacy, numeracy and problem-solving skills. When you read something, you must have the ability to understand what it means and do something with this information. We know that those who do not have English or French as a mother tongue fare less well in these tests. We don't know to what extent. The 2011 survey was conducted in over 35 countries.

Joanne Popock: My comment is fast. I really think that the importance of language around overqualification provides an image and leads to certain solutions. You are framing the situation in a certain way. The literature talks about deskilling and that places the onus on the receiving country because this is what we are doing. We are deskilling a very highly educated population and we are joining countries that are doing the same. We have to look at immigration broadly, not just at the provincial or national level, but also internationally. How are we affecting our global, intellectual and skills resources? I like the idea of deskilling, moving away from overqualification. Why are we letting them in if they are overqualified? Perhaps they should not come here at all then.

Jean-Pierre Corbeil: Maybe one comment on that and risking being politically incorrect. We should not exclude the fact that some immigrants have university degrees and do not have the required skills. For instance, I just read this article in *The Economist* recently where they say that India will have about 1.5 billion people in the next decade or so but there is no university in India that make up the first 200 best universities in the world. This article said based on some studies a very small proportion of their graduates in engineering would be able to do the job and the tasks that a North American corporation would ask here. We should not put all of them in the same basket. It is a complex issue. Some immigrants are very skilled but the fact that you have a university degree does not automatically equate a high level of skills. We have many people here who have university degrees and perhaps are not that skilled. We have to be careful but I completely understand your point.

Cheryl Gosselin: We want immigrants who are reliant, self-sufficient, and responsible for themselves as we provide less services to learn English and French. Despite having highly educated immigrants coming in the country, they fail. We should think about the welfare state as we discuss about overqualification and the challenges on the labour market.

Michèle Vatz-Laaroussi: We know from qualitative studies about women that women tend to accept more often and more quickly jobs for which they are overqualified than men. Men tend to go back to school to experience the recognition of their foreign credentials. In Quebec, it is a recurring phenomena. Could this partially explain the higher rate of overqualified women in comparison to men?

Jean-Pierre Corbeil: Certainly, I experienced this in the past when I worked as a volunteer in a centre for the integration of immigrants where I taught French. Men would attend the centre but quickly, they would leave to find a job. This is because there were financial imperatives to sustain the family in jobs that were completely under their level of competencies. For women, financial pressures also played a role and we should look into this further.

Cédric de Chardon: In fact, this is a national phenomena since all Canadian immigrant women experience this.

William Floch: I think that my presentation is complementary with no contradictions. There are a couple of pieces that I would like to share as a preamble. I am going to talk about the regions of Quebec but there are limits to the data when the populations are very small. I am going to present my preliminary piece. There are a lot of numbers here on this first Power Point slide. I want to explain that part of the work that we do at Heritage Canada, we are trying to develop the concept of composite indicators. There are so many numbers that can be generated about official language minority communities in their various dimensions. This is a first effort to develop a diversity indicator.

First, we have taken the proportion of immigrants in the official language minority communities and we have compared that to the majority with whom they share a territory. Second, we took the notion of recent immigrants like Jean-Pierre Corbeil mentioned, people who arrived within the last five years. Third, we also have interprovincial mobility in this portrayal as well with the inclusion of the proportion of migrants who were born outside of the province of residence. This tells us how much people are rooted in their community. Fourth, we have also included the visible minority status. We have taken the value reached with these four characteristics and we have also looked at the relative value compared to the majority in their region. We have done a series of rankings and then we have put them all together to create a composite.

The regions of Montreal, Quebec City (capitale nationale), Laval, Montérégie and Outaouais would rank in the top quintile among economic regions across the country for expressing diversity in the official language minority community. They are at the high end of diversity by taking those characteristics into account. At the other end of the spectrum, Gaspésie, Côte-Nord, Nord du Québec would have very low levels of diversity. It is an interesting notion to say that we know that there is high diversity in Quebec and I think everybody in the room knew that coming in but when we look at the regions of Quebec, we have really the very high and the very low relative to official language minority communities across the country.

I was a little surprised by some findings in this analysis comparing to 10 or 20 years ago, Montreal's official language community would have been easily the most diverse population using these measures, but now it is fourth. There are three Francophone regions outside of Quebec that express higher diversity in the Francophone community than we see in Montreal. I know Toronto is number 1. This is a changing dynamic, since it was not the case years ago.

The other interesting point is that when we look at the proportion of immigrants within English-speaking communities across the regions of Quebec, we see a relatively small population in the south of Quebec but where 1 in 5 English speakers are immigrants. In Lanaudière, we have 12 000 Anglophones, 22% of whom are immigrants. We used to have this idea that it was a total divide: we had the regions of Quebec and Montreal who had totally different realities. I think that rather, there is a middle ground. There are some communities that have a fairly high proportion of immigrants, including recent immigrants. That being said, at the other end of the spectrum, only 2 or 3% of English speakers are immigrants in Côte-Nord or Gaspésie. These communities are not benefiting from immigration. Their demographic challenges will have to be met through other means or they are simply going to decline or disappear in some cases.

We have created another composite. We have done socio-economic status composite indicator where we have taken several factors: 1) low education level, those who have high school or below as their highest level of educational attainment; 2) unemployment, the tendency to be out of the

labour force; and 3) the rate of low income, less than 20 000\$ in individual income. We have done the same type of process where we have taken those values and we created a relative index comparing the minority with the local majority with whom they share a territory. We have created rankings for those 8 measures and created the composite. This is work in progress and there might be other factors that one could bring in. We could weigh some factors, they do not have to be calculated equally.

First, Quebec is number 2 as a province for socio-economic vulnerability of the official language community. New Brunswick's Francophones show higher socio-economic vulnerability followed by English-speaking Quebecers, which flies in the face of the myth of the rich Westmount Anglophone, which is an increasingly out-dated stereotype. Second, six of the economic regions are doing well, five of the most challenged socio-economic communities are in Quebec including Gaspésie, Nord du Québec, Abitibi-Témiscamingue, Côte-Nord and even Estrie, which despite having institutions including a university, shows vulnerability by this measure. At the end of the spectrum, Chaudières-Appalache, Saguenay-Lac-St-Jean, English speakers in those regions are doing better than most official language communities. If we continue this analysis across the country, we would find a lot of Francophone communities in Atlantic Canada would have challenges and as you go increasingly West, what you find is that the Francophone communities in Western Canada and major parts of Ontario in fact show higher levels of socio-economic status relative to the other OLMCs and relative to their local majority. When we think about strategies of attraction and retention, it is difficult to imagine that regions with high levels of socio-economic vulnerability are going to become natural recipients for immigrants. There is a need to address the socio-economic vulnerability to attract and retain immigrants.

We also looked at this notion of recent immigrants with the 2006 census and the 2011 National Household Survey. We look at the block of people who were recent immigrants in 2006 and we asked ourselves: how many of them are in the same region that they had arrived to? Overall, for Anglophones outside of Quebec, 94% are still there. For Francophones outside of Quebec, 93% are still there. These are healthy numbers. In Quebec, though, it is a more negative story. Among Francophones, 85% are still in Quebec and 82% of Anglophones are still in Quebec. English-speaking Quebec shows the lowest retention rate at the national level among official language minority communities, which suggests a problem. I have done this analysis for previous census periods; the rate of loss is lower than it was 10 or 15 years ago. There may be some positive development, but this is an ongoing problem. Another study that we worked on resonates with this result. When you look at the exemplary socio-economic status of Quebec born English-speakers who left Quebec to obtain better jobs and opportunities: they found greener pastures. There is a certain sense that upward mobility became outward mobility.

Across regions, the non-immigrants are less likely to show low educational status. English-speaking immigrants and French-speaking immigrants show the highest level of university degree attainment, than the non-immigrant English-speaking community, followed by the French-speaking non-immigrant. French-speaking Quebecers still show lower educational attainment than immigrant populations and the English-speaking non-immigrant population. In every region, there is an overqualification of the English-speaking immigrant or under-utilization. Unemployment levels contrast with educational attainment. There may be broader questions here when we see this discrepancy between high educational attainment and unemployment. French-speaking non-immigrants have the lowest level of unemployment, but the highest level of unemployment is found among French-speaking immigrants. The gap between Francophone immigrants and Francophone non-immigrants is very large. In contrast, English-speaking immigrants and English-speaking non-

immigrants have relatively similar unemployment rates. Some studies indicate that when you have an important socio-economic status gap between social groups, some societal problems may emerge. There may be explanations for this. We do know that the average English-speaking immigrant has been there longer than the French-speaking immigrant and they might have had more time to integrate.

In terms of other regional differences, there is a mixed reality. In some cases, the unemployment rate is higher for English-speaking immigrants and the Eastern Townships region stands out in this case. In a few regions, English-speaking immigrants show lower unemployment rates than non-immigrants. Bilingualism is also examined but does not reflect necessarily the degree of functionality in the labour market in both languages. English-speaking non-immigrants show the highest level of bilingualism, French-speaking non-immigrants the lowest level. English-speaking and French-speaking immigrants show similar levels of bilingualism.

One of the key findings here is that there are more immigrants in more situations that could be looked at in greater detail in some regions. There are sizeable numbers of immigrants in regions and even recent immigrants in those regions. There are some obstacles to integration in the English-speaking community because they would not have the right to send their children to English-speaking schools. In many instances, the English speaking community is not very visible. It can be small and quite vulnerable. They may not have media in their language. If you look at the Association of Quebec community newspapers association, some regions are pretty complete in terms of having access to media such as the Eastern Townships and Montreal, the others not so much. I will end on that.

Sylvia Martin-Laforge: I was wondering if we could focus on age cohorts. We are trying to obtain an English-speaking Youth Secretariat (Secrétariat à la Jeunesse) with youth employment policy connected to the English-speaking community. One of the challenges that we have had is around statistics. If you look at the policy strategy, there is nothing focusing on English-speaking youth. The statistics that we have come from federal government studies. Statistics and policy are not always coherent. Some of the work you do about retention and socio-economic status, if you could just capture youth's reality in terms of what we need to give the policy makers in Quebec around our community.

William Floch: It's possible to generate data with specific age groups. It is certainly worth looking into that, youth aged 15 to 24. One of the issues that we have is that age group can vary a little. It is a challenge that can be met.

Jean-Pierre Corbeil: Based on the 2006 Census, we were able to look at the intention of young English-speakers to leave Quebec, and it was fairly high. We asked the reason they intended to leave in the next five years. For the most part, it was related to educational and job opportunities. We had some information, but we did not analyse it in depth. The other thing is that in Quebec, the first official language spoken is not really popular to define the English-speaking community. When we use mother tongue, it eliminates a third of the English-speaking community. It is certainly a challenge when you deal with the province of Quebec.

William Floch: Among younger Anglophones, the intentions to leave are influenced by educational and employment opportunities. Among older Anglophones, it was because of family and retirement, and among those 30 to 60 years old, it was because of political reasons and feelings of discrimination. There is really a generational analysis and we will see that more recent surveys will confirm these results.

Sylvia Martin-Laforge: There are groups like Montréal-International that would be interested in these types of data, not only members of the community.

Sarwat Viqar: My contribution is a comment. From the point of view of our experience at the South Asian Women Community Centre, our staff speaks at least 7 or 8 South Asian languages and we are approached by other organizations because language can be a barrier. In addition to language, there is a lack of understanding of where immigrants are coming from. It is not a simple matter of leaving one's mother tongue at home and stepping outside to integrate the job market. Language is an expression of culture, of community and family. I would like to add that it is not only the host non-immigrant population that offers employment opportunities, immigrants also generate employment in this labour market. They also offer their own informal networks. These networks, like those formed in Parc Extension, provide financial sustenance. Although immigrants may be socio-economically marginalized, they may still want to stay in Montreal because of these networks. Employment opportunities through these networks sometimes may not require that one speaks English or French.

Stephen Thompson: We use the expression "English-speaking Quebecers" rather than "Anglophone" in the Quebec context. For service delivery, we can talk about the first official language spoken (FOLS) to have a better estimate of who utilizes our institutions.

Cédric de Chardon: I am very proud to say that now at CIC we use the expressions English-speaking and French-speaking.

Sylvia Martin-Laforge: It is important to think about what the strategy around attachment will be as people identify more and more as bilingual. How are young people from 15 to 29 are thinking about themselves? Even historical English-speaking youth are more inclusive, and have an additive understanding of identity. So a better understanding of this additive notion of identity would help around youth programs. We do not have evidence to discuss programs for English-speaking youth.

Jean-Pierre Corbeil: In Quebec today, some studies conducted by the Conseil de la langue française show that the English French bilingualism rate is increasing among all youth in Quebec. Some see it as a threat, but the youth themselves see it as a tremendous opportunity. Patricia Lamarre studies youth who are trilingual. It is very likely that in the 2016 Census we will see an increase in youth bilingualism in Quebec.

David MacGregor: When we talk about identity, there is not a lot of study about how language is used and how this influences identity. This is a variable that needs further analysis.

