

RESEARCH REPORT



Survey of Issues Affecting Racial and Ethnic Minorities in the Housing Sector



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**Survey of Issues Affecting
Racial and Ethnic Minorities
in the Housing Sector**

Final Report

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Submitted to:

Ms. Susan Mockler
Policy Analyst
Strategic Planning and Policy Development Division
Canada Mortgage and Housing Corporation
700 Montreal Rd.
Ottawa, Ontario
K1A 0P7

Submitted by:

Ekos Research Associates Inc.

275 Sparks St., Suite 801
Ottawa, Ontario K1R 7X9
(613) 235-7215

145 King St. W., Suite 1000
Toronto, Ontario M5H 3X6
(416) 214-1424

92, boul. St-Raymond, Suite 301
Hull, Québec J8Y 1S7
(819) 595-2955

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Sommaire des résultats de l'étude

a) Domaines, présentant des difficultés et questions prioritaires

Cette étude a permis de relever un certain nombre de questions importantes et de problèmes de logement auxquels sont confrontés les membres des minorités raciales et ethniques. Même si certaines de ces préoccupations concernent essentiellement les minorités raciales et ethnoculturelles ou les immigrants, telles que par exemple la discrimination, l'obstacle que représente la langue et les établissements de minorités visibles, nombreuses sont celles que l'on retrouve dans la population en général : comme l'accès à du logement abordable et la nécessité d'obtenir de l'information sur le logement. Il n'est pas possible de déterminer d'après cette étude la mesure dans laquelle les groupes de minorités visibles, éprouvent des problèmes particuliers ou des besoins précis qui diffèrent de ceux de la population en général.

L'abordabilité est la question la plus préoccupante

Les représentants des organismes participants ont perçu l'abordabilité comme étant le problème de logement le plus préoccupant pour les minorités, particulièrement les immigrants. Parmi les problèmes d'abordabilité discutés citons le manque de logements dans les principaux marchés urbains, le nombre limité de logements sociaux disponibles (un problème qu'ont signalé la moitié des organismes participants) les problèmes d'emploi et l'incertitude économique parmi les clients.

Environ un tiers des répondants ont indiqué que les clients perçoivent généralement le logement comme étant abordable. Cependant, d'autres problèmes comme l'incapacité de trouver un logement convenable et salubre étaient la plupart du temps associés aux questions économiques : en effet, les problèmes de la qualité et du surpeuplement du logement n'existeraient pas s'il y avait suffisamment d'argent pour obtenir du logement acceptable. Certains répondants ont indiqué que les clients sont souvent capables de trouver du logement abordable mais en mauvais état ou trop petit.

La plupart des répondants n'ont pas jugé que l'état général des logements était une préoccupation essentielle. Ce qui n'est pas le cas des réparations puisque ce point vient en troisième position des préoccupations mentionnées après le coût et l'emplacement du logement. Certains répondants ont indiqué que les réparations et l'entretien du parc de logements locatifs ne sont pas effectués correctement et rapidement. Certains répondants ont reproché aux propriétaires de faire payer les réparations aux locataires (particulièrement aux mères seules). Les organismes dispensateurs de services estiment que de nombreux locataires ne connaissent pas leurs droits et leurs obligations de locataires. Ils doivent mieux se tenir au courant.

Questions de la culture et de la discrimination

La question de la discrimination préoccupe de nombreux organismes ethniques et communautaires. Même si les répondants ne le considèrent pas habituellement comme un problème sérieux, certains ont indiqué que son influence se fait sentir un peu partout, à un niveau modéré, et qu'il touche le logement comme l'emploi ainsi que d'autres domaines clés. La plupart des organismes de services et communautaires estiment que la discrimination en matière de logement entraîne des problèmes d'abordabilité. Presque tous les organismes ont indiqué que les propriétaires font preuve de discrimination à l'égard des clients; nombreux sont ceux qui ont indiqué que les minorités ont aussi à souffrir de discrimination ailleurs dans la collectivité, notamment dans leur voisinage.

L'obstacle que constitue la langue a été jugé le problème le plus sérieux surtout pour les récents immigrants. Tous les répondants ont jugé que les organismes communautaires devraient jouer un rôle pour aider les minorités à résoudre le problème de la langue. Certaines des suggestions sont d'ordre pratique : les documents devraient être produits dans un langage simple, en anglais ou en français, avec des diagrammes. On semble reconnaître que la production de matériel dans d'autres langues que le français ou l'anglais relève probablement plus des représentants d'organismes de services ou ethniques.

Questions relatives à la collectivité

Les répondants à l'enquête ont indiqué que leurs clients ont des préférences concernant l'emplacement de leur logement. Ils ont indiqué comme éléments importants du quartier de leur choix, l'accès aux services et la sécurité et la prévention. Les groupes de minorités ethniques et raciales jugent également qu'un réseau de soutien, notamment les amis et autres personnes du même groupe ethnique, est un autre élément du quartier. Bien que par comparaison à d'autres éléments, comme les conditions sécuritaires, on percevait que la prévention et la sécurité étaient les éléments les moins satisfaisants, près des trois-quarts des répondants ont indiqué que cet aspect était satisfaisant. Il en était de même pour l'accès aux services (90 % en étaient satisfaits).

Besoins des immigrants

On a relevé que les problèmes de logement touchaient les immigrants, surtout les demandeurs de statut de réfugié et dans une moindre mesure les immigrants parrainés. Les personnes appartenant à ces deux groupes ont habituellement peu de moyens financiers à leur arrivée au Canada et dépendent souvent du soutien social pour vivre. En outre, certains répondants estiment que la recherche d'un travail est vouée à l'échec (en raison surtout de l'impossibilité perçue d'obtenir un permis de travail). Bien que les répondants aient indiqué qu'à l'abord un propriétaire ne peut dire si le locataire éventuel est un immigrant, on a jugé que de nombreux propriétaires percevaient l'incertitude associée à l'état de demandeur de statut de réfugié comme un manque de stabilité.

Même si environ 25 % des répondants ont indiqué qu'à leur avis leurs clients étaient mécontents de leur mode d'habitation, un certain nombre d'organismes ont abordé la difficulté de présenter une telle estimation étant donné les écarts dans le niveau de vie de nombreux de leurs clients de la population globale. Les répondants ont indiqué que de nombreux immigrants seraient tout à fait satisfaits de leur logement au Canada même si celui-ci ne répondait pas aux normes normalement acceptées; en ce qui les concerne, un logement de mauvaise qualité est un logement acceptable.

Logement social

Les organismes dispensateurs de services (69 % globalement) ont le sentiment que leurs clients dépendent du logement social pour satisfaire leurs besoins de logement. On perçoit probablement que la demande de logements sociaux est établie davantage selon le revenu que l'appartenance à des groupes de minorités ethniques ou raciales. La moitié des répondants jugeaient aussi que l'accès à cette option de logement était limitée surtout en raison d'un mauvais équilibre entre la demande et l'offre de logements sociaux. Par ailleurs, on a également relevé que l'ignorance de l'option de logement était un obstacle important à l'accès. Environ 40 % de tous les répondants jugeaient que les membres des groupes de minorités ethniques et raciales faisaient l'objet de discriminations de la part des propriétaires des immeubles de logements sociaux.

Les principales améliorations qui ont été suggérées pour faciliter l'accès des minorités ethniques et raciales à du logement social étaient comparables à ce qui a été énuméré ci-dessus et comprenaient une large diffusion de renseignements simples et accessibles (c'est-à-dire dans plusieurs langues) sur le logement social ainsi qu'une augmentation du nombre de logements disponibles.

b) Services actuellement offerts et lacunes perçues

Les résultats donnent une indication du besoin de services et de soutien en matière de logement. Un organisme sur quatre indique que ses clients sont mécontents (la proportion est plus élevée pour les organismes de services communautaires et ethniques) et qu'ils ne disposent pas des renseignements ou des services connexes au logement dont ils ont besoin. Nous explorons ces questions plus en détail dans les paragraphes qui suivent.

Information sur le logement: les besoins des organismes dispensateurs de services et des consommateurs

L'une des constations les plus marquantes de cette recherche porte sur la nécessité pour les consommateurs et les organismes dispensateurs de services

d'obtenir une meilleure information sur le logement, tant du point de vue qualitatif que quantitatif. Cet aspect pourrait être le thème le plus important compte tenu du rôle de la SCHL dans la production et la diffusion de renseignements sur le logement. Les deux-tiers de tous les répondants, y compris les trois-quarts des organismes multiculturels, ont indiqué que leurs clients n'obtiennent pas l'information sur le logement dont ils ont besoin. Peut-être plus important encore, deux-tiers des répondants ont indiqué que le manque d'information sur le logement freinait l'accès au logement de leurs clients; à l'exception des organismes gouvernementaux (43 p. 100) au moins 70 p. 100 de tous les autres types d'organismes ont signalé ce problème.

Dans cette enquête on demandait aux répondants les besoins de leur organisme et de leurs clients. À leur avis, l'information actuellement disponible dans les bureaux extérieurs répond mieux d'une certaine façon aux besoins des organismes qu'à celui des clients. Malgré les problèmes associés au manque d'information sur le logement et le besoin perçu d'une meilleure documentation, la vaste majorité des répondants ont indiqué que ce qui est actuellement disponible est utile à la fois aux organismes dispensateurs de service et aux consommateurs. Presque tous, soit 94 %, ont indiqué que l'information actuelle est au moins modérément utile aux organismes (c.-à-d. les notes trois et plus sur une échelle de cinq). Lorsque l'on a évalué l'utilité de l'information pour les consommateurs, le chiffre était seulement légèrement inférieur, soit 83 %.

Un fort pourcentage d'organismes de services communautaires et ethniques (environ 50 %) ont indiqué qu'ils rassemble de l'information sur le logement à l'intention de leurs clients. Un plus petit nombre a précisé que leur organisme a entrepris des recherches (légèrement au-dessus de 20 p. 100)

La vaste majorité des répondants ont indiqué qu'il leur faut davantage de renseignements sur le logement, dans l'ensemble 69 %, y compris 79 % des organismes ethniques et 72 % des organismes pour immigrants et de services communautaires. Ils désirent en particulier plus d'information sur les services offerts dans la collectivité pour aider leurs clients, comme par exemple des listes de ressources, l'emplacement des organismes dispensateurs

de services. Nombreux sont ceux qui ont indiqué que la documentation écrite en anglais et en français qu'ils procurent à leurs clients devrait être plus claire et plus simple. Le matériel devrait également être produit dans d'autres langues.

Les répondants ont signalé des besoins d'information précis pour leurs clients grâce à l'examen de quelques domaines importants auxquels leurs clients ne sont pas sensibilisés. (Les chiffres entre parenthèse indiquent le pourcentage des organismes ayant signalé ce problème) :

- ° les normes et règlements en matière de logement (72 %)
- ° les droits et les responsabilités des propriétaires (51 %)
- ° les droits et les responsabilités des locataires (48 %)
- ° les services de logement disponibles (47 %)
- ° les options de logement disponibles (46 %)
- ° l'existence d'organismes locaux qui procurent des services de logement (45 %)

Services de soutien: services disponibles et problèmes connexes

Deux-tiers des répondants ont indiqué que les minorités ethniques et raciales n'ont pas suffisamment accès aux services de logement qui leur sont nécessaires. Presque tous les répondants ont indiqué que leur organisme offre des services directement aux clients; seulement 16 % ont indiqué qu'ils n'offrent pas directement de services. Citons parmi les services disponibles actuellement et que l'on considère utiles :

- ° Les organismes non gouvernementaux et les organismes de services communautaires procurent de l'information au moyen d'ateliers, de séminaires, de séances individuelles, etc.

- ° Les organismes non gouvernementaux et les organismes de services communautaires aident souvent les gens, particulièrement les nouveaux immigrants, à trouver du logement temporaire (par ex. pour deux, trois ou quatre semaines), certains en offrent eux-mêmes.

Malgré les activités actuelles, cependant, le manque de services de logement à l'intention des membres de minorités raciales et ethniques a été signalé comme étant un problème par la plupart des répondants: 67 % ont indiqué que leurs clients n'ont pas accès aux services dont ils ont besoin, y compris 57 % des organismes de services ethniques et 77 % des organismes gouvernementaux. Plus de la moitié des organismes indiquent que les niveaux actuels de ressources les empêchent de répondre aux besoins de leurs clients (c.-à-d. fonds, ressources humaines, logement temporaire et services spéciaux) et de leur organisme (c.-à-d. ressources pour couvrir les coûts d'exploitation et les frais de publicité)

Les lacunes dans des services particuliers les plus fréquemment relevées par les répondants à l'enquête sont les suivantes:

- ° les services d'information et les interventions n'étaient pas perçues comme étant disponibles au niveau requis et dans la langue choisie;
- ° les services liés au logement en général: par exemple, les registres de logements vacants, le logement abordable et le logement social;
- ° l'orientation relative au logement et aux marchés du logement pour les immigrants;
- ° le soutien à la recherche d'un de logement
- ° les service communautaires, y compris les services de soutien aux immigrants;
- ° la communication et la publicité pour les services existants.

Des recommandations d'intervention, pour combler l'écart entre l'offre et la demande de services de logement, ont été présentées dans cinq principaux domaines:

- 1) Les agences de logement provinciales et fédérale devraient faciliter l'accès au logement, par exemple en augmentant le nombre de logements sociaux disponibles et en contrôlant l'augmentation des loyers.
- 2) les réseaux d'information existants doivent être améliorés par la promotion des programmes, l'amélioration des rapports entre les gouvernements et les collectivités, les agences d'extension de services, et l'élaboration de services d'aiguillage. C'est la responsabilité de tous les types d'organismes.
- 3) Les organismes de services communautaires et d'immigration désirent mieux participer à l'éducation de leurs clients et aux questions et aux services de logement.
- 4) le soutien continu apporté aux immigrants et les services de logement qui leur sont offerts - aide financière, services linguistiques (information sur le logement dans différentes langues), l'information et les conseils sur les options de logement - étaient largement recommandé par tous les types d'organismes.
- 5) toute aide pouvant être fournie pour surmonter les obstacles de la langue seraient utiles.

Conclusions

a) Thèmes finals

Nous pouvons tirer des conclusions de cette étude pour deux autres thèmes. Même si les conclusions ne relèvent pas des questions présentées dans la liste originale des questions établies pendant l'étape de conception de l'étude, elles ont été établies d'après les commentaires des participants que nous avons recueillis fréquemment au cours de l'étude. Ces commentaires portent sur les points suivants:

- ° les avantages et les inconvénients de traiter séparément des questions de logement auxquelles sont confrontées les minorités raciales et ethniques; et
- ° l'établissement de réseaux entre la SCHL et les organismes de services.

En ce qui a trait au premier thème, la question essentielle qui se pose aux agences gouvernementales et aux autres est de savoir, pour des raisons de fond ou de présentation ou d'image, si les besoins et les problèmes des minorités raciales et ethniques et des organismes les desservant doivent être traités séparément ou d'une façon distincte de celle utilisée pour le reste de la population. Autrement dit, le dilemme n'est pas de savoir si les questions de logement et les problèmes des minorités ethniques et raciales devraient être réglés, mais plutôt si on devrait leur donner un statut et un profil particuliers, soit parce que les problèmes eux-mêmes sont distincts, soit parce qu'on peut les résoudre plus efficacement en s'occupant des groupes minoritaires indépendamment du reste de la population.

Dans de nombreux cas, les méthodes et les solutions pour traiter les problèmes de logement des minorités sont semblables aux méthodes recommandées pour régler les problèmes de la population en général, comme par exemple travailler en collaboration avec les groupes communautaires pour résoudre des problèmes pratiques dans les quartiers; fournir des ressources d'information pratiques et simples à l'intention des consommateurs pour combler leurs lacunes en matière d'information et de connaissances; offrir du soutien (matériel et connaissances etc.) aux organismes locaux et aux organismes dispensateurs de services. *

- * Pour plus de détails consulter l'Étude des besoins des consommateurs en matière d'information sur le logement réalisée par EKOS Research Associates pour le compte du Centre de relations publiques de la SCHL.

En outre, de nombreux organismes ne veulent pas s'être traitées à part. Ils désirent connaître les programmes et les ressources accessibles à tous. Par ailleurs, pour ce qui est des questions pratiques quotidiennes, de nombreux organismes communautaires doivent régler les problèmes auxquels les gens qui ne sont pas membres de minorités raciales et ethniques doivent faire face, notamment la discrimination et les lacunes des récents immigrants en matière de connaissances de base sur le logement.

La solution consiste probablement à traiter les questions qui sont particulières aux minorités d'une façon qui tienne vraiment compte de leurs besoins spéciaux - tels que ceux des minorités, des nouveaux immigrants, des groupes linguistiques et culturels distincts, etc. Les problèmes pour lesquels on distingue une cause commune dans la population en général devraient avoir des solutions communes: l'utilisation d'un langage simple et de moyens substituts pour certains documents et la collaboration avec les groupes communautaires sont des solutions que proposent également les consommateurs dans le reste de la population.

En ce qui a trait au thème du réseau d'entraide, l'étude présente de nombreuses preuves à l'appui des efforts réalisés pour forger des liens plus solides avec les organismes travaillant dans ce domaine et établir avec eux des réseaux d'entraide. La plupart des participants ont indiqué que cette étude était une très bonne idée, ils désiraient y participer et ils ont loué la SCHL d'en prendre l'initiative. En outre, 100 % des répondants qui connaissaient la SCHL désiraient participer à l'annuaire que propose la Société et partager en permanence l'information. Il importe de noter cependant que certains des répondants étaient contre l'idée d'un annuaire séparé pour les organismes ethniques.

b) Rôle éventuel de la Société

De nombreux répondants ont indiqué que la SCHL, en tant qu'agence du gouvernement fédéral à l'avant-garde des questions multiculturelles, devrait collaborer étroitement avec les organismes communautaires pour aider à répondre aux besoins des personnes appartenant à des groupes linguistiques minoritaires.

Les organismes ayant participé à l'enquête reconnaissent le genre d'organisme qu'est la SCHL. Même si cela n'a rien d'étonnant pour les agences gouvernementales, c'est une constatation encourageante pour d'autres types d'organismes de services communautaires. Environ la moitié des ces organismes ont eu à traiter directement avec la SCHL (sauf les agences de logement qui ont toutes bien sûr eu affaires à la SCHL). Près des trois-quarts des organismes qui ont eu à traiter directement avec la SCHL ont obtenu de l'information de l'agence de l'habitation; 70 % d'entre elles ont indiqué que l'information leur était utile.

Neuf organismes sur dix pensent que la SCHL a un rôle à jouer dans la recherche. De même, 90 % approuvent les activités de la SCHL en tant que fournisseur d'information et organe de communications, tant pour les consommateurs que pour les organismes. Environ 80 % appuient la participation de la SCHL à l'aide directe au logement.

Peut-être l'aspect le plus important de cette étude est de constater que tous les participants désirent voir la SCHL assurer un suivi après cette étude (la question a été posée aux participants dans le cadre de la mise au point d'un annuaire des organismes ethniques et de services s'occupant de questions de logement). Le niveau élevé d'intérêt révèle clairement deux choses. D'abord les questions et les problèmes de logement des minorités raciales et ethniques sont une priorité pour de nombreux organismes. Ensuite, les organismes reconnaissent que la SCHL fournit des services liés au logement et qu'elle sert les groupes minoritaires d'autres façons. C'est un argument solide pour l'une des justification initiales de cette étude: développer des liens avec les organismes s'intéressant à ce domaine aux fins de communication et de coordination permanente et à long terme.

On considérerait que le rôle d'organisme dispensateur de connaissances et d'information aux consommateurs est celui qui convient à pour la SCHL. Le fait que les locataires ne connaissent pas les droits et les responsabilités des propriétaires et des locataires, le manque de compréhension des marchés du logement (particulièrement pour les immigrants récents) et la difficulté qu'ont les organismes de service à prendre conscience de toute la gamme d'information disponible, figurent parmi les raisons citées à l'appui du rôle de la SCHL dans ce secteur.

c) Recherche à l'avenir

Pour conclure ce rapport de recherche, nous estimons qu'il est essentiel de continuer sur l'élan créé par un projet dont le but même était novateur: établir une compréhension préliminaire des questions prioritaires pour les minorités ethniques et raciales en matière de logement. Cet objectif atteint, l'espoir est de générer plus de travail et apporter des réponses aux deux questions suivantes:

- ° Les problèmes seraient-ils les mêmes si l'on parlait directement aux minorités raciales et ethniques, plutôt qu'aux organismes qui leur dispensent des services?
- ° De quelle façon ces questions se comparent-elles vraiment aux questions qui se posent à la population en général, sont-elles uniques ou semblables?

Les réponses à ces deux questions pourraient constituer une stratégie raisonnable à adopter avant d'affecter les tâches et les fonds à l'élaboration de nouveaux services ou à l'expansion ou à la modifications des services existants.



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CHAPTER**1****INTRODUCTION**

1.1 Background

The composition of Canadian society has been changing significantly over the past 20 years to include increasing numbers of people of diverse ethnic, racial and religious backgrounds — many of these belong to what are commonly referred to as visible minorities. This is especially true in major urban centres, where over half of all immigrants arriving in Canada are from Asian, Middle Eastern, African and Latin American countries rather than from the European countries which have been Canada's traditional sources of immigrants. Urban centres represent the settlement location of choice for most immigrants; this is where they will find most services designed to help them settle in their new country.

Issues affecting racial and ethnic minorities in the housing sector pertain to first generation immigrants and native-born visible minorities. Two studies, including Ekos Research's recently completed research in consumer needs and attitudes (which included focus group discussions) with first generation immigrants, suggest

that the most serious housing problems identified by study participants are experienced by recent immigrants¹.

Different levels of government have adopted a variety of approaches to achieve equal opportunities in housing, including legislation prohibiting racial discrimination in housing and policies ensuring equal access to the available housing stock. The federal government's response is embodied in its multiculturalism policy, an integrationist strategy which aims to remove the barriers which prevent people from fully exercising their rights and responsibilities as members of society. In the 1988 Multiculturalism policy, one of the principle objectives is to "*enhance the role of the federal government in setting examples and playing a continuing role in promoting institutional change to eliminate discrimination based on race...*".²

There is a paucity of published Canadian research on the economic and social impacts of racism, discrimination and immigration on Canadian society. The limited research conducted on the issue of discrimination suggests that discrimination in housing rather than in employment or wages tops the list of problems. For example, the Economic Council of Canada analyzed 1986 census data to determine that there was no generalized tendency to discriminate against visible minorities in the area of wages. Conversely, a Multiculturalism and Citizenship Canada study conducted in 1989 revealed that the few studies that have been undertaken in the area of racial discrimination and housing suggest that there is a "very significant" amount of housing discrimination in Toronto and Montreal.³ Other urban centres were not discussed in that study and it did not provide evidence regarding problems experienced by

1. Ekos Research Associates, *A Study of Consumer Housing Needs*, prepared for CMHC Public Affairs 1994.
Multiculturalism and Citizenship Canada, *Housing and Discrimination in Canada: A Preliminary Assessment of Current Initiatives and Information*, Policy and Research Branch, 1989, pp. 10-15
2. Multiculturalism and Citizenship Canada, *Housing and Discrimination in Canada: A Preliminary Assessment of Current Initiatives and Information*, Policy and Research Branch, 1989, p. 45.
3. Multiculturalism and Citizenship Canada, *Housing and Discrimination in Canada: A Preliminary Assessment of Current Initiatives and Information*, Policy and Research Branch, 1989, pp. 10-15.

immigrants settling outside these two centres. Research conducted in the area of immigration suggests that an important factor in the adaptation process of newcomers is to secure housing.⁴ In terms of solutions, consultations with visible minority organizations in Metropolitan Toronto led to conclude that while "*racial discrimination in housing exists as a major problem,... community organizations do not know what to do about it*".⁵

Canada Mortgage and Housing Corporation's (CMHC) Strategic Plan 1992-1996 has recognized the challenge of working with communities to address "demographic restructuring". The plan, however, does not explicitly discuss the specific housing problems faced by racial and ethnic minorities.⁶ The purpose of this exploratory study is to provide information on the relevant issues and identify the existing gaps in housing services available to minorities in Canada.

1.2 Objectives

CMHC is the agency with the principal responsibility for implementing federal multiculturalism policy in the field of housing. Federal multiculturalism policy provides broad direction and guidelines about equality of access and opportunity for all Canadians. CMHC is responsible for determining the relationship between current housing policies and the principles written into the Multiculturalism Act of 1988 and the impacts of changes in housing policy. Given that many of the developments in this area are very recent, CMHC has not had, up to this point, a thorough understanding of the issues and problems or of the options for dealing with these problems. The purpose of this research is to explore the issues related to housing within the

4. Manitoba Interfaith Immigration Council, *The Relationship Between Newcomers Tenants and Their Landlords*, CMHC, 1991.

5. *IBID*, p. 43

6. CMHC, *Strategic Plan 1992-1996*, produced by the Public Affairs Centre, CMHC, 1991.

multicultural community and to provide CMHC with sound information about the issues, problems and gaps in housing services available. The research also provides the basis for conducting further research and consultations by providing a directory of organizations serving the multicultural community.

In response to CMHC's need for better knowledge about the housing needs of ethnic and racial minorities, the Strategic Planning and Policy Development Division sponsored this survey of government and non-governmental organizations serving the community. The survey objectives were to:

- ❑ establish the problem areas and priority issues affecting racial and ethnic minorities in the area of housing and living environments, as identified by ethnic and racial community organizations and other government agencies and non-governmental organizations active in this area;
- ❑ identify what other governmental and non-governmental agencies are currently doing in the area;
- ❑ identify where gaps exist in the programs, products and services currently provided by the organizations surveyed;
- ❑ solicit the views of other governmental and non-governmental agencies as to the activities that CMHC could engage in that would complement those already being undertaken by the organizations surveyed;
- ❑ promote possibilities for information exchange, by compiling information for a directory of governmental and non-governmental agencies and organizations working in this area;
- ❑ expand the Canadian Housing Information Centre's collection of materials dealing with housing issues that impact on ethnic and racial

minorities within the Canadian context, by inviting organizations surveyed to submit copies of or references for any relevant materials they have prepared.

CHAPTER

2

METHODOLOGY

2.1 Definition of the Study Issues

At the onset of the research process, significant efforts were devoted to identifying the study issues to be explored during the survey. This was performed in two distinct phases. First, a literature review was carried out using lists of documents provided by the client and by unveiling further documentation using a snow-ball strategy — where the reference section of each document led to other pertinent documents. The literature review identified the importance of the following issues as they relate to housing for ethnic and racial minorities:

- ☐ accessibility;
- ☐ affordability;
- ☐ suitability/crowding;
- ☐ physical adequacy;
- ☐ relationship between housing and health;
- ☐ cultural and linguistic factors related to understanding the Canadian lifestyle and markets;
- ☐ discrimination and racism;
- ☐ attitudes towards ownership;
- ☐ immigration;
- ☐ safety and security; and
- ☐ social housing.

In order to validate the issues identified by the literature review, a series of ten interviews was conducted with key-informants of selected governmental and non-governmental organizations who deal with issues either related to ethnic minorities, housing, or both. An interview guide was designed to obtain standardized information on the following topics: 1) basic information on the organization; 2) the organization's role in the field of housing and settlement services; 3) perceived housing issues affecting their clients; 4) perceived gaps in housing-related services and housing-related information; and, 5) roles CMHC could possibly play to help reduce these gaps.

Each key-informant was contacted by telephone and asked to participate in the study. An appointment was set up to interview those who accepted and a copy of the interview guide was sent to them via facsimile. In cases where the interviewee was located in the Ottawa area, the interview was conducted in-person, but most interviews were conducted over the phone. Each key-informant interview lasted approximately 30 minutes. Apart from allowing to collect information on the five areas identified above, these consultations enabled the research team to recognize the most important issues to be explored as well as those of lesser importance. Respondents' answers to the third topic of the guide validated the issues which had emerged from the literature review. Exhibit 2.1 presents a detailed list of study issues and indicators which were derived from both the literature review and the key-informant interviews.

EXHIBIT 2.1
Inventory of Issues and Indicators

Issues	Concepts	Indicators
1. Does Housing Meet Basic Needs?	Affordability	<ul style="list-style-type: none"> • Whether housing is perceived as being affordable. • Suggestions on how affordability could be improved. • Whether affordability is perceived to prevent access to housing. • Suggestions for improving affordability of housing.

Issues	Concepts	Indicators
	Access	<ul style="list-style-type: none"> • If length of time to find housing is perceived to be a problem. • Whether discrimination is perceived to prevent access. • Whether language barriers are perceived to prevent access. • Whether affordability is perceived to prevent access. • Whether the lack of available units is perceived to prevent access. • Whether long waiting lists for social housing are perceived to prevent access. • Whether lack of housing-related information is perceived to prevent access. • Whether lack of services suitable for racial and ethnic minorities is perceived to prevent access. • Whether other variables are perceived to prevent access. What are they? • Do some clients have more difficulty accessing housing than others? Why? • How can accessibility problems be alleviated?
	Suitability and Satisfaction	<ul style="list-style-type: none"> • Is suitability of housing perceived to be satisfactory? • Perceived satisfaction of clients with their housing. • Reasons for being satisfied/dissatisfied and factors that determine level of satisfaction.
	Physical Adequacy of Housing/Access to Services	<ul style="list-style-type: none"> • Is physical condition of housing perceived to be satisfactory? • Are amenities perceived to be satisfactory? • Is access to services associated with housing satisfactory?
2. Cultural, Racial and Linguistic Factors	Understanding Canadian Markets	<ul style="list-style-type: none"> • Perceived awareness of municipally based housing organizations and housing providers. • Perceived awareness of housing regulations. • Perceived awareness of tenants' rights and responsibilities. • Perceived awareness of landlords' rights and responsibilities. • Perceived awareness of housing services available. • Perceived awareness of housing options available.

Issues	Concepts	Indicators
	Racism and Discrimination	<ul style="list-style-type: none"> • Is discrimination perceived as a barrier to accessibility? • Are private landlords perceived to be discriminatory? • Are social housing landlords perceived to be discriminatory? • Are financing agents perceived to be discriminatory? • Are neighbours perceived to be discriminatory? • Are there other groups of individuals that are perceived to be discriminatory? • What are the perceived reasons for discrimination?
	Attitudes to Ownership	<ul style="list-style-type: none"> • Perception of type of dwelling typically looked for. • Perception of type of tenure preferred/obtained.
3. Immigration		<ul style="list-style-type: none"> • Is the landed immigrant status perceived as a problem for finding housing? • Is the refugee claimant status perceived as a problem for finding housing? • Is the sponsored immigrant status perceived as a problem for finding housing? • Is there another immigrant status that is perceived as a problem for finding housing? • Perceived reasons immigration status posing/not posing a problem.
4. Housing Information	Needs and Access	<ul style="list-style-type: none"> • Perceived usefulness of housing-related information currently available in meeting needs of clients (including suggestions for making it more useful to the clients). • Whether the lack of housing-related information is perceived to prevent access to housing. • Perceived reasons why some clients have more difficulty accessing housing than others (e.g., lack of information). • Gaps/improvements to existing housing information. • Why is access to social housing perceived to be limited? (lack of information?) • Does the organization compile housing-related information? • What type of organizations should be involved in improving the existing housing-related information? • What would be the role of the identified organizations? • Usefulness of housing-related information to organizations. • Whether the organizations require more housing-related information (including types of information).

Issues	Concepts	Indicators
5. Communities and Neighbourhoods	Safety and Security/Location	<ul style="list-style-type: none"> • Whether the safety and security of housing is perceived to be satisfactory. • Preferences in terms of location of housing.
6. Social Housing	Need and Access	<ul style="list-style-type: none"> • Perceived awareness of housing options available. • Whether clients are perceived to depend on social housing or not. • Whether clients are perceived to have sufficient access to social housing (including reasons for impaired access). • Suggested improvements for increasing access to social housing.
7. Support Services	Range of Service Agencies	<ul style="list-style-type: none"> • Main activities, date of inception and main activities of organization. • Racial or ethnic minority group(s) served.
	Interest and Activity in Housing by Service Orgs.	<ul style="list-style-type: none"> • Housing services and programs available. • How long the organization has provided housing services • Whether the organization conducts housing research (including types of research).
8. Strategies for Addressing Gaps	Gaps in Services Available	<ul style="list-style-type: none"> • What type of organization should be involved in improving the existing housing services? • Gaps/improvements to existing housing services. • Perceived usefulness of housing-related information currently available in meeting needs of the organization (including suggestions for making it more useful to the organization). • Whether organization needs more housing-related information (including types of information needed).
	Awareness of CMHC by Service Orgs	<ul style="list-style-type: none"> • Whether respondent is aware of CMHC. • Whether respondent had direct dealings with CMHC. • Whether respondent obtained housing information from CMHC. • Whether information obtained from CMHC helped respondent help clients.

Issues	Concepts	Indicators
	Optimal Role for CMHC	<ul style="list-style-type: none"> • Respondent chooses CMHC as a partner responsible for offering specific housing services (with associated description of its specific perceived role). • Respondent chooses CMHC as a partner responsible for offering specific housing-related information (with associated description of its specific perceived role). • Whether CMHC has a perceived role in research (including the description of the role for CMHC). • Whether CMHC has a perceived role in information dissemination and communication (including the description of the role for CMHC). • Whether CMHC has a perceived role in direct housing assistance (including the description of the role for CMHC). • Whether CMHC has a perceived role in other areas (including the description of the role for CMHC).

The actual structure of the survey questionnaire to be used was also pre-tested during the key-informant interviews — the survey was to be developed based on the structure of the interview guide. Some problems were identified with the order in which some of the interview guide sections were positioned. These observations were considered for the final design of the questionnaire.

2.2 Survey Design

(a) Survey Instrument

After having identified and validated the main issues to be explored through the survey, a total of three questionnaires were designed: one for ethnic, community and immigrant aid organizations; one for housing agencies and authorities; and one for government and human rights organizations. Core questions were included in all three instruments, some questions were added or removed, while other

questions were slightly rephrased⁷ to customize the exploration of the issue to the different types of respondents. All questionnaires had the same basic structure and included the following five sections:

- ☐ Characteristics of the organization;
- ☐ Role in housing/settlement issues and services;
- ☐ Housing issues:
 - Awareness;
 - Housing satisfaction;
 - Accessibility;
 - Affordability
- ☐ Gaps in housing information and housing-related services; and
- ☐ Potential role for CMHC.

A key characteristic of the survey instrument design phase was to plan for a balance of quantitative and qualitative data. Most questions were open-ended in order to collect as much qualitative information as possible. Typical survey methods which feature a high proportion of closed questions would not have produced the depth of knowledge that was required to fully meet the study objectives. The questionnaires can be found in Appendix A.

(b) Preparation of a Directory of Organizations

The preparation of a directory of organizations was an important component of the study and an evolving one as well, since its size continually increased between inception and completion of the study. The directory served a dual purpose. First, it proved to be a valuable tool to communicate with the various

7. For example, anywhere the term *clients* was not meaningful, it was replaced by the expression *individuals of racial and ethnic minorities*.

organizations working with racial and ethnic minorities. Second, its initial version was used as the sample frame of this study.

A finalized version of the directory as well as a complete discussion of the methods used to compile it can be found in Appendix B. It also lists references and provides bibliographic information on other information sources available from some of the organizations.

(c) Sampling Plan

A total of 75 interviews were planned. It was expected that most interviews would be conducted with service organizations (ethnic service as well as community and immigrant aid organizations), but that a number of interviews would also be conducted with government departments, human rights agencies as well as housing agencies and authorities. Below, each type of organization reached is briefly described.

- ❑ *Ethnic service organizations.* These organizations assist members of a specific racial or ethnic minority group (e.g., Polish, Chinese, Vietnamese or Italian). Organizations were contacted at all levels: national; provincial; and local. Groups specifically serving immigrants were excluded from this category and included with community service and immigrant aid organizations.
- ❑ *Community service and immigrant aid organizations.* These organizations assist immigrants in adapting to Canadian life as well as any individual belonging to racial and ethnic minority groups in their community. Examples of these organizations include: Jewish Immigrant Aid; Multicultural Society; and Family Services. These organizations are referred to as Non-Governmental Organizations (NGOs) in this report.
- ❑ *Housing agencies and authorities.* This category includes private, non-profit, and municipal housing agencies and local housing authorities.