Zenaida Ravanera: The FOLS (first official language spoken) is one definition, for some it is identity, others it is the mother tongue or English-speaking, French-speaking. I think that for our analysis, we need to focus on what is the use of the definition and find how to categorize people. For me, the easiest is first official language spoken.

William Floch: Years ago, we targeted minority and majority populations. We asked participants the FOLS language question and then we said, regardless of the languages you speak, do you consider yourself an Anglophone or a Francophone? Depending on their answer, we moved to complete the appropriate questionnaire. When we unpacked the numbers, we found that FOLS was a very good proxy. The percentage of the population that we would have classified as FOLS and self-identification as English-speaking or French-speaking in the questionnaire aligned nicely.

Jean-Pierre Corbeil: Related to the census survey, we crossed the information on FOLS and the language in which people felt more at ease for service delivery. We found that 95% of the participants who did not have English or French as a mother tongue, who had English as FOLS,

responded that they felt more at ease in English. The reverse applied for those who had French as FOLS. In Quebec, FOLS is a fairly good predictor of the language in which you feel more at ease which may not be related at all to identity or not solely because we are at crossroads of many identities. FOLS and language preferred for service delivery are not always aligned outside of Quebec.

Joanne Pocock: Low socio-economic status is a predictor of poor health. Barriers to access to services are also a predictor of poor health. There are poor English-speaking seniors who are more likely to be dependent on public services and who may not have the income to turn to the private sector. The literature shows that it is the second and third generation immigrants who have the greatest frequency of illness. This raises issues of health status and quality of life. In addition, community organizations play a role in assisting immigrants in their settlement, including seniors who are immigrants who continue to have issues around language. The Quebec Community Groups Network (QCGN) has run an important project on seniors who are 55 and over and there was a provincial wide survey conducted. We found that there was a robust size of immigrant English-speaking seniors in Quebec who were more likely to move and relocate for access to health and services.

Vicki Esses: There are new sources of data that will help us in terms of identifying language groups.

4. Outcomes of English-Speaking Immigrants in Quebec

Presenters - Vicki Esses and Zenaida Ravanera/Western University

Objective: Present a summary of research funded by CIC on outcomes of English-speaking immigrants in Quebec. Discussion will permit participants to identify key issues of interest for future research

Vicki Esses: We are just going to talk about the socio-economic integration of English-speaking immigrants in Quebec. This is based on a much larger report that we did for Citizenship and Immigration Canada looking not only at Quebec, but the rest of Canada by region. I want to emphasize that we are only going to talk about some part of the data that we have. The report is over 100 pages and we are just presenting a few results.

This is a comparative analysis and we are comparing groups within Quebec. The findings presented are based on the 2006 Census and I will talk about economic integration factors. You may wonder: why did you look at 2006 census data? We did for a number of reasons. We thought that it would be a good baseline for future data and now that there will be a 2016 long form census, we will be able to compare the 2006 and the 2016 census data. We also wanted to talk about some of the methodologies we used in these analyses. In this case, we were looking at work participation, labour force activity and employment status. We are looking at income such as household after tax income, wage and salary income. Zenaida will talk about the 2007-2008 Canadian Community Health Survey (CCHS). It is a very nice survey, repeated over time. It has some social indicators in it. It has perceived physical health and mental health. It also has stress and life satisfaction, and also sense of belonging to the local community. These are really important variables to think about. I am only going to talk about perceived life stress and sense of belonging to local community. What we present includes descriptive analyses, multivariate analyses where we put social-demographic characteristics into the analyses to look at what proportion of the effect of official language remained when we add other variables in the equation.

We worked with the Public Use Microdata Files (PUMF) because we did not have a lot of time and we did not have time to work with Research Data Centre (RDC) data. We looked at individuals 18 years and older and we did use the FOLS variable (English, French, English and French, neither French nor English). We use in the multivariate analyses the social-demographic variables including FOLS. We also looked at a variety of other factors such as period of immigration, place of birth, visible minority status, age, gender and highest level of education. For period of immigration, I should just mention we looked at recent immigrants. In this case, we used a 10-year period or established immigrants before that 10-year period.

We start with social-demographic characteristics, which are important. When we look at region of birth, you can see that for the established English-speaking and French-speaking immigrant, the primary source region is Western Europe. In contrast, for recent immigrants, this really diverges. Recent English-speaking immigrants come from East Asia or South and Central Asia as primary source regions while recent French-speaking immigrants come from Africa. This becomes important when we think about what is causing the effects that we are looking at. When we look at demographic characteristics for established immigrants, 39% of English-speaking established immigrants and 41% of French-speaking established immigrants are visible minorities. When we look at recent immigrants, 76% of English-speaking immigrants are visible minorities and 58.9% of French-speaking immigrants are visible minorities. Recent immigrants are younger, their educational attainment levels are higher and balance between both genders is good.

You have probably seen these data today. Among established immigrants, English-speaking immigrants have a higher rate of unemployment, while among recent immigrants these differences are not statistically significant. When we look at mean individual income, again there are differences for established immigrants. Again, the established English-speaking have a higher mean individual income than the French, but for the recent English-speaking immigrants, the findings are not statistically significant.

We then completed a multivariate analysis and what this does, is adding other variables to examine the variance. For labour force activity, there were some differences in model 1 where we only included official language spoken, but in model 2 we included as well the other social-demographic variables. We can see with model 2 that these effects are no longer statistically significant different for established immigrants while for recent immigrants they were not statistically significant even in model 1.

For the established English-speaking immigrant had a higher income in model 1 when we just added official language spoken, but once we add other variables in model 2, the effects are no longer statistically significant. This means that there may be effects but what the effects are due is questionable. For recent English-speaking immigrant, there were no statistically significant differences to begin with.

For economic outcomes, there are not important differences once you take into account other variables like visible minority status, region of birth etc., the effect of official language spoken being English or French disappears. Now, Zenaida is going to talk about the Canadian Community Health Survey (CCHS) data.

Zenaida Ravanera: We completed this analysis using CCHS to look at the social integration of immigrants in Quebec, using Public Use Microdata Files over 18 years. There is no FOLS in CCHS, so we used the derived official language spoken variable, which we hope is somewhat similar to FOLS. We also had a number of social-demographic variables in the multivariate analysis, and here we focus on the derived official language spoken.

The distribution of individuals who speak neither French nor English is similar to what is found in the Census with approximately 4% of the sample. Among established immigrants, compared to French-speaking immigrants, English-speaking immigrants have a higher proportion of visible minorities, older individuals and have a higher household income. Among recent immigrants, compared to French-speaking immigrants, English-speaking immigrants have a higher proportion of visible minorities, more men, higher postsecondary education and higher unemployment rates. This is similar to what was found in the Census.

We look now at the level of social integration focusing on two aspects: life stress and strong sense of belonging to the community. Among established immigrants, it is not statistically significant. On the other hand, among recent immigrants, English-speaking immigrants are more stressed in life. Among established immigrants, there was no statistically significant difference. Among recent immigrants, English-speaking immigrants have a weaker sense of belonging than the French. This holds after controlling for other variables in model 2 with a multivariate analysis. Recent English-speaking immigrants have a weaker sense of belonging even when we control for social-demographic characteristics.

There are not major differences in terms of economic integration between English and French-speaking immigrants but only as indicated with the labour force participation and the mean individual income. These results might be different with other socio-economic indicators.

In contrast, there seems to be some differences in terms of social integration between recent English-speaking and French-speaking immigrants in Quebec. Recent English-speaking immigrants are not as well integrated socially as indicated by life stress and sense of belonging.

To conclude, we notice that the differences accounted for language disappear at times when we add other variables in the multivariate analysis. Therefore, language is important but other variables are probably more important. In our report, we have shown that other social-demographic variables have significant effects on the dependent variables that we analyzed. We also found that social integration is affected by socio-economic integration. Individuals who speak neither English nor French differ from other groups in economic and social integration. A lot of the differences can be explained with their social-demographic profiles such as age.

Future avenues of research could include linking the portrayal of the community, of services offered and individual integration with different datasets and analyses. Thank you very much for listening.

Joanne Popock: When you talk about recent and established immigrants, are you going by 5 years?

Zenaida Ravanera: We are using the 10-year period from CCHS.

Joanne Popock: I find your proposal for future research very exciting. I am on board. Are these presentations today and report made available to everyone or how is that working? I would like to have access.

Cédric de Chardon: We have a report and all the presentations will be available.

Vicki Esses: This report is already available on the Pathways to Prosperity website.

William Floch: I really did appreciate your presentation. One thing that you might consider is that using mean individual income or median income, can present an erroneous portrayal of the community. If Bill Gates walks in this room, the average salary will jump. Our research has shown that in the English-speaking community of Quebec, part of its characteristic is the missing middle. Quebec English-speakers are overrepresented at the lower end of the income spectrum and at the upper end of the income spectrum. I think that using your indicators, we are missing this reality.

Zenaida Ravanera: The analysis says mean, but when we completed the multivariate analysis, we used the amount. One of the dependent variable that we analysed was also the Low Income Cut-Off (LICO).

William Floch: In my analysis, it shows that the difference between Anglophone and Francophone immigrants is somewhat less than the difference between Anglophone and Francophone non-immigrants.

Lorraine O'Donnell: Thank you very much for this presentation. I remark that so far the presentations today are statistics heavy. I would like to ask what could the role of qualitative research be for questions about immigrants?

Vicki Esses: We think that all these pieces fit together. Qualitative research gets us some interesting questions to be pursued in the focus groups or interviews but to know what those focus groups are going to look at, it would be nice to start somewhere. These are pre-existing datasets but there are also developing surveys. We cannot know the experiences of immigrants without talking to them. We were talking about the follow-up of this research project but of course, that is not to underplay qualitative research.

Michael Haan: When you are looking at stress, do the people compared themselves to their family, their community members, to people they knew in their country of origin?

Vicki Esses: This has to do with how people are using the scales in general. We know that there are large differences in the way people are using scales. They are not necessarily comparing themselves to other people but what they see as stress or not stress and how they define stress. Of course, those are interesting questions which qualitative research would help us with.

Joanne Pocock: I have done some work with CCHS. There is a number of questions that are used to measure stress, it is not a subjective measure of stress.

Michèle Vatz-Laaroussi: Thank you for this presentation. The subpopulation that speaks neither French nor English, are they refugees?

Zenaida Ravanera: From here, we cannot tell.

Michèle Vatz-Laaroussi: In Quebec, it is really an important issue because the refugees are coming and they do not speak French. For their integration, it is a very important issue. I think that we should look at this subpopulation more specifically in other regions of Canada as well.

Jean-Pierre Corbeil: Thank you for this presentation. The population that does not have knowledge of English or French is difficult to situate when we have social integration in mind. We had discussions about how to define social integration. Those who do not speak English nor French tend to have low educational attainment, tend to work in low-income jobs with limited required qualifications in restaurants and hotels, for example. The question is: how do we measure their integration into Quebec society? They might be integrated within their own linguistic or ethnic community, but within the larger Quebec society, there is certainly a need to integrate. We would have to interview these people. Qualitative research does not ask the same questions as quantitative research but they have to be complementary.

Zenaida Ravanera: Even when they do not experience socio-economic integration, many individuals who do not speak English or French still report a strong sense of belonging. It is because they feel that they belong to their local community.

Cheryl Gosselin: Thank you for your presentation. What about the ethical considerations of research? What is the role of the researcher in interviewing people that are coming from places around the globe? Is it ethical to ask somebody who is newly arrived to participate in an interview with somebody who is coming from another province to do the interviewing? Have you considered that and is it correct to do that? What would be the role of people themselves in selecting questions and how do we want the interview to proceed? To situate myself, I am doing research with refugees who come to the Sherbrooke area and in some cultures, I cannot go into their home as a stranger interviewing them and in other cultures, they welcome me with open arms and in fact, they want me to stay the whole week-end. How do we ask members of the English-speaking community to be part of a qualitative research when you come to our territory and you want to discuss the integration of newcomers in our community?

Vicki Esses: My question for you is what are the ethical issues for research that you see as being problematic in terms of interviewing people who are new to the country asking them about their needs and their experiences? What are the ethical issues in terms of asking about those types of things?

Cheryl Gosselin: Issues about power relationships and differences about class, length of stay, the fact that the researcher, an established Quebecer, asking somebody newly arrived in a position as object or subject. When we do our research ethics, the form no longer says subject, but participants. For me, it's about the power relationship.

Vicki Esses: I think it depends on how you approach this. It involves taking these issues. We have been doing interviews outside of Ontario, for example in Alberta with immigrants with very different backgrounds. We asked for anonymous feedback afterwards, we have never got questions about power differentials. We received comments thanking us for asking their perspective.

Joanne Pocock: As a consultant to community health and social service network, a provincial network serving English-speakers in Quebec, I have had an opportunity to look at the 2012 CCHS. I want to draw the attention back to the need for age related findings. When we looked at stress with the 2012 CCHS, we found that there is a vulnerable group in the Quebec English-speaking community who are young and male. They experience high levels of anxiety, they have concerns about integration, their profiles are a little different than young women. More or less, the English-speaking youth who are male stand out as a very vulnerable group in a number of ways. How much is immigrant status playing into that?

Vicki Esses: One point to mention is that I believe that eventually, we will be able to do this kind of analysis soon.

Zenaida Ravanera: I think that we found similar findings because we did include age in our analysis in 2006. We did work about gender as well.

Michèle Vatz-Laaroussi: Following what Cheryl discussed, I think that the question is about the posture of the researcher? Is the researcher from the community or out of the community?

Johanne Jean-Pierre: Are we looking at the community without any social programs for employment such as small loans, targeted funding for training or has there been any program in the past decades to reverse poverty?

Vicki Esses: I think that is what Zenaida was referring to, which means being able to put all these pieces together. Knowing whether the services are having an impact on individuals or communities.

Jean-Pierre Corbeil: Before tax, after tax, the portrait is somewhat different. You have these programs that can be positive or negative.

William Floch: The 2012 CCHS has FOLS as a variable, you will not have to derive it next time. Thanks to our friends from Statistics Canada, always accommodating.

5. Migration and Retention of English-Speaking Immigrants in Quebec

Presenter - Michael Haan/Western University

Objective: Present a summary of research funded by CIC on migration and retention factors in English-speaking communities in Quebec. Discussion will permit participants to identify key issues of interest for future research.

Michael Haan: I am very happy that I was not the thing standing between you and that lunch. Thanks to Cédric for putting me after the break. They say it takes a village to raise a child. It also takes a village to write this paper. In addition to the co-authors that I have here, Cédric, Anne-Marie the merciless editor, Nicholas helped as well a little bit. At Statistics Canada, René Houle helped when we were talking about the operationalization of what an official language community is. Jean-Pierre, you probably talked to René as well. Many people in this room had a hand in some way. I just want to express my gratitude. This paper is not yet published. It is working its way very quickly through the CIC bureaucracy. I am told that it will be ready for prime time soon. Then, we will rely heavily on Pathways to Prosperity for knowledge mobilization to get the message out. I should mention that I am a member of Pathways to Prosperity as well.

The question I am looking at today is whether or not official language minority communities impact immigrant retention?

There are 3 research questions and I will not have time to look at all of them today. First, the research of the paper looks at how many Francophone communities there are outside of Quebec and Anglophone communities within Quebec? Second, where do Francophone and Anglophone immigrants settle? How does this differ from where Anglophone and Francophone communities are located? Finally, what are the individual and community characteristics that predict retention? When Zenaida and Vicki presented their research, they had great descriptive statistics about populations in Quebec, but I did not include this here. I am going to go quickly through my methodology and move directly to the results.

Who cares about retaining immigrants in Official Language Minority Communities (OLMCs)? The Government of Canada, as well as provinces and regions are very concerned by retention because they present OLMCs as potential immigrant recruitment mechanisms. When we were deciding on a definition of an OLMC, one of the things that we wanted to do, is ensure that every province had at least 10 OLMCS. Thus, the definition we used is a function of that practical consideration and we did not delve into the political debates about what is a community or if a community is sufficiently Anglophone to be considered an OLMC or not. We just deducted a purely pragmatic definition. We define a community at the level of municipality with 10% of its population or 1000 people living in a Census Subdivision that speak English in Quebec or French in the rest of Canada. This is different from the definition that we have been talking about this morning. We were interested in identifying the extent to which an immigrant coming to a jurisdiction would be able to function in English or French. We are not looking at the first official language spoken (FOLS). Instead, we are looking at self-reported ability to speak English or French. When we use that definition, we find that there are a many OLMCs in Canada and this is a good thing. It shows the diversity that exists across the country.

For Quebec, in 1990, there were 1250 municipalities where there were at least 10% or a 1000 people that reported the ability to speak English. In 2005, this number had declined substantially to 900. If you look across other jurisdictions, a similar process happens. The idea that it is important to

revitalize OLMCs and potentially entertain the idea of using immigrants to do that is as critical now as it has ever been. Similarly to how we define communities, we define a French or English speaker as someone who reports the ability to speak French or English. This is likely flawed to some extent because an individual at time of landing may not have a clear sense always of their actual ability to function in Canada in French or in English. There is definitely some error here and this was one of the challenges that we face when we are trying to identify how it is that we are going to identify who is an English or a French speaker.

We used the Longitudinal Immigrant Database (IMDB). It consists of landed immigrants' record for every immigrant that came to Canada, attached to T1 tax files. It allows to look at income stratification, economic integration, and it also includes participants' databases which allow to use the information as a mobility database. We used the IMDB as a mobility database here. We followed four landed cohorts over a five-year period: 1990, 1995, 2000, and 2005 just to examine who stays and where they choose to go. We chose five years because when you look at a mobility migration plot, it starts to tail off after five years. If a community can retain immigrants for approximately 5 years, they will likely retain them. To these IMDB files, we linked census data at the municipality level. On these census files we were able to look at FOLS, homeownership rate, percentage of immigrants, unemployment, median income, and we started to construct a multi-layered analysis of retention.

The main results about individual characteristics are as follows. The first finding is that out-migration declines with age and married immigrants, especially those with children, are less likely to leave. The second finding pertains to interprovincial migration since provinces and municipalities are becoming increasingly important with provincial selection and recruitment. Highly educated individuals are more likely to migrate. Third, refugees have higher migration rates and family reunification class has lower out-migration rates. Fourth, Francophone immigrants have higher retention rates in Quebec and Anglophone immigrants have higher retention rates in the rest of Canada. I realize that we are interested in Quebec, but it is nice to have a comparison. The main results related to community characteristics will probably be of great interest.

First, high homeownership communities have higher retention rates. For instance, the province of New Brunswick was seriously thinking about programs to facilitate homeownership amongst immigrants as a retention mechanism. Second, high human capital communities have higher retention rates. We mean by high human capital communities, a large proportion of individuals with a bachelor's degree or higher. Third, in Quebec, OLMCs help retain all immigrants, whether they are English-speaking, French-speaking or Allophone. However, OLMCs have little additional effect on retention for Anglophone immigrants. Quantitatively, we cannot explain this and this is an example of where qualitative research could be complementary. Fourth, in the rest of Canada, OLMCs have higher retention rates for all immigrants. In contrast to Quebec, there is an additional pull for Francophone immigrants if they first land in an OLMC. If Anglophone immigrants land in an OLMC in Quebec, there is no additional impact for provincial retention. In the rest of Canada, if Francophone immigrants land in an OLMC, they are more likely to stay in the province.

Yvan Déry: Your definition of OLMC is quite different from what people usually understand as an OLMC. You are basically including everybody who speaks English in Quebec as a constituent of the OLMC. In a community that has 10% of people speaking English, that definition has consequences. Given the fact that 40% of Quebec's population is bilingual, places like Chicoutimi or Rimouski would be OLMCs in your definition even though they have an extremely low FOLS population. In contrast, only 6% of the English population outside of Quebec speaks French, OLMCs for other provinces in your construct are closer to what we consider OLMCs (at Heritage Canada). Your

definition leads the entire map of the province to be an OLMC with a high number of municipalities considered OLMCs.

Michael Haan: We experimented with various specifications of what an OLMC is and we found, surprisingly, is that the results do not vary a lot with different results. We used the FOLS definition, we used 25% as a threshold at some point and yet, the results did not really change. Our definition of OLMC is flawed, but it was robust.

To conclude, we were trying first to establish a foundation or baseline for future research projects. Second, we were attempting to identify basic trends about OLMCs appreciable impact on immigrant intention. What is the outflow of the domestic population and do immigrants' migration rates parallel the domestic population? Do immigrants choose institutional completeness over a job when they do their research online before landing in the country?

William Floch: Very impressive. I would like to look at this in more details. How do we define communities? If you include a threshold using FOLS in your model, can that be done easily and quickly?

Michael Haan: Yes.

William Floch: I think that this might be interesting just to make sure that it has not introduced a bias. Second question, do you think that it is technically possible to go back further in time, before 1991?

Michael Haan: Yes.

William Floch: Here is an offer based on the work we do at Heritage Canada. In addition to the composite indicators that I shared today, we have worked on geospatial indicators and we have taken geographic information analysis and OLMCs data about their populations and we created a composite indicator that tells us whether communities' geographic location is simple or complex. Effectively, simple would mean a cluster with a concentration of a population at a specific location. Complex would mean where there might be a smaller population, dispersed across the territory. We are confident that for a department like CIC, it becomes interesting. We need to marshal our resources. We can use these geospatial indicators to ask questions about municipalities. We have developed perhaps the holy grail of institutional completeness with a database of 30 000 institutions, categorized by sectors with educational, media and cultural institutions. It would be possible, since you have the complete postal code, to add an indicator to explore the link between retention rates and institutional completeness. We would be very happy to collaborate and share expertise and resources.

Johanne Pocock: Have you measured institutional completeness in OLMCs? Is the database with institutions available fairly broadly?

William Floch: It is our intention to make it available. We have not measured institutional completeness per say but after examining a sector, we can tell with confidence where the linguistic minority population lives relative to educational and cultural institutions. We tie this data to the census cycle and update the database every five years.

Lorraine O'Donnell: It was a very interesting presentation. If I understood well, in your study, OLMCS are defined as 10% or more or a minimum of 1000 individuals who self-identify as speakers of English. The presence of 10% or more speakers of English is a positive factor in retaining all immigrants. This strikes as a very useful fact to bring to the immigration ministry in Quebec.

Yvan Déry: We have to be cautious. In what we have seen, essentially what it means, is that the French-speaking population bilingualism is a positive element to retain all immigrants. It might not have a major impact on retaining English-speaking immigrants, but it has for all immigrants. The notion of OLMC that you have with at least 10% of the population capable of speaking English, in most cases in Quebec, we are talking about bilingual Francophones. We have to be cautious with the terminology OLMC. Do not use ever the word OLMC in presentations with that concept. Create a new acronym, create a new name for what you described here because in any quarters that you will go in the federal government, your definition does not mean what we understand as an OLMC. There is a danger there in comprehension. It is proven that community vitality is supported by the bilingualism of the majority population. We have studied that, we can show that on maps. Bilingual population may mean openness to diversity, may mean urban centres where you can have access to services. One should use regression analysis and would have to look at multiple variables. There is certainly a link between capacity to speak English and retaining immigrants, but we have to be cautious about what this thing means.

Michèle Vatz-Laaroussi: Municipalities too are very important.

Yvan Déry: A final point. You showed the number of municipalities in provinces I think from 1991 to 2005 where we had the largest number of municipalities. But because of mergers, forced mergers, the number went down to roughly 1000.

Michael Haan: This is consistent geography over time. So I threw away the municipalities, any mergers that would have happened, it is consistent over time.

Yvan Déry: So, that's quite interesting and it puzzles me because it would mean that the distribution of bilingual Francophones in Quebec and the English-speaking FOLS has shifted somewhat on the territory. I will be interested in looking into that.

Michael Haan: It may well be regionalization that you see. We should see, just a quick question for you. Acknowledging fully that the definition that we used to identify OLMCs or whatever it is we are measuring is flawed, is there a list of OLMCs?

Stephen Thompson: There is the regulation to the Official Languages Act, section 3. It defines the official language minority communities. It may not have a list of communities but the definition linked to how the numbers are calculated is in the regulation. If you go on the census profile, then every province in Canada has its OLMC.

Jean Pierre Corbeil: It is a very complex document. If you need the regulation per say, I can send it over to you.

Yvan Déry: Basically, the list, 'quote and quote' and we have an internal departmental group to establish and understand the definition of what an OLMC is. In law, there is one official language minority community by province. There is such a thing as the English-speaking community of Quebec and Franco-Ontarian community and so on. The regulation that Stephen is referring to is: where is the federal government obliged, for the lack of a better word, to provide services? The threshold is roughly 5% of FOLS in a given geographical space, but we do not go as far as calling that an official language minority, 'quote and quote' community. Wherever there is a school, there is a community and we have approximately 900 communities in Canada. We have a map that can show that. However, it is a complex concept and it is in evolution. Quick answer: there are such lists but there is not a list.

Jean-Pierre Corbeil: I just wanted to follow up on what William said earlier. We know that 9 in 10 English-speaking immigrants settle in Montreal, another 4% in the Outaouais region. I was just

obviously concerned by how you approach this because the concentration of English-speaking immigrants in Quebec is really in the Western part of the Montreal Island. Most immigrants live in places where they continually hear English. When we look at the distribution based on language of place of work or place of residence, we see that they tend to concentrate and stay in an environment where they listen to English all the time. To me, when we say your question: do official language minority communities impact immigration retention? I am just puzzled by the fact that, to a certain extent, every English-speaking immigrant lives in Montreal. Is it really related to the fact that there are so many people who speak English, even though they don't speak it, let's say in the eastern part of the island? I am just puzzled because we know that we should certainly look at concentration there. For instance, I heard some friends say that they were so happy that most French-speaking immigrants settle in OLMCs. One big OLMC is Toronto, well nearly 50% of immigrants settle in Toronto. Is this an OLMC effect? The other thing is that we know that French-speaking immigrants tend to settle or live where Canadian-born do not live. So French-speaking Canadian-born and French-speaking immigrant don't necessarily live in the same neighbourhoods. In Montreal, there is a closed link between the English-speaking Canadian-born and English-speaking immigrant population. They tend to live together. So, all these details, all to say that all the indicators you used need to be nuanced.