- ❑ *Government departments.* For the purpose of the survey, this category includes: Canada Immigration Centres; provincial Ministries of Housing; anti-racism organizations; and Canadian Heritage (Multiculturalism).
- ❑ *Human rights agencies.* This category includes any provincial commission or council dealing with human rights issues.

Exhibit 2.2 presents a breakdown of the sampling frame and sampling plan by type of organization to be contacted.

EXHIBIT 2.2
Sampling Frame and Sampling Plan by Organization Type

Type of Organization	Total in Sampling Frame	Sampling Plan
Ethnic service organizations	125	29
Community service and immigrant aid organizations	51	14
Housing agencies and authorities	41	14
Government departments	23	13
Human rights agencies	11	5
TOTAL	259	75

As shown in Exhibit 2.2, when the sampling plan was developed only 259 organizations were part of the sample frame. These organizations were not selected randomly. In order to obtain meaningful information regarding the needs of individuals of racial and ethnic minority groups, in consultation with the client, we focused our attention on areas of the country where multiculturalism was more prevalent (e.g., large urban centres). It was also important to obtain input from all five regions of Canada (i.e., B.C., the Prairies, Ontario, Québec and the Atlantic). In order to attain a reasonable level of regional coverage, it was expected that organizations (except for government departments and human rights agencies) would be contacted in two cities of each region, except for the Atlantic region where they were contacted in only one city and Ontario where three cities were included in the sampling strategy.

The following cities were selected for significant multiracial and immigrant populations.

- ❑ *B.C.:* Vancouver and Victoria;
- ❑ *Prairies:* Calgary and Winnipeg;
- ❑ *Ontario:* Toronto, London, and Ottawa;
- ❑ *Québec:* Montréal and Québec; and
- ❑ *Atlantic:* Halifax.

Exhibit 2.3 presents the number of interviews conducted in each of these regions broken down by the type of organization consulted. Although no statistics were kept on refusal rates, it should be noted that a marginal number of organizations who were reached declined participation in the study. Some of the reasons given for refusal include: lack of time and resources; lack of proximity with the clients and thus lack of a good understanding of issues affecting them; or a perceived lack of housing problems on the part of their clientele.

EXHIBIT 2.3
Number of Interviews Conducted by Region and Type of Organizations

Type of Organization	Region					
	B C	Prairies	Ontario	Québec	Atlantic	Total
Ethnic service organizations	5	4	13	4	4	30
Community and immigration aid organizations	5	6	3	2	2	18
Housing agencies and authorities	3	2	5	3	1	14
Government departments	1	4	2	1	3	11
Human rights agencies	1	1	1	— ⁸	1	4
TOTAL	15	17	24	10	11	77

8. The only contact identified for this type of organizations in this region was not available during the study time frame.

2.3 Survey Administration

(a) General Considerations

Because of the nature of the study and the sensitivity of some of the issues to be covered in the survey questionnaire (e.g., discrimination), it was important for each researcher to have a clear understanding of the purpose and the context of the study, the study issues, as well as the requirements in terms of type of organizations to be contacted and sample targets. Additionally, each team member was reminded of the possibility that some respondents would not be able to complete the interview in French or English. Where this was the case, an appointment was made with another individual from that organization who could speak either French or English. Interviewers were in constant communication with the survey supervisor who obtained confirmations of completed interviews twice daily. This approach allowed for efficient data collection and alerted the survey supervisor to any gaps in organization type by city that might have been occurring.

(b) Contact and Interview Procedures

Organizations included in the sample plan were invited to participate in the study. Each organization contacted was provided with a detailed introduction to the study. A representative from the organization was then asked to share his/her views on the various issues explored within the questionnaire. All participants were assured that their views would be kept completely confidential.

Because of the structure of many of the organizations contacted and also because of their limited resources, the interview often did not take place at the time of the initial contact. It was left to the participants to determine the date and time

which would be most suitable for them. A letter which explained the nature and purpose of the study, including contact numbers of the Ekos Project Director and a CMHC representative as well as a copy of the questionnaire, were available to participants upon request.

(c) *Scheduling*

The interviews took place over a two week period. Several days were spent calling the organizations and setting appointments and/or sending letters to provide confirmation of the study. In order to follow the sampling plan as closely as possible, a large number of call-backs were required.

One source of delay in the data collection phase was the difficulty in reaching employees of many organizations due to their busy schedule. It was especially difficult to find the most appropriate person to talk to when contacting government departments and housing authorities. Efforts were made to respect the sampling targets established at the onset of the study. In instances where an organization could not be reached, another of the same type and from the same city was identified. If this was impossible, priority was given to finding another organization of the same type in a different city than contacting a different organization type in the same city.

2.4 *Analyses and Reporting*

In this section, we discuss some issues related to the way the results are reported. While most questions on the questionnaire were open-ended, some questions were close-ended. Some of these questions included 5-point scales. For the purpose of analysis and reporting, some of the categories of the scales were collapsed. The actual procedure of collapsing categories of an interval scale can be either rationally

based or judgement based. In some cases, where the 5-point scale had a true mid-point, we collapsed 1 and 2 together, 4 and 5 together and kept the mid-point (3). In cases of a 5-point scale which conveys a gradient message, for example ranging from *not...*, to *somewhat...*, to *extremely...*, the collapsing procedure was different. In this survey, most of the scales did not have a true mid-point. In some cases, the scale was used to rate the presence of a problem. In these cases, the mid-point (*a moderate problem*) was included with points 4 and 5 of the 5-point scale.

Another element we want to raise pertains to the tables presented in the text. Each table was designed to highlight the main findings. In some cases, the results are presented across all types of organizations surveyed. Usually this was prompted by an interesting finding which warranted such a break-down. In cases where only the overall results are reported, it was not felt the discrepancies across organizations were large enough to report. In each table, the size of the groups, *n*, are presented. These figures do not include missing values, individuals who gave no response or respondents who answered *I don't know*.

2.5 Study Limitations

The nature of this study was exploratory in nature and it was expected to shed some light on the issues affecting racial and ethnic minorities in the housing sector. Because it was exploratory in nature, the research team, in concertation with the client, opted for an approach which favoured the use of qualitative methodologies. It comprised structured interviews with representatives of NGOs and government organizations. The interviews were composed of open- and close-ended questions: probably the best way to gain preliminary understanding of the issues at hand.

Because of the intent of the study and the nature if the methodology employed to attain the objectives of the study, there are certain limitations that must be considered in interpreting the findings. The fact that the sample of organizations

reached during this survey is not representative of the population of organizations serving ethnic and racial minority groups is a first limitation. Then, another very important limitation is the fact that the information collected in this survey is *second hand* and that the clients/individuals of racial and ethnic groups were not reached directly. In fact, this survey collected the views of individuals serving ethnic and racial minorities thinking they would have a realistic perception of their clients' needs and of the problems they experience in the area of housing. Finally, it should be noted that the results of this study were not collected to be compared to the mainstream population. In that sense, it is difficult to know the extent to which the issues identified through the study are unique to racial and ethnic minorities.

CHAPTER**3****HOUSING NEEDS AND PROBLEMS**

This chapter covers perceived housing needs of racial and ethnic minorities as well as the respondents' evaluation of their clients' level of satisfaction with the housing they obtain. The needs explored include affordability, appropriateness, and physical adequacy. In the section on satisfaction and dissatisfaction, the clients' main reasons for satisfaction and dissatisfaction, as the respondents identified them, are presented.

3.1 Need Issues

(a) Affordability

Two questions helped determine affordability levels and the extent to which the respondents perceived it to be a problem for their clients when accessing housing. As well, a third indicator of affordability will be discussed.

Would you say housing is generally perceived by your clients as being affordable?

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall (<i>n</i> = 77)	61	39

Respondents thought that housing was generally perceived to be affordable (61 per cent believed their clients find housing affordable). In many instances, however, respondents indicated that the housing chosen by their clients would not be their first choice, if they had the financial means to choose something else. This belief is reinforced in later responses.

Respondents from various regions mentioned they thought the relative cost of housing varies by city (Victoria, Toronto and Vancouver are considered the most expensive cities) and by location within cities (proximity to services, *good* versus *bad* neighbourhoods). It was also mentioned that affordability depends on the sources of income of the tenant (e.g., employed vs. receiving social assistance or unemployment insurance). It was pointed out by several respondents of NGOs that people receiving social assistance generally have more difficulty finding affordable housing which meets their needs (location and size in particular) unless they are able to get subsidized units (e.g., rent-geared-to-income – RGI).

- . *To what extent would you say that affordability is a problem for your clients in accessing housing?*

	Per Cent Rating Not a Problem (1 or 2)	Per Cent Rating A Problem (3, 4 or 5)
Overall (<i>n</i> = 77)	31	69
Ethnic service organizations (<i>n</i> = 21)	29	71
Community and immigrant aid organizations (<i>n</i> = 18)	17	83
Housing agencies and authorities (<i>n</i> = 15)	53	47
Government departments and human rights agencies (<i>n</i> = 10)	40	60

As mentioned, respondents believed that their clients do not end up with the housing of their choice. The responses to this question demonstrate this again and explicitly tie this perception to affordability. The degree to which this is felt, however, varies by organization type. It would therefore be useful to examine the context in which the answers were given by respondents of each organization type.

First, most of the housing agencies and authorities consulted offer RGI units where the rent is between 25 and 30 per cent of the household's income; thus this type of housing was considered affordable by the housing agencies. In fact, given the large number of respondents offering RGI units, it is surprising that more of the housing respondents did not find their housing to be affordable. This pattern of response could be attributed to different interpretations of the question, i.e., do clients find *social* housing or housing *in general* affordable?

Although not represented by a majority (40 per cent), more government respondents than non-government organization respondents did not perceive affordability to be a problem when accessing housing. After reviewing the questionnaires, it can be seen that the 40 per cent represents Canada Immigration Centres and Provincial Housing Ministries. Respondents from Canada Immigration Centres thought their clients' (who are all government sponsored immigrants) rent was

very affordable since the government pays for their rent the first year following their arrival. The Provincial Housing Ministries also did not consider affordability to be a concern for the same reasons as the housing agencies and authorities (i.e., most units are RGI). The remaining 60 per cent who perceived affordability to be a problem were represented by Multiculturalism Departments (Canadian Heritage).

Clearly, most non-government organizations responded at the other end of the scale and perceived that affordability does hinder accessibility to housing for their clients. To explain why there is such a discrepancy, it is useful to consider the clientele of the NGOs and the nature of their services. Almost all of the ethnic service organizations and community and immigrant aid organizations consulted help their clients in a one-to-one format at the community level and usually on a daily basis. As a result, they are more aware of the problems that their clients encounter in their everyday life and therefore they perceived accessibility to housing to be hindered by affordability for their clients (77 per cent believe this to be true; an average of the ethnic service organizations — 71 per cent — and of the community and immigrant aid organizations — 83 per cent).

Another affordability indicator arose when respondents were asked: *What are the most important problems your clients experience with their housing and living arrangements.* The cost of housing was mentioned as the most common problem. This belief was held consistently by all organization types.

It appears, therefore, that most respondents feel their racial and ethnic minority clients are able to find some form of housing within their ability to pay, despite the problem of the cost of housing perceived by many respondents. However, when it comes to the housing of their client's choice, most respondents feel accessibility is limited due to affordability.

(b) Appropriateness of Housing

To what extent would you say suitability of the housing and living arrangements obtained by your clients are satisfactory?

	Per Cent Rating Not Satisfactory (1 or 2)	Per Cent Rating Satisfactory (3, 4 or 5)
Overall (<i>n</i> = 61)	16	84
Ethnic service organizations (<i>n</i> = 23)	30	70
Community and immigrant aid organizations (<i>n</i> = 17)	12	88
Housing agencies and authorities (<i>n</i> = 14)	0	100
Government departments and human rights agencies (<i>n</i> = 7)	14	86

As depicted in the table above, most respondents thought that housing suitability for their clients was satisfactory. The reasons for this were varied and included the following: a good location; an appropriate size for the family or single person; and finding housing that is affordable (as demonstrated earlier during the discussion of affordability). Problems with the size of the unit were mentioned by many respondents when asked about suitability. In fact, in response to questions about (1) the problems encountered by their clients, (2) the time their clients required to find a home and (3) which clients have more difficulty finding housing, the absence of large units was often cited as a problem area — taking larger families longer to find housing.

Some respondents explained that finding suitable housing is very difficult because units that are large enough are scarce and often three and four bedroom units are out of their clients' price range unless the unit is subsidized (although seven respondents mentioned that large families can be on social housing waiting lists for years before they get a suitable unit). Consequently, those who cannot find or afford suitable housing will live in overcrowded conditions until they can find a suitable

home they are able to afford. This result is in accordance with the findings from the previous section. That is, many respondents indicated the housing chosen by their clients would not be their first choice if they had the financial means to choose something else (such as a larger unit).

Several difficulties associated with overcrowding were mentioned by respondents and include: uncomfortable living conditions; health problems (e.g., poor sanitation resulting from several people sharing one bathroom); and difficulties with the landlord. According to one respondent, overcrowding can also perpetuate stereotypes of uncleanness and, as a result, lead to discrimination.

(c) Physical Adequacy

Two questions dealt with the issue of the physical adequacy of the unit or the need for repair including repairs and maintenance and amenities (e.g., heat, water and electricity).

To what extent would you say the following aspects of the housing and living arrangements obtained by your clients are satisfactory?

	Per Cent Rating Not Satisfactory (1 or 2)	Per Cent Rating Satisfactory (3, 4 or 5)
Condition of housing (<i>n</i> = 60)	8	92
Amenities (e.g., heat, water, electricity) (<i>n</i> = 59)	10	90

The majority (92 per cent) of all respondents considered the physical condition of housing to be satisfactory. In addition, most respondents (90 per cent) believed their clients' dwellings have adequate heat, water and electricity. Several respondents from all types of organizations thought that issues pertaining to repairs and maintenance (such as timely repairs and the general upkeep of the rented premises) were a concern. This was evidenced from the open-ended responses when

respondents were asked *what factors influence your clients' satisfaction?* For this question, repairs and maintenance was quoted third most often after cost and location of housing. All of the respondents were also asked about the *sources of their clients' dissatisfaction*, repairs and maintenance was the second most mentioned source of dissatisfaction after the cost of housing.

Some examples of the sources of dissatisfaction respondents believed their clients had with respect to repairs and maintenance included the fact that landlords are not making the necessary repairs fast enough and that when repairs are done, the quality tends to vary. One respondent mentioned that landlords will sometimes *wrongly* charge tenants for various replacements and work that is done. This was believed to be true especially for single mother households.

Although we may conclude that the physical adequacy does not seem to be a major concern, repairs, maintenance, and upkeep were identified as significant issues by the service providers surveyed.

3.2 Satisfaction with Housing

(a) Levels of Satisfaction

What determines satisfaction? Every aspect of the dwelling, from price to location to security may have an impact on overall satisfaction. The indicator that was used in the questionnaire in order to explore this issue was the respondents' perceptions of the overall satisfaction level of their clients.

In general, are your clients satisfied with their housing or living arrangements?

	Per Cent Rating Not Satisfactory (1 or 2)	Per Cent Rating Satisfactory (3, 4 or 5)
Overall (<i>n</i> = 57)	16	84
Ethnic service organizations (<i>n</i> = 22)	23	77
Community and immigrant aid organizations (<i>n</i> = 16)	25	75
Housing agencies and authorities (<i>n</i> = 12)	0	100
Government departments and human rights agencies (<i>n</i> = 7)	0	100

Overall, most respondents (84 per cent) perceived their clients to be at least moderately satisfied (the mid-point, 3, was included with 4 and 5) with the housing and living arrangements they find. These answers need to be put into context. First, since social housing authorities have standards of suitability and adequacy, they interpret their tenants to be at least moderately satisfied with the housing they provide. In accordance with this, respondents from various Ministries of Housing shared the views of the housing agency and authority respondents. As well, and as mentioned previously, most of the government representatives were from Canada Immigration Centres, whose task is to help their clients find *satisfactory* housing.

(b) Sources of Dissatisfaction

As demonstrated in the preceding table, levels of dissatisfaction are perceived to be quite low. Overall, only 16 per cent of the respondents thought their clients were not satisfied with their housing or living arrangements. As a follow-up, these respondents (all from ethnic service, and from community and immigrant aid organizations) were asked:

Why are your clients generally not satisfied with their housing and living arrangements?

The top three sources of dissatisfaction identified by the organizations were high rents, poor housing conditions and repairs not being done, and the location of housing. Discrimination, dwelling size and cultural differences were the next three most important sources of dissatisfaction. These views were equally shared by respondents from both types of organizations (i.e., ethnic and community organizations).

Another open-ended question, asked to all organization types, was used to determine what the respondents perceived to be the determinants of their clients' level of satisfaction with respect to housing.

What would you say are the major factors which determine the level of satisfaction your clients experience with their housing and living arrangements?

The three most important determinants of satisfaction were the same as the sources of dissatisfaction but in a different order of frequency (from most to least important): location; cost of housing; and repairs and maintenance. Other aspects which were perceived to determine satisfaction, but to a lesser extent, were safety and security, dwelling size and discrimination. There were no discrepancies across organization types, with the exception of government representatives who did not mention maintenance as a factor affecting their clients' level of satisfaction.

To what extent would you say the following aspects of the housing and living arrangements obtained by your clients are satisfactory?

	Per cent rating not satisfactory (1 or 2)	Per cent rating satisfactory (3,4 or 5)
Condition of living arrangements (<i>n</i> = 60)	8	92
Suitability (<i>n</i> = 61)	16	84
Safety and Security (<i>n</i> = 61)	21	79
Amenities (<i>n</i> = 59)	10	90
Access to services (<i>n</i> = 61)	10	90

From the preceding table, it can be seen that respondents believed that safety and security is considered the least satisfactory aspect (21 per cent feel their clients are not satisfied with it) of the housing and living arrangements obtained by their clients. After this, they perceived the suitability of the accommodations to be the next most unsatisfactory aspect for their clients (16 per cent).

Another open-ended question which highlighted sources of dissatisfaction was asked as a follow-up to the previous question on satisfaction.

What are the most important problems your clients experience with their housing and living arrangements?

According to study participants, the most common problem that was perceived to be encountered by their clients was related to the cost of housing. Language barriers and cultural differences as well as location of housing were both next; discrimination was third. Responses to this question did not vary across organization types.

CHAPTER**4****CULTURAL AND RACIAL FACTORS**

In this chapter, issues of a racial and cultural nature are covered. First, findings about the perceived impacts of discrimination are discussed, including impacts on accessibility to housing. Then, the perceptions of respondents about the level of awareness of their clients about the Canadian housing market are reported. Finally, we present results pertaining to what respondents thought were the housing preferences of their clients.

**4.1 Perceptions of Racial
Discrimination and Intolerance**

When examining housing needs of racial and ethnic minorities, it is useful to consider the extent to which racial discrimination is perceived to play a role. Respondents were asked two questions regarding racial discrimination and intolerance.

To what extent would you say that discrimination/absence of equal access is a problem for your clients in accessing housing?

	Per Cent Rating Not a Problem (1 or 2)	Per Cent Rating A Problem (3, 4 or 5)
Overall (n = 66)	38	62
Ethnic service organizations (n = 23)	47	53
Community and immigrant aid organizations (n = 18)	22	78
Housing agencies and authorities (n = 14)	50	50
Government departments and human rights agencies (n = 11)	27	73

From whom do your clients experience housing-related racism and discrimination? (asked only if answer to previous question was 3, 4 or 5)

	Per Cent Who Answered Yes	Per Cent Who Answered No
Private Landlords		
Overall (n = 48)	90	10
Ethnic service organizations (n = 14)	77	23
Community and immigrant aid (n = 16)	94	6
Housing agencies/authorities (n = 10)	90	10
Government departments and human rights agencies (n = 8)	100	0
Social Housing Landlords		
Overall (n = 44)	39	61
Ethnic service organizations (n = 13)	46	54
Community and immigrant aid (n = 14)	43	57
Housing agencies/authorities (n = 10)	40	60
Government departments and human rights agencies (n = 7)	14	86
Financing Agents		
Overall (n = 37)	41	59
Ethnic service organizations (n = 12)	42	58

	Per Cent Who Answered Yes	Per Cent Who Answered No
Community and immigrant aid (<i>n</i> = 12)	25	75
Housing agencies/authorities (<i>n</i> = 9)	56	44
Government departments and human rights agencies (<i>n</i> = 4)	50	50
<i>Neighbours</i>		
Overall (<i>n</i> = 45)	71	29
Ethnic service organizations (<i>n</i> = 13)	39	61
Community and immigrant aid (<i>n</i> = 15)	87	13
Housing agencies/authorities (<i>n</i> = 10)	70	30
Government departments and human rights agencies (<i>n</i> = 7)	100	0

(a) Sources

According to respondents, and to the results presented in the first table of this chapter, discrimination is perceived to be a problem for their clients when accessing housing (overall, 62 per cent believed this to be true). As depicted in the second table, respondents believed the sources of this discrimination to be primarily private landlords (90 per cent) and, secondly from neighbours (71 per cent). Some respondents believed their clients were discriminated against by social housing landlords or financing agents (39 and 41 per cent respectively).

(b) Reasons

When asked about the perceived reasons for discrimination, respondents had numerous possible explanations. Some of the examples that were given included racism, problems experienced by landlords and neighbours related to the methods of cooking or the types of food cooked, and stereotyping. Various stereotypes were identified by the respondents as being reasons for discrimination. Examples of these

stereotypes included: uncertainty as to the tenants' (belonging to a racial or ethnic minority group) ability to pay; lack of knowledge with respect to living in an apartment in Canada; and the anticipated arrival of the extended family.

(c) *Severity and Frequency*

The amount of discrimination that is thought to be experienced by individuals of racial and ethnic minority groups seems to depend on several factors. For example, *visible and audible* (i.e., those who speak with an accent) minorities were said to experience more discrimination than other ethnic minorities. Discrimination was also perceived by respondents to be greater in neighbourhoods where there is a higher overall socio-economic status and little social housing. Members of racial and ethnic minorities are thought to contribute to the devaluation of the neighbourhood.

**4.2 Understanding of Canadian
Housing Markets**

To determine perceived housing need, it is useful to ascertain the extent to which members of ethnic and racial minority groups are perceived to be aware of the housing options/services available to them. As well, their perceived knowledge of housing regulations and the rights and responsibilities of the tenant and landlord is also a good indicator of their perceived understanding of Canadian housing markets.

Typically, would you say your clients are generally aware of:

	Per Cent Who Answered Yes	Per Cent Who Answered No
a. housing services available (e.g., registries and organizations that help find housing)		
Overall (n = 61)	53	47
Ethnic service organizations (n = 24)	54	46
Community and immigrant aid organizations (n = 17)	53	47
Housing agencies and authorities (n = 12)	67	33
Government departments and Human rights agencies (n = 8)	25	75
b. housing options available (e.g., co-operatives, social housing and private apartments)		
Overall (n = 63)	54	46
Ethnic service organizations (n = 24)	54	46
Community and immigrant aid organizations (n = 17)	53	47
Housing agencies and authorities (n = 14)	57	43
Government departments and Human rights agencies (n = 8)	50	50
c. existence of municipally-based housing organizations & other housing service providers		
Overall (n = 62)	55	45
Ethnic service organizations (n = 22)	59	41
Community and immigrant aid organizations (n = 18)	44	56
Housing agencies and authorities (n = 13)	69	31
Government departments and Human rights agencies (n = 9)	44	56
d. housing regulations (e.g., building codes and standards)		
Overall (n = 60)	28	72
Ethnic service organizations (n = 22)	50	50
Community and immigrant aid organizations (n = 16)	25	75
Housing agencies and authorities (n = 14)	7	93
Government departments and Human rights agencies (n = 8)	13	87

	Per Cent Who Answered Yes	Per Cent Who Answered No
<i>e. tenants' rights and responsibilities</i>		
Overall (<i>n</i> = 67)	52	48
Ethnic service organizations (<i>n</i> = 24)	67	33
Community and immigrant aid organizations (<i>n</i> = 18)	39	61
Housing agencies and authorities (<i>n</i> = 15)	53	47
Government departments and Human rights agencies (<i>n</i> = 10)	40	60
<i>f. landlords' rights and responsibilities</i>		
Overall (<i>n</i> = 63)	49	51
Ethnic service organizations (<i>n</i> = 23)	57	43
Community and immigrant aid organizations (<i>n</i> = 18)	39	61
Housing agencies and authorities (<i>n</i> = 14)	57	43
Government departments and Human rights agencies (<i>n</i> = 8)	38	62

(a) Awareness of Housing Services and Housing Options Available

As indicated in section *a.* and *b.* of the table above, just over half of the respondents believed that their clients were aware of the housing options (53 per cent) and of the housing services that are available (54 per cent). These numbers are close to an even split in opinion.

Some respondents thought that their clients were aware of the various housing options, but felt they did not know how to access them or were prevented access due to strict eligibility criteria or discrimination. Others believed that the level of awareness depended greatly on the clients' needs; that is, as the clients' housing needs become apparent, they will devote more effort to increase their level of awareness and will become more informed about the services and options available.

***(b) Awareness of the Existence of
Municipally Based Housing
Organizations and Other Housing
Service Providers***

As depicted in section *c.* of the table above, 55 per cent of respondents, overall, believed that their clients were aware of municipally based as well as other housing service providers. Since the majority of the housing agencies contacted were municipally based (including provincial housing authorities which operate at the local level), it seems understandable that more respondents from this type of organization felt their clients were aware of the existence of their services (69 per cent versus an average of 49 for the other three types of organizations).

(c) Awareness of Housing Regulations

With the exception of ethnic service organizations, a small proportion of respondents (an average of 15 per cent of the other three organization types) felt that their clients were aware of various housing regulations (see section *d.* of the table above). Ethnic service organizations' opinions were evenly split on this issue (50-50).

***(d) Awareness of Rights and
Responsibilities***

Fifty-two per cent of all respondents thought that their clients were aware of the tenant's rights and responsibilities, while 49 per cent thought that they were aware of the landlord's rights and responsibilities. Although this information suggests a split opinion, practically everyone who offered comments on the other open-ended questions mentioned that racial and ethnic minority tenants are generally not aware of their rights or of those of the landlords.

Many representatives from NGOs mentioned information workshops on tenant and landlord rights and responsibilities were available through their orientation programs. Some respondents believed that the information imparted at these sessions did not tend to stay with their clients for long. It was mentioned that, as a result, tenants are often not aware of the landlords' rights until they violate them.

4.3 Attitudes to Ownership

During the questionnaire design phase, it was felt that only the groups who are very close to racial and ethnic minority clients would be familiar with this population's preference with respect to the type of tenure and the type of dwelling preferred and obtained. For this reason, the following two questions were included only on the questionnaire for the ethnic service organizations and the community service and immigrant aid organizations.

What type of tenure do your clients prefer? What do they obtain?

	Per cent who think clients "prefer"	Per cent who think clients "obtain"
Own (<i>n</i> = 38)	55	13
Rent (<i>n</i> = 38)	45	87

Respondents perceived that there was an overall preference to own (55 per cent). However, most respondents (76 per cent of those who indicated a preference to own and 100 per cent of those who indicated a preference to rent) thought that their clients ended-up renting (on average 87 per cent believed this). The respondents who offered reasons to explain why those who preferred owning actually rented, attributed it to affordability. In fact, a study conducted by Research Division, CMHC, indicated

that recent immigrants had low ownership rates, but implied that these rates rise with the length of residence in Canada, eventually surpassing those of non-immigrants.⁹

The fact that affordability of housing was perceived to be a major determinant of the number of clients who rent can be seen in the next table. When the questionnaires were reviewed, it was noted that many of the respondents could not indicate only one typical dwelling chosen by their clients. They believed their clients' choice was dependent on what was affordable. These responses comprise the majority of the 29 per cent in the *other* column. This finding reflects the belief that their clientele must settle for what they can afford. For those respondents who were able to identify a preferred dwelling type, low-rise apartments were mentioned most often.

What type of dwelling do your clients typically look for when they search for housing? (n = 42)¹⁰

	Per Cent Chosen
Single house	15
Low-rise apartment	26
High-rise apartment	12
Townhouse	18
Other	29

9. Canada Mortgage and Housing Corporation, *Immigrant Housing Choices, 1986*, Research Division, 1986.

10. This table represents only five choices although the questionnaire had eight categories. The missing categories are: semi-detached, duplex and mobile home. They were omitted due to the small number or absence of respondents who chose these options and included into the *other* option. Multiple responses were allowed for this question.

CHAPTER

5

COMMUNITY ISSUES

This chapter presents the respondents' views on three topics related to the community in which their clients live: safety and security; location of housing; and access to services in their neighbourhood.

5.1 Safety and Security

To what extent would you say the following aspect (safety and security) of the housing and living arrangements obtained by your clients is satisfactory?

	Per Cent Rating Not Satisfactory (1 or 2)	Per Cent Rating Satisfactory (3, 4 or 5)
Overall (<i>n</i> = 61)	21	79
Ethnic service organizations (<i>n</i> = 23)	26	74
Community service and immigrant aid organizations (<i>n</i> = 18)	28	72
Housing agencies and authorities (<i>n</i> = 14)	14	86
Government departments and human rights agencies (<i>n</i> = 6)	0	100

Respondents from all four types of organizations had a general sense that safety and security, as it related to the living arrangements of racial and ethnic

minorities, was satisfactory. Safety and security was said to be a problem mainly for children (e.g., playing on the street).

5.2 Location of Housing

What types of preferences do your clients typically indicate about the location of their housing?

Respondents from all four types of organizations agreed that members of racial and ethnic minority groups were interested in the following when looking for housing:

- ☐ Proximity to services in general (e.g., school, church, ethnic food stores, malls, and ethnic service organizations and transportation systems);
- ☐ Proximity to friends, family, and members of the same ethnic group;
- ☐ A safe neighbourhood along with adequate housing conditions; and
- ☐ An affordable part of town.

5.3 Access to Services in the Neighbourhood

To what extent would you say the access to services (in the neighbourhood) by your clients is satisfactory?

	Per Cent Rating Not Satisfactory (1 or 2)	Per Cent Rating Satisfactory (3, 4 or 5)
Overall (n = 61)	10	90

Almost all respondents felt that access to services, such as schools and shopping centres, in their clients' neighbourhoods was satisfactory.

CHAPTER

6

NEEDS OF IMMIGRANTS

In this chapter, the respondents' perceptions about the magnitude of the immigration status issue as it impacts on housing needs is briefly discussed.

6.1 Immigration Status: Is It A Factor?

Does the immigration status pose a problem for finding housing for:

Overall Results	Per Cent Who Answered Yes	Per Cent Who Answered No
Landed Immigrants (<i>n</i> = 58)	14	86
Refugee Claimants (<i>n</i> = 56)	43	57
Sponsored Immigrants (<i>n</i> = 58)	26	74

According to the results presented above, it appears that respondents felt that refugee claimants have a real problem finding housing. They identified a similar problem for sponsored immigrants, but to a lesser extent.

The qualitative comments made on how immigration status poses a problem allows us to highlight the following observations about *refugee claimants and sponsored immigrants*:

- ❑ Perceptions that immigrants arrive with little money, are often obliged to collect welfare benefits (when they can) and can rarely work (due to the absence of a work permit¹¹); and
- ❑ They often are not eligible for low income housing because some social housing agencies have a one-year residency requirement.

The following comment applies to *refugee claimants* in particular:

- ❑ The uncertainty associated with the status is thought to be perceived by many landlords as a lack of stability on the part of the immigrant.

Some of those who thought that the immigration status did not pose a problem for finding housing indicated there was no way the landlords could identify whether the potential tenant was in fact an immigrant. A couple of individuals consulted indicated that the absence of problems was probably due to the intervention of existing community services. Finally, in response to this particular question, some thought that other issues were bigger problems than the immigration status, including language barriers, lack of work and lack of understanding of the tenants' own housing-related rights and responsibilities.

11. Some respondents perceived that their clients cannot work because they do not have a work permit. In actuality, this has not been the case for over a year. Bill C-83, passed on February 1, 1993, allows refugees to work while their claim is being processed.

CHAPTER**7****SOCIAL HOUSING**

This chapter addresses the issue of social housing. First, the perception of the dependence of respondents' clients on social housing is explored. Then, the perceived level of accessibility to the social housing option is detailed including factors which determine the level of accessibility as well as possible improvements to facilitate equal access.

7.1 Dependence on Social Housing

Several items in the questionnaire were devoted to social housing. The following question dealt with reliance on social housing.

- *Do your clients (or people of racial and ethnic minorities) depend on social housing?*

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 57)	69	31
Ethnic service organizations (<i>n</i> = 25)	56	44
Community service and immigrant aid organizations (<i>n</i> = 18)	78	22
Housing agencies and authorities (<i>n</i> = 14)	93	7
Government departments and human rights agencies (<i>n</i> = 10)	50	50

Over two-thirds of all respondents indicated that their clients of racial and ethnic minorities depended on social housing as a housing option. It should be kept in mind, while considering these results, that many housing agencies and authorities provide social housing as part of their mandate and thus their clients come to them wanting social housing. Therefore, it is not surprising that many of these agencies perceive that their clients of racial and ethnic minorities rely on social housing. At this point, it is important to recall the non-representative nature of the study and it is therefore not known that this is the case for all racial and ethnic minorities.

Within the context of this study, however, it is possible to surmise that this finding is related to economic circumstances and in fact reflects that both immigrant aid organizations and housing agencies perceived a large proportion of their clientele relied on social housing. Along this line, there are several points to consider:

- ❑ perceived demand for social housing is likely related to the economic situation of their clients;
- ❑ those agencies — housing and immigrant aid — that would expect by their mandate to serve a higher proportion of low income clients in fact indicated that a larger proportion of their clients rely on social housing (93 and 78 per cent respectively);

- ❑ those agencies who would expect to serve a mix of income groups (i.e., ethnic service organizations including cultural associations), in fact perceive fewer of their clients to have demand for social housing.

From these points, it is reasonable to deduce that it is not just ethnic status that influences perceptions of demand for social housing, it is primarily an income issue. It is therefore those organizations serving a larger proportion of low-income clients who obviously perceived a greater demand for social housing among their clientele.

7.2 Sufficient Access to Social Housing

Do your clients have sufficient access to social housing?

Slightly over half of all respondents (51 per cent) thought their clients did not have sufficient access to social housing. This opinion was held most strongly by respondents of community service and immigrant aid organizations: 61 per cent said their clients did not have sufficient access.

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 59)	49	51
Ethnic service organizations (<i>n</i> = 22)	55	45
Community service and immigrant aid organizations (<i>n</i> = 18)	39	61
Housing agencies and authorities (<i>n</i> = 13)	46	54
Government departments and human rights agencies (<i>n</i> = 6)	67	33

Respondents who indicated that ethnic and racial minorities did not have sufficient access to social housing were asked:

Why is access limited or impaired?

Respondents from all groups surveyed indicated the two most important barriers to social housing were: 1) the large number of applicants being put on lengthy waiting lists due to the lack of available units; and 2) the lack of awareness that the option existed or was available. Community service and immigrant aid organizations also highlighted that some groups in certain regions (e.g., single people in Victoria) are not eligible for social housing, and that large families have more trouble accessing social housing units because of the size of the unit that is required. The absence of units of appropriate size to house large families was not found in all regions. In fact, housing providers consulted in Québec indicated that local residents applying for social housing did not usually have large families; this lack of local demand released the larger units for larger families, usually immigrants from racial and ethnic minority groups. Other factors which were said to limit access to social housing were language barriers (e.g., understanding and filling out application forms) and racial discrimination.

As indicated in Chapter 4, respondents were asked to *indicate whether they thought social housing landlords discriminated against individuals belonging to racial and ethnic minority groups*. Of the 44 individuals who responded to that question, the majority (61 per cent) did not think social housing providers discriminated against racial and ethnic minorities. Respondents of ethnic service organizations and of community and immigrant aid organizations argued slightly more in favour of discrimination (respectively 46 per cent and 43 per cent).

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 44)	39	61
Ethnic service organizations (<i>n</i> = 13)	46	54
Community service and immigrant aid organizations (<i>n</i> = 14)	43	57
Housing agencies and authorities (<i>n</i> = 10)	40	60
Government departments and human rights agencies (<i>n</i> = 7)	14	86

Respondents were also asked to *suggest improvements which could be made that would facilitate access to social housing for their clients*. From their comments, it was possible to identify the following suggestions for improvements:

- ❑ Provide more information on social housing options. Distribute this information in the regular media as well as to the community-based organizations. Ensure that the information is made available to the individuals in their language of choice, ideally before they arrive in Canada;
- ❑ Increase the number of units available by providing more funding or facilitating the development of more cooperative housing.
- ❑ Change the selection process used by social housing providers (e.g., by widening the eligibility criteria, inspecting more thoroughly the financial situation of applicants, or reassessing yearly the continued need for social housing); and
- ❑ Educate the general population on topics related to multiculturalism (since, in the end, education will help reduce prejudice and probably secure equal access to individuals of racial and ethnic minorities).

CHAPTER

8

HOUSING INFORMATION

This chapter elaborates on the findings as they relate to housing information. First, the information-related activities of the organizations consulted are described. Then, the usefulness of the existing housing-related information is assessed by the respondents (both to their clients and to their organization). Following this, research activities of the respondents' organizations are briefly summarized. The last section of the chapter looks at the perceived gaps in the area of housing-related information, how these gaps could be bridged and by what type of organizations.

8.1 Activities of the Organizations

(a) Information Provided to the Clients

Does your organization compile housing information for racial and ethnic minority clients?

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 68)	41	59
Ethnic service organizations (<i>n</i> = 24)	46	54
Community service and immigrant aid organizations (<i>n</i> = 17)	53	47
Housing agencies and authorities (<i>n</i> = 15)	33	67
Government departments and human rights agencies (<i>n</i> = 12)	25	75

As can be seen in the table above, ethnic service organizations as well as community service and immigrant aid organizations are those who compiled housing-related information most often for their clients. Overall, four in 10 organizations compile this information. Respondents who indicated their organization compiled housing information for racial and ethnic minority clients were asked what type of information they collected. Respondents identified the following types of information which they use to serve their clients:

- ☐ Lists of vacancies (e.g., size, price and location);
- ☐ Information on the rights and responsibilities of tenants and landlords;
- ☐ Application forms for municipal, subsidized, and cooperative housing; and
- ☐ Information on other services available in the community.

Except for Québec where leases are available in seven languages (French, English, Spanish, Vietnamese, Cambodian, Chinese, and Arabic), it was mentioned that the information is not usually available in the language of the users. This observation was voiced mainly by respondents of ethnic service organizations and of community and immigrant aid organizations.

(b) *Perceptions of Usefulness of Information*

Usefulness to Clients

First, respondents were asked to indicate *whether they thought the existing housing-related information currently available was useful in meeting the information needs of their clients*. The table below suggests that most respondents think that it is useful.

	Per Cent Rating Not Useful (1 or 2)	Per Cent Rating Useful (3, 4 or 5)
Overall (<i>n</i> = 57)	17	83

If the information was perceived as not useful in meeting the information needs of racial and ethnic minority clients, respondents were asked to *indicate how the information could be made more useful for them*. The following suggestions were made:

- ❑ Translate the information into the language of the user (e.g., Italian, Chinese, Somalian). Information that should be translated includes leases, regulations, documents on tenant and landlord rights and responsibilities, and the Human Rights Code;
- ❑ Because information facilitates housing accessibility, respondents felt that the information should be more accessible. In order to make it more accessible, it was suggested that it could be publicized more, presented more simply and be made available through a *single-wicket* information centre; and

- ❑ Distribute information in the regular media as well as to the community-based organizations. (Mentioned in response to earlier question about means to facilitate access to social housing.)

As can be seen in section 8.2, the lack of housing-related information was identified by approximately two thirds of all respondents as an impediment to accessing housing for their clients.

Usefulness to Organizations

Respondents were also asked to *indicate the extent to which they thought that the existing housing-related information was useful in meeting the information needs of their organization*. The table below suggests that the majority of respondents believed that it was meeting their organization's needs. In fact, there were more respondents who thought the existing information was useful to their organization than there were who said that it was useful to their clients.

	Per Cent Rating Not Useful (1 or 2)	Per Cent Rating Useful (3, 4 or 5)
Overall (n = 55)	7	93

If the information was judged as not useful, respondents were *asked to indicate how it could be made more useful for their organization*. Ethnic service organizations thought more information in general was required and that the existing information on existing community-based services could be updated. Community service and immigrant aid organizations were more worried about the fact that the information should be presented in more simple ways, made clearer and more relevant, and made available in the language of their clients. Housing agencies and authorities also thought it would make the information more useful to them if it were made available in various languages.

Respondents were also asked *if they thought their organization needed more housing-related information in order to help their clients*. A majority of respondents from all types of organizations consulted thought more housing-related information was required to improve the delivery of their services. The table below shows that ethnic service as well as community service and immigrant aid organizations report more frequently that they need more housing-related information than the two other types of organizations.

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 68)	69	31
Ethnic service organizations (<i>n</i> = 24)	79	21
Community service and immigrant aid organizations (<i>n</i> = 18)	72	28
Housing agencies and authorities (<i>n</i> = 15)	60	40
Government departments and human rights agencies (<i>n</i> = 11)	55	45

Respondents who had indicated a need for further housing-related information mentioned that the following types of information were required:

- ☐ More information on affordable housing (e.g., for families) including the social housing and the co-op options;
- ☐ More information on the housing itself (e.g., its condition, the price, the type of dwelling, and the neighbourhood);
- ☐ More information on laws and regulations; and
- ☐ Have the information available in various languages.

(c) Research

Does your organization conduct any housing research (e.g., client needs assessments) pertaining to the needs of racial and ethnic minorities?

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 70)	31	69
Ethnic service organizations (<i>n</i> = 25)	28	72
Community service and immigrant aid organizations (<i>n</i> = 18)	22	78
Housing agencies and authorities (<i>n</i> = 15)	53	47
Government departments and human rights agencies (<i>n</i> = 12)	25	75

The majority of organizations did not conduct any housing research, except for approximately half of the housing agencies and authorities. In fact, only one third of organizations conducted any research activities. Respondents who indicated housing research was being performed in their organization were asked to specify the type of research done. The table below summarizes the types of housing research performed by the different types of organizations.

Type of Organization	Type of Research
Ethnic service organizations	<ul style="list-style-type: none"> • Needs of seniors. • To prepare an application form aimed at the construction of a social housing development. • Demographic profile of housing service users.
Community service and immigrant aid organizations	<ul style="list-style-type: none"> • Types of dwelling available. • Refugee issues.
Housing agencies and authorities	<ul style="list-style-type: none"> • Needs assessments of immigrants and clients in general • Client satisfaction. • Program awareness. • Refugee housing. • Race relations.
Government departments and human rights agencies	<ul style="list-style-type: none"> • Client needs. • Market analyses.

8.2 Information Needs of Clients

(a) Gaps

Respondents were asked to *indicate whether they thought clients of racial and ethnic minorities had sufficient access to the housing-related information they need*. As demonstrated in the table below, most respondents thought their clients did not have sufficient access to the information that was needed.

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 62)	36	64

Respondents were asked to specify where they thought the gaps were in the housing-related information available. Respondents of all types of organizations agreed on the following four topics:

- ❑ Clients of racial and ethnic minority groups need more information on "How to find housing". This includes particular information on the Canadian market, the options available, the location, the price, the size, the neighbourhood in which they are located, etc.;
- ❑ The existing information as well as any other type of information produced in the future is more useful if translated into several languages;
- ❑ The existing housing information needs to be made more accessible. The clients' awareness of where to find specific housing-related information could be increased. This can be attained, according to many respondents, through the promotion and establishment of adequate and continuing communication channels between the housing providers,

housing agencies and governments and the community organizations and services; and

- Respondents highlighted a need for information on many different housing-related topics. The topic cited most often was the need to provide information (ideally translated or in simple, easy-to-understand French or English) on the rights and responsibilities of tenants and landlords. Other topics mentioned included: writing leases; dealing with problem tenants (for owners); evictions; financing and mortgages; and housing regulations. It appears that although training is offered through workshops, there is still a need for the above-mentioned information.

Another gap which was mentioned by ethnic service organizations and by community services and immigrant aid organizations is the lack of appropriate information on social housing and assisted housing options in general. In particular, information on their eligibility criteria, target population, application process, and complaint process would be useful.

(b) Service Area Responsibilities

After having identified areas of discrepancy between the needs of the clients and what was being offered, respondents were asked to comment on who they thought should be responsible for addressing these gaps. The table below suggests that respondents believed that provincial housing authorities, municipal housing agencies and community-based organizations should be involved in reducing the gaps.

Overall (<i>n</i> = 55)	Per Cent of Total Responses ¹²
Federal housing agency	13
Provincial housing authority	22
Municipal housing agency	19
Community-based organizations	19
Non-governmental organizations	12
Other	15

Respondents were asked to indicate what should be done to bridge the gap between housing-related information needed and what is available. First, study participants felt that all types of organizations could provide and distribute more housing information. Second, all partners could (but particularly the federal housing agency and the NGOs) work to remove the language barriers associated with the current and future housing information. Other perceptions of roles for specific organizations (named in parentheses) are mentioned here:

- ❑ Centralize housing information (mostly provincial housing organizations);
- ❑ Prepare more housing information (all organizations); and
- ❑ Communication, dialogue and cooperation with the community (all housing organizations).

12. Each respondent could select more than one type of organization.

CHAPTER**9****HOUSING SUPPORT SERVICES**

This chapter presents the results of the survey as they relate to housing support services. The presentation is four-fold. First, a thorough description of the services offered by the various types of participating organizations is offered (along with a cautionary note regarding the generalization of these results). Second, the level of accessibility to housing services is assessed. Third, the perceived gaps in what is available, as identified by the respondents, are illustrated. Finally, suggestions are made regarding bridging these gaps.

9.1 Housing Services Available

Overall, only 16 per cent of the organizations contacted indicated that they did not offer any direct housing support services to their clients. The table below presents a distribution of the absence of these services (right column) across types of organizations.

	Per Cent Offering Direct Housing Support Services	Per Cent <i>Not</i> Offering Direct Housing Support Services
Overall Result	84	16
Ethnic service organizations	73	27
Community and immigrant aid organizations	94	6
Housing agencies and authorities	100	0
Government departments and human rights agencies	77	23

As shown, the organizations which most often did not offer housing support services were the ethnic service and government organizations. For those organizations that do provide them, the housing services available to racial and ethnic minority clients are varied. Overall, the distribution of housing information available in the format of workshops, seminars, orientation sessions or individual sessions was the most frequent support service offered to clients. Providing housing (including social housing) was the second most frequently mentioned service. The third most common support service was temporary shelter or housing.

The following table presents information on the types of housing services offered by the organizations contacted. Not all respondents provided an answer to this question and these results should be interpreted with caution. Although we present the information by type of organization, it should be reiterated that the organizations which were reached were not randomly sampled and thus probably are not representative of the population of organizations serving racial and ethnic minority groups. However, it does provide us with an idea of the breadth of types of housing services which may be offered to such a clientele.

Housing Services Mentioned	Per Cent of Organizations Contacted Offering Housing Services				
	Ethnic Service Orgs. (n = 26)	Community and Immigrant Aid Orgs. (n = 16)	Housing Agencies and Authorities (n = 15)	Government Depts & Human Rights Agencies (n = 13)	All Organizations (n = 70)
No housing services	27	6	0	23	16
Housing information, workshops and seminars	46	75	7	8	37
Provide housing (including social housing)	4	6	67	8	20
Referral	15	25	13	8	16
Translate housing information	12	31	13	0	10
Offer temporary shelter	12	19	0	8	10
Help fill applications	12	6	7	0	7
Settlement services	0	19	0	15	7
Manage housing compounds	0	0	33	0	7
Help find temporary shelter	8	13	0	0	6
Investigate tenants complaints	0	0	0	23	4
Offer/ help find senior housing	12	0	0	0	4
Find housing for clients	8	6	0	0	3
Bulletin board (announcing housing)	4	6	0	0	3
Supervise housing compounds	0	0	13	0	3
Provide guidelines for fair housing practices	0	0	0	8	1

Housing Services Mentioned	Per Cent of Organizations Contacted Offering Housing Services				
	Ethnic Service Orgs. (n = 26)	Community and Immigrant Aid Orgs. (n = 16)	Housing Agencies and Authorities (n = 15)	Government Depts & Human Rights Agencies (n = 13)	All Organizations (n = 70)
Training seminars for tenant associations	0	0	7	0	1
Subsidized housing	0	0	7	0	1
Facilitate access to ownership	0	0	7	0	1

Almost half of the ethnic service organizations consulted offered housing information and workshops on how to find housing. Less than a third of the ethnic service organizations who answered the question offered other types of services such as helping their clients find housing, offering housing (when immigrants arrive and particularly for refugees) and referral services. About one in ten ethnic service organizations consulted provided translation services, helped fill out application forms or offered a service related to senior housing.

More than a third of all community service and immigrant aid organizations who responded to this questionnaire offered housing information and workshops on how to find housing, temporary housing (both help to find it and offer it), as well as translation of housing information. A quarter also offered referral services.

Almost the entire group of housing organizations contacted either directly offered housing to individuals of racial and ethnic minorities or managed/supervised the operations of the organizations providing housing. Other services available through approximately one in ten organizations included translation of housing information and referral services.

The main role of the human rights organizations as it relates to housing services for racial and ethnic groups is associated with the investigation of complaints of discrimination in the housing sector.

In the context that, for some NGOs, the funds available to service delivery are scarce, ethnic service and community organizations were asked:

Are current financial resources (of their organization) at an adequate level to meet the housing-related needs of your clients?

The table below shows that 56 per cent of the 27 respondents who answered this question indicated financial resources were not at an adequate level to meet the organizations' clients housing-related needs. Looking more closely at the results, ethnic service organizations perceived a lack of resources more than community service and immigrant aid organizations (69 per cent versus 43 per cent respectively).

	Per Cent Who Answered No	Per Cent Who Answered Yes
Overall (<i>n</i> = 27)	56	44
Ethnic service organizations (<i>n</i> = 13)	69	31
Community service and immigrant aid organizations (<i>n</i> = 14)	43	57

Following this question, respondents were asked:

What type of resources does your organization need more of to meet its objectives in terms of housing services or housing information?

Nearly a quarter of all ethnic service organizations and all immigrant aid organizations who provided an answer to this question thought their organization would benefit from more financial resources to meet the needs of their clients in the

area of housing. Apart from funding, respondents identified a set of other resources which they thought would be required in order to increase the general level of service and information (e.g., human resources, temporary housing, special needs services — disabled and seniors, and translation of housing information). Other types of resources that are lacking were identified by a limited number of organizations and included resources that help cover office operating costs as well as advertisement costs.

9.2 Client Access to Housing Services

Respondents were asked to *indicate whether they thought clients belonging to racial and ethnic minority groups had sufficient access to the housing-related services they needed.*

	Per Cent Who Answered Yes	Per Cent Who Answered No
Overall Result (<i>n</i> = 61)	33	67

Most respondents thought their clients did not have sufficient access to the required services. Additionally, the information presented in the following table suggests that the lack of housing-related services was seen by 63 per cent as a problem which prevents access to housing.

	Lack of Services does Not Prevent Access (1 or 2)	Prevents Access (3, 4, or 5)
Overall Result (<i>n</i> = 60)	37	63

9.3 Gaps

Respondents identified seven gaps in housing services. The gap in services mentioned most frequently pertained to the fact that information and services are not available at an adequate level in the language of the client. Many respondents also indicated a need for more housing-related services in general, including vacancy registries, more affordable housing, more social housing, better housing orientations for immigrants, support services to help locate housing, etc.. The following areas were also identified by some study participants as areas where more services are needed (the frequency out of 77 completed questionnaires appears in parenthesis):

- ❑ Community services (e.g., to help racial and ethnic minorities integrate into the community, to help them with housing-related maintenance, and to educate them with respect to ownership) (7);
- ❑ Immigrant services (e.g., settlement services and services to help new Canadians find homes) (6);
- ❑ Communicate and publicize existing services (5);
- ❑ Employment services (2); and
- ❑ Anti-discrimination services (as per what is offered through the human rights agencies) (1).

9.4 Improvements

Five main interventions were identified by respondents as possible ways to bridge the gap between services needed and what is available. Suggestions were also made about who should be involved with each of these interventions. The intervention which was mentioned most often is *facilitating access to housing* (through an increased number of units, controlling rent increases, etc.). The other intervention which was mentioned repeatedly was related to the *enhancement of the existing*

information networks (by promoting existing programs, maintaining ongoing communications between the various levels of government and the community, doing outreach activities, developing a sound referral system, etc.). All types of organizations were thought to have a contribution to make in the areas just mentioned. Another intervention which was identified mainly for community service and immigration aid organizations (with cooperation from housing agencies and authorities) was that of *education*. Finally two more suggestions were made:

- ❑ Continued support for immigrants to integrate into the community and to find housing, (for all types of organizations, but mainly through settlement services); and
- ❑ Overcome language barriers (provincial and municipal housing as well as community services).

CHAPTER**10**

SUMMARY AND CONCLUSIONS

The purpose of this chapter is twofold. First the major findings of the study are summarized, then conclusions are made.

The first section aims at answering some of the questions which were spelled-out in the first chapter of this report, the study objectives. This section will summarize evidence that pertain to the following questions:

- ❑ What are the problem areas and priority issues affecting racial and ethnic minorities in the area of housing and living environment?
- ❑ What are NGOs and government organizations currently doing in this area and what are the gaps in programs, products and services offered by the organizations surveyed?

The second section of this chapter will: elaborate some concluding themes; propose a summary of the potential role for CMHC in the studied area, as perceived by the study participants; and offer some suggestions on possible future research direction in this field.

10.1 Summary of Study Results

(a) Problem Areas and Priority Issues

This study has helped to identify a number of important issues and housing problems facing members of racial and ethnic minorities. While some of these issues are concerns principally of racial and ethnocultural minorities or immigrant populations — discrimination, language barriers and visible minority immigrant settlement for instance — many of these issues also have been identified as issues for the general population: for example, access to affordable housing and the need for housing information. The extent to which minority groups experience particular problems or have specific needs to a greater or lesser degree from the general population cannot be determined with the results of this study.

Affordability as the Most Serious Need Issue

Representatives of participating organizations perceived affordability as the most significant housing problem facing minorities, particularly immigrants. Affordability problems discussed included the lack of units in key urban markets, limited availability of social housing units (a problem reported by half of the responding organizations), employment problems and economic uncertainty among clients.

Only about one-third of respondents said that housing is not perceived by clients (in general) as being affordable. However, other problems such as the inability to find suitable or physically adequate shelter were also usually related to economic issues: i.e., physical adequacy or crowding problems would not be relevant

if there was enough money for good housing. Some respondents reported that clients are often able to find affordable housing which is not appropriate in terms of the state of repair or the extent of crowding problems.

The overall physical condition of dwellings was not rated as a major problem by most respondents. Repairs however, were of concern — the third most frequently mentioned issue after the cost and location of housing. There were comments about repairs and maintenance in the rental stock which are not done properly or quickly. Some respondents criticized landlords for inappropriately charging tenants for repairs (especially for single mothers). Service providers believe that many tenants do not know their rights (and obligations) as tenants. They need more knowledge about their rights and responsibilities.

Culture and Discrimination Issues

The issue of discrimination was a concern for many ethnic and community organizations. While the problem was not usually considered to be a severe one by respondents, several said that it is pervasive — at a moderate level — affecting housing as well as employment and other key areas. Discrimination in housing was considered to cause accessibility problems by a majority of service and community organizations. Almost all organizations reported that clients face discrimination from landlords; many said that minorities also face discrimination from other sources in the community, including their neighbours.

The language barrier was rated as a large problem, especially for recent immigrants. Respondents all thought that community organizations should have a role in helping minorities deal with language barriers. Some of the suggestions were very practical: for example, materials should be provided in very simple English or French — with diagrams. There is some recognition that providing materials in languages

other than English or French is probably best met through involving representative ethnic and service organizations.

Community Issues

Survey respondents suggested that their clients have some preferences concerning the location of their housing. Access to services as well as safety and security were both identified as important aspects of the neighbourhood they choose. Another element of the neighbourhood considered important by individuals of racial and ethnic minority groups was proximity to a support network (including friends, family and other individuals of the same ethnic group). Although safety and security, when compared to other elements, such as condition of the living arrangement, was perceived to be the least satisfactory element, more than three quarters of all respondents identified it as satisfactory. The same was found with access to services (90 per cent thought it was satisfactory).

Needs of Immigrants

Housing problems were said to affect immigrants, particularly refugee claimants, and, to a lesser extent, sponsored immigrants. Individuals belonging to these two groups usually have little financial backing when they arrive in Canada, and often rely on social support to cover their expenses. Incremental to this problem, some respondents believed that efforts to find work were deemed to fail (due to the perceived impossibility to access a work permit). Although some respondents indicated that it was difficult for a landlord to identify the fact that a potential tenant is an immigrant, it was felt that the uncertainty associated with the refugee claimant status was thought to be perceived by many landlords as a lack of stability.

While about 25 per cent of respondents said that they thought their clients were not satisfied with their housing arrangements, a number of organizations discussed the difficulties of making such an estimate because of differences in the standards of many of their clients of the mainstream population. Respondents reported that many immigrants will be very happy with their housing in Canada even if it does not meet conventionally-accepted standards; for them, even poor quality is acceptable.

Social Housing

Service providers (69 per cent overall) had a feeling that their clients relied on social housing to meet their housing needs. It is probable that perceptions of demand for social housing is determined more by the income than to the membership to an racial or ethnic minority groups. Half of all respondents also thought that access to this housing option was mainly limited due to a poor match between the demand and the available supply of social housing units. On the other hand, lack of awareness about the existence of the housing option was also identified as a major impediment to access. Approximately 40 per cent of all respondents felt individuals of racial and ethnic minority groups were discriminated against by social housing landlords.

The main improvements which were suggested to improve racial and ethnic minorities' access to social housing were concordant with the barriers enumerated above and included a wide distribution of simple and accessible (i.e., available in several languages) information on social housing as well as an increase in the number of units available.

***(b) Services Currently Offered and
Perceived Gaps***

The results provide an indicator of the need for services and support in the housing field. When one out of four organizations say that their clients are dissatisfied (the proportion is higher for the community service and ethnic organizations), they are also saying that these clients are currently experiencing gaps in information or services related to housing. We explore these issues into more detail in the following paragraphs.

***Housing Information: The Needs of
Service Providers and Consumers***

The need for better housing information, both in quantity and quality, for consumers and organizations providing services is one of the most important findings of the research — it may be the single most important theme considering CMHC's role in providing and disseminating housing information. Two-thirds of all respondents, including three-quarters of multicultural organizations, said their clients do not have access to the housing information they need. Perhaps more importantly, two-thirds of all respondents also said that the lack of housing information prevents access to housing for their clients; excluding government organizations (43 per cent), at least 70 per cent of other types of organizations reported this problem.

The survey conducted in this study asked respondents about the needs of both their organizations and of their clients. In the opinion of survey respondents, the information currently available in the field meets the needs of organizations somewhat better than it meets the needs of clients. Despite the problems associated with the lack of housing information and the perceived need for better information, a large majority of respondents indicated that what is currently available is useful to

both service providers (organizations) and consumers. Almost everyone — 94 per cent — said the current information is at least moderately useful to organizations (i.e., the ratings were at least three on a five point scale). The figure is only slightly lower — 83 per cent — when the usefulness of the information to the consumer was rated.

A high percentage of ethnic and community service organizations (about 50 per cent) reported that they compile housing information for clients. Fewer reported that their organizations are engaged in conducting research (just over 20 per cent).

A large majority of survey respondents indicated that they need more information about housing: 69 per cent overall, including 79 per cent of ethnic organizations and 72 per cent of community service and immigrant organizations. In particular, they want more information about what services are available in the community to help their clients: for example, resource lists, the location of service providers. For their clients, many said that any written materials in English or French they provide to help their clients should be clearer and simpler than what is currently available. As well, materials need to be provided in other languages.

Respondents identified specific information needs of clients through a review of some important areas in which their clients lack awareness (figures in brackets indicate the percentage of organizations indicating that clients lack awareness in the area):

- ☐ housing regulations and standards (72 per cent)
- ☐ landlord rights and responsibilities (51 per cent)
- ☐ tenant rights and responsibilities (48 per cent)
- ☐ housing services available (47 per cent)
- ☐ housing options available (46 per cent)
- ☐ existence of local housing service providers (45 per cent)

Support Services: Available Services and Service Problems

Two-thirds of the survey respondents said that ethnic and racial minorities do not have sufficient access to the housing services they need. Almost all respondents reported that their organizations offer direct services to clients; only 16 per cent of organizations said they do not offer services directly. Some of the services that are currently available, and which are considered useful, include:

- ☐ NGOs and community service organizations deliver housing information through workshops, seminars, individual sessions, etc.
- ☐ NGOs and community service organizations often help people, especially recent immigrants, to find temporary housing (e.g., for two - four weeks); some offer temporary housing themselves.

Despite current activities, however, the shortage of housing services for people of racial and ethnic minorities was rated as a problem by a majority of respondents: 67 per cent said that clients do not have access to the services they need, including 57 per cent of ethnic service organizations and 77 per cent of government organizations. Over half of the organizations said that current levels of resources prevent meeting the needs of the clients (e.g., funds, human resources, temporary housing and special needs services) and of the organizations (e.g., resources to cover operating costs and advertisement costs).

Specific services gaps most frequently identified by survey respondents included the following:

- ☐ information services and interventions were not perceived to be available at the needed level and in the language of choice;

- ☐ housing-related services in general: for example, vacancy registries, affordable housing, and social housing;
- ☐ orientation about housing and housing markets for immigrants;
- ☐ support for searches for housing;
- ☐ community-level services, including immigrant support services; and,
- ☐ communication and publicity for existing services.

Recommendations for interventions to bridge the gap between the supply and demand for housing services were made in five main areas:

- 1) Federal and provincial housing agencies should facilitate better access to housing: for example through an increase in the availability of social housing units and the control of rent increases.
- 2) Existing information networks need to be enhanced through the promotion of programs, improved links between governments and communities, outreach, and development of referral systems. This is the responsibility of all types of organizations.
- 3) Community services and immigration aid organizations want to be more involved in the education of clients about housing issues and services.
- 4) Continued support for immigrants and housing services for immigrants - financial assistance, language services (housing information in different languages), information and counselling about housing options -- was strongly recommended by all types of organizations.

- 5) Any help which can be provided to overcome language barriers would be beneficial.

10.2 Conclusions

(a) Concluding Themes

There were two other themes for which we can draw conclusions from this study. While these conclusions do not correspond to issues presented in the original list of issues set forth during the design phase of the study, they are based on comments from study participants which were made frequently throughout the study. These comments concern the two following issues:

- ☐ the pros and cons of dealing separately with housing issues facing racial and ethnic minorities; and
- ☐ networking between CMHC and service organizations.

In regards to the first theme, a key question for government agencies and others is whether, for either reasons of substance or presentation and image, the needs and problems of racial and ethnic minorities and the organizations serving them should be dealt with separately or in some distinct way from the way they are dealt with for the mainstream. In other words, the dilemma is not whether housing issues and problems of racial and ethnic minorities should be addressed but whether they should be given a distinct status and profile, either because the problems themselves are distinct or because they can be dealt with more effectively by treating minority groups in the population separately.

In many cases, the approaches and solutions for dealing with the housing problems of minorities are similar to the approaches recommended for dealing with them in the general population: for example, working with community groups for practical problems in local neighbourhoods; providing straightforward and practical information resources for the consumer to address the information/knowledge gap of consumer; provision of support (material, knowledge, etc.) to local organizations and service providers.¹³

Furthermore, many organizations do not want to be treated differently. They want to be aware of programs and resources available to everyone. On the other hand, in practical day-to-day matters, many community-level organizations have to deal with problems which are not usually experienced by people who are not members of racial and ethnic minorities: especially, discrimination and the lack of basic housing knowledge of recent immigrants.

The solution probably lies in dealing with the issues which are unique to minorities in ways which clearly demonstrate sensitivity to their special needs — as minorities, new immigrants, linguistic and culturally distinct groups, etc.. The problems for which there is common cause with the mainstream population should have common solutions: using simple language and alternative media in some resource materials and working with community groups are solutions also proposed by consumers in the general population.

In regards to the networking theme, there is a great deal of evidence from the study supporting efforts to forge stronger links and to network with organizations working in the field. Most study participants said that this study was a very good idea, they were enthusiastic about their participation, and they gave CMHC credit for taking the initiative. Furthermore, 100 per cent of respondents who

13. For details, see the Consumer Needs Study conducted by Ekos Research Associates for CMHC Public Affairs in 1993.

knew CMHC wanted to participate in the Corporation's proposed directory and to share information on an ongoing basis. It is important to note, however, that some of the respondents were not keen on the idea of a separate directory for "ethnic" organizations.

(b) Potential Role for CMHC

Many respondents said that CMHC, as an agency of the federal government which provides the leadership for multicultural issues, should work closely with community organizations to help meet the needs of people from minority language groups.

CMHC was well recognized by the organizations participating in the survey. While this should not be surprising for government agencies, it is an encouraging finding for other types of community service organizations. About half of these organizations have had direct dealings with CMHC (this excludes the housing agencies which of course have all worked with CMHC). Almost three-quarters of the organizations that had direct dealings with CMHC have obtained information from the housing agency; 70 per cent of these said information obtained was useful.

Almost all the respondents believe that CMHC can and should play an important role in this field, particularly with the education and communication functions. Nine out of ten organizations think there is a role for CMHC in research. Similarly, over 90 per cent support CMHC activities as an information provider and with communications to both consumers and organizations. About 80 per cent support CMHC's involvement in direct housing assistance.

Perhaps most important of all, 100 per cent of the study participants want some follow-up from CMHC after this study (this issue was broached with study participants as part of the process of compiling a directory of ethnic and service

organizations interested in housing issues). This high level of interest is a strong indication of two things. First, housing issues and the problems of racial and ethnic minorities are a priority for many organizations. Second, CMHC is recognized by organizations as providing housing-related services and serving minority groups in other ways. It is strong support for one of the initial rationales for this study: to develop linkages with interested organizations in the field for the purposes of ongoing and long-term communications and coordination.

The role of being a knowledge provider and of providing information to both housing consumers and service providers was seen as an appropriate one for CMHC. The lack of awareness of tenants of the rights and responsibilities of landlords and tenants, the lack of understanding of housing markets (particularly for recent immigrants) and the difficulty for service organizations to become aware of the range of information resources available were some of the reasons cited to support a role for CMHC in this field.

(c) Future Research

As a final concluding theme to this research report, we felt it was crucial to build onto the momentum created by a project that was innovative by its very aim: establish a preliminary understanding of priority issues for racial and ethnic minorities in the housing sector. Having attained that objective, it hopes to generate more work which could help provide answers to the two following questions:

- ❑ Would the issues be the same if one talked directly to the ethnic and racial minorities, as opposed to talking with those who provide services to them? and
- ❑ How do these issues really compare with issues affecting the mainstream population, are they unique or similar?

Trying to obtain an answer to both of these questions could represent a reasonable strategy to take before energies and funds are allotted to the development of new services or to the expansion or rethinking of existing ones.

**Survey of Issues Affecting
Racial and Ethnic Minorities
in the Housing Sector**

Appendix A

Questionnaires

December 15, 1994

Submitted to:

Ms. Susan Mockler
Policy Analyst
Strategic Planning and Policy Development
Canada Mortgage and Housing Corporation
700 Montreal Road
Ottawa, Ontario
K1A 0P7

Submitted by:

Ekos Research Associates Inc.

275 Sparks St., Suite 801
Ottawa, Ontario K1R 7X9
(613) 235-7215

145 King St. West, Suite 1000
Toronto, Ontario M5H 3X6
(416) 214-1424

92, boul. St-Raymond
Hull, Québec J8Y 1S7
(819) 595-2955

**SURVEY OF ISSUES AFFECTING RACIAL AND ETHNIC
MINORITIES IN THE HOUSING SECTOR**

**Questionnaire for Immigration Aid Organizations and
National/Provincial/Local Service Organizations**

May 12, 1994 13h37

INTRODUCTION

Hello, my name is _____ and I work for Ekos Research Associates in Ottawa. We have been hired by Canada Mortgage and Housing Corporation to conduct a survey of issues affecting racial and ethnic minorities in the housing sector. Your organization's name was selected from a list of governmental and non-governmental organizations which work with racial and ethnic minorities. In order to gain an understanding of the housing needs of racial and ethnic minorities in Canada, we have designed a telephone survey. We also thought it would be essential to collect the views of <TYPE OF ORGANIZATION CONTACTED>. This telephone survey should take about 30 minutes. All of your responses will be kept completely confidential and the views of respondents will be considered together to develop an overall understanding of the issues. <FIND OUT WHETHER THIS IS THE MOST APPROPRIATE PERSON>. May I begin? *(For more information about the study, they can contact: David Redmond at Ekos, (613) 235-7215; or Susan Mockler at CMHC, (613) 748-2820)*

I. THE ORGANIZATION

First, we would like to understand a little of what your organization does.

1.a. How long has your organization been in operation?

Years OR Months

b. What is the geographic area covered by your organization?

c. What are the main activities performed by your organization?

2. a. What racial or ethnic minority group(s) does your organization provide services to?
[They might serve all groups without discrimination].

- b. What specific types of housing programs and services (e.g., housing finding clubs, orientation, seminars, housing information, informal process, etc.) does your organization offer (Find out whether services are offered directly or indirectly)?
[Prompt for types of housing *information* that they may provide to clients.]

1- _____

2- _____

3- _____

- c. How are these programs and services provided?

	Service/ Program 1	Service/ Program 2	Service/ Program 3
In person	1	1	1
On the phone	2	2	2
Referral services	3	3	3
Other (specify: _____)	4	4	4

- d. Approximately what percentage of clients belonging to a racial or ethnic group are provided with housing services per year?

_____%

- e. How long has your organization been providing housing services?

Years OR Months

- f. How long has your organization been providing services to <ETHNIC GROUP(s)>?

Years OR Months

3.a. Approximately how many clients (overall) do you serve per year?

,

b. Approximately what percentage of these clients belong to a racial or ethnic group (i.e., ETHNIC GROUP mentioned in question 2.a.)?

%

II. POSITIONING IN HOUSING/SETTLEMENT ISSUES AND SERVICES

4. Does your organization conduct any housing research (e.g., client needs assessments) pertaining to the special needs of racial and ethnic minorities?

Yes 1
No 2

IF YES: What type of research does your organization conduct and in what areas?

5.a. Does your organization compile housing information for racial and ethnic minority clients?

Yes 1
No 2 -> SKIP TO Q.6.a.

IF YES: What types of housing information does your organization compile?

5.b. How does your organization obtain this information?

6.a. Thinking of the housing-related information currently available, how useful would you say that information is in meeting the information needs of your clients? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.

NOT AT ALL USEFUL		MODERATELY USEFUL		VERY USEFUL	DK/NR
1	2	3	4	5	9
					SKIP TO Q.6.c

b. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for your clients?

c. Thinking of the housing-related information currently available, how useful would you say that information is in meeting the information needs of your organization? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.

NOT AT ALL USEFUL		MODERATELY USEFUL		VERY USEFUL	DK/NR
1	2	3	4	5	9
					SKIP TO Q.7.a

d. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for your organization?

e. Does your organization need more housing-related information?

Yes 1
No 2

IF YES: What types of housing information does your organization need more of?

7.a. [IF NO HOUSING SERVICES ARE OFFERED->SKIP TO Q.8.a.]

Where does the financial support for the housing-related activities you provide come from? [Find out the sources and how much per source.]

b. Are current financial resources at an adequate level to meet the housing-related needs of your clients?

Yes 1
No 2

c. What type of resources does your organization need more of to meet its objectives in terms of housing services or housing information?

III. HOUSING ISSUES

Now we would like to explore with you what you think are the main issues and key concerns for your particular clientele in the area of housing and living arrangements. We want to understand how your clients are being served in terms of housing-related issues as well as what their concerns are.

A. GENERAL QUESTIONS

8.a. What type of dwelling do your clients typically look for when they search for housing?

Single house	1
Semi-detached or double house	2
Duplex	3
Low-rise apartment (less than 5 storeys)	4
High-rise apartment (5 or more storeys)	5
Mobile home	6
Row house/Townhouse	7
Other (specify) _____	8
DK/NR	9

b. What type of tenure do your clients prefer? What do they obtain?