Michael Haan: Absolutely. I did not want to bore everyone with the details of how we were testing or the different model specification, but we pulled the major cities out, we ran the model, it did not have the statistical significance, but the direction of the coefficient was similar. That made us feel a little bit better about the results overall. Maybe there is actually something going on here. There might be some potential for generalizability. Is there more work to be done? Absolutely. As I mentioned at the beginning, this is a start. I am happy to be here because I study immigrant migration. I don't know the details of OLMCs and that is why I need to work with people. I can help with the data, but it is useful to have a broader community of people to work with.

Jean-Pierre Corbeil: It is a very complex thing. Some people would say, instead of using communities, we will talk about collectivities, which is somewhat different but it has the same letters.

Sarah Boily: Since William opened the door. I just wanted to take a minute to talk about an initiative underway right now. I think that could lead to collaborations with some of you. We will be releasing data files on the Treasury Board Secretariat (TBS) website. It will happen very soon, possibly before the New Year. On some of these data files, you will have a list of organizations that are funded by Heritage Canada, which speaks to institutional completeness. It will be accessible. The second part of this project, which is still tentative, we may work with TBS and other federal departments to organize the next CODE event and that stands for Canadian Open Data Experience and that is supposed to happen later winter or spring of 2016. We invite Canadians across the country to play with the data that is available and integrate some of the data that they have. It will be a very nice forum to address these issues. We will keep you informed.

Vicki Esses: I wonder what role ethnicity or ethnic heritage plays in this? Is somebody coming into a French-speaking community, or is this person coming into an ethnic community or same source country?

Michael Haan: We did not. We should have, although we were able to calculate the percentage of immigrants. We did not look at the ethnicity of the individual or the communities that they were joining. We could have and should have and we will in the future. It is an obvious thing to do and we did not do it here.

Stephen Thompson: Two points. I just want to pick up on something that Jean-Pierre mentioned which is the exception of the Montreal demographics distribution of immigrants in the city. There were studies that looked at major centers like Calgary, Toronto and Montreal and there were significant differences based exactly on what you said. In other cities, there tends to be a ghettoization of immigrants, while in Montreal it is much more diverse and cut along language lines. The other thing that I picked up in what Yvan said, is to caution you about assuming that where there is a school, there is a community. There are specific legal reasons why that is probably not the case, especially outside of Montreal and in some of the regions, where schools are largely attended by Francophone children.

Michael Haan: We had to abandon that definition, we tried it and it was not holding up well.

Cédric de Chardon: As Michael mentioned, we started this two years ago. We worked with microdata and we chose this definition. We did not want too few or too many communities. We wanted to see for each province what it looked like. It was to show the potential power of the statistics and what we can do in the future. I think that Michael has shown the potential of this. After that, we can see how to better define communities and collectivities. There is still a lot of work to do to define them properly. Perhaps as discussed with Yvan, Sarah and William, we should be thinking about something like a database by theme. Some collectivities could be observed for immigration purposes or for other purposes. First, we have to build this database to see what data are missing and to see where we are going. We have started this work, but it is a long process.

6. Settlement and Integration Strategies and Best Practices

Presenters: Michèle Vatz-Laaroussi/Université de Sherbrooke, Brigitte Wellens/Voice of English-speaking Quebec, Sarwat Viqar/South Asian Women's Community Centre, TBC/Research and Evaluation/CIC

Objective: Present a summary of research funded by CIC on integration and settlement strategies and best practices in English-speaking communities in Quebec. Discussion will permit participants to identify key issues of interest for future research

Michèle Vatz-Laaroussi: I am going to present you the findings of two research projects we had made concerning organizational practices related to immigrants' integration in two English-speaking communities in Sherbrooke and Quebec City. First, we are going to speak about case studies to try to have a reflection about dimensions, which we can transfer from one case to another. Second, we are going to insert some questions, which were asked this morning and this afternoon. I think that there is great complementarity between this presentation and the others.

The two research projects were about the models of strategies and practices of NGOs and associations, which favoured the retention and OLMCs in Edmonton (for a previous study) and Sherbrooke. There was a comparison between these two cities. Today, I will speak about Sherbrooke and Quebec City because we are going to talk about OLMCs in Quebec.

The methodology in Sherbrooke involved the selection of six organizations that provide services in the English-speaking community of Sherbrooke. We have made an analysis of documents published by these organizations, conducted interviews with directors and employees in these organizations, and conducted participatory observation during activities. We had two focus groups with employees for validation and transfer of analysis and findings, and conducted interviews with immigrants using these services and organizations. In Quebec City, we met nine organizations of the local English-speaking community, which are NGOs, public services, and the Voice of English Quebec which is here and collaborated. These organizations work in different areas such as health, social services, family, employment, churches, media and culture. We conducted 12 individual interviews and one group interview with employees of organizations and services, as well as 21 interviews with immigrants. In Quebec City, we have immigrants' voices, which are more important because we can analyze more the effect of the organizations and the services on immigrants' social and professional integration. We conducted 2 interviews with employers of two organizations regarding immigrants in the French community, which is the majority community in Quebec city. Finally, we conducted one interview with a very important person, the Quebec City municipal professional in charge of the international relations. We will see that in the case of Quebec City, the role of the municipality is very important as is the political will to attract migrants and to develop locally the economy too.

What are the differences in the context? In Sherbrooke, there is an old English-speaking community, but it is in decline. For the English-speaking community of Sherbrooke, it's a problem to attract but also to be part of consultations about immigration. The majority community, the French-speaking community, does not recognize the English-speaking community as participating to the attraction and retention of immigrants. There is no organization that provides services directly focused on immigrants in the English-speaking community of Sherbrooke. Nevertheless, there are organizations that attempt to reach out to immigrants and make space for them among the services that they offer to the Sherbrooke English-speaking population.

Quebec City has had a 9% population increase in the last 10 years. It is very different from the Sherbrooke population, and Quebec City English-speaking community is small, but has organized

and structured services and organizations. The difference is very important because in Sherbrooke, the English-speaking community was very structured, but yet, the decline has made it rather atomized or disintegrated. In Quebec City, the immigrant population who were English-speaking has only grown from 4.8 to 6.7% within the last five years. It is important, because we see that there is a population arriving in Quebec City who needs services in English since the only language, which is spoken at their arrival is English. It is not the maternal language, but it's the official language spoken. We see that 15% of the English-speaking immigrants coming from Asia live in Quebec City. There is a welcoming capacity or potential for the English-speaking community of Quebec to welcome immigrants. For us, it's very important that these persons arrive and that the community has some structures to welcome them. In the case of Quebec City, the economic vitality of the city encourages immigrants to come, whether they are English-speaking or French-speaking. This economic vitality in Quebec City and the low unemployment rate really contribute to the integration of English-speaking immigrants in the English-speaking community but also Quebec City. It is a very important element.

If we look at the best practices in Sherbrooke and Quebec City, we can see the importance of having pivoting services and entry points. We observe also the significance of having personalized, flexible and informal services. These are some of the qualities that we find in the English-speaking communities or French-speaking communities outside of Quebec. Since these communities are small, personalized services are possible. It is important to refer immigrants to services in the OLMCs and outside of OLMCs. It is also good to pair immigrants with mentors and use multilingualism and bilingualism as a resource and not a problem. We know that in Quebec, it can be perceived as a problem. Networking is also an effective practice in these organizations. Creating an intercultural climate as well matters to exchanges with individuals with different linguistic and cultural backgrounds. This is really appreciated and it will contribute sometimes to attraction but above all, to retention. Another good idea is to have tight partnerships and to function with a bottom up structure, meaning taking into account the needs of the population first and then creating programs and initiatives to respond to these needs. It is also good practice to have good governance.

We are going to return to institutional completeness because it is very important and it is not enough to attract and retain immigrants. The key to encourage immigration is certainly found in partnerships. This entails partnerships within the OLMCs, partnerships between OLMCs and the majority, partnerships between organizations and individuals, collaborations with networks, which transcend the communities' boundaries, and partnerships with political structures and actors. These partnerships must be reciprocal to be effective and require OLMCs organizations to be proactive. So now, I am going to show you two partnerships: one in Sherbrooke and one in Quebec City.

In Sherbrooke, we have in red entry points for immigrants in the community. We can see that there is no specific organization dedicated to immigration in the Sherbrooke OLMC. However, we can see the importance of two institutions as entry points: Bishop's University and Champlain College. This is the case especially for international students and immigrants who will try to integrate the local community through these educational institutions. There is also the church, which is an important entry point because the church receives immigrants from Nepal and Bhutan. If there is one person in the church who speaks Nepalese, there is the possibility to personalize the assistance. We also have the Townshippers, which is the organization that aims to welcome established Eastern Townships English-speaking Quebecers, but also seeks to develop the community. Therefore, this organization opens its doors to immigrants. Inside of this network, we have partnerships with other organizations of the English-speaking community which focus on training, employment, language

classes etc. This network is obviously very important and we can see in green the interactions with French-speaking organizations involved with immigrants.

What we see here is a schism in funding. Who funds the English-speaking community of Sherbrooke? The federal government and the private sector provide the funding. Who funds the French-speaking community of Sherbrooke? The Quebec provincial government and Sherbrooke municipality provide the funding. This schism in funding is accompanied with a schism in partnerships. This results in the bridge between the communities and the enrichment that immigrants could obtain from both communities is diminished. The difference in funding affects the coupling of partnerships. We are going to see that this is different with Quebec City and that this difference favours the greater vitality of the Quebec City English-speaking community, especially in regards to the place left for immigrants.

First, in Quebec City, we have Voice of Quebec, which is dedicated to immigration settlement. This includes immigrants or English-speaking Canadians from other provinces, or temporary workers. An organization dedicated to immigration is extremely important. We have also a number of organizations, which are old in the community, present in the community for health and social services that seek to support partnerships. This precious presence, which is not found in Sherbrooke because the community is not organized the same way and do not have the means, results in other entry points. The other entry points are the churches. So we have two organizations that will refer to other services and foster partnerships with other organizations as entry points for immigrants. The second star in blue represents the municipality, which in Quebec City is closer, but most importantly, funds some programs that pertain to English-speaking communities' institutions in connection to immigration. This contribution is extremely important and the city's funding the recognition of the English-speaking community by the municipality is an important triggering factor for an increased level of partnerships and the effectiveness of initiatives and practices.

What we see here is that the Quebec City English-speaking community benefits from federal, provincial and municipal funding sources. In contrast, for the French-speaking organizations in Quebec City, the funding comes first and foremost from the Quebec provincial government. We can see that by receiving funding from different sources, the Quebec City English-speaking community will be able to increase its financial resources, its visibility, and its partnerships, but also its place in the local community even if the number is small. The number is small, but the place of the community rises because of the recognition of the diversity of sources.

To continue, I would like to insist on the fact that in Quebec City, like in Sherbrooke, we need to think about immigration most broadly. Who do we receive in the OLMCs and who can integrate this community? In Quebec City, because of the situation of the city and particular circumstances, we observe 5 categories of immigrants who can join the English-speaking community. The first category includes English-speaking Canadians from other provinces and territories who often come because a family member has a job in Quebec City. The second category includes mixed family members where one member of the couple is from another country. The third category includes family members that include temporary workers and international students. This category especially needs to receive assistance and guidance and they will navigate towards English-speaking services. The fourth category includes economic immigrants, who come sometimes from the United States, some are established and others are recent or transited through other Canadian provinces. The last category includes families of refugees where the adults have English as the first official language spoken when they arrive. They do not necessarily speak English well, but they speak English better than French. It is the case for Bhutanese refugees, of Brazilians and perhaps, it will be the case with the Syrians. These newcomers will be received in French by French-speaking organizations but we

will need English-speaking institutions in Sherbrooke and Quebec City to make a bridge. What we observe is that the first four categories of immigrants will go more easily towards the English-speaking community to obtain services. They will go to Voice of English Quebec and will navigate towards members of the English-speaking community. However the fifth category, the refugees, are often taken care of by French-speaking organizations. There is often a lack of referral towards English-speaking institutions that could help. This is where the legitimacy, the visibility, and the recognition by the funding of the municipality of English-speaking organizations can make a difference.

We found that in general, to have an impact on English-speaking immigrants, there needs to be a set of services interconnected with each other, not just an isolated service. This set of connections contributes to the social and professional integration of the whole family. We also found that employment, municipal activities, French language courses, and socialization activities related to information truly facilitates integration. Therefore, mobilizing information about these topics matter. Activities can be intercultural, English-speaking related, or connected to an ethnic community.