	PREFER	OBTAIN
Own	1	2
Rent	1	2
Other (specify) _____	3	3
DK/NR	9	9

B. AWARENESS

9. Typically, would you say are your clients are generally aware of:

	Yes	No	DK/NR
a) The existence of municipally based housing organizations and other housing service providers	1	2	9
b) Housing regulations (e.g., building codes and standards)	1	2	9

	Yes	No	DK/NR
c) Tenants rights and responsibilities (e.g., giving notice, honouring a lease, paying for utilities, etc.)	1	2	9
d) Landlords rights and responsibilities (e.g., evictions, rent increases, etc.)	1	2	9
e) Housing services available	1	2	9
f) The housing options available	1	2	9

C. HOUSING SATISFACTION/ADEQUACY

- 10.a. In general, are your clients satisfied with their housing or living arrangements? Please rate their level of satisfaction on a 5-point scale where 5 is very satisfied, 1 not at all satisfied and the mid-point, 3, moderately satisfied.

NOT AT ALL SATISFIED		MODERATELY SATISFIED		VERY SATISFIED	DK/NR
1	2	3	4	5	9

SKIP TO Q.10.d

- b. IF 1, 2 OR 3: Why are your clients generally *not satisfied* with their housing and living arrangements? [Explore in-depth.]

- c. IF 4 OR 5: Why are your clients generally *satisfied* with their housing and living arrangements? [Explore in-depth.]

- 10.d. What would you say are the major factors which determine the level of satisfaction your clients experience with their housing and living arrangements?

- 11.a. To what extent would you say the following aspects of the housing and living arrangements obtained by your clients are satisfactory? Please indicate your response on a 5-point scale, where 5 means that it is very satisfactory, 1 that it is not at all satisfactory and the mid-point, 3, that it is moderately satisfactory.

	NOT AT ALL SATISFACTORY		MODERATELY SATISFACTORY		VERY SATISFACTORY	DK/NR
	1	2	3	4	5	
a) Condition of the living arrangements	1	2	3	4	5	9
b) Suitability	1	2	3	4	5	9
c) Safety and security	1	2	3	4	5	9
d) Amenities (e.g. heating and water)	1	2	3	4	5	9
e) Access to services	1	2	3	4	5	9

- b. What are the most important problems your clients experience with their housing and living arrangements?

D. ACCESSIBILITY

12. Is the length of time your clients wait before obtaining housing a problem?

Yes 1
No 2

IF YES: How is it a problem?

- 13. What types of preferences do your clients typically indicate about the location of their housing (Prompt for kind of community, part of town, proximity or distance from other ethnic groups)?**

- 14.a. To what extent would you say the following factors are problems for your clients in accessing housing?**

		NOT AT ALL		MODERATELY		TO A GREAT EXTENT		DK/NR
a) Discrimination/Absence of equal access	1	2	3	4	5		9	
b) Language barriers	1	2	3	4	5		9	
c) Affordability	1	2	3	4	5		9	
d) Lack of available units	1	2	3	4	5		9	
e) Long waiting lists in social housing projects . . .	1	2	3	4	5		9	
f) Lack of housing-related information	1	2	3	4	5		9	
g) Lack of housing services suitable for racial and ethnic minorities	1	2	3	4	5		9	
h) Other (please specify) _____	1	2	3	4	5		9	

14.b. IF DISCRIMINATION IS 3, 4 OR 5: From whom do your clients experience housing-related racism and discrimination?

	Yes	No	DK/NR
a) Private housing landlord	1	2	9
b) Social housing landlords	1	2	9
c) Financing agents	1	2	9
d) Neighbours	1	2	9
e) Others (please specify) _____	1	2	9

c. IF YES TO ANY OF 14.b.: What are the perceived reasons for discrimination?

d. How do you feel that the accessibility problems your clients experience can be alleviated?

15. Do some clients experience more difficulty finding housing than others?

Yes 1
No 2

IF YES: Which clients experience more difficulties? Describe in what ways?

16. Does the immigration status pose a problem for finding housing for:

	Yes	No	DK/NR
a) Landed immigrants	1	2	9
b) Refugee claimants	1	2	9
c) Sponsored immigrants	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: How does the immigration status pose a problem for finding housing?

IF NO TO ANY OF THE ABOVE: Describe how it does not pose a problem?

E. AFFORDABILITY

17.a. Would you say housing is generally perceived by your clients as being *affordable*?

Yes	1
No	2

IF YES/NO: Why/Why not? (Who does it affect?)

b. How could the affordability of housing be improved for your clients?

18.a. Do your clients depend on social housing?

Yes 1
No 2

b. Do your clients have sufficient access to social housing?

Yes 1
No 2

IF NO: Why is access limited or impaired?

c. In your opinion, what improvements could be made to facilitate access to social housing for your clients?

IV. GAPS IN HOUSING INFORMATION AND HOUSING RELATED SERVICES

Now we would like to get a sense of what housing-related services and housing information are required by your clients.

19.a. What housing-related services are needed by your clients?

19.b. Do your clients have sufficient access to these housing-related services?

Yes 1->SKIP TO Q.20.a.
 No 2

c. What needs to be done to improve housing-related services?

20.a. What is the housing-related information your clients need?

b. Do your clients have access to this housing-related information?

Yes 1->SKIP TO Q.21.a.
 No 2

c. What needs to be done to improve housing-related information?

- 21.a. [IF SUFFICIENT ACCESS TO INFORMATION AND SERVICES->SKIP TO Q.22.A.]
What organization(s) should be responsible for offering these housing-related services or meeting these housing information needs. [CIRCLE ALL MENTIONED.]

	Housing Services	Housing Information
Federal housing agency	1	1
Provincial housing agencies	2	2
Municipal housing authorities	3	3
This organization	4	4
Another community based organization (specify)		
.....	5	5
Another non-governmental organization (specify)		
.....	6	6
Other	7	7
DK/NR	9	9

- b. HOUSING SERVICES: What would be the role(s) of these organization(s)?

- c. HOUSING INFORMATION: What would be the role(s) of these organization(s)?

V. ROLE OF CMHC

22.a Are you aware of CMHC, the federal agency responsible for housing?

Yes 1
No 2 -> SKIP TO Q.24

b. Have you ever had direct dealings or communications with CMHC?

Yes 1
No 2 -> SKIP TO Q.23

c. Have you ever obtained housing information from CMHC?

Yes 1
No 2 -> SKIP TO Q.23

d. Did the information help you assist your clients?

Yes 1
No 2

23. Given the current needs of racial and ethnic minorities for housing-related services and housing information, do you see a role for CMHC in the following areas:

	Yes	No	DK/NR
a) Research	1	2	9
b) Information dissemination and communication	1	2	9
c) Direct housing assistance	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: Please describe how CMHC could provide support for these activities:

24. Are there any topics not yet explored which you would like to discuss?

25.a. The results of the current survey could be shared with the various organizations working with racial and ethnic minorities. Would you be interested in getting a follow-up from CMHC in the future?

Yes 1
No 2 -> SKIP TO Q.26.a

IF YES: [Complete the blanks below.]

Contact's name: _____

Organization: _____

Position: _____

Mailing address: _____

Fax number: _____ and Phone number (do not ask): _____

26.a For this project, our company is also putting together a directory of organizations who provide services for racial and ethnic minorities. Would you have access to a list of such organizations which you would be willing to share with us in order to expand onto the existing directory?

Yes 1
No 2 -> SKIP TO Q.27.a

b. Could you please send us this list by fax or by mail. Our fax number is (613) 235-8498 and our address is 275, Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

27.a. Do you have access to documents which provide housing information developed for racial and ethnic minorities?

Yes 1
No 2 -> THANK AND TERMINATE

27.b. Could you send us a list of the literature available (in the format of a bibliography) by fax or by mail? Our fax number is (613) 235-8498 and our address is 275 Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

Yes 1
No 2

THANK YOU VERY MUCH FOR YOUR COOPERATION

SURVEY OF ISSUES AFFECTING RACIAL AND ETHNIC MINORITIES IN THE HOUSING SECTOR

Questionnaire for Housing Agencies and Authorities

12 May 1994 13h35

INTRODUCTION

Hello, my name is _____ and I work for Ekos Research Associates in Ottawa. We have been hired by Canada Mortgage and Housing Corporation to conduct a survey of issues affecting racial and ethnic minorities in the housing sector. Your organization's name was selected from a list of governmental and non-governmental organizations interested in ethnic issues or housing issues. In order to gain an understanding of the housing needs of racial and ethnic minorities in Canada, we have designed a telephone survey. We also thought it would be very important to obtain the views of housing agencies and authorities. This telephone survey should take about 30 minutes. All of your responses will be kept completely confidential and the views of all respondents will be considered together to develop an overall understanding of the issues. <FIND OUT WHETHER THIS IS THE MOST APPROPRIATE PERSON> May I begin? *(For more information about the study, they can contact: David Redmond at Ekos, (613) 235-7215; or Susan Mockler at CMHC, (613) 748-2820)*

I. THE ORGANIZATION

First, we would like to understand a little of what your organization does.

1. How long has your organization been in operation?

Years OR Months

2. What are the main activities performed by your organization?

- 3.a. What specific types of housing programs and services (e.g., housing finding clubs, orientation, seminars, housing information, informal process, etc.) does your organization offer (Find out whether services are offered directly or indirectly)? [Prompt for types of housing *information* that they may provide to clients.]

1- _____

2- _____

3- _____

- b. How are these programs and services provided?

	Service/ Program 1	Service/ Program 2	Service/ Program 3
In person	1	1	1
On the phone	2	2	2
Referral services	3	3	3
Other (specify: _____)	4	4	4

- 4.a. Do any of these services and programs assist ethnic and racial minorities?

Yes 1
No 2

- b. What racial or ethnic minority group(s) does your organization provide housing services to? [They might serve all without discrimination].

- c. Approximately how many clients (overall) do you serve per year?

_____, _____

- d. Approximately what percentage of the overall number of clients you serve each year belong to a racial or ethnic group (i.e., ETHNIC GROUP(s) mentioned in question 3.b.)?

_____ %

- e. Approximately what percentage of clients belonging to a racial or ethnic group are provided with housing services per year?

_____%

- f. How long has your organization been providing services to <ETHNIC GROUP>?

Years OR Months

5. What is the geographic area covered by your organization?

II. POSITIONING IN HOUSING/SETTLEMENT ISSUES AND SERVICES

For the remainder of the survey, we would like you to answer the questions thinking of the needs and experience of individuals that belong to racial and ethnic minority groups.

6. Does your organization conduct any housing research (e.g., client needs assessments) pertaining to the special needs of these individuals?

Yes 1
No 2

IF YES: What type of research does your organization conduct and in what areas?

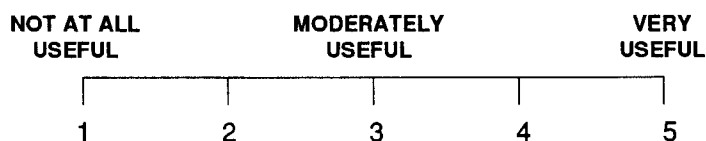
- 7.a. Does your organization compile housing information for racial and ethnic minority clients?

Yes 1
No 2->SKIP TO Q.8.a.

IF YES: What types of housing information does your organization compile?

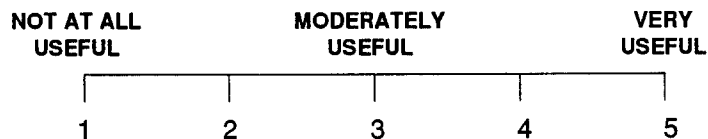
7.b. How does your organization obtain this information?

8.a. Thinking of the housing-related information currently available, how useful would you say that housing information is in meeting the information needs of clients of racial and ethnic minorities? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.



b. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for them?

c. Thinking of the housing information currently available, how useful would you say it is in meeting the information needs of your organization? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.



8.d. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for your organization?

e. Does your organization need more housing-related information developed for racial and ethnic minorities?

Yes 1
No 2

IF YES: What types of housing information does your organization need more of?

III. HOUSING ISSUES

Now we would like to explore with you what you think are the main issues and key concerns for racial and ethnic minorities in the area of housing and living arrangements. We want to understand how these clients are being served in terms of housing-related issues. Again, think of these clients you serve which belong to racial and ethnic minorities.

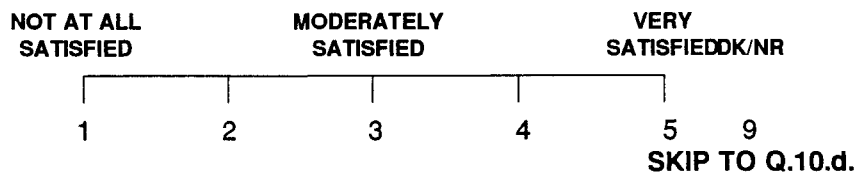
A. AWARENESS

9. Typically, would you say individuals of racial and ethnic minority groups are generally aware of:

	Yes	No	DK/NR
a) The existence of municipally based housing organizations and other housing service providers	1	2	9
b) Housing regulations (e.g., building codes and standards)	1	2	9
c) Tenants rights and responsibilities (e.g., giving notice, honouring a lease, paying for utilities, etc.)	1	2	9
d) Landlords rights and responsibilities (e.g., evictions, rent increases, etc.)	1	2	9
e) Housing services available	1	2	9
f) The housing options available	1	2	9

B. HOUSING SATISFACTION/ADEQUACY

- 10.a. In general, are your clients belonging to racial and ethnic minorities satisfied with their housing or living arrangements? Please rate their level of satisfaction on a 5-point scale where 5 is very satisfied, 1 not at all satisfied and the mid-point, 3, moderately satisfied.



- 10.b. IF 1, 2 OR 3: Why are these clients generally *not satisfied* with their housing and living arrangements? [Explore in-depth.]

- c. IF 4 OR 5: Why are these clients generally *satisfied* with their housing and living arrangements? [Explore in-depth.]

- d. What would you say are the major factors which determine the level of satisfaction racial and ethnic minorities experience with their housing and living arrangements?

- 11.a. To what extent would you say the following aspects of the housing and living arrangements obtained by your clients belonging to racial and ethnic minorities are **adequate**? Please indicate your response on a 5-point scale, where 5 means that it is very adequate, 1 that it is not at all adequate and the mid-point, 3, that it is moderately adequate.

	NOT AT ALL ADEQUATE			MODERATELY ADEQUATE			VERY ADEQUATE		DK/NR
	1	2	3	4	5				
a) Condition of the living arrangements	1	2	3	4	5				9
b) Suitability	1	2	3	4	5				9
c) Safety and security	1	2	3	4	5				9
d) Amenities (e.g., heating and water)	1	2	3	4	5				9
e) Access to services	1	2	3	4	5				9

- 11.b. What are the most important problems ethnic and racial minorities experience with their housing and living arrangements?

12. What types of preferences do individuals belonging to racial and ethnic minority groups indicate about the location of their housing? [Prompt for: kind of community, part of town, proximity or distance from other ethnic groups.]

C. ACCESSIBILITY

- 13.a. To the best of your knowledge, to what extent would you say the following factors are problems for racial and ethnic minorities in accessing housing?

		NOT AT ALL	MODERATELY			TO A GREAT EXTENT	DK/NR
a)	Discrimination/Absence of equal access	1	2	3	4	5	9
b)	Language barriers	1	2	3	4	5	9
c)	Affordability	1	2	3	4	5	9
d)	Lack of available units	1	2	3	4	5	9
e)	Long waiting lists in social housing projects . . .	1	2	3	4	5	9
f)	Lack of housing-related information	1	2	3	4	5	9
g)	Lack of housing services suitable for racial and ethnic minorities	1	2	3	4	5	9
h)	Other (please specify) _____	1	2	3	4	5	9

13.b. IF DISCRIMINATION IS 3, 4 OR 5: From whom do your clients experience housing-related racism and discrimination?

	Yes	No
a) Private housing landlord	1	2
b) Social housing landlords	1	2
c) Financing agents	1	2
d) Neighbours	1	2
e) Others (please specify) _____	1	2

c. IF YES TO ANY OF THE PRECEDING: What are the perceived reasons for discrimination?

d. How do you feel that the accessibility problems racial and ethnic minorities experience can be alleviated?

14. Are there cultural or linguistic issues that would influence accessibility to housing for individuals of ethnic and racial minority groups?

Yes 1
No 2

IF YES: What are they?

15. Do you believe the immigration status poses a problem for finding housing for:

	Yes	No	DK/NR
a) Landed immigrants	1	2	9
b) Refugee claimants	1	2	9
c) Sponsored immigrants	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: How does the specific immigration status pose a problem for finding housing?

IF NO TO ANY OF THE ABOVE: Describe how it does not pose a problem?

D. AFFORDABILITY

16.a. Would you say housing is generally perceived by individuals of racial and ethnic minorities groups as being *affordable*?

Yes	1->SKIP TO Q.17.a.
No	2
DK/NR	9->SKIP TO Q.17.a.

IF YES/NO: Why/Why not (Does it affect anyone?)?

16.b. How could the affordability of housing be improved for individuals of racial and ethnic minority groups?

17.a. Do your clients belonging to racial and ethnic minorities depend on social housing?

Yes 1
No 2->SKIP TO Q.18.a.

b. Do they have sufficient access to social housing?

Yes 1->SKIP TO Q.18.a.
No 2

IF NO: Why is access limited or impaired?

c. In your opinion, what improvements could be made to facilitate access to social housing for racial and ethnic minorities?

IV. GAPS IN HOUSING INFORMATION AND HOUSING RELATED SERVICES

Now we would like to get a sense of what you think are the housing-related services and housing information required by racial and ethnic minorities and how the services and information available can be improved.

18.a. What housing-related services are needed by racial and ethnic minorities?

b. Would you say they have sufficient access to these housing-related services?

Yes	1->SKIP TO Q.19.a.
No	2
DK/NR	9->SKIP TO Q.19.a.

c. What needs to be done to improve housing-related services?

19.a. What is the housing-related information needed by racial and ethnic minorities?

b. Would you say they have sufficient access to this housing-related information?

Yes	1->SKIP TO Q.20.a
No	2
DK/NR	9->SKIP TO Q.20.a

19.c. What needs to be done to improve housing-related information?

20.a. [IF SUFFICIENT ACCESS TO INFORMATION AND SERVICES->SKIP TO Q.21.a.]
What organization(s) should be responsible for offering these housing-related services or meeting these housing information needs. [CIRCLE ALL MENTIONED.]

	Housing Services	Housing Information
Federal housing agency	1	1
Provincial housing agencies	2	2
Municipal housing authorities	3	3
This organization	4	4
Another community based organization (specify)		
.....	5	5
Another non-governmental organization (specify)		
.....	6	6
Other	7	7
DK/NR	9	9

b. HOUSING SERVICES: What would be the role(s) of these organization(s)?

c. HOUSING INFORMATION: What would be the role(s) of these organization(s)?

V. ROLE OF CMHC

21.a Are you aware of CMHC, the federal agency responsible for housing?

Yes 1
No 2->SKIP TO Q.23.

b. Have you ever had direct dealings or communications with CMHC?

Yes 1
No 2->SKIP TO Q.22.

c. Have you ever obtained housing information from CMHC?

Yes 1
No 2->SKIP TO Q.22.

d. Did the information help you assist individuals belonging to racial and ethnic minority groups?

Yes 1
No 2

22. Given the current needs of racial and ethnic minorities for housing-related services and housing information, do you see a role for CMHC in the following areas:

	Yes	No	DK/NR
a) Research	1	2	9
b) Information dissemination and communication	1	2	9
c) Direct housing assistance	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: Please describe how CMHC could provide support for these activities:

23. Are there any topics not yet explored which you would like to discuss?

24. The results of the current survey could be shared with various governmental, non-governmental and service organizations. Would you be interested in getting a follow-up from CMHC in the future?

Yes 1
 No 2->SKIP TO Q.25.a.

IF YES: [Complete the blanks below.]

Contact's name: _____
 Organization: _____
 Position: _____
 Mailing address: _____
 Fax number: _____ and Phone number (do not ask): _____

- 25.a For this project, our company is also putting together a directory of organizations who provide services for racial and ethnic minorities. Would you have access to a list of such organizations which you would be willing to share with us in order to expand onto the existing directory?

Yes 1
 No 2->SKIP TO Q.26.a.

- b. Could you please send us this list by fax or by mail. Our fax number is (613) 235-8498 and our address is 275, Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

- 26.a. Do you have access to documents which provide housing information developed for racial and ethnic minorities?

Yes 1
 No 2->THANK AND TERMINATE

- 26.b. Could you send us a list of the literature available (in the format of a bibliography) by fax or by mail? Our fax number is (613) 235-8498 and our address is 275 Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

Yes 1
No 2

THANK YOU VERY MUCH FOR YOUR COOPERATION

SURVEY OF ISSUES AFFECTING RACIAL AND ETHNIC MINORITIES IN THE HOUSING SECTOR

Questionnaire for Government Organizations and Human Rights Organizations

12 May 1994 13h38

INTRODUCTION

Hello, my name is _____ and I work for Ekos Research Associates in Ottawa. We have been hired by Canada Mortgage and Housing Corporation to conduct a survey of issues affecting racial and ethnic minorities in the housing sector. Your organization's name was selected from a list of governmental and non-governmental organizations could work with racial and ethnic minorities. In order to gain an understanding of the housing needs of racial and ethnic minorities in Canada, we have designed a telephone survey. We thought it would be very important to obtain the views of government organizations like yours. This telephone survey should take about 30 minutes. All of your responses will be kept completely confidential and the views of all respondents will be considered together to develop an overall understanding of the issues. <FIND OUT WHETHER THIS IS THE MOST APPROPRIATE PERSON> May I begin? (For more information about the study, they can contact: David Redmond at Ekos, (613) 235-7215; or Susan Mockler at CMHC, (613) 748-2820)

I. THE ORGANIZATION

First, we would like to understand a little of what your organization does.

1. What are the main activities performed by your organization?

- 2.a. What specific types of housing programs and services does your organization offer (Find out whether services are offered directly or indirectly)? (e.g., housing finding clubs, orientation, seminars, housing information, informal process, etc.) [Prompt for types of housing information that they may provide to clients.]

1-

2-

3-

2.b. How are these programs and services provided?

	Service/ Program 1	Service/ Program 2	Service/ Program 3
In person	1	1	1
On the phone	2	2	2
Referral services	3	3	3
Other (specify: _____)	4	4	4

3.a. Do these programs assist ethnic and racial minorities?

Yes 1
No 2

b. Does your organization offer any other programs or services that assist racial and ethnic minorities?

Yes 1
No 2

IF YES: What are these programs?

II. POSITIONING IN HOUSING/SETTLEMENT ISSUES AND SERVICES

For the remainder of the survey, we would like you to answer the questions thinking of the needs and experience of individuals who belong to racial and ethnic minority groups.

4. Does your organization conduct any housing research (e.g., client needs assessments) pertaining to the special needs of racial and ethnic minorities?

Yes 1
No 2

IF YES: What type of research does your organization conduct and in what areas?

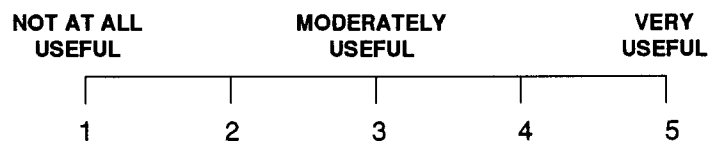
5.a. Does your organization compile housing information for racial and ethnic minority clients?

Yes 1
No 2->SKIP TO Q.6.a.

IF YES: What types of housing information does your organization compile?

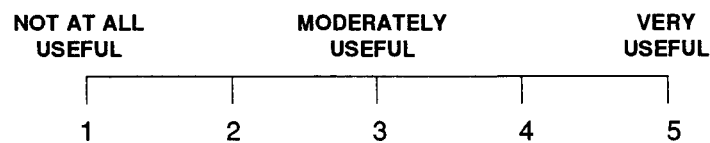
b. How does your organization obtain this information?

6.a. Thinking of the housing-related information currently available, how useful would you say it is in meeting the information needs of individuals of racial and ethnic minorities? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.



- b. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for them?

- c. Thinking of the housing-related information currently available, how useful would you say it is in meeting the information needs of your organization? Give your answer on a 5-point scale, where 5 indicates the information is very useful, 1 it is not at all useful and the mid-point, 3, it is moderately useful.



- d. IF 1, 2, OR 3 TO THE PRECEDING QUESTION: What would make the information more useful for your organization?

- e. Does your organization need more housing-related information?

Yes	1
No	2

IF YES: What types of housing information does your organization need more of?

III. HOUSING ISSUES

Now we would like to explore with you what you think are the main issues and key concerns for racial and ethnic minorities in the area of housing and living arrangements. We want to understand how these individuals are being served in terms of housing-related issues.

7. Are you familiar with the following aspects of housing for racial and ethnic minorities?

No Yes

- | | | |
|--|---|------------------|
| a) Awareness of the environment | 1 | 2->Administer A. |
| b) Level of satisfaction with housing and its level
of adequacy | 1 | 2->Administer B. |
| c) Barriers of accessibility to housing | 1 | 2->Administer C. |
| d) Affordability of housing | 1 | 2->Administer D. |

A. AWARENESS

8. Typically, would you say individuals of racial and ethnic minority groups are generally aware of:

- | | Yes | No | DK/NR |
|--|------------|-----------|--------------|
| a) The existence of municipally based housing organizations
and other housing service providers | 1 | 2 | 9 |
| b) Housing regulations (e.g., building codes and standards) | 1 | 2 | 9 |
| c) Tenants rights and responsibilities (e.g., giving notice,
honouring a lease, paying for utilities, etc.) | 1 | 2 | 9 |
| d) Landlords rights and responsibilities (e.g., evictions, rent
increases, etc.) | 1 | 2 | 9 |
| e) Housing services available | 1 | 2 | 9 |
| f) The housing options available | 1 | 2 | 9 |

B. HOUSING SATISFACTION/ADEQUACY

- 9.a. In general, are individuals belonging to racial and ethnic minorities satisfied with their housing or living arrangements? Please rate their level of satisfaction on a 5-point scale where 5 is very satisfied, 1 not at all satisfied and the mid-point, 3, moderately satisfied.

NOT AT ALL SATISFIED		MODERATELY SATISFIED		VERY SATISFIED	DK/NR
1	2	3	4	5	9
					SKIP TO Q.11.a.

- b. IF 1, 2 OR 3: Why are they generally *not satisfied* with their housing and living arrangements? [Explore in-depth.]

- c. IF 4 OR 5: Why are they generally *satisfied* with their housing and living arrangements? [Explore in-depth.]

- d. What would you say are the major factors which determine the level of satisfaction racial and ethnic minorities experience with their housing and living arrangements?

- 10.a. To what extent would you say the following aspects of the housing and living arrangements obtained by individuals of racial and ethnic minority groups are satisfactory? Please indicate your response on a 5-point scale, where 5 means that it is very satisfactory, 1 that it is not at all satisfactory and the mid-point, 3, that it is moderately satisfactory.

	NOT AT ALL SATISFACTORY		MODERATELY SATISFACTORY		VERY SATISFACTORY	DK/NR
	1	2	3	4	5	
a) Condition of the living arrangements	1	2	3	4	5	9
b) Suitability	1	2	3	4	5	9
c) Safety and security	1	2	3	4	5	9
d) Amenities (e.g., heating and water)	1	2	3	4	5	9
e) Access to services	1	2	3	4	5	9

- b. What are the most important problems racial and ethnic minorities experience with their housing and living arrangements?

11. What types of preferences do racial and ethnic minorities typically indicate about the location of their housing (e.g., kind of community, part of town, proximity or distance from other ethnic groups)?

C. ACCESSIBILITY

12.a. To the best of your knowledge, to what extent would you say the following factors are problems for racial and ethnic minorities in accessing housing?

	NOT AT ALL		MODERATELY		TO A GREAT EXTENT	DK/NR
a) Discrimination/Absence of equal access	1	2	3	4	5	9
b) Language barriers	1	2	3	4	5	9
c) Affordability	1	2	3	4	5	9
d) Lack of available units	1	2	3	4	5	9
e) Long waiting lists in social housing projects . . .	1	2	3	4	5	9
f) Lack of housing-related information	1	2	3	4	5	9
g) Lack of housing services suitable for racial and ethnic minorities	1	2	3	4	5	9
h) Other (please specify) _____	1	2	3	4	5	9

b. IF DISCRIMINATION IS 3, 4 OR 5: From whom do they experience housing-related racism and discrimination?

	Yes	No
a) Private housing landlord	1	2
b) Social housing landlords	1	2
c) Financing agents	1	2
d) Neighbours	1	2
e) Others (please specify) _____	1	2

c. IF YES TO ANY OF THE PRECEDING: What are the perceived reasons for discrimination?

- 12.d. How do you feel that the accessibility problems your clients experience can be alleviated?

13. Are there cultural or linguistic issues that would influence accessibility to housing for your clients?

Yes 1
 No 2

IF YES: What are they?

14. Do you believe the immigration status poses a problem for finding housing for:

	Yes	No	DK/NR
a) Landed immigrants	1	2	9
b) Refugee claimants	1	2	9
c) Sponsored immigrants	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: How does the immigration status pose a problem for finding housing?

IF NO TO ANY OF THE ABOVE: Describe how it does not pose a problem?

D. AFFORDABILITY

15.a. Would you say housing is generally perceived by your clients as being *affordable*?

Yes 1->SKIP TO Q.16.a.

No 2

IF YES/NO: Why/Why not? (Who does it affect?)

b. How could the affordability of housing be improved for your clients?

16.a. Do racial and ethnic minorities depend on social housing?

Yes 1

No 2->SKIP TO Q.17.a.

b. Do they have sufficient access to social housing?

Yes 1->SKIP TO Q.17.a.

No 2

IF NO: Why is access limited or impaired?

- 16.c. In your opinion, what improvements could be made to facilitate access to social housing for racial and ethnic minorities?

IV. GAPS IN HOUSING INFORMATION AND HOUSING RELATED SERVICES

Now we would like to get a sense of what you think are the housing-related services and housing information required by racial and ethnic minorities and how the services and information available can be improved.

- 17.a. What housing-related services are needed by racial and ethnic minorities?

- b. Would you say they have sufficient access to these housing-related services?

Yes	1->SKIP TO Q.18.a.
No	2
DK/NR	9->SKIP TO Q.18.a.

- c. What needs to be done to improve housing-related services?

18.a. What is the housing-related information needed by racial and ethnic minorities?

b. Would you say they have sufficient access to this housing-related information?

Yes 1->SKIP TO Q.19.a
No 2
DK/NR 9->SKIP TO Q.19.a

c. What needs to be done to improve housing-related information?

- 19.a. [IF SUFFICIENT ACCESS TO INFORMATION AND SERVICES->SKIP TO Q.20.a.]
What organization(s) should be responsible for offering these housing-related services or meeting these housing information needs. [CIRCLE ALL MENTIONED.]

	Housing Services	Housing Information
Federal housing agency	1	1
Provincial housing agencies	2	2
Municipal housing authorities	3	3
This organization	4	4
Another community based organization (specify)		
.....	5	5
Another non-governmental organization (specify)		
.....	6	6
Other	7	7
DK/NR	9	9

- b. HOUSING SERVICES: What would be the role(s) of these organization(s)?

- c. HOUSING INFORMATION: What would be the role(s) of these organization(s)?

V. ROLE OF CMHC

- 20.a Are you aware of CMHC, the federal agency responsible for housing?

Yes 1
No 2->SKIP TO Q.22.

20.b. Have you ever had direct dealings or communications with CMHC?

Yes 1
 No 2->SKIP TO Q.21.

c. Have you ever obtained housing information from CMHC?

Yes 1
 No 2->SKIP TO Q.21.

d. Did the information help you assist individuals belonging to racial and ethnic minority groups?

Yes 1
 No 2

21. Given the current needs of racial and ethnic minorities for housing-related services and housing information, do you see a role for CMHC in the following areas:

	Yes	No	DK/NR
a) Research	1	2	9
b) Information dissemination and communication	1	2	9
c) Direct housing assistance	1	2	9
d) Other (please specify) _____	1	2	9

IF YES TO ANY OF THE ABOVE: Please describe how CMHC could provide support for these activities:

22. Are there any topics not yet explored which you would like to discuss?

23. The results of the current survey could be shared with various governmental, non-governmental and service organizations. Would you be interested in getting a follow-up from CMHC in the future?

Yes 1
 No 2->SKIP TO Q.24.a.

IF YES: [Complete the blanks below.]

Contact's name: _____
 Organization: _____
 Position: _____
 Mailing address: _____
 Fax number: _____ and Phone number (do not ask): _____

- 24.a For this project, our company is also putting together a directory of organizations who provide services for racial and ethnic minorities. Would you have access to a list of such organizations which you would be willing to share with us in order to expand onto the existing directory?

Yes 1
 No 2->SKIP TO Q.25.a.

- b. Could you please send us this list by fax or by mail. Our fax number is (613) 235-8498 and our address is 275, Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

- 25.a Do you have access to documents which provide housing information developed for racial and ethnic minorities?

Yes 1
 No 2->THANK AND TERMINATE

- b. Could you send us a list of the literature available (in the format of a bibliography) by fax or by mail? Our fax number is (613) 235-8498 and our address is 275 Sparks Street, Suite 801, Ottawa, Ontario, K1R 7X9.

Yes 1
 No 2

THANK YOU VERY MUCH FOR YOUR COOPERATION

**Survey of Issues Affecting
Racial and Ethnic Minorities
in the Housing Sector**

Appendix B

**Directory of Organizations
Serving Racial and Ethnic Minorities**

December 15, 1994

Submitted to:

Ms. Susan Mockler
Policy Analyst
Strategic Planning and Policy Development
Canada Mortgage and Housing Corporation
700 Montreal Road
Ottawa, Ontario
K1A 0P7


Submitted by:

Ekos Research Associates Inc.

275 Sparks St., Suite 801
Ottawa, Ontario K1R 7X9
(613) 235-7215

145 King St. West, Suite 1000
Toronto, Ontario M5H 3X6
(416) 214-1424

92, boul. St-Raymond
Hull, Québec J8Y 1S7
(819) 595-2955



DIRECTORY OF ORGANIZATIONS SERVING RACIAL AND ETHNIC MINORITIES

This directory of organizations serving racial and ethnic minorities was compiled as a component of the study *Survey of Issues Affecting Racial and Ethnic Minorities in the Housing Sector*. The purpose of this directory is to provide CMHC with a comprehensive listing of organizations serving racial and ethnic minorities from across the country. In addition, it was used as the sample frame from which the organizations were chosen for the telephone survey. The directory includes relevant government departments, various housing agencies and non-governmental organizations at the national, provincial and local levels.

Several methods were used to compile the organizations in the directory.

- ❑ A list was acquired from the Department of Multiculturalism and Citizenship which listed approximately 50 national umbrella service organizations of various ethnicities. Each of these groups were contacted and asked for a list of their member organizations.
- ❑ The white and yellow pages for most principal cities in Canada were consulted.
- ❑ The community relations division (or equivalent) of most principal Canadian cities was called and asked if they had access to a directory of community organizations.

-
- ❑ Where the preceding method was unsuccessful, the public library in that city was called and asked if they had access to any directories containing lists of community organizations. If there was, but they were not for sale through the library, the publishers' address and phone number was acquired and contacted in turn.
 - ❑ Survey participants were asked if they had access to a list of other community organizations which assisted individuals of racial or ethnic minority groups.

A bibliography of the various publications that are available is included after the Directory of Organizations. Where the publication was not obtained by Ekos, the cost and contact number is included.

While the methodology employed should result in a fairly complete list, gaps may exist due to:

- ❑ organizations that did not wish to be included in the directory were also omitted;
- ❑ national representatives who were unwilling to supply a list of their member organizations, those organizations (unless found using other means) were not included;
- ❑ those organizations located in small cities (for which the phone book was not consulted); or
- ❑ organizations with names starting with unpredictable letters or words (they would not have been found during the telephone directory search).

Organization of the directory

The directory is divided into three parts. The first is called *Government*, and includes several departments from federal, provincial/territorial and municipal levels of government including those concerned with immigration, multiculturalism, housing and social services. The government section also includes provincial housing

authorities and municipal non-profit housing corporations. Human rights agencies have also been included in this section.

The second part of the directory is comprised of *non-governmental organizations* (NGOs). Ethnic-specific housing agencies, ethnic service organizations, community service organizations and immigrant aid organizations are included in this section. Organizations at all levels (i.e., national, provincial and local) have been inter-included.