I am going to finish with a map of promising strategies. What are promising or winning strategies? It is connected to the visibility, to the history of the city and of the English-speaking community. Visibility refers to positive attributes but also to the mere existence of this community. Strategies that seek to increase potential clients are also promising such as temporary workers, interprovincial migrants, mixed couples and international students. As organizations work to receive immigrants with complementarity between institutions, immigrants integrate better as well, including when many organizations work on common projects. This means that collaboration between English-speaking and sometimes with French-speaking organizations to complete a project that involve common funding applications to all different levels of government will result in retention of immigrants in the English-speaking community, but also in the local municipality. We should always think about the relationship between the community and the local municipality.

So I am finishing with this map presenting the dimensions that can apply to the other community. We can share the idea of having an institution dedicated to assist with the settlement of immigrants, and it really facilitates working with immigrants and the community. Every practice is related to personalized assistance. The promotion of bilingualism and multilingualism is also extremely important. Dialogue within the minority community as well as dialogue between the minority community and the majority community is important. Here, institutional completeness is effective if it is attached to diverse sources of funding. If there is institutional completeness with only one source of funding, there is less attraction for immigrants and less openness from the majority community. We also need an intercultural climate in community organizations to encourage attraction, retention, integration and sense of belonging. I want to reiterate that this refers to a sense of belonging to the community, but also to the neighbourhood, the local municipality, the city. This is based on the support of the city.

Brigitte Wellens: Good afternoon everyone. Thank you for allowing me to present our newcomers program. To touch on a lot of what were just presented, I am just going to go through some of my notes to stay on topic and to make sure that I don't steer off track here. What is the English-speaking community? When newcomers come to the Quebec City region, they find a population of 14 565 people based on the 2011 census data. It is only 1.9% of the total population of the Greater Quebec City region and that translates into 1 hospital, a health and social services centre, 2 senior residences, 1 CEGEP, 3 high schools, 7 elementary schools, 1 cultural centre and over 15 churches. It also includes more than sixty groups and organizations serving the English-speaking community,

which we all work very closely with. I think that it is part of the recipe to success when you are integrating newcomers, immigrants or migrants into a minority language community.

Some statistics, they are almost the only ones in my whole presentation so I am not going to bore you too much with statistics. If you look at the blue portion, that is English only from 1996 up until 2011, there has not been much factors of change in the decrease of English as mother tongue only. However, if you look at the overall proportion, there has been a slight increase if you move from 2001 to 2006 and then, in the overall number from 2001, 2006 and 2011. Increasing, but again, it will be interesting to see with the long census form coming back if there are any changes in those numbers.

Newcomers are important to our region. Every five years, 25% of our population is renewed by newcomers. The economic development and the sustainability of our official language communities is directly inked to our capacity to integrate and attract immigrants and migrants. A lot of that is obviously because of the military base in Valcartier, there is a big influence with the flux of newcomers through the military base. The potential is limited by the lack of qualified bilingual resources. We actually see companies going into high schools right now trying to recruit bilingual resources because a lot of people say that they are bilingual in Quebec City, but their knowledge of English is limited. We always joke around and say its yes no toaster bilingualism and that is pretty much the extent of it.

I will go through some of the background and the objective of the program before I touch on these things. There are four main objectives: a) helping English speakers establish themselves in a predominantly French speaking majority; b) assisting newcomers and locating the services that they need in English and helping them connect to the English-speaking community; c) accelerating the integration of families and individuals into the region; d) developing a more vital and dynamic English-speaking community overall.

Some of the ways we achieve this, is to integrate the newcomers in every phase of the development of our services. It is crucial to keep in mind that when working with whether it's immigrants or migrants, a lot of them come from other provinces, in order for our services to be effective and useful, we need to implement a system that allows for feedback. There is a lot of one on one going on in pretty much every step of the process.

They are involved in the working committees and it's important to have at least a proportion of your staff that has already gone through the hurdles of integrating into a new region. In fact, our newcomers' coordinator is a newcomer herself. She has been in the region for six months. She has a social work background so she can identify first hand with dealing with those hurdles and helping them go along the adaptation process. Half of staff is actually made up of newcomers.

We also need to focus on the flexibility of our services. Immigrants are from other countries and migrants are from other Canadian provinces. On the flexibility of services, we need to make sure that we don't consider all newcomers as a homogeneous group facing the same challenges and hurdles. They arrive in our region at different times of their lives, they all have unique backgrounds and they can face multiple hurdles at different times of the integration process. For our services to be useful, we need to not only be flexible in the implementation of our services, but also in the eligibility criteria. For instance, in Quebec city, our newcomers program generally identifies a newcomer as someone being in the region for 3 years or less. However, we often time see people who have been in the region for far longer and they are still facing issues adapting and integrating into the community, and really connecting to the English-speaking community. The same is true for services that would for instance only be offered to immigrants. We have to be careful to also extend

those to migrants and to build our newcomers packages to fit those specific needs. Whether it is a single person arriving in the region or families, job hunters, etc.

We need to also offer a comprehensive package of services that deals with the immediate needs and the recurring needs. We need to understand the difference between those two different needs and make sure that, yes you are dealing with those immediate needs and you are pointing in the right direction for services in English. But there needs to be a long-term follow-up to make sure that we are not losing them, or they are not falling through the cracks, going back home, not calling you for fear of being a hinderance or asking silly questions.

Our program was developed on an ongoing base and it is being developed because needs change every year. People are from more diverse backgrounds and all around the world. So we need to continue to work on developing the program. We do so through the needs expressed directly by the newcomers. The studies and focus groups that we organize with this clientele, the last newcomer study, which was done with the Conférence Régionale des Élus de la Capitale Nationale (CRÉ) was in 2008-2009. We also had a forum in 2012-2013. The growing needs of employers, meaning they need bilingual resources. They are often time coming to us, trying to connect with us and find how they can get those people into their companies. Our capacity to convince our public and private partners of the importance of investing in the newcomers program.

Newcomers generally face various challenges when they first arrive in our region. It is not going to be a surprise to you that the linguistic barrier is the main one. Often times, we hear them say that they had overestimated their skills in French prior to arriving into the region. We are often times compared to Montreal where they think it is probably going to be easy to connect with the community and integrate and everything is going to be fine.

When I first moved to Quebec City 10 years ago, every English person that I would come across who would be at the mall or on the street, I automatically thought that they were tourists and that they were visiting the city. They were actually living there and I found out soon enough that there was a very vibrant English-speaking community. Some of the steps that we have taken to help is to create projects between English-speaking newcomers and Francophone residents. That has been a couple of times in collaboration with the City of Quebec.

At the municipal level, the city of Quebec is one of the only municipalities, I am going to say probably in Canada, that supports a program like this. I don't know very many others. Some other steps that we have taken, we have a current project called Diversity of Voices where the goal is to get English speakers and French speakers together practicing their second language in an informal setting through various social activities.

Obviously, employability is a major factor. It is an important factor when they decide to come into the region. Many newcomers and a few people have said this this morning, they arrive in Quebec City having various degrees, highly educated, and a lot of them end up teaching English as a second language. They just cannot find work because because their level of French is not where employers would like it to be. Some of the steps that we have taken to sort of aid this as well is to offer businesses information sessions in house for employees and their families so that there are services available to them and that again, they don't fall through the cracks. We also organize a variety of activities in English for the English-speaking community.

Newcomers themselves can suffer from social isolation, but their families as well can suffer from social isolation. We often hear of military families, they get shipped to the base Valcartier, their wives end up feeling depressed. They don't have a social network, not knowing the language is one

thing, but not being able to create a social network is almost as important as being able to find employment and knowing the language.

We try to get out there, we have a lot of information on our website. A lot of our tools have an electronic version, but it's not like when they get to the airport in Quebec, there is a poster saying: "Are you English speaking, if so go to VEQ". A lot of time, they are left without even knowing that we exist.

They get to Quebec City and there is information that they do not have. It's a very unique community. Overall English-speaking newcomers, immigrants and migrants do not receive the same services as other immigrants arriving in the French-speaking community.

Some of our current and past funders include Canadian Heritage (some of you are here today), the City of Quebec, the Citadel Foundation and several local employers. Past funders include la CRÉ and at the end of March 2016 will no longer exist. We have been successful from an economic development viewpoint. There are benefits for the whole community if we are able to integrate English-speaking newcomers. Employers and the region as a whole benefits from the integration of newcomers. It is just getting people to understand that we are part of the solution not part of the problem.

Year after year, we are serving a clientele that is growing and extremely diversified, between 400 to 500 newcomers representing 150 to 200 families every year. Half are Canadian migrants and the other half are immigrants. I am happy to say that more than 85% of them are served within the first six months after their arrival. English-speaking newcomers are coming from various provinces and countries: United States, United Kingdom, Ireland, Philippines, Australia, China, South Korea, and I could go on and on.

We have a full time coordinator providing orientation, information, referral services, monthly follow-ups, and I am only scratching the surface of what she does. Some of activities, the finding your niche information, networking sessions, the information fairs about local language schools and francization, the wings of change workshop which presents the normal transitional steps with adapting to a new culture. There is always a social worker and a nurse present at this particular workshop as well as a newcomer that has been in the region for a little over a year to show that there is light at the end of the tunnel. It is scary when you get here but here is what happened when you actually manage to create a network and find work. We have our newcomers packages which are personalized depending on the specific needs of each newcomer, the community directory which is online, the health passport. We just recently launch a mobile app, essentially getting a haircut when you don't speak the language is a scary thing so you can imagine going to see a doctor and having to explain that you have high blood pressure and you take various medications. This passport has all that information in it. It is essentially a background in terms of what you are taking as medications and medical history. It has a little 'lexique' to help you identify what hurts in English and how to say it in French. We also have a job bank, which is only for bilingual or English positions, professional networking events, business mentoring and entrepreneurial workshops and a partnership with Yes Montreal. They come into our office twice a month I believe. We have information sessions for companies in house for employees and their families. We are also a member of the Quebec City Chamber of Commerce to increase employers awareness of available qualified bilingual resources.

We have some challenges. Our federal funder is our major funder for our newcomers program and unfortunately, I don't want to hit on anybody's head, but it's the reality for a lot of people, that funding has not increased or indexed for over 15 years. Obviously, we are having to do more and

...serving more people with the same amount of money. The integration of newcomers in an official language minority context is in my view just not supported enough by the federal government. It is a challenge to convince any federal agency to give funding specifically for the integration of Canadian migrants in an official language minority community. One of our biggest challenges is to convince the provincial government that we are part of the solution, not part of the problem. A lot of Canadian migrants come to Quebec City and cannot get subsidized French courses in many cases. There is some progress but it remains a big problem. We do get a tremendous amount of help from the City of Quebec, but there is a threat that we would lose that funding if we are not able to be recognized as a legitimate organization serving immigrants by the provincial government. If we cannot secure this funding from the City of Quebec, a lot of these really cool initiatives and projects, we won't be able to renew them because they are costly. Our interventions would be directly jeopardized. We do work with many companies. We are actually starting a new project with Québec International where we will go in house offering information sessions or maybe meet and greets for employees and their families. Convincing our local foundations to invest in more resources in our newcomers program until we succeed in our objective. Thank you.

Cédric de Chardon: So, we are late. I propose that we take some questions before the second part.

Johanne Popock: I wanted to ask, from a research point of view, one of the things that is interesting to explore is the extent to which English-language community organizations are playing that role of helping newcomers settle and integrate. Do you track and monitor individuals who do access your organization for that purpose? Who among newcomers are using your services for example? What kind of background or income level etc.?

Brigitte Wellens: We do have a database with information and it is not very extensive obviously. Those who do not come to us, we don't know anything about them. For those coming to us and using our services, we have some information. As far as financial, we don't really ask that.

Johanne Popock: Do you evaluate your programs and your services? Do they evaluate?

Brigitte Wellens: Yes, they do.

Sylvia Martin-Laforge: I just want to pick up on the evaluation. It would be so helpful to hear about these experiences so that these practices could be transferred to other municipalities.

Michèle Vatz-Laaroussi: I can answer partially, in any case, I think that it is really important to assess good practices and to be able to transfer them and to do it rigorously. I think that we should also take into consideration that the context is very important. There are good practices in the City of Quebec, which could not be transferred to Sherbrooke. The good practices of Montreal will not necessarily work in regions. We are now at a point we should create models more than complete assessments. In my opinion, assessment in one organization at a time is important to showcase what we do, but we need to work further on creating models and potential transfers.

Sylvia Martin-Laforge: I agree, but whatever we do, it would start to help them and others to be able to say if I want to know what I am doing, I need to track this, this, and this. Evaluations help to know what I am doing that is efficient, effective.

Joanne Popock: It is interesting to make the case for these community organizations that you are in fact playing this role because there is some ambiguity to see if that is even something that you are doing. You are obviously doing it well. I think that there need to be awareness the community sector in Quebec is carrying a heavy load because we have the greater proportion of immigrants, visible minorities and so on. It is more, like, let us make the case because you guys are carrying a heavy burden. I think that you should have more recognition. You can look at the immigration population

in the region that you are serving. We can look at municipal regions and we can see who the newcomers are, ethnic background, etc. Having the organizations evaluate does not preclude some general descriptions.

Michèle Vatz-Laaroussi: I would like to add that in regards to best practices like Voice of Quebec, it is very important to examine how did they create and put in place their partnerships. It is because of these partnerships that allow to attract, retain and integrate immigrants. How does a recognized organization in a region creates partnerships and networks since one organization cannot retain immigrants and migrants?

Jean-Pierre: I just want to ask, perhaps an odd question. As we look at the English-speaking tourists, to what extent there is an opportunity for the English-speaking population who has a good command of English? Are they involved to a certain extent in the tourist industry?

Brigitte Wellens: I don't know that we are involved. We might be to a certain extent. There is tourism in the Quebec region but I would say that it is seasonal, during the summer time and that's pretty much it.

Yvan Déry: First, I would like to thank you. My question pertains to your political network. I have known this organization for a while, but I had no clue that they were involved in immigration integration. I am surprised that you have no picture of Régis Labeaume. Best practices of Quebec City may not transfer to Montreal, but they might transfer to Sherbrooke. You said that you are at risk of losing municipal funding. My understanding looking at that funding is that the municipality is very much involved in trying to attract English-language immigrants. Mayor Labeaume has made it clear that he wants to attract English-speaking workers, brains out there and he must be a formidable ally for the community. I wonder to what extent he could be used to convince the Quebec government to recognize you as a welcoming community. The politics of language in Quebec City compared to Montreal must be that you are much less a threat, you are much more an ally or an asset. This is the type of reflection that we should have for the integration of immigrants when dealing with organizations such as Voice of Quebec.

Lorraine O'Donnell: Michèle, first of all, I wanted to thank you for your presentation and all the work that you have done in the past to bring attention to the situation of English-speaking immigrants' integration. My question, because it was music to my ear, the notion that one of the strategies is to talk about the history of ESCQs in the city is important. As you know, I am an historian and I have done quite a bit histories of ethnocultural English-speaking communities. I wonder if you could elaborate a little. I know that we are short with time, but I was curious.

Michèle Vatz-Laaroussi: Very quickly. I really think that the intercultural aspects, diversity and history enable to make a project together. We often ignore these elements thinking that immigrants are first and foremost human resources and want to integrate professionally. Social and cultural integration must be pushed forward as retention mechanisms and to develop a sense of belonging. If we work on professional integration first to live, but after we work on cultural capital, historical capital, capital based on exchanges and projects that we work on together, then we will be developing a sense of belonging. When there is a sense of belonging, even if we lose a job, we want to stay in that community.

Stephen Thompson: In December 2013, QCGN forwarded to CIC a community research which was related to the role of Quebec English-speaking community organizations play in the integration of immigrants. Just to pick up on something that Yvan said, whether it is recognized or not, whether the government is involved in integration or not, it is happening. The archdiocese of Montreal is a

great example because it runs an extensive newcomer program and it is extra-governmental. The government of Quebec will not fund English organizations. When we met a minister of immigration from Quebec who told us that the only way to get money from the government of Quebec for immigrant integration would be to rename ourselves as French organizations. Understand that integration is happening through community-based organisations, especially through faith-based organizations and that, we do not know much about it.

Michel Labelle: My question is for Brigitte. When we look at your slide of needs and challenges of the English-speaking immigrants, how are these needs and challenges different from the English-speaking community?

Brigitte Wellens: There challenges of newcomers are sometimes not different from the English speaking community. However, the Quebec English-speaking community is highly bilingual. Native English speakers are highly bilingual and do not have an issue.

Rachel Hunting: It could probably be helpful to make a comparison with the English-speaking population in Sherbrooke. When you were saying, Michèle, the process of valuing of English-speaking communities is a cornerstone to partnerships, like we can see it in Quebec City. We do not have that in Sherbrooke City. It is the barrier that we have for programs for newcomers. There is someone that it has been 3 years and half that I have been knocking on the city's door and they are really not interested in the contribution of the English-speaking community for the integration of English-speaking newcomers. There is no other way to say it. In many circumstances, the English-speaking community is outside big centers. It is not a lack of will or ability to organize. The problem is that there are no services. If we are talking about immigration integration, there are no services offered for English-speaking newcomers. If you are talking about youth employability, there are no services adapted for English-speaking realities. It is not something that is limited to one sector or another. What you are talking about in a broad sense is really important for stakeholders, for organizations and community builders to understand and develop ways to work with us around this context.

Michèle Vatz-Laaroussi: I think that the different levels of government see where there are wholes. I would not say that it must be the provincial government or the federal government or the municipal government. If each level sees the whole, they could also see how and where they can intervene with laws, mandates and mission. This is why I insist a lot on the role of municipalities in the current context, I think that in any case in the regions of Quebec, I am not talking about Montreal. In the regions of Quebec, it is with the municipalities that work needs to be done and there should be an attempt to create a connection, so that something changes.

William Floch: In some francophone communities, we do have Associations des municipalités bilingues du Manitoba, Associations des municipalités francophones du Nouveau-Brunswick and perhaps also in Ontario. It is important that municipalities be involved. The other observation is that this notion of partnership is really important to think about. When I think of CIC, the notion of networking of partnerships would be interesting. Canadian Heritage funds some of these organizations, Health Canada funds many of the same groups, but others as well. I think that there is strong potential for finding ways to use those existing networks and target some resources and build on the best practices that we heard about today. I think that Stephen's point is very well taken. Whether it is understood or recognized, integration is happening on the ground. Lorraine helped to organize a meet and greet during ACFAS. We had the session with 30 Anglophones from the regions. We had someone from Texas, living in Rimouski. She moved after marrying a Francophone and it took her years to connect with the community. We know from our databases that some

communities are relatively well resourced with institutional completeness (Sherbrooke, Montreal, Quebec City), the rest, not very much at all.

Michèle Vatz-Laaroussi: Two words for a quick response. The importance of networks, and I think that networks should be put forward to get funding and recognition because the second point touches the issue of legitimacy of English-speaking communities to welcome immigrants. Currently, they do not have this legitimacy. There is a need to show through networks that we all benefit from acknowledging the legitimacy and recognizing the contribution of English-speaking communities to the integration of immigrants. This is the discourse that should be disseminated in Quebec.

Cédric de Chardon: Thank you very much. I see that some people have a lot to say. If we want a break, I propose a five-minutes break. We still have two presentations. Thank you.

Sarwat Viqar: I am here on behalf of the South Asian Women Community Center (SAWCC). I am actually a volunteer with the center. I serve on the board. Just to say that we have a staff and coordinator who could not be here. I am really speaking on their behalf. We are also introducing the TCRI which is Table de Concertation des Organismes au Service des Personnes Réfugiées et Immigrantes. I don't work for the TCRI but we are a member organization and because they could not be here, they asked that we present a little introduction on their behalf.

First, the South Asian Women Community Center based in Montreal has been around for the past 25 years. Our center is almost entirely composed of women who were at some point newcomers in Quebec from the South Asian region. I think that we may be a little bit unique in that sense. Women from the South Asian regions have been coming to us for the last 25 years, but in recent years, we have seen women from other regions also coming to us. That has been an interesting sort of change that speaks to the present situation. For example, we have been getting women from Afghanistan, Iran and that is one of the things that we have been talking about, maybe we should just broaden this idea of South Asia. Recently, we have been getting North African immigrants as well, even the ones who are French speaking.

We don't present ourselves as an English-speaking organization. It is a community service organization operating in Montreal and we offer bilingual services. It is understood that because we largely cater to the South Asian community that if there is one of the two official languages that they will use, obviously it is going to be English. That just speaks to the reality of where they are coming from. We do get French and English classes. As you can imagine, the English classes are on a voluntary bases. These courses are not covered by our funding and our grants, which are almost entirely provincial.

We provide services to help refugees and immigrants find housing, referral services to other organizations, interpretation and translation services in about 7 South Asian languages. We also make available the literature of our services in all these languages. In addition to that, we provide counselling on marital, family, legal, immigration and health related issues. Now, we have in house staff that has the background and experience to do that, although it still falls short. One of the things that we do is that people, lawyers or experts often come to our centre on a volunteer basis to give their time as well.

We also provide a support network for victims of violence. At different times, SAWCC has been involved in domestic violence programs in our communities. We provide a space where, in addition to the two official languages, South Asian women can come and converse in their own languages. We think that is an important part of the service that we offer that actually goes towards integration,

in terms of that space of comfort. They can feel that they are not so isolated from their culture and their background.

We also do provide home visits. For women, one of the problems that increasingly happens, is social isolation, especially among female newcomers. Actually, that has been a severe problem that we have been encountering. There has been more demand for individual home visits. That is something that is difficult to sustain as well in terms of resources and the amount of work that is required.

We provide job search workshops and job and vocational training, as well as youth programs. Activities such as youth programs vary depending on the funding that we receive from municipal, provincial or federal governments. The core funding that comes from the province of Quebec takes care of the core activities and the staff. 80% of the women who come to us speak English with other South Asian languages. 10% of the women who come to us speak French with other languages and 10% who speak neither French nor English with only their native language(s). Last year we served 3102 individuals. We received 16 672 frontline services and 14 281 contacts.

Some of the challenges that we have increasingly have been in the area of language interpretation and translation. It has become known in the Montreal community that we are there as a resource, we have been increasingly called upon by all sorts of organizations, notably health services like Local Community Service Centres (CLSCs). This is something that we would like to do because we know that it is crucial area of support, which is needed by immigrant women, but it has become really difficult. We feel very overstretched. We feel that part of the problem has been that organizations like the CLSCs, which use to have some of the support, no longer have it because of what has been happening with cuts. We have really felt that pressure, from that. That is one of the big issue that we are facing. The interpretation services that we offer are quite complex. So, this is something that we really need to address. In terms of looking at the language issue, there is discrimination based on language or a lack of language. We believe that we need to look at it in a holistic way.

The reality is that over the past few years, there has been an increasing atmosphere in which immigrants from certain regions have been feeling demoralised and excluded. This has to do with different kinds of statutes and laws, which have gone through. We went through the whole Charter of Values. It is over now, but the thing is that the effects of these debates are not over just because an administration has changed. This has really led to a lack of motivation, increasing social isolation, and it makes people not that willing to make efforts to integrate.

What has really worked for us, I find that there is quite a bit in common with Voice of Quebec, having an intercultural kind of atmosphere in which there is bilingualism, but also multilingualism. This is something that Michèle talked about and I has really worked for us. Having an integrated approach to language, rather than focusing on one single thing.

I know that we do not have a lot of time. The TCRI was created in 1979 and SAWCC has been a member since 1990. This is a network of community based organization working with refugees and immigrants to provide support and services to immigrants as well as defend their human rights. The women's program of the TCRI was created in August 2009 in response to concerns expressed by the committee on the situation of immigrant and racialized women. TCRI members involved with immigrant women are mixed organizations that provide services to immigrants and refugee had expressed concerns about challenges in meeting the needs of women. These concerns focus not only on the issue of socio-economic status, but also their precarious situation of insecurity and inequality. This is one of the things that compounds inequality as well. For example, restrictions on family reunification programs has also affected some women. Another concern has been Bill S7 that

conflates violence and criminality with specific cultures: the famous 'barbaric cultural practices'. These kind of things have provoked concerns about discrimination on several different levels. Basically, that is what SAWCC and TCRI are about.

Josée Makropoulos: Thank you. As David already mentioned, the ideas that I am going to present are the product of a research conducted by TCRI. I would like to take this opportunity to mention that the present study was conducted by the *Table de concertation des organismes au service des personnes réfugiées et immigrantes* (TRCI) and the lead researcher was Yasmina Chouakri. Since Yasmina and the TCRI were unable to attend the symposium, I will be presenting a summary of their research on their behalf. This presentation will focus on two main parts: the survey with TCRI members and interviews with recently arrived English-speaking immigrant women in Quebec.

According to the Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) (2014), the province of Quebec welcomed a total of 42,053 women (ages 15 years and above) between 2004 and 2013 with knowledge of English only, which represented 17.4% of the total of immigrant women.

According to a review of the literature, little is known about the specific realities of English-speaking immigrant women in Quebec who have little or no knowledge of French.

Between 2014 and 2015, the TRCI was awarded a research contract from Citizenship and Immigration Canada (CIC) to conduct a study on the realities of recently arrived English-speaking immigrant women in Quebec (2 years or less) with a limited or non-existent understanding of French with respect to their access to services (welcoming, settlement and integration) as they are a particularly vulnerable group.

As my colleague mentioned, it was created in 1979, the TCRI is a grouping of organizations offering services to refugees, immigrants and people without status. In March 2015, the TCRI had a membership of 133 members (120 active members and 13 support members). About 66% of the TCRI member organizations were located in Montreal and the remainder were in the rest of Quebec (such as Montérégie, Quebec region, Outaouais, Laval, Mauricie, Quebec centre, Lanaudière, etc.). About 88% of the 133 TCRI members offered direct services to immigrants and refugees.