Within each of these two sections, the directory is further divided by province and/or territory. Within each province in the NGO section, organizations were listed alphabetically.

The directory entries list the name, address, telephone and fax numbers (if known) and a contact name with their title (if known). The address of a few organizations could not be determined. In some cases, the phone numbers provided are the home/business numbers of the organization's president or other contact.

In addition to the directory are five free-standing directories which were acquired by Ekos while compiling the directory. Each acquisition is slightly different in its format/set-up from the directory compiled by Ekos, but all five documents include the same types of organizations mentioned above. These directories were forwarded to the client and include:

- ❑ "Bottin des organismes communautaires au service des nouveaux arrivants", Gouvernement du Québec.
- ❑ "Master Contact List of Community Organizations", Department of Corporate Services, City of Ottawa.
- ❑ "Canadian Groups, Arab and Arab Affiliated", Canadian Arab Federation.
- ❑ "Chinese Organizations in the Toronto Area"
- ❑ "List of Organizations/Groups", Canadian Heritage.

Additional literature

This study also compiled any housing-related information the various organizations surveyed for the study supply their clients. In order to accumulate this information, study participants who said that they provided housing-related information to their clients were asked to supply Ekos with a bibliography of the literature available through their organization. This additional literature and bibliographies of publications which are available have been forwarded to the client.

DIRECTORY OF ORGANIZATIONS
SERVING RACIAL AND ETHNIC MINORITIES



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GOVERNMENT

British Columbia & Yukon

Multiculturalism B.C.
Ministry of Education, Multiculturalism and
Human Rights
902-865 Hornby
Vancouver, British Columbia
V6Z 2G3
(604) 660-2395
(604) 660-1150 (fax)

Multiculturalism and Citizenship, B.C.
1200-800 Burrard
Vancouver, British Columbia
(604) 666-1195

Canada Immigration Division
Canada Employment and Immigration
Commission
BC-Yukon Regional Immigration
Commission
Box 11145, Royal Centre
1055 West Georgia Street
Vancouver, British Columbia
V6E 2P8
(604) 666-6328

Canada Immigration Centre - Settlement
800 Helmcken Street, 4th Floor
Vancouver, British Columbia
V6Z 2N4
(604) 775-6377
(604) 666-6836 (fax)

Citizenship and Immigration
Immigration Centre
215-300 Main Street
Whitehorse, Yukon Territory
(403) 667-5010

Indian and Northern Affairs, B.C.
1550 Alberni Street
Vancouver, British Columbia
(604) 666-5121

Human Rights Commission - British
Columbia
750-605 Robson Street
Vancouver, British Columbia
(604) 666-2251

BC Council of Human Rights
815 Hornby
Vancouver, British Columbia
(604) 660-6811

Yukon Human Rights Commission
205 Roger Street
Whitehorse, Yukon Territory
(403) 667-6226
(403) 667-2662 (fax)

Information Services Vancouver
Information and Referral Services
202-3102 Main Street
Vancouver, British Columbia
V5T 3G7
(604) 875-6381
(604) 660-9415 (fax)
Cynthia Crampton
Manager

Ministry of Social Services
Community Support Services Division
614 Humboldt
Victoria, British Columbia
(604) 387-1275

Ministry of Social Services
Regional Director for the Vancouver-
Richmond area
210 West Broadway
Vancouver, British Columbia
(604) 660-0202

Social Services
Family and Children's Services
4114 - 4th Avenue
Whitehorse, Yukon Territory
(403) 667-3002

BC Housing Management Commission
1701-4330 Kingsway
Burnaby, British Columbia
V5H 4G7
(604) 433-1711
(604) 433-2218
(604) 433-3295 (fax)
Peter Stobie
Director of Planning

BC Housing Management Commission
201-3440 Douglas
Victoria, British Columbia
V8Z 3L5
John Kavelti
Property Portfolio Manager

Ministry of Housing
Recreation and Consumer Services
800 Johnson Street, 6th Floor
Victoria, British Columbia
V8V 1X4
(604) 387-9169
(604) 387-5120 (fax)
Kerry Turner
Housing Program Officer

Greater Vancouver Housing Corporation
4330 Kingsway
Burnaby, British Columbia
(604) 432-6300

City of Vancouver
Department of Housing and Properties
Non-Market Housing Division
1701-4330 Kingsway
Burnaby, British Columbia
(604) 873-7437

Whitehorse Housing Authority
100-A Lambert Street
Whitehorse, Yukon Territory
(403) 667-5712

Yukon Housing Corporation
Whitehorse, Yukon Territory
(403) 667-3063
(403) 667-5863

Northwest Territories

Canadian Heritage
Yellowknife, Northwest Territories
(403) 920-8270
Program Officer

Employment and Immigration
Regional Office
Alberta and Northwest Territories
9700 Jasper Avenue, 14th Floor
Edmonton, Alberta
(403) 495-2431

Immigration Centre
550 - 3rd Avenue
Yellowknife, Northwest Territories
(403) 825-5640

Indian and Inuit Affairs Program
Yellowknife, Northwest Territories
(403) 920-8287
Regional Director

Northern Affairs Program
Yellowknife, Northwest Territories
(403) 920-8187
Communications Services

Social Services
Community and Family Support Services
Yellowknife, Northwest Territories
(403) 920-8921

NWT Family Services
5012 Forrest Drive
Yellowknife, Northwest Territories
(403) 920-4846
(403) 873-9032 (fax)

Northwest Territories Housing Corporation
Community & Programs Services
Scotia Centre
Yellowknife, Northwest Territories
(403) 873-7898

North Slave Housing Corporation
5123 - 50th Street
Yellowknife, Northwest Territories
(403) 873-6699
(403) 873-9325

Fort Resolution Housing Authority
Fort Resolution, Northwest Territories
(403) 394-3171
(403) 394-5217 (fax)

Fort Simpson Housing Authority
P.O. Box 378
Fort Simpson, Northwest Territories
(403) 695-2725
(403) 695-2746
(403) 695-2255 (fax)

Fort Smith Housing Authority
P.O. Box 1287
Fort Smith, Northwest Territories
(403) 872-2646
(403) 872-4450 (fax)

Hay River Housing Authority
P.O. Box 1517
Hay River, Northwest Territories
(403) 874-6477
(403) 874-2874 (fax)

Inuvik Housing Authority
P.O. Box 2198
Inuvik, Northwest Territories
(403) 979-2924
(403) 979-3353 (fax)

Iqualuit Housing Authority
Building 615
Iqualuit, Northwest Territories
(819) 979-5301
(819) 979-4349

Norman Wells Housing Authority
P.O. Box 218
Norman Wells, Northwest Territories
(403) 587-2302
(403) 587-2938

Rae-Edzo Housing Authority
Rae-Edzo, Northwest Territories
(403) 392-6431
(403) 392-6600
(403) 392-6133 (fax)

Yellowknife Housing Authority
5020 - 48th Street, 2nd Floor
Yellowknife, Northwest Territories
(403) 873-5694
(403) 920-4115
(403) 873-9323 (fax)

Alberta

Canadian Heritage
Multiculturalism and Citizenship
260-220 4th Avenue SE
Calgary, Alberta
T2G 4X3
(403) 282-5910
(403) 292-5543 (fax)
Amal Umar
Program Officer

Employment and Immigration
Regional Office
Alberta and Northwest Territories
9700 Jasper Avenue, 14th Floor
Edmonton, Alberta
(403) 495-2431

Employment and Immigration Canada
Canada Immigration Centres
Calgary and surrounding areas
170-220 4th Avenue SE
Calgary, Alberta
(403) 292-5724

Indian and Northern Affairs
Southern Alberta District
476-220 4th Avenue SE
Calgary, Alberta
(403) 292-5901

Human Rights Commission - Alberta
102-1333 8th Street SW
Calgary, Alberta
T2R 1M6
(403) 297-6571
(403) 297-6567 (fax)
Jerry Christensen
Coordinator of Public Education

Department of Social Services
800 Mcleod Trail SE, 7th Floor
Calgary, Alberta
(403) 268-5111

Family & Social Services
Family & Community Support System
Edmonton, Alberta
(403) 427-2803

Calgary Housing Authority
1701 Centre Street N
Calgary, Alberta
(403) 221-9100

Edmonton Housing Authority
10232 - 105 Street, 2nd Floor
Edmonton, Alberta
(403) 420-6161

Saskatchewan

Multiculturalism and Citizenship,
Saskatchewan
300-2101 Scarth Street
Regina, Saskatchewan
(306) 780-7657

Multiculturalism and Citizenship
505-230 22nd Street E
Saskatoon, Saskatchewan
(306) 975-4115

City of Saskatoon Race Relations Office
City Hall
222 - 3rd Avenue
Saskatoon, Saskatchewan
(306) 975-7826
Joan Brownridge

Immigration Services
Canada Immigration Centre
2045 Broad Street
Regina, Saskatchewan
S4P 3T7
(306) 780-7183
(306) 780-6131 (fax)
Iris Bemister
Immigrant Settlement Officer

Employment and Immigration
Saskatchewan Regional Office
510-2101 Scarth Street
Regina, Saskatchewan
(306) 780-5047
Director of Immigration

Canada Immigration Centre
415-101 22nd Street E
Saskatoon, Saskatchewan
S7K 0E1
(306) 975-4120
(306) 975-4525 (fax)
Mike Fitzpatrick

Indian and Northern Affairs
2110 Hamilton Street
Regina, Saskatchewan
(306) 780-5950
Director General

Human Rights Commission - Saskatchewan
122 - 3rd Avenue N, 8th Floor
Saskatoon, Saskatchewan
(306) 933-5952

Social Services - Regina
2240 Albert Street
Regina, Saskatchewan
(306) 787-3700

Social Services - Saskatoon
122 - 3rd Avenue N
Saskatoon, Saskatchewan
(306) 933-5961
(306) 933-5960

Regina Housing Authority
1850 Smith Street
Regina, Saskatchewan
(306) 525-2377

Saskatoon Housing Authority
525 - 24th Street E
Saskatoon, Saskatchewan
(306) 665-6330

Manitoba

Multiculturalism and Citizenship, Manitoba
200-203 Main
Winnipeg, Manitoba
(204) 983-0899

Employment and Immigration
Manitoba Regional Office
500-259 Portage
Winnipeg, Manitoba
(204) 983-6056
Director of Programs and Services

Manitoba Immigration and Settlement
379 Broadway
Winnipeg, Manitoba
(204) 945-2800

Canada Immigration Centre
400-25 Forks Market Road
Winnipeg, Manitoba
R3C 4S9
(204) 983-3042
(204) 983-3176 (fax)

Indian and Northern Affairs, Manitoba
1100-275 Portage
Winnipeg, Manitoba
(204) 983-2842
(204) 983-2482

Native Affairs Secretariat
200-500 Portage
Winnipeg, Manitoba
(204) 945-5725

Human Rights Commission - Manitoba
301-259 Portage
Winnipeg, Manitoba
(204) 945-3007

Social Services Department
705 Broadway
Winnipeg, Manitoba
(204) 986-4300

Manitoba Housing Authority
294 Portage
Winnipeg, Manitoba
R3C 0B9
(204) 945-8647
(204) 948-2013
Ron Hall
Director

Public Housing Tenant Placement
280 Broadway
Winnipeg, Manitoba
(204) 945-8647

Ontario

Multiculturalism and Citizenship
Community Support
Ottawa, Ontario
(613) 994-2124
Laura Ruzzier
Race Relations Officer

Ontario Advisory Council on
Multiculturalism and Citizenship
Toronto, Ontario
(416) 314-6650
Felicity Corelli

Ontario Anti-Racism Secretariat
Ottawa, Ontario
(613) 566-3728

Multiculturalism
City of Ottawa
111 Sussex Drive
Ottawa, Ontario
(613) 564-1627
Jaime Marulanda
Multiculturalism Officer

Indian and Northern Affairs Canada
National Office
Ottawa, Ontario
(613) 997-0380

Canadian Human Rights Commission -
Federal
2200-320 Queen Street
Ottawa, Ontario
(613) 995-1151

Human Rights Tribunal - Federal
900-473 Albert Street
Ottawa, Ontario
(613) 995-1707

Human Rights Commission - Ontario
400 University Avenue, 12th Floor
Toronto, Ontario
M7A 2R7
(416) 314-4528
(416) 314-4533 (fax)
Maureen Brown
Information Officer

Regional Municipality of Ottawa-Carleton
Social Services
495 Richmond Road
Ottawa, Ontario
K2A 0G3
(613) 728-3913

Metropolitan Toronto Department of Social
Services
Housing Counsellor Program
55 John Street, 12th Floor
Toronto, Ontario
M5V 3C6
(416) 392-2956

Social Services Department
Policy & Planning
London, Ontario
(519) 661-5366

Social & Family Services
Sault Ste. Marie, Ontario
(705) 759-5266

CityHome
 City of Toronto Non-Profit Housing
 Corporation
 20 Adelaide Street E, 6th Floor
 Toronto, Ontario
 M5C 2T6
 (416) 392-7893
 (416) 392-0560 (fax)
 David Deluca

Metropolitan Toronto Housing Authority
 365 Bloor Street E, 8th Floor
 Toronto, Ontario
 M4W 3L4
 (416) 696-6000
 (416) 969-6104
 Claire McMillan
 Acting Director of Equity

Metropolitan Toronto Housing Co. Ltd.
 20 York Mills Road
 Toronto, Ontario
 M2P 2C2
 (416) 392-6000

City Living
 City of Ottawa Non-Profit Housing
 Corporation
 11 Holland Avenue, 3rd Floor
 Ottawa, Ontario
 K1Y 4T2
 (613) 564-1241
 (613) 564-1239
 (613) 564-8558 (fax)
 Shannon Steele
 Housing Policy Officer

London and Middlesex Housing Authority
 137 Dundas
 London, Ontario
 (519) 434-2765

Ontario Non-Profit Housing Association
 50 Park Road
 Toronto, Ontario
 (416) 927-9144

Options Bytown Non-Profit Housing
 Corporation
 380 Cumberland Street
 Ottawa, Ontario
 K1N 7J5
 (613) 241-6363
 (613) 594-4969
 (613) 241-4855 (fax)
 Roland deMontigny
 Coordinator

Ottawa-Carleton Regional Housing
 Authority (OCRHA) *
 1545 Carling Avenue
 Ottawa, Ontario
 (613) 728-1600
 Janet McCredie

Québec

Human Rights Commission - Québec
Montréal, Québec
(514) 873-7618
(514) 873-5146

Santé et Services Sociaux
770, Sherbrooke O
Montréal, Québec
(514) 873-5845

Secretariat aux affaires Culturelles et Sociaux
875, Grande Allée E
Québec, Québec
(418) 643-6964

Office Municipal D'Habitation de Québec
Québec, Québec
(418) 691-2356
(418) 691-6081

Société d'Habitation et de Développement de
Montréal
1055, René Levesque E, 8ième étage
Montréal, Québec
H2L 4S5
(514) 872-0731
(514) 872-1567 (fax)
Francine Bernèche
Chargé de Recherche

Société d'Habitation du Québec
2 Place Desjardins
#2223, Tour Est, 22ième étage
Montréal, Québec
H5B 1B5
(514) 873-2849 (fax)
Paul Senecal
Agent de Recherche

Office Municipal d'Habitation de Montréal
Module information
Montréal, Québec
(514) 872-2078
Louise Hébert
Directrice

Office Municipale d'Habitation de Québec
600-350, boulevard Charest E
Québec, Québec
G1K 3H5
(418) 691-7358 (fax)
Sylvie Gagnon
Travailleuse Sociale

New Brunswick

Canadian Heritage
Multiculturalism and Citizenship
1045 Main Street
C.P. 325
Moncton, New Brunswick
E1C 8L4
(506) 851-2684
(506) 743-8482 (res)
Gérard Leblanc
Social Development Officer

Citizenship and Immigration Canada
Immigration
211-1600 Main Street
Moncton, New Brunswick
(506) 851-6780
(506) 851-2240 (fax)

Human Rights Commission - New
Brunswick
Fredericton, New Brunswick
(506) 453-2301

Health and Community Social Services
49 Queens Road Plaza
Moncton, New Brunswick
(506) 364-4078

Fredericton Non-Profit Housing Corporation
259 Brunswick
Fredericton, New Brunswick
(506) 452-8175

New Brunswick Housing Services
Fredericton, New Brunswick
(506) 457-8768

Nova Scotia

Canadian Heritage
Multiculturalism and Citizenship
5281 Duke
Halifax, Nova Scotia
E3J 3M1
(902) 426-4452
(902) 426-5428
Suresh Kumar
Program Officer

Indian and Northern Affairs
Amherst, Nova Scotia
(902) 661-6200

Human Rights Commission - Nova Scotia
Lord Nelson Arcade Tower
P.O. Box 2221
Halifax, Nova Scotia
B3G 3C4
(902) 424-4111
(902) 424-0596 (fax)
Public Education Division

Human Rights Commission - Atlantic
Region
310-5670 Spring Garden Road
Halifax, Nova Scotia
(902) 426-8380
(800) 565-1752

Community Services - Nova Scotia
Family and Children's Services
5182 Prince Street
Halifax, Nova Scotia
(902) 424-3200
(902) 424-0502 (fax)

Nova Scotia Housing and Consumer Affairs
Policy Planning Research
40 Alderney
Box 815
Dartmouth, Nova Scotia
B2Y 3Z3
(902) 424-4483
(902) 424-0661
Laurel Russel
Manager

Dartmouth Non-Profit Housing Society
53 Ochterloney
Dartmouth, Nova Scotia
B2Y 1C3
(902) 469-0543
Joan Mills

Dartmouth/Halifax County Regional
Housing Authority
P.O. Box 298
Dartmouth, Nova Scotia
B2Y 3Y3
(902) 463-9550
George Poitras

Halifax Housing Authority
3700 Kempt Road
Halifax, Nova Scotia
B3K 4X8
(902) 420-6000
(902) 420-2815
Cathy Mellet
Operation Manager

Cape Breton Regional Housing Authority
18 Dolbin
Sydney, Nova Scotia
(902) 539-8520

Metro Non-Profit Housing Association
101-75 Primrose Street
Halifax, Nova Scotia
B3A 4C9
(902) 466-8714
Carol Charlebois

Prince Edward Island

Multiculturalism and Citizenship
97 Queen Street
Charlottetown, Prince Edward Island
(902) 566-7012

Employment and Immigration Canada
Immigration Centre
85 Fitzroy
Charlottetown, Prince Edward Island
(902) 566-7735
(902) 566-8355 (fax)

Human Rights Commission - P.E.I.
3 Queen Street
Charlottetown, Prince Edward Island
(902) 368-4180
(902) 368-4236 (fax)

Community and Cultural Affairs
Jones Building
Charlottetown, Prince Edward Island
(902) 368-5280

Community and Residential Planning
Jones Building
Charlottetown, Prince Edward Island
(902) 368-4790

Newfoundland

Multiculturalism and Citizenship
St. John's Atlantic Place
Regional Operations Social Development
St. John's, Newfoundland
(709) 772-0661
(800) 563-0883

Canada Employment and Immigration
Commission
Canada Immigration Centre
Building 223 Pleasantville
St. John's, Newfoundland
(709) 772-5388
(800) 563-5925

Human Rights Commission - Newfoundland
St. John's, Newfoundland
(709) 729-2709
Executive Director

Department of Social Services
Regional Services
St. John's, Newfoundland
(709) 729-3594
Director

Housing Integration Project (HIP)
St. John's, Newfoundland
(709) 722-8888

Newfoundland and Labrador Housing
Corporation
St. John's, Newfoundland
(709) 745-0290
Executive Director of Housing Programs

NON-GOVERNMENT ORGANIZATIONS

Organizations Representing Aboriginal Peoples

British Columbia

Aboriginal Women's Council
245 East Broadway
Vancouver, British Columbia
(604) 875-9131

Victoria Native Friendship Centre
Victoria, British Columbia
(604) 384-3211

B.C. Native Housing
736 Granville
Vancouver, British Columbia
(604) 688-1821

Native Brotherhood of B.C.
200-1755 East Hastings
Vancouver, British Columbia
(604) 255-3137

Vancouver Aboriginal Child & Family
Services Society
207-96 East Broadway
Vancouver, British Columbia
(604) 873-3523

Vancouver Native Housing Society
c/o Squamish I.R. #1
Mission Reserve
415 West Esplanade
North Vancouver, British Columbia
V7M 1A6
(604) 980-3611
(604) 980-3616 (fax)
Barbara Charley
General Manager

Northwest Territories

Dene Cultural Institute
Hay River, Northwest Territories
(403) 874-8480
(403) 874-3965
(403) 874-3867 (fax)

Done Naawo Society
Housing Division
Yellowknife, Northwest Territories
(403) 920-4403

Metis Nation NWT
5125 - 52nd Avenue
Yellowknife, Northwest Territories
(403) 873-3505
(403) 873-3395

Native Women's Association of the NWT
116 Kingmingya Road
Inuvik, Northwest Territories
(403) 979-4162
(403) 979-2799 (fax)

Alberta

Alberta Metis Rural Housing Corporation
207-10408 124 Street
Edmonton, Alberta
(403) 488-4666

Alberta Native Friendship Centres
Association
503-10339 124 Street
Edmonton, Alberta
(403) 482-5196

Calgary Mennonite Centre for Newcomers
200-3517 17 Avenue SE
Calgary, Alberta
T2A 0R5
(403) 569-0409
(403) 248-5041 (fax)
Don Dale
Executive Director

Calgary Mennonite Housing Society
207-3517 17 Avenue SE
Calgary, Alberta
(403) 249-4629

Canadian Native Friendship Centre
Edmonton, Alberta
(403) 452-7811

Edmonton Aboriginal Representative
Committee
Edmonton, Alberta
(403) 429-5625

Edmonton Mennonite Centre for Newcomers
10125 - 107 Avenue
Edmonton, Alberta
T5H 0V4
(403) 424-7709
(403) 424-7736 (fax)
Laurel Borisenko
Executive Director

Indian Association of Alberta
Treaty 8
Edmonton, Alberta
(403) 470-5751
(403) 470-5753
(403) 470-5754

Native Counselling Services of Alberta
800-10010 106 Street
Edmonton, Alberta
(403) 423-2141

Native Perspective
Edmonton, Alberta
(403) 423-2800

Native Women
Edmonton, Alberta
(403) 448-3715

Saskatchewan

Aboriginal Women Local Saskatchewan
(AWCS)
320 - 1st Street E
Saskatoon, Saskatchewan
S7H 1S2
(306) 653-2144

The New Breed
173 - 2nd Avenue S, 3rd Floor
Saskatoon, Saskatchewan
S7K 1K6
(306) 653-2253

Federation of Saskatchewan Indian Nations
200-103A Packham Place
Saskatoon, Saskatchewan
S7N 4K4
(306) 665-1215
Ted Quewezance

Indian and Metis Friendship Centre
168 Wall Street
Saskatoon, Saskatchewan
S7K 1N4
(306) 244-0174

Metis Nation of Saskatchewan
219 Robin Crescent
Saskatoon, Saskatchewan
S7L 6M8
(306) 343-8285
Gerald Morin
President

Metis National Council (National Office)
558 Whitewood Crescent
Saskatoon, Saskatchewan
S7J 4L1
(306) 373-8855

Saskatchewan Indian Cultural Centre
120 - 33rd Street E
Saskatoon, Saskatchewan
S7K 0S2
(306) 244-1146
Linda Pelly Landrie
Director

Winnipeg

Aboriginal Centre of Winnipeg Inc.
181 Higgins
Winnipeg, Manitoba
(204) 942-5699
(204) 942-5725
(204) 942-5795 (fax)

Aboriginal Council of Winnipeg
273 Selkirk
Winnipeg, Manitoba
(204) 589-6343

Indigenous Women's Collective
Winnipeg, Manitoba
(204) 944-8709

Native Clan Organization
138 Portage E
Winnipeg, Manitoba
(204) 943-7357

Kinew Housing
201-424 Logan
Winnipeg, Manitoba
R3A 0R4
(204) 956-5093
Lawrence Poirier
Manager

Native Sons of Canada
614 DesMeurons
Winnipeg, Manitoba
(204) 233-5605

Ontario

Aboriginal Rights Coalition
153 Laurier Avenue E
Ottawa, Ontario
(613) 235-9956

Assembly of First Nations
55 Murray Street
Ottawa, Ontario
(613) 241-6789

Native Canadian Centre of Toronto
16 Spadina Road
Toronto, Ontario
(416) 964-9087

Native Child & Family Services of Toronto
464 Yonge Street
Toronto, Ontario
(416) 969-8510

Native Inter-Tribal Housing Co-operative
37 Techumseh W
London, Ontario
(519) 667-3328

Native Women's Resource Centre
245 Gerrard Street E
Toronto, Ontario
M5A 2G1
(416) 963-9963

Nishnawbe Homes Toronto
251 Gerrard Street E
Toronto, Ontario
M5A 2G1
(416) 923-5068

Ontario Metis Aboriginal Association
44 Eglinton Avenue W
Toronto, Ontario
(416) 481-8242

Wigwamen Incorporated
310-25 Imperial Street
Toronto, Ontario
M5P 1C1
(416) 481-4451

Quebec

Centre d'Amitié Autochtone de Québec
234, St. Louis
Québec, Québec
(418) 843-5818

New Brunswick

New Brunswick Native Indian Women's
Council
65 Brunswick
Fredericton, New Brunswick
(506) 458-1114
(506) 458-0814

Fredericton Native Friendship Centre
Fredericton, New Brunswick
(506) 459-5283

Ormocto Indian Community Services
Agency
Ormocto Indian Reserve
Ormocto, New Brunswick
(506) 357-3394
(506) 357-9568
(506) 357-9577

Ormocto Indian Nation Association
Fredericton, New Brunswick
(506) 357-2083
(506) 357-2089

Nova Scotia

Micmac Friendship Centre
2158 Gottingen Street
Halifax, Nova Scotia
B3K 3B4
(902) 420-1576
Delores Paul

Immigrant Aid and Ethnic Service Organizations

British Columbia

African Canadian Association of B.C.
206-111 West Broadway
Vancouver, British Columbia
(604) 875-1763

Armenian Cultural Association of B.C.
203-1410 Marine N
Vancouver, British Columbia
(604) 986-5609

B.C. Muslim Association
12300 Blundell
Vancouver, British Columbia
(604) 270-2522

B.C. Organization to Fight Racism
P.O. Box 661
Surrey, British Columbia
(604) 583-2923

Burnaby Multicultural Society
250 Wellington Avenue, 2nd Floor
Burnaby, British Columbia
V5C 5E9
(604) 299-4808
(604) 299-4020 (fax)
Galen Lee
Coordinator of Training and Community

Canada-USSR Association Inc.
970 Malkin
Vancouver, British Columbia
(604) 255-1666

Canada-Wide Immigration Services
4321 Fraser
Vancouver, British Columbia
(604) 877-1579

Canadian Jewish Congress (Vancouver)
950 West 41st Street
Vancouver, British Columbia
(604) 261-8101

Canadian Multicultural Centre
700-333 Terminal
Vancouver, British Columbia
(604) 684-4255

Canadian Polish Congress
British Columbia Branch
4015 Fraser Street
Vancouver, British Columbia
V5V 4E6
(604) 298-2690
(604) 879-5566
Andrzej Kopczynski

Canadian Serbian Council of B.C.
505 East 63rd Street
Vancouver, British Columbia
(604) 321-4107

Canadian Yugoslavia Community
Association
5588 Joyce
Vancouver, British Columbia
(604) 432-1877

Catholic Family Services
150 Robson Street
Vancouver, British Columbia
V6B 2A7
(604) 683-0281
(604) 683-0220 (fax)

China Friendship Association - Canada
Victoria, British Columbia
(604) 592-2268

Chinese Benevolent Association (local)
108 East Pender Street
Vancouver, British Columbia
(604) 681-1923

Chinese Benevolent Association of Canada
(National)
537 Main Street
Vancouver, British Columbia
(604) 688-1727

Chinese Consolidated Benevolent
Association
636 Fisgard
Victoria, British Columbia
(604) 384-7352

Chinese Cultural Centre
50 East Pender Street
Vancouver, British Columbia
(604) 687-0729

Chinese Freemasons Housing Society
130-768 Prior
Vancouver, British Columbia
(604) 251-7313

Chinese Nationalist League
529 Gore
Vancouver, British Columbia
(604) 681-6022
(604) 682-3327

Czechoslovak Association of Canada
Vancouver Branch
P.O. Box 48863
Vancouver, British Columbia
(604) 986-7066

Dania Home/Dania Society
142-28 Richmond Street
New Westminster, British Columbia
V3L 5P4
(604) 521-3222 (res)
(604) 521-3222 (fax)
Poul B. Christensen
President

Danish Community Centre of British
Columbia
P.O. Box 34087
5790 - 175 Street
Surrey, British Columbia
V3S 8C4
(604) 574-4094 (res)
Inge Patrong
President

Filipino Canadian Women's Support
Coalition of B.C.
54-12110 Bath Road
Surrey, British Columbia
V3R 9C8
(604) 944-4415 (bus)
Erly Juatco

German Canadian Benevolent Society of B.C.
2010 Harrison
Vancouver, British Columbia
(604) 324-7346

German Canadian Congress (B.C.)
P.O. Box 2262
Vancouver, British Columbia
V6B 3W2
(604) 582-6228
(604) 926-5410 (fax)
Juergen Beissner
President

German Canadian Cultural Society
108 Niagara
Victoria, British Columbia
(604) 383-4823

Greater Vancouver Japanese Canadian
Citizens Association
348 Powell Street
Vancouver, British Columbia
V6A 1G4
(604) 681-5222
(604) 291-0247
(604) 682-5220 (fax)
Peter Kubotani
Vice-President

Greater Victoria Multicultural Women's
Association
213-620 View
Victoria, British Columbia
(604) 384-4525

Greek Community of East Vancouver
4541 Boundary
Vancouver, British Columbia
(604) 438-6432

Hellenic Community of Vancouver
4500 Arbutus Street
Vancouver, British Columbia
(604) 266-7148

Hispanic Catholic Mission
Family Services
1380 West 73rd Street
Vancouver, British Columbia
(604) 261-2380

Housing Information and Referral
Information Services Society Vancouver
Vancouver, British Columbia
(604) 875-6381

Hungarian Cultural Society of Greater
Vancouver
728 Kingsway
Vancouver, British Columbia
(604) 876-4720
(604) 876-1123

Hungarian Society of Victoria
P.O. Box 8188
Victoria, British Columbia
V8W 3R8

Icelandic National League
Vancouver Chapter
8620 Greenfield Drive
Richmond, British Columbia
V7A 4N7
(604) 274-9903
Gerri McDonald

Immigrant Services Society of B.C.
Head Office
501-333 Terminal
Vancouver, British Columbia
V6A 2L7
(604) 684-2561
(604) 684-7498

Immigrant Services Society of B.C.
Settlement Office
530 Drake Street
Vancouver, British Columbia
V6B 2H3
(604) 684-7498
(604) 684-5683 (fax)
Dawit Shawel
Settlement Counsellor

India & Canada Cultural Association -
Victoria
Victoria, British Columbia
(604) 721-4458

India Cultural Centre of Canada
8600 No. 5 Road
Richmond, British Columbia
V6Y 2V4
(604) 274-0026
(604) 273-4810 (fax)
Balbir Jawanda
President

India Mahila Association
P.O. Box 57553, Station "O"
Vancouver, British Columbia
V5W 3T9
(604) 321-7225

Inland Refugee Society of B.C.
100-1720 Grant Street
Vancouver, British Columbia
V5L 2Y7
(604) 251-3360
(604) 254-2321 (fax)

Inter-Cultural Association of Greater Victoria
200-2504 Government Street
Victoria, British Columbia
V8T 4P7
(604) 388-4728
(604) 386-4395 (fax)
Pammi Thouli

Irish Canadian Cultural Association
3976 Bear Street
Victoria, British Columbia
V8N 3R1
(604) 477-8990

Italian Assistance Centre
2124 Central Avenue
Victoria, British Columbia
V8S 2R3
(604) 592-3312
Luigi Gazzola
President

Italian Cultural Centre
3075 Slocan
Vancouver, British Columbia
(604) 430-3337

Japanese Canadian Citizens Association
Greater Vancouver Chapter
348 Powell
Vancouver, British Columbia
V6A 1G4
(604) 681-5222
(604) 682-5223 (fax)

Jewish Family Service Agency
305-2025 West 42nd Street
Vancouver, British Columbia
V6M 2B5
(604) 266-2396
Barry Corrin
Director

Jewish Federation of Greater Vancouver
950 West 41st Street
Vancouver, British Columbia
(604) 266-8371

Jewish Information and Welcome Service
950 West 41st Street
Vancouver, British Columbia
V5Z 2N7
(604) 257-5111
Gerry Zipursky
Executive Director

Kamloops Chapter of the NAJC (Japanese)
1724 Clifford Avenue
Kamloops, British Columbia
V2B 4G6
(604) 376-3506
(604) 376-0928 (fax)
Betty Inouye
President

Kelowna Chapter of the NAJC (Japanese)
1877 Broadview Avenue
Kelowna, British Columbia
V1X 1N5
(604) 762-3735
(604) 762-2246 (fax)
Joe Hattori
President

Korean Canadian Association of Victoria
2209 Arbutus Road
Victoria, British Columbia
V9A 1H3
(604) 477-9288
Woo Sik Hwang
President

Korean Society
1320 East Hastings
Vancouver, British Columbia
(604) 255-3443

Langley Family Services
5339 - 207th Street
Langley, British Columbia
V3A 2E6
(604) 534-3176
(604) 534-9884 (fax)

Lebanese Canadian Association
555 Hillside
Victoria, British Columbia
(604) 380-7371

Lithuanian Canadian Community
Vancouver Chapter
5034 - 78th Avenue
Delta, British Columbia
V4M 1S4
(604) 943-4770
Balys Vileita
President

Mosaic
1720 Grant Street, 2nd Floor
Vancouver, British Columbia
Mailing Address:
1522 Commercial Drive
Vancouver, British Columbia
V5L 3Y2
(604) 254-9626
(604) 254-2321 (fax)

Multi-Cultural Family Centre
1145 Commercial Drive
Vancouver, British Columbia
(604) 254-6468

Multicultural Family Support Services
Society
306-4980 Kingsway
Burnaby, British Columbia
(604) 436-1025

National Association of Canadians of
Origins in India (NACOI)
British Columbia Region
11729 - 64B Avenue
Delta, British Columbia
(604) 596-3564
Gurinder Dhani
Vice-President

National Council of Jamaicans
7067 Ramsay Avenue
Burnaby, British Columbia
V5E 3L3
Rudyard Spence

Nationalist Viets Community in BC Society
857 East 26th Avenue
Vancouver, British Columbia
V5V 2J1
Trinh Quoc Thinh
President

Netherlands Association of Vancouver
Island
733 Vanalman
Victoria, British Columbia
(604) 479-8032

Oasis
8165 Main Street
Vancouver, British Columbia
V5X 3L2
(604) 324-8186
(604) 325-4499 (fax)

Okanagan Danish Canadian Club
1066 Aubrey Road
Kelowna, British Columbia
V1Z 2V9
(604) 769-5466
Borge Christensen
President

Pacific Immigrant Resources Society
Information Centre
Britannia Community Services Centre
1661 Napier Street
Vancouver, British Columbia
V5L 4X4
(604) 253-4391
Locals 25, 26 & 27

Portugese Club of Vancouver
1144 Commercial Drive
Vancouver, British Columbia
(604) 251-2042

Progressive Indo-Canadian Community
Services Society
P.O. Box 283
Surrey, British Columbia
V3T 4W8
(604) 583-4112
(604) 583-9383 (fax)

Radio Pinoy Association (Filipino)
54-12110 Bath Road
Richmond, British Columbia
V6Y 2A6
(604) 273-1783
Rudy Bonilla

Richmond Multicultural Concerns Society
100-4040 No. 3 Road
Richmond, British Columbia
(604) 278-6902
(604) 278-5353 (Settlement Office)
(604) 278-4523 (Settlement Office)

St. Andrews & Caledonian Society - Victoria
Victoria, British Columbia
(604) 658-2010

Scandinavian Cultural Society
7819 - 11th Avenue
Burnaby, British Columbia
V3N 2N4
(604) 522-2001
Kris & Sylvia Isfeld
Directors

Scandinavian Cultural Society
13963 - 66 Avenue
Surrey, British Columbia
V3W 7V5
(604) 594-2494
Marie Johansen
President

Slovenian Society
5762 Sprott
Burnaby, British Columbia
(604) 298-6922

Sons of Norway
Victoria, British Columbia
(604) 592-2651

Storefront Orientation Service (S.O.S.)
360 Jaelson Avenue
Vancouver, British Columbia
V6A 3B4
(604) 255-1881

Surrey Delta Immigrant Services Society
13719 - 72nd Avenue
Surrey, British Columbia
V3W 2P2
(604) 597-0205
(604) 597-4299 (fax)

Turkish Canadian Society - Vancouver
6851 Azure Road
Vancouver, British Columbia
V7C 2S9
(604) 277-8315
Belma Scellekens
President

Ukrainian Canadian Congress
406-1015 Burrard
Vancouver, British Columbia
(604) 687-2052

Ukrainian Canadian Social Services
5311 Francis
Richmond, British Columbia
(604) 272-0019

Ukrainian Cultural Centre
805 East Pender Street
Vancouver, British Columbia
(604) 254-3436

Ukrainian Cultural Centre
3277 Douglas
Victoria, British Columbia
(604) 475-2585

Ukrainian Services Centre
600 Campbell
Vancouver, British Columbia
(604) 253-8642

United Chinese Community Enrichment
Services Society (SUCCESS)
87 East Pender Street
Vancouver, British Columbia
V6A 1S9
(604) 684-1628
(604) 684-3328 (fax)

Vancouver and Lower Mainland
Multicultural Family Support Services
Society

5000 Kingsway Plaza - Phase III
306-4980 Kingsway
Burnaby, British Columbia
V5H 4K7

(604) 436-1025

(604) 436-3267 (fax)

Vancouver Chinese Services Centre

548 Main Street

Vancouver, British Columbia

(604) 683-1918

Vancouver Finlandia Club

108-4800 Kingsway

Burnaby, British Columbia

V5H 2C0

(604) 421-1330

Kirsti Riddoch

Vancouver Island Japanese Canadian Society

2023 Cinnbar Drive

Nanaimo, British Columbia

V9R 5K1

(604) 754-1959

John Shimizu

Vancouver Mid-Island Danish Canadian
Club

8170 Southwind Drive

Lantzville, British Columbia

V0R 2H0

(604) 390-3726

Annelise Frederiksen

President

Vancouver Multicultural Society of B.C.