In the spring 2015, the 133 TCRI organizations were sent a survey that sought to help determine the resources, challenges and promising practices in the allocation of services to English-speaking immigrant women in Quebec. As we can see in Table 1, 51% (68/133) of the TCRI organizations completed the questionnaires.

As we can see in Table 2, a total of 72% of surveyed TCRI organizations indicated that they offered all of their services in English. The response rate was highest for organizations dedicated to refugees, lodging, socio-cultural affairs, and literacy and education. To be noted, also, that 86% of the surveyed TCRI organizations in the field of reception, establishment, and integration offered all of their services in English. About 8% of the surveyed TCRI organizations partially offered their services in English. About 19% of the surveyed TCRI organizations offered no services in English, which included 67% of organizations in health and social services and 56% of organizations in employability. As we can see in Table 3, 55% of the surveyed TCRI organizations that offered partial or no services in English referred clients to English-language resources compared to 45% that did not.

With respect to the methodology, the TCRI researchers worked with the assistance of four TCRI member organizations and one non-member organization to identify 33 research participants who participated in the study in individual interviews (n=13) and focus group interviews (n=20). Individual and group interviews were conducted in English, lasted approximately 2 hours, and took

place between March and May 2015. The TCRI researchers conducted the majority of their interviews in Montreal (n=25), where they conducted 12 individual interviews and two focus groups (n=4) (n=9). One focus group was conducted in Quebec city (n=3) and one focus group was conducted in Gatineau (n=4). One individual interview was also conducted in Laval.

With respect to the profiles of English-speaking immigrant women who participated in the study, they shared the common trait of having arrived to Quebec for less than two years, and having little or no knowledge of French. Almost all of the women belonged to a visible minority group (n=32/33), with the highest number being South Asian (n=12) and Chinese (n=10). All of the women spoke a language other than English or French as a first language, such as Dari (n=8), Mandarin (n=7), Nepali (n=3), Farsi (n=3), Spanish (n=3), Tagalog (n=2), Russian (n=1), Japanese (n=1), Hubei (n=1), Bengali (n=1), Arab (n=1), Farsi/Dari (n=1). With respect to educational backgrounds, 76% had university-level education, 9% had a college-level education, and 15% had a high school education.

In spite of their relatively high levels of education, only 7 of the participants were employed full-time and one was employed part-time. The remaining 25 participants (or 76%) reported being unemployed.

With respect to access to French classes, about 73% of the participants declared having accessed French language training either full-time (n=12) or on a part-time basis (n=12). This included all of the women from Gatineau and Quebec City and about 65% of the women from the Montreal region. To be noted that none of these women had accessed French training through employers. During the interviews, some of the women expressed positive experiences related to their French training. The women who had accessed French classes often mentioned related challenges, such as lack of practice and opportunities to improve, difficulties communicating, different levels among students in the same class, and difficulties in simultaneously trying to find work.

The interviews also revealed that about 27% of the participants (n=9) had never accessed French-language training. These women all came from the Montreal region. The women from Montreal evoked a variety of reasons for not having accessed French language classes. One issue was related to the difficulty accessing free French training among the women who were temporary workers. Some recently arrived women were still waiting to start French training. Some participants claimed that finding work or staying employed in an English-speaking position was more important than investing in French training, at least in the short-term. Other participants claimed that French was too difficult or that they wanted to focus on improving their English skills.

The participants in the study faced several socio-economic challenges related to their overall integration in Quebec. A recurring theme had to do with difficulty in gaining access to employability services as well as jobs, especially with limited or no French skills. Not knowing French was also cited as being related to other integration issues such as isolation and discrimination. Over half of the women claimed that they needed interpreters for schools, daycares, hospitals, health care services and institutions.

In spite of the challenges they faced, the women in the study had positive experiences and promising practices to report. For instance, several women mentioned the importance of support provided by fellow ethnocultural community members and organizations. Another topic mentioned by the women in study was the welcome and support provided by the host community. With respect to institutional practices, the Emploi-Quebec Program and French training were cited as promising services offered in the province of Quebec. Other positive experiences mentioned by the

participants included the feeling of security in Canada, the question of gender equality, lack of discrimination, and opportunities for their children.

To conclude, this study points to both promising practices and challenges surrounding access to services by English-speaking immigrant women in Quebec. With respect to promising practices, this study concluded that over 70% of surveyed TCRI organizations offered all of their services in English. About 73% of the English-speaking immigrant women who participated in this study also reported having accessed French training on a full-time or part-time basis. Moreover, interview results indicated that the integration of English-speaking immigrant women in Quebec society was aided by support provided by fellow community members and organizations, as well as individuals and institutional practices offered by the host community. With respect to challenges, this study concluded that over 25% of surveyed TCRI organizations offered no or partial services in English and almost half of these organizations did not provide referrals to English resources. Some interviewed women corroborated by stating that they had faced difficulty gaining access to employability services in English, and many mentioned the challenges of finding work with limited or no French. Not knowing French was also cited as being related to other integration issues such as isolation and discrimination. While the majority of the interviewed women had started learning French, many faced challenges and none had accessed French training through their employers. And about 27% of the participants (who all came from Montreal) reported never having accessed French classes in Quebec. Finally, about 50% of the interview women indicated that they needed interpreters to access services in Quebec.

Further research would be needed to establish what factors lead English-speaking immigrant to settle in Quebec. It would also be interesting to document the realities of English-speaking immigrant women in Quebec from a longitudinal perspective, especially with emphasis on their integration needs as they learn French or not and to document whether they stay or leave the province and why. More information is also needed to better understand the realities of English-speaking immigrant women living in Montreal versus the rest of Quebec.

In terms of next steps, TCRI plans to share the results of this study with its member organizations and will discuss possible measures to be undertaken. The results of this research will also help inform future projects on the conditions of immigrant women in Quebec. CIC will also make this study and deck publically available.

William Floch: Thank you for both very interesting presentations. I know Josée that you are not the author, but when you present that kind of report, I am thinking instinctively database. For example, the notion of doing a linkage between where organizations are, what kind of role they play, in a sense what kind of service they offer in a language.

Josée Makropoulos: I don't have access to the granular, but the data is there.

Yvan Déry: That was fascinating and thank you Mme Viqar and Josée. One of the things that strikes me, is that we are working around the Quebec system. Mme Viqar said that basically, her organization is providing services to immigrants and they don't discriminate on the basis of languages. They offer services in French as well, but they end up doing a lot of their work in English because of the community they serve. Three quarters of the organizations, which are members of the TCRI provide all their services in English. I have a hunch that they have Francophone names for those services and they say that they will offer their services to whoever presents itself. Is this what we are talking about? Are they funded by the government of Quebec for integration work? I would like to know about the construct of that network because there may be a promising avenue there for other organizations that are working on immigrant integration.

Josée Makropoulos: I don't have the list with me but it will be made publicly available.

Michèle Vatz-Laaroussi: Perhaps I can add something about the way that it is subsidized. TCRI is funded at the provincial level as an organization that defends human rights. Human rights defense organizations are entitled to subsidies. TCRI provides an umbrella to organizations that are directly funded by the province as welcoming and settlement organizations.

Yvan Déry: Do three quarters offer their services in English only?

Josée Makropoulos: Not only in English. They offer services in French, but also in English.

Sarwat Viqar: The TCRI is a network, so we should not confuse it with SAWCC. Most of the TCRI's work is in French. They actually have a lot of French-speaking organizations working with immigrants as well. We are currently funded by Ministère de l'Immigration, de la Diversité et de l'Inclusion as well as l'Agence des services de santé et des services sociaux of Quebec.

Michèle Vatz-Laaroussi: I found quite interesting your presentations, which connect organizations that provide services to immigrants and organizations that would be more closely identified to the English-speaking communities. We see that in Quebec, these two types of institutions have different configurations than in other regions of Canada. I think that we should really think, organize and fund mobile services dedicated to English-speaking immigrants that could leave from Montreal and drive through different regions. This is something that was thought about for regions of Quebec City. This requires to strengthen networks but also the possibility to offer mobile services. This would empower local communities without asking them to give resources that they do not have.

Sylvia Martin-Laforge: I was going to say the same thing. I was interested in the same thing that Yvan said. We are not sure that we want to change our names because it is about the management and control of our organizations. We are a little bit touchy about that, reasonably around social services and education because the volunteers give the mission and mandate of our organizations. When you talk about institutional vitality, as soon as you go into the PSOC business, you are losing your ability to make decisions and give directions to your organization. I find that a slippery slope. We are seeing this in education and social services. I know that Mme Weil told us to change our names and all of that but it is not just about names. It is about the management and control. When we talk about institutional completeness, we are talking about managing our communities. I am very fascinated about how SAWCC provides most of its services in English. You kind of have to turn yourself into a pretzel to work in Quebec. I feel that we should not have to turn ourselves into pretzels. I know why you do it and I am not criticising, certainly there are women in need of services. You know that this organization could never become a member of QCGN. In order for them to get their funding, they might get worried. It might not be true, but they may.

Stephen Thompson: There is another strange technical problem. Organizations that receive more than 50% of their funding from the province are considered provincial bodies. Organizations that receive 50% of their funding from the federal government are considered federal bodies. For a provincial body to make an agreement with the federal government, they need permission from the Conseil exécutif. So for an organization that is receiving funding from the government of Québec to become a member of the QCGN, it would be with the permission of the government of Quebec.

Johanne Jean-Pierre: I have a question for you about the fact that you have Francophone women coming to you can you comment on that. How do they justify coming to you because there is a literature about how many Black people for example, avoid some places because we know that we will not be welcome. I think that this is probably an emerging phenomenon to have a group of women who do not speak English who come to you.

Sarwat Viqar: I can speak to it anecdotally in terms of what women who come to us have been saying. They talk about discrimination at work as French-speaking immigrants in Quebec. One of the things that comes up is: "Even when I speak French, they tell me that I don't sound right". Speaking with an accent, this all accent issue comes up. This happens with the English-speaking immigrants as well. What does language proficiency then mean? How far does it go? What is perceived as language skills? What is it that provides the level of comfort? It is because out there, there is some discomfort generated in different environments.

Cédric de Chardon: I want to thank Vicki, Zeinada and Michael who have to leave. It is 4pm and we can continue with pleasure. Those who want to leave, thank you for your interest and collaboration.

William Floch: Michèle points to the idea of mobile services. It speaks to the realities of the English-speaking community. You need to find creative ways to provide services. The Italian community in Quebec used video-conferencing to reach out their community about different health topics, which led to an intercultural, interregional intervention at no additional cost.

Yvan Déry: Some of the services offered by the members of the TCRI could be repurposed with the bus idea. The bus would be linked to local organizations to offer services virtually or in person.

Michèle Vatz-Laaroussi: Along the same line of thought, I think that we are forced to change paradigm. The paradigm in which we are is the one of local community services with immigration one on side, and English-speaking community on the other side funded differently without communication. We need to think from the local territory viewpoint about transversal networks, inter sectorial networks, inter regional networks. For this, we need to bypass administrative barriers.

William Floch: I think that there are some possibilities. It might be interesting to connect these networks on these kinds of questions with Health Canada and networking partnerships. It is astonishing how they have managed to overcome the barriers.

Yvan Déry: While outside Quebec the institutions of entry are through the school system, in the English-speaking community of Quebec, the importance to access the health system in English is probably one of the key entry points into the community.

Michèle Vatz-Laaroussi: For refugees, it is interesting to see that even in the small communities, there are some services in English for refugees. It is necessary for them when they arrive.

Closing Remarks - Cédric de Chardon

Cédric de Chardon: It was the first research symposium on ESCQs, at least for CIC. We treated a lot of interesting topics: qualitative, quantitative, micro, macro. I think that there is appetite for more. We will try to fund another one. We will send you, perhaps on Monday morning, a short questionnaire. For the future, we are interested in some comparisons between OLMCs and what we can learn from each other. Thank you very much for your attendance.

Biographies of Participants

Anne-Marie Robert

Anne-Marie Robert has been working at Citizenship and Immigration Canada (CIC) as a senior research analyst since 2009, where she currently focuses on research pertaining to immigration in official language minority communities. Her research at CIC has also included the health and social outcomes of immigrants and refugees. She worked at Foreign Affairs, Trade and Development Canada as an evaluation manager. Prior to joining the Government of Canada, Anne-Marie worked at the Canadian Institute for Health Information from 2003 to 2009, where she published in the area of population health, with a particular focus on youth and senior health, obesity, and mental health. She holds a Bachelor in Mathematics and a Master of Science in statistics from the Université de Montréal.

Brigitte Wellens

Brigitte Wellens has been recently nominated to the Executive Director position of Voice of English-speaking Québec (VEQ), and brings with her 8 years of volunteer experience as a board member of VEQ. In that period of time, she also sat on various committees, one of those being the Newcomers committee. Over the last 30 years, the VEQ Newcomers program has been developed and improved on an ongoing basis. Immigrants face various challenges in our region and year after year, VEQ serves a clientele that is growing and that is extremely diversified. Between 400-500 newcomers representing 150 to 250 families are directly served by VEQ every year. Some examples of the tools and services VEQ offers are: full time coordinator offering orientation, information referral, monthly follow up services, etc.; welcome packages containing a Community Directory of English services, Health Passport (paper and mobile format) and other useful information; networking sessions and job fairs; Winds of Change Workshop presenting normal transitional steps associated with adapting to a new culture; familiarization sessions to Quebec culture. Through the years, VEQ has been successful demonstrating that, from an economic development perspective, our entire region benefits from an improved capacity to integrate English-speaking newcomers.

Dr. Cheryl Gosselin

Dr. Cheryl Gosselin has been teaching in the Sociology Department at Bishop's University for the past 24 years. Her research has always focused on the English-speaking communities of Quebec as a linguistic minority and how this minority status shapes individual and collective identity structures, the social relations with the dominant French majority as well as the processes of group formation and boundary maintenance. Most recently, she has been studying the settlement experiences of newcomers to the Sherbrooke, Quebec region and exploring whether satisfaction levels with integration services determine whether an immigrant or refugee will remain in the area or eventually leave. Dr. Gosselin's current research involves using the concept of multi-cultural common spaces to study how the English-speaking communities of Quebec use their organizations and institutions as a bridge to help English-speaking newcomers integrate into French Quebec society and culture. In addition to this, Dr. Gosselin has been engaged in a content analysis of the PQ's Charter of Secular Values and the Liberal Government's anti-hate speech legislation to show how these texts 'other' immigrants (especially Muslim) by symbolically and materially locating their identities outside the borders of dominant French society and, in particular, how this 'othering' process negatively affects the English-speaking communities in their quest for community vitality through newcomer retention.

Cédric de Chardon

Cédric de Chardon has been managing the Research Program on Official Language Minority Communities (OLMCs) for the Research and Evaluation Branch at Citizenship and Immigration Canada (CIC) since 2013. From 2007 to 2012, he worked as a policy manager for the Immigration and Integration Branches at CIC, where he managed various files including official languages. Cédric worked for Natural Resources Canada (NRCan) and the Department of Human Resources and Skills Development Canada (HRSDC) from 2004 to 2007, and was employed in management capacities by the Government of Québec from 1997 and 2004 (Social Assistance, Employment, Municipal Affairs). Cédric holds a diploma in Business administration from France and a M.Sc. in Economics from Université de Montréal.

Jean-Pierre Corbeil

Jean-Pierre Corbeil is Assistant director in the Social and Aboriginal Statistics Division and is in charge of the Language Statistics program as well as the Ethnocultural and Immigration Statistics analysis unit at Statistics Canada. After having completed a B.A. and M.A. at McGill University, he earned a Ph.D. in sociology from the Université de Montréal. He has been working in the field of Language Statistics and studying Canada's linguistic dynamics for more than 15 years. Throughout his career at Statistics Canada, he has published numerous monographs, articles and studies on Canada's language dynamics and has given many presentations on this topic in various regions across the country. He is also the main author of the analytical report entitled "Portrait of Official-Language Minorities in Canada : Anglophones in Quebec, published in 2010. In addition to demolinguistics, his fields of interest are, among others, immigration, intergroup relations, Canada's linguistic duality, multilingualism and education.

Dr. Joanne Pocock

Dr. Joanne Pocock is a sociologist who has devoted much of her academic and research career to the study of Quebec's English-speaking minority communities. Through JPocock Research Consulting, she has been building knowledge for the federal government and for the array of provincial networks and community organizations that serve English-speaking Quebec for over ten years. Her experience includes consultation, evaluation, policy analysis and multi-method research techniques. With respect to immigration, she has studied the historical pattern of high levels of diversity within Quebec's minority language minority with specific attention to its expression in labour force activity, educational attainment and social participation. Of current interest is the role of the English language community sector organizations in provincial networking and partnership strategies to improve access to linguistic and culturally appropriate health care.

Johanne Jean-Pierre

Johanne Jean-Pierre is a Ph.D. candidate in the Department of Sociology at McMaster University. Her dissertation explores identity and culture among Franco-Ontarian and English-speaking Quebecer postsecondary students. For data collection, she completed interviews in the provinces of Quebec and Ontario with young Franco-Ontarians and English-speaking Quebecers. She was a visiting researcher at the Canadian Institute for Research on Linguistic Minorities in 2014 and a visiting graduate student at the University of Toronto Ethnic, Immigration and Pluralism Studies Centre in 2014-2015. Her research interests include education, inequality, immigration, race, ethnicity, language, and culture.

Josée Makropoulos

Josée Makropoulos has been working as a research analyst for the Research Program on Official Language Minority Communities (OLMCs) for the Research and Evaluation Branch at Citizenship and Immigration Canada (CIC) since December 2014. Her tasks involve contributing to the development of research and the promotion of knowledge exchange to better support the vitality of and development of English-speaking communities in Quebec and French-speaking communities in the rest of Canada. From 2008-2014, Josée Makropoulos worked as a policy analyst for the Multiculturalism Policy Division at CIC that is responsible for advancing Government of Canada priorities in the area of multiculturalism through the development of policy. During this time, she was responsible for various files that included official languages. She holds a Ph.D. in sociology of education from the University of Toronto.

Lorraine O'Donnell

Lorraine O'Donnell is Affiliate Assistant Professor, School of Community and Public Affairs, Concordia University, and coordinator-researcher of the Quebec English-Speaking Communities Research Network (www.QUESCREN.ca). QUESCREN is a joint initiative of Concordia and the Canadian Institute for Research on Linguistic Minorities with support from Canadian Heritage. Lorraine holds a PhD in History (McGill) and a graduate diploma in community economic development (Concordia). Her research activities on the topic of immigration and diversity in Quebec's English-speaking communities (ESCQ) include membership in three research groups (Pathways to Prosperity, the Équipe de recherche en partenariat sur la diversité culturelle et l'immigration dans la région de Québec and a CIC-funded QUESCREN immigration research group). Her publications on the topic include scholarly articles and CIC-funded reports; all are listed on the Resources -> Research page of QUESCREN.ca. In the articles, Lorraine develops the idea that the historical diversity of the ESCQ is a form of social capital called "historical capital" that can be mobilized to help develop both the OLMC and the majority population. Lorraine has also co-organized nine events to develop research capacity on the topic; they are listed on the Events page of QUESCREN.ca.

Michael Haan

Dr. Michael Haan (PhD, University of Toronto, 2006) is an Associate Professor and Canada Research Chair in Migration and Ethnic Relations at the University of Western Ontario. He is also research associate at the Prentice Institute for Global Population and Labour at the University of Lethbridge, and at the McGill Centre for Population Dynamics. His research interests intersect the areas of demography, immigrant settlement, labour market integration, and data development. Dr. Haan is widely consulted by provincial and federal governments for policy advice in the areas of immigration, settlement services, the Canadian labour market, and population aging. Dr. Haan is currently investigator or co-investigator on over six million dollars of research focused on immigrant settlement, developing welcoming communities, and identifying the factors that predict successful retention of newcomers. Since receiving his PhD in 2006, he has already published over 50 articles and reports on these topics.

Michel Labelle

Michel Labelle has been working the past 10 years in the area of official languages, and more specifically with Section VII of the *Official Languages Act*. From 2005 to 2014, he assumed several functions at the General Direction of the Official Languages Branch at Canadian Heritage, notably with respect to inter-ministerial collaboration. He participated in three editions of the national congress Metropolis, a Forum that unites the two large themes of research and immigration. For more than one year, he has been occupying the position of senior analyst at the Official Languages Secretariat at Citizenship and Immigration Canada.

Michèle Vatz Laaroussi

Michèle Vatz Laaroussi is a professor in the social work school of Sherbrooke University. She leads research on immigration in Quebec's and Canada's regions. She is interested in migrations in diverse minority communities, French speaking communities outside of Quebec and English speaking communities in Quebec. Specifically, she looks at practices and strategies of organisations (NGO, informal and formal services) to attract, welcome, settle and retain immigrants in official language minority communities (OLMCs) and in the regions. She has lead three investigations for CIC: one about the English speaking communities in Quebec as part of the capital of attraction and retention of immigrants. The second is a comparison about good practices of organisations in two different OLMCs, one English speaking community in Sherbrooke and the other in the French speaking community of Edmonton. The goal was to model these practices to have a reflection about the possible transfer from one community to another. The third investigation looks at the English speaking community of Quebec city, its good practices and strategies, and gives a pattern of dimensions which may be transferred relative to the different contexts of these minority communities. Her other research addresses the transnational networks of migrants and about divorces during the migration process.

Rachel Hunting

Executive Director of Townshippers' Association, Rachel is an 8th generation Townshipper who holds a BAH in Sociology from Bishop's University and has worked in the community sector for the past seven years. Through her role at Townshippers', Rachel has administered a program that actively recruits English-speaking post-secondary graduates and professionals aged 18-35 to migrate to the Estrie region of the Eastern Townships since the spring of 2012.

Sarah Boily

Sarah Boily is manager at the Policies and Research Directorate, Official Languages Branch, Canadian Heritage since September 2012. She is responsible of: (1) the inter-ministerial coordination of research on OL; (2) provide advice and strategic recommendations on matters of immigration and the economic development of official language minority communities; (3) the preparation of supporting materials for parliamentary work on official languages, including the governmental responses to reports of parliamentary committees. She also worked three years at the Office of the Commissioner of Official Languages in the Policies and Research Directorate, as team leader on files pertaining to the learning of a second language and the interaction between cultural diversity and linguistic duality.

Sarwat Viqar

Sarwat Viqar is the Vice-President of the Executive Committee of the South Asian Women's Community Centre (SAWCC). For the past 25 years SAWCC has been providing services to women of South Asian origin in Montreal in order to support their autonomy through language education, counseling services, employment search and youth programs. We have sought to raise social and community awareness and contribute towards greater cohesion within the South Asian community. Seeking redress for discrimination has been a key focus of the centre and we are committed to supporting South Asian women and their families facing discrimination based on race, religion, nationality, language, gender and sexual orientation. We are dedicated to the empowerment of women of South Asian origin while also being part of the wider women's movement, including a recognition of the struggles of indigenous women in Canada.

Stephen Thompson

Stephen Thompson is the Director of Policy, Research and Public Affairs at the Quebec Community Groups Network (QCGN). Mr. Thompson coordinated the establishment of the research prioritise of the English-speaking Community of Quebec related to immigration, which were transmitted to Citizenship Immigration Canada in December 2013. Celebrating its 20th anniversary, the Quebec Community Groups Network (QCGN) is a not-for-profit organization linking more than 40 English-language community organizations across Quebec. The QCGN and its members serve the needs and advance the interests of Canada's English linguistic minority communities, collectively referred as the English-speaking Community of Quebec. English-speaking Community of Quebec is a community of more than 1 000 000 Canadians, making it the largest of Canada's official language minority communities.

Sylvia Martin-Laforge

Sylvia Martin-Laforge is the Director General of the Quebec Community Groups Network. Mme. Laforge is a key community leader, who for nearly a decade has led English-speaking Quebec's relationship with Citizenship Immigration Canada. She continues to be instrumental in helping the Department find ways to fulfill its obligation to take positive measures to enhance the vitality of Canada's English linguistic minority communities. Celebrating its 20th anniversary, the Quebec Community Groups Network (QCGN) is a not-for-profit organization linking more than 40 English-language community organizations across Quebec. The QCGN and its members serve the needs and advance the interests of Canada's English linguistic minority communities, collectively referred to as the English-speaking Community of Quebec. English-speaking Community of Quebec is a community of more than 1 000 000 Canadians, making it the largest of Canada's official language minority communities.

Victoria Esses

Victoria Esses is Professor of Psychology and Director of the Centre for Research on Migration and Ethnic Relations at the University of Western Ontario. She is also Principal Investigator of the Pathways to Prosperity Partnership (www.p2pcanada.ca), a national alliance of university, community and government partners dedicated to fostering welcoming communities and promoting the integration of immigrants and minorities across Canada. She has knowledge and experience conducting research on immigrants to official language minority communities in Canada, including English-speaking immigrants in Quebec. She recently co-authored two reports in this area for Citizenship and Immigration Canada, one of which included an examination of the integration of English-speaking immigrants in Quebec using large-scale pre-existing datasets, and the other involving the development and testing of a survey for this purpose.

Zenaida Ravanera

Zenaida Ravanera is Adjunct Research Professor in the Department of Sociology at the University of Western Ontario, and Associate Director of the Population Change and Lifecourse Strategic Knowledge Cluster. She is a demographer who has researched topics related to immigrant integration, social capital and social cohesion, and family life transitions. Recently, she, together with Vicki Esses and colleagues, prepared two reports on official language minority immigrants in Canada for Citizenship and Immigration Canada. She has also previously worked on a report for Canadian Heritage on Canadian youth, with a focus on official language minorities.