Hodson Manor

1254 West 7th Street

Vancouver, British Columbia

V6H 1B5

(604) 731-4647

Vancouver Multicultural Women's
Association

2532 Main Street

Vancouver, British Columbia

V5T 3E4

(604) 876-3031

Vancouver Society of Immigrant and Visible
Minority Women

2524 Cypress Street

Vancouver, British Columbia

V6J 3N2

(604) 731-9108

Vancouver "Solskin Society"

14253 Vine Avenue

White Rock, British Columbia

V4B 2S9

(604) 531-7955

Krisjana Magnusson

Vernon Japanese Cultural Society

R.R. #1 S. #3 Comp 216

Vernon, British Columbia

V2T 6L4

(604) 542-1144

(604) 545-3343 (fax)

Tosh Yakura

Contact Person

Victoria Immigrant and Refugee Centre
Society
305-535 Yates
Victoria, British Columbia
V8W 2Z6
(604) 361-9441
(604) 361-9433 (fax & Executive Director)
Marshall Beck
Settlement Worker

Vietnam - Chinese Community Services
Association
2122 East Hastings
Vancouver, British Columbia
(604) 254-8094
(604) 254-8098

Vietnamese Association - Victoria
Victoria, British Columbia
(604) 479-0732

Welcome House (Settlement Services)
530 Drake Street
Vancouver, British Columbia
V6B 2H3
(604) 684-7498
(604) 684-5683
Susan Nyo
Manager

Northwest Territories

Multicultural Association of the NWT
Yellowknife, Northwest Territories
(403) 920-2382

Alberta

Alberta Chinese Cultural Society
200-10708 97 Street
Edmonton, Alberta
(403) 424-2227

Alberta Family and Social Services
Edmonton, Alberta
(403) 427-2734

Alberta Immigrant Settlement Agency
201A-10708 97 Street
Edmonton, Alberta
(403) 428-8094

Arab Canadian Association of Calgary
Calgary, Alberta
(403) 270-8059

Calgary Association for Young Immigrants
1130 - 12 Street SW
Calgary, Alberta
T3C 1A7
(403) 244-4691
Thanh Ly
Acting Executive Director

Calgary Catholic Immigration Society
1400 First Street SW
Calgary, Alberta
T2R 0V8
(403) 262-2006
(403) 262-2033 (fax)
Taj Merahi
Resettlement Counsellor

Calgary Chinese Catholic Housing Society
100-3211 Edmonton Trail NE
Calgary, Alberta
T2E 8P3
(403) 277-3208
(403) 277-3208
Bill Tseng
Manager

Calgary Chinese Community Service
Association
Calgary, Alberta
(403) 265-8446
(403) 233-0070

Calgary Chinese Cultural Centre Association
Calgary, Alberta
(403) 262-5071

Calgary East Village Housing Society
750 - 5 Street SE
Calgary, Alberta
(403) 264-3455

Calgary Family Centre
Immigrant Counselling Program
200-707 10th Avenue SW
Calgary, Alberta
T2R 0B3
(403) 264-8000
(403) 299-9696
(403) 265-5888 (fax)
Ha Chiem
Family Counsellor

Calgary Immigrant Aid Society
910 - 7th Avenue SW, 12th Floor
Calgary, Alberta
T2P 3N8
(403) 265-1120
(403) 266-2486 (fax)
Esau Torres
Coordinator of Settlement

Calgary Immigrant Seniors Services Society
Calgary, Alberta
(403) 291-0956

Calgary Immigrant Women's Association
230-1035 7th Avenue SW
Calgary, Alberta
T2P 3E9
(403) 263-4414
(403) 264-3914 (fax)
Vilma Dawson
Coordinator

Calgary Italian Club
Calgary, Alberta
(403) 264-4133

Calgary Japanese Community Association
2236 - 29th Street SW
Calgary, Alberta
T3E 2H2
(403) 249-6235
Tom Nawata

Calgary Korean Association
4820 - 49th Avenue NW
Calgary, Alberta
T3A 0R9
(403) 288-6935
(403) 270-0526
Soon Woo Lee
President

Calgary Multicultural Centre
712 - 5th Street SE
Calgary, Alberta
(403) 237-5850
(403) 237-5851

Calgary Vietnam Chinese Association
005-111 2nd Avenue SE
Calgary, Alberta
(430) 265-6758

Calgary Vietnamese Canadian Association
121 Erin Ridge Road
Calgary, Alberta
T2B 2W2
(403) 272-4668
Pham Dong
President

Canadian Arab Friendship Association
Edmonton, Alberta
(403) 473-7214

Canadian Arab Palestinian Cultural
Association
17 Dickinsfield Mall
Edmonton, Alberta
(403) 475-1105

Canadian Hispanic Congress
Calgary, Alberta
(403) 273-5150

Canadian Hispanic Congress
Edmonton, Alberta
(403) 428-0666

Canadian Islamic Centre
Edmonton, Alberta
(403) 451-6694
(403) 451-4693
(403) 451-6696

Canadian Polish Congress
Alberta Branch
10960 - 104 Street
Edmonton, Alberta
T5H 2W6
(403) 425-2172
Jozef Bereznicki

Canadian Polish Congress
Alberta Branch - Calgary
3015 - 15th Street NE
Calgary, Alberta
T5E 7L8
(403) 285-4228
(403) 221-4848
(403) 291-3757
Zbigniew Dziech

Catholic Social Services
Immigration and Settlement Service
10709 - 105 Street
Edmonton, Alberta
T5H 2X3
(403) 424-3545
Alice Colak
Vice-President

Central Alberta Refugee Effort (C.A.R.E.)
Committee
202-5000 Gaetz Avenue
Red Deer, Alberta
T5N 6C2
(403) 346-8818
(403) 346-8819
(403) 347-5220 (fax)
Darlene Johnson
Executive Director

Changing Together
Centre for Immigrant Women
103-10010 107A Avenue
Edmonton, Alberta
T5H 4H8
(403) 421-0175
(403) 426-2225 (fax)
Nena Jovic-Andrejevic
Executive Director

Chinese Benevolent Association
Edmonton, Alberta
(403) 429-1914

Chinese Community Service Centre
9540 - 102 Avenue
Edmonton, Alberta
(403) 429-3111
(403) 424-7837

Chinese Cultural Society
Calgary, Alberta
(403) 263-8830

Chinese Nationalist League
Calgary, Alberta
(403) 269-1003

Danish Canadian Club
727 - 11th Avenue SW
Calgary, Alberta
T2R 0E3
(403) 261-9774

Danish Canadian Society
3903 - 111A Street
Edmonton, Alberta
T6J 1G2
(403) 435-5655
Svend B. Nielsen
President

Edmonton Chao Chow Benevolent
Association
Edmonton, Alberta
(403) 421-0405

Edmonton Chinatown Multi-Cultural Centre
Edmonton, Alberta
(403) 424-8124

Edmonton Immigrant Services Association
Cromdale School
11240 - 79 Street
Edmonton, Alberta
T5B 2K1
(403) 474-8445
Dyrl Campbell
Director of Settlement Programs

Edmonton Japanese Community Association
4208 - 120 Street
Edmonton, Alberta
T6J 1Y1
(403) 437-7730
(403) 468-1251
Jim Hoyano
President

Edmonton Korean Association
6317 - 76th Avenue
Edmonton, Alberta
T6V 0A7
(403) 468-3177
(403) 438-5436 (res)
Chong-Sam Park
President

Edmonton Multicultural Society
414-10136 100 Street
Edmonton, Alberta
(403) 420-6866

Edmonton Viets Association
Room 102
102-10534 109th Street
Edmonton, Alberta
T5H 3B2
Phan Van Trung
President

Edmonton Vietnamese Seniors Housing
Committee
205-10627A 101 Street
Edmonton, AB
(403) 424-9479

Edmontonin Suomi-Seura (Finnish)
1016 Buchanan Place
Edmonton, Alberta
T6R 2A7
(403) 430-8758
(403) 988-5982
Martti Raito

Filipino Community Centre
Edmonton, Alberta
(403) 454-7261

Filipino Canadian Saranay Association
18610 - 80 Avenue
Edmonton, Alberta
T6E 2T7
(403) 439-0168
Josephine Pallard

German-Canadian Association of Alberta
203-8708 48 Avenue
Edmonton, Alberta
T6E 5L1
(403) 465-7460
Kevin Browne
Executive Director

German Canadian Club of Calgary
Calgary, Alberta
(403) 288-2255

German Canadian Cultural Association
Edmonton, Alberta
(403) 466-4000

Hellenic-Canadian Community of Edmonton
10450 - 116 Street
Edmonton, Alberta
(403) 454-2382

Hellenic Greek Orthodox Community of
Calgary
1 Tamarac Crescent SW
Calgary, Alberta
(403) 246-4553

Hungarian Cultural Association
Calgary, Alberta
(403) 246-1194

Icelandic Canadian Club of Calgary
Calgary, Alberta
(403) 284-2610

Icelandic National League
Calgary Chapter
1129 Dorchester Avenue SW
Calgary, Alberta
T2T 1B1
(403) 244-1560
Christine Stuart-Smith

Icelandic National League
Edmonton Chapter
17328 - 86 Avenue
Edmonton, Alberta
T5T 2B5
(403) 444-4798
Joanne Olafson

Icelandic National League
Markerville Chapter
Box 13
Spruce View, Alberta
T0M 1V0
(403) 346-5218
Evelynn Johannson

Immigrant Group of Calgary Japanese
Canadians
Calgary, Alberta
(403) 241-3660
Ted Masuda
Chair

India Canada Association of Calgary
409-206 7 Avenue SW
Calgary, Alberta
(403) 290-0991

Indo-Canadian Association of Immigrant
Seniors
201-4310 17th Avenue SE
Calgary, Alberta
(403) 248-6363

Indo-Canadian Women's Association
Edmonton, Alberta
(403) 490-0477

Italian Community Services
Edmonton, Alberta
(403) 421-9559

Italian Cultural Society
Edmonton, Alberta
(403) 453-6182

Jamaica Association of Northern Alberta
Box 12097, Main P.O.
Edmonton, Alberta
T5J 3K2
(403) 459-8440
Lance Booth
President

Jamaican Canadian Association Alberta
Calgary, Alberta
(403) 249-1525

Jasper Korean-Canadian Cultural
Association
P.O. Box 1358
Jasper, Alberta
T0E 1E0
(403) 852-5185
(403) 852-5245 (res)
(403) 852-3201 (fax)
Yong-Ja Shin
President

Jewish Community Centre of Edmonton
Edmonton, Alberta
(403) 487-0585

Jewish Family Services
Edmonton, Alberta
(403) 424-6346

Jewish Federation of Edmonton
Edmonton, Alberta
(403) 487-5120

Lethbridge & District Japanese Canadian
Association
1213 - 18th Street N
Lethbridge, Alberta
T1H 3H5
(403) 327-6360 (res)
(403) 327-1130 (fax)
Hanae Iwaasa-Robbis

Lethbridge Immigrant Settlement
Association
506 - 4th Avenue S
Lethbridge, Alberta
T1J 0N3
(403) 327-5333
(403) 327-6521 (fax)
Honour Sauve
Executive Director

Lithuanian Canadian Community
Calgary Chapter
Box 3, Site 6, R.R. #2
Cochrane, Alberta
T0L 0W0
(403) 932-4163
Tony Vysniauskas
President

Lithuanian Canadian Community
Edmonton Chapter
11629 - 83rd Street
Edmonton, Alberta
T5B 2Y7
(403) 474-0350
Vincas Kadis
President

Muslim Association of Calgary
5615 - 14th Avenue SW
Calgary, Alberta
(403) 242-1615

Muslim Community of Edmonton
10721 - 86 Avenue
Edmonton, Alberta
(403) 432-0208
(403) 439-8738

National Association of Canadians of
Origins in India (NACOI)
Alberta Region
145 Killaway Drive N
Edmonton, Alberta
(403) 469-4513
Surinderpal Grewal

National Black Coalition, Edmonton Chapter
705-10136 100 Street
Edmonton, Alberta
(403) 425-0319

Pakistan Canada Association Calgary
210-4908 17th Avenue SE
Calgary, Alberta
(403) 248-8588

Peace Area Settlement Services Society for
Immigrants (PASS)
301-10104 101st Avenue
Grand Prairie, Alberta
T8V 0Y3
(403) 538-3232
(403) 539-0943 (fax)

Philippine Cultural Society
223 Collingwood II NW
Edmonton, Alberta
T5T 2C6
(403) 487-1914
Marcial Q. Aranas

Polish Canadian Cultural Centre
Calgary, Alberta
(403) 291-3757

Polish Canadian Women's Federation
Edmonton, Alberta
(403) 474-6641

Polish Refugee Committee
Edmonton, Alberta
(403) 421-0450

Portugese Society of Calgary
2716 - 16th Street SE
Calgary, Alberta
(403) 265-3560

Red Deer Danish Canadian Club
P.O. Box 1585
Rocky Mountain House, Alberta
T0M 1T0
(403) 845-7743
Kim Nielsen
President

SAAMIS Immigration Services Association
422 - 6th Street SE
Medicine Hat, Alberta
T1A 1H5
(403) 529-0700
Cathy Woolfrey
Executive Director

St. Barnabas Refugee Society
400-10136 100th Street
Edmonton, Alberta
T5J 0P1
(403) 429-1986
(403) 428-7094
Margaret Third-Tsushima
Executive Director

Slovenian Canadian Association
16703 - 66 Street
Edmonton, Alberta
(403) 476-7410

Syrian Canadian Club of Calgary
3116 - 37 Street SW
Calgary, Alberta
T3E 3B8
Ali Hazemeh
President

Syrian Cultural Association of Edmonton
10316 - 154 Street
Edmonton, Alberta
T5P 2H6
Jimmy Haymour
President

Trinidad and Tobago Canadian Association
of Calgary
Box 1013, Station "J"
Calgary, Alberta
(403) 269-4698

Trinidad and Tobago Organettes Caribbean
Canadian Club
Calgary, Alberta
(403) 275-1905

Turkish Canadian Cultural Association of
Calgary
Calgary Place
P.O. Box 20101
Calgary, Alberta
T2P 4J2
(403) 239-6169
Feridun Mumcuoglu
President

Turkish Canadian Society - Edmonton
10568 - 104 Street
Edmonton, Alberta
T5H 2W1
(403) 451-0530
Talip Talibi
President

Ukrainian Canadian Congress
Calgary, Alberta
(403) 266-0865

Ukrainian Canadian Social Services
105-10852 97 Street
Edmonton, Alberta
T5H 2M5
(403) 424-5218
Bill Diachuk
President

Ukrainian National Federation
Edmonton, Alberta
(403) 422-5246

Vietnam Chinese Association of Edmonton
9656 - 101A Avenue
Edmonton, Alberta
(403) 425-0263

Vietnamese Canadian Association of Calgary
C6-4710 17 Avenue SE
Calgary, Alberta
(403) 272-4668

Saskatchewan

Afro Caribbean Association
2206 Speers Avenue
Saskatoon, Saskatchewan
(306) 668-2376

Afro-Caribbean Cultural Association of
Saskatchewan Inc.
510 Cynthia Street
Saskatoon, Saskatchewan
S7L 7K7
(306) 975-0853
(306) 653-5777 (res)
Floyd L. Collins, Sr.

Canadian Polish Congress
Saskatchewan Branch
P.O.Box 291, Substation 6
University of Saskatchewan
Saskatoon, Saskatchewan
S7N 0W0
(306) 249-1822
(306) 787-1354
(306) 787-5104 (fax)

Filipino Seniors Association of Regina
1401 King Street
Regina, Saskatchewan
S4T 4G5
(306) 757-9571 (res)
Gerry Gilongos

German Canadian Club Concordia
Saskatoon, Saskatchewan
(306) 244-6869

German Canadian Society
Regina, Saskatchewan
(306) 352-5897
(306) 352-0334

Hungarian Culture and Social Club
Regina, Saskatchewan
(306) 522-8182

Hungarian Society of Saskatoon
Saskatoon, Saskatchewan
(306) 244-8141

Icelandic National League
Elfros Chapter
Box 5
Elfros, Saskatchewan
S0A 0V0
(306) 328-2077
Eric B. Stephanson

Immigrant Women of Saskatchewan
614B - 10th Street E
Saskatoon, Saskatchewan
(306) 244-5707

Islamic Association of Saskatchewan
3273 Montague Street
Regina, Saskatchewan
(306) 585-0090

Jewish Community Centre
Saskatoon, Saskatchewan
(306) 343-7023

Moose Jaw Multicultural Council Inc.
15 Hochelaga Street W
Moose Jaw, Saskatchewan
Linda Dirkson
Executive Director

National Association of Canadians of
Origins in India (NACOI)
Saskatchewan Region
10 Martinac Crescent
Regina, Saskatchewan
S4X 1R6
(306) 543-6323
Hem Singh Juttla
Vice-President

Regina Korean Cultural Association
1852 Winnipeg Street
Regina, Saskatchewan
S4P 1G2
(306) 522-4525
(306) 525-9058 (res)
Sung Joo Kim
President

Regina Open Door Society
Immigrant Service Agency
1836 Broad Street
Regina, Saskatchewan
(306) 352-3500

Romainian Canadian Culture Club
Regina, Saskatchewan
(306) 522-9883

Saskatchewan Caribbean Canadian
Association
P.O. Box 996
Regina, Saskatchewan
S4P 3B2
(306) 761-1088
(306) 359-4402
Geneva Bruce
President

Saskatchewan Coalition Against Racism
Regina, Saskatchewan
(306) 757-6455

Saskatchewan German Council
510 Cynthia Street
Saskatoon, Saskatchewan
S7L 7K7
(306) 975-0845
(306) 242-8007
Brian McKinstry
Executive Director

Saskatchewan Indian Cultural Centre
120 - 33rd Street E
Saskatoon, Saskatchewan
(306) 244-1146
(306) 244-8842

Saskatchewan Indian Equity Foundation
2500 - 13th Avenue
Regina, Saskatchewan
(306) 352-0996
Wayne Gray
(306) 536-1435

Saskatchewan Jewish Council
Regina, Saskatchewan
(306) 569-8166

Saskatoon Family Support Centre
Saskatoon, Saskatchewan
(306) 933-7751

Saskatoon Korean Canadian Cultural
Association
206 Highlands Place
Saskatoon, Saskatchewan
S7H 4Y5
(306) 652-6100
(306) 955-0020
Ui-Sub Byun
President

Saskatoon Tribal Council
Cress Housing Corporation
226 Cardinal Crescent
Saskatoon, Saskatchewan
(306) 244-7747

Saskatoon Vietnamese Association
P.O. Box 7955
Saskatoon, Saskatchewan
S7K 4R6
Nguyen Phuoc Ho
President

Serbian Club
Regina, Saskatchewan
(306) 352-3360

Ukrainian Canadian Congress
Saskatchewan Provincial Council
Saskatoon, Saskatchewan
(306) 652-5850

Ukrainian Canadian Congress
Regina Branch
1-1801 Winnipeg Street
Regina, Saskatchewan
(306) 757-8835

Ukrainian Cultural Centre
Regina, Saskatchewan
(306) 522-1188

Ukrainian Orthodox Housing Corporation,
Regina
1110 McNiven Avenue
Regina, Saskatchewan
(306) 584-1844

Ukrainian National Federation
Regina, Saskatchewan
(306) 522-6822

Ukrainian Women's Association of Canada
National Office
Saskatoon, Saskatchewan
(306) 244-1188

Vietnamese Canadian Association of Regina
735 Cameron Street
Regina, Saskatchewan
S4T 2S2
Dinh Van Anh
President

Manitoba

African Association of Manitoba
203-720 Broadway
Winnipeg, Manitoba
(204) 774-4821

Afro-Caribbean Association of Manitoba,
Inc.
P.O. Box 1617
Winnipeg, Manitoba
R3C 2Z6
(204) 254-6395
Errol Bryan
President

Canada Iceland Foundation
205 Montrose Street
Winnipeg, Manitoba
R3M 3L9
(204) 453-3022
Borga Jakobson

Canadian Black Community Services
377 Henderson
Winnipeg, Manitoba
(204) 589-8915
Everett Wallace
President

Canadian Czechoslovak Benevolent
Association
Winnipeg, Manitoba
(204) 589-7483

Canadian German Society
Winnipeg, Manitoba
(204) 586-4405

Canadian Jewish Congress (Winnipeg)
Winnipeg, Manitoba
(204) 943-0406
Canadian Lebanese Cultural Centre
Winnipeg, Manitoba
(204) 783-4823

Canadian Lithuanian Club of Manitoba
251 Barker Boulevard
Winnipeg, Manitoba
R3R 2H4
(204) 895-0328
Ernest Samulaitis

Canadian Polish Congress
Manitoba Branch
1417 Main Street
Winnipeg, Manitoba
R2W 3V3
(204) 895-1442
(204) 949-3020
(204) 586-5955 (fax)
Zofia DeWitt

Canadian Tibetan Buddhist Society of
Manitoba
Winnipeg, Manitoba
(204) 775-8123

Danish Canadian Club
22 de Jong Crescent
Winnipeg, Manitoba
R2K 3M1
(204) 668-7121
Karl Sorensen
President

Filcasa Housing Co-op Ltd.
442 William Avenue
Winnipeg, Manitoba
R3A 0J6
(204) 947-5817
(204) 942-4360
Fel Rodriguez

Free Vietnamese Association of Manitoba
100-458 Balmoral Street
Winnipeg, Manitoba
R3B 2P9
Nguyen Van Ba
President

German Canadian Congress (Manitoba)
203-90 Garry Street
Winnipeg, Manitoba
R3C 4H1
(204) 989-8300
(204) 989-8304 (fax)
Alexandra Pfeiffer
Executive Director

German Canadian Cultural Association of
Manitoba
Winnipeg, Manitoba
(204) 942-4361

Icelandic National League
National Office
699 Carter Street
Winnipeg, Manitoba
R3M 2C3
(204) 284-3402
(204) 284-3870
Helgi Austman
President

Icelandic National League
Arborg Chapter
Box 396
Arborg, Manitoba
R0C 0A0
(204) 376-5662
Svava Simundsson

Icelandic National League
Brandon Chapter
843 - 12th Street
Brandon, Manitoba
R7A 4N2
(204) 728-3977
Paul Sigurdson

Icelandic National League
Gimli Chapter
Box 1643
91 - 3rd Avenue
Gimli, Manitoba
R0C 1B0
(204) 642-5812
Dilla Narfason

Icelandic National League
Lundar Chapter
Box 88
Lundar, Manitoba
R0C 1Y0
(204) 762-5312
Helga Sigurdson

Icelandic National League
Selkirk Chapter
311 Netley Avenue
Selkirk, Manitoba
R1A 1H2
(204) 482-3574
Jack Bjornson

Icelandic National League
Winnipeg Chapter
216 Mapleglen Drive
Winnipeg, Manitoba
R2P 0H5
(204) 955-9806
Hallthor Bjornson

Indian Family Centre
470 Selkirk
Winnipeg, Manitoba
(204) 586-8393

Indo-China Chinese Association
648 McGee
Winnipeg, Manitoba
(204) 772-3107

International Centre
406 Edmonton Street
Winnipeg, Manitoba
R3B 2M2
(204) 943-9158
(204) 949-0734 (fax)
Margerie Salomon
Coordinator of Special Clients Service

Islandic Canada
Winnipeg, Manitoba
(204) 488-3247

Islandic National League
Winnipeg, Manitoba
(204) 284-3402

Italian Canadian League of Manitoba
Winnipeg, Manitoba
(204) 772-3090

Italian Resource Centre
556 NotreDame
Winnipeg, Manitoba
(204) 774-5214

Jamaican Association of Manitoba, Inc.
P.O. Box 2254
Winnipeg, Manitoba
R3G 4A6
(204) 694-8355
(204) 983-5882
Lola Hibbert
President

Jamaican Association of Manitoba
206-720 Broadway
Winnipeg, Manitoba
(204) 786-5496

Jewish Immigrant Aid Services
370 Hargrave Street, 2nd Floor
Winnipeg, Manitoba
(204) 943-0406

Korean Association of Manitoba
107 Hunterspoint Road
Winnipeg, Manitoba
R3R 3B6
(204) 945-4107
(204) 895-0868 (fax)
(204) 948-2089
Bong-Hwan Kim
President

Lao Association of Manitoba
Winnipeg, Manitoba
(204) 774-1115

Lithuanian Canadian Community
Winnipeg Chapter
132 Woodhaven Boulevard
Winnipeg, Manitoba
R3J 3K1
(204) 885-4533
Juozas Grabys
President

Manitoba Intercultural Council
500-283 Bannatyne
Winnipeg, Manitoba
(204) 945-4576

Manitoba Interfaith Immigration Council
159 Mayfair Avenue
Winnipeg, Manitoba
R3L 0A1
(204) 477-4483
(204) 478-8159 (fax)
Marty Dolin
Executive Director

Manitoba Islamic Centre
247 Hazelwood Avenue
St. Vtl, Manitoba
(204) 256-1347
(204) 254-3979

Manitoba Japanese Canadian Citizens'
Association
180 McPhillips Avenue
Winnipeg, Manitoba
R3E 2J9
(204) 774-5909
(204) 775-6029 (fax)
Dan Namba
President

Manitoba Multicultural Resources Centre
University of Winnipeg
Winnipeg, Manitoba
(204) 786-9858

National Association of Canadians of
Origins in India (NACOI)
Manitoba Region
6 Hill Berry
Bay White Ridge
Winnipeg, Manitoba
R3Y 1J4
(204) 489-1122 (res & bus)
(204) 832-4812 (fax)
Surinder Pal
Vice-President

National Council of St. Vincent and the
Grenadines Associations
P.O. Box 2631
Winnipeg, Manitoba
R3C 4B3
(204) 275-7265
(204) 775-5179 (fax)
(204) 989-6256 (bus)
Wade Williams
President

Pagasinan Group of Manitoba
547 Jefferson Avenue
Winnipeg, Manitoba
R2V 0M8
(204) 582-2497 (res)
Dominador Ancheta

Philippine Association of Manitoba
54 St. Germaine
Winnipeg, Manitoba
R2M 4N3
(204) 786-1232
(204) 253-2531
(204) 786-1232 (fax)
John Gano

Portugese Association of Manitoba
659 Young
Winnipeg, Manitoba
(204) 783-5607

Russian Cultural Centre
215 Selkirk
Winnipeg, Manitoba
(204) 586-2255

Ukrainian Canadian Congress (National)
456 Main Street
Winnipeg, Manitoba
R3B 1B6
(204) 942-4627
(204) 947-3882 (fax)
(204) 947-6801 (bus)
(204) 663-7906 (res)
Oleh Romaniw
President

Ukrainian Canadian Congress (Manitoba)
Winnipeg, Manitoba
(204) 942-5648

Ukrainian Canadian Social Service
456 Main Street
Winnipeg, Manitoba
R2W 4V5
(204) 582-0138
Andrew Zurawksy
President

Ukrainian National Federation
Winnipeg, Manitoba
(204) 943-5387

Ukrainian National Home Association
582 Burrows
Winnipeg, Manitoba
(204) 582-4528

Vietnamese Non-Profit Housing Corporation
458 Balmoral
Winnipeg, Manitoba
(204) 774-2635

Winnipeg Child and Family Services
200-185 Carlton
Winnipeg, Manitoba
(204) 942-7987
(204) 942-8147

Winnipeg Chilean Association Inc.
892 Burrows
Winnipeg, Manitoba
(204) 589-7485

Winnipeg Chinatown Non-Profit Housing
Corporation
201 Princess
Winnipeg, Manitoba
(204) 947-1705

Winnipeg Chinese Cultural Centre
180 King Street, 2nd Floor
Winnipeg, Manitoba
(204) 943-2627

Winnipeg Jewish Community Council
200 - 370 Hargrave Street
Winnipeg, Manitoba
R3B 2K1
(204) 943-0406
(204) 956-0609 (fax)
Evelyn Hecht
Community Relations

Ontario

ACCESS for New Canadians
431 Roncesvalles Avenue
Toronto, Ontario
M6R 2N3
(416) 594-6622
(416) 530-4990
Aruna Ogale

Afgan Association of Ontario
29 Pemican Court
Toronto, Ontario
(416) 744-9289

Afgan Help Centre
910 Wilson Avenue
Toronto, Ontario
(416) 398-3263

African Experience Resource and
Communication Centre
201-131 Jarvis Street
Toronto, Ontario
M5C 2H6
(416) 863-6240

African National Congress (South Africa)
292-A Danforth Avenue
Toronto, Ontario
(416) 461-4255

African Resource Centre
366 Adelaide Street E
Toronto, Ontario
(416) 863-6240
Dauda Massaquoi

Arab Community Centre
324-5468 Dundas Street W
Toronto, Ontario
M9B 6E3
(416) 231-7746

Armenian Cultural Association
P.O. Box 1023, Station "B"
Ottawa, Ontario
(613) 234-1890

Armenian National Committee
45 Hallcrown Place
Toronto, Ontario
(416) 492-9187

Asian Community Centre of Toronto
6 Milvan Drive, 2nd Floor
Toronto, Ontario
M9M 2E8
(416) 747-6088
(416) 474-8776

Association of Canadian Turkish Cypriots
P.O. Box 2046, Square One
Mississauga, Ontario
L5B 3C6
(905) 897-8958
Osman Mustafa
President

Assyrian Society of Canada
1150 Crest Lawn Drive
Mississauga, Ontario
M5P 2A7
(416) 624-5194
(416) 624-0636
Shmeil Gabriel

Azerbaijani Turkish Canadian Cultural
Association of Windsor
1675 Hallmark Avenue
Windsor, Ontario
N8W 4Z2
(519) 966-1949
Sonmez Gunes
President

Belarusan Canadian Alliance
524 St. Clarens Avenue
Toronto, Ontario
M6H 3W7
(416) 267-0798
M. Ganko
President

Cambodian Association
1111 Finch Avenue W
Toronto, Ontario
(416) 736-0138

Canada-Israel Committee
130 Slater Street, 6th Floor
Ottawa, Ontario
(613) 234-8271

Canada-USSR Association Inc.
280 Queen Street W
Toronto, Ontario
(416) 977-5819

Canadian African Newcomer Aid Centre of
Toronto (CANACT)
49 Front Street E
Toronto, Ontario
M5V 1B3
(416) 861-0199
(416) 861-8480 (fax)
Shad Mwarigha
Housing Coordinator

Canadian Arab Federation
5298 Dundas Street W
Etobicoke, Ontario
M9B 1B2
(416) 231-7524
(416) 231-6850 (fax)
Farid Ayad
President

Canadian Arab Society of London
London, Ontario
(519) 680-3993

Canadian Association for Ethiopian Jews
788 Marlee
Toronto, Ontario
(416) 782-2446
(416) 782-9601

Canadian Cambodian Association of Ontario
1111 Finch Avenue W
Toronto, Ontario
(416) 736-0138

Canadian Caribbean Association of Halton
Trafalgar Village Mall
P.O. Box 102, Cross Avenue
Oakville, Ontario
L6J 2W8
(613) 567-8353 (res)
(416) 257-1908 (bus)
Marilyn Nicol
President

Canadian Druze Society
2700 Council Ring Road
Mississauga, Ontario
L5L 1W1
(416) 828-0228
(416) 277-5417
(416) 949-9962
Sayed Abou Chakra

Canadian Ethnic Immigration
1489 Gerrard E
Toronto, Ontario
(416) 778-5969

Canadian Ethnocultural Council
1100-251 Laurier Avenue W
Ottawa, Ontario
K1P 5J6
(613) 230-3867
(613) 230-8051
Daytro Cipywnyk
President

Canadian Ghanaian Organization
2638 Eglinton Avenue W
Toronto, Ontario
(416) 658-9631
Sammy Wood
Executive Director

Canadian Hispanic Congress
3020 Kerwin Avenue
Mississauga, Ontario
L5A 3M6
(905) 279-6073
(905) 279-3078 (fax)
Felix Mora
President

Canadian Hungarian Cultural Centre
840 St. Clair W
Toronto, Ontario
(416) 654-4926

Canadian Immigrations Assistance Services
Toronto, Ontario
(416) 429-5448

Canadian Italian Family Assistance
756 Ossington Avenue
Toronto, Ontario
(416) 588-8042

Canadian Jamaican Club (Oshawa)
P.O. Box 30526
Oshawa Centre P.O.
Oshawa, Ontario
L1J 8L8
(905) 728-1114
(905) 683-3298 ext. 2247 (bus)
Elkanah Clark

Canadian Japanese Cultural Centre
123 Wynford Drive
Toronto, Ontario
(416) 441-2345

Canadian Jewish Congress (Toronto)
4600 Bathurst Street
Toronto, Ontario
(416) 635-2883

Canadian Polish Congress
National Office
288 Roncesvalles Avenue
Toronto, Ontario
M6R 2M4
(416) 532-2876
(416) 532-5730 (fax)
George (Jerzy) Burski
President

Canadian Polish Congress
Hamilton Branch
1015 Barton Street E
Hamilton, Ontario
L8L 3C8
(905) 545-0231
Ted Lech

Canadian Polish Congress
Kitchener Branch
662 Grange Crescent
Waterloo, Ontario
N2T 2L8
(519) 741-5474
(519) 886-5320
(519) 886-5311
(519) 886-8620 (fax)
Chris Trojanowski

Canadian Polish Congress
Niagara Branch
P.O. Box 225
St. Catharines, Ontario
(905) 934-6668
Aleksander Bednarowski

Canadian Polish Congress
Oshawa Branch
78 Clela Court
Oshawa, Ontario
L1G 7K2
(416) 728-6355
Teresa Dziegiel

Canadian Polish Congress
Ottawa Branch
2682 Violet Street
Ottawa, Ontario
K2B 6X2
(613) 820-7742
E.T. Bystram

Canadian Polish Congress
Sarnia Branch
808 Bunbury Drive
Sarnia, Ontario
N7S 4L8
(519) 542-6142
Stanislaw Synowiec

Canadian Polish Congress
Sudbury Branch
291 Albinson Street
Sudbury, Ontario
P3C 3W2
(705) 673-8261

Canadian Polish Congress
Thunder Bay Branch
P.O. Box 2504, Station "F"
Thunder Bay, Ontario
P7B 5E9
(807) 344-5530
(807) 346-9157
Henryk Bystrzycki

Canadian Polish Congress
Toronto Branch
206 Beverley Street
Toronto, Ontario
M5T 1Z3
(416) 971-9848
(416) 767-2044 (res)
(416) 766-4779 (fax)
Hania Sokolska

Canadian Serbian Council
P.O. Box 46005
College Park
444 Yonge Street
Toronto, Ontario
M5B 2L8
(416) 969-6632
(416) 259-4953 (fax)
(905) 845-2511 ext. 1356 (bus)
Nick Mandic
President

Canadian Slovak League
1736 Dundas Street W
Toronto, Ontario
N6K 1V5
(416) 533-6924
Mark Stolarik
President

Canadian Society of Muslims
P.O. Box 143, Station "P"
Toronto, Ontario
(416) 538-0344

Canadian Somali Friendship Association
5233 Dundas Street W
Toronto, Ontario
(416) 234-2246

Canadian Turkish Cultural Association of
Hamilton
42 Rawlings Avenue
Hamilton, Ontario
L8W 2P3
(905) 388-0390
Sener Asim
President

Canadian Ukrainian Immigrant Aid Society
96-2150 Bloor Street W
Toronto, Ontario
M6S 1M8
(416) 767-4595
(416) 767-2658 (fax)
Eugene Duvalko
Executive Director

Caribbean Cultural Organization
267 Adelaide S
London, Ontario
(519) 681-2040

Catholic Immigration Centre
219 Argyle Avenue
Ottawa, Ontario
K2P 2H4
(613) 232-9634
(613) 232-3660 (fax)
Heng Chau
Housing Coordinator

Central Neighbourhood House
Adult Support Services
473 Queen Street E
Toronto, Ontario
M5A 1T7
(416) 360-7079

Centre for Spanish Speaking People
1004 Bathurst Street
Toronto, Ontario
M5R 3G7
(416) 533-8545

Chinese Canadian Association of
Scarborough
1 Warden Court Drive
Agin Court, Ontario
M1T 3M8
(905) 497-6474

Chinese Canadian Intercultural Association
112 Huron Street
Toronto, Ontario
M5T 2B2
(416) 591-6347

Chinese Canadian National Council
386 Bathurst Street, 2nd floor
Toronto, Ontario
M5T 2S6
(416) 868-1777
(416) 868-1781 (fax)
Amy Go
President

Chinese Canadian National Council
London Chapter
1701 Trafalgar
London, Ontario
(519) 451-0760

Chinese Canadian National Council
Toronto Chapter
423-500 King Street W
Toronto, Ontario
M5V 1L9
(416) 947-9541
(416) 677-6619 (bus)
(519) 822-8242 (res)
(416) 947-1557 (fax)
(519) 824-8895 (res fax)
Linda Seto
President

Chinese Community Housing Corporation
80 Florence Street
Ottawa, Ontario
K1R 7W6
(613) 232-8403
(613) 232-4953 (fax)
Rosalie Lam
Manager

Chinese Family Life Services of Metro
Toronto
14 College Street, 4th Floor
Toronto, Ontario
(416) 920-1237
(416) 920-4586 (fax)
Patrick Au

Chinese Information and Community
Services
310-3852 Finch Avenue E
Scarborough, Ontario
M1T 3T9
(416) 292-7510
(416) 292-9120
Stephen Ma

Chinese National League Toronto
84 Augusta Avenue
Toronto, Ontario
(416) 366-1440

Chinese Seniors Support Services
Association
36A Baldwin Street
Toronto, Ontario
M5T 1L1
(416) 585-2013
(416) 585-2892 (fax)
Eva Suen

Community Information Centre of Metro
Toronto
590 Jarvis Street, 5th Floor
Toronto, Ontario
M4Y 2J4
(416) 392-0505

Connect Information Post
1900 Davenport Road
Toronto, Ontario
M6N 1B7
(416) 654-0299

Council of Filipino Canadians in the Ottawa
Valley
180 Larkin Drive
Barrhaven, Ontario
N9A 4M1
(613) 825-6314
Sonia del Rosario

Council of Muslim Communities of Canada
1 Chesnut Hill
London, Ontario
P3E 5K6
(519) 438-6192
Hanny Hassan
President

Croatian Islamic Centre
75 Birmingham
Toronto, Ontario
(416) 255-8338

Cypriot Community of Toronto Inc.
1274 Kennedy
Toronto, Ontario
(416) 759-2869

Cypriot Federation of Canada
29 Monte Court
Hamilton, Ontario
L8G 4M3
(416) 549-1472
(416) 549-1504
Plutos Athanassiades
President

Cyprus Turkish Canadian Friendship
Association
34 Upper Canada Drive
Kitchener, Ontario
N2P 1E5
(519) 748-0059
Talip Talibi
President

Czechoslovak Association of Canada
740 Spadina Avenue
Toronto, Ontario
M5S 2J2
(416) 925-2241
(416) 925-1940 (fax)
Milos Suchma
President

The Danish Canadian Club of Kingston
9 Barker Drive
Kingston, Ontario
K7K 5S5
(613) 547-3231
Alan Henriksen

The Danish Club of Ottawa
679 Eastvale Court
Gloucester, Ontario
K1J 6Z7
(613) 747-9764
(613) 238-6464
Rolf Buschardt Christensen
President

Danish Women's Association
5 Eden Rock Court
Rexdale, Ontario
M9V 3P8
(905) 749-8170 (res)
(905) 674-0774 (bus)
Ethel Primdahl

E. W. Intercultural Service Centre
695 Markham Street
Toronto, Ontario
M6G 2M2
(416) 538-9743

Estonian Central Council in Canada
958 Broadview Avenue
Toronto, Ontario
M4K 2R6
(416) 465-2219
(416) 461-0448 (fax)
Lass Leivat
President

Ethiopian Association
725 Dundas Street
London, Ontario
(519) 672-9335

Ethiopian Association in Toronto
851 Bloor Street W
Toronto, Ontario
M6G 1M3
(416) 535-2766

F.C.A.A. Voima (Finnish)
1240 Sunnyside Road
R.R. #4, Site 35, Box 2
Sudbury, Ontario
P3E 4M9
(705) 522-2890

Filipino Canadian Association of Kingston
752 Aylmer Crescent
Kingston, Ontario
K7M 6E6
(613) 634-4168
Jose Masucol

Finlandia Club of Port Arthur
314 Bay Street
Thunder Bay, Ontario
P7B 1S1

Finnish Canadian Cultural Federation
4 Carnwath Crescent
North York, Ontario
M2P 1J5
(416) 730-0984
Sirpa Kaukinen

Finnish Organization of Canada
217 Danforth Avenue
Toronto, Ontario
(416) 465-8981

Finnish Social Counselling Services of
Toronto
216-2 College Street
Toronto, Ontario
M5G 1K3
(416) 928-5994

Free Vietnamese Community of Windsor
1655 South Dale Road
Windsor, Ontario
N8W 4W8
Nguyen Ngoc Thach
President

German Canadian Club
1 Cove
London, Ontario
(519) 433-2901

German Canadian Congress (National)
965 Richmond Road
Ottawa, Ontario
K2B 6R1
(613) 728-6850
(613) 728-2875 (fax)
Alexander Sennecke
President

German Canadian Congress (Ontario)
205-605 Royal York Road
Toronto, Ontario
M8Y 4G5
(416) 503-3904
(416) 503-0628 (fax)
Norbert Kuest
President

Greater Toronto Chapter of the NAJC
(Japanese)
382 Harbord Street
Toronto, Ontario
M6G 1H9
(416) 516-1375
David Fujiwara
President

Greek Community of Metropolitan Toronto
Social Service Centre
759 Pape Avenue
Toronto, Ontario
M4K 3T2
(416) 469-1155

Greek Community Metropolitan Toronto
30 Thorncliffe Park Drive
Toronto, Ontario
(416) 425-2485
(416) 469-1155 (social services)

Greek Orthodox Community
1118 Richmond
London, Ontario
(519) 438-7951

Greek Orthodox Family Services &
Counselling
40 Donlands
Toronto, Ontario
(416) 462-1740

Greek Society of Canada
25 Parkway Forest Drive
Toronto, Ontario
(416) 498-1538

Hamilton Chapter of the NAJC (Japanese)
Box 20252 Upper James Postal Outlet
Hamilton, Ontario
L9C 7M8
(905) 575-8752 (res)
Laura Dowling
President

Hamilton Korean-Canadian Association
901 Main Street E
Hamilton, Ontario
L8M 1M4
(416) 528-4881
Sang-Kwon Kang
President

Hamilton Vietnamese Association
51 Barton Street W
Hamilton, Ontario
L8S 1A3
Vu Dang Khiem
President

Hellenic Canadian Congress
896 Danforth Avenue
Toronto, Ontario
M4J 1L9
(416) 461-0824
(416) 463-9314

Hispanic Council of Metropolitan Toronto
1076 Bathurst Street
Toronto, Ontario
(416) 516-0851

Housing Help
520 Bronson Avenue
Ottawa, Ontario
K1R 7Y9
(613) 563-4532
(613) 563-8019 (fax)
Michael Wilson

Hoy Sun Association of Ontario
43 Huron Street
Toronto, Ontario
M5T 2A4
(416) 971-8887

Hungarian Canadian Community Services
(Ontario)
170 Herton Street
Toronto, Ontario
M4S 1A1
(416) 488-4355
(416) 489-7533 (fax)
Agnes Simandi
Immigrant Settlement Counsellor

Hungarian Canadian Cultural Centre
840 St. Clair W
Toronto, Ontario
(416) 654-4926

I.C.C. of Toronto (Icelandic)
29 Farmcote Road
Toronto, Ontario
M3B 2Z6
(416) 449-8268
Guorun Dryden

Immigration Assistance & Services Inc.
5859 Yonge Street
Toronto, Ontario
(416) 229-9327
(416) 229-4806

Indian Friendship Centre
260 Colborne
London, Ontario
(519) 672-0131

Indo-Canadian Community
1346 Bank Street
Ottawa, Ontario

Indonesian Canadian Information & Social
Services
4195 Dundas Street W
Toronto, Ontario

International Social Service Canada
55 Parkdale Avenue
Ottawa, Ontario
(613) 728-1226

Iranian Refugee Workers Association
P.O. Box 622, Station "B"
Ottawa, Ontario
K1P 5P7
(613) 224-8196
Faridin Liban

Iraqi Turkoman Association Of Toronto
c/o 29 Tinton Crescent
Rexdale, Ontario
M9V 2H9
Asif Rasid
President

Irish Canadian Aid and Cultural Society of
Toronto
1650 Dupont Street
Toronto, Ontario
M6P 3T2
(416) 762-2858

Islamic Community of Afgans in Canada
170 Nantucket Boulevard
Toronto, Ontario
(416) 757-2553

Italian Cultural Institute
496 Huron Street
Toronto, Ontario
(416) 921-3802
(416) 921-8637
(416) 962-2503 (fax)

Jamaican-Canadian Association
1621 Dupont Street
Toronto, Ontario
M6P 3S8
(416) 535-4476
Karl Fuller
President

Jamaican (Ottawa) Community Association
Inc.
P.O. Box 1069, Station "B"
Ottawa, Ontario
K1P 5R1
(613) 226-1174
Isis Officer
President

Japanese Canadian Citizens Association
Toronto Chapter
59 Cairns
Toronto, Ontario
(416) 461-5765

Japanese Community Association Ottawa
Ottawa, Ontario
(613) 224-4367

Japanese Family Services of Metropolitan
Toronto
1300 Don Mills Road
Toronto, Ontario
(416) 444-6669

Jewish Community Centre of London
536 Huron Street
London, Ontario
(519) 673-3310

Jewish Community Services
Toronto, Ontario
(416) 635-2883

Jewish Family Services
151 Chapel Street
Ottawa, Ontario
K1N 7Y2
(613) 789-1800
Marie-Josée Posen
President
E. Rabin
Director

Jewish Federation of Greater Toronto
4600 Bathurst Street
Toronto, Ontario
(416) 635-2883

Jewish Immigrant Aid Service (Local office)
Toronto, Ontario
(416) 630-6481

Jewish Immigrant Aid Service (National
office)
Toronto, Ontario
(416) 630-9051

Kanadan Suomen Kielen Opettajien Litto
(Finnish)
20 Lynedock Crescent
Don Mills, Ontario
M3A 2A9
(416) 445-0747
Anneli Ylanko
Secretary

Kanadan Suomi Kauppakamari (Finnish)
604-1200 Bay Street
Toronto, Ontario
M5R 2A5
(416) 964-7400

Kingston Korean Association
113 Victoria Avenue
Belleville, Ontario
K8N 2A7
(613) 962-5651
(613) 968-3715 (res)

Korean-Canadian Association of Ottawa
2305 Fox Crescent
Ottawa, Ontario
K2B 7K5
(613) 994-0246 Ext. 3065
Hoon Song
President

Korean-Canadian Cultural Association of
Metropolitan Toronto
20 Mobile Drive
North York, Ontario
M4A 1H9
(416) 755-9288
(416) 755-7910
(416) 755-2700 (fax)
Choo-Kuk Chang
President

Korean Canadian Cultural Association of
Niagara
7197 Stanley Avenue
Niagara Falls, Ontario
L2G 3Z2
(905) 354-3800
(905) 354-7575 (fax)
Sang-Kwon Kang
President

Korean Canadian Society of London
224 William Street
London, Ontario
N6B 3B9
(519) 433-2799
Hyun-Soo Lee
President

Korean Community Information Service
146 Hallam
Toronto, Ontario
(416) 533-1111

Korean Information & Social Services
720 Ossington Avenue
Toronto, Ontario
M6G 3T7
(416) 531-6701
Rev. Sung Hwan Chang
President

Korean Senior Citizens Association
476 Grace Street
Toronto, Ontario
M6G 3A9
(416) 532-8077

Lakehead Japanese Cultural Association
667 Thornloe Drive
Thunder Bay, Ontario
P7C 5L2
(807) 577-6778 (res)
(807) 625-5175 (bus)
(807) 622-5964 (fax)
Sally Kumagai
President

Lao Association of Ontario
1111 Finch Avenue W
Toronto, Ontario
(416) 665-3872

Latvian National Federation in Canada
4 Credit Union Drive
Toronto, Ontario
M4A 2N8
(416) 755-2353
(416) 755-2282 (fax)
Viesturs Zarins
President

Lebanese and Arab Social Services Agency
of Ottawa-Carleton
1-117 Mann Avenue
Ottawa, Ontario
K1N 5A4
(613) 564-6666
(613) 565-4417 (fax)
Rima Ghayous
Community Settlement Officer

Lithuanian Canadian Community
National Office
1011 College Street
Toronto, Ontario
M6H 1A8
(416) 533-3292
(416) 533-2282
Algirdas Vaiciunas
President

Lithuanian Canadian Community
Delhi Chapter
R.R. #1
Otterville, Ontario
N0J 1R0
(519) 879-6743
A. Ratavicius
President

Lithuanian Canadian Community
Hamilton, Ontario
1257 Royal Drive
Burlington, Ontario
L8N 3W7
(905) 332-6006
Kazys Deksnys
President

Lithuanian Canadian Community
London Chapter
11 Hillsmount Road
London, Ontario
N6K 1W1
(519) 657-5258
Paulius Kuras
President

Lithuanian Canadian Community
Oakville Chapter
110 Selgrove Crescent
Oakville, Ontario
L6L 1L3
(905) 827-3409
Jonas Ziuraitis
President

Lithuanian Canadian Community
Ottawa Chapter
6 Springcress Drive
Nepean, Ontario
K2H 7V2
(613) 825-2828
Sofija Balsevicius
President

Lithuanian Canadian Community
Rodney Chapter
R.R. #3
Rodney, Ontario
N0L 2C0
(519) 785-0754
Jonas Statkevicius
President

Lithuanian Canadian Community
St. Catherines Chapter
466 Scott Street
St. Catherines, Ontario
L2M 3W7
(905) 935-7999
Juozas Vysniauskas
President

Lithuanian Canadian Community
Sault Ste. Marie Chapter
56 Anita Boulevard
Sault Ste. Marie, Ontario
P6B 4P6
(705) 254-4413
Vytautas Kramilius
President

Lithuanian Canadian Community
Sudbury Chapter
879 Adelaide Street
Sudbury, Ontario
P3E 4B7
(705) 673-7387
Jonas Petrenas
President

Lithuanian Canadian Community
Thunder Bay Chapter
R.R. #13
376 Lakeshore Drive
Thunder Bay, Ontario
P7B 5E4
(807) 683-8860
Glen Bagdon
President

Lithuanian Canadian Community
Toronto, Ontario
1573 Bloor Street W
Toronto, Ontario
M6P 1A6
(416) 532-3312
Aldona Barysas-Oleinikas
President

Lithuanian Canadian Community
Wasaga-Stayner Chapter
R.R.#2, Site 220 x 52
Wasaga Beach, Ontario
L0L 2P0
(705) 429-2051
Juozas Mazeika
President

Lithuanian Canadian Community
Wellend Chapter
311 Wallace Street
Wellend, Ontario
L3B 1R8
(905) 732-2538
A. Zinaitis
President

Lithuanian Canadian Community
Windsor Chapter
12081 St. Thomas Court
Windsor, Ontario
N8N 3V6
(519) 735-1840
Nijole Giedriunas
President

Lithuanian Canadian Foundation
1573 Bloor Street W
Toronto, Ontario
M6P 1A6
(416) 657-5258
Paulius Kuras
President

Lithuanian National Foundation
310 Rathburn Road
Etobicoke, Ontario
M9B 2L8
(416) 622-5896
E.J. Steponas
Canadian Representative

Lithuanian Social Services Network
1573 Bloor Street W
Toronto, Ontario
M6P 1A6
(416) 532-3312
Mary Balaisis
Director

London Chinese Cultural Centre
1701 Trafalgar
London, Ontario
(519) 451-0760

London Latin-American Centre
4-1200 Commissioners Road E
London, Ontario
(519) 681-3415

London Non-Profit Multicultural Residences
23-786 Shelborne Street
London, Ontario
N5Z 4Y5
(519) 686-6213
Marie Arismendi
Project Coordinator

London Second Stage Housing Corporation
London, Ontario
(519) 686-8333

London Ukrainian Centre
247 Adelaide S
London, Ontario
(519) 686-9811

Macedonian-Canadian Human Rights
Committee
97 Agincourt Drive
Toronto, Ontario
(416) 291-6424

Markham Federation of Filipino Canadians
107 Finch Avenue
Markham, Ontario
L3P 4E3
(905) 472-0320
Marlene S. Mogado

Mississauga Chinese Canadian Association
2596 Kenna Court
Mississauga, Ontario
L5K 2K6

Muslim Community Services
491 Parkside Drive
Toronto, Ontario
M6R 2E9
(416) 766-6311

Muslim Non-Profit Housing Corporation
467 Laurier Avenue W
Ottawa, Ontario
(613) 594-3911

National Association of Canadian Tamils
P.O. Box 231, Station "A"
Mississauga, Ontario
L5A 2Z7
(905) 897-5678
(905) 498-4531 (bus)
(905) 490-8959 (res)
Siva Sivalingan
Chairman

National Association of Canadians of
Origins in India (NACOI)
National Office
308-124 O'Connor Street
Ottawa, Ontario
K1P 5W5
(613) 235-7343
(613) 567-0655 (fax)
Sangat Singh
President

National Association of Canadians of
Origins in India (NACOI)
Ontario Region
203 Bayview
Fairways Drive
Thornhill, Ontario
L3T 2Z1
(905) 771-7117 (res)
(905) 393-0738 (fax)
(905) 293-1878 (fax)
Moin Mouinddin
Vice-President

National Association of Cuban Canadians
559 College
Toronto, Ontario
(416) 960-9592

National Association of Japanese Canadians
(NAJC)
Toronto Chapter
192 Spadina Avenue
Toronto, Ontario
(416) 365-3343

National Congress of Chinese Canadians
123 Dundas Street W
Toronto, Ontario
(416) 596-8195

National Congress of Italian Canadians
Ontario Region
756 Ossington Avenue
Toronto, Ontario
(416) 588-1335
(416) 531-9964 (Toronto District)

National Council of Ghanaian Canadians
(National)
506-180 Metcalfe Street
Ottawa, Ontario
K2P 1P5
(613) 235-5419
(613) 235-3986 (fax)
Charles Agyei-Amoama
President

National Council of Ghanaian Canadians
(Ontario)
925 Albion Road
Toronto, Ontario
M9V 1A6
(416) 740-5554
Charles Agyei-Amoama
President

National Council of Jamaicans
Blackpages Network Inc.
16 Phoebe Street
Toronto, Ontario
M5T 2Z3
(416) 971-8777
(416) 971-5477 (fax)
Millicent Redway
President

National Council of Jamaicans
Quinte Mall
245-100 Bell Blvd.
Belleville, Ontario
K8P 4Y7
(613) 962-4524 (bus)
(613) 962-4951 (fax)

National Council of Trinidad and Tobago
Organizations in Canada
1-66 Oakmeadows Blvd.
West Hill, Ontario
M1E 4G5
(416) 393-0185 (bus)
(416) 283-9672 (res)
Emmanuel Dick
President

National Federation of Pakistani Canadians
1100-251 Laurier Avenue W
Ottawa, Ontario
K1P 5J6
(613) 232-5346
(613) 232-5346 (fax)
Chaudhary Mohammed Rasheed
President

National Hungarian Federation
840 St. Clair Avenue W
Toronto, Ontario
M6C 1C1
(416) 789-1834
Steve Walter
President

Network of Filipino Canadian Women
 468 Camden Circle
 Mississauga, Ontario
 L4Z 2V6
 (905) 273-4878 (bus)
 (905) 273-6720 (fax)
 Mila Eustaquio

New Experiences for Refugee Women
 406-815 Danforth Avenue
 Toronto, Ontario
 M4J 1L2
 (416) 469-0196

New Life Centre - Centro Nueva Vida
 201-2085 Danforth Avenue
 Toronto, Ontario
 M4C 1K1
 (416) 699-4527
 (416) 699-4528

Ontario Immigrant and Visible Minority
 Women's Organization
 394 Euclid Avenue
 Toronto, Ontario
 (416) 323-9658

Ontario Multicultural Association
 252 Bloor Street W
 Toronto, Ontario
 (416) 966-3262

Ontario Voice of Greece
 270 Donlands
 Toronto, Ontario
 (416) 463-4244

Ontario Welcome House
 132 St. Patrick Street
 Toronto, Ontario
 M5T 1V1
 (416) 314-6720
 (416) 314-6707 (fax)
 Manie Hutt-Temoana
 Manager

Ottawa-Carleton Immigrant Services
 Organization
 959 Wellington Street
 Ottawa, Ontario
 K1Y 4W1
 (613) 725-0202
 Lauren Eyre
 Contact
 Moy Tam
 Executive Director

Ottawa Japanese Community Association
 2576 Sackville Street
 Ottawa, Ontario
 K2B 7L7
 (613) 820-0479 (res)
 (613) 763-5331 (bus)
 (613) 763-2404 (fax)
 Yukihiro Okada
 President

P.A.M. Gardens Non-Profit Housing Inc.
 55-730 Deveron Crescent
 London, Ontario
 N5Z 4T6
 (519) 681-6403
 (519) 681-6104 (fax)
 Almerinda Machado

Parkdale Community Information Centre
1303 Queen Street W
Toronto, Ontario
M6K 1L6
(416) 393-7689

Peterborough Korean Association
396 William Street
Cobourg, Ontario
K9A 3A8
(905) 372-5863
(905) 372-0305
Il-Soo Yang
Chairman

Philippine Canadian Women's Association
511-666 Ontario Street
Toronto, Ontario
M4X 1N1
(905) 960-2114 (bus)
Linda Lising

Polish Alliance of Canada
1638 Bloor Street W
Toronto, Ontario
(416) 531-4826

Polish Association of Toronto Ltd.
15 Roncevalles Avenue
Toronto, Ontario
(416) 533-9471

Polish Immigrant Aid Services (National)
206 Beverley Street
Toronto, Ontario
M5T 1Z3
(416) 979-2017
(416) 979-9634

Polish Immigrant Aid Services Toronto
2970 Lakeshore Boulevard W
Toronto, Ontario
(416) 255-7676

Polish National Association
306-435 Grey Street
London, Ontario
N6B 1H2
(519) 433-2714
(519) 432-1828
Ludwik Piotrowski

Porcupine Suomi Club (Finnish)
Box 1348
South Porcupine, Ontario
P0N 1H0
Reijo Haapakoski
Chairman

Portugese Club of London Inc.
134 Falcon
London, Ontario
(519) 453-4330

Portugese Community Service
696-C Hamilton Road
London, Ontario
N5Z 1T6
(519) 452-1466
(519) 452-1673 (fax)
Margarida Bergin
Settlement Counsellor

Portugese Social Service Centre of Toronto
1115 College Street
Toronto, Ontario
M6H 1B5
(416) 533-5507

Rainbow Information and Social Services
720 Ossington Avenue
Toronto, Ontario
M6H 1B5
(416) 531-6701

Refugee Community Work Project
875 Queen Street E
Toronto, Ontario
M4M 1J2
(416) 469-3457

Refugee Information Centre
517 Parliament Street
Toronto, Ontario
M4X 1P3
(416) 966-2233

Riverdale Immigrant Women's Centre
1513 Gerrard Street E
Toronto, Ontario
M4L 2A4
(416) 465-6021
(416) 465-4785 (fax)
Janice Yuen
Executive Director

Russian Canadian Cultural Aid Society
91 Kersdale
Toronto, Ontario
(416) 653-1361

Scarborough Housing Help
49 Herron Road
Scarborough, Ontario
M1L 3V8
(416) 285-8070
(416) 285-5410 (fax)
Roya Qayamzada

Slovak Canadian National Council
210-50 McIntosh Drive
Markam, Ontario
L3R 9T3
(905) 513-1214
(905) 513-1215 (fax)
(416) 665-1499 (bus)
(905) 881-1988 (res)
John Stephens, Q.C.
President

Slovakia Information Services
Ottawa, Ontario
(613) 725-7583

Slovenian Canadian Council
251 Golsdale Road
Toronto, Ontario
M4N 2C2
(416) 488-3381
(416) 486-2320 (fax)
Peter Klopčič

Slovenian Cultural and Social Club
R.R. 1 Denfield
Ilderton, Ontario
(519) 666-0251

Slovenian Information Centre
770 Brown's Line
Toronto, Ontario
(416) 255-4626

Somali Aid and Development
208-200 Isabella
Ottawa, Ontario
K7S 7V7
(613) 230-8826
(613) 739-0352
(613) 230-6874 (fax)

Somali Association of London
424 Wellington
London, Ontario
N6A 3P3
(519) 433-8446
(519) 433-2887 (res fax)
Mohamed Ali
President

Somali Immigrant Aid Organization
698 Weston Road
Etobicoke, Ontario
M6N 3P3
(416) 766-7326
Mohamed Ali

Somali Integration and Settlement Agency
7-1061 Merivale Road
Ottawa, Ontario
(613) 761-1034

South Asian Social Services Organization
203-1123 Albion Road
Toronto, Ontario
M9V 1A9
(416) 748-1798

South East Asian Canadian Association of
Ottawa-Carleton
P.O. Box 64213
Ottawa, Ontario
K1Y 4V2
(613) 521-3331
(613) 749-9599

South East Asian Services Centre
603 Whiteside Place
Toronto, Ontario
M5A 1Y7
(416) 362-1375
(416) 362-4881 (fax)
Rebecca Lee
Executive Director

Sunset Villa Association
15 Muskoka Court
Kitchener, Ontario
N2B 3M2
(519) 744-9297
Kirsten Skovsgaard

Suomen Aseveljet Kanadassa Toronton
Kerho (Finnish)
105-75 Graydon Hall Drive
Don Mills, Ontario
M3A 3M5
(416) 449-5739
Veikko Saarela
Secretary

Suomi-Talo (Finnish)
276A Main Street
Toronto, Ontario
M4C 4X5
(416) 669-0034

Syrian Canadian Club of Ottawa
28 Churchill Street
Aylmer, Québec
J9H 1H2
Nazih Ibrahim
President

Syrian Canadian Cultural Society Limited of
Toronto
27 Sandalwood Drive
Ballinad, Ontario
N0B 1H0
Youssef El-Jabri
President

Syrian Cultural Club of Windsor
1360 Goyeau Street
Windsor, Ontario
M8X 3L1
Ali Bazzi
President

Syrian League of Canada
1-117 Mann Avenue
Ottawa, Ontario
K1N 5A4
(613) 565-3004
(613) 565-3096 (fax)
(613) 829-7155 (bus)
(613) 820-7819 (res)
Soheil Garzouzi
President

Tamil Co-Operative Homes Inc.
20 Wade
Toronto, Ontario
(416) 538-6015

Tamil Eelam Society of Canada
264-366 Danforth Avenue
Toronto, Ontario
M4K 1N8
(416) 463-7647
Buraiswamy Murugesapillai
President

Tamil Resources Centre
566 Parliament
Toronto, Ontario
(416) 929-7612

The Sharing Place
624 Annette Street
Toronto, Ontario
M6S 2C4
(416) 762-3322

Toronto Chinese Community Services
Association
301-310 Spadina Avenue
Toronto, Ontario
M5T 2E8
(416) 977-4026

Toronto Refugee Community Non-Profit
Homes and Services Inc.
175 Kelle Street
Toronto, Ontario
M6P 2K1
(416) 763-1303

Toronton Karjalaiset (Finnish)
804-260 Seneca Hill
North York, Ontario
M2J 4S6
(416) 494-1147
Eva Hama

Toronton Mieslaulajat (Finnish)
5 Cliffford Court
Ajax, Ontario
L1T 3P3
(519) 683-3529

Turkish Canadian Association of London
c/o 1103-1105 Jalna Boulevard
London, Ontario
N6E 2S9
(519) 681-5821
Ali Ercan Uz
President

Turkish Canadian Association of Windsor
R.R.#1, 6447 Malden Road
Maidstone, Ontario
N0R 1K0
(519) 737-9531
Guner Artas
President

Turkish Canadian Cultural Association -
Ottawa
P.O. Box 6687, Station "J"
Ottawa, Ontario
K2A 3Y7
(613) 739-7650
Fusun Oren
President

Turkish Federation
660 Eglinton Avenue E
Box 50029
Toronto, Ontario
N4G 4G1
(416) 480-0954
S.M. Uzumeri
President

Ukrainian Canadian Committee
Toronto Branch
2118A Bloor Street W
Toronto, Ontario
(416) 762-9427

Ukrainian Canadian Social Services
2445 Bloor Street W
Toronto, Ontario
M6S 1P7
(416) 763-4982
Maria Spolsky
President

Ukrainian Immigrant Aid Society
2150 Bloor Street W
Toronto, Ontario
(416) 767-4595

Ukrainian National Association
Canadian Office
18 Leland
Toronto, Ontario
(416) 231-4685

Vietnam Association Toronto
1364 Dundas Street W
Toronto, Ontario
(416) 536-3611

Vietnamese Assistance Association of
London
1237 Huron Street
London, Ontario
N5Y 4L3
(519) 659-0575
Hanh Truong
Project Worker

Vietnamese Association, Toronto
1364 Dundas Street W
Toronto, Ontario
M6J 1Y2
Do Ky Anh
President

Vietnamese Cambodia Laos Chinese Services
Association of Ontario
150-A Augusta Avenue
Toronto, Ontario
M5P 2L5
(416) 593-0803

Vietnamese Canadian Community Council
of the N.C.R.
249 Rochester Street
Ottawa, Ontario
K1R 7M9
Le Quang Tri
Chairman

Vietnamese Canadian Federation
249 Rochester Street
Ottawa, Ontario
K1R 7M9
(613) 230-8282 (fax # as well)
Cham Ho
Executive Director

Vietnamese Community Association of
Ottawa
5-2740 Marie Street
Ottawa, Ontario
K2B 7E6
Vo Son Dinh
President

Windsorin Suomi-Seura (Finnish)
4139 Casgrain Drive
Windsor, Ontario
N9G 2A6

W.I. Social and Cultural Society (Jamaican)
P.O. Box 298, Station "E"
Toronto, Ontario
M6H 4E2
(416) 493-1292
(416) 491-0571
Karl Oliver
President

Waterloo-Wellington Korean Association
119 St. Andrew Street
Mitchell, Ontario
P.O. Box 176
N0K 1N0
(519) 438-8126
Eui-Hwan Lee

Windsor Korean Association
5715 Canada Street
Windsor, Ontario
N9H 1M4
(519) 257-5100 ext. 6608
(519) 969-8821 (res)

Windsor West Indian Association
Box 892, Station "A"
4195 Seminole Street
Windsor, Ontario
N9A 6P3
(519) 945-0213
Robbie Robertson
President
(519) 973-0615
Daphne Claroke
Contact

Québec

Accueil Inter-Culturel Québec
1885, Chemin de la Canadière
Québec, Québec
(418) 667-4541

Alliance Transcanadienne des Canadiens
Allemands
1341, De Villars
Sillery, Québec
G1T 2C1
(418) 683-0726
Thilde Grose
Présidente

Amicale des Français d'Afrique du Nord
2718, Général-Tremblay
Sainte-Foy, Québec
G1W 1C1
(418) 653-7930
Guy Cauffope
Président

Amicale des Ressortissants Sénégalais à
Québec
601, 22ième rue
Québec, Québec
G1J 1S7
(418) 652-9331 (rés)
(418) 656-2131 poste 6627 (bur)
Meissa Diouf
Président
(418) 832-1794
Chimere M. Diaw
Secrétaire

Amitiés Belgo-Canadiennes
7910, Place Latreille
Charlesbourg, Québec
G2K 2B7
(418) 627-4176
Chantal Liart
Présidente

Armenian National Committee of Canada
3401, Olivar Asselin
Montréal, Québec
(514) 334-1299

Armenian National Federation
3401, Oliver-Asselin
Montréal, Québec
H4J 1L5
(514) 334-11299
(514) 333-46853 (fax)
Art Hagopian
President

Armenian Society from Istanbul
2855, Victor Doré
Montréal, Québec
(514) 337-0831

Armenian Tekeyan Cultural Association
825, Manoogian
Montréal, Québec
(514) 747-6680

Association Amitié Québec-Colombie
1319, rue Montpellier
Sainte-Foy, Québec
G1W 3C5
(418) 529-4557
Enith Céballos
Présidente

Association Amitié Québec-Japon pour des
Échanges Culturels
Carrefour Japon
Pavillon Jean-Charles Bonenfant, porte 00156
Cité Universitaire
Sainte-Foy, Québec
G1K 7P4
(418) 656-2856
(418) 656-7691 (fax)

Association Amitié Québec-Madagascar
2915, Valmont
Sainte-Foy, Québec
G1W 1Y8
(418) 651-8647
Augustin Raharolahy
Président

Association Bouddhiste Cambodgienne du
Québec
93, avenue Bélanger
Ville Vanier, Québec
G1M 1V3
(418) 527-3204
Chrin Long
Président
(418) 687-1832
Ho Iv Chay
Vice-Président

Association Canadienne des Hellènes
d'égypte
1305, Poirier
Montréal, Québec
(514) 338-3737

Association Canado Péruvienne
7164, St-Hubert
Montréal, Québec

Association Canado-Tunisienne
2120, Sherbrooke E
Montréal, Québec
(514) 524-5028

Association Culturelle Arménienne Raffi
1450, Pie X
Chomedey, Québec
(514) 687-1313

Association Culturelle Chinoise de L'Institut
Kai Leung
24, Mont Royal O
Montréal, Québec
(514) 289-9898

Association Culturelle Lusophone de Québec
1350, Patenaude
Sillery, Québec
G1T 2S6
(418) 681-1620 (rés)
Fatima Da Silva
Présidente

Association Culturelle Sud-Asiatique de
Québec
880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 657-1559
Ishaq Mohammed
Président

Association Culturelle Turque du Québec
Case Postale 1461, Place Bonaventure
Montréal, Québec
H5A 1H5
(514) 482-3074
Mustafa Altintas
President

Association de Bienfaisance Chinoise de Québec
761, boulevard Charest E
Québec, Québec
G1K 3J6
(418) 524-7187
Benoît Woo
Secrétaire

Association des Béninois du Québec
20-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 653-0126
Alain Togbé
Délégué à l'information
Seraphin Abou
Président

Association des Cambodgiens du Québec
Case Postale 296, Succ. Haute-Ville
Québec, Québec
G1R 4P8
(418) 667-2162
Sin Phon
Président

Association des Chinois de Québec, Inc
1060, avenue du Parc
Québec, Québec
G1S 2W7
(418) 687-0520 (assoc)
(418) 683-9067 (rés)
Hélène Wong
Présidente

Association des Familles Marocaines du Canada
6865, Christophe Colomb
Montréal, Québec
(514) 271-6056

Association des Familles Québec Chine
Case Postale 146, Succ. "A"
Montréal, Québec
(514) 856-3037

Association des Femmes Arabes du Maghreb et du Moyen Orient
852, avenue Bégon
Sainte-Foy, Québec
G1X 3L7
(418) 653-9730
Sally Kadri
Présidente
(418) 651-5797
Hélène Zacharia

Association des Femmes Auxiliaires Grecques de Québec
17, boulevard St-Cyrille E
Québec, Québec
G1R 2A3
(418) 527-3427 (bur)
Constantina Vasilakos
Présidente

Association des Femmes Vietnamiennes
5497-A, avenue Victoria
Montréal, Québec
(514) 733-8250

Association des Femmes Vietnamiennes de Québec
1475, Charles-Huot
Sillery, Québec
G1T 2M1
(418) 659-2534
Vo Phi Nhu Y
Présidente

Association des Fonctionnaires Issus des
Communautés Culturelle (AFICC)
880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 527-7547
Othman Mzoughi
Président

Association des Haïtiens de St-Laurent et
des Environs
1745, rue Décarie
St-Laurent, Québec
(514) 748-2085
Daniel Dorélien

Association des Immigrants Rwandais du
Québec
20-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 683-6099
Jean-Marie Vianney Kayishema
Président

Association des Maronites de Québec Inc.
3478, Carré Rochon
Sainte-Foy, Québec
G1X 2C2
(418) 658-8837 (rés)
(418) 649-3705 (bur)
Elie Chaloub
Président

Association des Polonais de Québec
3337, de Boucherville
Sainte-Foy, Québec
G1W 2R6
(418) 652-7162
Krystyna Frydecka
Présidente

Association des Sino-Vietnamiens Au
Québec
1158, St-Laurent
Montréal, Québec
(514) 861-2085

Association des Vietnamiens de Québec
880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 527-7547
Thien Tien Huynh

Association des Vietnamiens de Sherbrooke
Case Postale 36022
Sherbrooke, Québec
J1J 1M6
Nguyen Van Hien
President

Association Féminine Salvadorienne de
Québec
Case postale 53
Sillery, Québec
G1T 2P7
(418) 624-1352
Hortensia Lopez
Présidente

Association Francaise Amitiés & Loisirs Inc.
830, Avenue Joffre
Québec, Québec
G1S 3L7
(418) 527-2154
Henri Troupel
Président

Association Haitienne de Québec Inc.
25-880, rue Péré Marquette O
Québec, Québec
G1S 2A4
(418) 527-7547
(418) 688-7115
Jean-Loubert Jean-Charles
Président

Association Hélienne des Phessaliens de
Montréal Rigas Feraios
752, Jean Talon O
Montréal, Québec
(514) 278-3704

Association Inter-culturelle Québec-Pérou
21-880, rue Péré-Marquette O
Québec, Québec
G1S 2A4
(418) 877-2033
Mercedes Marquez

Association Iranienne du Québec
3519, Jeanne-Mance
Montréal, Québec
(514) 289-9639

Association Italo-Québec Inc
1298, rue Savoie
Charlesbourg, Québec
G1G 2E4
(418) 628-9700
Vincenzo Amabile
Président

Association Mexicaine de Québec
532, Place Calais
Beauport, Québec
G1C 5M7
(418) 667-6651
Miguel Yong Robledo
Président

Association Multi-Ethnique de Pierrefonds
11072, Gouin O
Pierrefonds, Québec
(514) 685-9051

Association Musulmane de Montréal Nord
4675, d'Amiens
Montréal, Québec
(514) 325-7322

Association National des Canadiens
d'Origine Indienne
1500, Stanley
Montréal, Québec
(514) 933-5772

Association of the United Ukrainian
Canadians
6546, St-Laurence
Montréal, Québec
(514) 271-6747

Association Pangasinan du Québec
1660, Salzbouurg
Brossard, Québec
J4X 1W1
(514) 923-3684
Denie Guloy

Association Paraguayenne de Québec
115, rue Bellerive
St-Rédempteur, Québec
G6K 1A1
(418) 831-3002
Olga Ramos
Présidente

Association Portugaise du Saint Esprit
6024, Hochelaga
Montréal, Québec
(514) 254-4647

Association Portugaise Notre-Dame-De-Fatima-Laval Inc.
1815, Favreau
Chomedey, Québec
(514) 681-0612

Association Québec-Bolivie
1700, boulevard Laurier
Québec, Québec
G1S 1N4
(418) 657-1394
Louis-Philippe Pelletier
Président

Association Québec-Brésil
1280, avenue Bishop
Sainte-Foy, Québec
G1W 3E3
(418) 651-0589
Yves-Carol Jean
Président

Association Québec-Louisiane
129, Côte de la Montagne
Québec, Québec
G1K 4G2
(418) 692-5177 (bur)
(418) 529-2436 (rés)
Luc Gosselin
Président

Association Québec-France
9, Place Royale
Québec, Québec
G1K 4G2
(418) 643-1616
(418) 643-0353 (fax)
Marcel Beauchemin
Président

Association Roumaine de Québec
880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 839-1557
Anton Florea
Président
Cristina Maxim
Vice-présidente

Association Slovene Catholique
3470, boulevard St-Joseph E
Montréal, Québec
(514) 254-8286

Bangladesh Refugee Union
Montréal, Québec
(514) 273-1751

Bureau de la Communauté Chrétienne des
Haitiens
Montréal, Québec
(514) 725-9508

Byelorussian Association in Québec
1973, Romiti
Chomedey Laval, Québec
H7T 1J7
(514) 973-1639
Anatol Chrenowski
President

Cameroon Canada Coalition
Montréal, Québec
(514) 273-7790

Canada-Israel Committee
1310, Greene
Westmount, Québec
(514) 934-0771

Canadian Friends of Finland
Montréal, Québec
(514) 848-3590
Reverend Terho
Chairperson

Canadian Islamic Centre of Aljamieh
416, Neptune
Dorval, Québec
(514) 633-5353

Canadian Italian Community Foundation of
Québec Inc.
505, Jean Talon E
Montréal, Québec
(514) 274-9461
(514) 274-6353 (fax)
Diane DeCosta
Coordinator

Canadian Jewish Congress
1590, avenue Docteur Penfield
Montréal, Québec
H3G 1C5
(514) 931-7531
(514) 931-0548 (fax)
Irving Abella

Canadian Palestinian Foundation
100-4030, chemin Côte Verdu
Montréal, Québec
H4R 1V4
(514) 956-1685
Mustafa Issa
President
Nicolas A. Savegh
General Secretary
Chair of Public Relations

Canadian Polish Congress
Québec Branch
6-3609, St-Dominique
Montréal, Québec
H2X 2X9
(514) 341-6237
(514) 285-4880
Andrzej Wolski

Canadian Slavonic Association of Montréal
3431, Mont Royal E
Montréal, Québec
(514) 527-3720

Centre Chilien Pablo Neruda
21-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 683-6150
Victor Montenegro
Président

Centre Culturel Islamique de Québec
1110, de Ploermel
Sillery, Québec
G1S 3R9
(418) 687-3307
(418) 659-7477 (rés)
(418) 644-5441 (bur)
Allam Siddigi

Centre de Dépannage pour Immigrants de
Québec
620, Colbert
Québec, Québec
(418) 524-4099

Centre des Femmes d'Amérique Latine
Case Postale 47121, Sheppard
Sillery, Québec
G1S 4X1
Clara Ines Rodriguez
Présidente

Centre d'Orientation et de Formation pour
les Immigrants (COFI)
860, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 643-1435
Céline Auger

Centre International des Femmes, Québec
987, 3ième avenue
Québec, Québec
G1L 2X2
(418) 524-4982
Yrva-Marie Georges
Présidente

Centre Multiethnique de Québec Inc.
30-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 687-9771
Sylvie Dompierre
Coordinator of Services
Renaud Blais
Président

Centre Socio-Culturel Judaique de Québec
201-250, Grande-Allée O
Québec, Québec
G1R 2H4
(418) 522-5588
Ena Robinson

Cercle Cervantes-Camoens
500, rue de Chantelle
Charlesbourg, Québec
G1G 2Z2
(418) 623-3218
Gemma Marcotte
Présidente

Cercle Goethe Inc.
1673, Place de Bruyère
Sainte-Foy, Québec
G1W 3G9
(418) 651-9734
Inge Kretschmer
Présidente

Cercle Pouchkine
1465, de Repentigny
Québec, Québec
G2S 1Y7
(418) 527-4272
Tatiana Lamarre
Présidente

Chinese Family Service of Greater Montréal
987, Côte
Montréal, Québec
(514) 861-5244

Chinese Nationalist League
1099, Clark
Montréal, Québec
(514) 861-5382

Chinese Neighbourhood Society of Montréal
5610-A, du Parc
Montréal, Québec
(514) 273-9088

Club Culturel International Paraguayien du
Canada
3220, Milleret
Sainte-Foy, Québec
G1X 1N8
(418) 650-1640 (rés)
Arsenio Fernandez
Président

Club Culturel Téràma
Case postale 52088
Comptoir postal St-Fidèle
Québec, Québec
G1L 5A4
(418) 649-1628
Michel Mbonimpa
Président

Club International St-Louis-de-France
Corporation des loisirs de St-Louis-de-France
1560, route de l'Eglise
Sainte-Foy, Québec
G1W 3P5
(418) 653-7849
Antonio Gonzalez
Président

Comité Chili-Laval
Pavillon de Koninck, bureau 4219
Université Laval
Sainte-Foy, Québec
G1K 7P4
(418) 656-5364
Denis Juel

Comité Culturel Salvadorien Cuzcatlan
1-485, rue Montmagny
Québec, Québec
G1N 3B6
(418) 647-1207
Mauricio Hernandez
Président

Comité Culturel Zaire Québec
1-2324, Chapdelaine
Sainte-Foy, Québec
G1V 4K1
(418) 657-4102
Kalala Baaden Munekey
Président

Committee to aid Refugees (CAR)
Montréal, Québec
(514) 935-6510

Communauté Africaine de Montréal
180, Ste. Catherine E
Montréal, Québec
(514) 874-1596

Communauté Arménienne Catholique
858, boulevard Côté Verdu
Montréal, Québec
(514) 748-6435

Communauté des Vietnamiens de Québec
2745, avenue de la Ronde
Québec, Québec
G1J 4G8
Huynh Thien Tien
President

Communauté Dominicaine
7383, St. Hubert
Montréal, Québec
(514) 274-6503

Communauté Grecque de la Region Sud-
Ouest de Montréal
7707, boulevard LaSalle
LaSalle, Québec
(514) 364-5442

Communauté Grecque Orthodoxe de
Québec
17, boulevard René Levesque E
Québec, Québec
(418) 523-8564

Communauté Hellénique de Montréal
Siège Social
5777, avenue Wilderton
Montréal, Québec
(514) 738-2421

Communauté Hellénique de Québec
10035, de la Farinière
Charlesbourg, Québec
G2K 1L6
(418) 626-5161
John Sideris
Président

Communauté Islamique Turque du Québec
6378, St. Laurent
Montréal, Québec
(514) 279-1738

Communauté Khmère du Canada
7107, St. Denis
Montréal, Québec
(514) 277-0493

Communauté Lao à Québec
24B-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 527-7547
(418) 881-2374 (rés)
Bouaseng Xayaseng
Président

Communauté Laotienne du Québec
850, Laurentien
Montréal, Québec
(514) 745-2908

Communauté Musulmane du Québec
7445, avenue Chester
Montréal, Québec
(514) 484-2967
(514) 486-3802

Communauté Vietnamienne au Canada,
région de Montréal
16-6338, rue Victoria
Montréal, Québec
H3W 2S5
Duong Van Thuy
President

Communauté Vietnamienne de l'Ouest du
Québec
23, Terrasse Massey
Aylmer, Québec
J9H 1K9
Vo Van Rat
President

Confédération des Association Latino-
Américaines de Québec
21-880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 683-6150
Enrique Vela
Président
Rosa Rancier

Confédération des Association Linguistiques
et Culturelles du Québec Inc.
106-870, de Salaberry
Québec, Québec
G1R 2T9
(418) 524-8790
Christine Paquet

Conseil National des Citoyens et Citoyennes
d'origines Haitienne
331-3680, Jeanne-Mance
Montréal, Québec
H2X 2K5
(514) 842-6891
(514) 842-4106 (fax)
Maud Pierre-Pierre
President

Corporation Ethnoculturelle pour
L'intégration des Immigrés de Québec Inc.
102-763A, rue St-Joseph E
Québec, Québec
G1K 3C6
(418) 522-6322
Pierre Tshibola
President

Danish Canadian Society Inc. Montréal
Case Postale 277
Victoria Station
Westmount, Québec
H3Z 2V5
(514) 484-1665
(514) 485-3711 (fax)
Ole D. Larsen

Ealam Tamil Association
Montréal, Québec
(514) 735-9984
(514) 729-3150

Federation of Filipino-Canadian Associations
of Québec
Montréal, Québec
H3W 3C2
(514) 767-7859 (res)
Nathaly Pelausa
Présidente

Filipino Canadian Community of South
Shore
Montréal, Québec
(514) 465-5990
Isabel Valle

Filipino Canadian Friendship Society of
Québec Inc.
433, Runnymede Crescent
Dollard des Ormeaux, Québec
H9G 1K8
(514) 932-4611 (bur)
Nilo Valenzuela

Fraternité Khmère du Québec
Case postale 3644
Saint-Roch, Québec
G1K 6Z7
(418) 623-5904 (rés)
(418) 644-5004
Lam Srun Horng
Président

Ghanaian Canadian Association
7056, St-Denis
Montréal, Québec
H2S 2R4
(514) 278-1826
Felicia Agyekum
Women's Organizer

Greek Women's Association
5565, Park
Montréal, Québec
(514) 272-3200

Hellenic Family Services of Québec
2300, boulevard René Levesque O
Montréal, Québec
(514) 846-8156

Ilocano Association of Montréal
Case Postale 559, Côte des Neiges
Montréal, Québec
H3S 2V3
(514) 344-0598
Mary Ann Sulez

Iranian Association
Montréal, Québec
(514) 487-0483

Jamaica Association of Montréal, Inc.
4065, Jean Talon O
Montréal, Québec
H4P 1W6
(514) 737-8229
(514) 737-4861 (fax)
Noel Alexander
Président

Japanese Canadian Cultural Centre of
Montréal Inc.
8155, Rousselot
Montréal, Québec
(514) 728-1996

Jewish Assistance and Social Organization
5253, Décarie
Montréal, Québec
(514) 489-8475

Jewish Immigrant Aid Services of Canada
5151, chemin de la Côte Ste. Catherine
Montréal, Québec
H3W 1M6
(514) 342-9351
Ben Lazarus

Korean Community of Greater Montréal
3480, boulevard Décarie, 2ième étage
Montréal, Québec
H4A 3J5
(514) 481-6661
Kyoungwon Kang

Latin American Association
Montréal, Québec
(514) 329-4976

Latvian Centre Inc.
3955, Provost
Montréal, Québec
(514) 634-4082

Lebanese Syrian Canadian Association
40, Jean Talon E
Montréal, Québec
H2R 1S3
(514) 274-3583
Maurice Shamy
Président

Lithuanian Canadian Community
Montréal Chapter
835, Brault
St. Jean, Québec
J3B 2G6
(514) 347-0583
Arunas Staskevicius
Président

Macedonian Association Philip Alexandre
Inc.
911, Jean Talon O
Montréal, Québec
(514) 270-7547

Maison d'Hébergement pour Femmes
Immigrantes de Québec
Case postale 9846
Sainte-Foy, Québec
G1V 4C3
(418) 652-9761
(418) 656-9704 (fax)
Helena Seckarova
Administrative Coordinator

Maison Internationale de Québec
880, rue Père Marquette O
Québec, Québec
G1S 2A4
(418) 527-7547
Augustin Raharolahy
Président
Niambi Batiotila
Directeur

Montrealin Suomi-Seura (Finnish)
1500, avenue Docteur Penfield
Montréal, Québec
H3G 1B9
(514) 933-5401
Pastor Pitts

Muslim Community of Québec
7445, avenue Chester
Montréal, Québec
(514) 484-2967

National Congress of Italian Canadians
505, Jean Talon E
Montréal, Québec
H2R 1T6
(514) 279-6357
(514) 274-6353 (fax)
Renzo Orsi
Président

Orientation-Travail Corporation des
Travailleurs Immigrants Inc.
202-771, rue St-Joseph E
Québec, Québec
G1K 3C7
(418) 648-0822
(418) 648-8415
François Leduc
Président

Pakistan Association of Québec
1830, Dépatie
St-Laurent, Québec
(514) 334-7516

Pakistan Community
Montréal, Québec
(514) 272-8737

Philippine Association of Montréal &
Suburbs Inc.
Case Postale 1341, Succ. "H"
rue St. Catherine O
Montréal, Québec
H3G 2N3
(514) 696-6169
Marlene B. Schachter

Polish Canadian Congress (Montréal)
3609, St. Dominique
Montréal, Québec
(514) 285-4880

Polish Mutual Aid Society
685, avenue 8ième
Lachaine, Québec
(514) 634-6988

Portugese Association of Canada
4170, St-Urbaine
Montréal, Québec
(514) 844-2269

Québec Chapter of the NAJC (Japanese)
622, avenue Grosvenor
Westmount, Québec
H3Y 2S8
(514) 484-4300 (res)
(514) 484-4103 (res fax)
(514) 861-2693 (bus)
(514) 861-1062 (bus fax)
Christine Hara
Président

Service à l'Adaptation des Immigrants
449, Victoria
Québec, Québec
G1K 5C6
(418) 523-2058
Marie-Hélène Blais

Service d'Intégration Pour les Immigrants de
Québec
500-210, boulevard Charest E
Québec, Québec
G1K 3H1
(418) 522-7448
Gilles Grenier
Président
Yuho Chang
Directeur

Sikh Community
Montréal, Québec
(514) 366-6130

Société Culturelle Québec-Normandie
1470, rue Belcourt
Sillery, Québec
G1T 2S8
(418) 687-2201
Jacques Aubrée
Président

Société Dante du Québec
311-790, Place Belmont
Sainte-Foy, Québec
G1V 2W9
(418) 653-0950
Giovanni Costa
Président

Société Suisse de Québec
869, 3ième avenue
Québec, Québec
G1L 2W8
(418) 647-4515
Jean Beltrami
Président

Somali Association of Québec
Montréal, Québec
(514) 421-0261
(514) 938-3539

Somali Canadian Association
Montréal, Québec
(514) 744-0408
(514) 874-9450

South Asian Women's Community Centre
Montréal, Québec
(514) 842-2330

Syrian Renaissance Association of Montréal
350, Sauve O
Montréal, Québec
H3L 1Z7
Elie Kassouf
President

TCA of German-Canadians Inc. (Québec)
5845, des Artisans
Montréal, Québec
H1P 1R5
(514) 321-0895
Atilla Bela von Koviezy
President

Union des Barundi au Canada (UBACA) Inc.
208-1855, mgr. Plessis
Québec, Québec
G1M 1A2
(418) 524-9882
Deogratias Nkunuzimana

Union Libanaise Mondiale-Branche de
Québec Inc.
413-6, Jardins Mérici
Québec, Québec
G1S 4N7
(418) 683-9159
(418) 682-0721 (bur)
Georges Nahas

Ukrainian Mutual Aid of Montréal Inc.
3244, Beaubien E
Montréal, Québec
(514) 729-9540

Ukrainian National Federation
405, Fairmont O
Montréal, Québec
(514) 271-0025

New Brunswick

Danish Canadian Society of Saint John
95 Champlain Drive
Saint John, New Brunswick
E0J 3E3
(505) 696-4017
Marian Perkins

German New Brunswick Association
9 Monroe Avenue
Riverview, New Brunswick
E1B 2Y7
Ulrich Arndt
President

National Indo Canadian Council
271 Argyle Street
Moncton, New Brunswick
E1C 3V5
(506) 858-4323
(506) 858-4541 (fax)
J.S.S. Lakshminarayana
President

New Brunswick Korean Association
165 Prince William Street
Saint John, New Brunswick
E2L 2B6
(506) 634-0904
Yong Suk Chang
President

Vietnamese Community Association of
Fredericton
92 Gloucester Crescent
Fredericton, New Brunswick
E3B 6E6
Vu Huy Thuong
President

Nova Scotia

Afro-Canadian Caucus
P.O. Box 1671
Halifax, Nova Scotia
B3J 2Z1
(902) 434-5454
Yvonne Atwell

Arab Canadian Association of the Atlantic
Provinces
P.O. Box 1024
Halifax, Nova Scotia
B3H 2V4
(902) 429-9100
Ismail Zayid

Armenian Cultural Association of the
Atlantic Provinces
29 Scarlet Road
Halifax, Nova Scotia
B3M 1L2
(902) 443-0425
D.A. Malatjalian

Association of Pakistani Canadians of Nova
Scotia
P.O. Box 31189
3045 Robie Street
Halifax, Nova Scotia
B3K 5Y1
(902) 423-0641
(902) 423-5705
Salma Wali

Atlantic Jewish Council & Canadian Jewish
Congress
304-1515 South Park Street
Halifax, Nova Scotia
B3J 2L2
(902) 422-7491
Jon Goldberg

Black Cultural Society
P.O. Box 2128 E
Dartmouth, Nova Scotia
B2W 3Y2
(902) 434-6223
Henry Bishop

Black United Front of Nova Scotia
5850 Bilby Street
Halifax, Nova Scotia
B3K 1V8
(902) 420-0381
(902) 453-1594
(800) 565-3973
(902) 453-5767 (fax)
Debbie Glasgow
Human Services Worker

Canada Palestine Association
P.O. Box 1085
Halifax, Nova Scotia
B3J 2X1
(902) 429-9100
(902) 428-3893
Ismail Zayid

Canadian Lebanon Society
2815 Agricola
Halifax, Nova Scotia
B3K 4E5
(902) 455-2628
(902) 455-4961
Lina Diab
President

Canadian/Turkish Cultural Association of
Nova Scotia
109 Regal Road
Dartmouth, Nova Scotia
B2W 4H7
(902) 462-2074
Oktay Kesebi

Canadian Ukrainian Association of
Halifax/Dartmouth
2202 Gottingen Street
Halifax, Nova Scotia
B3K 3B4
(902) 423-5732
(902) 429-5913
Jaroslaw Zurowsky

Canadian Zionist Federation
Atlantic Region
304-1515 South Park Street
Halifax, Nova Scotia
B3J 2L2
(902) 429-7523
(902) 425-6000
Larry Freeman

Cape Breton Irish Benevolent Society
Townsend, Nova Scotia
(902) 539-8593

Caribbean Association of Nova Scotia
107 Hampton Green
Dartmouth, Nova Scotia
B2V 2A8
(902) 462-4461
Faye Walker

Carindo Cultural Association
18 Juniper Crescent
Halifax, Nova Scotia
B3R 2H4
(902) 477-6509
Cecil Solomon

Charitable Irish Society of Halifax
P.O. Box 31244
3045 Robie Street
Halifax, Nova Scotia

Chinese Society of Nova Scotia
P.O. Box 2905
Halifax Shopping Centre R.P.O.
Halifax, Nova Scotia
B3L 4T8
(902) 426-5026
Ping Seto

Congress of Black Women of Canada
East Preston, 1935 Hwy 7
Site 10, Comp 2
Dartmouth, Nova Scotia
B2W 3Y5
(902) 422-5140
Judy Gabriel
(902) 462-0344
(902) 454-2275
Dolly Williams

Cultural Federations of Nova Scotia
Bank of Commerce Building
901-1809 Barrington Street
Halifax, Nova Scotia
B3J 3K8
(902) 425-6373
(902) 422-0881 (fax)
Jody Wood

Cultural Society of South East Asia
22 Woodbank Terrace
Halifax, Nova Scotia
B3M 3K4
(902) 443-3269
(902) 424-3724
Surender Sodhi

Dartmouth Immigrant Orientation Association

95 Victoria Road
Dartmouth, Nova Scotia
B3A 1V2
(902) 464-2868
Anne Guy
Program Coordinator, Director

Diman Association Canada (Lebanese)

2973 Oxford Street
Halifax, Nova Scotia
B3L 2W3
(902) 453-6676
(902) 443-3708
Wadith Fares
President

Ethiopia Association of N.S.

2714 Northwood Terrace
Halifax, Nova Scotia
B3K 3S8
(902) 455-3071
(902) 492-0455
Mulugeta Ejiqu
President

Family S.O.S. - Family Service of Support Association

2773 Robie Street
Halifax, Nova Scotia
B3K 4P1
(902) 835-7184
(902) 420-1323
Cheryl Gillett
Janet Dowling

Family Service Association - Dartmouth

205-277 Pleasant Street
Dartmouth, Nova Scotia
B2Y 4B7
(902) 424-7430
Dawn McNutt
Counsellor

Family Service Association - Halifax

106-5614 Fenwick Street
Halifax, Nova Scotia
B3H 1P9
(902) 420-1980
Joyce Halpern

Family Support Program

2773 Robie Street
Halifax, Nova Scotia
B3K 4P1
(902) 453-4055
Susan Weagle

Federation of Scottish Clans of Nova Scotia

3167 Union Street
Halifax, Nova Scotia
(902) 453-3563
Fred Watt
Secretary

Filipino Association of Nova Scotia

40 Symonds Street
Dartmouth, Nova Scotia
B3A 3L5
(902) 420-7752
(902) 429-3011
Armando Regala
President

German-Canadian Association of Nova Scotia

6238 Quinpool Road
Halifax, Nova Scotia
B3T 1A3
(902) 477-9802
(902) 423-6523
Eva Huber
President

Greek Community of Halifax
5 Litchfield Crescent
Halifax, Nova Scotia
B3P 2N5
(902) 479-1271

Halifax Immigrant Learning Centre
c/o St. Joseph's Church
5455 Russell Street
Halifax, Nova Scotia
B3K 1W8
(902) 422-0649
(902) 453-6477
Gerry Lander

Halo-Canadian Cultural Association
Halifax, Nova Scotia
(902) 453-5327

Immigrant and Visible Minority Women
Association of Halifax/Dartmouth
11 Marilyn Drive
Dartmouth, Nova Scotia
B2Y 3X8
(902) 421-2594
(902) 465-3362
(902) 421-7600
Virginia Parkinson

Indo-Canadian Association of Nova Scotia
6180 Pepperell Street
Halifax, Nova Scotia
B3H 2N9
(902) 429-5355
Raghnath Malik

Indo-Canadian Seniors Group of Nova
Scotia
Bloomfield Centre
212-2786 Agricola Street
Halifax, Nova Scotia
B3K 4E1
(902) 835-8218
(902) 835-8621
Uma Verma

Irish Association of Nova Scotia
P.O. Box 27153
Halifax, Nova Scotia
B3H 4M8
(902) 454-5765
Pat Curran
President

Islamic Association
966 Brussels Street
Halifax, Nova Scotia
B3H 2T1
(902) 423-0571
B. Hussain Bhayat
Vice-President

Islamic Information Foundation
8 Laurel Lane
Halifax, Nova Scotia
B3M 2P6
(902) 443-8865
(902) 445-2494
Jamal Badawi

Italian-Canadian Cultural Association
2629 Agricola Street
Halifax, Nova Scotia
B3K 5M7
(902) 835-2654
(902) 469-4330
Luciano Radelich

Japanese Society of Nova Scotia
229 Arklow Drive
Dartmouth, Nova Scotia
B2W 4R7
(902) 426-3142
(902) 435-4595
Motoyoshi Ikeda
President

Korean Association of Nova Scotia
6 Guysborough Avenue
Dartmouth, Nova Scotia
(902) 434-5993
Suk-Ho Yoon
President

Ladies Auxiliary Islamic Association
295-5991 Spring Garden Road
Halifax, Nova Scotia
(902) 425-7074
(902) 479-1146
(902) 479-2023
Tahir Ahmad
Chairperson

Latin America Information Group
3115 Veith Street
Halifax, Nova Scotia
B3K 3G9
(902) 454-5182
Evelyn Riggs

Latvian Association
1967 Gottingen Street
Halifax, Nova Scotia
B3K 3B4
(902) 429-0079
Robert Dambergs

Maritimes Association of Sri Lankans
P.O. Box 27163
Halifax, Nova Scotia
B3H 4M8
Wimal Rankaduwa
President

Metro Immigrant Settlement Association
(MISA)
3101-1541 Barrington Street
Halifax, Nova Scotia
B3J 1Z5
(902) 423-3607
(902) 423-3154 (fax)
Nancy O'Donnell

Multicultural Association of Nova Scotia
(MANS)
901-1809 Barrington Street
Halifax, Nova Scotia
B3J 3K8
(902) 423-6534
Mike Fitzgerald

Multicultural Council of Halifax/Dartmouth
206-2786 Agricola Street
Halifax, Nova Scotia
B3K 4E1
(902) 455-1619
Debra Lee Joosse

National Association of Canadians of
Origins in India (NACOI)
Atlantic Region
20 Parmbelle Lane
Halifax, Nova Scotia
B3M 1N3
(902) 443-3252 (res)
Rano Khokhar
Vice-President

Nigerian Association of Nova Scotia
2-84 Windmill Road
Dartmouth, Nova Scotia
B3A 1C7
George Mbamalu

Nova Scotia Association for the
Advancement of Coloured People
(NSAACP)
303-287 Lacewood Drive
Halifax, Nova Scotia
B3M 3Y7
(902) 443-6285
(902) 443-7766
H.A.J. Wedderburn

Nova Scotia - Cuba Association
P.O. Box 632
Halifax Central, Nova Scotia
B3J 2T3
(902) 422-4606
(902) 425-5119
Sherri Cline
Mike Rushton

Nova Scotia Family and Child Welfare
Association
602-5121 Sackville Street
Halifax, Nova Scotia
B3J 1K1
(902) 422-1316

Polish Association in Halifax-Dartmouth
45 Bromley Road
Halifax, Nova Scotia
B3P 2L6
(902) 477-8932
(902) 477-7787
Raymund Gudulewicz

Portugese Social Club
P.O. Box 1133
Dartmouth, Nova Scotia
B2Y 4B8
(902) 443-2271
(902) 494-3564
Victor Carvalho

South East Asian Association
22 Woodbank Terrace
Halifax, Nova Scotia
B3M 3K4
(902) 443-3269
Surender Sodhi

South India Cultural Association of the
Maritimes
P.O. Box 8851, Station "A"
Halifax, Nova Scotia
B3M 5M5
(902) 496-0755
Hema Elango

Sri Lanka Association of Nova Scotia
11 Edmond Drive
Dartmouth, Nova Scotia
B2W 2K1
(902) 462-0171
Jemena Illyas
President

Syrian Cultural Association of Nova Scotia
1053 Sackville Drive
Lower Sackville, Nova Scotia
B4E 1S5
Akram Ribahi
President

Tamil Association
1003-5572 Northridge Road
Halifax, Nova Scotia
B3K 5K2
P.O. Box 22041
Bayer's Road Post Office
Halifax, Nova Scotia
B3H 3C3
(902) 455-8459
Sundari Jeganathan
President

Telugu Cultural Association
12 The Horseshoe
Dartmouth, Nova Scotia
B2Y 4E5
(902) 469-4449
(902) 426-3837
Subba Rao

Ukrainian Canadian Association
Halifax/Dartmouth Region
77 Chadwick Street
Dartmouth, Nova Scotia
B2Y 2M2
(902) 465-3914
Ted Malek

Vietnamese Association of Halifax
264 Main Avenue
Halifax, Nova Scotia
B3M 1B8
Tan Trung Can
President

Vietnamese Association of Nova Scotia
10-70 Lakefront Drive
Dartmouth, Nova Scotia
B2Y 3C6
(902) 465-6733
Do Chau

Women of India Auxiliary
P.O. Box 3051 S
Halifax, Nova Scotia
B3K 3G6
(902) 422-9598
(902) 496-2778
Usha Srivastava

Yugoslavia Association
34 Idelwylde Drive.
Halifax, Nova Scotia
B3N 1B9
(902) 426-7735
Spomenka Nikolic

Prince Edward Island

Filipino Canadian Group of P.E.I.
10 Shell Court
Charlottetown, Prince Edward Island
C1A 2Z8
(902) 892-4597
(902) 368-8393
Leti La Rosa

P.E.I. Multicultural Council
228 Grafton
Charlottetown, Prince Edward Island
(902) 368-8393
(902) 628-8717 (fax)

Newfoundland

Botwood Interfaith Goodwill Centre
179 Water
Botwood, Newfoundland
(709) 257-3406

Korean Association of Newfoundland and
Labrador
3 Willow Avenue
Cornerbrook, Newfoundland
A2H 3B5
(709) 536-2154
Young Choo Chun
President

Muslim Association of Newfoundland and
Labrador
430 Logy Bay Road
St. John's, Newfoundland
(709) 754-7526

LIST OF ADDITIONAL DIRECTORIES

1. "1994 Directory of Community Services", Support Network, Edmonton, Alberta; \$39.06 (inclusive if mailed), \$33.00 + GST (if not mailed); (403) 482-0198
2. "Active Living Guide", Victoria Parks and Recreation, Victoria, B.C..
3. "Blue Book", Community Information Centre of Metro Toronto, Toronto, Ontario; \$50.00; (416) 392-4567, (416) 329-4404 (fax)
4. "Bottin des organismes communautaires au service des nouveaux arrivants", Gouvernement du Quebec, Montreal, Quebec.
5. "British Columbia Directory of Ethno-Cultural, Multicultural and Immigrant Service Organizations", Multiculturalism B.C., Vancouver, B.C.; \$15.00; (604) 660-2395, Theresa Cordova
6. "Calgary Community Services Directory", City of Calgary - Information Centre, Calgary, Alberta; \$29.96; (403) 268-4656
7. "Canadian Groups, Arab and Arab Affiliated", Canadian Arab Federation, Etobicoke, Ontario.
8. "Chinese Organizations in the Toronto Area", Toronto, Ontario.
9. "Clubs and Organizations, 1993-94", Halifax City Regional Library & the Dartmouth Regional Library, Halifax and Dartmouth, Nova Scotia.
10. "Community Organization Directory", Vancouver Public Library, Vancouver, B.C.; accessible by modem (604) 665-5010
11. "Community Resource Guide for Manitoba" (a guide is also available for Winnipeg only), Contact Community Information, Winnipeg, Manitoba; \$24.00 for Manitoba guide (inclusive); (204) 287-8827
12. "Community Services Directory", Information London, London, Ontario; \$37.50; (519) 432-2211.
13. Department of Alberta Multiculturalism, Edmonton, Alberta; fax Cathy Gallis (403) 422-6348 to request a copy of their list of racial and ethnic minority clients.
14. "List of Organizations/Groups", Canadian Heritage, Ottawa, Ontario.
15. "Lithuanians in Canada 2001", The Lithuanian Canadian Community, Toronto, Ontario.

16. "Master Contact List of Community Organizations", Department of Corporate Services, City of Ottawa, Ottawa, Ontario.
17. "Multicultural Guide", Saskatoon Multicultural Council, Saskatoon, Sask.; (306) 978-1818, Evy Akanni
18. "Native Organizations in Manitoba", Fort Erie United Church, Winnipeg, Manitoba; \$3.00; (204) 475-1586, (204) 256-6422
19. "Regina Community Information Directory", Regina Public Library, Regina, Sask.; \$17.00 (inclusive if mailed); (306) 777-6000.
20. "Répertoire des services communautaires du Grand Montréal", Centre d'orientation française immigration, Montreal, Quebec; \$46.00; (514) 527-1375, Laurend Lecuillier.
21. "Vancouver's Many Faces", Vancouver Public Library; (604) 665-3571 to inquire